



Dedicated to a better Brisbane

Brisbane City Council SAP Ariba Supplier Registration Guide

This document provides a step-by-step guide on how to register your interest in becoming a Supplier to Council, by onboarding to SAP Business Network.

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How to register your interest to become a supplier to Council

The Supplier self-registration request form

To become a potential supplier, you can initiate the process by firstly completing the [Supplier self-registration request form](#).

Complete the mandatory fields (denoted with an asterisk) and Submit.

Note: The Contact email address will be the default email used to:

- administer your SAP Ariba account (for first time users) and
- manage potential tender requests/sourcing events.

Once your request is reviewed, you will receive an email from Ariba sent on behalf of Council notifying you of next steps.

Check your SPAM or junk mail folder in case you cannot locate the response and add @au.cloud.ariba.com as a safe sender, that way all emails will come to your inbox.

Allow two working days for Council to process your registration request.

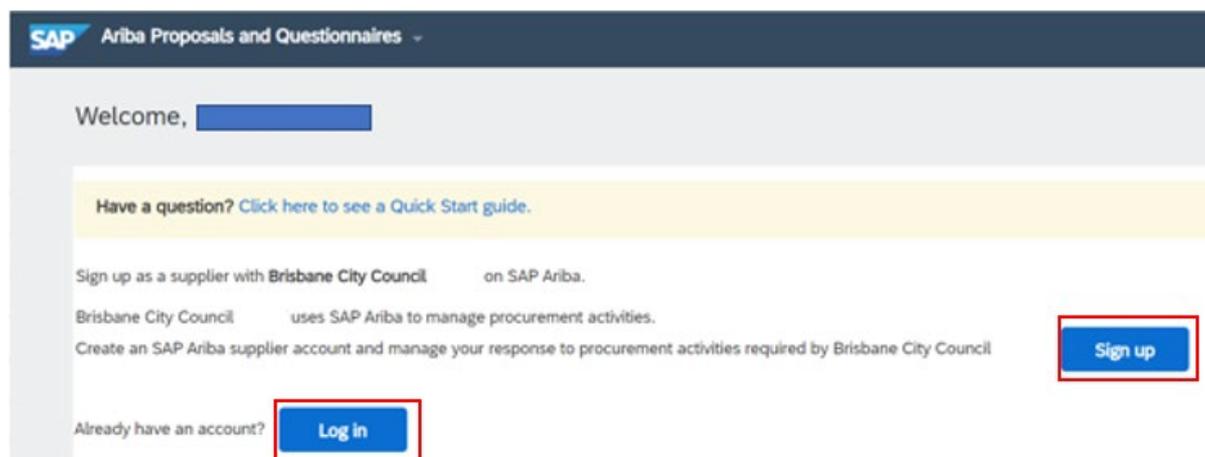
Register your SAP Business Network account

When your self-registration request is approved, you will receive an invitation, sent to the nominated contact email address, to complete your SAP Business Network account registration.

Do not reply to this email or forward this email to a colleague or another organisation as the registration process is connected to the contact email associated in the previous step. Direct any queries to Council's Business Hotline on 133 BNE (133 263).

Access the SAP Ariba sign up via the Click here link in the invitation email.

If you already have a SAP Business Network account, access your account through the Log In button. If you are a first-time user, select Sign up to create an account to continue the SAP Business Network registration process.



Additional support material for setting up your SAP Business Network account is available via the Quick Start guide link.

New SAP Business Network account registration

Create account

Note: some information will default from the self-registration form completed earlier. Also note that this is a global account for your company profile, anything specific to Council will be specified later in the Supplier registration questionnaire.

Review and update your Company Information.

- if your company has more than one office, enter the head office location.

Update your User account information.

- the nominated user will be assigned as the SAP Business Network account administrator. The administrator is responsible for account configuration and management and is transferrable
- if you prefer your username to be the same as your email address, tick Use my email as my username
- nominate a central email address where Purchase Orders will be sent. Note this is not specific to Council. If you have a unique purchase order email address for Council, this can be provided in the Supplier registration questionnaire.

Complete the section “Tell us more about your business”.

Browse and select the most relevant Product and Service Categories that can connect you to potential customers on the SAP Business Network. The Product and Service Category selected when creating your SAP Business Network account helps customers find you by commodity in the SAP Business Network.

SAP Ariba uses United Nations Standard Products and Services Codes (UNSPSC) to standardise category classification. See SAP Help (<https://support.ariba.com/help>) for more information.

Browse and select the appropriate locations that you service; or select Global.

Agree to the Terms of use and privacy policy.

Click Create account and continue.

You will receive a system generated email confirmation of your registration with SAP Business Network. This will be sent from Ariba Commerce Cloud with the subject “Welcome to the Ariba Commerce Cloud”.

Take note of your ANID and username.

You have now successfully registered on the SAP Business Network; where you can engage in Sourcing, Contract Management, and Purchase to Pay activities with lots of customers around the world.

The next step will support your potential engagement with Council.

Note: Access SAP Business Network here: <https://supplier.ariba.com>.

Complete Council's Supplier registration questionnaire

Once you have created your SAP Business Network account, you will automatically be directed to complete Council's Supplier registration questionnaire. If you are not directed to the Supplier registration questionnaire at this point, please follow information provided in Updating your details.

This final step is specific to doing business with Council. Expand each of the four sections and complete, at minimum, the mandatory questions (denoted with an asterisk).

Some fields will default with information previously supplied in the initial registration request form.

Note: time remaining on the top right-hand corner. You have 90 days to complete the questionnaire. If expired, contact Council Business Hotline on 133 BNE (133 263) to have a new questionnaire issued. When complete, tick the Declaration checkbox and Submit Entire Response.

Notes and Tips for completing Council's Supplier Registration Questionnaire

Section 1. General Supplier Information

Please attach official supporting documents such as your Certificate of Incorporation or ABR record that supports the ABN information provided.

Telephone numbers – your contact telephone number is a mandatory field.

Section 2. Bank Information

Although this section is optional, it is recommended to complete this section now to ensure it is not overlooked later. Also attach supporting letterhead documentation as evidence of your bank details. Note that your bank details can be updated with Council at any time. Refer to Updating your details with Council below for further information.

Section 3. Company Information

Product and Service categories you offer?

This field does not necessarily align to the products and services listed earlier in the SAP Ariba registration. The commodities listed in Council's Supplier registration questionnaire are based on the United Nations Standard Products and Services Code (UNSPSC) but have been modified to suit Council's needs, and therefore may need to be nominated again as these will be used to send you tendering opportunities.

Section 4. More about your business

When complete, tick the Declaration checkbox and Submit Entire Response.

After completing and submitting the Supplier registration questionnaire, you will receive a notification that you have submitted your response, and an email from Ariba Administrator @au.cloud.ariba.com advising that your Supplier registration with Brisbane City Council has been approved.

The time remaining clock will also be updated to a 15 month expiration, at which time the questionnaire responses will need to be reviewed and a revised response submitted.

Congratulations! You are now registered with Brisbane City Council on the SAP Business Network and can participate in Council sourcing and tender events.

Managing your SAP Business Network account

Updating your company profile

Your SAP Business Network account allows you to collaborate with all your customers, not only with Council.

Note your company profile is 35% complete when you first log in.

To update and complete setting up your profile and account with SAP Ariba, go through the options - Complete profile, Getting started, and your initials.

Note: These steps are not mandatory to work with Council but can help increase your exposure to other customers also registered on the SAP Business Network.

Check the SAP Ariba [website](#) for more supporting material.

Adding Users to your account

Only the account administrator can manage users and roles. It is possible to [transfer the account administration role](#) to another person in your organisation.

Navigate to your profile initials in the top right-hand corner of the screen and follow the menu: Settings > Users.

On the Manage Roles tab, you can set up multiple roles with different permissions, depending on which activities are performed in SAP Ariba.

On the Manage Users tab, you can create individuals and assign roles to them. You can also assign specific customers to individual users.

Refer to the SAP Support documentation for help [Managing Roles and Users](#).

It is also useful for each user to review and manage their [notifications](#), to control how emails are triggered and received.

Alternatively, this can be accessed via the Getting Started option.

Updating your details with Council

To update your details (e.g., bank account, contact details, questionnaire response) with Council, log into your SAP Business Network account (<https://supplier.ariba.com>):

1. In the top left corner of the screen, toggle the menu option to Ariba Proposals & Questionnaires.
2. Locate and select Supplier registration questionnaire.
3. Select Revise Response to make updates and Submit Entire Response.

Help and support

Error handling

When submitting the Council specific questionnaire, errors will be flagged across the top of the screen.

Toggle either Next or Previous to navigate and resolve each error.

More details will be displayed against each field that is flagged with an error.

System configurations

Refer to the following SAP Ariba support documentation to ensure your internet browser is set up correctly. This will ensure you can view and respond to potential tenders, or quote on services, on the SAP Ariba Business Network.

- [Supported Browsers](#)
- [Cookie Settings](#)

More information

SAP Ariba help can be found by accessing the Help Centre via the question mark symbol in the top right-hand corner of your SAP Ariba screen.

Under the Home tab, enter a question and review the suggested answers.

If a suitable response cannot be found, select the Contact us link.

If you still cannot find a suitable response, Create a Case and complete the online form that will be sent to the SAP Ariba support team.

Companies with Enterprise accounts will see a Support link, which also offers phone support and live chat.

Useful Links:

- [Supplier account settings and profile configuration](#)
- [Quick start guide for Ariba Administrator](#)