Gamuda Supplier Onboarding – FAQs

General FAQs

1. **What is SAP Ariba?**
   SAP Ariba is a software company that provides cloud-based procurement, spend management and supply chain services so that suppliers and buyers can connect and do business globally.

2. **Who are categorised as Gamuda's suppliers?**
   Gamuda's suppliers include vendors, contractors, consultants and professional bodies.

3. **As a supplier, is there a subscription fee to get onboard SAP Ariba?**
   There is no subscription fee to get onboard SAP Ariba. There are also no fees to participate in any subsequent sourcing events.

4. **How do I access the SAP Ariba Supplier Portal?**
   You may access the portal via supplier.ariba.com.

5. **Do I need a username and password to access the SAP Ariba Supplier Portal?**
   Yes. When you sign-up with SAP Ariba, you can key in your preferred username and password which you will use to access the portal.

6. **Can the system be accessed remotely?**
   Yes. As long as you have an internet connection, you may access the SAP Ariba Supplier Portal with any compatible internet browser. This includes mobile devices.

7. **How will suppliers receive notifications from Gamuda?**
   All notifications related to Gamuda SAP Ariba will be sent via email to the email address provided by suppliers.

8. **I have logged into SAP Ariba however there is no Gamuda Berhad logo. Why?**
   There are 2 possible reasons:
   - An adblocker is installed on your browser.
     - Pause/Disable adblocker
   - Your SAP Ariba account is not linked to Gamuda.
     - Contact Gamuda [refer to General FAQs (11)]

9. **I tried logging into SAP Ariba however it states that my account is merged with another account, thus I could not proceed to log in. Why?**
   This is caused by a discrepancy between the email address linked to your SAP Ariba account the email mailbox which received the Ariba notifications.
   - Please contact Gamuda [refer to General FAQs (11)] for them to re-send the event to the correct email address.
   - Please login to the SAP Ariba account linked with the same email address as the email mailbox receiving the SAP Ariba notifications.

10. What if I need more help getting onboard SAP Ariba?
Please refer to the supplier onboarding user guide and video guides on our [website](#).

11. Who do I contact for business support?
Gamuda Group Procurement: 1300-82-0030 | group-procurement@gamuda.com.my

12. Who do I contact for technical support?
Contact SAP Ariba by visiting supplier.ariba.com and enter the Help Center.

Supplier Lifecycle Performance Management (SLPM) FAQs

1. **I already registered with Ariba Network but why do I still receive email from Gamuda stating that I have yet to complete my registration questionnaire?**
   Registering your company on the Ariba Network only creates an account for your company on the platform. Your company will need to submit the Registration Questionnaire using this account to get registered with Gamuda. Hence, your company needs an Ariba Network account to get registered with Gamuda.

2. **I have tried to open the registration link, but it is showing up as expired – why is this?**
   The Supplier Registration questionnaire link is valid for 30 days. If the link is expired, please contact group-procurement@gamuda.com.my, and you will be re-invited and be sent a new link.

3. **I have submitted my Supplier Registration questionnaire, how do I update it?**
   If you have submitted the Supplier Registration questionnaire and it has been approved, you will find the questionnaire saved on your SAP Ariba dashboard. Simply by clicking on the approved questionnaire, there will be a functional button labelled 'Revise Response'. This will open the questionnaire for you to replace your details. Once submitted, a Group Procurement representative will be notified to review and approve the modifications made.

4. **Can you have multiple users on SAP Ariba?**
   Yes. On your SAP Ariba account, if you select 'Users' under Company Settings → Account Settings, you will have an option to 'Create User'. For further reference, you may refer to our *Ariba Network Guide*.

5. **My banking details have changed how do I update them?**
   You may revise your Supplier Registration questionnaire [refer to SLPM FAQs (3)].

6. **Who do I contact if I require clarification regarding a specific question on one of the forms?**
   If there are any further queries regarding this registration or SAP Ariba, please contact us at 1-300-82-0030 or email group-procurement@gamuda.com.my.

7. **I have completed my Supplier Registration questionnaire. Where do I find Gamuda Berhad list of available projects/sourcing events for me to participate?**
   We are adopting the closed tender procurement method using SAP Ariba. Hence, the list of available sourcing events is not visible to suppliers.

8. **I am from Company XYZ but I am from a different branch (same registration no. as HQ). Can I register separately because I do not communicate with the HQ admin account user?**
   Please contact your HQ admin user to add you as a new user in your company Ariba account.

9. **Is Gamuda Procurement team able to add me instead?**
   We are able to do so. This way, you will only receive the email notification to sign up with SAP Ariba once our buyer(s) send you the invite to participate in sourcing event.

10. **The invite to participate in Supplier Registration questionnaire was sent to the Primary Contact but he/she has resigned without handing over his account and completing the questionnaire.**
    Please visit supplier.ariba.com, enter the Help Center and raise the issue to SAP Ariba support centre. Only SAP Ariba is able to update the email address to the new email address.

11. **How do I know if my company already has an account on the Ariba Network?**
    Go to supplier.ariba.com. and look for 'Is your company registered?' and click 'Search'. Please view your company profile and contact your company's Ariba Administrator.

Sourcing FAQs

1. **I am new to SAP Ariba and have been invited to participate in a sourcing event. How do I get started?**
   Please refer to the suppliers sourcing event participation guide on our [website](). You may also visit the Help Center on SAP Ariba for tutorials.

2. **What do I do if I am invited to a Gamuda sourcing event, but do <u>not</u> intend to respond?**
   The first time you log into a Gamuda sourcing event, you will be presented with a ***Decline to Respond*** button. Click this button if you do <u>not</u> intend to respond.

3. **How do I get to an invite to a Gamuda sourcing event?**
   You will receive a sourcing event invitation email from Gamuda. This email will contain a hyperlink that will take you directly to the sourcing event you have been invited to participate in.

4. **How do I use SAP Ariba to submit online responses to Request for Proposals (RFPs)?**
   Please refer to the suppliers onboarding user guide on our [website](). You may also visit the Help Center on SAP Ariba for tutorials.

5. **How can I view my Event List?**
   Once in the SAP Ariba Supplier Portal, click the ***Status: Open*** section to view your Event List.