Supplier Onboarding
Ariba User Guide

General Ariba Help Guide

For Suppliers

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Overview

Purpose of this Document

Document Purpose:
The purpose of this document is to provide detailed guidance for Omnicom's suppliers to navigate the supplier onboarding portal (SAP Ariba Network) and complete the various supplier onboarding forms from the system:

- External Registration Form
- Risk Assessments
- Self-reporting any information updates through the SAP Ariba Network

Document Structure:
Each form has its own section outlining step-by-step directions and supplemental screenshots to successfully register to become a new supplier with Omnicom.

Also included in this document is a section for suppliers to reach out to Ariba in the event they have questions or run into any technical issues.

Scenario	Instructions
A role-based scenario, providing an overview of the objectives from an operational business perspective	Detailed instructions of the testing process, including visual depictions of the steps to help walk testing participants through the process

Supplier Registration: Key Terms Definition

Key Term	Definition
Foreign Supplier	Suppliers located outside of the agency country
Supplier Registration	This process encompasses two parts and is required for the supplier to be onboarded: (1) Obtaining crucial supplier information such as bank information, tax IDs, etc. (2) Shared Services validations and necessary approvals
Domestic Individual Tax Review	Suppliers who are individuals located within the agency country may undergo the Domestic Individual Supplier Tax Review
Foreign Supplier Tax Review	Suppliers that are located outside of the agency country will register to become a supplier and will undergo the Foreign Supplier Tax Review
Category Classification	The category/-ies best associated with the product / service the Supplier is providing. This will feed into how you can search for and filter through existing supplier records
Diversity / Certifications	Suppliers may hold certifications related to diversity classifications. If applicable, the supplier will receive separate Diversity Questionnaire (includes certificate details) to complete. This process will not delay the registration process

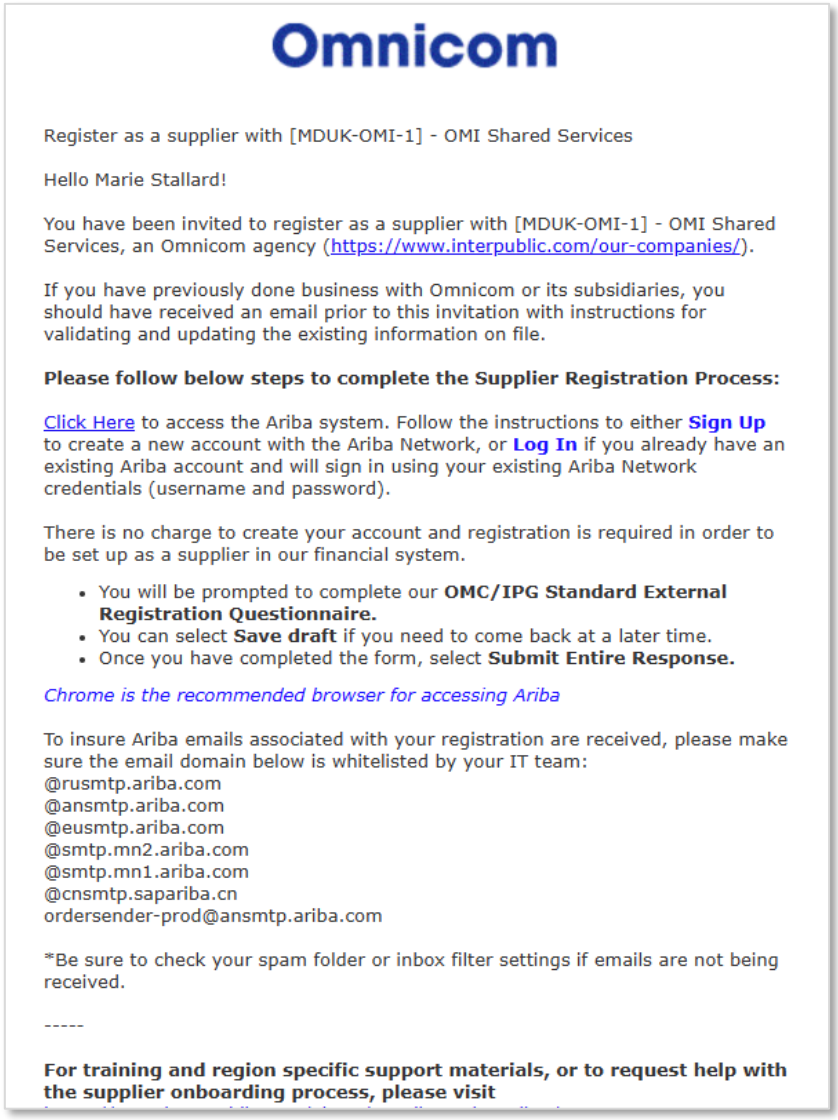
Registration Invitation Email

Can't find the invitation email?

1. Look out for an email with the following characteristics:

   From: **Omnicom Corporate**

   Subject: **Invitation: Register to become a supplier with [OMC Agency]**



Omnicom

Register as a supplier with [MDUK-OMI-1] - OMI Shared Services

Hello Marie Stallard!

You have been invited to register as a supplier with [MDUK-OMI-1] - OMI Shared Services, an Omnicom agency (https://www.interpublic.com/our-companies/).

If you have previously done business with Omnicom or its subsidiaries, you should have received an email prior to this invitation with instructions for validating and updating the existing information on file.

Please follow below steps to complete the Supplier Registration Process:

Click Here to access the Ariba system. Follow the instructions to either **Sign Up** to create a new account with the Ariba Network, or **Log In** if you already have an existing Ariba account and will sign in using your existing Ariba Network credentials (username and password).

There is no charge to create your account and registration is required in order to be set up as a supplier in our financial system.

- You will be prompted to complete our **OMC/IPG Standard External Registration Questionnaire.**
- You can select **Save draft** if you need to come back at a later time.
- Once you have completed the form, select **Submit Entire Response.**

Chrome is the recommended browser for accessing Ariba

To insure Ariba emails associated with your registration are received, please make sure the email domain below is whitelisted by your IT team:
@rusmtp.ariba.com
@ansmtp.ariba.com
@eusmtp.ariba.com
@smtp.mn2.ariba.com
@smtp.mn1.ariba.com
@cnsmtp.sapariba.cn
ordersender-prod@ansmtp.ariba.com

*Be sure to check your spam folder or inbox filter settings if emails are not being received.

For training and region specific support materials, or to request help with the supplier onboarding process, please visit

2. If you are having issues locating this email, **please ensure you check any junk, spam or trash folders for this email.**

NOTE: The **"Click Here"** link provided in this email is critical in ensuring suppliers can log in or sign up for an Ariba Network account. From there, the supplier will be taken to the Registration form to complete.

PLEASE BE SURE TO ACCESS ARIBA THROUGH THE EMAIL LINK.

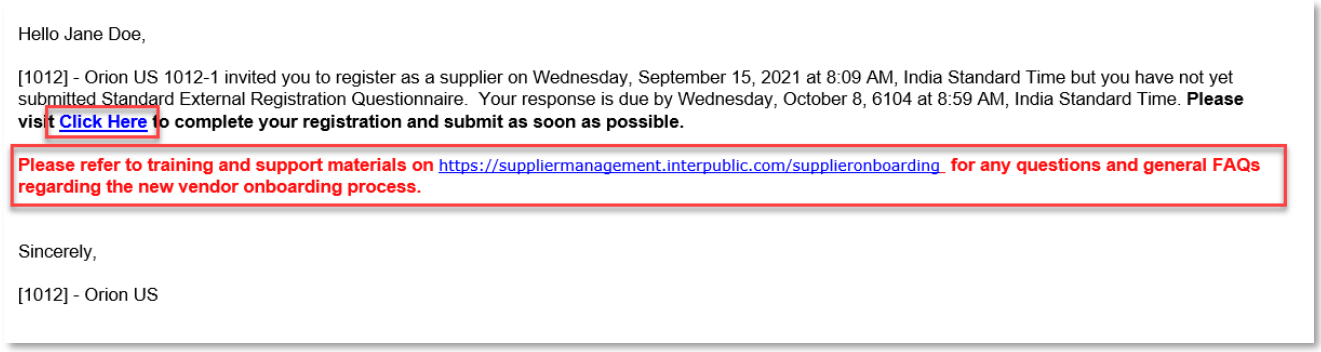
Can't find the invitation email?

1. The supplier will also receive daily reminder emails for each day the Registration form is not complete and submitted back to Omnicom.

   Look out for an email with the following characteristics:

   From: **Omnicom Corporate**

   Subject: **Action needed: Complete your registration for [OMC Agency]**



Hello Jane Doe,

[1012] - Orion US 1012-1 invited you to register as a supplier on Wednesday, September 15, 2021 at 8:09 AM, India Standard Time but you have not yet submitted Standard External Registration Questionnaire. Your response is due by Wednesday, October 8, 6104 at 8:59 AM, India Standard Time. **Please visit Click Here to complete your registration and submit as soon as possible.**

Please refer to training and support materials on https://suppliermanagement.interpublic.com/supplieronboarding for any questions and general FAQs regarding the new vendor onboarding process.

Sincerely,

[1012] - Orion US

2. This email also has the **"Click Here"** link to provide the supplier access to the Ariba Network. The supplier can complete Omnicom's registration form by clicking through this link.

   PLEASE BE SURE TO ACCESS ARIBA THROUGH THE EMAIL LINK.

3. The supplier has **3 weeks** to complete the form and submit their information. After 3 weeks, the supplier will need to follow up with Omnicom to ask to be reinvited. Please work with your Omnicom contact.

Log In Issues

Having log in issues?

Error: Account already merged to another Ariba Sourcing user account

Did you receive this error message when trying to enter your existing Ariba Network login credentials?



If so, it could be that your Ariba Network login credentials already exist but are linked to another Ariba Network account.

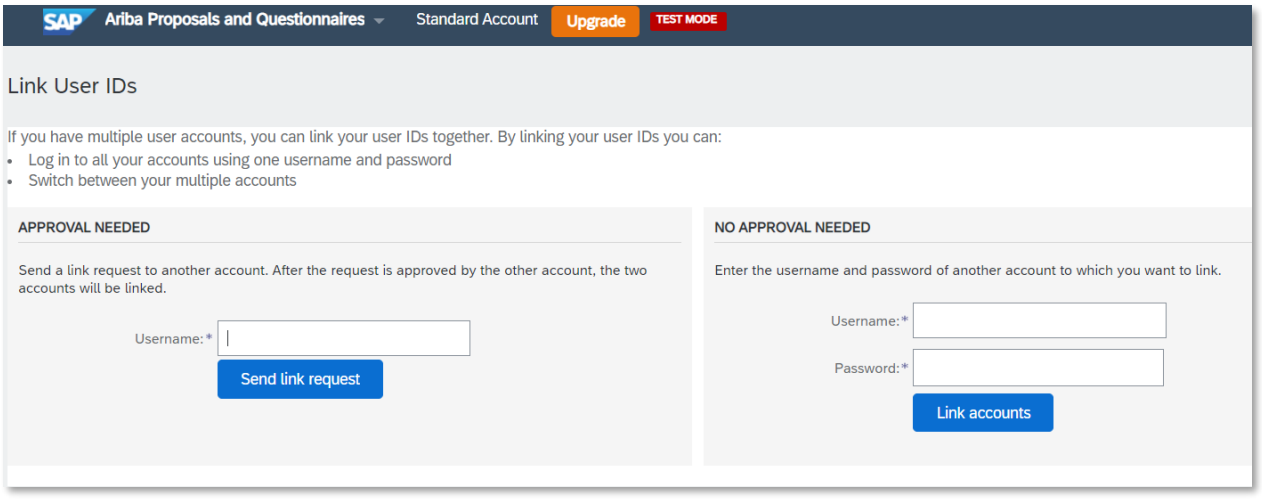
Option 1: Merge accounts

1. If you have the option, you may merge your and new account under one account.

2. This will ensure you can log in to all your accounts using one username and password and switch between multiple accounts.

3. If you'd like to approve and verify the account linkage, enter the existing username under the **Approval Needed** section to send the request to the account's associated email address.

   If you'd like to link without approval, enter the username and password of the account you'd like to link under the **No Approval Needed** section.



Having log in issues?

Error: Account already merged to another Ariba Sourcing user account

Option 2: Ask Omnicom to re-invite you to generate a new link

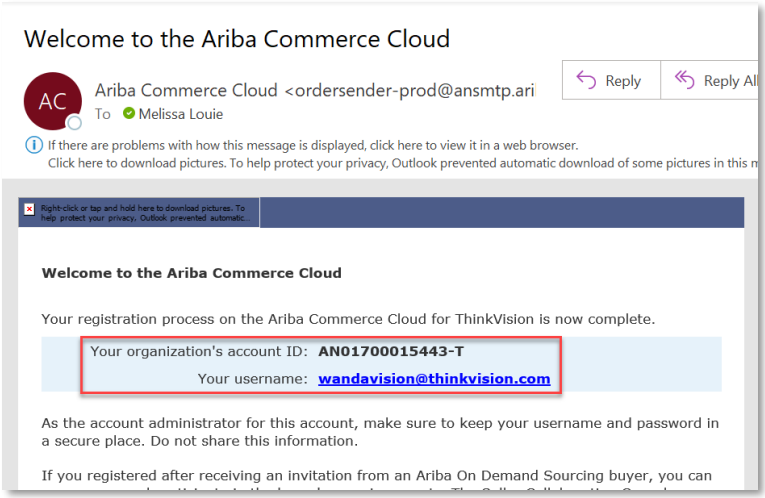
1. Sometimes there are instances where Omnicom's Ariba Buyer account needs to be linked with the supplier's Ariba Network account. If you continue to encounter issues, ask you Omnicom contact to re-invite you.

2. This will generate a new Ariba link, which you should be able to use to access Omnicom's registration form.

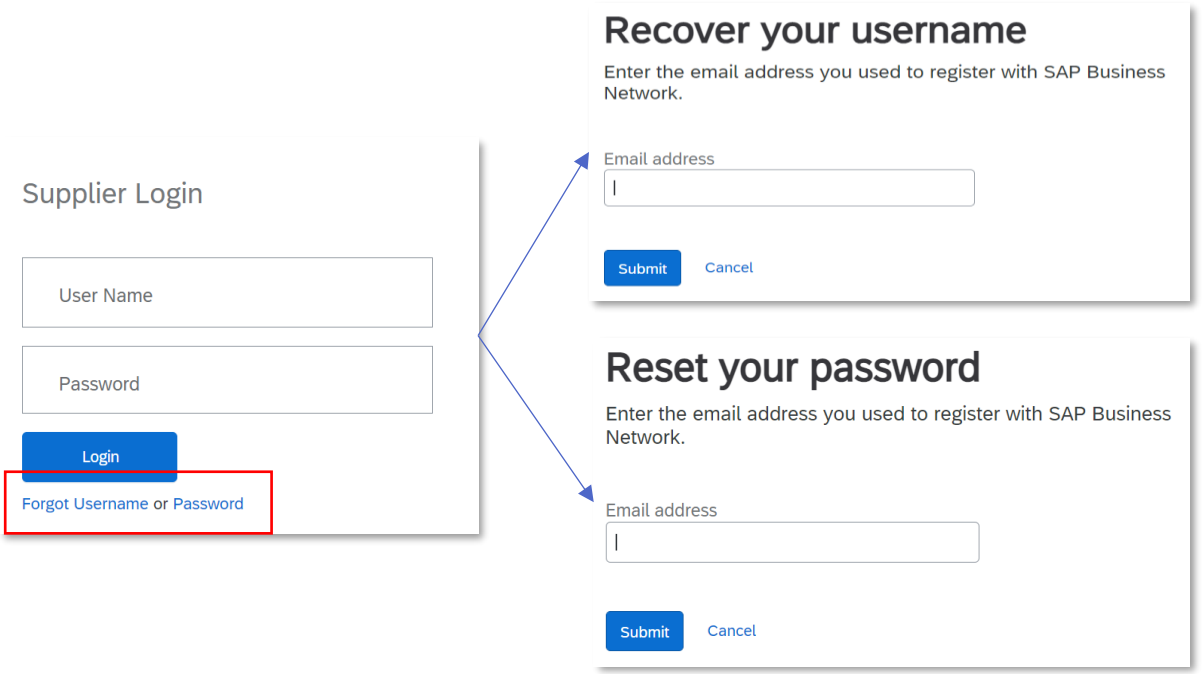
Forget your username or password to the Ariba Network?

After creating an account – The supplier contact will receive an email from the Ariba Network confirming the supplier's Ariba Network account ID and username.

The supplier contact's username will be in this email, which may be helpful for future reference.



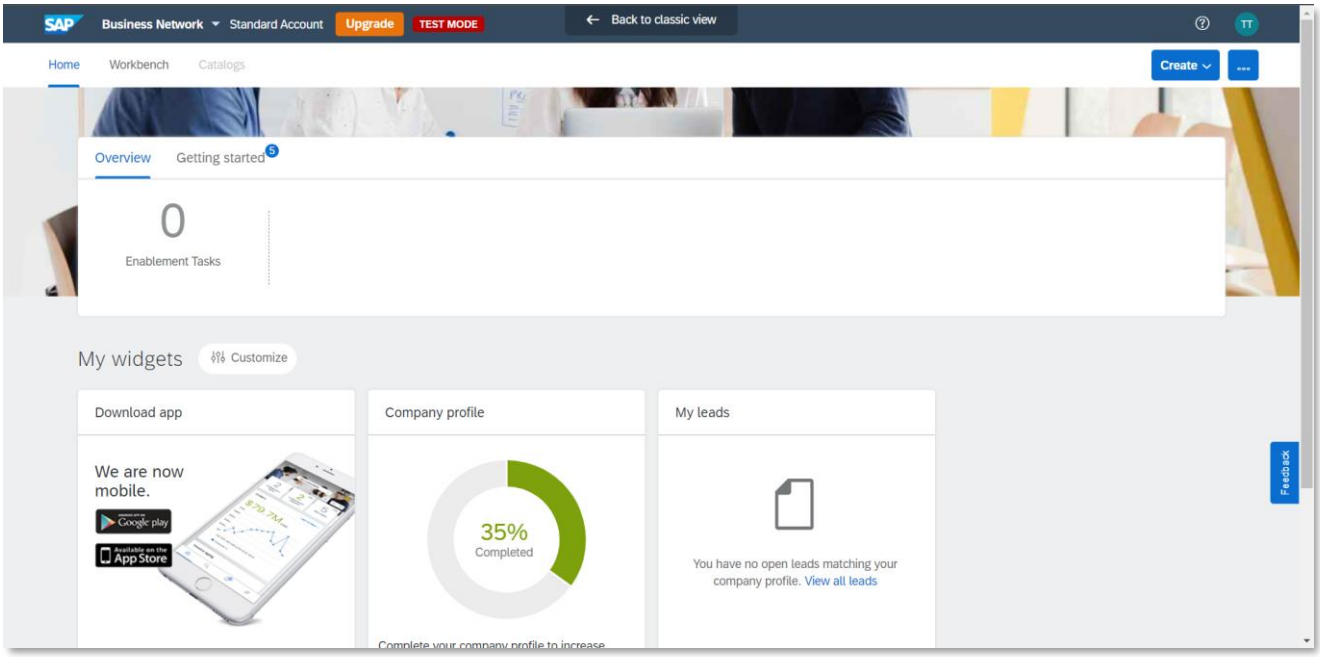
1. Another resource available is to navigate to https://supplier.ariba.com to access the login page.
2. There are options to recover **Username** or **Password**, click the corresponding **Forgot Username or Password** links and enter the email address used to register with the Ariba Network.



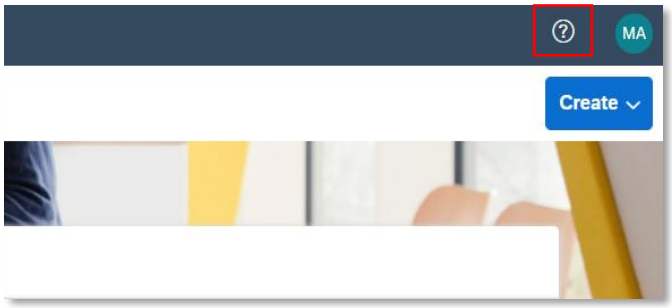
Homepage Navigation

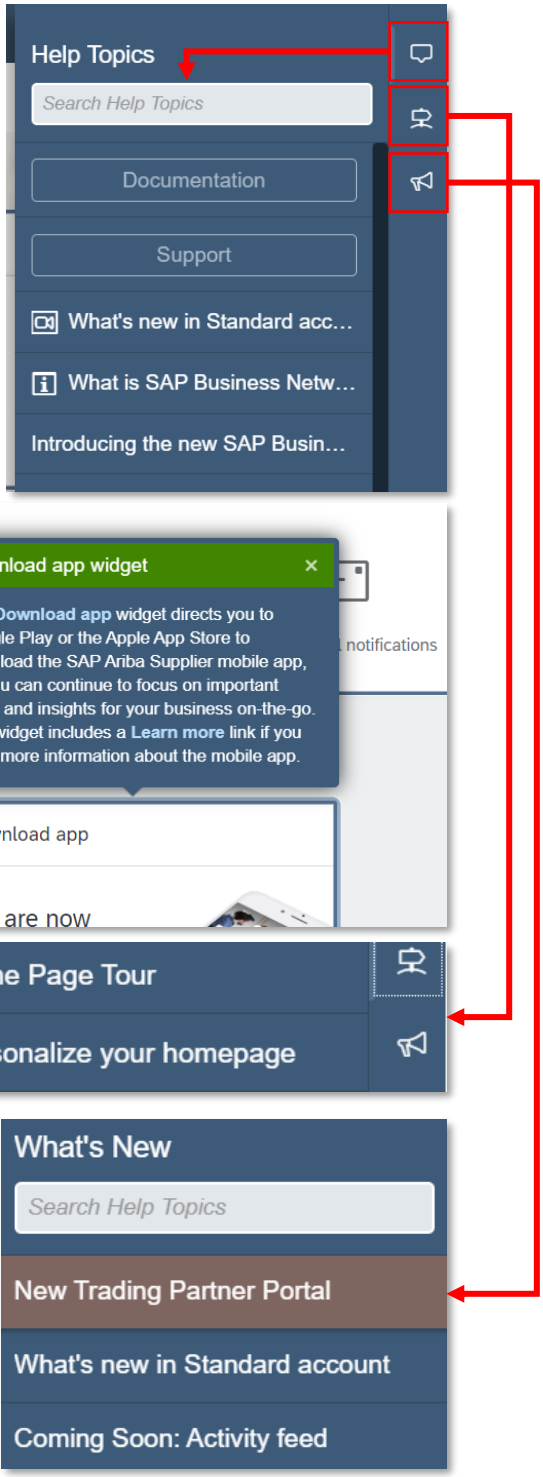
Ariba Network homepage

1. Upon logging in, suppliers will be brought to their homepage dashboard. Suppliers can access several resources for additional assistance such as:
    - Search Ariba's database for answers to questions
    - View frequently asked questions from other suppliers
    - Set their company's profile visibility settings
2. To access help resources, click on the **help button** in the top right corner of the homepage.



Ariba Network homepage





1. Search for different **Help Topics** by clicking on speech icon. Help topics are organized based on the page the supplier is currently on.



2. E.g. from the homepage, homepage navigation topics are available to search. If the supplier is operating within the registration form, they will see topics related to that.



3. For **Guided Tours** of the homepage, click on this icon:

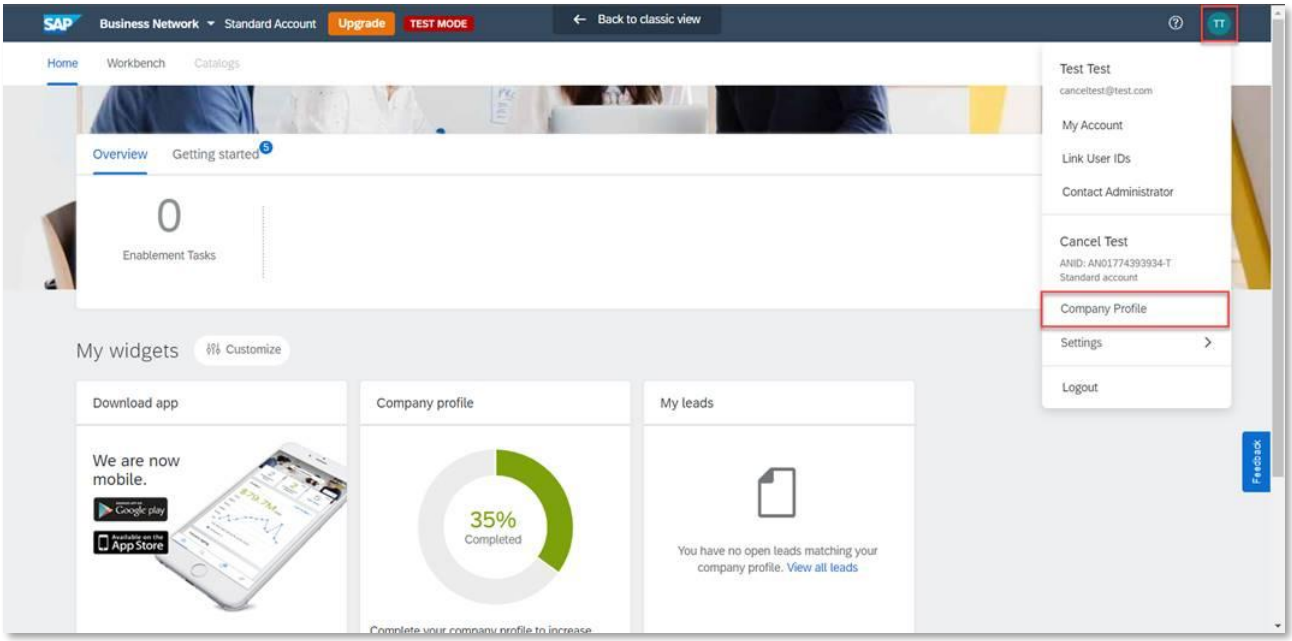


4. For new features, click on this icon in the right-hand panel.

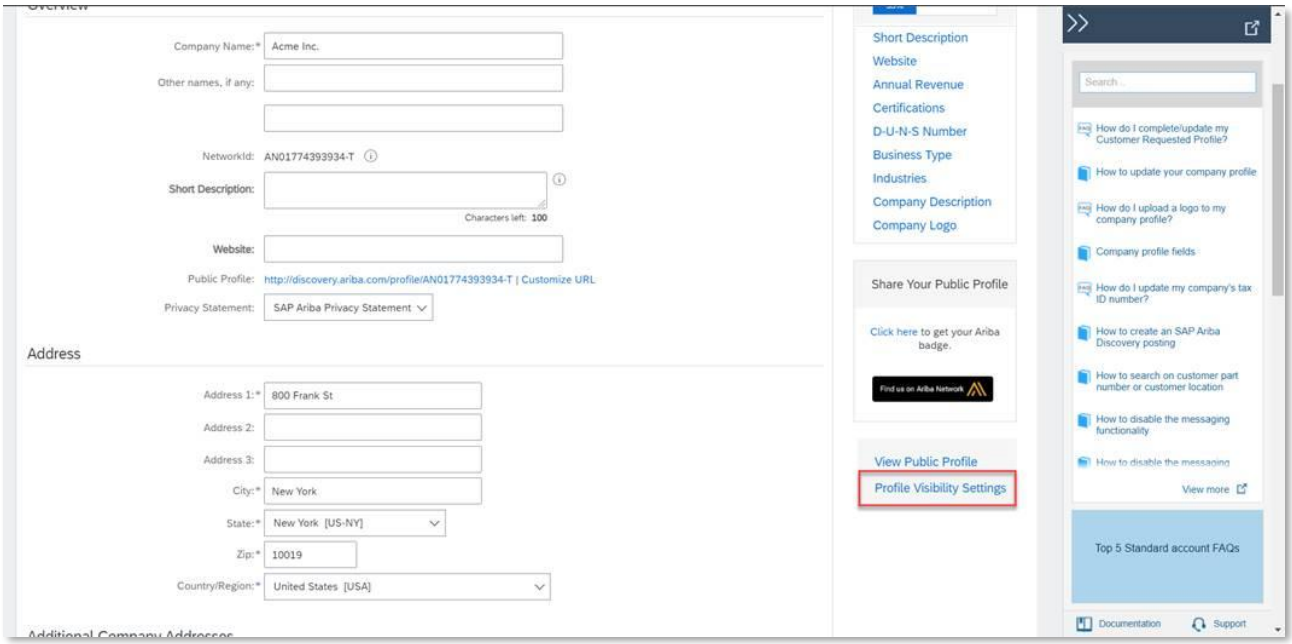
Change your company's profile visibility settings

Suppliers have the option to adjust their company's profile visibility settings. Other potential customers may be able to search for your company based on the type of goods or services your company provides, potentially generating more business.

1. To change these settings, click on your initials in n the top right. Then, click **Company Profile**.



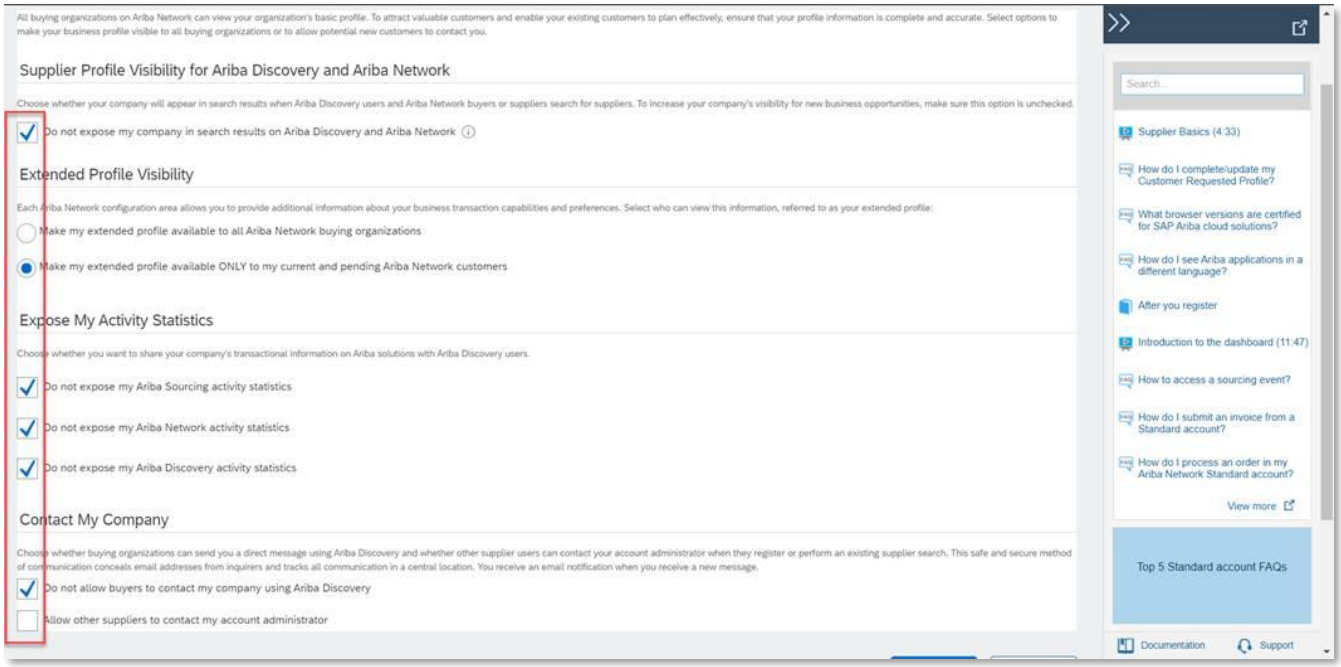
2. Scroll down a bit. On the right-hand side, click **Profile Visibility Settings**.



Change your company's profile visibility settings

3. Read through the different options to modify the company's profile visibility on the Ariba Network. Check or toggle your preferences accordingly.

4. Once done, click **OK** to save your profile preferences.

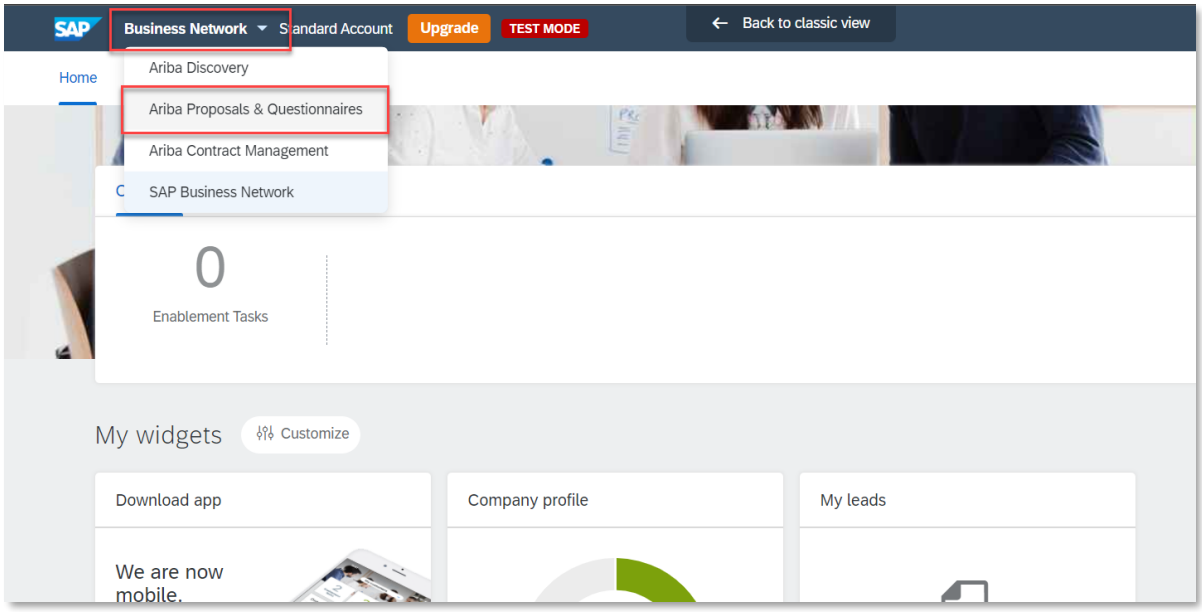


Access Omnicom's Questionnaires

Can't find Omnicom's questionnaires?

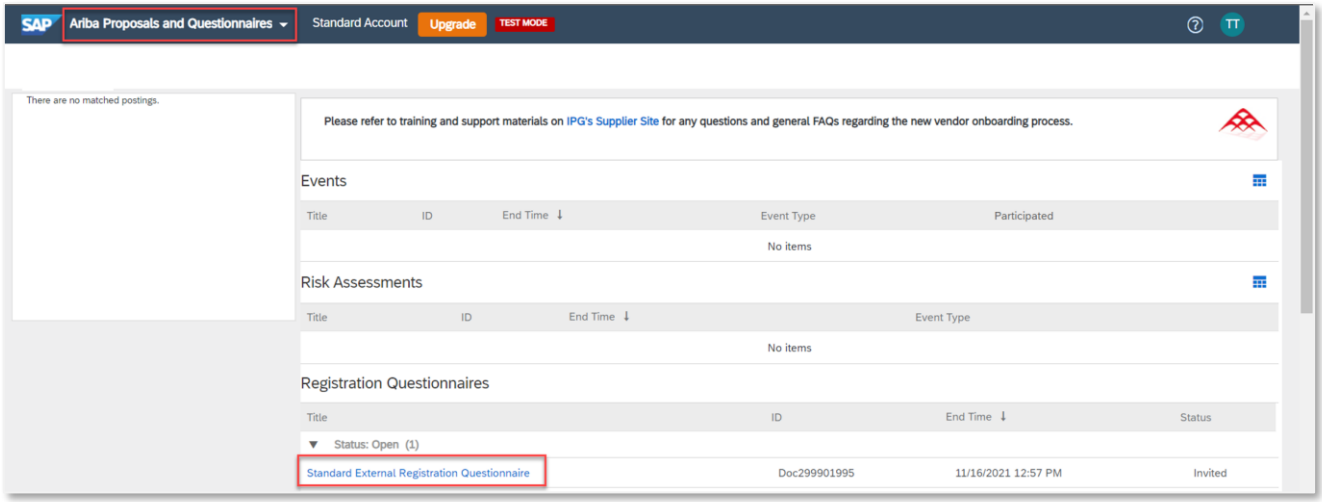
1. The **SAP Business Network homepage** is the default after the supplier logs in.

2. To access all supplier onboarding documents, toggle on the **Business Network** dropdown and click into the **Ariba Proposals & Questionnaires** tab.



1. This will bring you to all questionnaires Omnicom has sent you for onboarding. Forms you may see include:

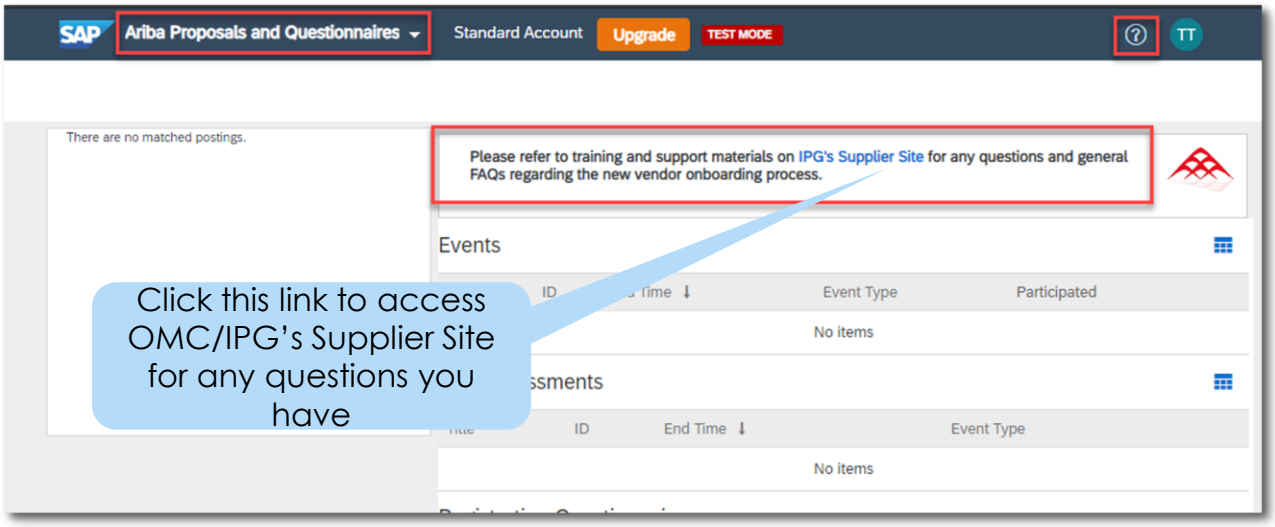
   - Standard External Registration Questionnaire
   - Diversity Certificate Questionnaires (if applicable)
   - Risk Control Assessments (if applicable)
   - Bank Modular Questionnaires (if applicable)



Need to access Omnicom's supplier help center?

Omnicom has a variety of resources available to their suppliers to help them through the onboarding process.

1. To access, make sure you're on the **Ariba Proposals and Questionnaires** tab. If you have multiple customers on using the Ariba Network, ensure you have clicked on the **IPG** tab:

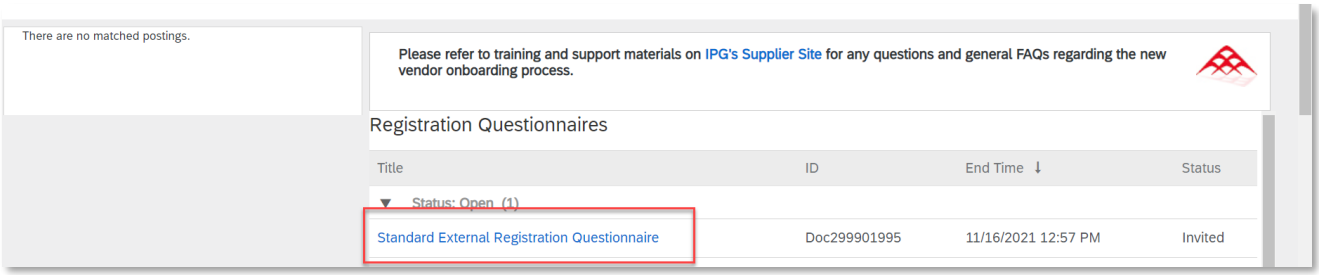


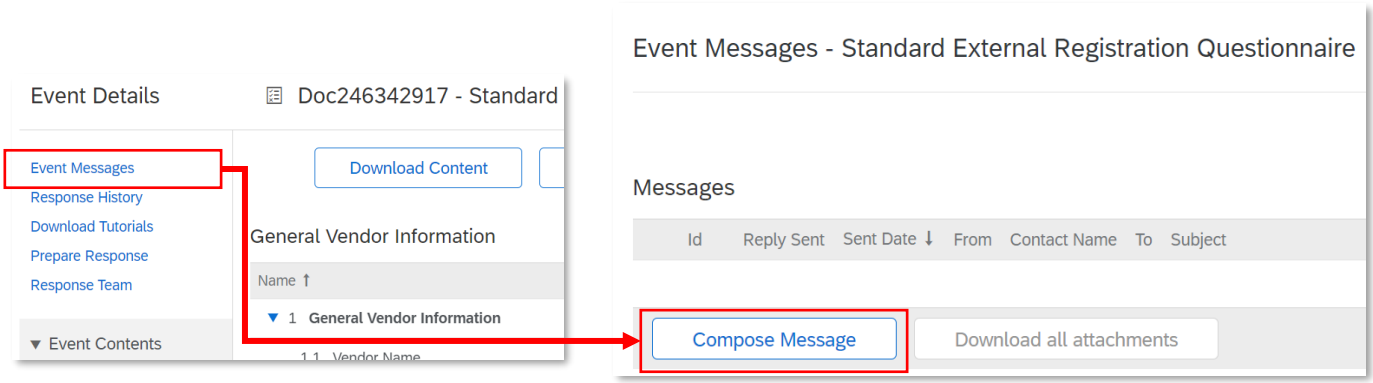
2. In the top banner, there is a link to Omnicom's external supplier site with instructions on how to register and complete any onboarding processes Omnicom has.

Ask Questions to Omnicom

Need to communicate with OMC for registration form questions?

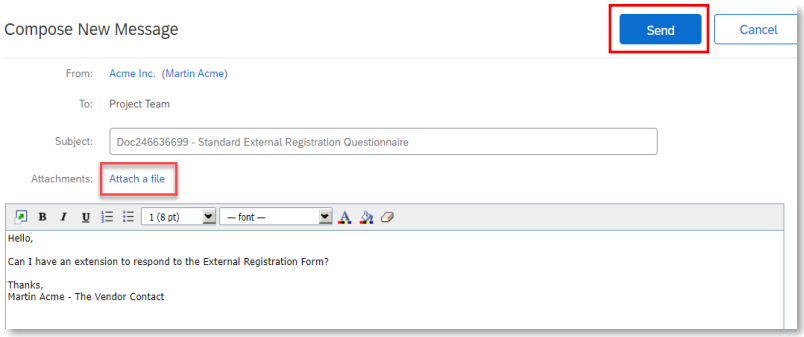
1. If you're unsure on how to answer a specific question or field within one of Omnicom's forms, click into the **Questionnaire/Form** you have a question about. Then, click **Event Messages**.



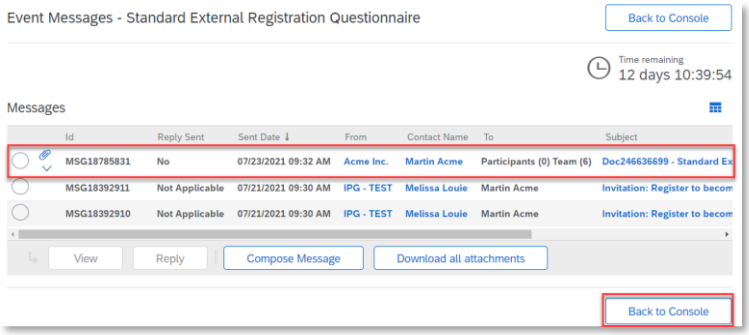


2. This will lead you to Event Messages where you can view old messages or **Compose Message** for new questions you might have for Omnicom.

3. After clicking on **Compose Message**, check necessary details like subject. Files can also be attached by clicking on the corresponding blue link. Once done, make sure to click the **Send** button. Omnicom will receive a notification email.



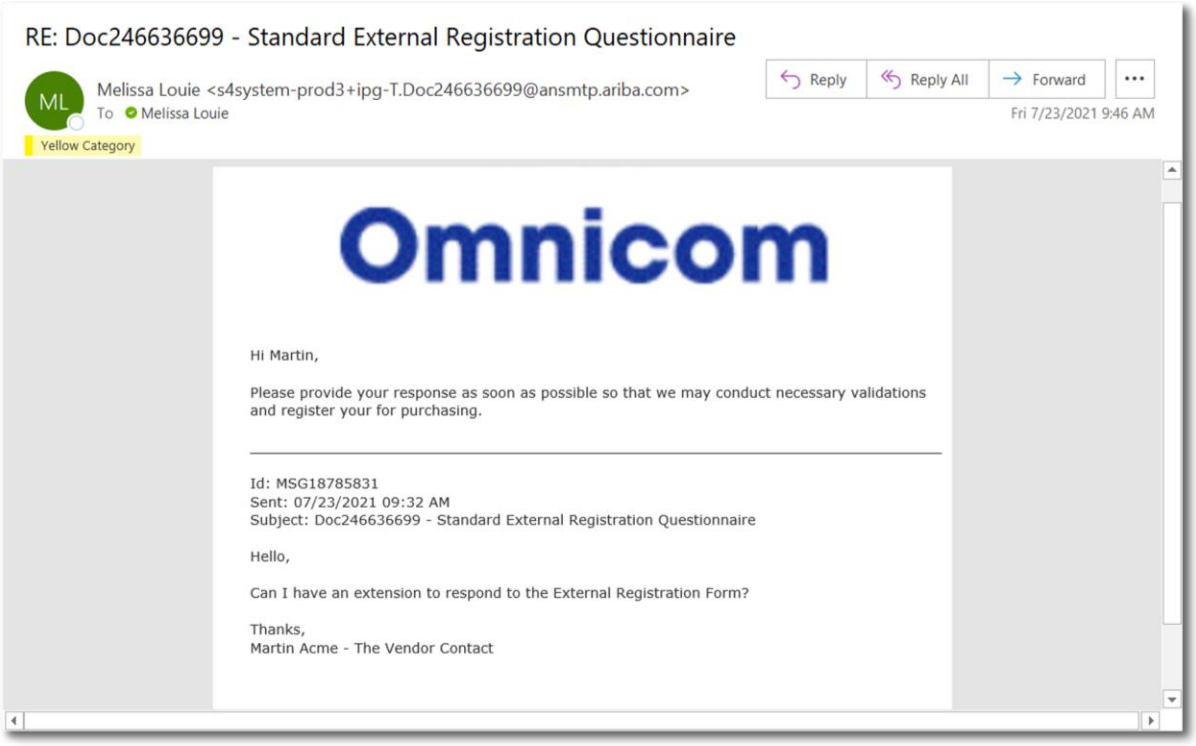
4. After the message is sent, view all the sent/received messages. Then to go back to the dashboard, click **Back to Console.**



Need to communicate with OMC for registration form questions?

The supplier will be notified by email when Omnicom responds to your message:

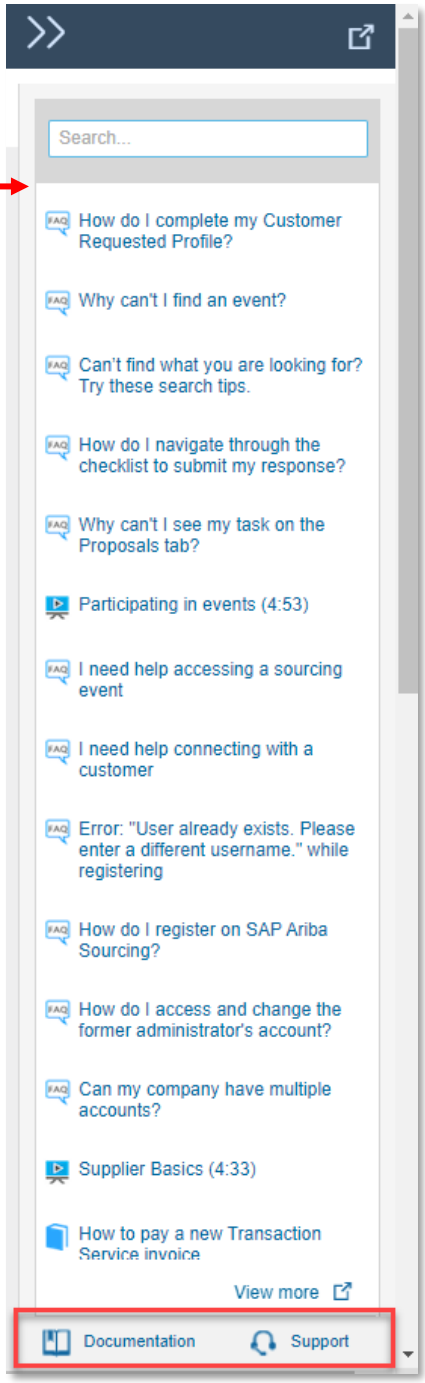
The supplier can always check the **Event Messages** site on the Ariba Network manually as well to see status of replied messages.



Request Assistance from SAP Ariba Support

Need technical assistance from Ariba?

1. For help with specific topics related to the Ariba Network, your profile, or technical issue, use the **help button** at the top right of the screen:



2. Search Ariba documentation and FAQ pages by **typing in and searching your issue**.

3. If the documentation is not helpful click **Support** at the bottom of the page.

4. The supplier has options to reach out to Ariba directly and further search for more documentation.

5. After clicking on the **Support** link, another window will open up.

6. Search more specifically in the **search box** or click **Contact Us** to start talking to an SAP Ariba representative.

