

# ARIBA Supplier Onboarding Program – Supplier User Guide

Refinitiv uses Ariba, a third-party electronic transaction processing tool, to manage our supplier onboarding process and to issue and manage purchase orders (POs) and invoices. All PO based suppliers are required to use Ariba to receive POs (in all countries) and return invoices to us (in e-invoice enabled countries). The supplier onboarding process ensures that all suppliers are screened and set up for payment in our Ariba system so that invoices can be managed and paid efficiently. Suppliers transacting with Refinitiv are required to comply with our mandatory on-boarding set up process and the Refinitiv Supply Chain Ethical Code.

**August 2018**

# Agenda

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## IMPORTANT NOTES FOR SUPPLIERS

- Refinitiv are unable to review and process your company as a supplier until the registration and subsequent questionnaire are completed.
- Any sales invoices received will not be processed until the Supplier Onboarding registration process has been finalised.
- Ariba times out after 30 minutes of inactivity.
- Supported Browsers
  - Microsoft Edge 32-bit
  - Microsoft Internet Explorer 11 32-bit
  - Mozilla Firefox 49+ 64-bit
  - Chrome 54+ 64-bit
  - Safari 9+ 64-bit

You should be aware that Ariba offers two versions; the Light Account and the Full Enabled Account. The Light Account will not incur any fees for you, as supplier, but the Full Account will. When registering with Ariba, you create an agreement directly with Ariba, to which Refinitiv is not a party. **Please ensure that the appropriate Ariba Account type is selected,** as if you select the Full Account, you will receive an invoice directly from Ariba. Refinitiv cannot accept accountability should the incorrect level be selected, nor can it accept liability for any fees incurred. Refinitiv can however assist you to switch back from the Full Enabled Account to the Light Account, if you notify Refinitiv accordingly.

# Help

## COMPLETION OF THE SUPPLIER PROFILE QUESTIONNAIRE

### By phone:

Helpdesk Numbers – See page 16

### By Email

- [Vendorsetup.latam@tr.com](mailto:Vendorsetup.latam@tr.com) (Latin America only)
- [AP.Maintenance@tr.com](mailto:AP.Maintenance@tr.com) (Rest of World)

## TECHNICAL ASSISTANCE WITH THE Ariba TOOL

<http://ariba.com/help/ariba-answers/contact-us/ariba-customer-support-phone-numbers>

**Tip:** Check you are using an Ariba supported browser – see page 2

## ACCOUNTS PAYABLE SPECIFIC INVOICES RELATED QUERIES – EMAIL

[Invoices.latam@tr.com](mailto:Invoices.latam@tr.com) (Latin America only)  
[AP.Queries@tr.com](mailto:AP.Queries@tr.com) (Rest of World)


# Invitation from Ariba to Supplier

- 1) The email from Ariba will appear like this in your email inbox.

If you haven't received the email, please check your spam/junk folders.

From	Subject
Ariba Administrator	Your Ariba Login Information

- 2) In the body of the email there is a link that you are required to click on to register your company on the Ariba Network or to access your existing Ariba Network account if you already have one.



Welcome, Chris Brown.

Thomson Reuters - TEST has registered you as a user on their Ariba Spend Management site. Before you can access Thomson Reuters - TEST's events, you must register on the Ariba Commerce Cloud.

[Click Here](#) to register on the Ariba Commerce Cloud and access your account.

If you are unable to launch a browser using this link, copy the link and paste it into the address bar of any of the supported Web browsers to form a single-line URL.

[http://thomsonreuters-T.supplier.ariba.com?awsso\\_tkn=34ZUPdGUUr57f526d7ffffffd86d6fd111](http://thomsonreuters-T.supplier.ariba.com?awsso_tkn=34ZUPdGUUr57f526d7ffffffd86d6fd111)

**NOTE: This URL is only valid for 30 days. Make sure to register on the Ariba Commerce Cloud before the link expires. After you register on the Ariba Commerce Cloud, you can no longer use this link.**

Thank you,  
Ariba, Inc. Administrator

# Invitation to Supplier

Welcome, Chris Brown

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**Have a question?** [Click here to see a Quick Start guide.](#)

Welcome to the Ariba Network. A password reset request was issued from **Thomson Reuters - TEST** site.

New to the Ariba Network? Sign up to register your user account. [Sign up](#) **4**

Already have an account? [Log in](#) **3**

3) Click the “Log in” link if you already have an Ariba Network account to log-in (see page 13)

4) Click “Sign up” if you are new to Ariba and wish to register for an Ariba Network account.

# Supplier Registration – Company details

Enter basic company information

5

Company Name: \*

Speed Boats Limited

Country: \*

United Kingdom [GBR]

▼

Address: \*

1 High Streeet

Line 2

Line 3

Line 4

City: \*

London

State

London

Postal Code: \*

E14 5EP

5) Please check and complete your company details. Mandatory fields are marked with an asterix.

# Supplier Registration – User Account

Name:\*

Chris

Brown

Email:\*

Ariba.test@thomsonreuters.com

☐

Use my email as my username

Username:\*

Ariba.test@thomsonreuters.com

6

Password:\*

.....

.....

Secret Question:\*

In what city was your mother born?

▼

.....

.....|

Language:

English

▼

[Ariba Privacy Statement](#)

Must be in email format(e.g john@newco.com) ⓘ

Must contain a minimum 8 characters including letters and numbers. ⓘ

The answer to your secret question must be atleast 5 characters.

The language used when Ariba sends you configurable notifications. This is different than your web b...

☒ I have read and agree to the [Terms of Use](#) and the [Ariba Privacy Statement](#)

6

Submit

Cancel

6

- 6) Please complete the user account information. You can use your email for you username or create your own.
- Read and confirm your agreement to the Ariba Terms of Use and Privacy Statement and click “Submit”

# Supplier Registration – User Account

Required Profile Fields

Your customer has requested that you complete the following information before they conduct business with you. Click **Go to Company Profile** and complete the required fields. After you provide the requested information, you can begin participating in events.

Required Profile Fields From Thomson Reuters - TEST

Customer Requested Fields

Go to Company Profile >

7

7) This page automatically displays following company registration. Click here to complete the Supplier Profile Questionnaire. This includes a series of questions about your company including contact details, banking and tax details (if required) and a risk survey (if required).

Basic (4)Business (2)Marketing (3)ContactsCertifications (1)Customer Requested8Additional Documents

\* Indicates a required field

Sourcing Customer List

Customer	Customer Requested Profile Information
Thomson Reuters - TEST	Incomplete

8) If this screen is displayed, you should click on the “Customer Requested” tab to display and complete the Refinitiv Supplier Profile Questionnaire.

# Supplier Registration – Supplier Profile Questionnaire

Thomson Reuters - TEST Requested Profile

\* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer.

Save as Draft

Submit

Changes you make below may be subject to approval before they are accepted.

Question

▼ 2 Supplier Directions

9

If you are located in the United States of America, please complete the Certifications section of your Ariba Company Profile.

2.1

The information that you provide in your responses to Thomson Reuters will be treated as confidential and only used for the purposes of managing and administering your relationship with us. Thomson Reuters is a global entity with networks, databases, servers, systems, support and help desks located throughout our offices around the globe. We also collaborate with third parties and affiliates from around the world to serve the needs of our business partners, workforce, and clients. This means your information may be transferred to jurisdictions where privacy and related laws are different from the country that you are based in.

We aim to ensure that all information is treated consistently regardless of its location by having in place a number of global policies including those relating to Information Security and Privacy. We take these matters very seriously and have implemented technical, administrative and contractual measures to ensure that adequate and appropriate protections are in place regardless of where your information may be stored or accessed within the Thomson Reuters Group of companies. We also ensure that any third parties or affiliates who support our operations are able to demonstrate comply with our security and privacy policies and standards.

9

Answer

\*

Unspecified

▼

▼ 3 Supplier Information

Feedback

9) In all cases there are 2 sections to complete. If there is a requirement to complete a risk survey, a further section will be displayed.

Mandatory fields are marked with an asterisk.

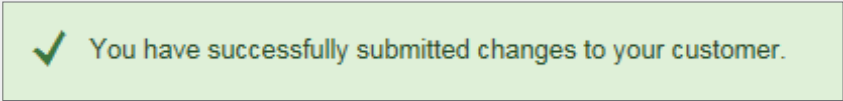
10) Once the questionnaire has been completed, please “Submit”

Save as Draft

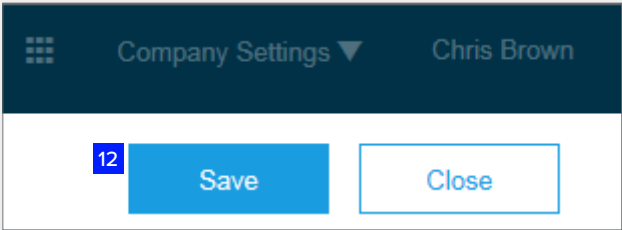
Submit

# Supplier Registration – Supplier Profile Questionnaire

11) Confirmation can be seen once you have “Submitted” your response and can now close the pop-up window by clicking the “X” in the top right hand corner of the pop-up window.



12) Confirmation can be seen once you have “Submitted” your response and can now close the pop-up window by clicking the “X” in the top right hand corner of the pop-up window.



13) **USA**  
Suppliers based in United States of America are required to complete the certifications section of your Ariba Company Profile.



14) Once all these steps are completed, Refinitiv Vendor Maintenance department will review the questionnaire for approval.

# Refinitiv requires more information

From:

aribasystem [no-reply@ansmtp.ariba.com]

To:

Ariba.Test

Cc:

Subject:

TEST: Action Required: Resubmit your organization Speed Boats Limited profile information.

Sent: Thu 06/10/2016 16:27

Your organization Speed Boats Limited has been rejected by DIANE THOMAS at Thomson Reuters - TEST from Ariba Sourcing. Thomson Reuters - TEST has requested that you resubmit your organization profile information before your organization can be approved.

See the following details for more information:  
Please provide your VAT registration number

This email originated from the Ariba system used by Thomson Reuters - TEST and was originally sent to: [Ariba.test@thomsonreuters.com](mailto:Ariba.test@thomsonreuters.com)

- 15) The Supplier Profile Questionnaire may be returned to you if there is a requirement to obtain more information from the supplier
- or if clarification is needed regarding any answers you have provided.

THOMSON REUTERS - TEST

Thomson Reuters - TEST Requested Profile

All required customer requested fields have been completed.

[View customer requested fields >](#)

- 16) Following log-on to your Ariba Network Account, select “View customer requested fields” on top left hand side of screen. Select “Customer Requested”.

Company Profile

Basic (3)

Business (2)

Marketing (3)

Contacts

Certifications (1)

Customer Requested

Additional Documents

\* Indicates a required field

Sourcing Customer List

Customer

Thomson Reuters - TEST

- 17) Click on the “Refinitiv” link which will populate the Supplier Profile Questionnaire. Make the amendments required and click “submit”.

Discard Draft

Save as Draft

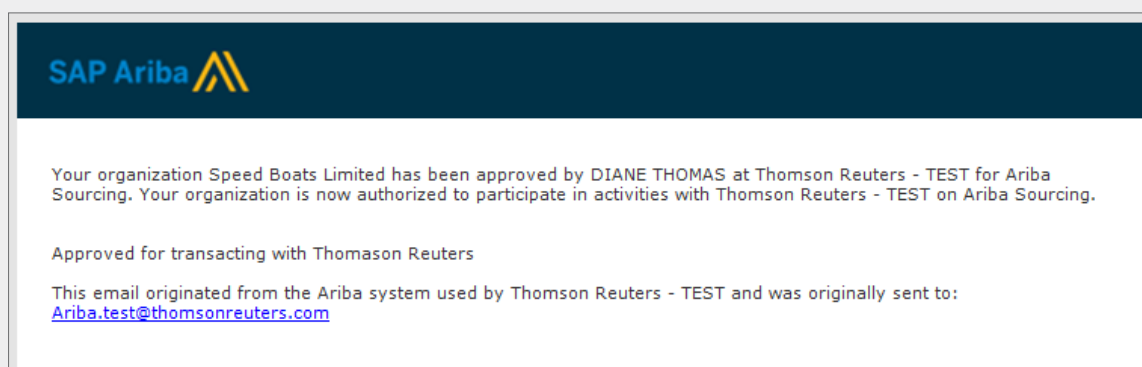
Submit

# Approval or Rejection

From	Subject
aribasystem	TEST: Organization Speed Boats Limited has been approved by Thomson Reuters

- 18) Approval: Your company has now been approved for trading with Refinitiv and you will be notified by email.

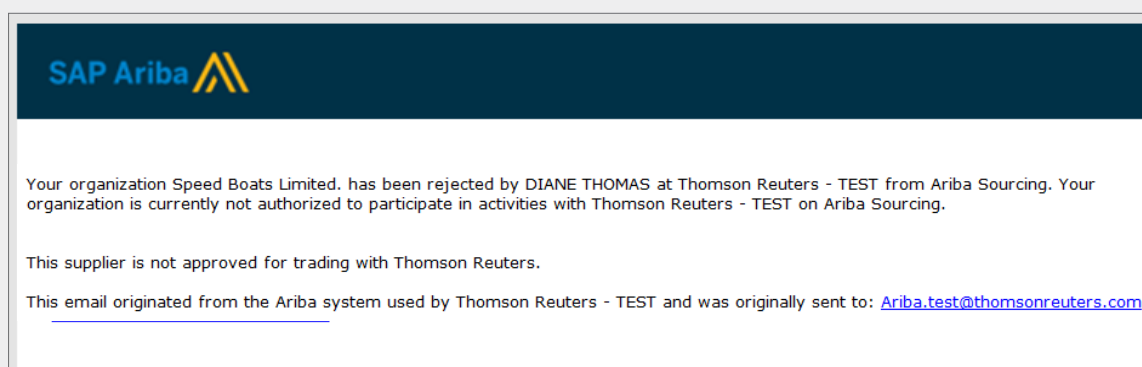
18



From	Subject
aribasystem	TEST: Organization Speed Boats Limited. has been rejected by Thomson Reuters

- 19) Rejection: You will be notified by email if your organisation has been rejected for trading with Refinitiv, please contact your Refinitiv business sponsor.

19



# The Supplier already has an Ariba Network Account

20) If the supplier already has an Ariba Network Account, select the appropriate link following receipt of the email invitation. Do not log directly into your account without using the URL from the email otherwise the two companies will not be associated.

Welcome, Chris Brown

Have a question? [Click here to see a Quick Start guide.](#)

Welcome to the Ariba Commerce Cloud. A password reset request was issued from Thomson Reuters - TEST site. Before you can log in to your user account, you must register on the Ariba Commerce Cloud.

Click **Continue** to complete your Ariba Commerce Cloud user account registration. Note: If you click **Continue** and you already have an existing user account on the Ariba Commerce Cloud, Ariba Discovery or Ariba Network you will be creating a duplicate user account.

20

Click here if you already have an Ariba Commerce Cloud , Ariba Discovery or Ariba Network account

Continue

21) Enter your existing Username and Password and click “continue”.

Enter Your Account Information

You are using an Ariba Sourcing test account to register on the Ariba Commerce Cloud. Enter your existing Ariba Commerce Cloud, Ariba Discovery or Ariba Network account details. Your existing Ariba Commerce Cloud test account profile will become your Ariba Sourcing supplier test account profile.

21

Username:\*

21

Password:\*

Forgot Username

Forgot Password

21

Continue

Cancel

22) Once Username and Password details have been entered, the supplier should continue from page 7 for instructions.

# Existing Ariba Network Account Holders

23) When you have logged into your Ariba Network account, you should click on the “Customer Requested” tab to display and complete the Refinitiv Supplier Profile Questionnaire.

Basic (4)Business (2)Marketing (3)ContactsCertifications (1)Customer RequestedAdditional Documents

\* Indicates a required field

Sourcing Customer List

Customer	Customer Requested Profile Information
Thomson Reuters - TEST	Incomplete

24) If you have not done so already, you will be asked to complete this section in the “Basic” information tab before you can save and close your company profile.

Product and Service Categories: \*

Enter Product and Service Categories

24

Add

-or- Browse

Rescue ships or boats x

Ship-to or Service Locations: \*

Enter Ship-to or Service Location

24

Add

-or- Browse

Global x

Tax ID: 

Optional

Enter your Company Tax ID number.

Vat ID: 

Optional

Enter your company's five to twelve-digit value added tax identification number. Do not enter dashes.

DUNS Number: 

Optional

Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with "-T" in test account. ⓘ

# DUNs Location Number

You may be required to provide your DUNs Number. If you do not know your DUNs number or not sure if you have one, you can check by searching your company in the UPIC website otherwise you may insert 999999999 in the required field.

<https://upik.de/en/>

If you wish to apply for DUNs Location Number please apply to Dun and Bradstreet or their local agent.

<https://dandb.com/product/companyupdate/companyupdateLogin?execution=e1s1>

# Help Desk Numbers

COUNTRY	HELP DESK DIAL IN NUMBERS	CONTACT E-MAIL
<b>AMERICAS</b>		
USA	+1 877 518 2761	ap.queries@thomsonreuters.com
Canada	+1 877 835 7103	ap.queries@thomsonreuters.com
Brazil Only	+(506) 2277-9684	fr.contasapagar@thomsonreuters.com Phub.latam@thomsonreuters.com
LATAM, except Brazil	+(506) 2277-9684	Phub.latam@thomsonreuters.com legal.latam@thomsonreuters.com
<b>EUROPE/AFRICA</b>		
Africa	+357 22 469661	ap.queries@thomsonreuters.com
Austria	+43 15 311 2400	ap.queries@thomsonreuters.com
Belgium	+32 2 287 6747	ap.queries@thomsonreuters.com
Central & Eastern Europe*	+357 22 469661	ap.queries@thomsonreuters.com
Denmark	+45 33 969691	ap.queries@thomsonreuters.com
EMNA**	+357 22 469661	ap.queries@thomsonreuters.com
Finland	+358 9 680 503 35	ap.queries@thomsonreuters.com
France	+1 5334 0178 (within FR) / +1 5334 0148 (outside FR)	ap.queries@thomsonreuters.com
Germany	+49 69 7565 1414	ap.queries@thomsonreuters.com
Greece	+357 22 469661	ap.queries@thomsonreuters.com
Gulf***	+357 22 469661	ap.queries@thomsonreuters.com
Israel	+357 22 469661	ap.queries@thomsonreuters.com
Italy	+39 02 66129558	ap.queries@thomsonreuters.com
Luxembourg	+352 475151 823	ap.queries@thomsonreuters.com
Netherlands	+31 20 799 8233	ap.queries@thomsonreuters.com
Norway	+47 22 93 69 03	ap.queries@thomsonreuters.com
Portugal	+35 12 13509231	ap.queries@thomsonreuters.com
Spain	+34 91 5851013	ap.queries@thomsonreuters.com
Switzerland	+058 306 2400	ap.queries@thomsonreuters.com
Sweden	+46 8 700 1215	ap.queries@thomsonreuters.com
Turkey	+357 22 469661	ap.queries@thomsonreuters.com
UK & Ireland	+44 207 542 7777	ap.queries@thomsonreuters.com

## Note:

\* Central & East Europe: Poland, Hungary, Slovakia, Czech Republic, Moldova, Bosnia, Albania, Romania, Croatia & Belgium.

\*\* EMNA: Lebanon, Egypt, Jordan, Morocco, Tunisia, Malta, Cyprus, Algeria, Iraq, Libya & Sudan.

\*\*\* Gulf: UAE, Saudi Arabia, Kuwait, Bahrain, Oman, Yemen, Iran & Qatar

# Help Desk Numbers (continued)

COUNTRY	HELP DESK DIAL IN NUMBERS	CONTACT E-MAIL
<b>ASIA PACIFIC</b>		
Australia	1800 094 877 (within AU) / +800 1318 4700 (outside AU)	ap.queries@thomsonreuters.com
China	+00 800 1318 4700 / +86 411 8366 6574	p2p.dalian@thomsonreuters.com
Hong Kong	+001 800 1318 4700	ap.queries@thomsonreuters.com
India	From PSTN dial 9 000 117# wait for the prompt, then dial 1866 841 1766	ap.queries@thomsonreuters.com
Indonesia	+001 803 441 462	ap.queries@thomsonreuters.com
Japan	+008001318 4700 / + 81364411422/ +864118366 6573	p2p.dalian@thomsonreuters.com
Malaysia	+00 800 1318 4700	ap.queries@thomsonreuters.com
New Zealand	+00 800 1318 4700	ap.queries@thomsonreuters.com
Philippines	+00 800 1318 4700	ap.queries@thomsonreuters.com
Singapore	+00 1800 318 4700	ap.queries@thomsonreuters.com
South Korea	+001 800 1318 4700 / +86 411 8366 6578	p2p.dalian@thomsonreuters.com
Taiwan	+00 800 1318 4700 / +86 411 8366 6574	p2p.dalian@thomsonreuters.com
Thailand	+001 800 1318 4700	ap.queries@thomsonreuters.com

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