Supplier Quick Reference Guide
SAP Ariba ("ORNL Buy")

ORNL is managed by UT-Battelle, LLC for the US Department of Energy

U.S. DEPARTMENT OF ENERGY

Contents

OAK RIDGE
National Laboratory

# SAP Ariba ("ORNL Buy") Overview

An overview of ORNL's procurement transformation and becoming a supplier for ORNL.

Procurement transformation

What's changing

ORNL has embarked on a major procurement transformation. SAP Ariba ("ORNL Buy") is a cloud-based, single, integrated platform to work across procurement, supply chain, and contracts to allow for the buying process to be integrated across all of ORNL.

Business Partner → Supplier Lifecycle & Performance → Sourcing → Contracts → Buying & Invoicing
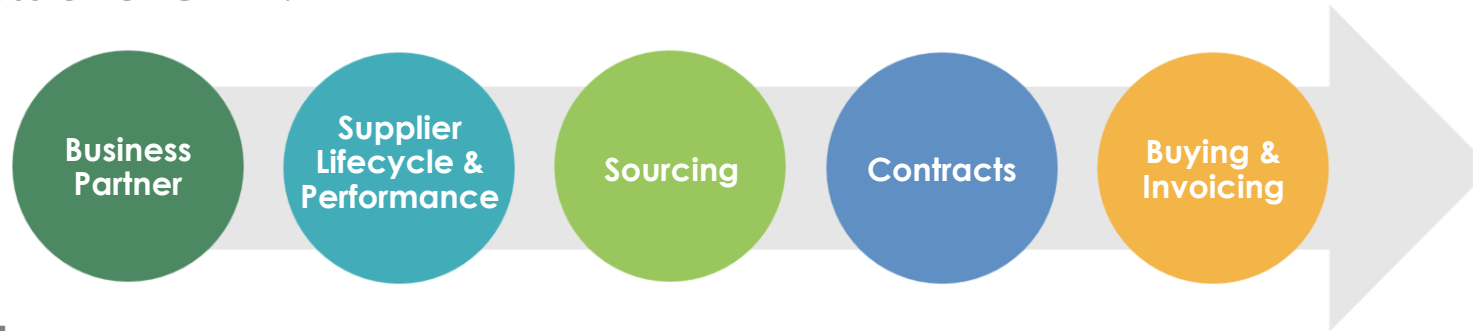
Our commitment

We believe our transition to SAP Ariba will strengthen our relationship with you, as a supplier, enabling better collaboration. Our transformation will not be successful without your support. We look forward to partnering with you on this journey.

Implementation timeline

We are rolling out our new systems in phased approach. Our first phase went live in February 2021, and the full suite of ORNL Buy is scheduled to go-live by the end of FYQ3.

OAK RIDGE
National Laboratory

What to expect becoming a supplier with ORNL

If you're interested in pursuing the opportunity to become a Oak Ridge National Laboratory (ORNL) Supplier, please register at **SAM.gov**. If you are identified as a participant in a sourcing event or for an award, ORNL will initiate a supplier request to collect some basic data about your company. Once the supplier request is reviewed and approved, you will receive a detailed registration request from ORNL.

What type of information is collected during registration:
- ✓ Company Name
- ✓ Street Address, City, State, Zip Code
- ✓ Contact information: name(s), phone number(s), email address(es)
- ✓ DUNS Number
- ✓ Tax ID Numbers
- ✓ NAICS Codes

OAK RIDGE
National Laboratory

Supplier Self-Registration Request

An ORNL Buyer will share a link, so you can initiate the self-registration request process detailed in this section.

Supplier Self-Registration Request

Once you have received the self-registration request link from ORNL.

1) Populate '**General Supplier Information**' using your organization's information. Legal business name and supplier main address are required.
   - Selecting the '**+**' next to the address expands the fields and enables you to add additional details (e.g., building, floor, care of, etc.)
   - When populating the address, a 'Region' field will appear depending on the country you have selected. Here you can select a state, province, etc.

Supplier Self-Registration Request

2) Populate '**Primary Supplier Contact**' with your contact information. All fields, with the exception of phone number, are required.

3) Populate '**Additional Information**'.
- In the drop down next to '**Question 3.2**' you can select the reason you are registering, either:
    - "I want to be able to bid ORNL contracts or other procurement opportunities", or
    - "I want to conduct Intra-Governmental Transactions (IGTs) with ORNL"
- In the drop down next to '**Question 3.3**' you should select if your company is a '**US**' or a '**Foreign**' entity
- In the field next to '**Question 3.4**', populate a unique identifier for your company (e.g., DUNS number)

4) Select '**Submit**' to proceed

OAK RIDGE
National Laboratory

Supplier Self-Registration Request

5) You will receive an email, like the one below, that confirms your Supplier Self-Registration Request and notifies you that your submission is pending approval.

ORNL Procurement - TEST is reviewing your registration request

5

AA   Ariba Administrator <no-reply@ansmtp.ariba.com>
To

↩ Reply   ↩ Reply All   → Forward   ···

Mon 3/8/2021 2:45 PM

Hello Non Payee Self Request User Guide,

ORNL Procurement - TEST has received your registration request and will review it for approval.
Their response will be emailed to hannah.haecker@ey.com.

If you have any questions, please don't reply to this email but instead contact ORNL Procurement - TEST directly.

This email has been sent to you on behalf of ORNL Procurement - TEST by SAP Ariba.

🌿 OAK RIDGE
National Laboratory

SAP Business Network Account

The SAP Business Network is a hosted service that connects suppliers to buying organizations, allowing them to conduct and streamline online transactions.

SAP Business Network Account

1) Once your Supplier Self-Registration Request has been received by ORNL and approved, you will receive this email as an invitation to create an account with the SAP Business Network. Select the hyperlink, '**Click Here**' to access ORNL's Supplier Registration Questionnaire.
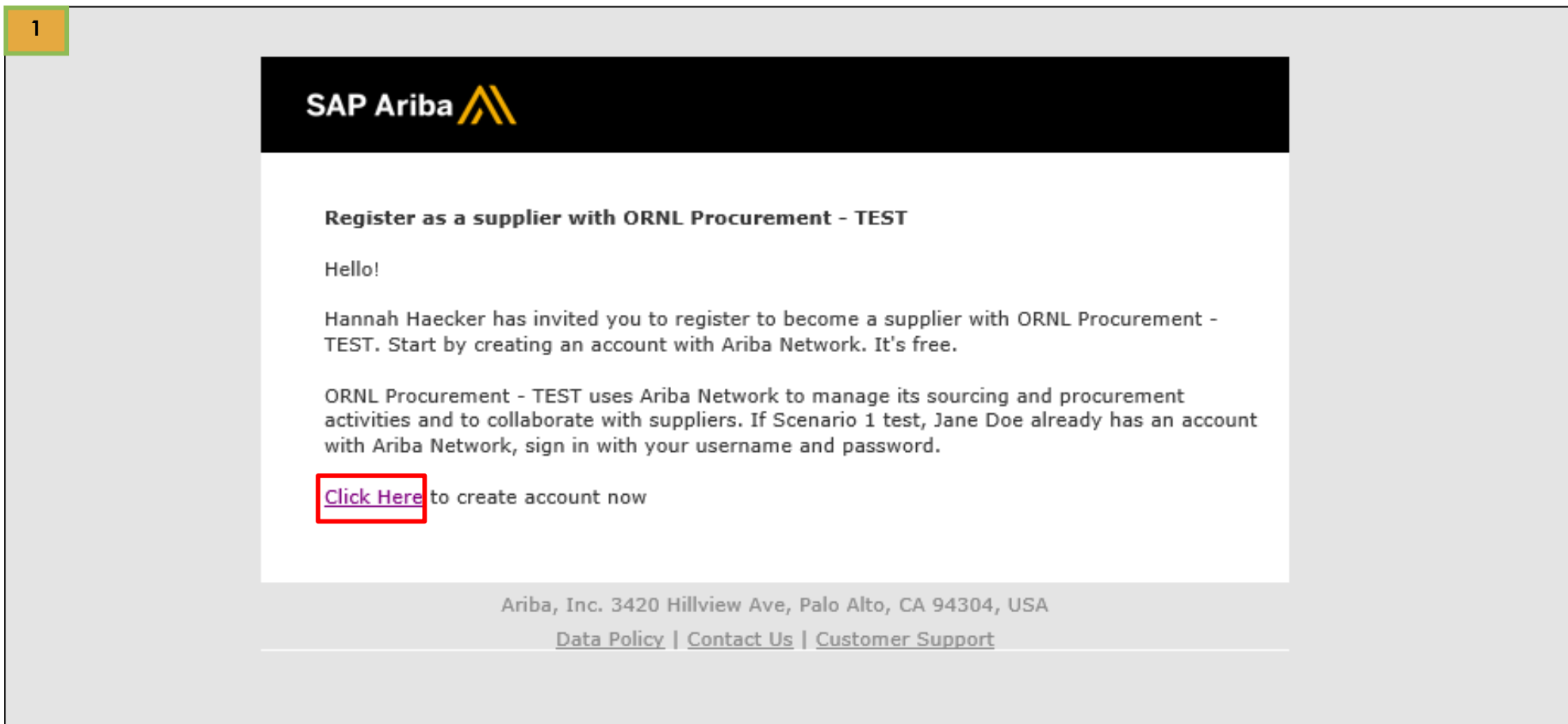
SAP Business Network Account

2) On the SAP Business Network Registration page, select '**Sign Up**' if you do not already have an account, or '**Log in**' if you already have an account.
   - To create a *new account* and '**Sign Up**', proceed to '**Step 3**'
   - If you have an *existing account*, select '**Log in**' from this email – do not use an existing bookmark
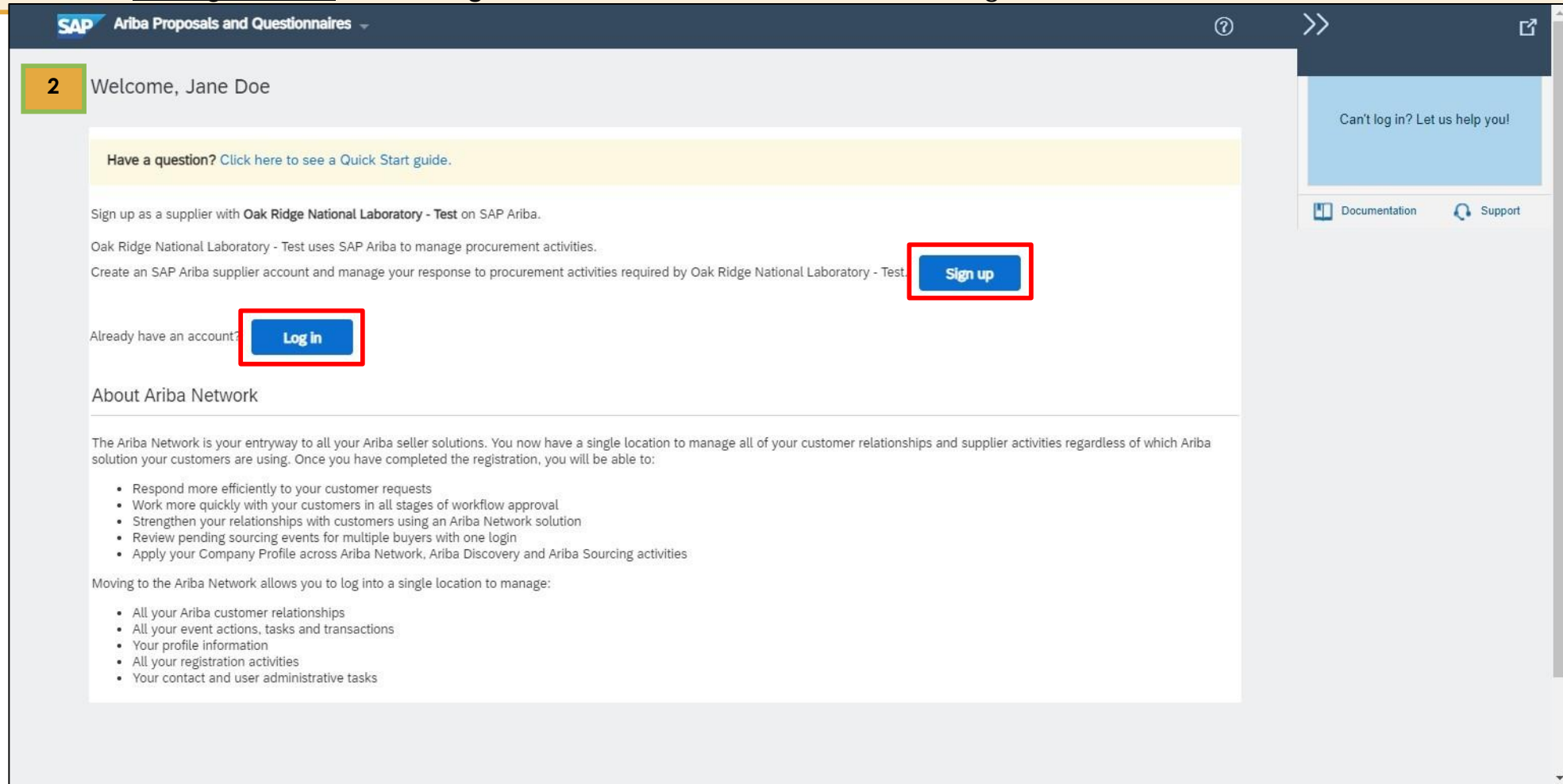
SAP Business Network Account

3) To create a new account, fill out and verify pre-populated fields in the '**Company Information**' section. Company Name, country/region, and address fields are required. NOTE: You do not need to do this if you already have an existing SAP Business Network Account.

SAP Business Network Account

4) Fill out and verify pre-populated fields in the '**User account information**' section. Name, email, username and password are required fields.
   - Usernames *must* be in an email form
   - Passwords *must contain* a minimum of eight characters including upper- and lower-case letters, numeric digits, and special characters

OAK RIDGE
National Laboratory

SAP Business Network Account

<table>
<tr><td>5)</td><td>Populate the 'Tell us more about your business' section. Product and service categories and ship-to or service locations are required fields.</td></tr>
<tr><td></td><td>•   If there is not a category that exactly matches your business, please select the closest applicable category</td></tr>
<tr><td>6)</td><td>Option 1: Fill out the product and service categories and ship-to or service locations fields by typing in your own answers to the questions and click 'Add'. Proceed to next page to see details on 'Option 2'. Once you complete 'Option 1' or 'Option 2', proceed to 'Step 8'.</td></tr>
</table>

OAK RIDGE
National Laboratory

SAP Business Network Account

7) **Option 2**: Select '**Browse**' and go through the hierarchy to narrow down your answers to the questions. Choose '**OK**' and return to the account creation form. *Once you complete '**Option 1**' or '**Option 2**', proceed to '**Step 8**'.*

SAP Business Network Account

8) When complete, check the **'Terms of Use'** and **'SAP Ariba Privacy Statement'** boxes and then the **'Create account and continue'** box.

SAP Business Network Account

9) ***Duplicate check***! If it possible that an account has already created, you will be alerted and directed to review the potential accounts.

SAP Business Network Account

10) You will be taken to a page to review all potential matching accounts. If there is no match, you can select '**Continue Account Creation**'. Otherwise, you can return to the previous page to edit information or login using the existing account.

SAP Business Network Account

11) After creating your account, you will receive an email from SAP Ariba with your account ID, username, and next steps. ***At this point, you have to wait to receive either Approval, Denial, or Request for additional info from ORNL***.
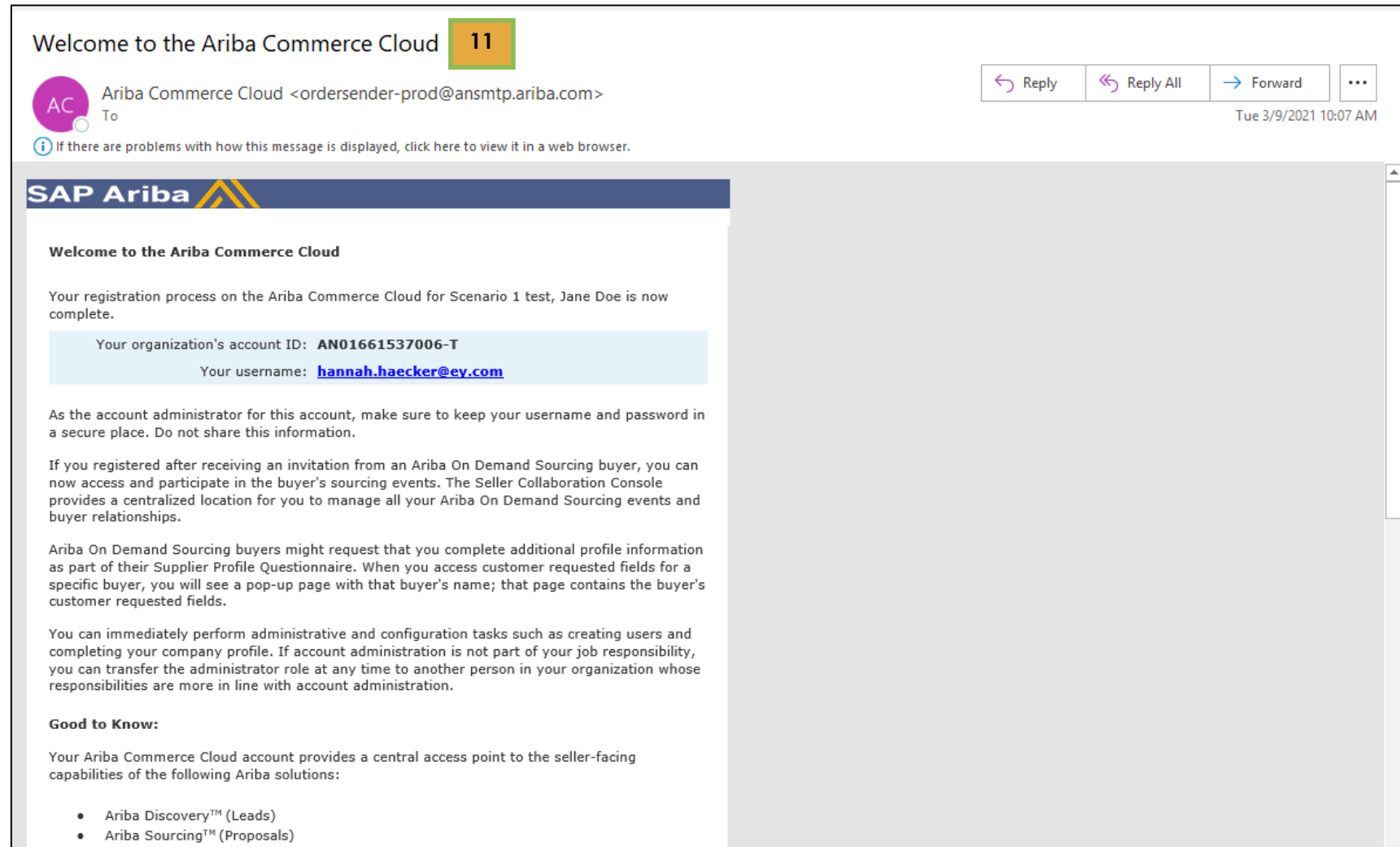
Complete Supplier Registration Questionnaire

Overview of the supplier registration questionnaire.

Complete Supplier Registration Questionnaire

When populating the supplier registration questionnaire, please note that required fields have a red asterisk (*) next to them. You will not be able to submit the questionnaire if any of these fields are left blank.

1) The panel on the left side of the questionnaire breaks out the different sections of the questionnaire.
2) If you are not able to complete the questionnaire in one-sitting, you have the option to select 'Save draft', which will save what you have populated before you exit.
3) The amount of time you have left to complete the supplier registration questionnaire will show in the upper right of your screen.

OAK RIDGE
National Laboratory
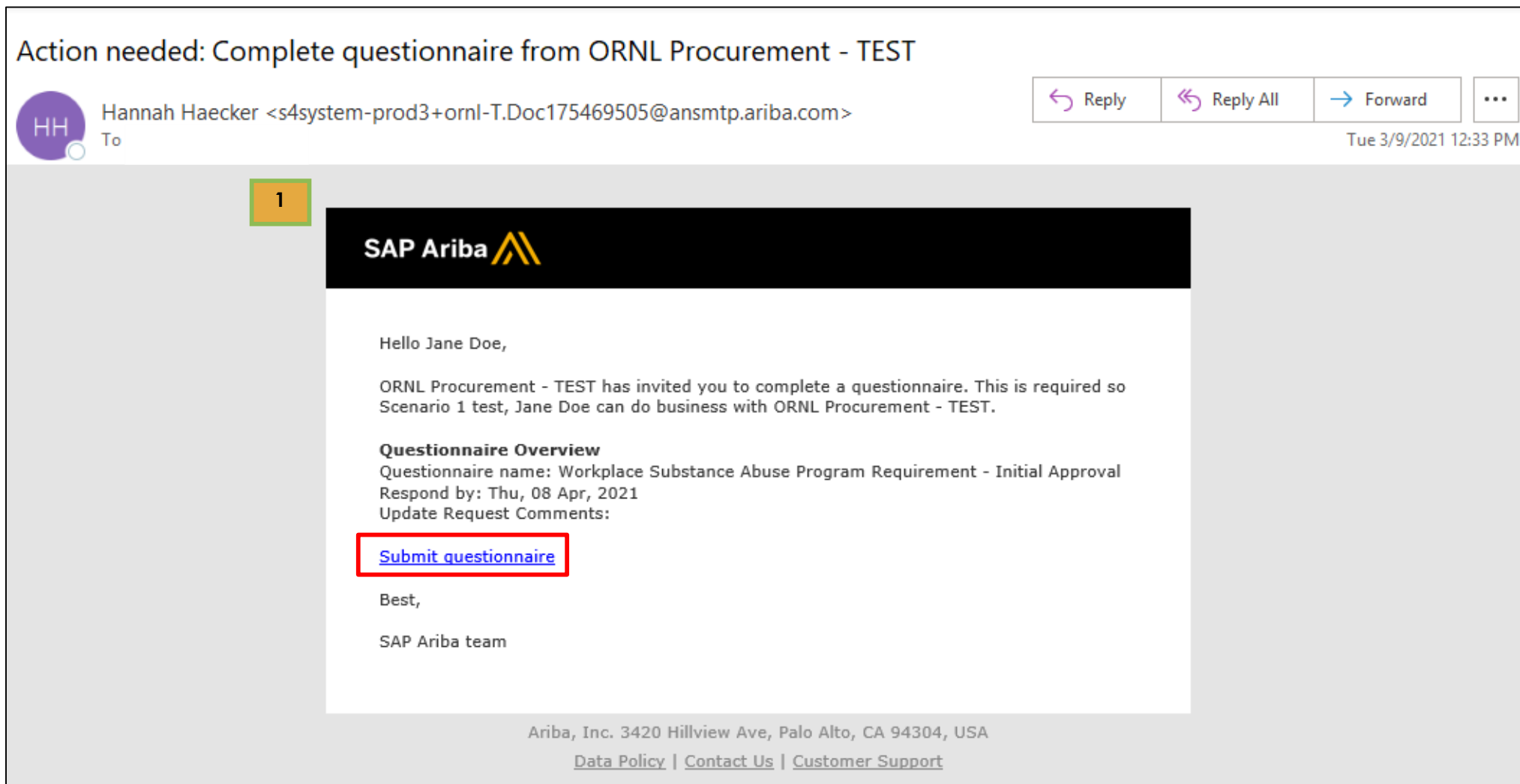
Completing the Modular Questionnaire

Step-by-step guide for the:

- *Workplace Substance Abuse Program Requirement – Initial Approval Questionnaire*

- *Testing Designated Position & Seller Drug Test Bi-Annual Reporting Questionnaire*

Completing the Modular Questionnaire

1) Once ORNL has sent the appropriate questionnaire to you, the supplier, you will receive this email from SAP Ariba. Select the '**Submit questionnaire**' link to access the questionnaire in your account.

OAK RIDGE
National Laboratory

Completing the Modular Questionnaire

2) The link will take you to the '**Supplier Login**' page, where you should enter the username and password you used when you created your SAP Business Network account.

- For the '**Workplace Substance Abuse Program Requirement – Initial Approval**' questionnaire; proceed to '**Step 3**'.
- For the '**Testing Designated Position & Seller Drug Test Bi-Annual Reporting Questionnaire**'; proceed to '**Step 6**'.

Completing the Modular Questionnaire

3) This questionnaire will initially show one question, 1.1, which asks: '**Are you classified as a single person entity or do you have a certified possessing facility?**'

- If you select '**Yes**', proceed to '**Step 4**'
- If you select '**No**', proceed to '**Step 5**'

Completing the Modular Questionnaire

4) If you select '**Yes**', you will need to provide the name of the certified possessing facility. After this, you should click '**Submit Entire Response**'. You will get a screen asking if it is okay to submit this response.

Completing the Modular Questionnaire

5) If you select '**No**', you will need to attach your Workplace Substance Abuse Program Documentation and answer the rest of the questions that appear. After this, you should click '**Submit Entire Response**'. You will get a screen asking if it is okay to submit this response.

Completing the Modular Questionnaire

6) If you select '**No**', this questionnaire will have a variety of questions that appear—you need to go through and complete all of the information, and when done select the '**Submit Entire Response**' button. You will get a screen asking if it is okay to submit this response.
- This will be the case for the Pre-Award survey, as well as any other modular questionnaires that are requested

Completing the Modular Questionnaire

7) Once the questionnaire is approved, denied, or more information is requested, you will receive a notification email regarding the updated status of your questionnaire.
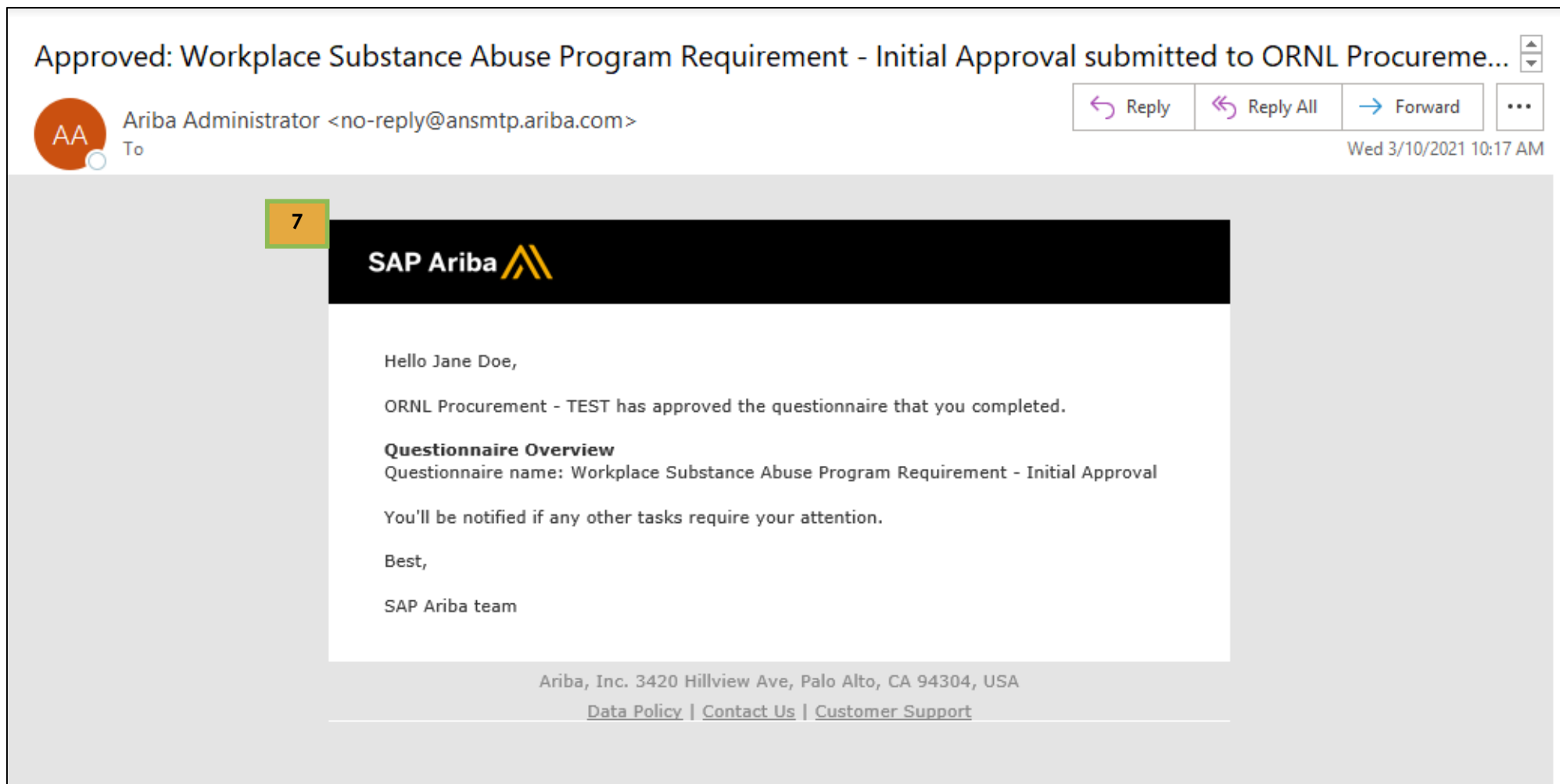
Responding to a Sourcing Event

Step-by-step guide for:

- *RFP*
- *RFI*
- *Auction*
- *Staff Aug*

Responding to a Sourcing Event

1) When ORNL creates a Sourcing event and adds you as a participant to the event, you will receive an email from SAP Ariba inviting you 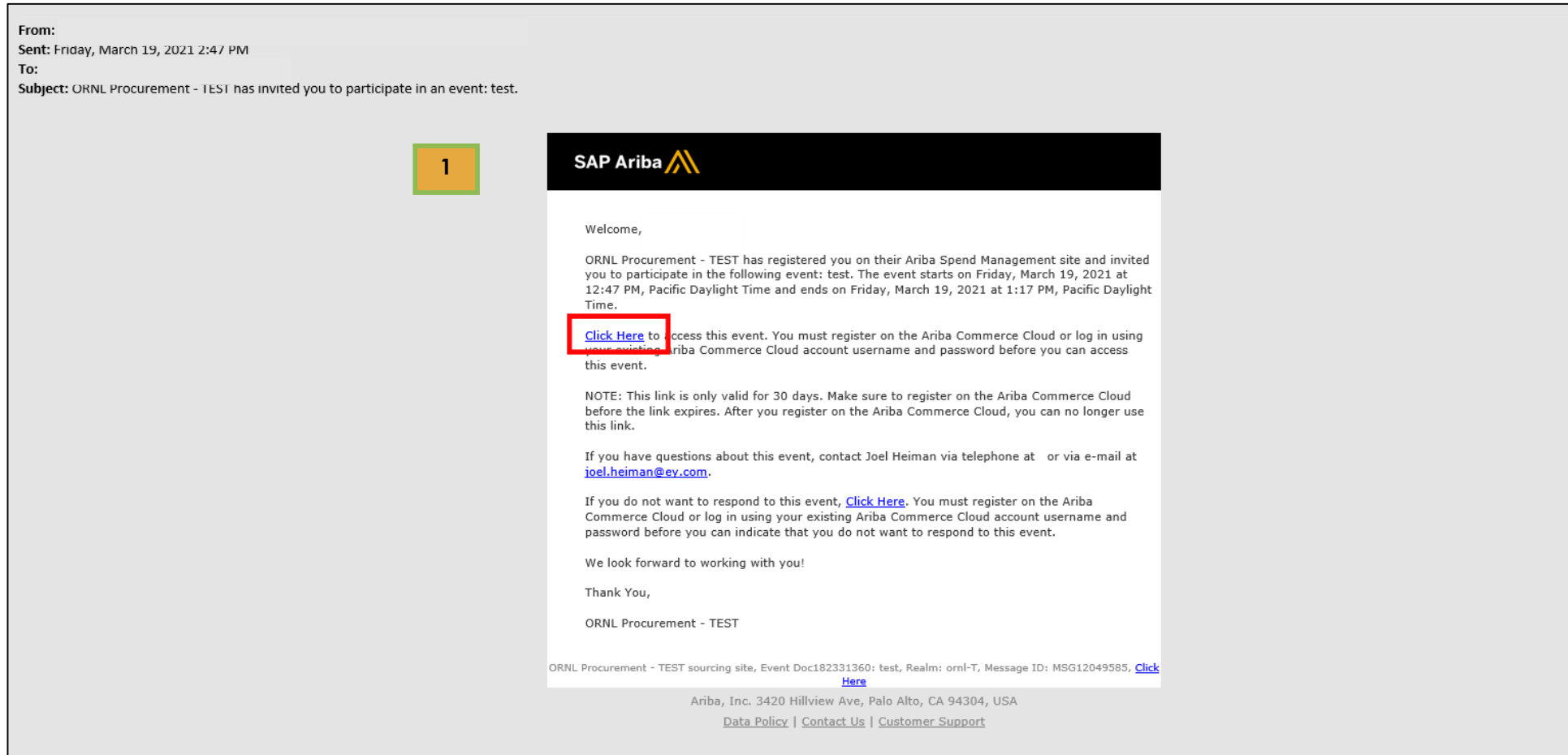to participate and to either fill out required forms, participate in an auction for the contract, or both (depending on the type of event it is). **Click the link in the email** to view the necessary actions in your account.

Completing the Modular Questionnaire

2) The link will take you to the '**Supplier Login**' page, where you should enter the username and password you used when you created your SAP Business Network account.

OAK RIDGE
National Laboratory

Completing the Modular Questionnaire

3) Once you are logged in to the system, navigate to the upper left corner and click on the 'Ariba Network' logo and then select '**Ariba Proposals and Questionnaires**' from the dropdown. Once on the proposals and questionnaires page, click on the '**Status: Open**' dropdown and you should be able to locate and select the appropriate Sourcing event.
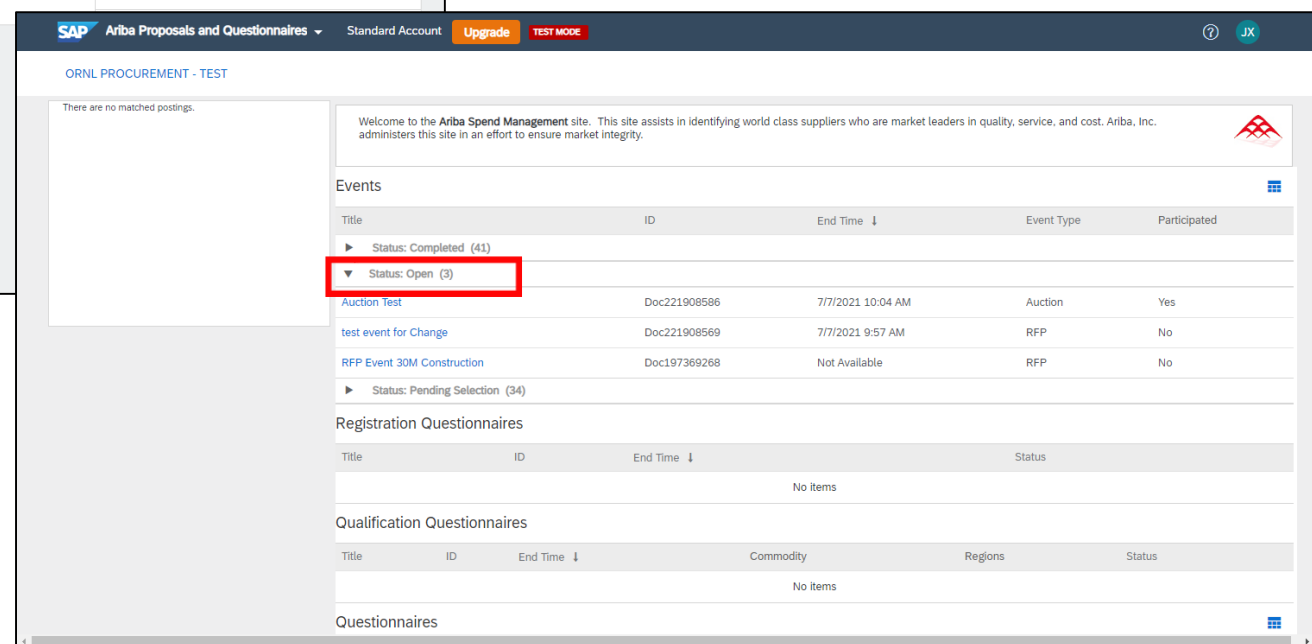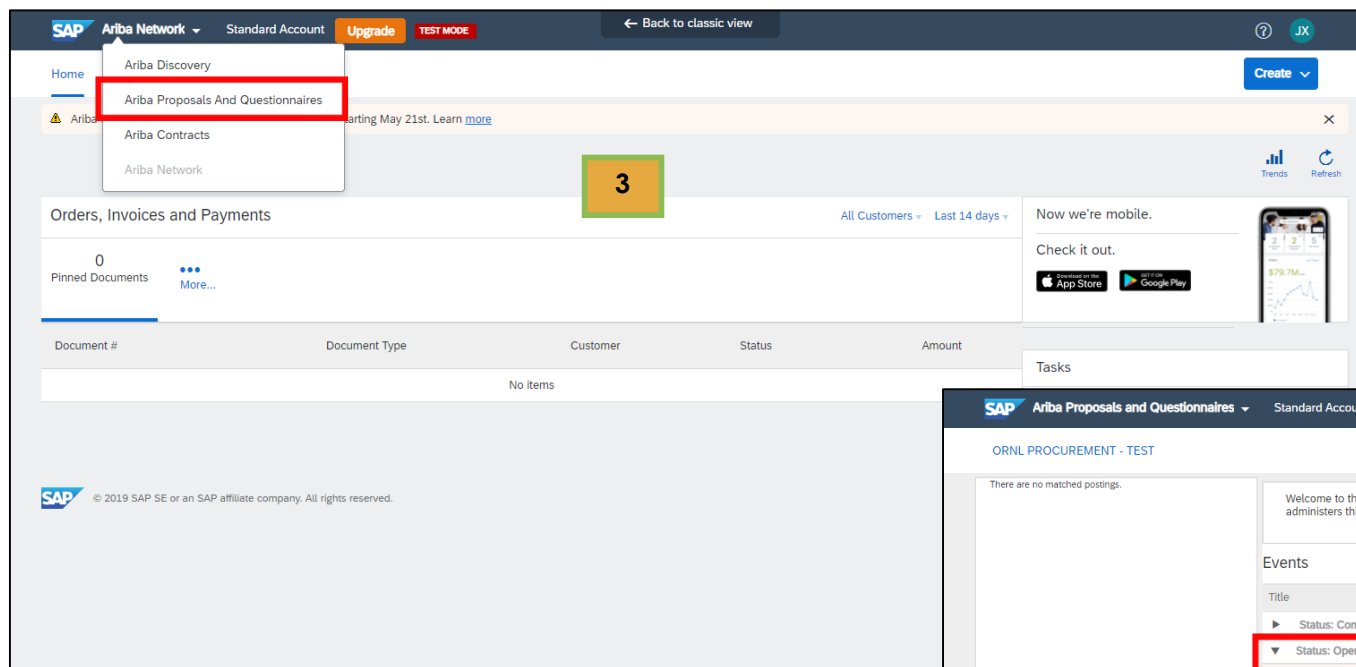
Responding to a Sourcing Event

There are a variety of actions required at this phase depending on what type of Sourcing event it is:

When it is an RFP event: you will be asked to complete a number of documents. Locate the correct Sourcing Event from your dashboard, and you will be directed to complete a number of forms, such as:

- Obtain Conflict of Interest Analysis for Current or Former U.S. Government Employees or Consultants
- Obtain and review the short version of Reps & Certs
- Obtain CCPD

Click through each of the mandatory fields and complete the necessary information, upload, and submit to ORNL for review, approval, and awarding. For specific instructions *proceed to step 4*.

When it is an Auction event: You will be asked to submit your bid for each line item in the event that you would like to bid on. You can do this within the appropriate Sourcing event in your Supplier portal, and this number can be updated throughout the course of the auction, up until the bidding window closes. Auctions will also require some forms to be uploaded as well, following the same process as RFP events just with different documents. For specific instructions *proceed to step 7*.

For all other types of Sourcing events (RFI/Staff Aug): Complete any necessary tasks within the Sourcing event in your Supplier portal as denoted by red asterisks and wait for an award update.

OAK RIDGE
National Laboratory

Responding to a Sourcing Event

> **4) RFP events:** After selecting the appropriate Sourcing event, click on the '**Review Prerequisites**' button, as there are prerequisites that need to be accepted for all ORNL Sourcing events. Review the list and if you accept, select the '**I accept the terms of this agreement**' option, and click the blue '**OK**' button.

Completing the Modular Questionnaire

5) After you have selected the correct Sourcing event, you will be able to scroll through and locate any necessary actions that you need to complete, including adding a price or attaching any files. ***Any mandatory fields will be denoted by a red asterisk.***

Note: Different types of events will have different types of mandatory fields, so read carefully through each event.

Completing the Modular Questionnaire

6) Once you have entered all required information and uploaded any required documents, click the blue '**Submit Entire Response**' button in the bottom left corner, and then click '**OK**' from the pop-up field. Once you have submitted your responses, there will be a green banner at the top of the screen to tell you the responses have been submitted to ORNL. *Proceed to step 12*.

Responding to a Sourcing Event

7) **Auction event:** After selecting the appropriate Sourcing event, click on the '**Review Prerequisites**' button, as there are prerequisites that need to be accepted for all ORNL Sourcing events. Review the list and if you accept, select the '**I accept the terms of this agreement**' option, and click the blue '**OK**' button.

Responding to a Sourcing Event

8) Click the '**Select Lots**' button at the top of the screen, and when the next screen appears select all available lots that you would like to bid on. You can select by clicking the boxes next to the lots. When you have finished, click the '**Confirm Selected Lots**' button.

Responding to a Sourcing Event

9) Before you can begin bidding on the lots, you must submit answers to required fields and upload required documents (just like in an RFP event). They will be denoted by red asterisks. Once you have completed all required steps, click on '**Submit Entire Response**'. A green banner will appear at the top of the screen to show your responses have been submitted.

Responding to a Sourcing Event

10) Now that you are able to bid on lots, scroll to the lots and enter your bid amount in the text box. Click '**Submit Entire Response**' to submit your bid. You will then be able to see information such as what rank you are in the bid, and you are able to change your bid amount for each lot up until the time remaining runs out (shown in the top right corner). You can change your bid information by using the various buttons at the bottom of the screen.

Responding to a Sourcing Event

11) If you have not already fully completed your Pre-Award Survey, you will be asked to go in and fully complete this. To locate it, navigate to your modular questionnaires for ORNL and click on the one starting with '**Pre-Award Survey**'. Complete all remaining required fields and submit to ORNL for review and approval.

New supplier request details | **11** | Export

Question	Response
1 Are you able to provide either a DCAA Audited accounting system approval letter or a third-party pre-award audit review document?	No
3 Except for any deficiencies noted and explained, is the accounting system in accord with generally accepted accounting principles applicable in the circumstances?	Yes
4 Accounting system provides for proper segregation of direct costs from indirect costs.	Yes
5 Accounting system provides for identification and accumulation of direct costs by contract.	Yes
6 Accounting system provides for a logical and consistent method for the allocation of indirect costs to intermediate and final cost objectives. (A contract is final cost objective.)	Yes
7 Accounting system provides for accumulation of costs under general ledger control.	Yes
8 Accounting system provides for a timekeeping system that identifies employees' labor by intermediate or final cost objectives.	Yes
9 Accounting system provides for a labor distribution system that charges direct and indirect labor to the appropriate cost objectives.	Yes
10 Accounting system provides for interim (at least monthly) determination of costs charged to a contract through routine posting of	Yes

OAK RIDGE
National Laboratory

Responding to a Sourcing Event

12) During the time before the Sourcing event is closed, you will be able to communicate with ORNL through the '**Message**' function in the system. If you have a question or something you need to talk to ORNL about, you can compose a new message that will be sent directly to ORNL and allows for an easy way to track all communications related to the Sourcing event. Do this by clicking on the '**Compose Message**' button.

Responding to a Sourcing Event

After you submit your completed documents, tasks, and/or bids ORNL will review the responses from the responding participants and determine who will be awarded the contract. You will receive an email from ORNL updating you on your status of whether you have or have not been awarded the contract.

If you have not been awarded the contract: no further action is required on your part.

If you have been awarded the contract:

If it is an RFP, you will be required to submit documentation for various items, which can be found in your supplier portal under the correct Sourcing event. The required documents to submit are documents such as:

- Bond Documentation
- Proof of Insurance

If it is not an RFP, you will be contacted by ORNL when they are ready to review and sign the subsequent contract.

OAK RIDGE
National Laboratory

Participating in sourcing events

If you have additional questions we recommend you reference a comprehensive guide that SAP has developed for Suppliers participating in Sourcing events. Please follow this **link** to a PDF copy of the guide.

Reviewing and Signing Contracts

Step-by-step guide

Reviewing and Signing Contracts

1) Go to the SAP Ariba log in page, where you should enter the username and password you used when you created your SAP Business Network account.

Reviewing and Signing Contracts

2) When ORNL creates a contract and adds you as the supplier, if you have not already reviewed the terms of the relevant contract you will receive an email where you will be directed to review the details of the contract and send any edits back to ORNL for internal review and approval before both parties sign. If it is a contract amendment, the following actions and tasks will still be the same as if it were a new contract. *(The email might be sent from SAP as an automated email, or it might be sent directly from ORNL. This photo is just an example.)*
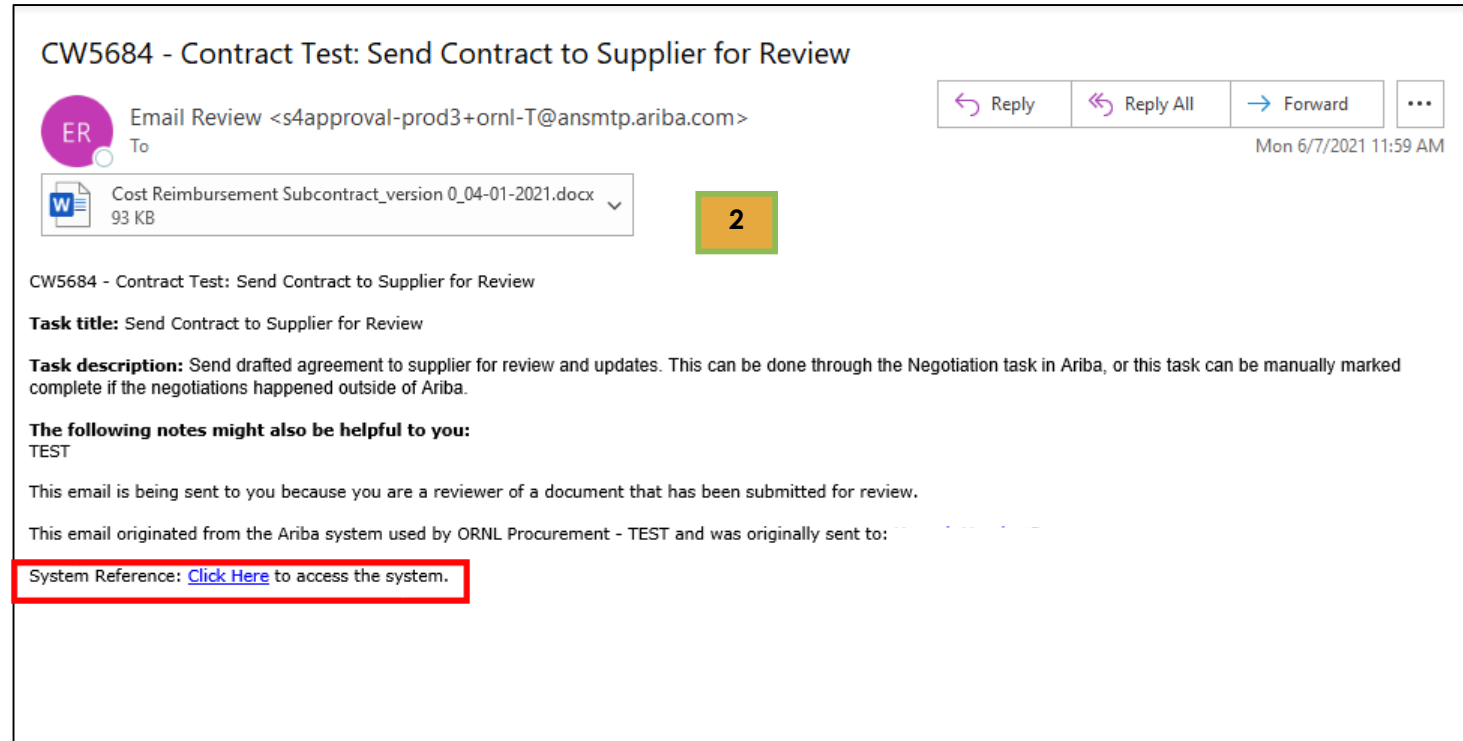
Reviewing and Signing Contracts

3) Prior to signing the contract, you might have to upload various documents for ORNL to have on file. Look on your Supplier portal if there are any documents needed by ORNL (such as 'WSAP Plan', 'AHA Form', or 'Small Business Subcontracting Plan'). **Complete and upload the necessary documents for ORNL to store and review.**

Reviewing and Signing Contracts

4) You will receive an email from DocuSign, saying that you have a document for review and signature. Click on '**Review Document**'.
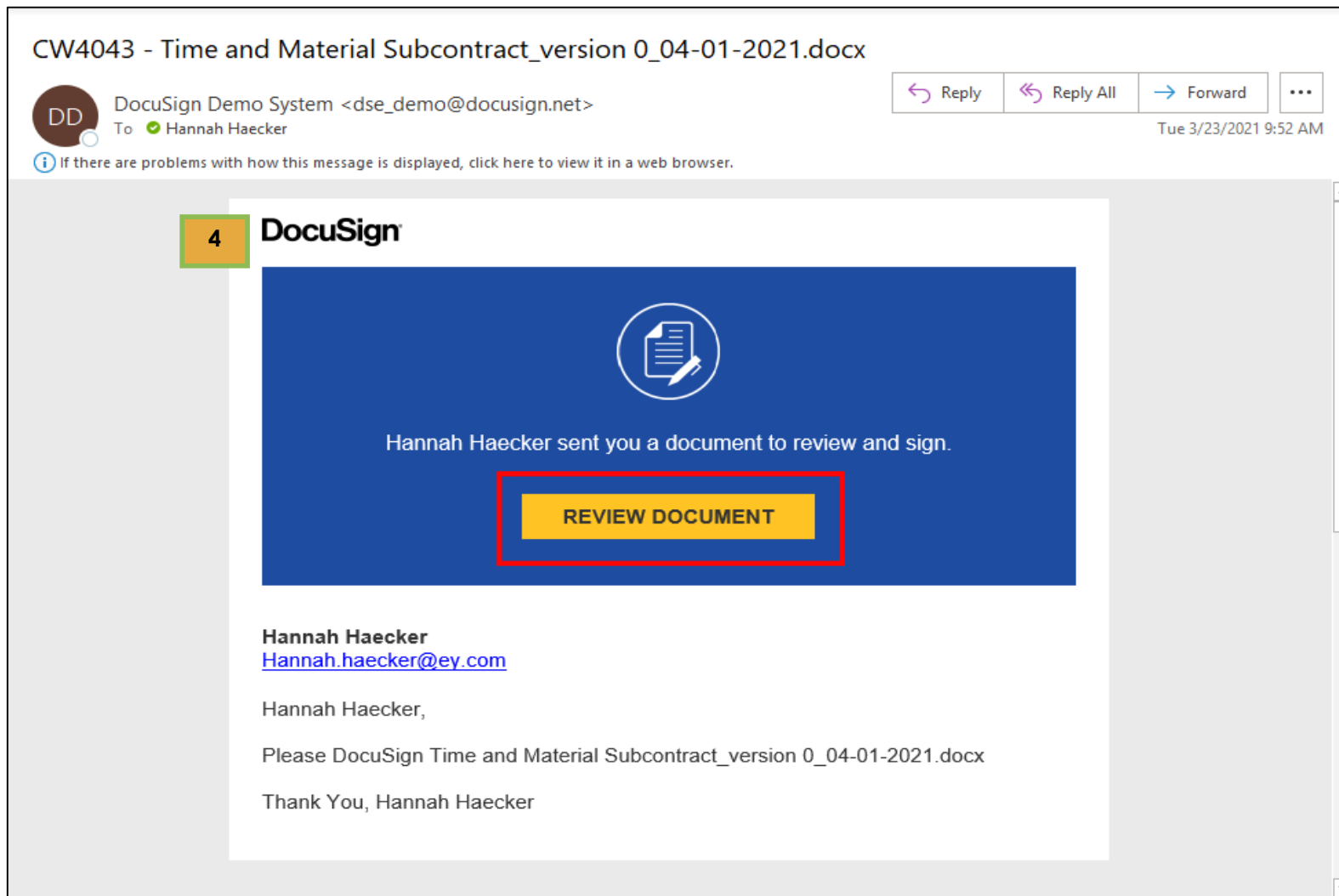
Reviewing and Signing Contracts

5) When the contract is ready for signing, you will receive an email from DocuSign, saying that you have a document for review and signature. Click on '**Review Document**'. On the document there will be yellow boxes under the '**Seller's Agreement**' header that denote where you have to enter information, including a Signature, Name, Title, and Date. When you have entered information for all the fields shown, click the '**Finish**' box in the top right corner.

OAK RIDGE
National Laboratory

Reviewing and Signing Contracts

6) For specific scenarios, there are a couple unique actions that need to be taken to confirm the contract. ORNL will reach out to you with assistance with these scenarios:

For Novation: You will receive a link from ORNL to create a new supplier record. Click on the link and complete the information to provide ORNL a new supplier record incorporated into their data.

For Change of Name: Go to the Supplier Registration Questionnaire in your SAP Business Network account and provide your updated name in the question 'Legal Business Name'. (This must be done by the supplier contact who originally completed ORNL's Supplier Registration Questionnaire).

Reviewing and Signing Contracts

7) For a contract termination, you will receive an email from DocuSign saying you have a document to review and sign. Click '**Review Document**' and you will see the Termination Letter that you have to acknowledge. Review the letter and when you've reviewed, scroll to the bottom and complete the information required by the yellow boxes to confirm you have seen and read the document (the same as when you signed a contract). Click '**Finish**' in the top right corner when you are done.
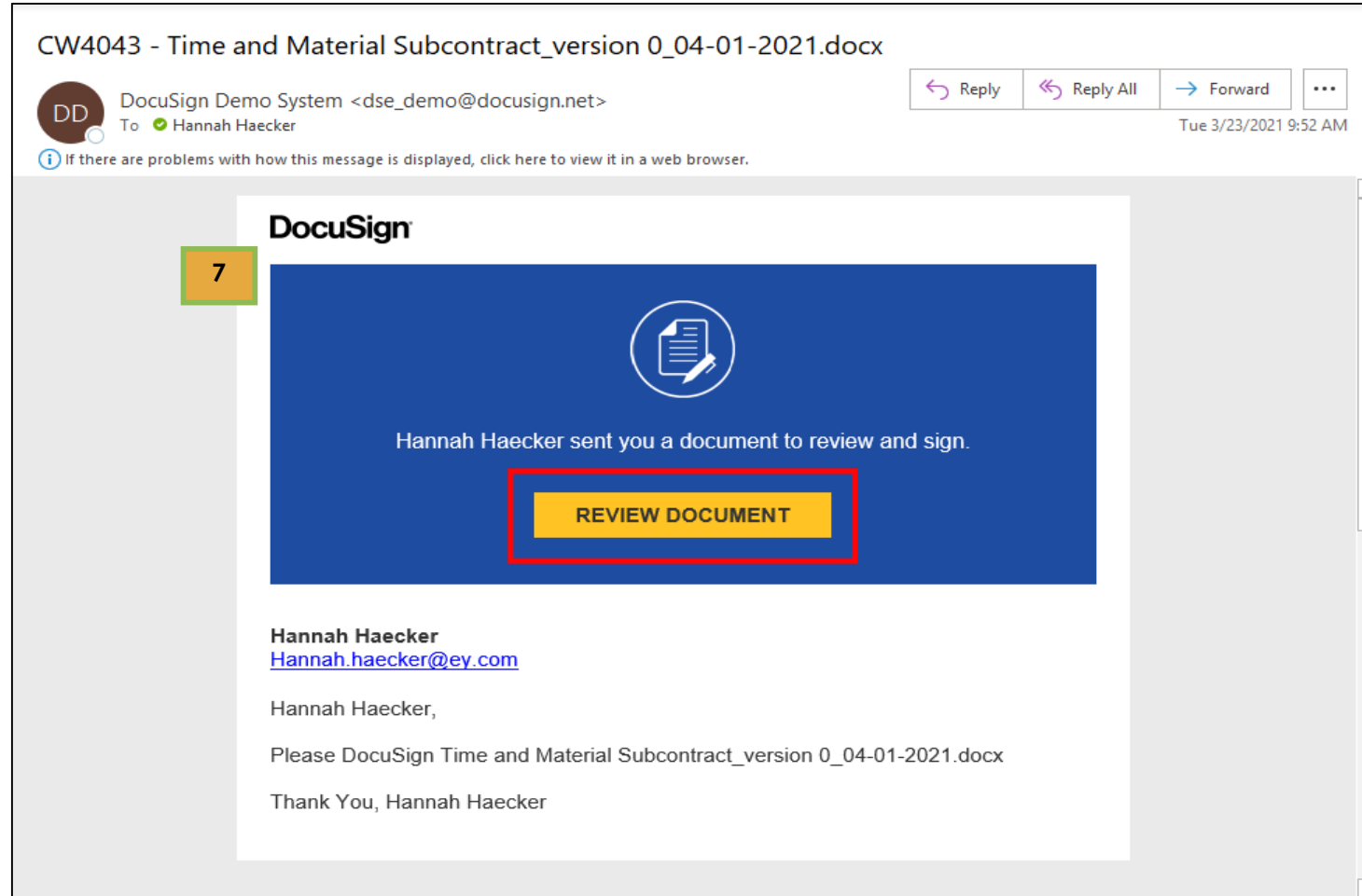
FAQs

Frequently asked questions and additional resources available to you for support guidance.

Customer support

	SAP Ariba Customer Support Numbers
Toll-free Number	1-866-218-2155
Europe	+44 20 7187 4144
Asia	+65 6311 4745

OAK RIDGE
National Laboratory

Issues with your log in information

If you do not know your password or username, go to the *__Supplier Login page__* and click **Forgot Username** or **Password** to begin the reset process.

Otherwise there are several reasons why you may not be able to log into your SAP Business Network account. Here is a list of links to troubleshoot common login issues:

- *__I did not receive the password reset email__*
- *__My account is locked__*
- *__The password reset link is expired__*
- *__I can't access the former administrator's account__*
- *__I received an ANERR login error__*

If you still can't access your account, you can *__contact Ariba Customer Support__* directly.

OAK RIDGE
National Laboratory

Common issues when registering an account

- **Error**: "There has been an issue connecting to the Sourcing Server. Please try to connect to the service later.": If you experience this error repeatedly, there is a conflict between information in the registered account and in the sourcing buyer's site. Your buyer might have some of your account information stored in a different account. Contact ***Ariba Customer Support*** to review the possible conflicts.

- **Additional Information:** For more information on account registration, see the **Registering and Logging In** topic in the **For Users** section of the ***Learning Center***.

OAK RIDGE
National Laboratory

How do I complete my Customer Requested Profile?

1) In the upper-right corner of the application, click your initials > **Company Profile**.
2) Click the **Customer Requested** tab.
3) Choose your customer from the **Sourcing Customer List** by clicking their name.
4) Complete all fields marked with an asterisk (*).
5) Click **Submit.**

You can click **Save as Draft** to save any values you edited without sending the changes to your customer. Click **Discard Draft** to clear your changes and show the last information you submitted to your customer.

If you do not have the option to click **Company Profile**, please follow the steps below to complete the **Customer Requested Profile**:

1) Navigate to your *Ariba Sourcing dashboard*.
2) Click the name of your customer.
3) Click **View customer requested fields** on the left side.
4) Complete all fields marked with an asterisk (*).
5) Click **Submit**.

Additional Information: *Register* to watch a Quick Tip video on this topic.

OAK RIDGE
National Laboratory

How do I add users to my company's SAP Business Network supplier account? How can I create a sub-user? *(page 1 of 2)*

- **_Link_** to video tutorial

- If you are the account administrator, you can add users with the following steps:
  - To add users to the account, you must first create at least one role. You can assign multiple users to the same role or create a separate role for each user.
  - To create a role:
    1) In the upper-right corner of the application, click **[your initials] > Settings** and select **Users**.
    2) Under the **Manage Roles** tab, click '+'.
    3) Enter a **Name** for the role.
    4) Select the appropriate permissions using the check boxes.
    5) Click **Save**.

  - To create a user:
    1) In the upper-right corner of the application, click **[your initials] > Settings** and select **Users**.
    2) Click the **Manage Users** tab.
    3) Click the '**+**' icon.
    4) Enter the user's information (*Username, Email Address, First Name, Last Name and Phone*).

OAK RIDGE
National Laboratory

How do I add users to my company's SAP Business Network supplier account? How can I create a sub-user? *(page 2 of 2)*

- To create a user:
  5) Select a role in the **Role Assignment** section.
  6) Assign a customer (**All customers** or **Select Customers**).
  7) Click **Save**.
  8) After you create the user, the user receives an email with the username and a temporary password. The user must access the account and change the password when logging in for the first time.

- If any **sub users** were created through a sourcing invitation they received from a buyer, you will need to approve them by following the directions below:
  1) In the upper-right corner of the application, click **[your initials] > Settings** and select **Users**.
  2) Click **Manage Unapproved Users**.
  3) Select the users to approve.
  4) Click **Approve**.
  5) Click **Save**.

OAK RIDGE
National Laboratory

Additional information

You can check our *SAP Business Network Portal for Suppliers* where you will find information about SAP Ariba, billing and helpful articles explaining how to manage your SAP Ariba Account.

SAP Ariba also has a *Help Center* available, where you will find an entire section dedicated to supporting Suppliers and helping them navigate the SAP Ariba system.

SAP Ariba /\\ Help Center   English ▾

Select an SAP Ariba Help Center

For Suppliers

Ariba Network - Orders and Invoices
    Log In to Help Center
    Access Pre-Login Help Center

Ariba Discovery - Leads
    Log In to Help Center
    Access Pre-Login Help Center

Ariba Sourcing - Proposals
    Log In to Help Center
    Access Pre-Login Help Center

Ariba Contract Management - Contracts
    Log In to Help Center
    Access Pre-Login Help Center

OAK RIDGE
National Laboratory

Additional information

1) Select the '**question mark icon**' at the top of the SAP Ariba supplier login website
2) Select '**View more**' on the right panel. This will direct you to a new window with common questions and a search bar that allows you to search on a specific topic. Or,
3) Select '**Documentation**' next to the book icon. This will direct you to a new window with product documentation. Or,
4) Select '**Support**' next to the headset icon. This will direct you to a new window that allows you to search the knowledge base.