

# ARIBA Supplier Onboarding Program Supplier User Guide

Thomson Reuters 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.

January 2021

## Ariba: Supplier Onboarding Program

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### IMPORTANT NOTES FOR SUPPLIERS

- Thomson Reuters 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 Thomson Reuters 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. Thomson Reuters cannot accept accountability should the incorrect level be selected, nor can it accept liability for any fees incurred. Thomson Reuters can however assist you to switch back from the Full Enabled Account to the Light Account, if you notify Thomson Reuters accordingly.

## Ariba: Help

### COMPLETION OF THE SUPPLIER PROFILE QUESTIONNAIRE

#### By phone:

Thomson Reuters Helpdesk Numbers – See page 17

#### 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://www.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

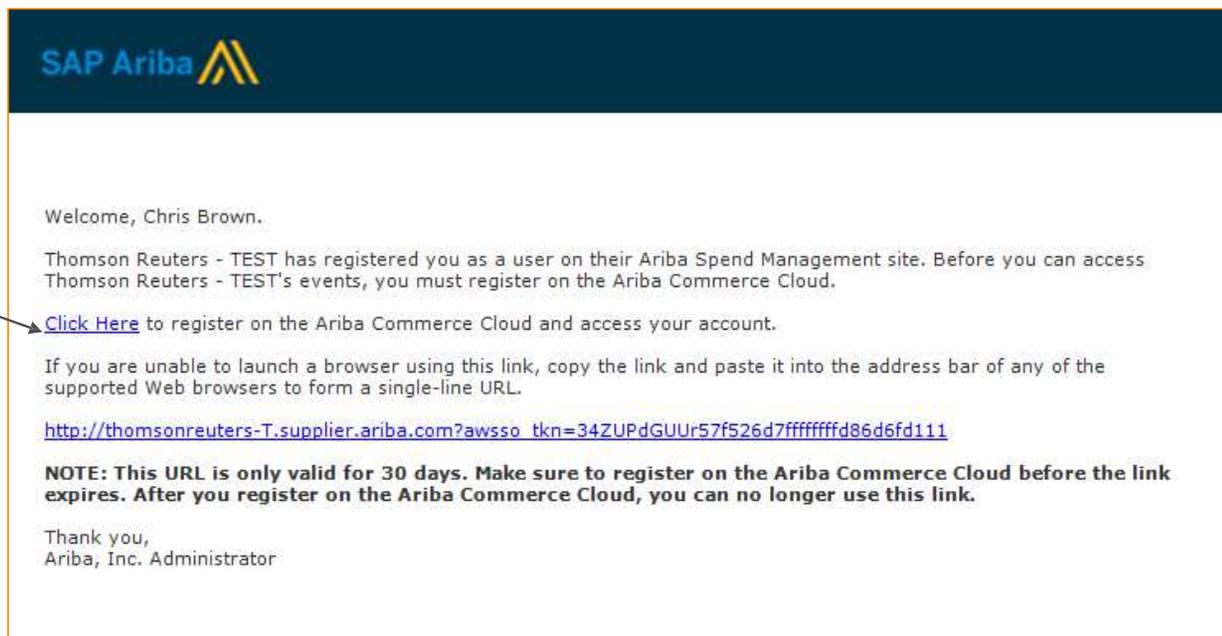
- [AP.Queries@thomsonreuters.com](mailto:AP.Queries@thomsonreuters.com)

## Ariba: Invitation from Ariba to Supplier

From	Subject
Ariba Administrator	Your Ariba Login Information

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.

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.



The screenshot shows an email header with the SAP Ariba logo. The body of the email contains a welcome message, a notice about registration, a link to register, and a URL for access. A note states that the URL is only valid for 30 days.

**SAP Ariba**

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?awssso\\_tkn=34ZUPdGUUr57f526d7ffffffd86d6fd111](http://thomsonreuters-T.supplier.ariba.com?awssso_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

## Ariba: Invitation to Supplier

Welcome, Chris Brown

**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](#)

Already have an account?

[Log in](#)

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.

## Ariba: Supplier Registration – Company details

Enter basic company information

Company Name*	<input type="text" value="Speed Boats Limited"/>
Country*	<input type="text" value="United Kingdom [GBR]"/>
Address*	<input type="text" value="1 High Street"/>
	<input type="text" value="Line 2"/>
	<input type="text" value="Line 3"/>
	<input type="text" value="Line 4"/>
City*	<input type="text" value="London"/>
State	<input type="text" value="London"/>
Postal Code*	<input type="text" value="E14 5EP"/>

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

## Ariba: Supplier Registration – User Account

Name: \*   [Ariba Privacy Statement](#)

Email: \*

Use my email as my username

Username: \*  Must be in email format(e.g john@newco.com) ⓘ

Password: \*

Secret Question: \*   The answer to your secret question must be atleast 5 characters.

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

**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"**

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

## Ariba: 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) 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) Contacts Certifications (1) **Customer Requested** Additional 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 Thomson Reuters Supplier Profile Questionnaire.

## Ariba: 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.

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

Question

▼ 2 **Supplier Directions**

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.

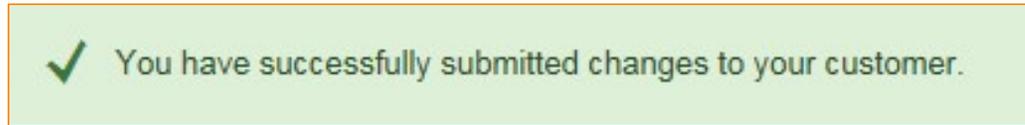
Answer \*  ▼

▼ 3 **Supplier Information**

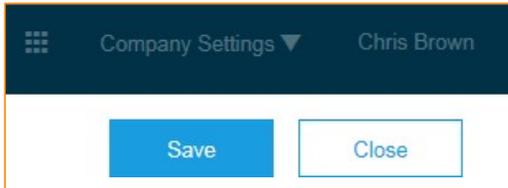
9) In all cases there are 3 sections to complete. If there is a requirement to complete a risk survey, a further section will be displayed. Mandatory fields are marked with an asterisk.

10) Once the questionnaire has been completed, please "Submit"

## Ariba: Supplier Registration – Supplier Profile Questionnaire Completion



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) After the pop-up window has closed, click “save” at the top of the screen.

**Important Note:** Many companies are seeing an increase in fraud, specifically around bank account changes. Our compliance policies evolve based on current trends and we have seen new instances of fraud that take advantage of COVID-19 impacts. This requires more stringent requirements to protect not only our vendors but Thomson Reuters as well. Please read the following [document](#) for a better understanding.

# Ariba: Supplier Registration – Ariba Network Profile

13) Once you complete and submit the questionnaire, we appreciate if you have updated your Tax Information for Invoicing purposes.

Go to Business Tab

1



Navigate to the Tax Information Section:-

2

**Tax ID:** – Populate with Tax ID or VAT ID. This field auto populates the Supplier Tax ID on invoices  
**Vat ID & Check Box** – VAT registered, please copy VAT ID from TAX ID Field above and paste. Tick the Vat registered box.

Tax Information

Tax Classification: (no value)

Taxation Type: (no value)

Tax ID: TAXPROF22222 Do not enter dashes

State Tax ID: Do not enter dashes

Regional Tax ID: Do not enter dashes

Vat ID: VATPROF56789

VAT Registered

VAT Registration Document: <No document> Upload

Tax Clearance

Tax Clearance Number:

Tax Clearance Document: <No document> Upload

Save the profile with updates

3



## Ariba: Thomson Reuters requires more information

From: aribasystem [no-reply@ansmtp.ariba.com] Sent: Thu 06/10/2016 16:27  
To: Ariba.Test  
Cc:  
Subject: TEST: Action Required: Resubmit your organization Speed Boats Limited profile information.

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)

14) 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 >](#)

**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

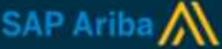
15) Following log-on to your Ariba Network Account, select "View customer requested fields" on top left hand side of screen. Select "Customer Requested".

16) Click on the "Thomson Reuters" link which will populate the Supplier Profile Questionnaire. Make the amendments required and click "submit".

Discard Draft Save as Draft **Submit**

## Ariba: Approval or Rejection

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



Your organization Speed Boats Limited has been approved by DIANE THOMAS at Thomson Reuters - TEST for Ariba Sourcing. Your organization is now authorized to participate in activities with Thomson Reuters - TEST on Ariba Sourcing.

Approved for transacting with Thomason Reuters

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)

**17) Approval: Your company has now been approved for trading with Thomson Reuters and you will be notified by email.**

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

Your organization Speed Boats Limited. has been rejected by DIANE THOMAS at Thomson Reuters - TEST from Ariba Sourcing. Your organization is currently not authorized to participate in activities with Thomson Reuters - TEST on Ariba Sourcing.

This supplier is not approved for trading with Thomson Reuters.

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)

**18) Rejection: You will be notified by email if your organisation has been rejected for trading with Thomson Reuters, please contact your Thomson Reuters business sponsor.**

## Ariba: The Supplier already has an Ariba Network Account

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 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, a duplicate user account will be created.

[Click here if you already have an Ariba Commerce Cloud, Ariba Discovery or Ariba Network account](#)

**Continue**

19) 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 2 companies will not be associated.

**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 information. Your existing Ariba Commerce Cloud test account profile will become your Ariba Sourcing supplier test account profile.

Username:\*

Password:\*

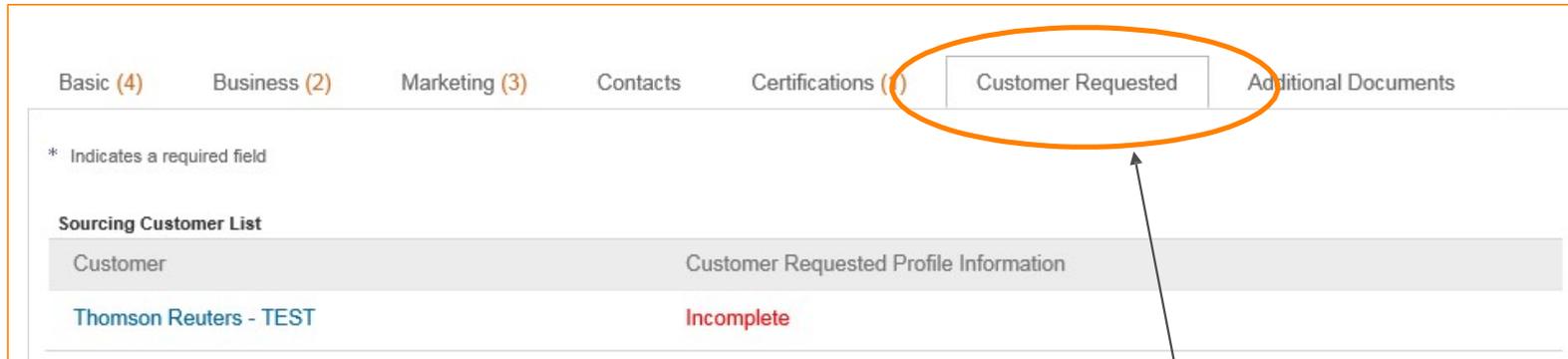
[Forgot Username](#) [Forgot Password](#)

**Continue**

20) Enter your existing Username and Password and click "continue".

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

## Ariba: Existing Ariba Network Account Holders



Basic (4) Business (2) Marketing (3) Contacts Certifications (1) **Customer Requested** Additional Documents

\* Indicates a required field

**Sourcing Customer List**

Customer	Customer Requested Profile Information
Thomson Reuters - TEST	Incomplete

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



## Ariba: Thomson Reuters Help Desk

### How to contact us:

- Click here to contact the [Accounts Payable Helpdesk via email](#).
- Click here to know [How to Submit a Call Request to Get Help by Phone](#).

**Important Note:** Due to COVID2019 situation our call center is not working at this moment, we appreciate you to send an email in order to provide the required support.