Quick Start Guide for A*STAR Suppliers

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What is Ariba Business Network?

The **SAP Ariba Business Network** is a global platform that will allow you to connect with buyers worldwide, streamlining procurement processes. Through the Ariba Business Network, you can gain a centralised space to manage transactions, collaborate with buyers, and broaden your business reach with access to tools for handling purchase orders, submitting invoices, participating in sourcing events, and managing contracts—all while connecting with millions of potential customers across the network.

What can you do on the Ariba Business Network with A*STAR?

01

Complete a streamlined registration process, providing business and compliance information directly within the network.

02

Engage in sourcing opportunities such as Sourcing Events to expand your partnership with A*STAR.

03

Access, review, and store contracts. You can collaborate on contracts with A*STAR and ensure compliance with key agreements.

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Linking your Ariba Business Network Account with A*STAR
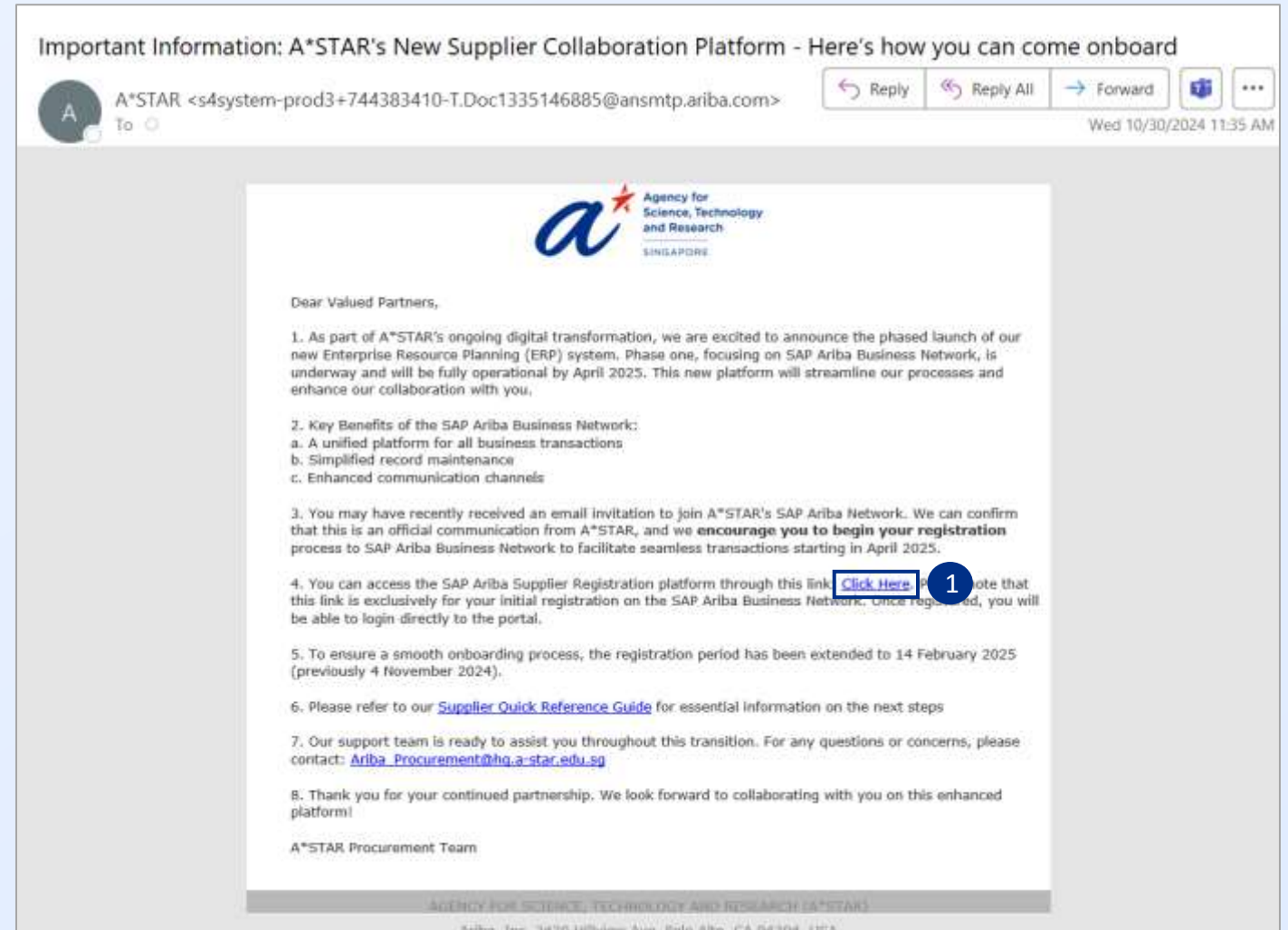
Linking your Ariba Business Network Account with A*STAR

1. **In the supplier onboarding email, click the link to access the Ariba Business Network.**
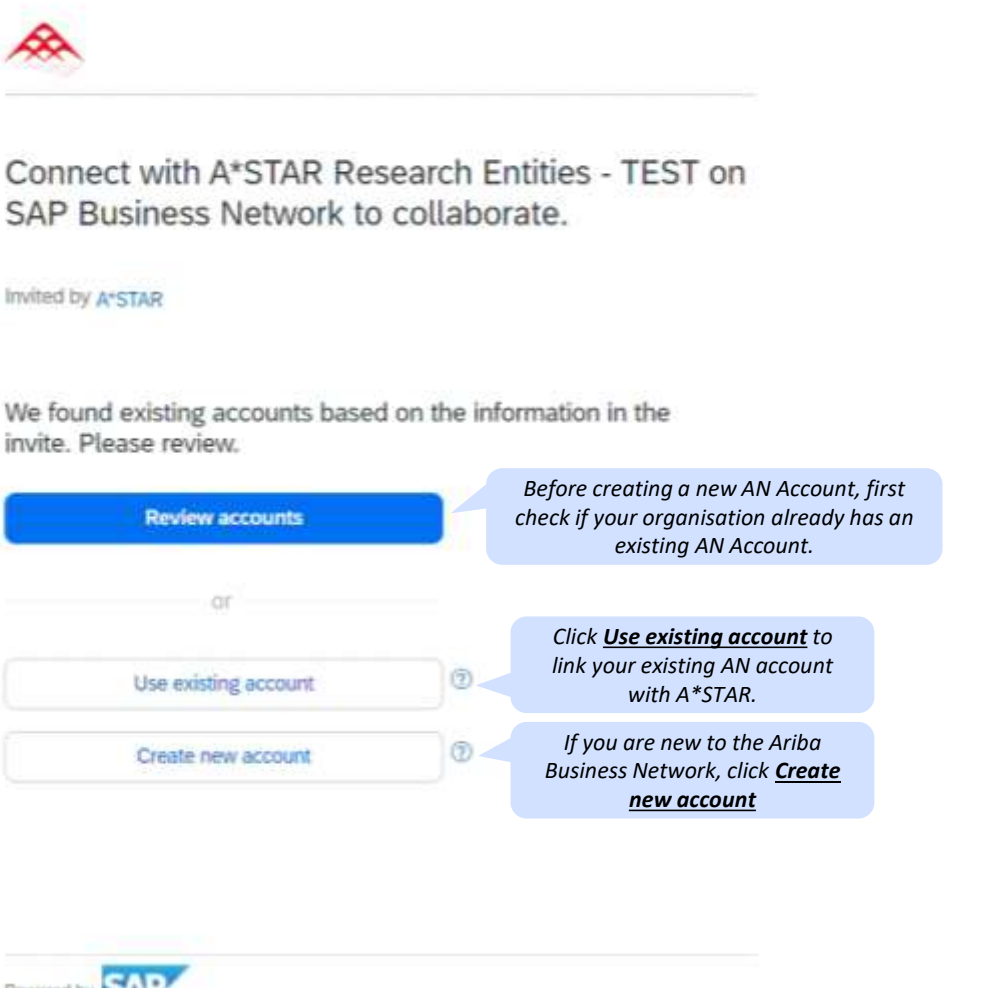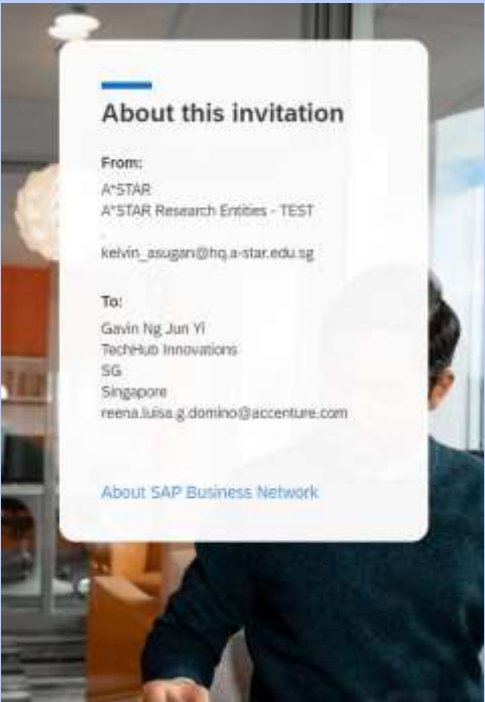
- **Clicking the link should direct you to the Ariba Network.** After signing up or logging in to the Ariba Network through the link, you will be able to access the event.

- If you encounter any issues accessing the Ariba Network through the link, **ensure that you are logged out of any Ariba website on the same browser beforehand**. If the issue persists, try copying the URL and pasting it into your browser's address bar.

- Please note that **the invitation link can only be used once**. Once you have signed up or logged in to the Ariba Network through the URL, you must access the event by logging in via https://supplier.ariba.com/ using the same credentials initially used.

- Alternatively, you may request A*STAR to send you a re-invitation.

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Linking your Ariba Business Network Account with A*STAR

2. On the Ariba Business Network login page, you can click **About this invitation** to view the Administrator of the A*STAR AN Account.

Benefits of a business relationship on SAP Business Network

1. Digitalize your business
Collaborate with your customer on the same secure network, while improving efficiency with paperless processes

2. Ensure sustainability and compliance
Keep your business information up to date, share certifications, and assessments with customers

3. Simplify the sales cycle
Participate in Sourcing events and e-auctions

4. Explore new business opportunities
Find leads from buyers searching for your services and products to keep their supply chain running

Learn more

About this invitation **2**

About this invitation

From:
A*STAR
A*STAR Research Entities - TEST

kelvin_asugan@hq.a-star.edu.sg

To:
Gavin Ng Jun Yi
TechHub Innovations
SG
Singapore
reena.luisa.g.domino@accenture.com

About SAP Business Network

Connect with A*STAR Research Entities - TEST on SAP Business Network to collaborate.

Invited by A*STAR

We found existing accounts based on the information in the invite. Please review.

Review accounts

Before creating a new AN Account, first check if your organisation already has an existing AN Account.

or

Use existing account

*Click **Use existing account** to link your existing AN account with A*STAR.*

Create new account

*If you are new to the Ariba Business Network, click **Create new account***

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Linking your Ariba Business Network Account with A*STAR

3. The identified potential existing Ariba Business Network accounts will be based on the **Company Name**, **Email Address**, **Email Domain**, etc.

4. Click **Contact Administrator** to send a message to the Administrator of the Ariba Business Network account. This will allow the Administrator to add the new contact as a **User**.

As the Ariba Business Network Administrator, refer to the **'Add a New Supplier Contact'** process to add a new user.

After clicking on **Contact Administrator**, the Ariba Business Network will generate a default message that can be sent to the Administrator. The window will be auto-populated based on the information entered in the Supplier Request.

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Linking your Ariba Business Network Account with A*STAR

5. Select **Use existing account.**

6. Enter your **Username** and **Password** and click **Connect.**

Click 'Forgot Username?' or 'Forgot Password?' if you have forgotten your username or password.

Note: Some organisations may have multiple Ariba Network accounts; ensure that you log in using the correct user account linked to your organisation's existing Ariba Business Network account.

Linking your Ariba Business Network Account with A*STAR

CREATE NEW ACCOUNT

7. Populate the required fields under **Company information** and **Administrator account information.**

Some fields are auto-populated based on the information entered in the Supplier Request.

Fields marked with an asterisk (*) are required.

8. Assign the account **Username** and **Password.**

9. Review and agree to the **Terms of Use** and **Privacy Statement** of Ariba Business Network and pass the CAPTCHA.

Important: If you experience difficulties with the CAPTCHA, please raise a ticket with SAP for assistance. Refer to the 'Support Details' section for guidance on submitting a ticket.

10. Click **Create account.**

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Linking your Ariba Business Network Account with A*STAR

Are you new to the Ariba Business Network?

11. Wait for the confirmation email from Ariba Business Network.

12. If you did not receive the confirmation email, click **Resend**.
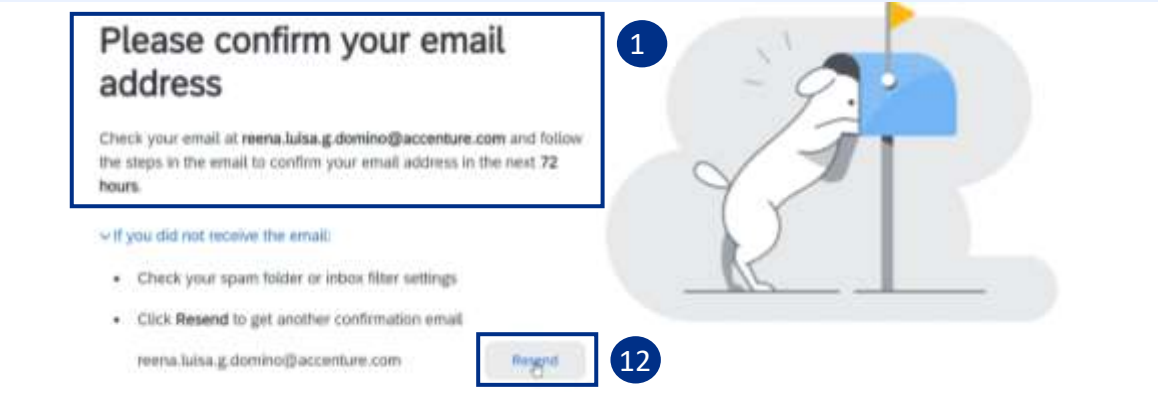
13. In the confirmation email from Ariba Business Network, click **Confirm email.**
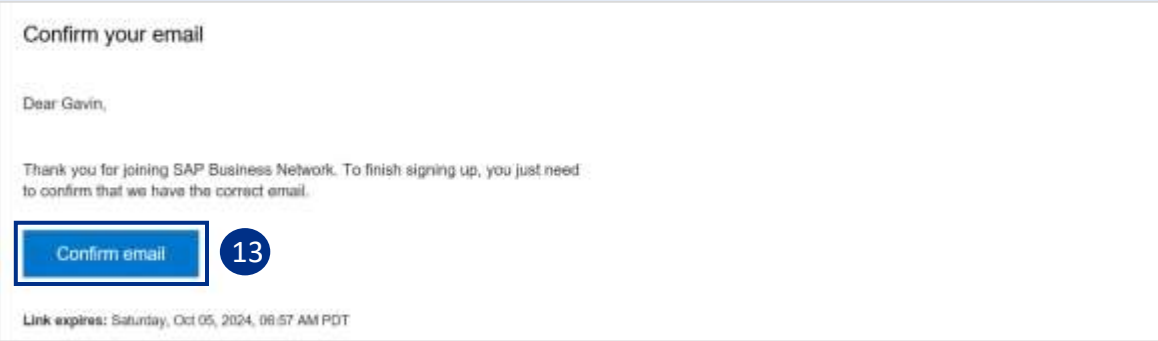
14. Select all the **Product and Service Categories** that you can supply, ensuring that you accurately reflect the goods and services you offer. This will allow potential clients across the Ariba Business Network to discover and engage with your products and services.
*Click **Browse** to view all available options.*

15. Select all the **Ship-to or Service Locations** that you can supply to, ensuring that you accurately represent the country/ies you can deliver to.
*Click **Browse** to view all available options.*

16. Click **Submit.**

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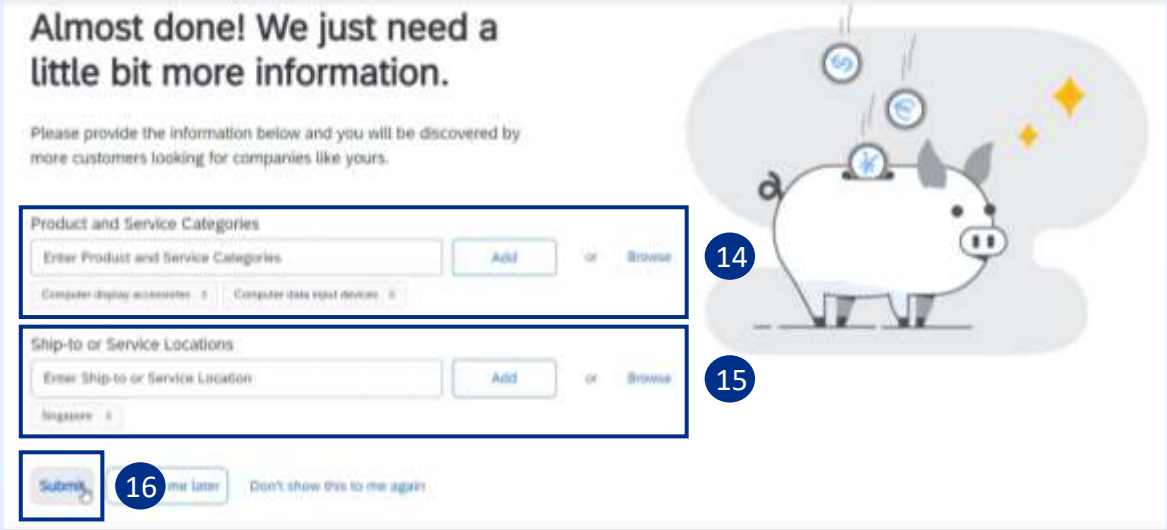
Populating the 'Supplier Registration Form'

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Supplier Registration Overview (1/3)

Supplier Registration Form – A comprehensive set of questions designed to collect essential information from you, including Company Details, Company Contact Information, Supplier Payment Details, Bank Information, and more. This form helps establish your supplier profile and ensures that all necessary details are captured for registration and onboarding purposes.

The content of the 'Supplier Registration Form' will vary depending on whether you are registered in **Vendors@Gov**.

If you are **registered** in Vendors@Gov

The supplier data fields managed and captured in Vendors@Gov will not appear in the Supplier Registration Form. These fields must be updated directly in Vendors@Gov. Any supplier data needed by A*STAR that is not captured in Vendors@Gov must be maintained through the Ariba Business Network.
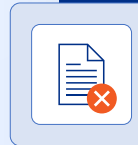
If you state that you **are not a registered** Vendors@Gov supplier

You will select your current nature of business engagement with A*STAR—whether you are a 'Sourcing Supplier' or a 'Payment Recipient Supplier'—which will determine the supplier data fields available on the 'Supplier Registration Form'.

Note: Vendors@Gov is a Singapore government initiative designed to facilitate and streamline the procurement process for businesses that supply goods and services to the government.

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Supplier Registration Overview (2/3)

If you are not a Vendors@Gov supplier, the content of the 'Supplier Registration Form' will vary based on the nature of business engagement with A*STAR that you select.

Select **Sourcing Supplier**

If you are registering with A*STAR exclusively to participate in bidding for sourcing events, seeking opportunities to compete for contracts, and become a supplier through a competitive bidding process.

Select **Payment Recipient Supplier**

If you have been awarded a contract through a sourcing event or have received a Purchase Order (PO) or Invoice and you are now set up to receive payments from A*STAR for the goods or services you will be providing.

Note: If you select 'Payment Recipient Supplier,' you will be required to provide your bank information, finance contact, and other necessary attachments. Your registration form will then undergo an approval process with the A*STAR Finance AP Team.

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Supplier Registration Overview (3/3)

Once you have submitted the 'Supplier Registration Form', below are the various **statuses** in the Supplier Registration process:

Invited
You have been invited to register.

Pending Approval
The 'Payment Recipient Supplier' has submitted the form for approval.

In Registration
You are in the process of completing the 'Supplier Registration Form'.

Registered
Your registration has been completed.

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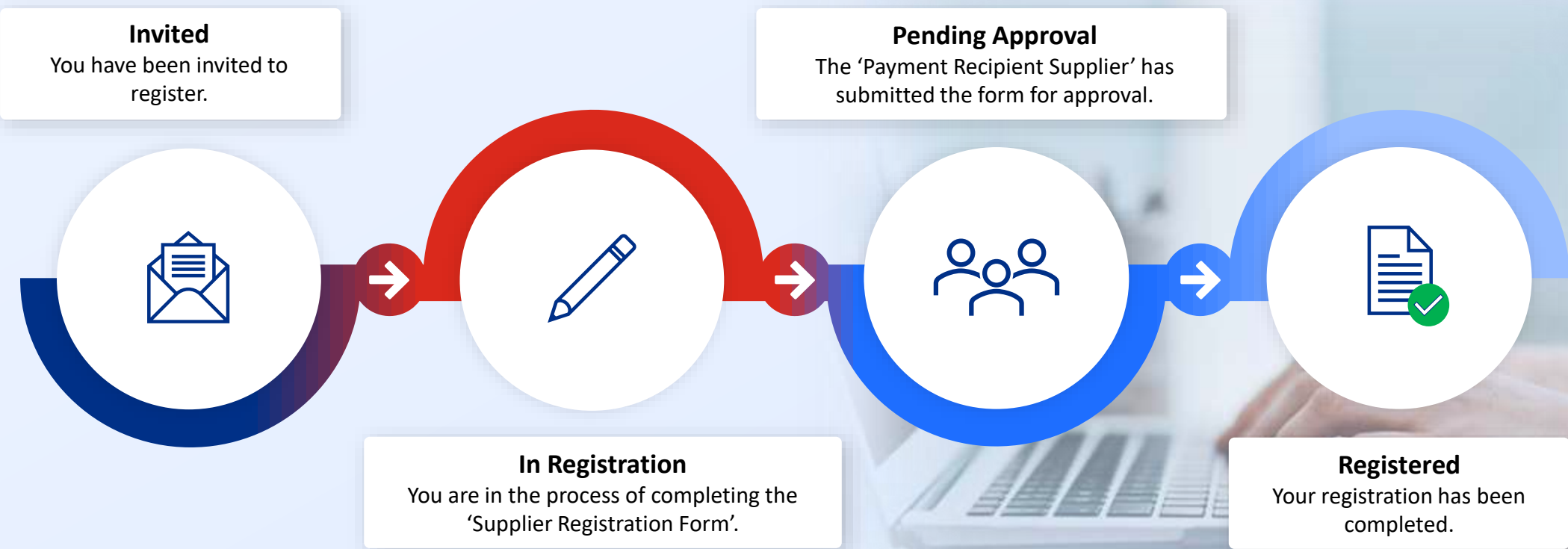
Populating the 'Supplier Registration Form'

Ariba Sourcing

Click to access the Ariba Business Network settings.

Company Settings ▾   Gavin Ng Jun Yi ▾   Feedback   Help ▾

< Go back to A*STAR Dashboard

Click to go to the Ariba Business Network dashboard

Desktop File Sync

Console   📋 Doc1299356769 - Supplier Registration Form

The 'Supplier Registration Form' will remain open for responses for **14 calendar days** from the date the invitation is received from A*STAR.

🕐 Time remaining
13 days 23:38:35

Event Messages
Event Details
Response History
Response Team

All Content

Note: The required fields in the 'Supplier Registration Form' will vary based on your type of licence, your registration status with Vendors@Gov, and your current or new transactions with A*STAR.

Name ↑

▼ 1 General

1.2 Please select the goods and/or services that the company can provide or supply (select all that apply)

*(select a value) [select]

▼ Event Contents

All Content

▼ 2 Company Details

2.1 Company Registered Name

* TechHub Innovations

1 General Information

2 Company Details

Click the section titles to navigate through the different sections of the form

2.3 Select the Type of Licence

* Unspecified

3 Company Contact

2.4 Is the c...

5 Supplier Declaration

Click **Save Draft** to save the form's content. This will set the registration status to **'In Registration'**.

Click **Compose Message** to contact the A*STAR Procurement and Finance Team.

Click to submit the form.

Submit Entire Response   Save draft   Compose Message   Excel Import

To complete the form offline, click **Excel Import** and download the template.

Fields marked with an asterisk (*) are required.

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Populating the 'Supplier Registration Form'

Already an A*STAR Suppliers?

Are you Registered in Vendors@Gov?

Click **here** to review and submit your most recent supplier data with A*STAR.

Are you not Registered in Vendors@Gov?

Click **here** to review and submit your latest supplier data with A*STAR and submit any additional supporting documents and details as required.

Are you new to A*STAR?

Click **here** to populate the 'Supplier Registration Form' based on your licence type and registration with Vendors@Gov.

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Existing A*STAR Supplier

Populating the 'Supplier Registration Form'

Registered Vendors@Gov Suppliers

1. A*STAR has successfully migrated your latest supplier data from the A*STAR system to SAP Ariba. To ensure accuracy and completeness, please take a moment to review the data that has been transferred in the 'Supplier Registration Form.' This review step is essential to confirm that all core details are correct and up to date, as they will serve as the basis for future transactions and communications. Specifically, the following:

- ✓ **Company Registered Name**
- ✓ **Type of Licence**
- ✓ **AGD ID**
- ✓ **Sales Contact Email Address**

Additionally, for any required supplier data that A*STAR was unable to migrate, please manually enter the necessary information in the appropriate fields. Providing accurate and comprehensive data will help to facilitate a smooth onboarding experience and ensure that all records in SAP Ariba are complete. Specially the following:

- ✓ **The Goods and Services you provide**

2. Click **Submit Entire Response**

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Populating the 'Supplier Registration Form'

Non-Vendors@Gov Suppliers

1. As a non-Vendors@Gov supplier, ASTAR has successfully migrated your latest supplier data from the ASTAR system to SAP Ariba. To ensure accuracy and completeness, please take a moment to review the data that has been transferred in the 'Supplier Registration Form'.

Additionally, for any required supplier data that A*STAR was unable to migrate, please manually enter the necessary information in the appropriate fields. Providing accurate and comprehensive data will help to facilitate a smooth onboarding experience and ensure that all records in SAP Ariba are complete. Specially the following:

- ✓ **The Goods and Services you provide**
- ✓ **The reason why you are unable to register with Vendors@Gov**
- ✓ **Any supporting licence and bank account details documents**

2. Click **Submit Entire Response**

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New A*STAR Supplier

Populating the 'Supplier Registration Form'

1. Please select the types of A*STAR-relevant goods /services that your organisation provides.

2. This will be auto-populated based on the information entered in the Supplier Request. Update this as necessary.

- This field only accepts characters that can be entered using a QWERTY keyboard. If the entered information is invalid, the error message *'Please enter the company name as per the licence in English'* will be displayed.

3. Populated if applicable. This field only accepts characters that can be entered using a QWERTY keyboard. If the entered information is invalid, the error message *'Please enter the company trading name as per the licence in English'* will be displayed.

4. Select the correct licence based on your registration.

- Select **Accounting and Corporate Regulatory Authority (ACRA)** if you are a Company based in Singapore.

- Select **National Registration Identity Card (NRIC)** is you are an Individual based in Singapore.

- Select **Foreign Identification Number (FIN)** if you are an Individual based outside of Singapore.

- Select **Foreign Business Number** if you are a Company based outside of Singapore.

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Populating the 'Supplier Registration Form'

Companies or Individuals Licenced by ACRA or NRIC

Registered Vendors@Gov Suppliers

5. You are only required to enter your AGD ID, sales contact email, and the Material Groups you supply to submit the 'Supplier Registration Form'. Once you have submitted the form, you will be a **'Registered'** supplier in A*STAR's Ariba system.

Non-Vendors@Gov Suppliers

6. If you indicate that you are a Singaporean Company or Individual but are not registered with Vendors@Gov, the form will still require you to enter the AGD ID.

✓ As a Singapore Company or Individual, you are encouraged to register with Vendors@Gov first and then return to the form to enter your AGD ID once you have obtained it from Vendors@Gov.

➢ If, for any reason, you are unable to register with Vendors@Gov, please reach out to A*STAR, as stated in the self-help link, and request that your organisation be registered by A*STAR on your behalf.

Populating the 'Supplier Registration Form'

Foreign Companies or Individuals

Registered Vendors@Gov Suppliers

7. You are only required to enter your AGD ID, sales contact email, and the Material Groups you supply to submit the 'Supplier Registration Form'. Once you have submitted the form, you will be a **'Registered'** supplier in A*STAR's Ariba system.

Non-Vendors@Gov Suppliers

8. If you are a Foreign Company or Individual but are not registered with Vendors@Gov, the form will require you to provide a reason for why you are unable to register with Vendors@Gov and will also prompt you to provide additional details about your organisation.

Populating the 'Supplier Registration Form'

Foreign Companies or Individuals

Non-Vendors@Gov Suppliers

9. If you do not have any new or existing POs or invoices issued by A*STAR, select 'Sourcing Supplier' here and you will be identified as a **'Sourcing Supplier'**; otherwise, select 'Payment Recipient Supplier' and you will be identified as a **'Payment Recipient Supplier'** in A*STAR's Ariba system.

✓ By selecting 'Payment Recipient Suppliers', you are required to provide your bank information and finance contact email.

Note: Click the ⓘ icon, if available, to learn more about the purpose of the field and the expected information required.

Sourcing Supplier

10. Complete the remaining fields in the **'Company Details'** section as per the field names and instructions indicated by the ⓘ icon.

Populating the 'Supplier Registration Form'

Foreign Companies or Individuals

Non-Vendors@Gov Suppliers

In addition to the required fields in the 'Sourcing Supplier' process...

13. 'Payment Recipient Suppliers' are required to enter any PO ID or Invoice ID issued to them by A*STAR. This ensures that only the intended suppliers are correctly tagged as 'Payment Recipient Suppliers'.

14. Enter a finance contact email.

15. To enter your bank account information, click the **Add Bank Account Details (0).**

16. Click 'Add Bank Account Details'

Payment Recipient Supplier
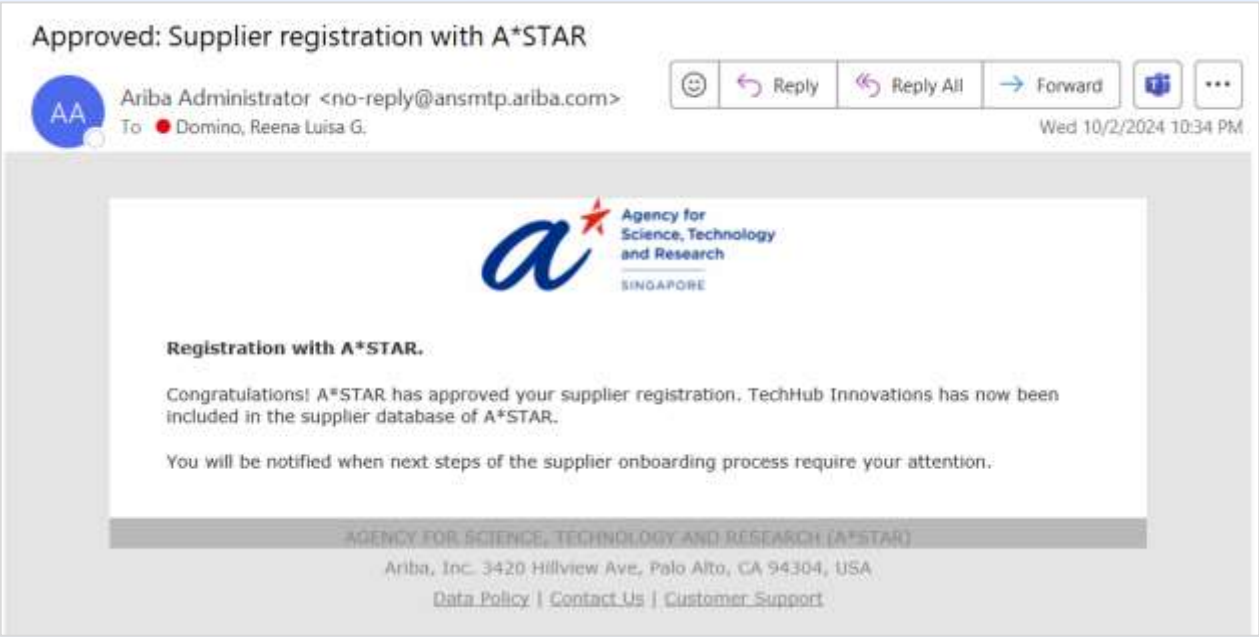
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Populating the 'Supplier Registration Form'

Foreign Companies or Individuals

Non-Vendors@Gov Suppliers

17. Fill in the Bank Account Details as instructed on the page.

➢ The fields for bank type, bank name, branch, street, city, state, and postal code are optional.

18. Continue filling in the Bank Account Details as instructed on the page.

19. Select the appropriate 'Bank Key' corresponding to the bank account being entered:

- Select **Main [AM]** if the bank account is a primary account.
- Select **Corresponding [AC]** if the bank account is an intermediary account.
- Select **PayNow [AP]** if the bank account is issued by the PayNow service.

Payment Recipient Supplier

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Populating the 'Supplier Registration Form'

Foreign Companies or Individuals

Non-Vendors@Gov Suppliers

20. If the entered bank account is a **Corresponding [AC]** or intermediary bank account, please enter its associated 'Main Bank Account' in this field.

21. Click 'Add Additional Bank Account Details' to include more bank information.

22. Once all your bank account details have been entered, click **Save**.

Payment Recipient Supplier

Populating the 'Supplier Registration Form'

Foreign Companies or Individuals

Non-Vendors@Gov Suppliers

23. Complete the remaining fields in the **'Supplier Payment and Bank Information'** section as per the field names and instructions indicated by the ⓘ icon.

The fields may vary for companies and individuals.

24. Once all the necessary fields are populated in the form, click **Submit Entire Response** to submit it.

25. Once the form is submitted, the message below will be displayed.

After submission, the form will be in **'Pending Approval'** status and will undergo an approval process with the A*STAR Finance AP team.

Payment Recipient Supplier

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Populating the 'Supplier Registration Form'

Non-Vendors@Gov Suppliers

26. Once the 'Supplier Registration Form' has been approved by the A*STAR Finance AP Team, you will receive the email notification below from Ariba.

Payment Recipient Supplier

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Populating the 'Supplier Registration Form'

29. Click **Revise Response** if your organization has any updates to the current content of the 'Supplier Registration Form.'

Note: Initially registered 'Sourcing Suppliers' must update your registration type to 'Payment Recipient Supplier' once you have been awarded in an A*STAR Sourcing Event or have been issued a PO or an Invoice.

27. As instructed in the 'Supplier Registration Form', to monitor the status of the form, click the < Go back to A*STAR Dashboard link to go to the Ariba Business Network Dashboard.

28. In the 'Registration Questionnaire' table for the 'Supplier Registration Form,' the current status of the form will be displayed.

Refer here for the various statuses in the Supplier Registration process.

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How to Communicate with A*STAR

How to Communicate with A*STAR

1. You may communicate directly with A*STAR through the 'Supplier Registration Form'.

On the left pane of the page, under 'Console', click **Event Messages**.
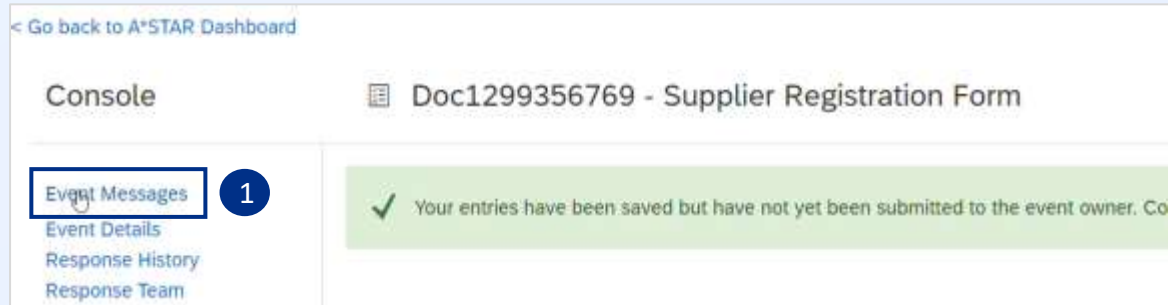
2. This page displays all system-generated messages related to the supplier registration process, as well as communications exchanged with A*STAR.

Click **Compose Message** to write a new message to A*STAR.
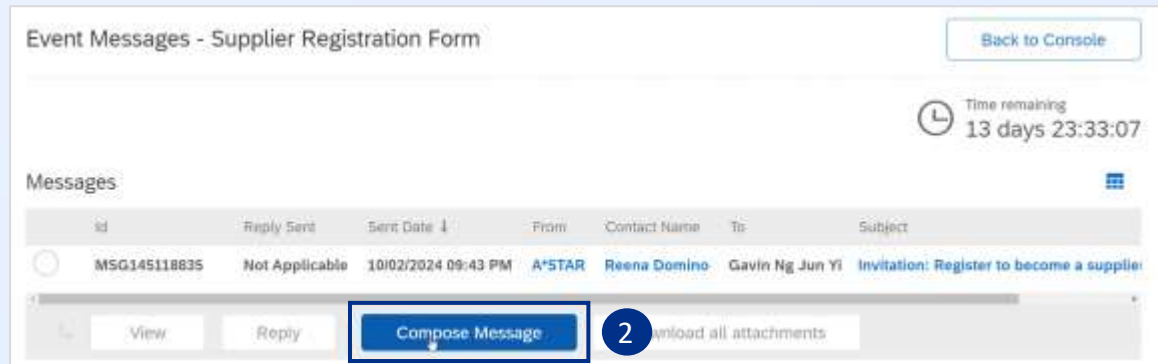
3. Complete the necessary fields:

✓ **To:** By default, the message will be sent to all A*STAR Procurement and Finance AP Team stakeholders via email and through the Ariba system.

✓ **Subject:** Update the subject as needed. By default, it will be pre-populated with the 'Supplier Registration Form' Ariba auto-generated ID and form title.

✓ **Message Body:** Enter your message to A*STAR.

4. Click **Send.**

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How to Communicate with A*STAR

5. Click **Back to Console** to return to the 'Supplier Registration Form'.
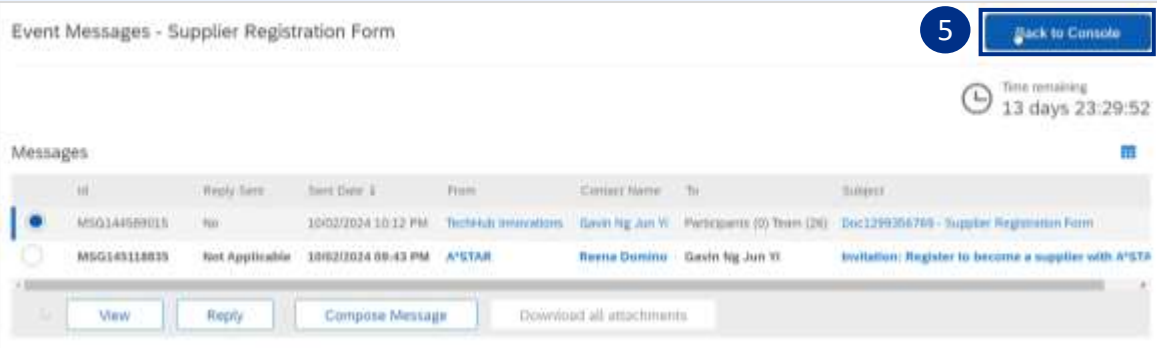
6. Alternatively, you can click **Compose Message** on the Supplier Registration Form page to easily send a message to A*STAR.
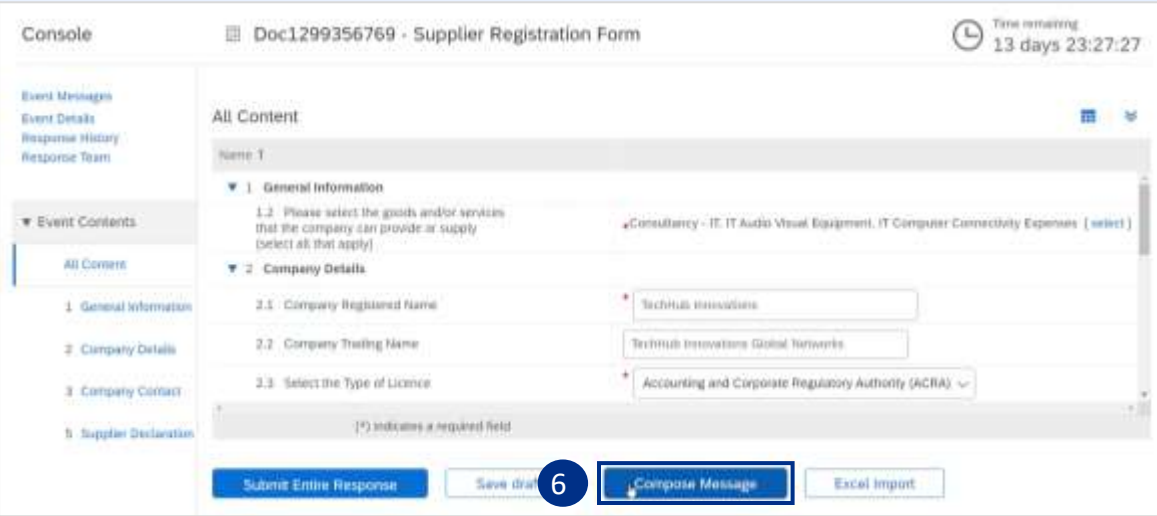
7. Once A*STAR has responded to your message, you will receive an email notification in the format shown below.

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Appendix

How to add a New Supplier Contact

How to add a New Supplier Contact

The primary contact and suppliers assigned a role with the User Administration permission can set up login credentials and assign permissions to access an Ariba Business Network account.

RESTRICTION
- You can create no more than 2,000 users.
- You can create only one user for each employee who performs tasks on Ariba Network.

1. Click the User Icon > Settings > **Users**.
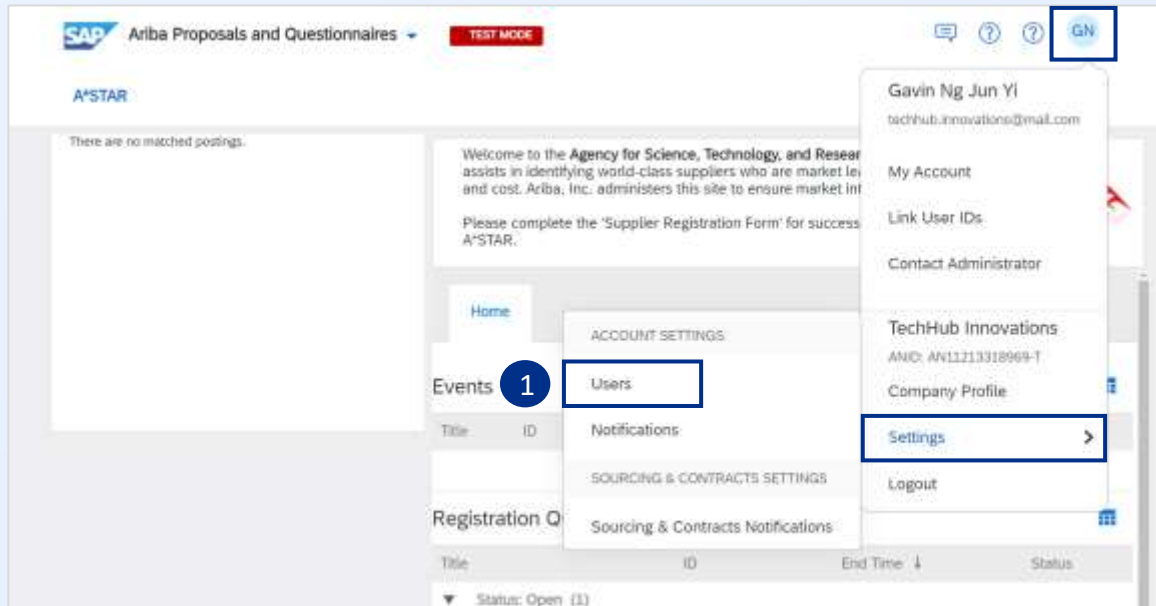
2. Click **Manage Users.**
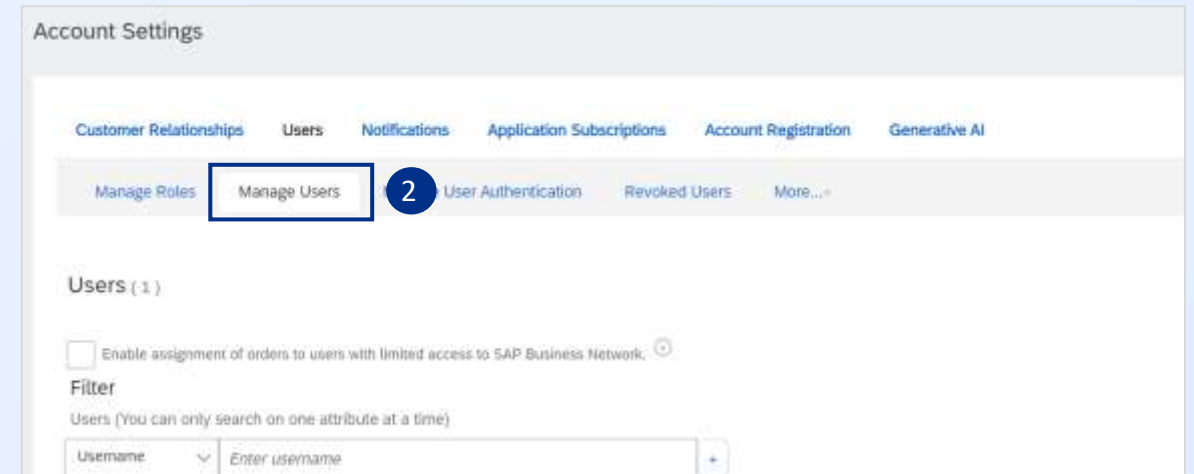
3. Scroll to the right side of the user table and click the **Create User** ➕ icon.

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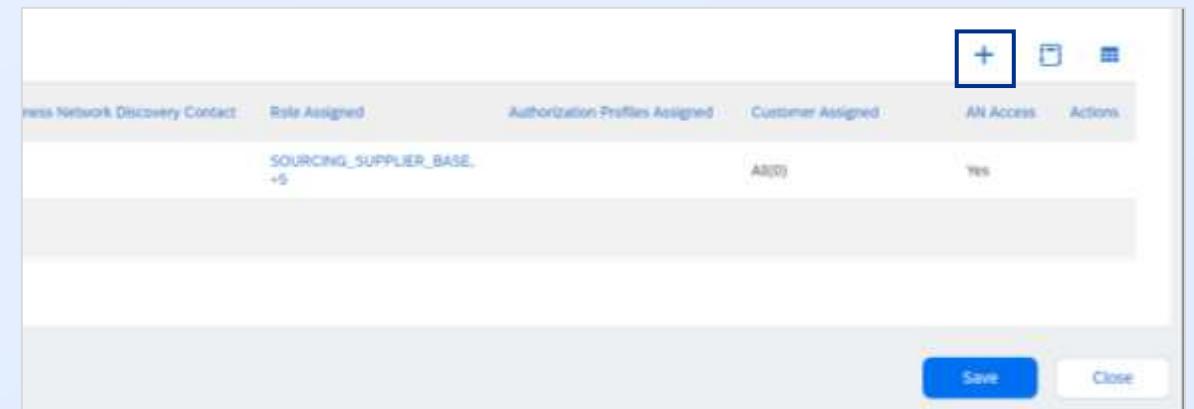
How to add a New Supplier Contact

4. On the 'Create User' page, enter the details of the user.

5. Select a **Role Assignment.**

6. Click **Done.**

7. On the 'Manage Users' page, the new supplier contact will be displayed.

8. Whenever a new user is added to the Administrator's Ariba Business Network account, the Administrator will receive the following email notification.

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How to navigate through the AN Dashboard

How to navigate through the AN Dashboard

After successfully logging into the Ariba Business Network, the Ariba Business Network Dashboard will be displayed. The **Ariba Proposals and Questionnaires** Dashboard provides a streamlined interface for suppliers and procurement teams to manage, review, and respond to proposals and questionnaires within the Ariba Business Network.

1. Go to the **AGENCY FOR SCIENCE, TECHNOLOGY AND RESEARCH (A*STAR)/ A*STAR** Tab.

2. The Ariba Business Network Welcome Banner provides a brief description of the portal and outlines the various statuses of the 'Supplier Registration Form'.

3. To complete the 'Supplier Registration Form', go to the 'Registration Questionnaires' section.

4. Click the 'Supplier Registration Form'.

5. Aligned with the 'Supplier Registration Form', it displays when the form will be closed for responses

6. And your current registration status with A*STAR.

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Looking for Ariba Business Network Support?

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Looking for Ariba Business Network Support?

If you need further support or are encountering any technical issues in the Ariba Business Network, you can follow these steps to access the Help section and find additional assistance:

1. Click for the **Help** option in the top-right corner of the dashboard.

2. In the Help Center, you can type keywords related to your issue in the search bar. Browse through the articles, guides, and FAQs that appear in the search results to see if your issue has been addressed.

3. If you are unable to resolve the issue using the resources provided, scroll down to the **Contact Us** section. Here, you can either start a live chat with a support representative or click "Create a Case" to report your issue directly to the SAP Support Team.

Note: When submitting a support ticket, ensure that you include all relevant details, such as error messages, steps to reproduce the issue, and screenshots (if applicable).

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