

*“Our commitment to you –
Enabling your entire procurement
value chain to run “smooth as silk”
”*

Digital Procurement Platform for Thai Airways

- **Supplier Onboarding (SAP Business Network)**



Supplier Manual for Ariba SLP

1. Objectives of Ariba SLP & operational process

2. Supplier Registration Questionnaire

- Registration Invitation
- Create new account
- Use existing account





Objectives of Ariba SLP & operational process



Introduction to Ariba SLP



Purpose of the Ariba SLP System

The purpose of the SAP Ariba SLP (Supplier Lifecycle and Performance) system for suppliers is to provide an end-to-end supplier management solution, with the goal of enabling organizations and suppliers to collaborate efficiently, transparently, and securely.

✓ 1. Supplier Registration Process

Captures essential supplier information in a structured way, such as company details, legal documents, and tax identification numbers.

Online forms help reduce errors and ensure data consistency.

✓ 2. Supplier Qualification & Approval

Buyers can use questionnaires and evaluation criteria to assess the readiness and suitability of suppliers before approval.

✓ 3. Supplier Performance Monitoring

Suppliers are monitored and evaluated periodically based on key metrics such as quality, delivery performance, and collaboration.

✓ 4. Supplier Master Data Management

Supplier information is centrally stored and integrated with other systems like SAP ERP.

This helps eliminate data duplication and improves data accuracy and consistency.

✓ 5. Increased Business Opportunities

Suppliers who are qualified and approved have greater chances of being selected in procurement processes.

Introduction to Ariba SLP



Benefits of Using SAP Ariba SLP for Suppliers

1. Efficient Supplier Data Management

Suppliers can update company information, licenses, and supporting documents by themselves through an online system, reducing the need for physical document submission.

2. Automated Notifications

The system sends alerts when documents are nearing expiration or when additional information is requested, helping minimize the risk of missing or incomplete data.

3. Real-Time Status Tracking

Suppliers can instantly check the status of their registration, certification, and other processes via the system.

4. Support for End-to-End Digital Procurement

Seamlessly integrates with the organization's e-Procurement system for tasks such as submitting quotations, invoices, and more.

5. High Data Security

Utilizes a cloud system that complies with international standards, reducing risks associated with traditional document or data storage.

6. Global System Usable Across Multiple Organizations

Once registered with SAP Ariba, the same account can be used with other companies that also use Ariba.

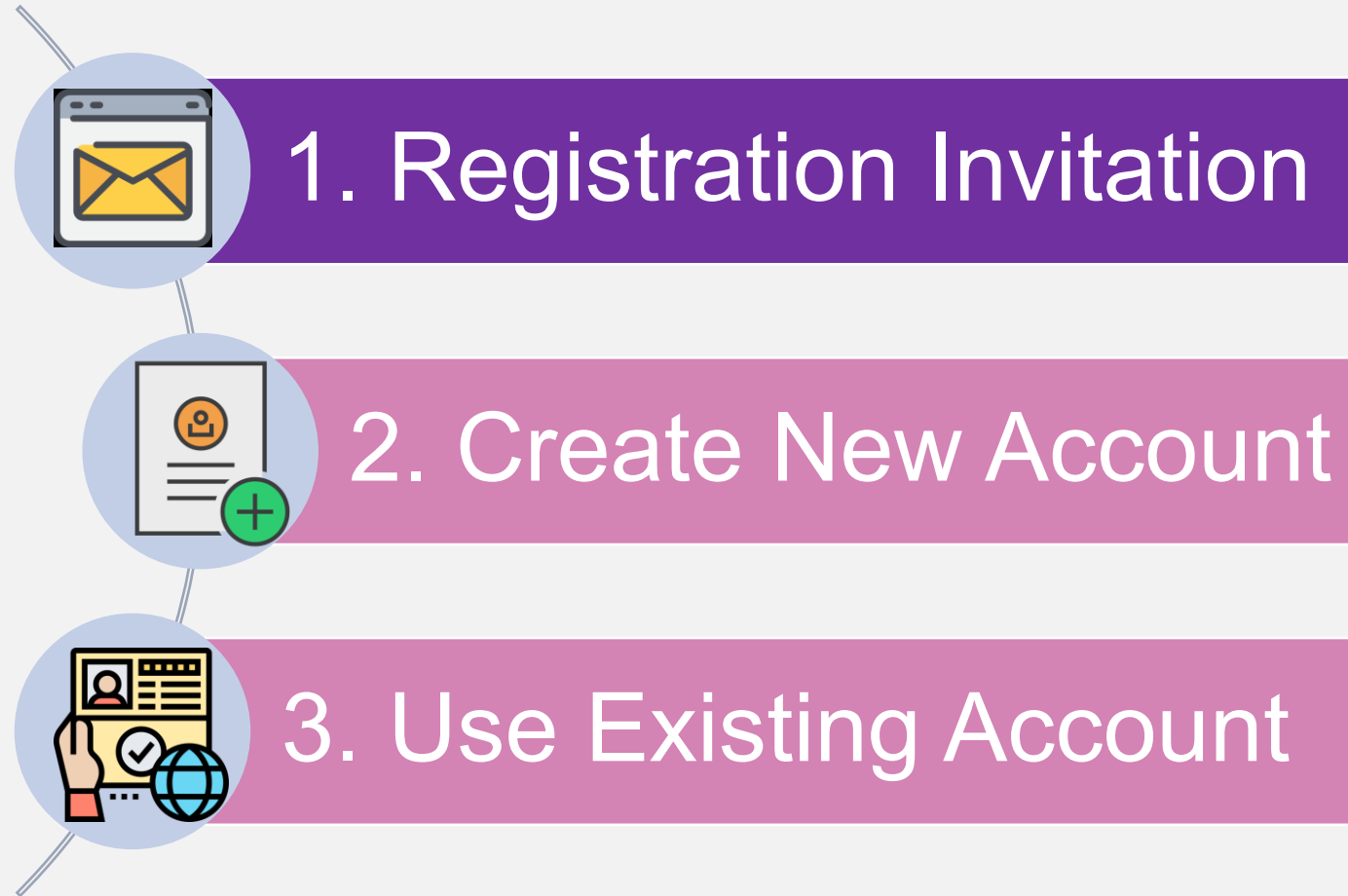


Supplier Onboarding (SAP Business Network)



Supplier Onboarding

Supplier Onboarding Process

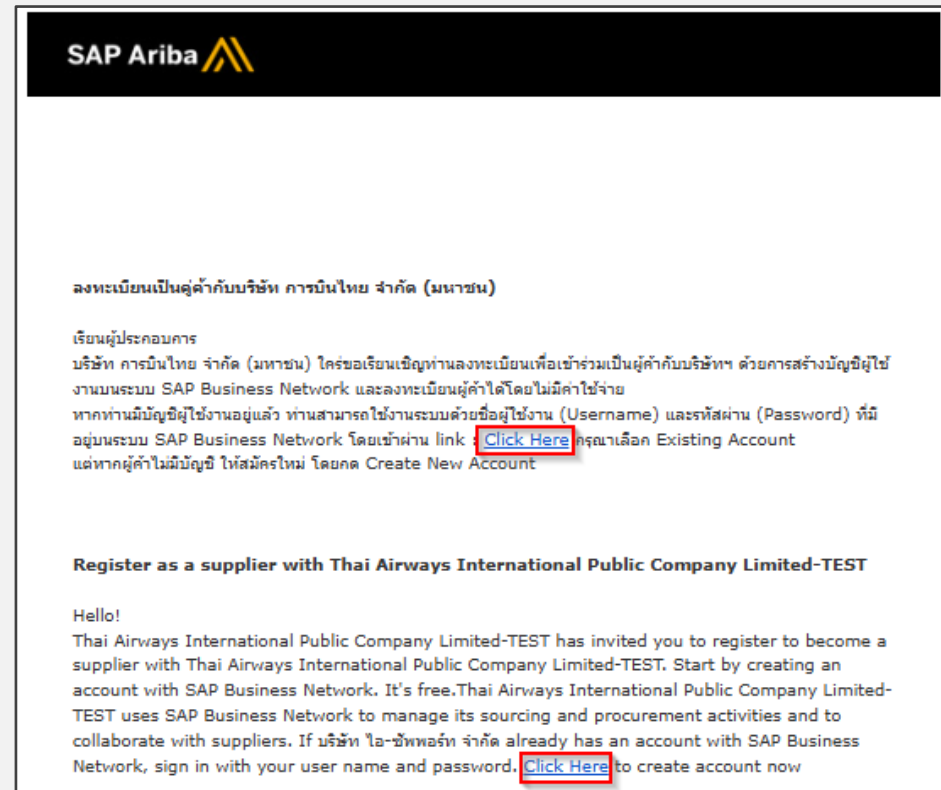


Supplier Onboarding



1. Registration Invitation

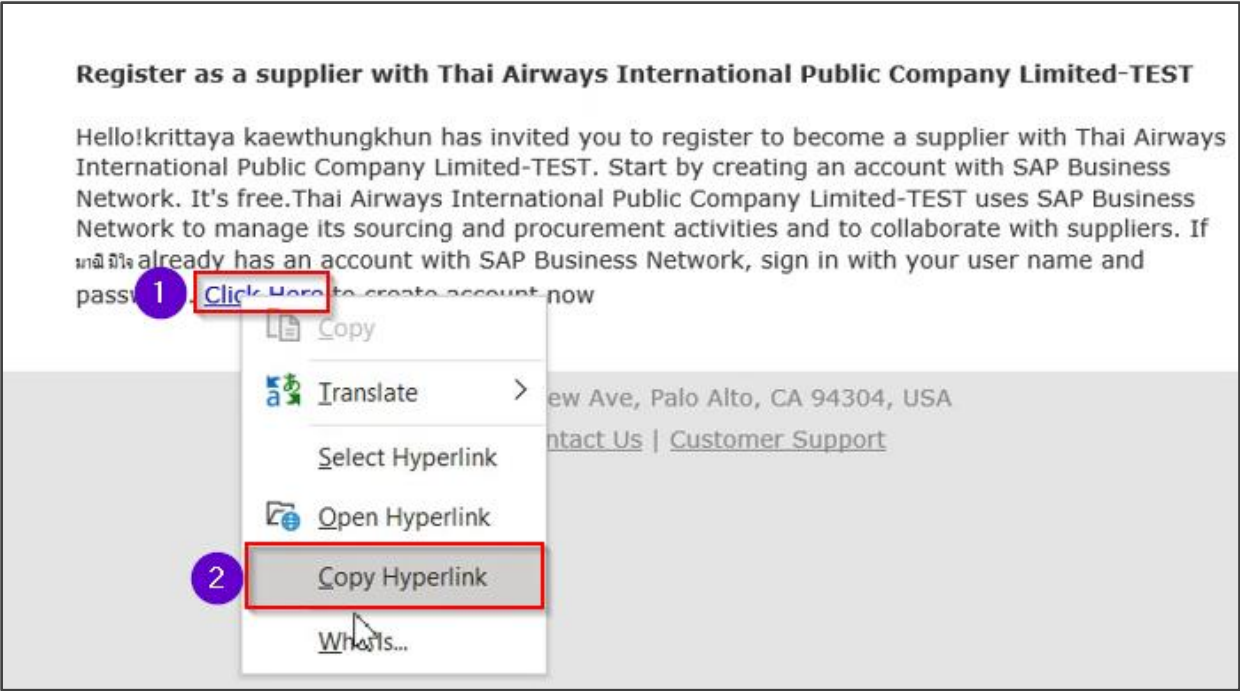
The supplier will receive an email from SAP Ariba, sent by the admin or the procurement department.
The email subject will be: **Register to become a supplier with Thai Airways International Public Company Limited**



Supplier Onboarding



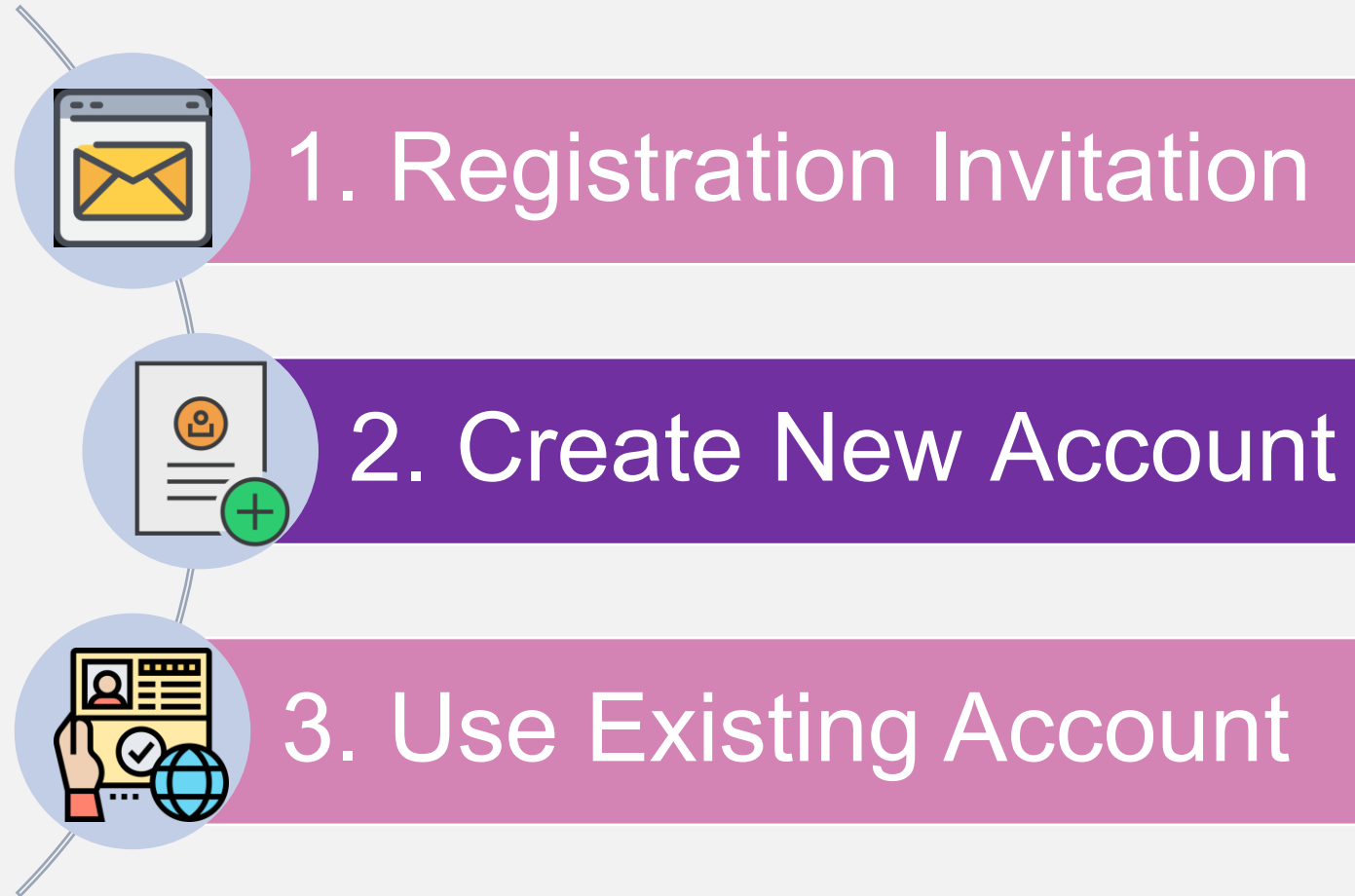
1. Registration Invitation



Option 1	Click "Click Here"
Option 2	1. Click " Click Here " 2. Select " Copy Hyperlink ", then paste it into your browser's address bar and press Enter to access the site.

Supplier Onboarding

Supplier Onboarding Process



Supplier Onboarding

2. Create New Account



The system will redirect you to the **SAP Business Network** page

Click “**Create New Account**” to register a new SAP Business Network 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](#)

THAI

Connect with Thai Airways International Public Company Limited (Corporate) on SAP Business Network to collaborate.

Invited by [Thai Airways International Public Company Limited-TEST](#)

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

[Review accounts](#)

or

[Use existing account](#) ⓘ

[Create new account](#) ⓘ

Supplier Onboarding

2. Create New Account



The system will prompt you to enter your **company information** as part of the **new account creation** process.

Back

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

THAI

Create an account to connect and collaborate with Thai Airways International Public Company Limited (Corporate) on SAP Business Network

Company information

DUNS number

Don't know your DUNS number?

1

Company (legal) name *

บริษัท ไทย

2

Company (legal) name in Latin characters *

Enter Latin characters

3

Country/Region *

United States [USA]

Provide the company information:

1	Company (legal) name *	Fill in Company (legal) name
2	Company (legal) name in Latin characters *	Fill in Company (legal)
3	Country/Region *	Select the desired Country/Region from the dropdown list.

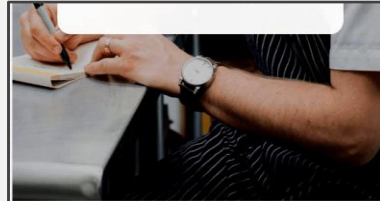
Note: Questions marked with an asterisk (*) are mandatory and must be answered. Fields without an asterisk (*) are optional and can be left blank.

Supplier Onboarding

2. Create New Account



Provide Company information:



4 Address line 1 *
160 ถนน สาทรใต้

5 Address line 1 in Latin characters *
Sathorn Bangkok

6 Address line 2

7 Address line 3

8 City *
สาทร

9 City in Latin characters *
Sathorn

10 State
Choose a state

4	Address line 1 *	Fill in Address Line 1
5	Address line 1 in Latin characters *	Fill in Address Line 1 in English
6	Address line 2	Fill in Address Line 2
7	Address line 3	Fill in Address Line 3
8	City *	Fill in City Name
9	City in Latin characters *	Fill in City Name in English
10	State	Select State from Dropdown list

Note: Questions marked with an asterisk (*) are mandatory and must be answered. Fields without an asterisk (*) are optional and can be left blank.

Supplier Onboarding

2. Create New Account



Administrator account information ?

11 First name * 12 Last name *

มารุณี กาใจ กาใจ

13 Email *

krittaya.kaewthungkun@nttdata.com

14 ☒ Use my email as my username

15 Password * 16 Repeat password *

.....

17 ☐ I have read and agree with the [Terms of Use](#).
☐ I hereby agree that SAP Business Network will make parts of my Personal Data (as defined in the [Privacy Statement](#)) accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings.

Please see the [Privacy Statement](#) to learn how we process personal data.

18 ☐ I'm not a robot

reCAPTCHA
Privacy - Terms

19 [Create account](#)

Provide Administrator account information:

11	First name *	Fill First Name
12	Last name *	Fill Last name
13	Email *	Enter an active (valid) email address.
14	Tick ✓ for Use my emails as my username	- Tick ✓ the box if you want your username to be the same as your email address. - If you prefer to use a different username, simply untick the box.
15	Password *	When creating a password, certain requirements must be met to enhance the security of system access.
16	Repeat password *	Re-enter your password.
17	Accept Terms of Use - Terms of Use - Privacy Statement	Read and accept the Terms of Use and Privacy Statement
18	Box of I'm not a robot	Tick the box in this section.
19	Create account	Click "Create Account" to set up your Ariba Network account.

Supplier Onboarding



2. Create New Account

From field 13: Please enter the company's generic email.

👉 A generic email is an email address that is not tied to an individual person, for example:

- procurement@yourcompany.com
- supplier@yourcompany.com

📌 **Purpose of using a generic company email:**

- Acts as the **main contact account** between Ariba and the Supplier (e.g., for notifications, document requests, status updates), ensuring long-term continuity
- **Supports staff changes** — if an employee resigns or changes position, the generic email remains usable, with no need to create a new account
- **Allows shared access within a team** — multiple team members can access and manage communications via the generic email (especially when linked to a shared mailbox)

Supplier Onboarding



2. Create New Account

Email Registration Recommendations

- It is **not recommended to use** email addresses with **the domain @hotmail.com**, as the Ariba system may route emails to the Junk or Spam folder.

This may cause the Supplier to miss important communications, such as:

- Purchase Orders (PO)
- Supplier Registration Questionnaires
- Sourcing Event Invitations

It is highly recommended to use a **generic company email** that can reliably receive emails from the Ariba system, to prevent missing critical information and ensure smooth communication.

Supplier Onboarding



2. Create New Account

Difference Between Email and Username in SAP Business Network

Topic	Email	Username
◆ Meaning	Actual email address used to receive information	Username used for login
◆ What is it used for?	Receives notifications, such as PO and RFQ	Used to log in and identify the user in the system
◆ General format	Example: supplier@yourcompany.com	You may use the same name as your email, but it must follow an email-like format (Email format).

✓ Summary:

- **Username = The account name used to log in**
- **Email = The address used to receive notifications and communications**

You can use your email as the username for convenience and ease of use. However, if your organization has security or internal management policies, you may choose to use a separate username instead. Just make sure it is properly managed and remembered.

Supplier Onboarding



2. Create New Account



Guidelines for Setting a Username on Ariba Network

When registering to use the Ariba Business Network, the system requires that the Username follows an email-like format (Email format), for example: `user.name@example.com`

Although the email address does not have to be a valid, active email, using this format helps the system to:

- ✓ Efficiently manage user accounts
- ✓ Maintain a standardized user identification format
- ✓ Facilitate easier grouping of users within the organization



Recommendations for Setting a Username

- ✓ It is recommended to use the actual email address of the user, if possible (for convenience in password recovery and receiving notifications)
- ✓ The email should be under the company's domain, such as finance@yourcompany.com

Supplier Onboarding



2. Create New Account

The screenshot shows a registration form with two steps. Step 1, labeled 'Email *', has a text input field containing 'krittaya.kaew456@gmail.com'. Below this is a checkbox labeled 'Use my email as my username'. Step 2, labeled 'Username *', has a text input field also containing 'krittaya.kaew456@gmail.com'. Below the username field, a red error message states: 'This username already exists, please choose a new one'.

⚠ Common Mistake When Registering for an SAP Ariba Business Network Account

✗ Issue: Users who already have an Ariba account (or whose organization already has one) often mistakenly select the option **"Use my email address as my username"** again during registration. This results in the creation of a **duplicate account**.

Supplier Onboarding



2. Create New Account

☒ Recommendation: How to properly register for an Ariba Business Network Account
(If your organization already has one)

☐ **Step 1: Check if your organization already has an Ariba account**

- Consult with your Purchasing or IT department to confirm whether your organization already has an Ariba account.
- If an account already exists: Request to be invited to join the existing account instead of creating a new one.



Supplier Onboarding



2. Create New Account

The diagram illustrates the system's validation for creating a new account. It shows two states of a form:

- Left Form (Valid):** Step 1: Email * (krittaya.kaew456@gmail.com). Step 2: Username * (Test20krittaya.kaew456@gmail.com). The checkbox "Use my email as my username" is unchecked.
- Right Form (Invalid):** The email field remains the same. The username field now contains "Test20krittaya.kaew" (truncated). A red border highlights the username field, and a red error message below it states: "Must be in email format john.doe@newco.com".

▼ **Step 2: If a New account must be created** (e.g., for an additional account administrator)

✓ Do NOT select:

✗ "Use my email address as my username"

Using the same email as an existing account will prevent the system from creating a new account.

✓ Instead, create a new username in an email format (it doesn't have to be a real email address), such as: [yourcompany_ariba@domain.com](#) or [ariba.vendor01@yourdomain.com](#)

This ensures the username follows the required format without duplicating an existing account.

Supplier Onboarding



2. Create New Account

Important Notice for Suppliers

During the SAP Ariba Supplier Registration process, please **do not change the email address** used to access the system until the registration is fully completed.

Potential issues if the email is changed mid-process:

- You may lose access to the Registration Questionnaire form.
- Previously entered information could be lost.
- The account's linkage to the Buyer may fail, causing the system to be unable to track status or process approvals correctly.

Recommendation:

Please continue using the original email address that received the registration link from the Ariba system throughout the entire process.

If you need to change your email, this can only be done **after** your status has been updated to **"Approved"** or **"Qualified"**

Supplier Onboarding



2. Create New Account

In Case of Supplier Email Change

If a Supplier wishes to change the email address previously registered with the Ariba Business Network (ANID), please prepare the following two items:

1. Authorization Letter
2. Specify the new email address to be used

Then, send the information/documents to:

 vendorregister@thaiairways.com

So that Thai Airways can update the email in the system to match the new email actually used by the Supplier.

Supplier Onboarding



2. Create New Account



In Case the Supplier Changes the Responsible Person During the Supplier Registration Process



Potential Issue:

If the employee responsible for the registration (e.g., the owner of the email that received the Ariba link) resigns, transfers, or is unable to continue during the process,

This may affect the continuity of the registration process and could result in:

- The **Registration Questionnaire** not being forwarded or completed
- The system being **unable to track and link** to the new account
- **Delays or issues in the approval process** by the organization (Buyer)



Policy Recommendations for Suppliers

- Suppliers should use a generic organizational email (e.g., vendor@yourcompany.com) for registration.
- Avoid using personal employee email addresses unless absolutely necessary.
- Prepare a backup contact from the beginning of the registration process.

Supplier Onboarding



2. Create New Account



If a Supplier Is Unsure Whether They Have an Ariba Business Network Account. If you are unsure whether your email address has ever been used to register for an Ariba Business Network account:



Initial Verification Method: Reset Your Password

1. Go to the website: <https://supplier.ariba.com>
2. Click on the "**Forgot Username or Password?**" link below the **Sign In** button.
3. Enter the **email address** you suspect may have been used to register.

The system will automatically check and respond accordingly:

- If an **account exists**, a **Reset Password link** will be sent to that email address.
- If **no account is found**, the system will notify you with a message such as "**No account found.**"



Important Note:

If the system confirms that your email is already associated with an Ariba account, please use that existing account to log in. **Do not create a new account.**



If you are unable to reset your password:

Please contact the **procurement team** of the organization that invited you to register, or reach out to **SAP Ariba Support** directly via <https://support.ariba.com>.

Supplier Onboarding

2. Create New Account



After filling in all the required information, click **“Continue account creation”**

The screenshot shows a web interface for creating a Thai Airways account on SAP Business Network. On the left, a sidebar titled 'Benefits of a business relationship on SAP Business Network' lists three points: 1. Digitalize your business, 2. Ensure sustainability and compliance, and 3. Simplify the sales cycle. The main content area features the Thai Airways logo, a heading 'Create an account to connect and collaborate with Thai Airways International Public Company Limited (Corporate) on SAP Business Network', and a message 'We found existing accounts based on the information you entered. Please review.' Below this are two buttons: 'Review accounts' (blue) and 'Continue account creation' (blue, highlighted with a red border). A 'Help' link is visible in the top right corner.

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

THAI

Create an account to connect and collaborate with Thai Airways International Public Company Limited (Corporate) on SAP Business Network

We found existing accounts based on the information you entered. Please review.

[Review accounts](#)

or

[Continue account creation](#)

[Help](#)

Supplier Onboarding

2. Create New Account



The Ariba system will send a confirmation email to verify your email address.

Please confirm your email address

Check your email at krittaya.kaewthungkhun@nttdata.com and follow the steps in the email to confirm your email address in the next **72 hours**.

> If you did not receive the email:



[Help](#)

Supplier Onboarding

2. Create New Account

Suppliers will receive an email from SAP Ariba with the subject line: **Action Required: Confirm your email**

Then, open the email from Ariba and click on **"Confirm email."**



Action Required: Confirm your email



Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>

To ● Kaewthungkun, Krittaya



If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Confirm your email

Dear ภาณุ ใจ,

Thank you for joining SAP Business Network. To finish signing up, you just need to confirm that we have the correct email.

Confirm email

Link expires: Thursday, Feb 27, 2025, 12:10 AM PST

If the link expired, login to proposals.seller.ariba.com and click "Resend". You will then receive another confirmation email.

If you are unable to access the page, copy the link below and paste it into your web browser:

<https://service.ariba.com/Authenticator.aw/ad/confirmEmail?>

[key=xS6ygA42HTnGWpoO721qlx9N4ezYjxr7&anp=Ariba&app=Sourcing](https://service.ariba.com/Authenticator.aw/ad/confirmEmail?key=xS6ygA42HTnGWpoO721qlx9N4ezYjxr7&anp=Ariba&app=Sourcing)

Supplier Onboarding

2. Create New Account



Suppliers will receive an email from SAP Ariba.

Email Topic: **Welcome to SAP Business Network**

The email contains the following information

Your account:

- Company name
- Username
- Business Network ID: ANXXXXXXXXXXXX

Administrator email



Supplier Onboarding

2. Create New Account



Please sign in to **SAP Ariba**.

To log in to Ariba:

Go to the following link: <https://supplier.ariba.com>

This website will take you directly to the **Supplier login page**.

Enter your **Username** and **correct Password**, then click **“Login”**

Input Supplier Login:

The screenshot shows the SAP Ariba Supplier Login page. It features the SAP Ariba logo at the top, followed by the text 'Supplier Login'. Below this is a form with five numbered steps: 1. A text input field for 'User Name', 2. A text input field for 'Password', 3. A blue 'Login' button, 4. A link for 'Forgot Username', and 5. A link for 'Password'. The links are separated by the word 'or'.

1	User Name	Enter your User Name .
2	Password	Enter your Password .
3	Login	Click Login to sign in to the SAP Ariba Supplier side.
4	Forgot Username	If you forget your Username , please enter your Email Address instead.
5	Forgot Password	If you forget your Password , please enter your Username instead.

Supplier Onboarding

2. Create New Account



Select Product and Service Categories as well as Ship-to or Service Locations to complete and enhance your account.

Almost done! We just need a little bit more information.

Please provide the information below and you will be discovered by more customers looking for companies like yours.

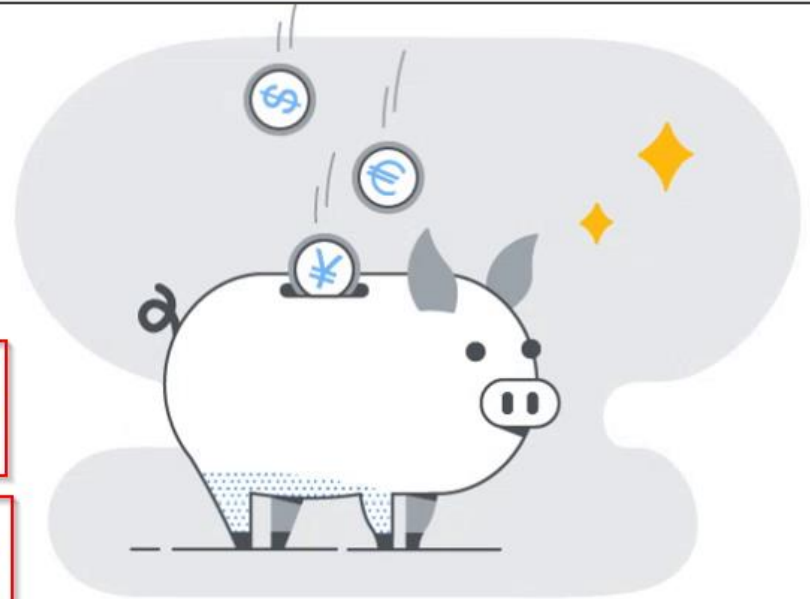
Product and Service Categories **1**

or

Ship-to or Service Locations **2**

or

3



Supplier Onboarding

2. Create New Account

Input Supplier Login:

1. Product and Service Categories can be selected by clicking "Browse"

Once you have chosen the desired categories, click "OK"

2. Ship-to or Service Locations can be selected by clicking "Browse."

Once you have chosen the desired locations, click "OK"

You can click "**Submit**" to proceed to the next step.

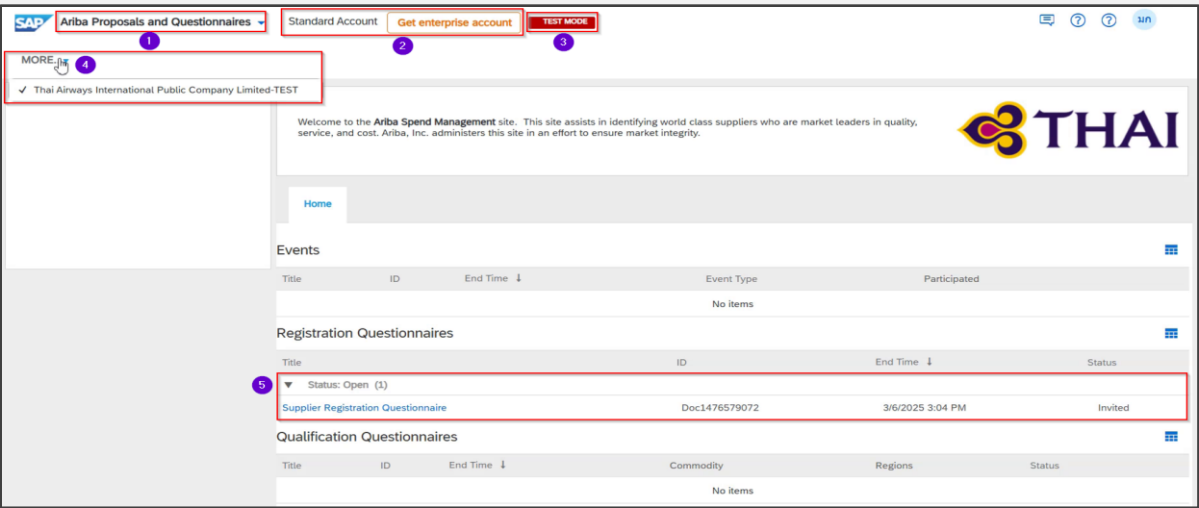


The screenshot shows the 'Product and Service Category Selection' interface. At the top, there's a header with 'SAP Ariba Proposals and Questionnaires', 'Standard Account', and buttons for 'Get enterprise account' and 'TEST MODE'. Below the header, there's a search bar and a 'Browse' button. A message states: 'Click the product and service category you want to add and click the + icon. Lower-level product and service categories are displayed after you click a product and service category. Click OK to save your changes.' The main area is titled 'Browse Product and Service Categories' and contains four columns of category lists. The first column lists broad categories like 'Cleaning Supplies', 'Computer Hardware, Software & Telecom', etc. The second and third columns show sub-categories like 'Clinical Nutrition', 'Dental Equipment & Supplies', etc. The fourth column shows specific products like 'Hospital housekeeping textiles', 'Medical gloves and accessories', etc. Some items have a checkmark or a plus icon. Below the lists is a 'My Selections (2)' section with two items: 'Medical gloves and accessories (View)' and 'Medical glove liners (View)'. At the bottom right are 'Cancel' and 'OK' buttons.

The screenshot shows the 'Ship-to or Service Location Selection' interface. At the top, there's a header with 'SAP Ariba Proposals and Questionnaires', 'Standard Account', and buttons for 'Get enterprise account' and 'TEST MODE'. Below the header, there's a message: 'Select the territories that your company serves. If your company offers global coverage, choose Global.' There are two radio buttons: 'Global' and 'Select Ship-to or Service Locations'. The 'Select Ship-to or Service Locations' option is selected. Below this, there's a message: 'Click a country/region to add and click the + icon. States or provinces are displayed after you click a country/region. Click OK to save your changes.' The main area contains three columns of location lists. The first column lists regions like 'Central America', 'South America', etc. The second column lists countries like 'Lao People's Democratic Republic', 'Malaysia', etc. The third column lists specific locations like 'Krabi', 'Krung Thep Maha Nakhon [Bangkok]', etc. Some locations have a checkmark or a plus icon. Below the lists is a 'My Selections (1)' section with one item: 'Thailand'. At the bottom right are 'Cancel' and 'OK' buttons.

Supplier Onboarding

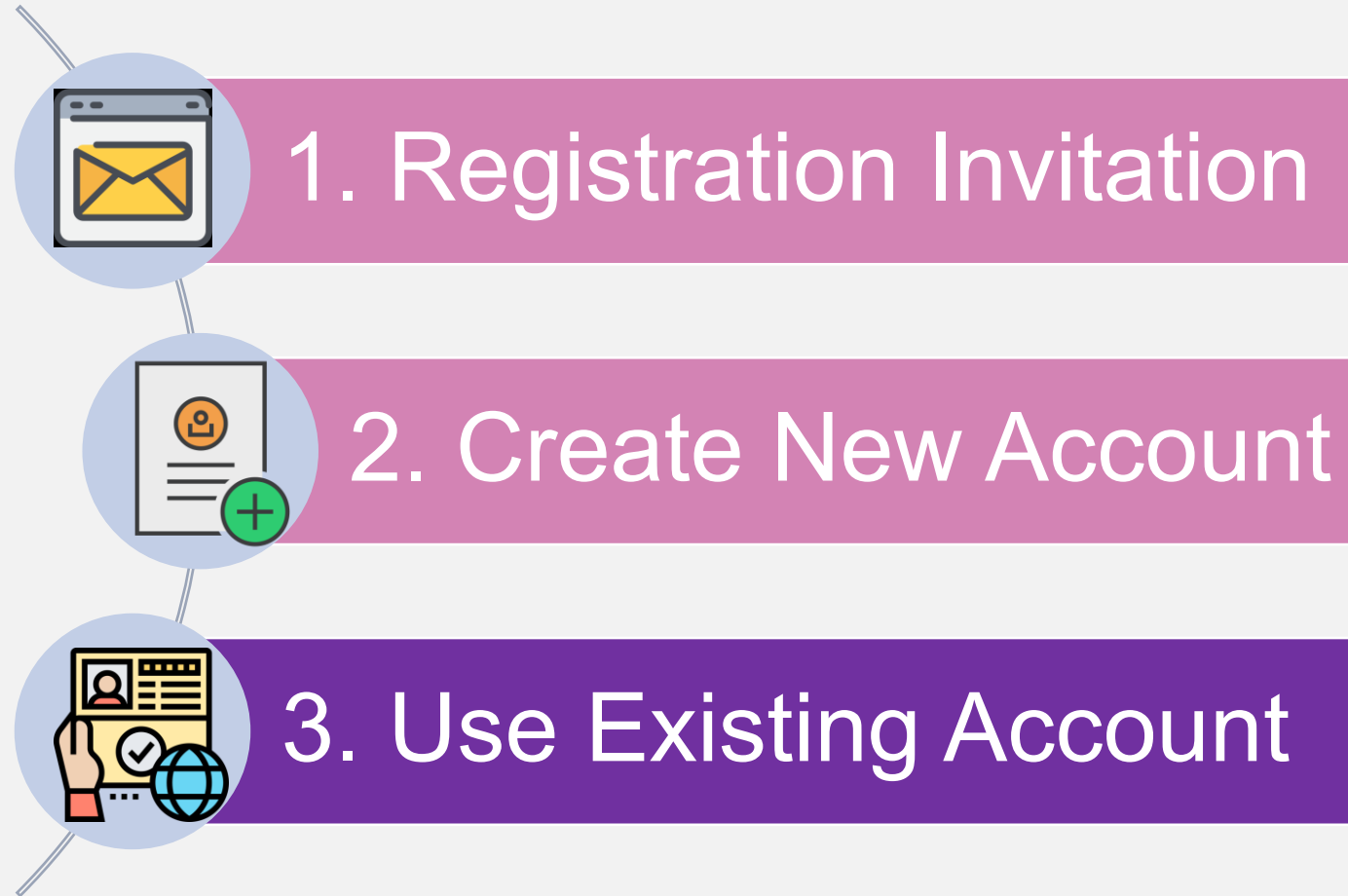
2. Create New Account



1	Site of Ariba Network	The site used for responding to questionnaires is the Ariba Proposals and Questionnaires site.
2	Types of Ariba Network Accounts	There are two types of accounts: 1. Standard Account 2. Enterprise Account: If a supplier wants to upgrade their account
3	TEST MODE	The site used as a testing site is called the Ariba Test Environment
4	List of partner companies with whom the supplier has conducted transactions	If the supplier has transactions with other companies, under the "More" section.
5	Event	The Ariba Network dashboard displays events or questionnaires that the supplier needs to respond to.

Supplier Onboarding

Supplier Onboarding Process



Supplier Onboarding



3. Use Existing 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](#)

THAI

Connect with Thai Airways International Public Company Limited (Corporate) on SAP Business Network to collaborate.

Invited by [Thai Airways International Public Company Limited-TEST](#)

[Create new account](#) ?

or

[Use existing account](#) ?

Not sure whether your company already has an account?
[Search for your company](#)

Log in with your existing SAP Business Network account. Enter the email and password associated with your previous SAP Ariba account.

THAI

Sign in to connect with Thai Airways International Public Company Limited (Corporate)

- 1** Username *

[Forgot username?](#)
- 2** Password *

[Forgot password?](#)
- 3** [Connect](#)

After clicking the link → you will be redirected to the SAP Business Network page.

Please select **"Use existing account"**

Supplier Onboarding



3. Use Existing 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



Sign in to connect with Thai Airways International Public Company Limited (Corporate)

Username *

Test21krittaya.kaew456@gmail.com

[Forgot username?](#)

Password *

.....

[Forgot password?](#)

 I'm not a robot

 reCAPTCHA
Privacy - Terms

Connect

Accept Terms of Use

Please check the following box to proceed.

☐ I have read and agree with the [Terms of Use](#)

Note: Additional user permissions will become available, please assign accordingly to user in your account.

Proceed



Next Step After Entering Username and Password



Click the checkbox to accept the Terms of Use

