



Supplier database registration process

Submitted Supplier database registration forms are checked for completeness

- Suppliers are notified telephonically of the outstanding requirements within the same day of receipt of the registration form
- A checklist reflecting the outstanding requirements is e-mailed to the Supplier for completion and resubmission.
- Should no response be received from the Supplier after 5 working days, this written communication is followed up telephonically once again by the outbound call center.
- Should there be no response 5 working days later, the incomplete registration is filed, until that supplier contacts the helpdesk to complete the registration process.

Less than 1% of database registrations are complete at first submission therefore the need for a centralized call centre managed by Ariba staff

Supplier database registration process continued

Completed registrations

- Once all documents are submitted and certified as complete the processing of the suppliers' registration commences
- Certain documents are checked against legislative websites to ensure validity, such as Tax compliance, banking, BEE certificates etc.
- The scanning of database registration forms is accommodated.
- Ariba is currently able to process all completed, accurate registrations within 5-7 working days of submission.
- Once verified suppliers notified via email communication – Validation letter
- TCC and WCBD4 compulsory requirement – suppliers notified 30 days prior to expiry

Benefits of the IPS

- Segregation of duties- defined buyer / supervisor responsibilities
- Distribution of events to a wide supplier base, therefore allowing a fair and transparent process
- Improved communication between supplier and buyer and full audit trail of this
- Supplier submission is real time - quotations available immediately after closing time
- Supplier submits quotations online and accepts full responsibility for their submission - no 3rd party intervention
- Attaching documents from buyer and supplier side is easy and effective
- Monitor supplier participation while event still open (without seeing pricing)

Thank you!

