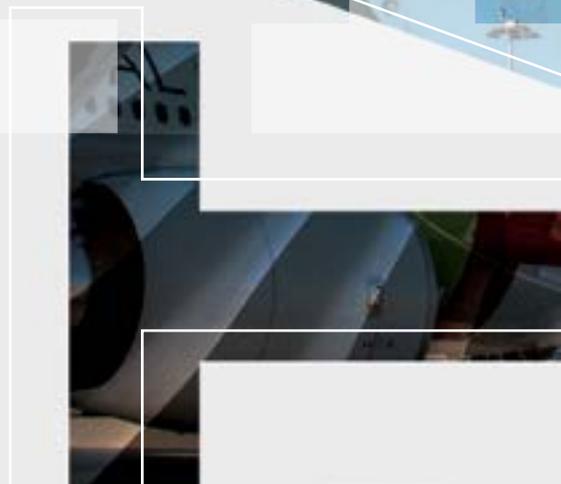




# Supplier Frequently Asked Questions



# 2021



GRUPOTAP

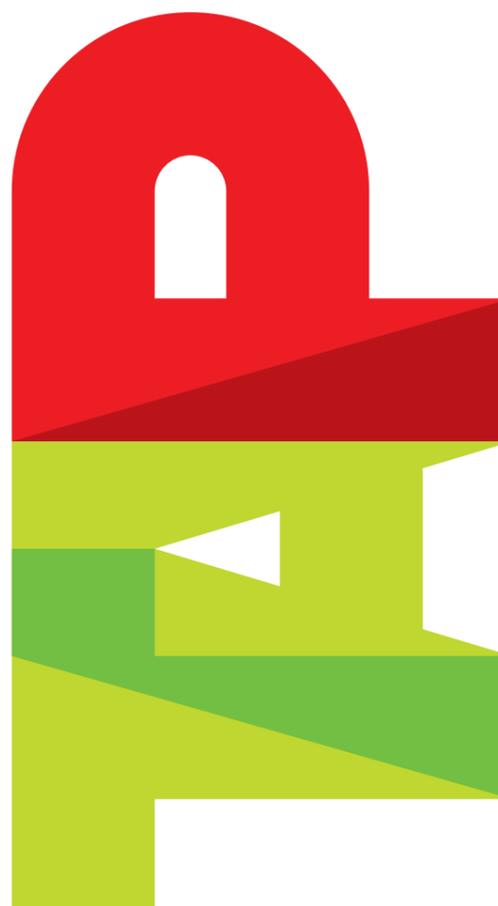
# CHAPTERS

WORKING WITH TAP GROUP .....	4
ARIBA RELATED QUESTIONS .....	8
SUPPLIER ONBOARDING .....	14





## WORKING WITH TAP GROUP



- 1 I have a question about doing business with TAP Group, how to get in touch with a Procurement contact?
- 2 Where can I find more information on the TAP Group Procurement process?
- 3 I am not a supplier but have some questions regarding dealing with the TAP Group.

### **1. I have a question about doing business with TAP Group, how to get in touch with a Procurement contact?**

For doing business with TAP Group please visit our Supplier Portal <https://www.tapairportugal.com/en/about-us/suppliers/Working-with-us> and you can write to [suppliersupport@tap.pt](mailto:suppliersupport@tap.pt).

Suppliers can initiate this process by completing the supplier registration form online. Upon receipt, your request for registration will be directed to Procurement department.

### **2. Where can I find more information on the TAP Group Procurement process?**

The TAP Group Supplier Portal provides general information on the Procurement Process. Please visit <https://www.tapairportugal.com/en/about-us/suppliers/Working-with-us>.

### **3. I am not a supplier but have some questions regarding dealing with the TAP Group**

You can write to [suppliersupport@tap.pt](mailto:suppliersupport@tap.pt) and your query will be directed to the appropriate manager.





## ARIBA RELATED QUESTIONS



- 1 What is SAP Ariba?
- 2 What is Ariba Network?
- 3 What do I need to use SAP Ariba?
- 4 Do I have to pay to use SAP Ariba?
- 5 How secure is the Ariba Network?
- 6 What if I forgot my password?
- 7 Whom can I contact at SAP Ariba?
- 8 Whom can I contact at TAP Group?
- 9 Is it possible to access the Ariba Network from a mobile device?
- 10 How does a supplier register on the Ariba Supplier Network?
- 11 What does this project mean for you if you have an enterprise account in SAP Ariba?
- 12 What does this project mean for you if you have a standard account in SAP Ariba?
- 13 Can several users from my company connect to Ariba Network?
- 14 What does an 'integrated' supplier mean?

## 1. What is SAP Ariba?

SAP Ariba is a Procurement software solution. It offers a broad range of functions and services to manage business transactions in an easy and comfortable way. It allows to have all information at one single platform and therefore a consistent user experience as well as a 360°-view on buyer-seller relationships. SAP Ariba also supports a comfortable way to interact with TAP Group in a paperless environment to interactively do sourcing or contracting processes but also to automate documents in procurement.

## 2. What is Ariba Network?

The Ariba Network as part of the solution is the world's largest web-based trading community. It connects more than two million organizations with their trading partners and provides a broad-based platform for all key business collaboration needs. Being part of the Ariba Network also positions suppliers to attract further business from existing and new customers by providing suppliers as exposure to all customers on the Ariba platform. For further information please see the following video: <https://youtu.be/8HAdA2Y9Yi8>  
For further information regarding the registration go to: How to register on SAP Ariba Network? Or Ariba Network information: <https://www.ariba.com/ariba-network>.

## 3. What do I need to use SAP Ariba?

Ariba is web-based, therefore all you require to access the platform is an internet connection and a standard internet browser. For electronic document exchange via Light Enablement also an E-Mail account is required.

Ariba is a leader in the spend management space and has a broad supplier base already using the Ariba Network to transact business. They have a proven tool which is easy to use and meets TAP Group needs for E connected solutions.

## 4. Do I have to pay to use SAP Ariba?

For the processes of onboarding, registration, sourcing and contracting, there will appear no costs for suppliers. So creating an account at SAP Ariba Network will not automatically lead to any costs. Document Exchange using interactive mail is free of charge.

## 5. How secure is the Ariba Network?

The Ariba Network uses Secure Hypertext Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers and the Ariba Network. HTTPS is the standard for secure Internet communication and uses Secure Socket Layer (SSL), with RSA Labs encryption system. Accounts on the Ariba Network are password protected.

## 6. What if I forgot my password?

If you forget your Ariba Network Password, click the Forgot Password link at <https://supplier.ariba.com>. Ariba will send back instructions on how to reset your password. Suppliers can also call Ariba's Help Desk for immediate assistance or contact Ariba via e-mail or the online contact form.

## 7. Whom can I contact at SAP Ariba?

Visit Ariba's Supplier Education Portal by following these steps:

- Log into your Production Ariba Network Supplier Account
- Click Administration, Customer Relationship
- Under Current Relationship, locate TAP
- Click the Supplier Information Portal link

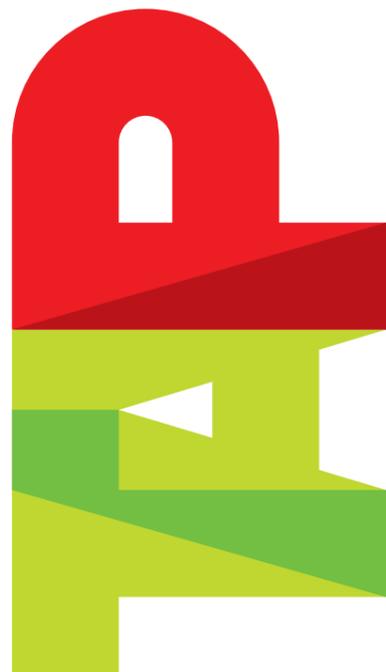
## 8. Whom can I contact at TAP Group?

For business process questions or general enquiries on the new process – [suppliersupport@tap.pt](mailto:suppliersupport@tap.pt).

## 9. Is it possible to access the Ariba Network from a mobile device?

Yes. Here you'll find more information about the SAP Ariba Apps:

iOS  
Android



## 10. How does a supplier register on the Ariba Supplier Network?

For suppliers invited for an **Enterprise account**: Ariba will send a Trading Relationship Request to the suppliers prior to Go Live.

For suppliers invited for a **Standard account**: the first purchase order will directly contain a link to register to the Network.

Creating an account directly from <https://supplier.ariba.com> will not allow you to get connected with a specific Buyer. You need to start from an invitation or a purchase order.

## 11. What does this project mean for you if you have a standard account in SAP Ariba?

- Ariba Network offers you as a supplier different options how to receive POs from TAP Group – e.g. per email or via Portal
- On-line visibility of the status of your orders
- POs via interactive email
- You can flip POs with one click into invoices – and will no longer need to send paper invoices
- The payment cycle will be faster
- The Standard Account is free of charge
- Access to the world's largest business e-commerce network so you can transact electronically with your other customers that use the Ariba Network
- More information about Standard account: <https://www.ariba.com/resources/library/library-pages/ariba-network-light-account> and <https://support.ariba.com/ariba-network-light-account>

## 12. What does this project mean for you if you have an enterprise account in SAP Ariba?

- Ariba Network offers different options how to receive POs from TAP Group – e.g. per email, via Portal or direct into your ERP system
- On-line visibility of the status of your orders
- Fast and secure order reception
- Ariba Network also offers you some options as to how you can issue invoices to TAP Group since paper invoices will not be accepted any longer

- You can flip POs into invoices with one click, or integrate the invoicing process with your backend system – and will no longer need to send paper invoices
- Possibility of publishing online, customer approved e-catalogs with your product/service offerings into the TAP Group procurement application within the Ariba Network
- The payment cycle will be faster, and your process costs will decrease
- Significantly decrease order errors for suppliers publishing catalogs on Ariba Network
- Option to fully integrate your Ariba Network account with the most common ERP systems
- Access to the world's largest business e-commerce network so you can transact electronically with your other customers that use the Ariba Network
- More information: <https://www.ariba.com/ariba-network/ariba-network-for-suppliers>

## 13. Can several users from my company connect to Ariba Network?

Yes, it is possible. In a first step, you may have to set up an account for an administrator. The administrator will be able to create up to 250 users and grant them specific authorizations.

## 14. What does an 'integrated' supplier mean?

An integrated supplier is a supplier which has automated exchange of documents between their ERP and the Ariba Network. The Ariba Network offers possibility to integrate with your back-end ERP system for automatic exchange of electronic documents.

For more information click here: <https://www.ariba.com/solutions/solutions-overview/integration-solutions>.

## Account Types

You can choose your preference with account types to transact with customers digitally while reducing costs. Plus, gain visibility into when you can expect payment from your customers.

### Standard

Basic functionality, email solution to transact with TAP (POs, confirmations) is completely free for suppliers.

### Enterprise account

Advanced capabilities to transform your business with complete Ariba Network functionality and E2E view of the procurement process.

### Integration

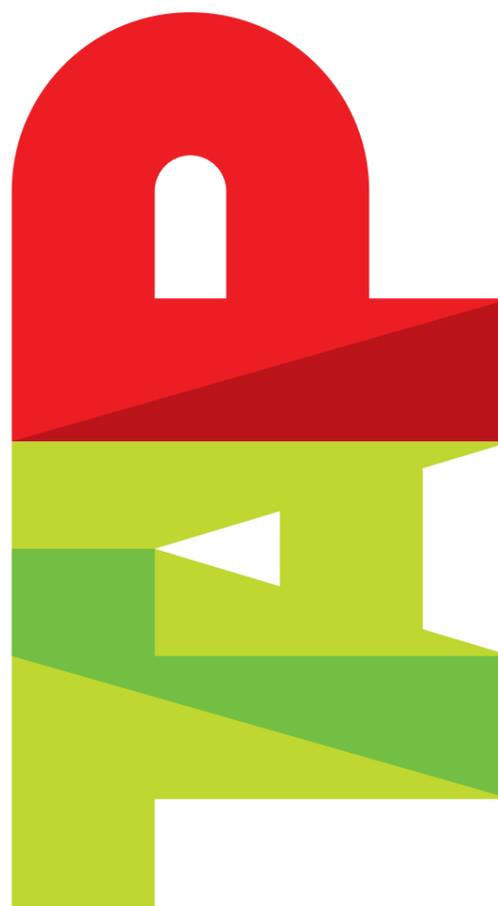
Improve efficiency, get paid faster, and do more with less.

### Catalog

Define, validate, and enrich catalog content with enterprise-grade content management tools.



## **SUPPLIER ONBOARDING**



- 1 Why supplier need Onboarding Registration?**
- 2 How to register on SAP Ariba Network?**
- 3 What if I already have subscribed to Ariba Network?**

## 1. Why supplier need Onboarding Registratio?

TAP Group 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 finalized.

Use this link to submit a self-registration request form:

[https://tap.supplier-eu.ariba.com/ad/selfRegistration/\\_c\\_/C2](https://tap.supplier-eu.ariba.com/ad/selfRegistration/_c_/C2)

## 2. How to register on SAP Ariba Network?

Join the Ariba Network to transact electronically with TAP Group and other customers and find new business opportunities. You can either create your account on your own by using below links or you might be invited by us or another company to register.

**Use this link to access the Ariba Network login page**

<https://supplier.ariba.com>

**Use this link to find details on what the Ariba Network offers**

<https://www.ariba.com/supplier/suppliernetwork>

**Use this link to learn about Ariba's supplier membership program**

<https://www.ariba.com/suppliemembership>

**General information about SAP Ariba**

<https://www.ariba.com>

**Register on the Ariba Network**

You will receive electronic information explaining how to register on the Ariba Network. Follow the instructions in the Trading Relationship Request Letter.

**Connect with TAP Group through your Ariba account**

After registration is complete, ensure that you have accepted the Relationship Request with TAP Group in the Customer Relationships area of your account.

**Configure your Ariba account**

Ensure that your account is configured to receive purchase orders and send invoices in the manner that can be supported by your organization.

**Create a Test account**

Creating a Test account will allow you to become familiar with TAP Group processes in a Test environment prior to moving into the live (Production) environment.

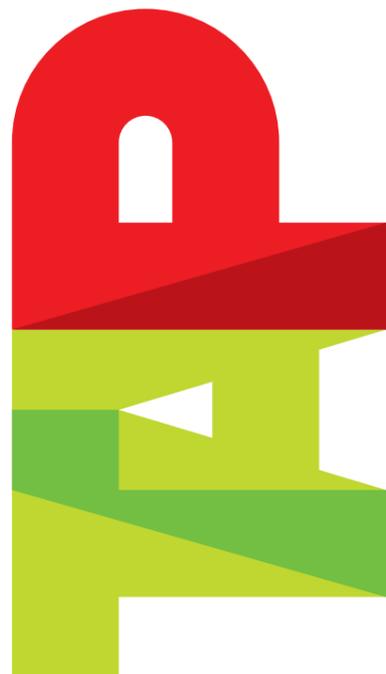
**Review training materials** to assist you with the tasks listed above.

Once you have registered on Ariba Network, all new POs issued by TAP Group will be sent to your Ariba Network account. Once you receive the PO on your inbox (Ariba Network Inbox) you can flip the PO into Invoice and update the invoice number and date and submit through Ariba Network.

## 3. What if I already have subscribed to Ariba Network?

If you already have an account with Ariba, please log on with your credentials, and log a support ticket requesting TAP Group be added as a new buyer to your account. Ariba will then update the account to allow integration after verification by TAP Group.

If you received multiple invitations from the same customer (because you have multiple locations or entities), you can either choose to create separated accounts (for a decentralized management of PO and invoices), or you can choose to see everything in one single account. In this case, the administrator of the single account needs to accept each invitation with the same admin credentials.





2021

