

LOG-IN

1. **What to do when you forgot Username?**

Go to ENOC Ariba Supplier log-in page, click on “Forgot Username or Password”

2. **What to do when you forgot User password?**

Go to ENOC Ariba Supplier log-in page, click on “Forgot Username or Password”

3. **What to do when facing any system error?**

Please raise a Call Request by clicking “Contact Us” tab, click “Help”, click “Contact Us”, enter a brief description of your issue and click “Search” button. If you cannot find what you are looking for, click “Contact Us” again and fill in the issue you are facing.

4. **What to do when you put the wrong Username or email id.**

Please raise a Call Request by clicking “Contact Us” tab, click “Help”, click “Contact Us”, enter a brief description of your issue and click “Search” button. If you cannot find what you are looking for, click “Contact Us” again and fill in the issue you are facing.

5. **What to do if I have entered the correct Username & Password but still showing “Not Found”?**

You must clear the Cookies & Cache on your browser history (Ctrl + H), restart the browser and try again.

6. **What to do if you have encountered “Error” on ENOC Ariba Log-in page?**

Refresh the browser page (Ctrl + R).

7. **My Company has changed its Trade Name.**

If TL number is the same, upload Old & New TL, VAT and new recent, stamped & signed by the bank Bank Letter (zip file) and go to “Account Settings>Company Profile>Company Name” and change.

8. **Company Name has been changed with a different Trade License Number.**

You must provide an official Company letter informing us of this and the Company will have to be registered as a new vendor.

SUPPLIER QUESTIONNAIRE

1. **Partial acceptance of T&C’s**

Send an email informing us of which Terms & Conditions you do not accept and we will take it up with our Legal Team.

2. **How to download documents and view?**

Click on the “Attachments” in blue color, click “Select All”, and click “Download Attachments”

3. **How to enter the Trade License Start Date (6.5)?**

This is the Issue Date as per your Trade License. Click the “Calendar” button and select the date. Select the Date by clicking on “Double Arrow” for choosing the Year.

4. **How to choose Vendor Category?**
Search manually by scrolling and choosing the “Products or Services” that your Company is providing.
5. **How to choose Commodity?**
Search by typing and searching the “Materials, Products or Services” that your Company is providing.
6. **You cannot find commodity (General Trading)**
Select the main products, materials, or services your Company is supplying.
7. **You do not have a VAT Certificate.**
Please upload an official Company Letter stating the reason for your exemption. (It should be in Company Letterhead, dated, stamped & signed with Name & Designation of person signing).
8. **How to fill in Bank Account Details?**
Click on “Add Bank Details”, select “Bank Country”, enter Account Number (numbers only), enter IBAN Number (without spaces, no “-” sign & capital letters), enter Beneficiary Name (Company Name as per Bank Letter), select Currency, select the correct Bank Key (Bank Name & Branch), attached Bank Letter and select Bank ID (bank priority).
9. **What is Bank ID?**
Choosing the account that is the priority one [0001], if you have multiple accounts then choose [0001] – priority; [0002]; [0003] etc. for the remaining accounts.
10. **Required Bank Letter**
We require a recent colored copy of Bank Letter that is issued by the Bank; dated, stamped & signed by the bank with your full bank details. It is mandatory to provide a stamped & signed by the Bank, Bank Letter.

QUALIFICATION

1. **Supplier Segment**
Please choose what is relevant as per below:
Company – All Suppliers
SME – choose this only, if you have an SME Certificate
Intercompany – ENOC Group of Companies only
2. **Is the Declaration Form signed and stamped?**
Please choose “YES”
3. **Declaration Form is mandatory field.**
Download, fill, stamp & signed by the Company Authority person.

MODULAR

1. What is the “Questionnaire” part?

It is the last step in our registration process, which will notify you when your Trade License has expired. You can then update your Trade License details with us.

2. What is “Year of Publication”?

The Year the Company was established (started).

3. What is “Certificate Location”?

The City or Location it was issued from (Dubai, JAFZA, SAIF, DMCC, Abu Dhabi, etc).

4. What is Effective Date?

The start date as per your Trade License.