SD Guthrie

SAP Ariba

Frequently Asked Questions



Supplier Onboarding

Unlocking Nature's Superpower

Frequently Asked Questions

1 Why is SD Guthrie implementing SAP Ariba?

SD Guthrie is implementing SAP Ariba as part of its Procurement Digital Transformation to modernise and standardise procurement processes. The platform will provide a more efficient and transparent way for suppliers and SD Guthrie to collaborate, helping streamline sourcing, purchasing, and transaction management while reducing manual processes. This transformation supports improved operational efficiency and a better overall procurement experience for both suppliers and SD Guthrie.

2 What is SAP Ariba?

SAP Ariba is a software application that offers a wide range of functions and services to support business transactions, enabling efficient and effective collaboration between suppliers and buyers. It also supports SD Guthrie's direction towards a paperless environment by facilitating sourcing and contracting processes electronically through the Ariba Network.

3 What are the benefits of using SAP Ariba?

1) Reduce time and paper usage.
2) Improve audit trails and transparency through comprehensive records of activities and interactions conducted via Ariba.
3) Provide an integrated supplier registration platform.
4) Help invoices reach the correct contact within the approval workflow, supporting timely payments.
5) Support a standardized tender process to help organizations stay organized.

4 Is the Online Vendor Registration (OVR) platform and SAP Ariba the same system?

No. The SD Guthrie Online Vendor Registration (OVR) portal and SAP Ariba are separate systems. The Supplier Enablement initiative supports SD Guthrie's transition to SAP Ariba, which will replace the current OVR platform.

Frequently Asked Questions

5 What does it mean to be a SD Guthrie Supplier?

As a registered supplier, you will use SAP Ariba Business Network to:
1. Complete supplier registration activities.
2. Update your company details and information.
3. Complete certification questionnaires.
4. Manage contract-related activities, where applicable.

Access to these activities requires you to register for and/or log in to your SAP Ariba Business Network account.

6 What is the link to create my SAP Ariba Business Network Account?

Link to create a new account: https://supplier.ariba.com

7 Where to get Ariba Network ID (ANID)?

Suppliers can locate their ANID by navigating to Account Settings in the top right corner and scrolling down to the ANID section.

8 Will I get a notification updates from SAP Ariba to alert me?

Yes, SAP Ariba will alert you via email to update the status of your transactions.
Notifications are triggered during:
1) Supplier Profile Updates (i.e. Qualification, Disqualification, Approval/Rejection)
2) Sourcing Event Updates (i.e. Invitations, Awards, and sourcing event timing updates)

Note: Please enable alerts in the settings within your user profile.

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9 What if I forgot my password?

You can click the "Forgot Password" option on the SAP Ariba login page, and Ariba will send instructions on how to reset your password.

10 Who do I contact for technical and business support?

Please contact vendorhelpdesk@sdguthrie.com for business-related inquiries. For technical matters, you will need to contact the SAP Ariba Helpdesk.

11 How can users access the training material?

Training materials, including the training manual and instructional videos, will be shared with suppliers via email from vendorcomms@sdguthrie.com after the training sessions have been conducted. Once available, the links will be distributed accordingly.

12 Will I still be able to access the OVR system after the implementation of the SAP Ariba system?

No. Following the implementation of SAP Ariba, suppliers will no longer be able to access the OVR system after 14 September 2026.

Frequently Asked Questions

13 Apart from the physical training sessions, will there be any other support to guide suppliers on how to use the SAP Ariba system?

Besides the physical training sessions, reference materials (e.g., training videos and FAQ documents) will also be available on the supplier portal for guidance.

14 Can users have two tabs open in the same browser simultaneously?

SAP Ariba limits users from opening the system in multiple tabs. To open it on two different screens, users must use a "New InPrivate Window".

15 Does an SAP Ariba Business Network account have an expiry date?

No. An SAP Ariba Business Network account does not have an expiry date and remains active once created for transactions and collaboration activities within SAP Ariba. However, suppliers must keep their company profile and supporting documents up to date. SAP Ariba's certificate and document management feature allows suppliers to upload documents and track expiry dates, and update or renew expired documents to meet buyer requirements.

16 Can I use a different email address in SAP Ariba if my company is currently registered in OVR with another email address?

Yes. You may use a different email address when creating or linking your SAP Ariba Business Network account. However, we recommend using an email address that will be used consistently for future business dealings with SD Guthrie to ensure smooth communication and collaboration.

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17 Will I receive notifications or reminder emails to complete my registration or questionnaire submissions?

Yes. You will receive email notifications when action is required on your account, including registration forms and questionnaires. Reminder emails will also be sent for pending submissions and upcoming certificate expiries to help ensure your information remains up to date.

18 How many SAP Ariba accounts can a company have if different departments deal with SD Guthrie?

We recommend maintaining one SAP Ariba Business Network account per company. This allows the account to serve as a centralized repository for all transactions and activities conducted with SD Guthrie, including supplier registration, questionnaires, contracts, sourcing activities, purchase orders, and future procurement transactions.

19 Can we complete our registration before 1 October 2026? If our company is already registered as a supplier with SD Guthrie, will our information be migrated automatically?

You are encouraged to create your SAP Ariba Business Network account early. Account linking with SD Guthrie, the Vendor Registration Form, and the Standard Certificate Questionnaire will be available from 1 October 2026, and instructions will be emailed to suppliers on that date. If you have an active OVR registration, your information will be migrated to SAP Ariba before 1 October.

20 Can multiple users be added to the same SAP Ariba Business Network account?

An SAP Ariba Business Network account has a single login ID and password used to access the account. However, the account can be configured with multiple contact email addresses so that notifications and communications can be received by multiple individuals within the company.

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21 What should I do if one of my company certificates has expired or is currently being renewed?

If your documents are expired or currently being renewed, you may submit the updated documents through OVR before 7 September 2026, or wait until 1 October 2026 and submit the information through the Standard Certificate Questionnaire in SAP Ariba. Once the renewed certificates are available, please upload the latest valid copies to ensure your records remain up to date.

22 What is the process for renewing an expiring certificate in SAP Ariba?

SAP Ariba will automatically send reminder notifications six months before certificates expire, or the VMU Team may manually send a reminder at its discretion. Suppliers should upload the latest valid certificate through the Standard Certificate Questionnaire once it becomes available. Any updates submitted after approval may trigger a new approval workflow.

23 How can I check whether my company already has an existing SAP Ariba Business Network account before creating a new one?

When creating a new SAP Ariba account, if the email address entered is already associated with an existing SAP Ariba account, SAP Ariba will notify you accordingly. As SAP Ariba accounts are managed by SAP, SD Guthrie is unable to verify on behalf of suppliers whether an account already exists.

24 What is the deadline to create an SAP Ariba Business Network account? Can I still register after 1 October 2026?

Suppliers are encouraged to create their SAP Ariba Business Network account during the training session or at their earliest convenience. The invitation to link your account, complete the Vendor Registration Form, and submit the Standard Certificate Questionnaire will be sent from 1 October 2026 onwards.

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25 Do I need to create an SAP Ariba Business Network account and start using SAP Ariba for invoicing?

At this stage, invoicing and procurement processes remain unchanged. Suppliers should continue following the current invoicing process and instructions provided by their SD Guthrie contact. However, suppliers are encouraged to create a SAP Ariba Business Network account and complete the onboarding activities to prepare for future SAP Ariba implementation phases.

26 Can I change the registered email address associated with my SAP Ariba Business Network account after it has been created?

Yes. You may update your username and email address through your profile settings in SAP Ariba after the account has been created. However, we recommend using an email address that will continue to be used for future business dealings with SD Guthrie.

27 Do I need to pay for an SAP Ariba account?

No. The standard account is free of charge and is sufficient to support business activities between you and SD Guthrie. However, you may subscribe to an Enterprise account to access additional features.

28 Do suppliers need to complete SAP Ariba registration separately for each SD Guthrie subsidiary ?

No. In most cases, suppliers only need one SAP Ariba Business Network account connected to SD Guthrie Berhad. Once connected, the same account can be used for transactions with all relevant SD Guthrie subsidiaries. However, there may be a small number of exceptions where a supplier requires a separate account due to specific business or system requirements. If this applies, SD Guthrie will provide further guidance.

SD Guthrie

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SD Guthrie Berhad 200401009263 (647766-V)
Level 10, Main Block, SD Guthrie Tower
No. 2, Jalan PJU 1A/7, Ara Damansara
47301 Petaling Jaya
Selangor Darul Ehsan
Malaysia