



Supplier Guide to Supplier Registration

Overview:

The purpose of this Training Guide is to provide an overview of the **Zoetis Supplier Registration Questionnaire** process. Zoetis uses **Ariba SLP** and the **Ariba Network (AN)** to manage its sourcing and procurement activities and to collaborate with suppliers. There is no cost to the Supplier to register on the Ariba Network.

New suppliers must complete the Supplier Registration form via the AN. After Zoetis processing, and once your Supplier record is created at Zoetis, you can elect to communicate with Zoetis via the Ariba Network or receive your purchase orders through the Ariba Network. You can also update your Zoetis profile through the AN (e.g. contact or banking information).

IMPORTANT: You have 30 days to respond to your Supplier Registration Questionnaire. If you do not complete the questionnaire by the end date, or if you lost the original email, you can ask your Zoetis contact to resend an invite email.

More about Ariba Network (AN):

Use of the Ariba Network for supplier registration is free for suppliers.

For more information about Ariba Network for Suppliers visit:

<https://www.ariba.com/ariba-network/ariba-network-for-suppliers>

The Ariba Network Supplier site link is:

<https://service.ariba.com/Sourcing.aw>

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You will receive an email from your Zoetis contact with an invitation to register to become a supplier with Zoetis. This email will be translated in several languages and includes a link to the Ariba Network (AN).

- If you are new to the Ariba Network, click on [Sign Up](#) to create a profile ([see step 1A, below](#))
Note: the create account link will expire once you access it. If you need a new registration link, contact your Zoetis contact to have a new email/link generated.
- If your company already has an account with Ariba Network, [Log in](#) with your username and password ([see step 1B, below](#))
The Ariba Network Supplier registration link is: <https://service.ariba.com/Sourcing.aw>
- When accessing the AN and Supplier Registration and Questionnaire, the language is based on the locale setting on AN and user's computer. For example: Windows 10 language setting: Start > Settings > Time & Language > Language

Follow the steps below to complete your supplier application.

Step 1A – Create Account

If you select **Sign Up** from the email you are brought to the **Create Account** page of Ariba Network. Here you are creating your AN profile. Confirm / complete the information as indicated.

- Company Name/Address *If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.
- User Account Information: Here you are creating your AN profile.
 - Email, User Name, & Password
 - Language
 - Email orders to (used when sending POs to your organization)
- Required questions include the following Ariba Network classifications. This classification is not used by Zoetis but is required by Ariba in order to register on their network. These can be used if you decide to become a Searchable AN supplier. Select all that apply.
 - Product and Service Categories:
 - These are based on UNSPSC (United Nations Standard Product and Service Codes)
 - You can type in a description and the system will begin a search or select **Browse** for available categories. Browsing will require you to select from the 3rd or 4th level of the UNSPSC hierarchy. If there is not an exact match, select one that best matches your business offerings.

Product and Service Category Selection

Search

Browse

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.

Browse Product and Service Categories *Didn't find what you were looking for? Try Search »*

Industrial Manufacturing & Processing Machinery >
Industrial Manufacturing Services >
Jewelry >
Laboratory Equipment >
Live Plants, Animals & Supplies >
Manufacturing Components >

Laboratory & Scientific Equipment >
Laboratory Supplies & Fixtures >
Measuring, Observing & Testing Instruments >

Laboratory filtering equipment and supplies +
Laboratory freeze dryers and lyophilizers and accessories >
Laboratory furnaces and accessories >
Laboratory heating and >

Bioreseparation filters +
Bottletops or filtration cups +
Capsules filters +
Centrifugal filters +
Filter support screens +
Fluid presses filter +
Gel filtration equipment +


- Ship-to or Service Locations:
 - Select all location(s) you conduct business and ship to
 - You can select at the country level, and based on the countries, may select by the region/state level
- Accept the Terms of Use and SAP Ariba Privacy Statement
- Click on **Create Account and continue**

Create account

First, create an SAP Ariba supplier account, then complete questionnaires required by Zoetis - TEST.

Name: *
Email: *
☐ Use my email as my username
Username: *
Password: *
Language: English

If the AN recognizes a potential duplicate account, you will receive the following:

 Potential existing accounts

We have noticed that there may already be an Ariba Network account registered by your company.
Please review before you create a new account.

Review accounts

After reviewing the potential existing accounts:

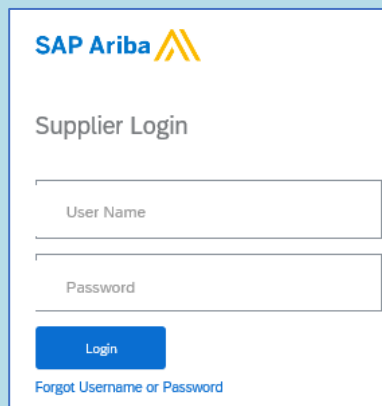
- You can log in to the account you are associated with ([see step 1B, below](#))
- Or, you can view the profile and contact the account administrator from there
- Or, if there is no match, you can [Continue Account Creation](#) and you will be directed to the Registration and Questionnaire
- Or, you can [Go back to previous page](#)

If duplicate accounts are found, you can view the (public) AN profile, and contact the administrator to determine if you should use the existing AN account or create a new one.

- Go to Step 2 - [Supplier Registration Questionnaire](#)
- (*) indicates required fields. If a required field does not apply, enter **NA**

Step 1B - Log In to your Ariba Network Account

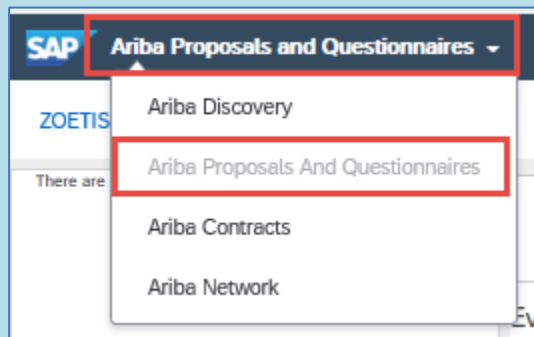
If you select **Log In** from the email you are brought to the login credentials page. Login using the credentials you created from a prior session.



The image shows the SAP Ariba Supplier Login page. It features the SAP Ariba logo at the top, followed by the text "Supplier Login". Below this are two input fields: "User Name" and "Password". A blue "Login" button is positioned below the password field. At the bottom, there is a link that says "Forgot Username or Password".

If needed, select **Forgot Username or Password**. After entering your email address, you will receive an email message with further instructions on how to reset your password.

- If you have completed the profile, but still need to complete the Questionnaire, access the Ariba Proposals and Questionnaires tab:



- Select the link to the Registration Questionnaire:

Registration Questionnaires			
Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier registration questionnaire	Doc2546703616	9/2/2020 9:56 AM	In Registration

(*) indicates required fields. If a required field does not apply, enter **NA**

Go to Step 2 - [Supplier Registration Questionnaire](#)

Step 2 - Supplier Registration Questionnaire

Complete the Supplier Registration Questionnaire. The questionnaire includes information about your company and will be provided to Zoetis for approval/acceptance of your company as a Zoetis Supplier.

Use the double down arrows  to expand the form.

(*) indicates required fields. If a required field does not apply, enter **NA**

Below are the key fields:

(1) General Information

- Company name, address, and phone number. This information is defaulted based on the information entered by your Zoetis contact. Verify / update this information.

Note: Your Company Name must match the W9 / Tax Forms you attach to this Questionnaire

Notes on Address:

- Complete the Street and House Number in the Street field (do not use the House Number field)
- Street 2, Street 3, District are optional
- Enter the Postal Code and City
- Select the Country. Once the Country is selected, the Postal Code format is verified. Once the Country is selected, you can select the Region. In the US Region is synonymous with State. The Region may be required based on the country configuration.

Note the + to the left of the address grid, which displays additional address fields. Complete this

- Ordering / Payment Address. Indicate if these addresses are not the same as the main Company address (above), and provide the respective address(es)
- Communication Method (email or ASN are only methods Zoetis utilizes)
 - by selecting email, all Zoetis Purchase Orders will be sent to your organization via email.
 - If you want to use the Ariba Network to receive POs, select ASN. Additional AN setup will be required after your Zoetis Supplier profile has been created.
 - See [Zoetis POs for more information](#)
- Purchasing contact information
- Accounts Receivable contact information
- List of countries in which your Company will conduct activities on behalf of Zoetis (select all that apply)
- Company business and demographic information

(2) Financial Information

- Tax number (enter **NA** if not applicable)
- VAT registration number (enter **NA** if not applicable)
- Other tax numbers based on country requirements
- Form 1042 & 1099 requirements (US only)
- Payment Method
 - Bank Details (based on the payment method selected). Provide the requested information for your bank and click **Save**

Notes:

- US Suppliers are required to attach a W-9 form in field 2.46 (based on response to field 1.16: What country are you located in). Blank W9 forms can be accessed at Zoetis.Com > Suppliers > Supplier Onboarding
- **Company letterhead/document from bank** signed by Vendor must be attached
- Additional forms can be attached in section 7.3

Step 2 - Supplier Registration Questionnaire (continued)

(3) ABAC (Anti-Bribery & Anti-Corruption) Registration Form Supplement (this section will display based on information provided by your Zoetis Requester).

- This section includes questions about your Company's anti-bribery and anti-corruption policies and procedures
 - Subcontractor Questions
 - Government Relationships and Interactions

(4) Compliance Policies and Programs (will display based on information provided by your Zoetis Requester)

- This section includes questions about your Company's policies and procedures

(5) Legal Information (will display based on information provided by your Zoetis Requester)

- This section includes questions relating to your Company's prior legal activities

(6) References (will display based on information provided by your Zoetis Requester)

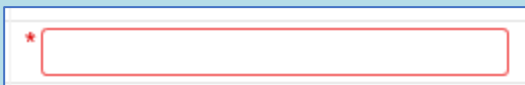
- Click on **Add Reference**, then **Add Contact Details** to complete the requested fields.
 - See [Notes on Address](#) (above)
- Once you have added the information, click **Save**. The References page will indicate how many references you have added (e.g. Add References (2))
- If you want to add additional references, click on **Add References Details**, and complete the information for Contact Details #2

(7) Zoetis Policy Agreement

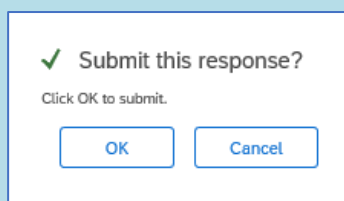
- Additional Attachment e.g. certifications, financial forms
 - Zoetis Policy review (required)
 - Invoice Process Detail (required)
 - Attachments –Please attach additional required documents such as certifications, proof of insurance, tax and financial forms, etc.

Step 3 - Submit the Questionnaire

- To submit your Registration Questionnaire, click **Submit Entire Response**. The questionnaire will be evaluated for completeness.
 - Across the top, a red banner will display indicating the number of problems that require completion or correction in order to complete your request. Use previous/next to navigate to the fields that require responses (in addition, red font will indicate the faulty fields).

A screenshot of a red banner at the top of a page. On the left side of the banner is a red asterisk (*). The rest of the banner is empty, representing a space for a message or error details.

- If there are no errors, you will be prompted to Submit Response. By selecting **OK** your questionnaire will be available for Zoetis' review

A screenshot of a dialog box with a green checkmark icon and the text "Submit this response?". Below this, it says "Click OK to submit." At the bottom of the dialog are two buttons: "OK" and "Cancel".

You have submitted a response to the questionnaire.

- To save your Registration Questionnaire, click **Save Draft**. The next time you access your AN profile, you will be able to complete the Questionnaire.
- To re-access your Registration/Questionnaire, go to: <https://service.ariba.com/Sourcing.aw> and login with your credentials.

Next Steps

Once your profile has been created, you will receive an email from the Ariba Administrator. This email includes your organization's Ariba Network account ID (e.g. AN012345678901), and your username.



Welcome to the Ariba Commerce Cloud

Your registration process on the Ariba Commerce Cloud for KOL One is now complete.

Your organization's account ID: **AN0153**

Your username: **l@gmail.com**

Once the Questionnaire is submitted, Zoetis will review your questionnaire and determine your company's eligibility to be added as a Zoetis Supplier. You may be contacted if additional information is needed.

Once your company has been added to Zoetis's supplier repository, you will receive an email stating that you have been approved.

Zoetis POs

Zoetis sends POs in one of 2 methods:

- **Email:** The default state is to send POs via email. We will use the email address you have indicated in field 1.28 on your questionnaire.

1.28 Purchasing contact e-mail address:


- **Ariba Network:** To have POs sent to your company via the AN, you must have an AN relationship setup between Zoetis and your company. Please contact Zoetis_AN_Admin@zoetis.com to setup this relationship.

Re-accessing the Zoetis Questionnaire

There may be an occasion where the information previously submitted has incomplete or inaccurate information. Zoetis will contact you via a system generated email requesting you update that information on the Ariba Network. Click on the link in the email to login to the Ariba Network ([see also 1B, above](#)).


The Ariba Network Supplier registration link is: <https://service.ariba.com/Sourcing.aw>

The top of your Questionnaire will provide a link to **Revise Response**. This will allow you to re-access / update your questionnaire.

 Doc2469726268 - Supplier registration questionnaire

You have submitted a response for this event. Thank you for participating.

[Revise Response](#) ⓘ

 **Revise Response?**

You have already submitted a response for this event. Click OK if you would like to revise your response.

[OK](#) [Cancel](#)

You will also be able to view the comment requesting your update. Update the requested information. Once you have completed your updates, select **Submit Entire Response**.

[Submit Entire Response](#)[Reload Last Bid](#)[Save draft](#)[Compose Message](#)[Excel Import](#)

At any time after completing your Questionnaire, you can re-access it by logging in to the Ariba Network. You can Compose a message to the Zoetis Requester.

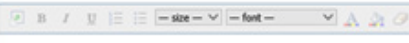
Compose New Message [Send](#) [Cancel](#)

From: **KOL One (One KOL)**

To: **Project Team**

Subject:

Attachments: [Attach a file](#)



Check Questionnaire status:

While in the Ariba Network you can check the status of your Questionnaire.

From the Ariba Network home page, the Registration Questionnaire can be viewed along with the status (e.g. Pending approval, Registered)

Once you are Registered, your relationship as a Zoetis Supplier is established, and we can begin placing Purchase Orders with your organization.

Registration Questionnaires

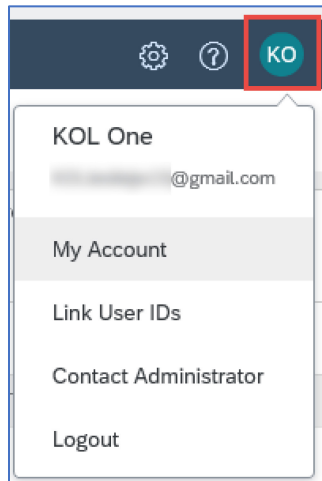
Title	ID	End Time ↓	Status
▼ Status: Completed (1)			
Supplier registration questionnaire	Doc2469726268	6/16/2020 5:28 PM	Pending Approval

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier registration questionnaire	Doc2469726268	6/17/2021 9:10 AM	Registered

Maintaining your Ariba Network Supplier Information

Account Settings:

After you have a trading relationship with Zoetis, you can maintain information related to your profile. From your Ariba account, **click on the initials of your account** (upper right corner).

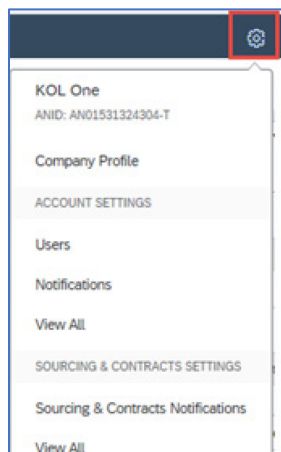


My Account: Includes Account Information, Preferences, and Contact Information.

Link User IDs: If you have multiple user accounts, you can link your user IDs together. By linking your user IDs you can:

- Log in to all your accounts using one username and password
- Switch between your multiple accounts

Contact Administrator: The account administrator role is assigned to the individual at your organization who is responsible for setting configuration options, managing customer relationships, subscribing to services, and maintaining the account over time. The account administrator also serves as your primary point of contact if you need help resetting your password, changing your permissions, or if you have any other questions or problems.



Company Settings:

By clicking on the gear icon, you can also view / maintain information related to:

- Your Company's AN ID
 - Company Profile (for your AN profile)
- Account Settings
 - Users aligned with your AN account
 - Notifications (indicate frequency and email addresses)
- Sourcing & Contracts Settings
 - Sourcing & Contracts Notifications

Questionnaire Updates:

You can also access the Zoetis Questionnaire, and update information such as contact, address, and banking information.

- Click on the Questionnaire and select **Revise Response**.
- Attach all required documentation. Note:
 - Banking information changes require Company letterhead/document from bank signed by Vendor
 - Name and/or Address changes require:
 - Company letterhead/document from bank signed by Vendor
 - W9 required for all US Vendors. Must be signed by Vendor (signature can be manual (i.e. wet signature with pdf), or electronic with certificate)
 - Tax information changes require withholding tax form
- All changes will be routed to Zoetis so your profile can be updated.

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier registration questionnaire	Doc2469726268	6/17/2021 10:24 AM	Registered

Additional Ariba Network Information / Resources

- Additional help and AN information can be found by clicking on the ? icon
- Ariba Network has multiple account type: Standard and Enterprise Account.
 - Standard Account is free to Suppliers, and is ideal if you only need the basics on Ariba Network such as:
 - Receiving purchase orders
 - Invoicing and payment status
 - Participating in sourcing events
 - Enterprise Account offers a more robust AN feature with fees based on AN usage. In addition to the Standard features, Enterprise offers:
 - Supplier-managed catalogs
 - Unlimited RFP responses through SAP Ariba Discovery
 - Supply chain collaboration
 - Priority customer support
- From the AN site, you can select to **Upgrade** to Enterprise Account.
- For more information regarding AN features, visit:
<https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>
- The Ariba Network Supplier link is: <https://service.ariba.com/Sourcing.aw>

How do I access the former administrator's account?

- If the account administrator is still with your company, they can [reassign](#) the administrator account to another user or [change](#) their user information to a different person.
- If the account administrator is no longer with your company, but you have access to the registered email:
 - Use the Password link on the [Supplier Login page](#) to request a password reset.
 - After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself.
- If the account administrator is no longer with your company and there is no access to the email address on file, contact SAP Ariba Customer Support via the [Support Center](#) to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address. Your Zoetis contact can provide you with the ANID. Account Reassignment requests go to a specific team within SAP Ariba Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted by Ariba with further instructions.

Additional Zoetis Resources

Suppliers can go to www.zoetis.com > Suppliers to find:

- Supplier Information
 - Supplier Onboarding
 - SLP - Supplier Guide to Zoetis Supplier Registration
 - Supplier Tax Forms
 - W9
 - Withholding Tax Form
 - Purchase Order Terms & Conditions
 - Invoice Requirements
 - Invoice Submission
 - Accounts Payable Self Service Inquiry
- Suppliers can submit questions to: <https://www.zoetis.com/suppliers/form.aspx>

Thank you for partnering with Zoetis