General FAQs

1. What is SAP Ariba?

SAP Ariba is a cloud-based platform that enables procurement, spend management, and supply chain collaboration. It allows buyers and suppliers to connect and conduct business on a global scale.

2. Who is considered a supplier to DTI/Gamuda?

DTI/Gamuda's suppliers include vendors, contractors, consultants, and professional bodies engaged in providing goods or services.

3. Is there a subscription fee for suppliers to use SAP Ariba?

No, there is no subscription fee to onboard SAP Ariba or to participate in any of DTI/Gamuda's sourcing events.

4. How do I access the SAP Ariba Supplier Portal?

You can access the portal by visiting supplier.ariba.com.

5. Do I need a username and password to log in?

Yes. During sign-up, you will create a username and password, which will be used for future access to the SAP Ariba Supplier Portal.

6. Can I access SAP Ariba remotely?

Yes. As long as you have internet access, you can log into the SAP Ariba Supplier Portal using any supported web browser, including from mobile devices.

7. How will I receive notifications from DTI/Gamuda via SAP Ariba?

All notifications will be sent to the email address provided by your company during registration.

8. Why don't I see the Gamuda Berhad logo when I log in?

This could be due to one of the following reasons:

- **Ad blocker enabled:** Disable or pause your browser's ad blocker.
- **Account not linked to DTI/Gamuda:** Please contact DTI Group Procurement for assistance (group.procurement@dtinfrastructure.com.au).
- You might have reached another page, i.e. the SAP Business Network. Please navigate to the top-left screen, click the dropdown icon and select "Ariba Proposal & Questionnaire". You will see the Gamuda Berhad logo once you have reached this page.

9. I'm unable to log in because my account is said to be merged with another. What should I do?

This typically happens when the email receiving notifications doesn't match the one linked to your SAP Ariba account.

- Contact DTI/Gamuda to resend the event to the correct email address.
- Ensure you are logging in using the SAP Ariba account linked to the same email address that received the notification.

10. Where can I find help with onboarding?

You can refer to the supplier onboarding user guide and video tutorials available on our website.

11. Who should I contact for business-related support?

Please contact DTI Group Procurement at group.procurement@dtinfrastructure.com.au

12. Who do I contact for technical support?

For technical assistance, visit supplier.ariba.com and access the Help Center.

Supplier Lifecycle and Performance Management (SLPM) FAQs

1. I already registered on the SAP Ariba Network—why am I still receiving emails from DTI/Gamuda saying my registration questionnaire is incomplete?

Registering on the SAP Ariba Network only creates your company's account on the platform. To be registered with DTI/Gamuda, your company must complete and submit the **Supplier Registration Questionnaire** using this account. SAP Ariba Network account is required, but it does not complete the registration process with DTI/Gamuda.

2. The registration link I received is showing as expired—why?

The Supplier Registration Questionnaire link is valid for 30 days. If it has expired, please contact the DTI Group Procurement group.procurement@dtinfrastructure.com.au to request a new invitation.

3. I've submitted my questionnaire—how can I update it?

If your submission has been approved, you can revise it by accessing the questionnaire from your SAP Ariba dashboard.
Click on the approved questionnaire and use the "**Revise Response**" button to make changes. Once submitted, a Group Procurement representative will review and approve the updated information.

4. Can my company have multiple users in SAP Ariba?

Yes. In your SAP Ariba account, go to **Company Settings** → **Account Settings** → **Users**, and select "**Create User**" to add new users. For guidance, refer to our Ariba Network User Guide.

5. My banking details have changed- how do I update them?

Please contact DTI Group Procurement at group.procurement@dtinfrastructure.com.au to request the reopening of the bank details questionnaire so you can update the information.

6. Who should I contact if I need help with a specific question on the forms?

Please contact DTI Group Procurement at group.procurement@dtinfrastructure.com.au

7. I've completed my registration—where can I view DTI/Gamuda's sourcing events?

DTI/Gamuda uses a closed tender approach. As such, sourcing events are not publicly listed. You will only see events if you are specifically invited.

8. I'm from a different branch of my company (same registration number as HQ). Can I register separately?

No. Please contact your company's Ariba Account Administrator and request to be added as a user to the existing company account.

9. The questionnaire was sent to our Account Administrator who has since resigned. What should we do?

Please visit supplier.ariba.com, go to the Help Center, and raise a support request. Only SAP Ariba Support can update the Account Administrator's email address.

10. How do I check if my company already has an SAP Ariba Network account?

- Please visit supplier.ariba.com, Click the **Register Now**.
- Fill out all mandatory fields in the registration form (marked with an *).
- Review and accept the **Terms of Use** and the **Privacy Statement** at the bottom of the page.
- Click **Create account.**

If your company's name and/or email address domain has been used in the past to create an account, you'll see a message about existing accounts and can click **Review accounts** to see possible matches.

Sourcing FAQs

1. I'm new to SAP Ariba and have been invited to a sourcing event. How do I get started?

To begin, please refer to the Supplier Sourcing Event Participation Guide available within the RFT/RFQ documentations. You can also access tutorials via the Help Center on the SAP Ariba platform.

2. I've been invited to a DTI/Gamuda sourcing event but do not intend to respond. What should I do?

When you first access the sourcing event, you will see a "Decline to Respond" button. Click this if you do not plan to participate in the event.

3. How will I receive an invitation to a DTI/Gamuda sourcing event?

You will receive an email notification from the SAP Ariba system, which will include a hyperlink to the specific sourcing event in SAP Ariba, sent under the name of the project owner.

4. How can I view my list of sourcing events?

Log in to the SAP Ariba Supplier Portal at supplier.ariba.com, and under the "Event" section with status set to "Open," you will find a list of your active sourcing events.

5. Can DTI Procurement Team add me instead?

Yes. We can add you to the sourcing event directly. You will receive an email invitation to register or participate once the buyer sends it through SAP Ariba.

Assistance from DTI/Gamuda Group Procurement

📞 Support Line

Available: Monday – Friday, 9:00 AM – 5:00 PM (GMT+8)

📍 Phone Support:

- **Australia:** +61 432 482 596
- **Malaysia:** 1300 82 0030

📧 Email Support:

- **Australia – DTI:** group.procurement@dtinfrastructure.com.au
- **Australia – GAB/GEA:** group.procurement.gab@gamuda.com.au
- **Malaysia:** group-procurement@gamuda.com.my
- **Vietnam (Ho Chi Minh):** glhn.procurement@gamudaland.com.my
- **Vietnam (Hanoi):** glhcmc.procurement@gamudaland.com.my