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## Resources for Suppliers on Ariba®

- Help Center: [Sign in](#) to your Supplier account and look on the right-hand side to view the Help Center panel. Within the Help Center, you can find over 40 **Guided Assistance** flows with solutions to common issues and how to questions. Based on your search words, you may see a series of questions to guide you to an answer or connect you with SAP Ariba Customer Support.
- Goldman Sachs suppliers can access the [SAP Supplier Information Portal](#)
- View the Standard Account Webinar [replay](#)
- Tips on [connecting with a customer](#)
- Learn about [self-service options](#)
- Access a [sourcing event](#)
- [Purchase Order support](#)
- [Invoicing support](#)

## Interested in Partnering With Us

### What goods and services does Goldman Sachs typically buy?

We partner with a variety of organizations to deliver creative and innovative solutions for our clients and global business and require a range of goods and services. Please reference the summary of [what we buy](#) for more information.

### How do I register my company as a potential vendor for Goldman Sachs?

If you are interested in partnering with us, we invite you to explore the types of [goods and services](#) we look for from our vendors. We also encourage you to increase our awareness of your capabilities by setting up an account on the [Ariba® Network](#). Our teams leverage the [Ariba® Network](#) searchable database to consider potential partners and also use it to create opportunity postings for potential suppliers to match our requirements.



# Frequently Asked Questions

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For diverse vendors, please also complete this [prospective diverse vendor form](#) and enter details regarding any [diversity certifications](#) when setting up an [Ariba® Network](#) account.

## Under what circumstances would Goldman Sachs reach out to my organization for business?

Once a business need for a product or service is identified, we will invite bids or proposals from existing and potential vendors. We encourage you to increase our awareness of your capabilities by setting up an account on the [Ariba® Network](#). Our teams leverage the [Ariba® Network](#) searchable database to consider potential partners and also use it to create opportunity postings for potential suppliers to match our requirements.

If your qualifications meet our needs, you will receive a notification within your Ariba® account and can choose whether to respond. If you are identified as part of a search process, you will receive a notification with more information about next steps.

## What are the preliminary requirements for my organization to work with Goldman Sachs?

If you are identified as part of a search process, you will receive a notification with more information about next steps. We utilize [IHS Markit Know Your Third Party \(KY3P®\)](#) for a better understanding of our vendors' approach to risk management. All vendors need to complete a free risk profile using this platform and support ongoing due diligence and risk reviews. You are also required to complete additional onboarding requirements via the [Ariba® Network](#). We have outlined a number of the firm's other onboarding requirements in our [Due Diligence](#) section.

### How do I complete an onboarding request on KY3P®?

You will receive an email from [IHS Markit Know Your Third Party \(KY3P®\)](#) with more information about next steps.

## Can my organization do business with the firm without completing the onboarding process?

No, the onboarding process is a pre-requisite to working with the firm.

## What documents am I required to submit during the onboarding process or while responding to a Request for Proposal (RFP)?

Contact Goldman Sachs supplier onboarding using [vendor.questions@gs.com](mailto:vendor.questions@gs.com) or your Goldman Sachs contact for more details.

***If the above FAQs did not help answer your question, please send an email to [vendor.questions@gs.com](mailto:vendor.questions@gs.com)***

## Enabling Our Partnership

### Contracts, Purchase Orders, Invoices And Payments

#### How do I submit invoices?

Invoice submission through the [Ariba® Network](#) will enable faster processing and is the preferred method for invoicing. Invoices can still be submitted to the email addresses below (provide PO/BPO number on the invoice). Note, the below mailboxes are only for the submission of invoices.

- Asia Pacific locations (except China, Japan, Korea and Taiwan) - [asiainvsubmission@gs.com](mailto:asiainvsubmission@gs.com)

- Latin America locations - [latamaccountspayable@gs.com](mailto:latamaccountspayable@gs.com)
- All other locations - [invoicesubmission@gs.com](mailto:invoicesubmission@gs.com)

## How do I determine the status of my invoice?

Please email [vendor.questions@gs.com](mailto:vendor.questions@gs.com) for more information on your invoice. Be sure to include your invoice number and for those on the [Ariba® Network](#), your Ariba Network ID.

For legal invoices please email [LegalDeptFinanceandOperations@gs.com](mailto:LegalDeptFinanceandOperations@gs.com)

For market data and telecom invoices, please email [gs-ces-global-invoicing@gs.com](mailto:gs-ces-global-invoicing@gs.com)

## How do I update my bank account details or address?

During the onboarding process you will receive a link to register yourself on the [Ariba® Network](#) and update the required information prior to submission. Ensure no fields are left blank.

At the time of onboarding, please also provide the contact details of your Accounts Receivable / Treasury team for any queries which Goldman Sachs might have related to payments and bank information. This information should be shared with your Goldman Sachs contact, in the case of existing vendors, and provided within the onboarding systems.

## Who do I speak with if I have a question about my contract?

Please contact your GS vendor contact to discuss any questions regarding your contract.

## The payment I received does not match the amount mentioned on the invoice. How do I rectify this?

Please refer to the remittance payment advice received from Goldman Sachs.

***If the above FAQs did not help answer your question, please send an email to [vendor.questions@gs.com](mailto:vendor.questions@gs.com)***

## Transitioning to the Ariba® Network

### What can I expect during the firm's transition to SAP® Ariba®?

The firm has transitioned to SAP's® [Ariba® Network](#) to automate and streamline our sourcing, procurement, and accounts payable processes. Most of our vendors will have received a Project Notification letter and a Trading Relationship Request for an Enterprise Account. For Standard Accounts, Goldman Sachs will send a penny/valid purchase order or a blanket purchase order (for Expense Management Application master accounts); you are then requested to sign up (for suppliers new to the [Ariba® Network](#)) or sign in (for suppliers already listed on the [Ariba® Network](#)) to digitally transact with the firm.

Suppliers will receive outreach from the [Ariba® Network](#) for training and assistance and should review the [supplier information portal](#) and training materials. Once enablement tasks are complete, you will receive your next order over the [Ariba® Network](#).

### What types of Ariba® Network accounts are available?

- Standard account – free account with pre-defined transaction limits
  - Enterprise account – fee-based account with broad functionality
- Refer to the [Ariba® Network accounts and pricing information](#) for more details.

## Do I have to use the Ariba® Network?

Transacting electronically on the [Ariba® Network](#) is now a standard part of doing business with us. Our teams leverage the [Ariba® Network's](#) searchable database to consider potential partners and create opportunity postings for vendors to match our requirements. We also transact through the [Ariba® Network](#) to simplify and enable faster processing, support transparency and further the firm's [Environmental, Social and Governance objectives](#).

## Will my data be migrated from the old Ariba platform into the new Ariba® platform?

Vendors that were on the former Ariba® platform will be migrated to the new [SAP® Ariba®](#). You are expected to create a Supplier Request in the Ariba Supplier Lifecycle Process (SLP) module.

## Who should I contact to onboard my organization on the Ariba® Network?

For onboarding requests on the [Ariba® Network](#), or any other questions, please reach out directly to [SAP® Ariba®](#) or complete the [Supplier Web Form](#) on the [SAP® Ariba®](#) website.

## Where can I find more information regarding the new vendor onboarding process?

Please refer to the [Partner With Us](#) section for more information on working with Goldman Sachs.

## I need help accessing my Ariba® Network account

Contact [SAP® Ariba®](#) support via chat, email, or complete their [Supplier Web Form](#). Alternatively, access the Help Center on <https://supplier.ariba.com> for more information and training on how to use the Ariba® Network.

## How do I recover my Ariba® Network password?

Contact [SAP® Ariba®](#) support via chat, email, or complete their [Supplier Web Form](#). Alternatively, access the Help Center on <https://supplier.ariba.com> for more information and training on how to use the Ariba® Network.

## I need assistance in navigating the supplier information portal.

Contact [SAP® Ariba®](#) support via chat, email, or complete their [Supplier Web Form](#). Alternatively, access the Help Center on <https://supplier.ariba.com> for more information and training on how to use the Ariba® Network.

## What is Supplier Lifecycle Process (SLP)?

Ariba® Supplier Lifecycle Process (SLP) is a portal/network for vendor self-services including onboarding and collaboration. It is a collaboration tool for collecting and storing supplier data which enables efficient vendor management within the SAP sub-ledger due to system integration.

## If my organization is being onboarded through SLP, do I need to use IHS Markit Know Your Third Party (KY3P®) as well?

Yes, before we can work together, you will also need to complete a risk profile using IHS Markit Know Your Third Party (KY3P®) and complete additional onboarding requirements via [SAP® Ariba®](#). See the [Due Diligence](#) section for more information. Please note that KY3P® activation is dependent on terms and conditions determined by Goldman Sachs.

## **What is the difference between Supplier Lifecycle Process (SLP) onboarding and KY3P® onboarding?**

Before we can work together, you will need to complete both a risk profile using [IHS Markit Know Your Third Party \(KY3P®\)](#) and onboarding requirements via [SAP® Ariba®](#). See the [Due Diligence](#) section for more information.

## **Can I continue to submit paper invoices?**

Invoice submission through the [Ariba® Network](#) will enable faster processing and is the preferred method for invoicing. However, offline invoices can continue to be submitted, although are discouraged, due to risk of paper processing and longer lead times.

## **Presently, I submit my invoices using a system other than SAP® Ariba® such as Collaborati or PMWeb. What is the guidance going forward?**

All of the firm's vendors will be transitioned to the SAP® platforms by 2021. Please reach out to your Goldman Sachs contact with any questions regarding timing if your organization has not yet transitioned.

## **What happens if my organization has multiple entities participating in a bid?**

You can hold multiple contacts from different entities. Note, if it is a completely different entity, you will need to be invited for the bidding process.

## **Who should I contact for questions regarding the terms and conditions of the Ariba® Network?**

Complete the [Supplier Web Form](#) for all queries or feedback related to the [Ariba® Network](#). SAP® Ariba® will respond to your request by email or phone.

***If the above FAQs did not help answer your question, please send an email to [vendor.questions@gs.com](mailto:vendor.questions@gs.com)***