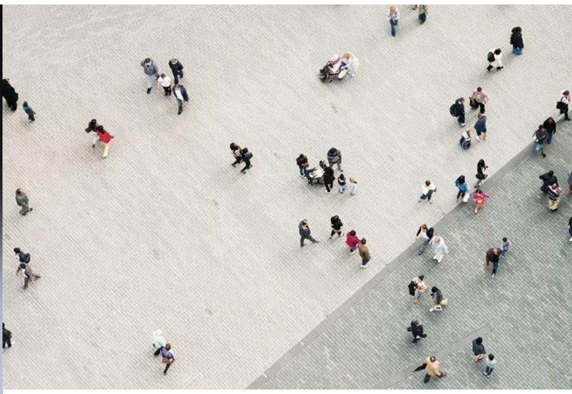
A Suppliers Guide to SAP Ariba Onboarding & Sourcing Activities

Reference Guide for Cadent Suppliers



Version 7 – July 2026

What's in this guide?

This guide has been produced to cover the Cadent processes supported by SAP Ariba technology.

The guide will demonstrate the processes and requirements of suppliers to ensure the processes run efficiently and ultimately, enables Cadent to pay for goods and services on time.

You will find useful hints, tips and information on what happens after you have submitted information to Cadent via Ariba within this guide.

Each section of the guide can be accessed via the quick links on the right hand side of the page

Points of Contact:

Invoice Query Team	AskFinance@cadentgas.com
Purchase Order & Master Data Support	ProcurementServices@cadentgas.com
Ariba Customer Support	https://www.ariba.com/contact-us
Cadent Supplier Information & Ariba Transacting Guidance	https://cadentgas.com/suppliers

All screenshots in this guide are taken from the Ariba test site. References may differ to those configured in our production system.

Your Ariba Network A/C
Supplier Onboarding
Supplier Registration
Supplier Qualification
Collection of Bank Details
Sourcing Activities RFI / RFP
Sourcing Activities eAuctions
Request for Quotation (RFQ)

What's in this guide?

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Your Ariba Network Account

Your Ariba Network Account

Account Type

SAP Ariba offers two types of account; **Standard** (provided free of charge) or **Enterprise** (provided at a cost to the supplier).

The **Enterprise** account gives suppliers the ability to manage transactions using the inbox/outbox feature within the portal and to run reports. Please note the fees are charged on two levels:

- annual subscription fee
- transaction fees (% of the value of purchase orders or invoices within the invoice period – capped at £15,500 per annum).

Cadent is not liable for any fees incurred by the supplier for the use of the Ariba Network. The agreement is firmly between the supplier and SAP Ariba, to whom any fees must be paid.

For further information on the Ariba Network accounts and pricing structure, please visit https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing

Legacy Suppliers (Pre September 2020)

If you are a legacy supplier (pre-September 2020), when a purchase order is created in Ariba, it is mapped to a temporary ANID (Ariba Network ID), which is automatically configured as a standard account. You can chose to process the order using the temporary ID or by signing in with an existing account.

Note: If accepting a purchase order with an existing ANID, and this account is an enterprise account, you will be charged for the use of the service if the volume and value of transactions pass the required thresholds.

Ariba Suppliers (from September 2020)

If you are a supplier who has been onboarded via Ariba (Supplier Registration/ Qualification as explained later in this guide), when your account is created in Ariba, it is created as a standard account.

Any purchase orders created are automatically sent to your Ariba Network ID (ANID), which was created during the registration process.

Do We Need an Enterprise Account?

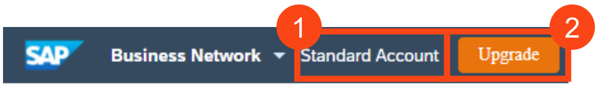
The **Standard** account allows you to transact free of charge and flip a purchase order into an invoice using the interactive email shown in the managing purchase orders and invoices section of this guide. There are no volume restrictions.

Suppliers who receive more than 100 purchase orders from Cadent per year may benefit from system integration, whereby your companies sales system is integrated with SAP Ariba and you simply manage the transactions from your own system. If you think this may benefit you, please contact us at MyProcurementServices@cadentgas.com.

Your Ariba Network Account

How Do I Know What Type of Account We Hold?

1. You can see the account type at the top of your screen.



Can I Upgrade?

2. Yes, you can upgrade at any time by selecting the Upgrade button at the top of the Ariba screen and following the upgrade steps. Please remember to check the Ariba Network Fees before you upgrade and ensure you understand and agree to the fees that will be charged to you.

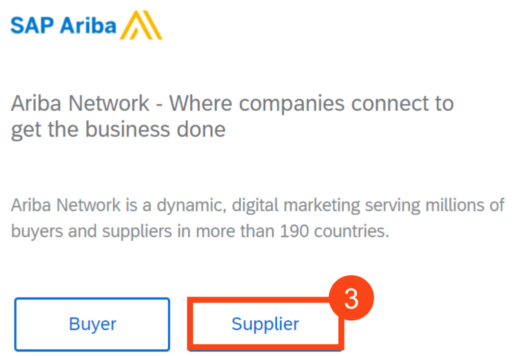
Can I Downgrade?

Yes, If you have upgraded to an enterprise account and wish to return to a standard account, you must firstly clear your account balance. Contact SAP via the help portal and request that the account type is changed.

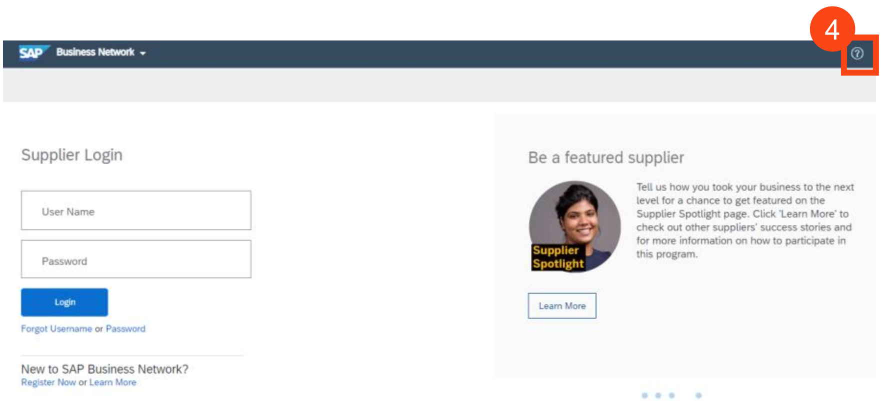
Who Can I Contact For Help?

You can find additional support and guidance through the Ariba Help Portal.

3. To access the portal, go to https://service.ariba.com/ and select the ‘Supplier’ button.



4. This takes you to the login screen. To access the help portal, select the ? icon at the top of the Ariba Network screen.



Your Ariba Network A/C
Supplier Onboarding
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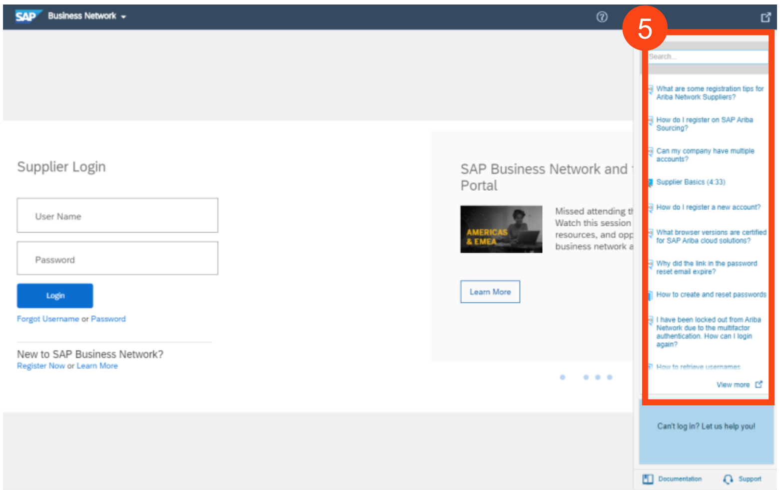
Your Ariba Network Account

5. A menu appears on the right hand side of the screen.

- Common questions are answered via FAQ and videos
- Use the search bar to search the library by key word, results are shown in this window
- Documentation opens the full Ariba library in a new window
- Support enables you to search the Ariba knowledge base by a key word, providing links to FAQ's and videos relating to the search and an option to get help by phone or join a webinar

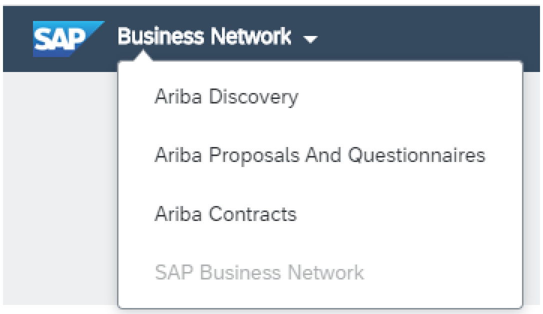


One Stop Shop

Your Ariba Network account gives you access to all documents (purchase orders, questionnaires etc) in one place for all of your customers who are connected to the network.

Use the menu at the top of the screen to flip between:

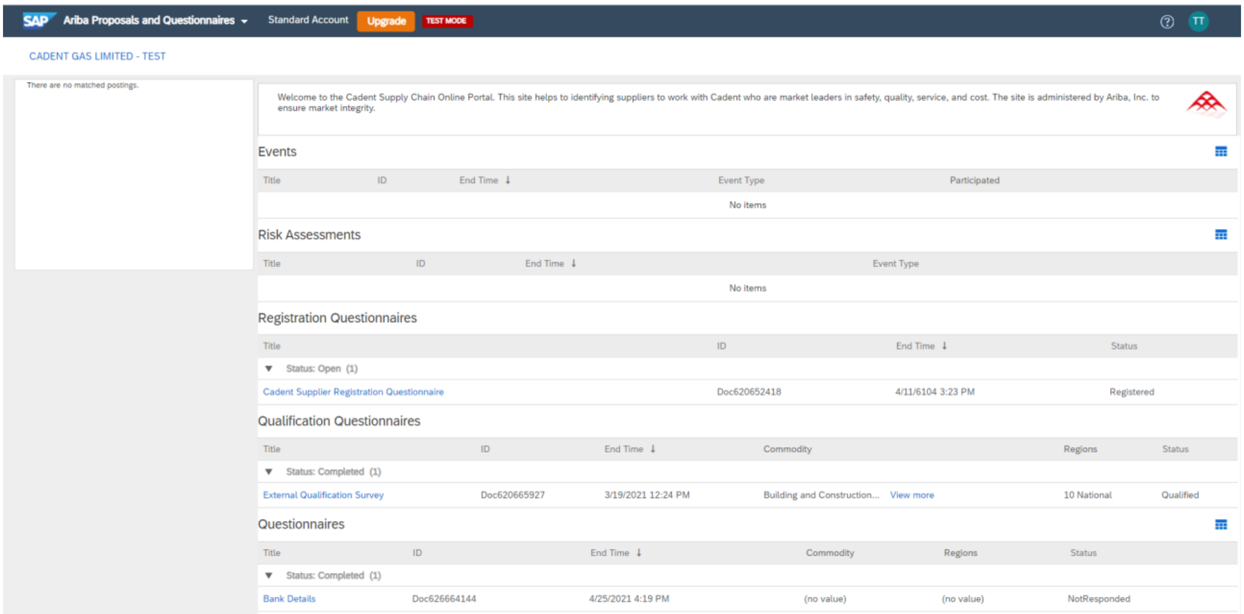
- **Ariba Discovery** – can be used to market your business to other Ariba customers, visit https://my.ariba.com/Discovery for more information (fees may apply)
- **Ariba Proposals And Questionnaires** – where you will find the registration, qualification and bank details questionnaires completed through the SLP process
- **Ariba Contracts** – can be used to negotiate customer contracts (fees may apply)
- **SAP Business Network (Ariba Network)** – where you can manage your purchase orders, invoices and payments (please note for the standard account you can only see the last 200 documents here)



Your Ariba Network Account

Ariba Proposals and Questionnaires

The Ariba Proposals and Questionnaires area is where you will find any questionnaires relating to your onboarding and sourcing activities, which are outlined step by step in this guide.



You can access the Proposals and Questionnaires area from the Ariba Network, please ensure you select 'Cadent Gas Limited' as the customer before selecting this option as each of your customers will have their own portal.

The events (RFI, RFP, eAuction, RFQ) and questionnaires can be re-visited at any time by selecting the blue text. Questionnaires will remain available to re-submit, should your organisation have any changes for 365 days from the date the request was sent to you.

These changes include:

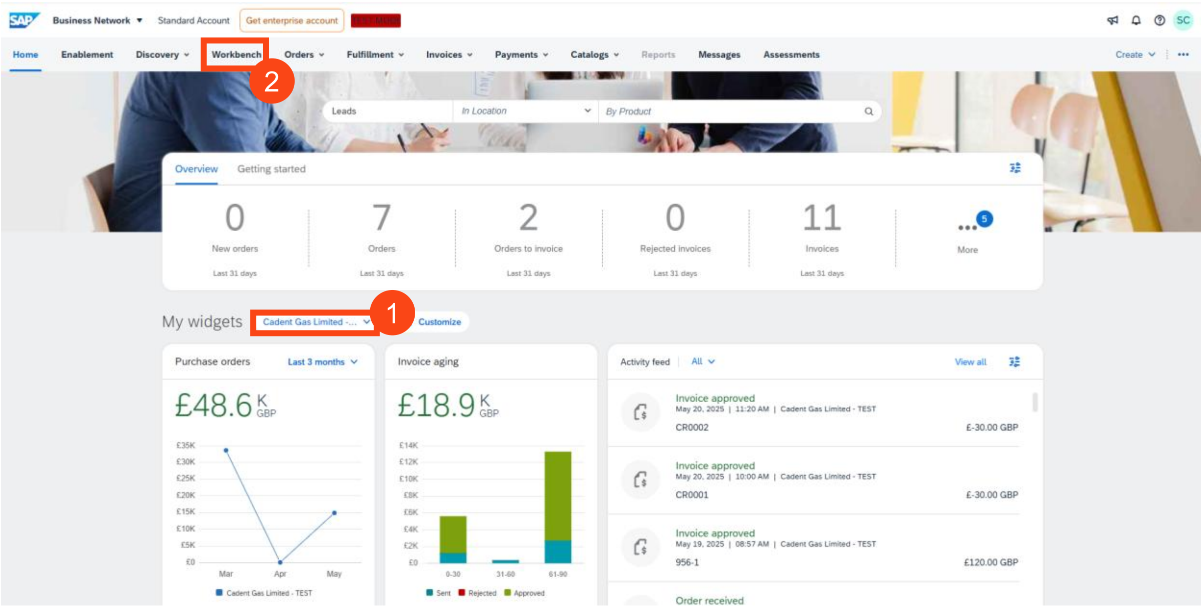
- Company Name Change
- Postal or eMail Address Change
- Bank Details Change

Please note if your company registration or VAT registration numbers change we must create a new vendor record for the new identity, In this instance, please contact ProcurementServices@cadentgas.com.

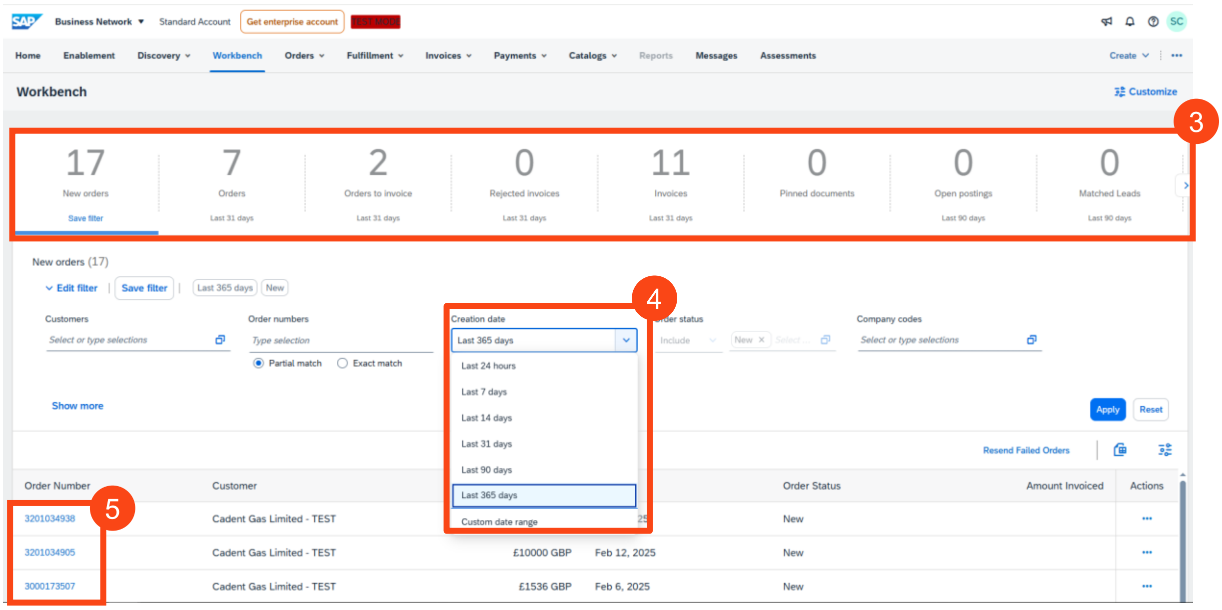
Your Ariba Network Account
Ariba / SAP Business Network

The Business Network is where you will find your Ariba Purchase Orders and Invoices. The home page provides an overview of your transactions.

1. You can select which customers transactions you see by selecting them from the drop down



2. Select the Workbench to view your transactions



3. Use the tiles to filter between orders and invoices

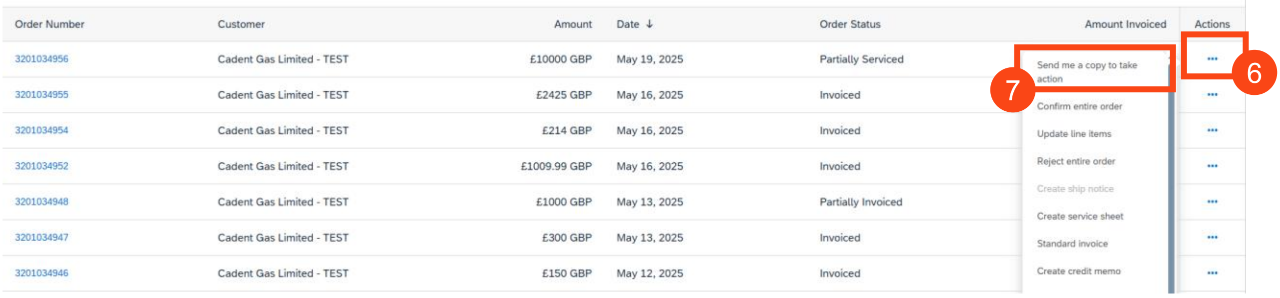
4. The filter is restricted to 31 days – use the edit filter to view PO's up to 365 days old, remember to click Apply to apply the filter

5. You can open the purchase order directly in the network

Your Ariba Network Account
Ariba Network

6 If you need a copy of the Purchase Order via email, select the '…' under 'Actions'

7 Then select 'Send me a copy to take action'



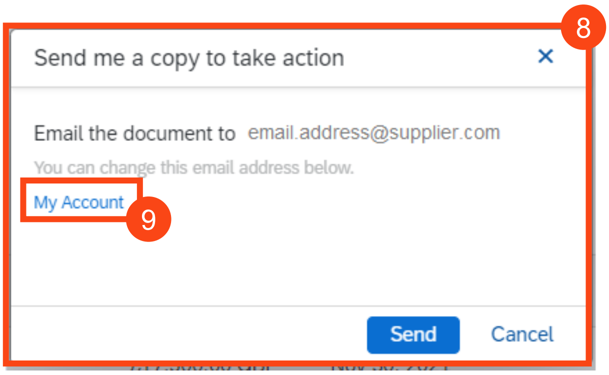
Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
3201034956	Cadent Gas Limited - TEST	£10000 GBP	May 19, 2025	Partially Serviced		•••
3201034955	Cadent Gas Limited - TEST	£2425 GBP	May 16, 2025	Invoiced		•••
3201034954	Cadent Gas Limited - TEST	£214 GBP	May 16, 2025	Invoiced		•••
3201034952	Cadent Gas Limited - TEST	£1009.99 GBP	May 16, 2025	Invoiced		•••
3201034948	Cadent Gas Limited - TEST	£1000 GBP	May 13, 2025	Partially Invoiced		•••
3201034947	Cadent Gas Limited - TEST	£300 GBP	May 13, 2025	Invoiced		•••
3201034946	Cadent Gas Limited - TEST	£150 GBP	May 12, 2025	Invoiced		•••

Please note Cadent requires its suppliers to transact electronically via the network, the choice of a Standard or Enterprise account is your preference. If you choose to upgrade, please ensure you understand the fees that will be incurred by your organisation for the use of the Enterprise account.

Please note, an Enterprise account is required for suppliers who wish to integrate their own back-office sales system with Ariba, all other suppliers can transact successfully with a free of charge Standard account.

8 A pop-up appears confirming the email address the copy will be sent to

9 You can change the contact details by selecting 'My Account' and updating the email address, if it changes



Hints & Tips:

You may need to set up the tiles in your account. You can do this by selecting 'Customize' at the top right of the screen. You will see a tile with a + symbol, click this then select the tiles you wish to add to your workbench. Then click apply.

You can change the tiles at any point in time by selecting customize at the top right of the workbench.

If you can't see the + tile, please contact the administrator of your company account as they may need to change your user profile.

Your Ariba Network Account
Frequently Asked Questions

What is the role of the Account Administrator?

Only **one individual** can be nominated to act as the Administrator of your Ariba Network account.

This individual can:

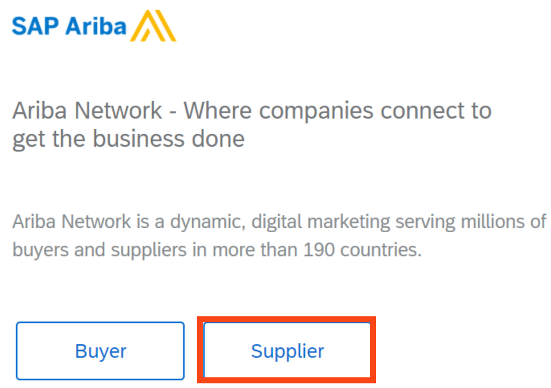
- amend your email notification settings
- create users within your network account
- accept Trading Relationship Requests (TRR), if this has been changed from the standard auto acceptance
- update your company profile

If this individual changes job or leaves your organisation, they must create a new user account for a new administrator and assign the Administrator role to them.

Your Ariba Network Account
Frequently Asked Questions

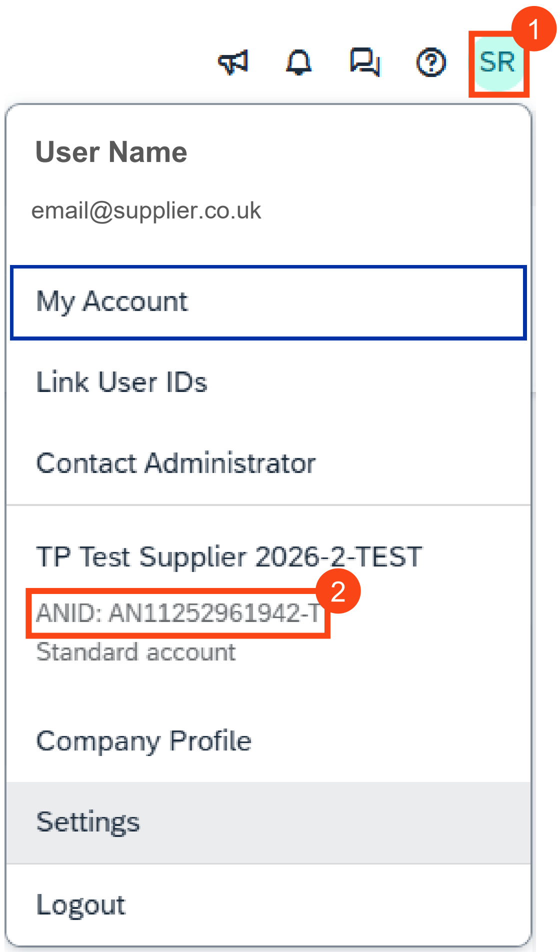
? How do I find my ANID?

Log into your Ariba Network account – go to service.ariba.com and select 'Supplier'



1 Click on the icon at the top right of the page

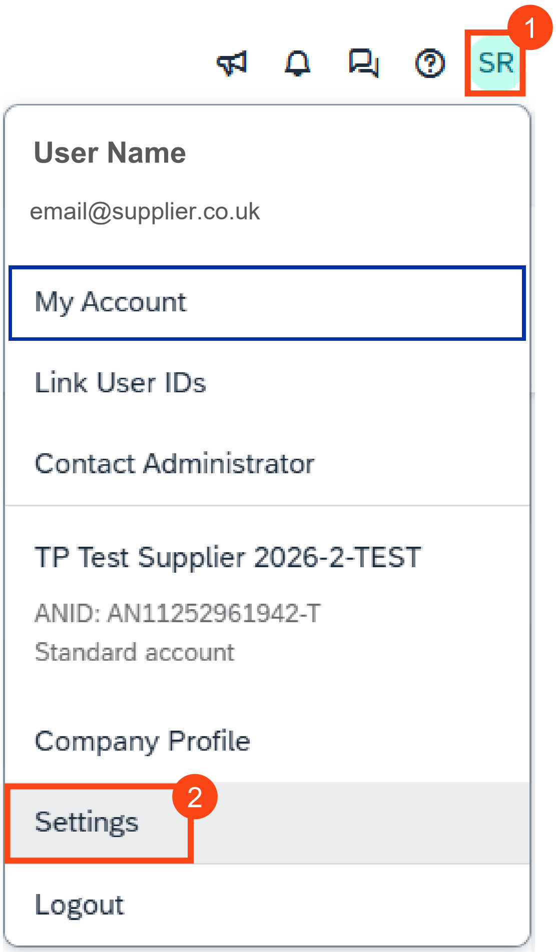
2 Your ANID is found here



Your Ariba Network Account
Frequently Asked Questions

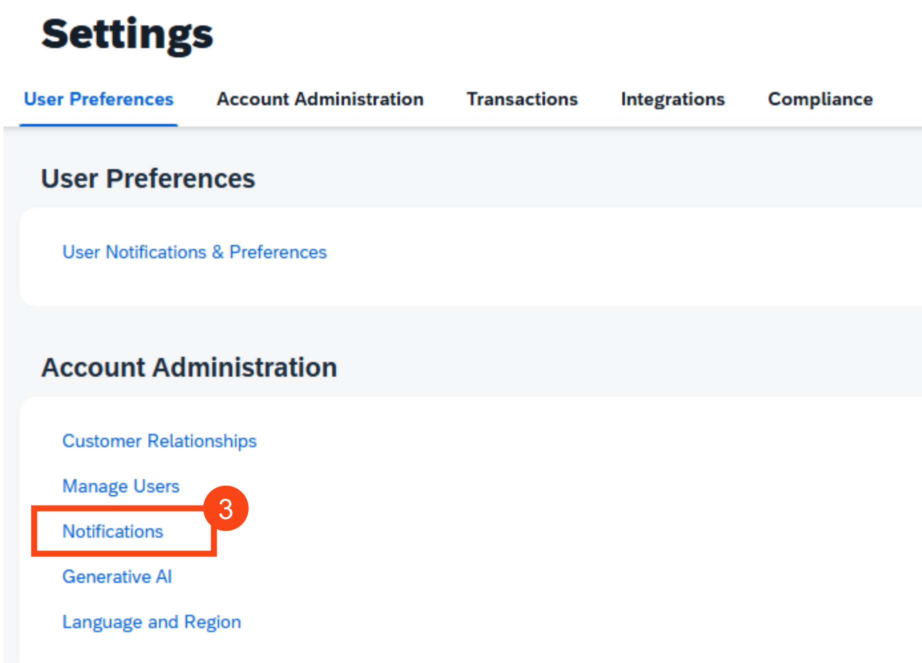
? How do I manage email notifications?

1. From your Ariba Network account, click on the icon at the top right of the page



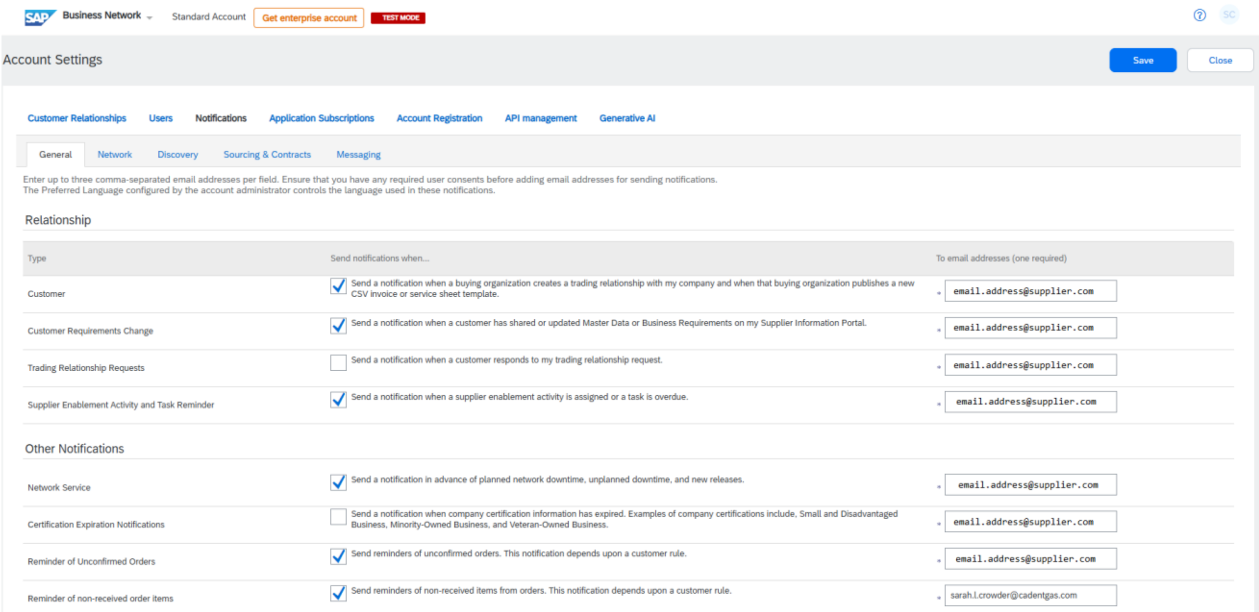
2. Click ‘Settings’

3. In the settings menu, click ‘Notifications’



Your Ariba Network Account
Frequently Asked Questions

You can select which notifications are sent via email and enter the address or addresses of the recipients.



Hints & Tips:

Go to the 'Network' sub-area to choose your notification method for purchase orders.

Information entered here will apply to all customer accounts.

Where your customer can only assign one email address in your vendor record, you can enter multiple email addresses in the network. Simply use a comma to separate the addresses.

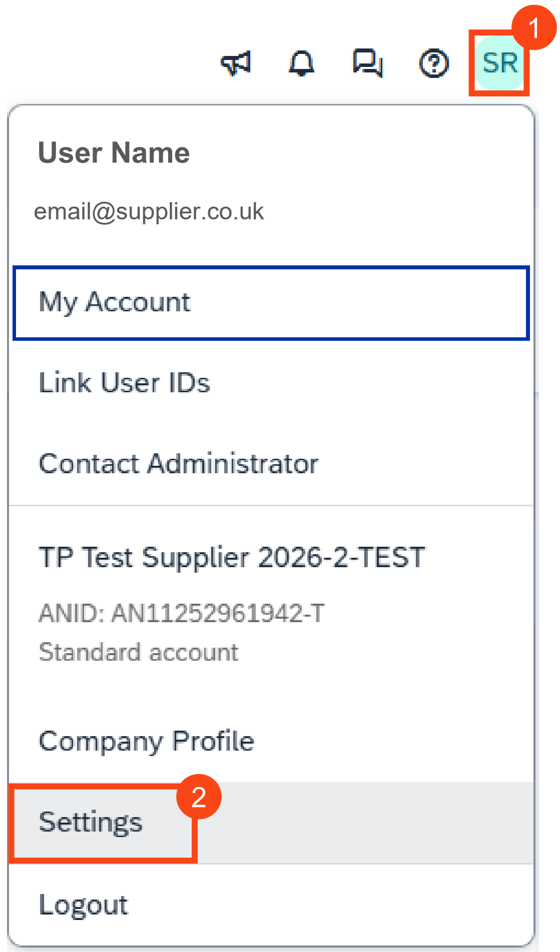
When you have updated the information, click 'Save'.

Your Ariba Network Account

Frequently Asked Questions

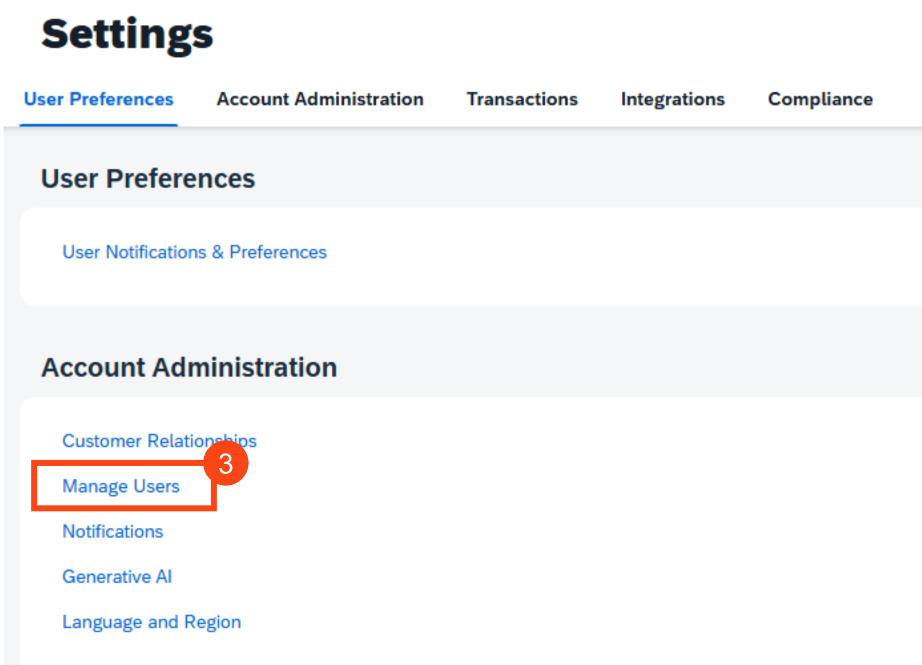
How do I create new user accounts in our Ariba account?

1. From your Ariba Network account, click on the icon at the top right of the page



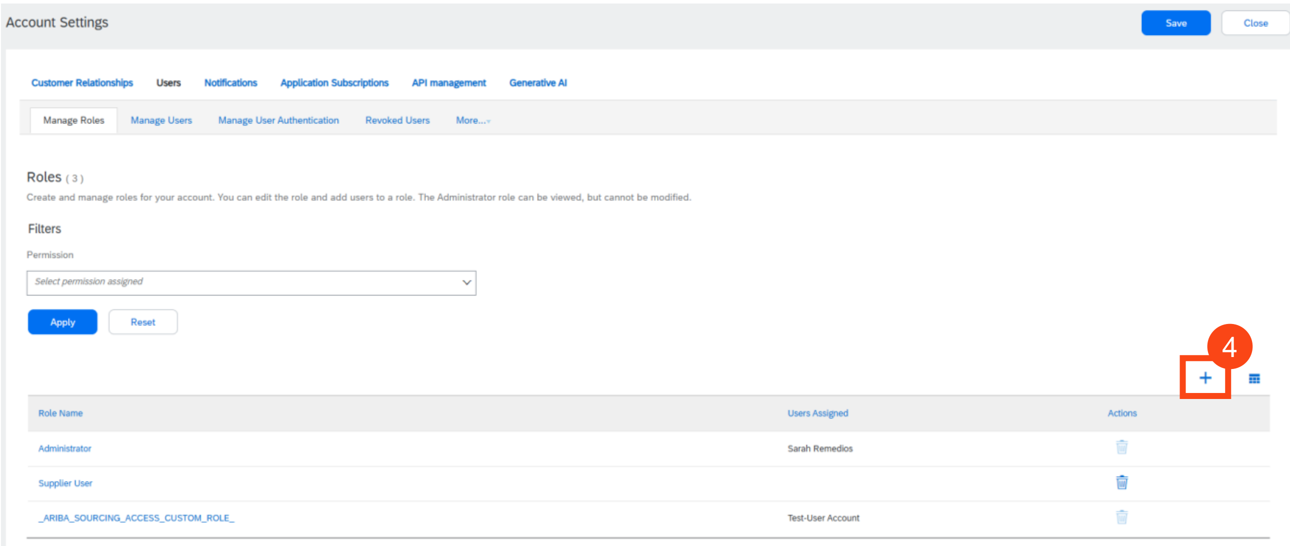
2. Click ‘Settings’

3. In the settings menu, click ‘Manage Users’



Your Ariba Network Account
Frequently Asked Questions

4 If you are creating a user for the first time or want to create a user with different access, you need to create a role first. Click the + icon.

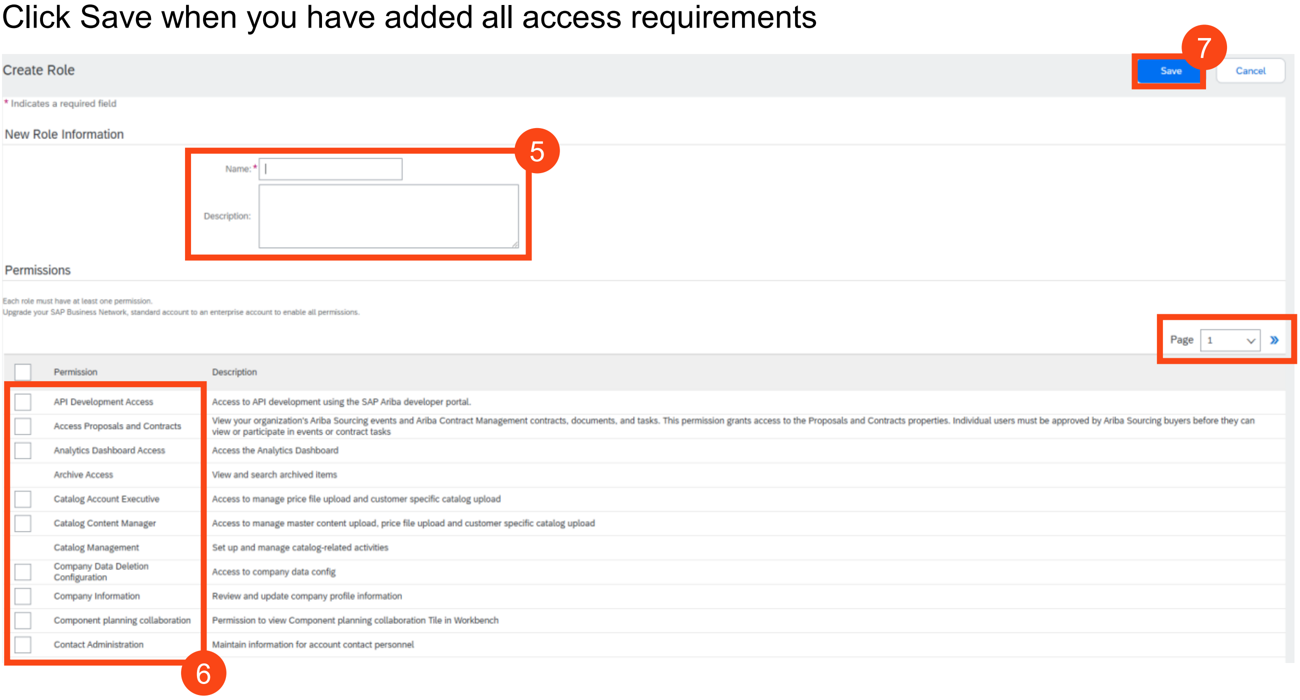


5 Give the role a name, such as ‘Billing’ if for credit control team and add a description

6 Select the access permissions this role requires

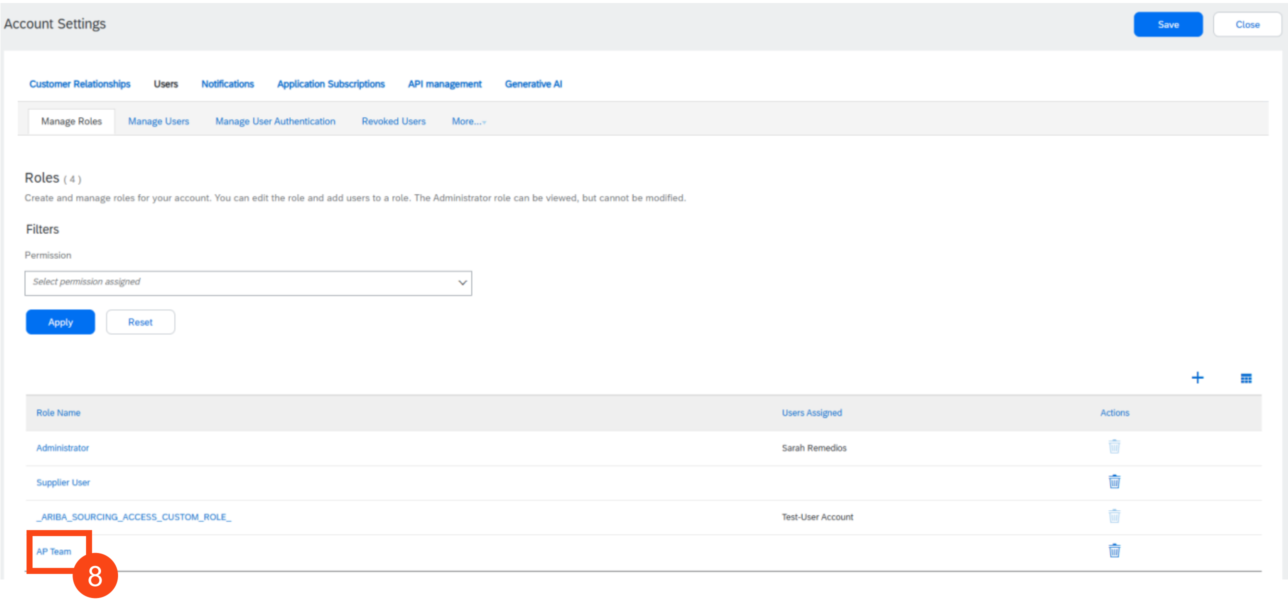
Note, there are multiple pages of permissions, scroll through the pages using the option on the right of the screen

7 Click Save when you have added all access requirements



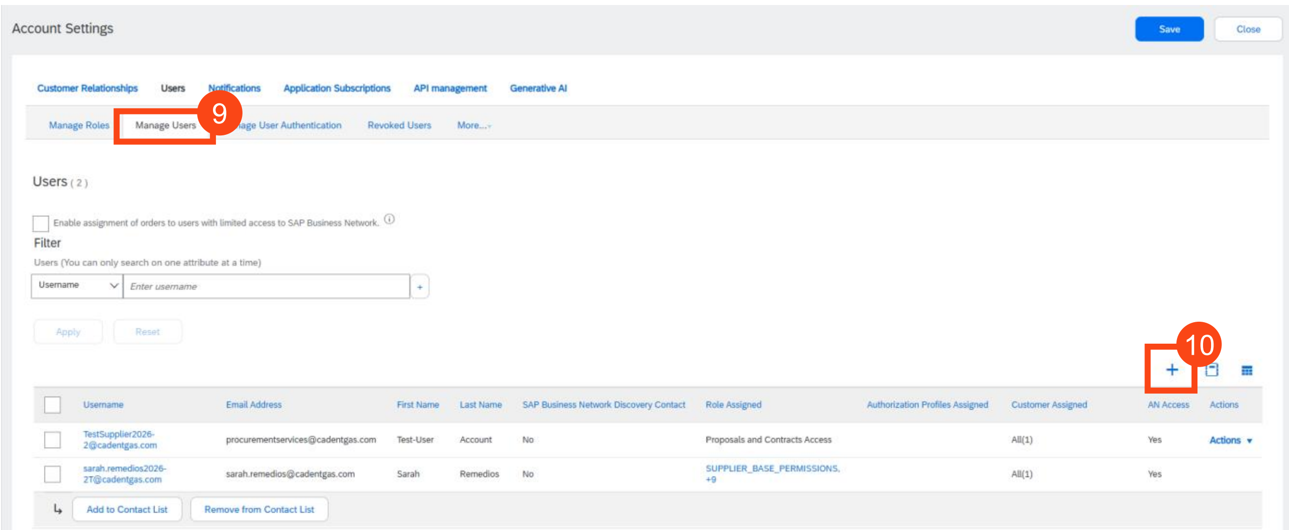
Your Ariba Network Account
Frequently Asked Questions

8 The new role is now available



9 Select the 'Manage Users' tab

10 Click the + icon to create the user



Your Ariba Network A/C
Supplier Onboarding
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Your Ariba Network Account
Frequently Asked Questions

11 Enter the user details, mandatory fields are marked with a *

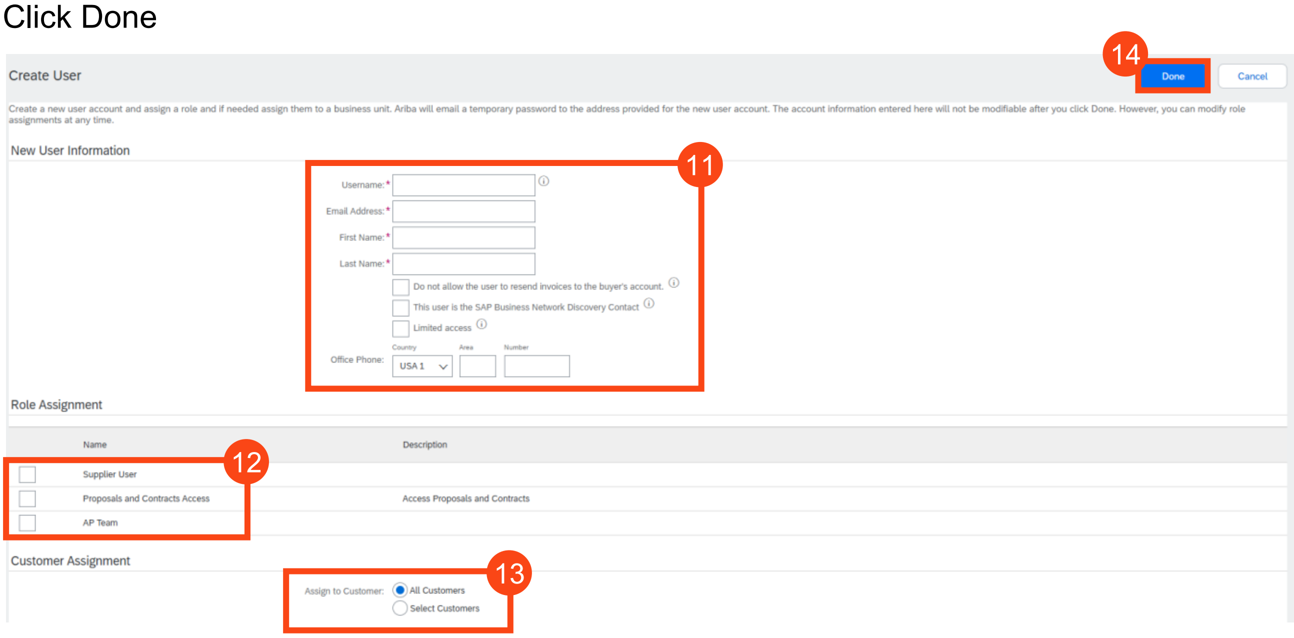
Important Note: the username must be unique, if you operate more than one Ariba Network account, you **cannot** use the same username in more than one ANID.

The **username must be unique** i.e. Joe.Bloggs2026-1@company.com.

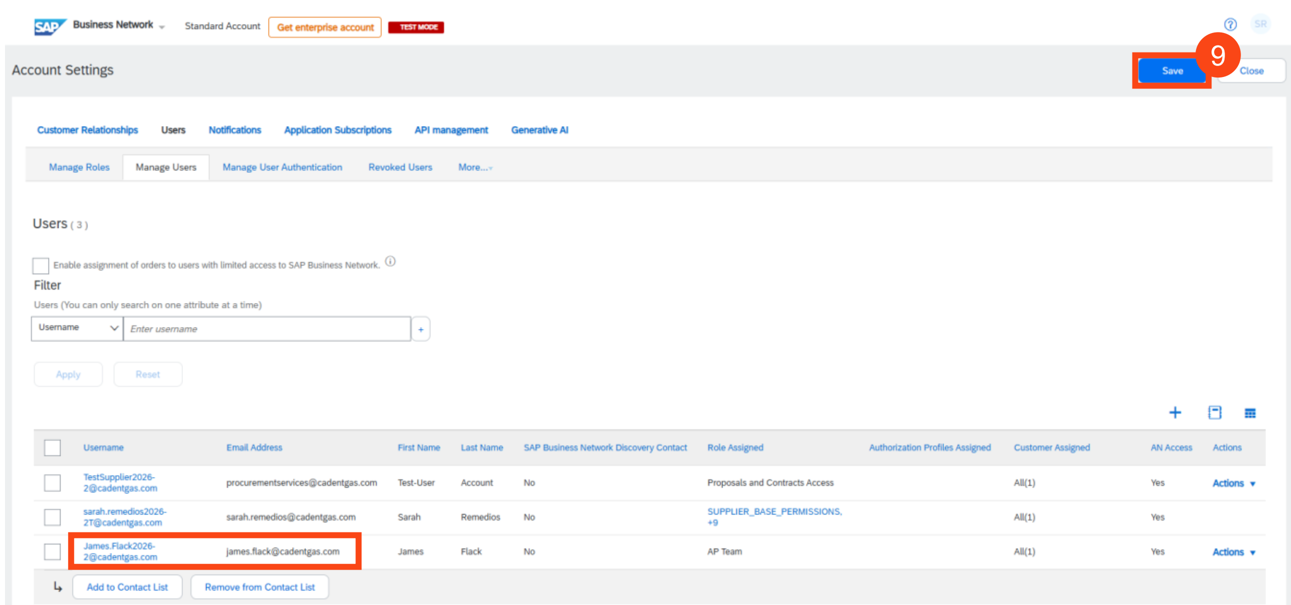
12 Select the role

13 Choose whether the user can access all customers accounts or specific accounts

14 Click Done



9 The new user is now listed in your user data. Click Save.



Supplier Onboarding

Supplier Onboarding

Supplier Lifecyle Performance (SLP)

Cadent have enabled Ariba SLP, which is an electronic route of creating and managing our supplier data. SLP enables Cadent to control its vendor database, by connecting with suppliers who meet a minimum standard.

All activities within the process are completed in Ariba, the process flow below demonstrates the process steps.

Suppliers are expected to complete up to three questionnaires within Ariba. All suppliers must complete the registration stage, with suppliers who are to be created as vendors in Cadent's back-office system required to also complete the qualification and modular questionnaires as outlined in the table below:

Process	Requirement	Required for Sourcing	Required for Transacting
Supplier Registration	Tell us about your organisation and whether you agree to Cadent Policies, Terms & Conditions. Suppliers must complete the registration phase to take part in tender events.	✔	✔
Supplier Qualification	Commodity driven technical questions relating to the goods or services requested, all new suppliers are to be created as a vendor in Cadent's purchase to pay system must complete Supplier Qualification. Requisitioners can now see which suppliers are qualified when raising Purchase Requisitions.	✘	✔
Modular Questionnaire - Collection of Bank Details	Enter your bank details and provide a PDF (non-editable) version on company letterhead to enable us to complete your vendor set up. This process is triggered following successful qualification.	✘	✔

Go To Supplier Registration Guidance

Go To Supplier Qualification Guidance

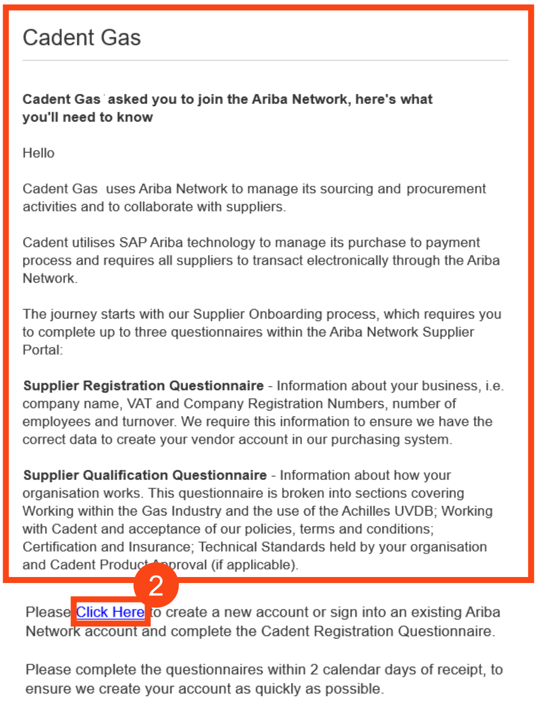
Go To Modular Questionnaire (Bank Details) Guidance

Supplier Onboarding

Supplier Registration

Supplier Onboarding
Supplier Registration

1. You will receive an email from Cadent asking you to 'register as a supplier with Cadent Gas'. This will be sent from the individual in Cadent's buying team who has triggered the registration process. The email will contain what is expected through the onboarding process


Cadent Gas

Cadent Gas asked you to join the Ariba Network, here's what you'll need to know

Hello

Cadent Gas uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers.

Cadent utilises SAP Ariba technology to manage its purchase to payment process and requires all suppliers to transact electronically through the Ariba Network.

The journey starts with our Supplier Onboarding process, which requires you to complete up to three questionnaires within the Ariba Network Supplier Portal:

Supplier Registration Questionnaire - Information about your business, i.e. company name, VAT and Company Registration Numbers, number of employees and turnover. We require this information to ensure we have the correct data to create your vendor account in our purchasing system.

Supplier Qualification Questionnaire - Information about how your organisation works. This questionnaire is broken into sections covering Working within the Gas Industry and the use of the Achilles UVDB; Working with Cadent and acceptance of our policies, terms and conditions; Certification and Insurance; Technical Standards held by your organisation and Cadent Product Approval (if applicable).

2

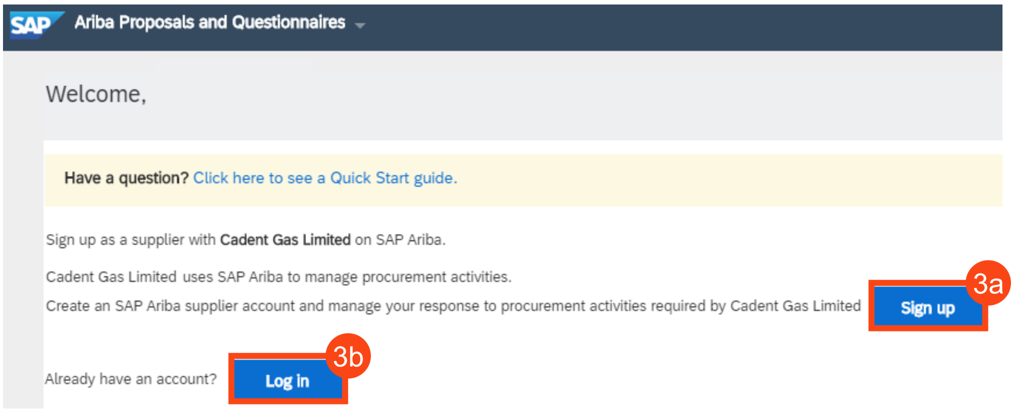
Please Click Here to create a new account or sign into an existing Ariba Network account and complete the Cadent Registration Questionnaire.

Please complete the questionnaires within 2 calendar days of receipt, to ensure we create your account as quickly as possible.

2. Click on the link in the email

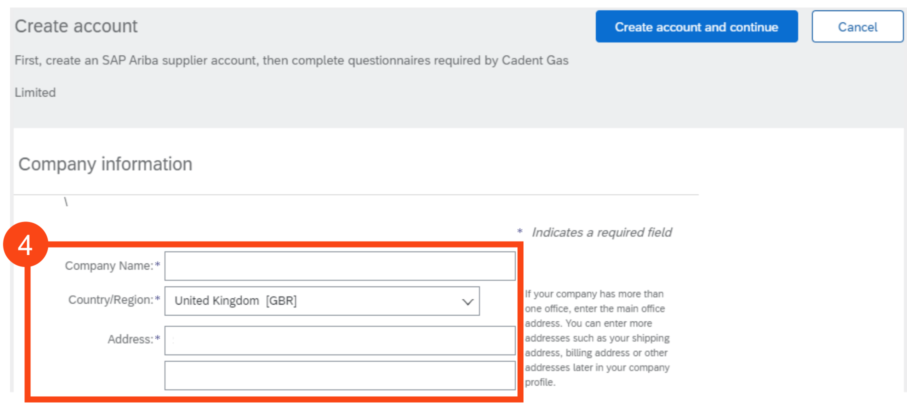
3a. If you're new to the Ariba Network, click on the 'Sign up' button

3b. If you're already a member of the Ariba Network, sign in as normal by clicking the 'Log in' button and go to step 12



4. Complete the information in the proforma to create your Ariba account. The form is split into three sections:

- **Company Information**
  Company Name & Address
- **User Account Information**
  Create your username and password
- **More about your business**
  Select the commodities your business provides and the locations you service, note the Product and Service Categories are based on the United Nations Standard Product & Service Classification (UNSPSC) taxonomy structure

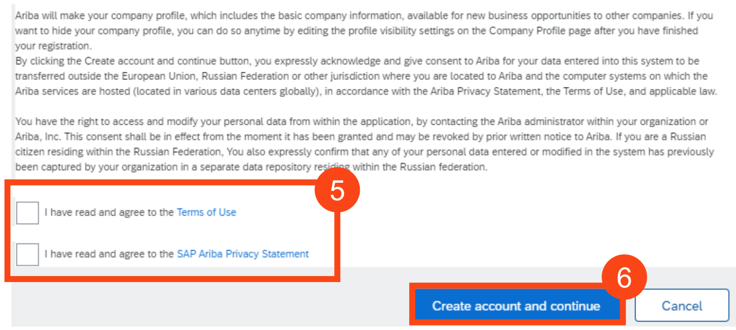


Note: you will find some information is pre-populated from the initial supplier request form that was created by the Cadent requestor

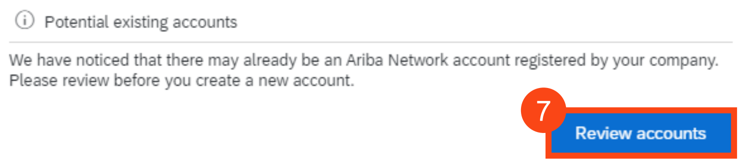
Supplier Onboarding
Supplier Registration

5. Once complete, scroll to the bottom of the page. You must tick that you have read and agreed to the 'Terms of Use' and 'SAP Ariba Privacy Policy Statement' to continue

6. Click on the 'Create account and continue' button



7. The Ariba system will complete a search of existing records. If a potential duplicate record exists, you will see this pop-up. Click 'Review accounts'

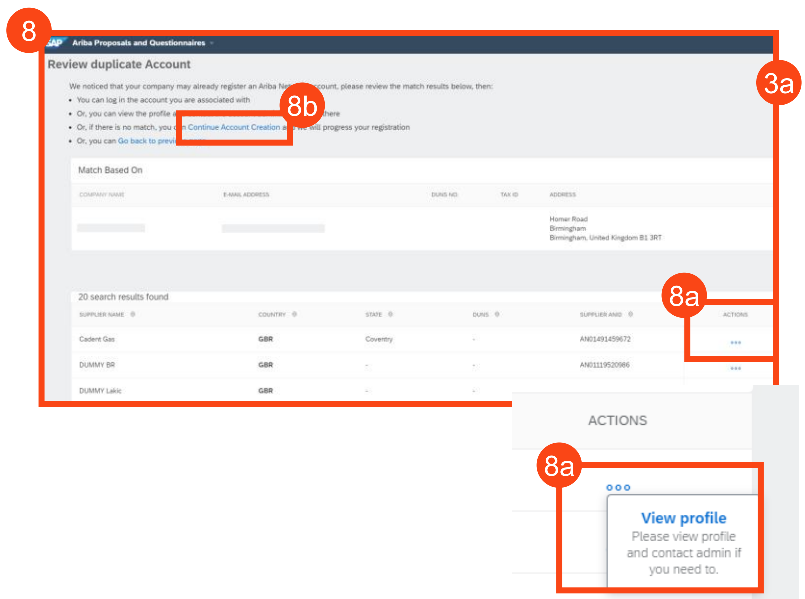


If this popup does not appear, go to step 11

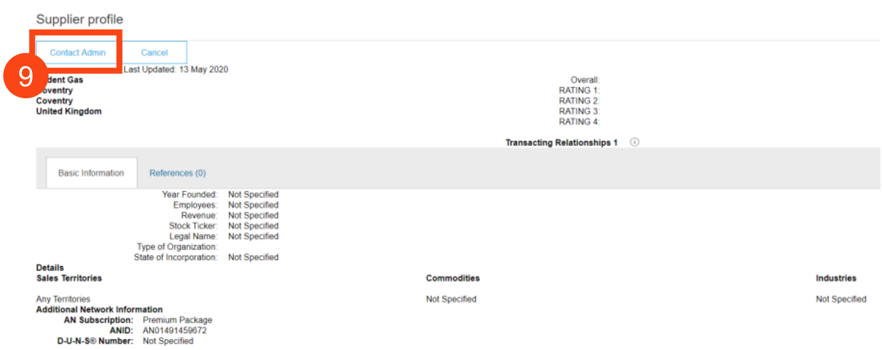
8. Any potential matches are displayed.

8a. If one looks to be for your company, you can view the profile by clicking '. . .' under actions, then select 'View profile'

8b. If none of these relate to your company or you want to create a new account, click 'Continue Account Creation'



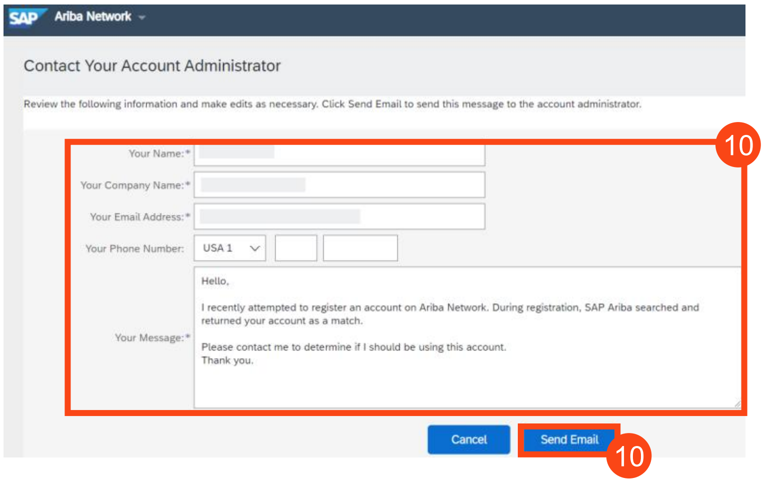
9. The supplier profile is displayed in a new window, this screen gives you the option to Contact Admin of the account, if you wish.



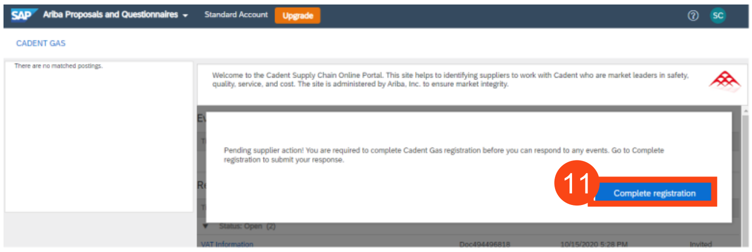
Supplier Onboarding
Supplier Registration

10. If you have selected contact admin, complete the template, then click ‘Send Email’

Close this window.



11. If no duplicates were identified, click the ‘Complete registration’ button

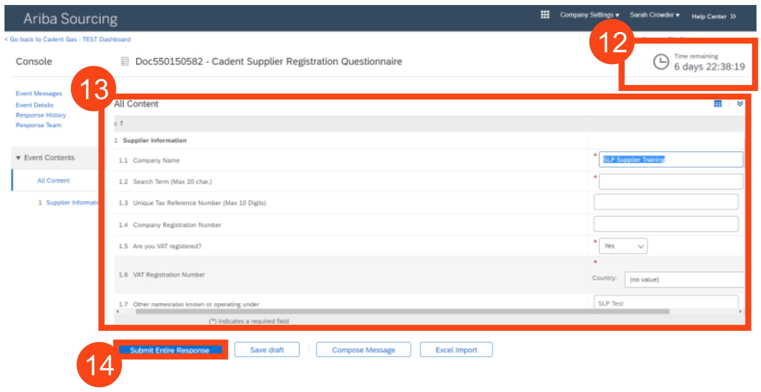


The questionnaire is now open:

12. The event clock is displayed – note registration is open for 7 calendar days

13. The questionnaire is split into five sections:

- Supplier Information
- Working with Utilities
- Working with Cadent
- Accreditation
- Insurance

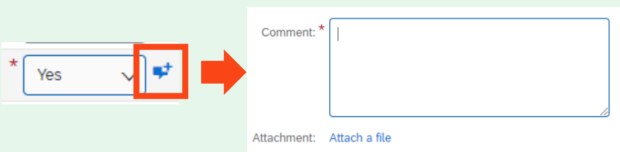


Complete each section of the questionnaire.

14. Once completed, click ‘Submit Entire Response’

Hints & Tips for Completion:

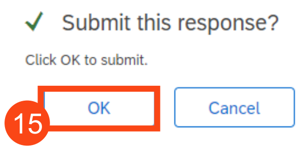
- Mandatory questions are marked with a *
- Maximum character length for company name is 40
- Some questions are triggered by your response to others, i.e. VAT questions only appear if you select ‘yes’ to VAT registered
- Where this symbol is seen, you can add comments or attachments when it is selected



Supplier Onboarding
Supplier Registration

15. Click ‘OK’ when the popup appears

Your response is now submitted.



What Happens Next?

Your registration questionnaire responses is reviewed by our Transactional Procurement team who will validate that the information entered meets the technical requirements to enable the vendor ID to be created, i.e. VAT and Company Registration ID is valis, text length is acceptable. If any issues are found, the questionnaire will be returned to you to resolve the issue.

After the Transactional Procurement Team have approved the registration, it will be reviewed by the buyer responsible for the commodity code the record was requested against. If they need any further information, the questionnaire will be returned to you.

If you are taking part in a tender event, the registration process must be completed before you can be invited to the event.

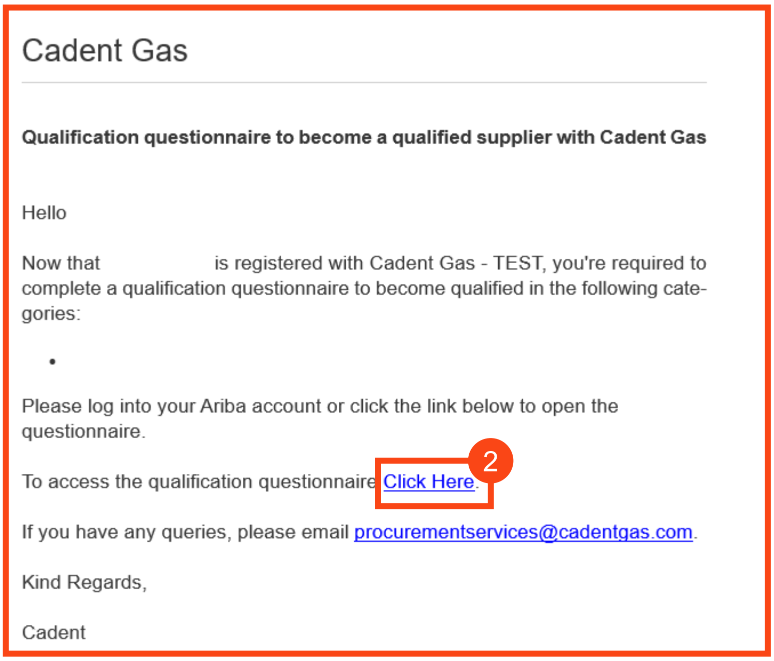
If your company is being set up as a vendor, when approved you will receive an invitation to complete the qualification template.

Supplier Onboarding
Supplier Qualification

Supplier Onboarding
Supplier Qualification

1. You will receive an email from Cadent asking you to 'become a qualified supplier with Cadent Gas'.

The email includes the commodity that the buyer is qualifying your company for.


Cadent Gas

Qualification questionnaire to become a qualified supplier with Cadent Gas

Hello

Now that is registered with Cadent Gas - TEST, you're required to complete a qualification questionnaire to become qualified in the following categories:

•

Please log into your Ariba account or click the link below to open the questionnaire.

To access the qualification questionnaire Click Here.

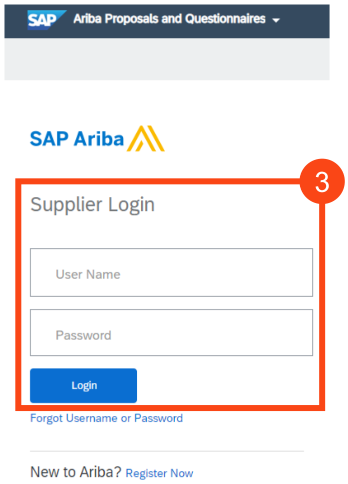
If you have any queries, please email procurementservices@cadentgas.com.

Kind Regards,

Cadent

2. Click on the link

3. Log into the Ariba portal using the username and password you previously created



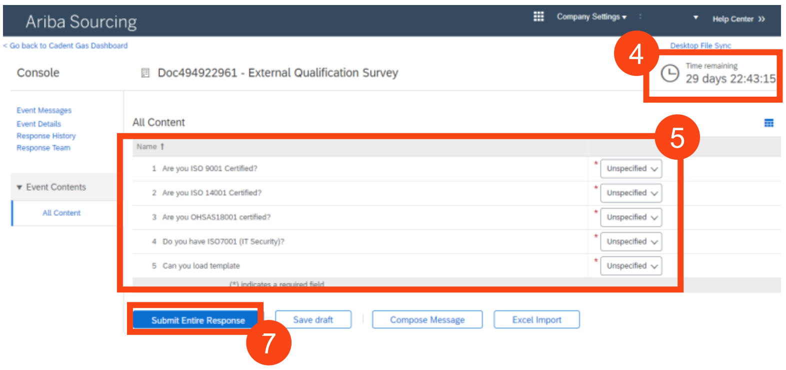
The questionnaire is now open:

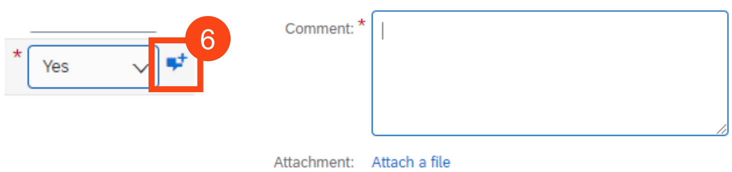
4. The event clock is displayed

5. Complete the questionnaire

6. Where this symbol is seen, you can add comments or attachments when it is selected

7. When complete, select the 'Submit Entire Response' button

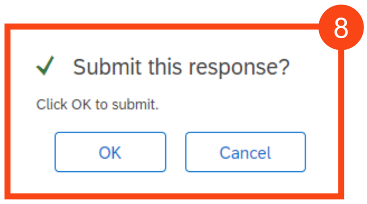




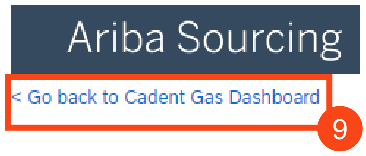
Your Ariba Network A/C
Supplier Onboarding
Supplier Registration
Supplier Qualification
Collection of Data via Modular Questionnaires
Sourcing Activities RFI / RFP
Sourcing Activities eAuctions
Request for Quotation (RFQ)

Supplier Onboarding
Supplier Qualification

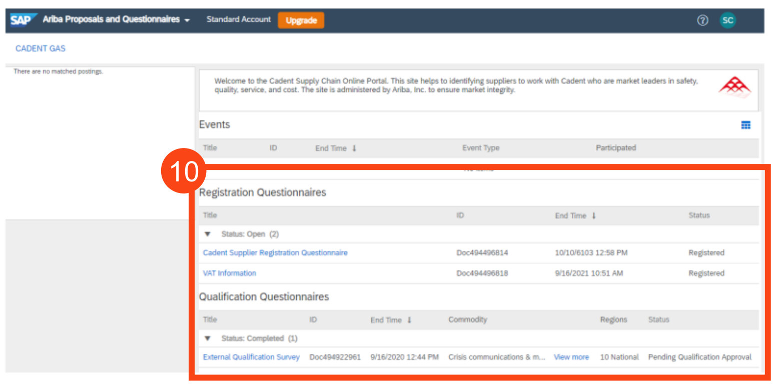
8. Click ‘OK’ to submit the response



9. Click ‘Go back to Cadent Dashboard’ at the top of the screen



10. The status is now updated. You can click on any of the questionnaires and revise your response during the event (time remaining is displayed on the event clock)



The Cadent Buyer will review your submission. If approved, you will receive a final questionnaire which requests your bank details

What Happens Next?

Cadent will review your submission, this will be reviewed by the Byer, Quality Assurance Team and Cyber Risk Teams, depending on the commodity and questionnaire selected at the start of the proces

Once approved, your company information will be synced with our back-office system. At this point you will be set up with a vendor number. This will allow the requestor to create a purchase requisition / purchase order. An email communication will be sent to advise you that this step has been completed and supply your vendor ID.

You will receive two final questionnaires, one which captures your company bank details. In order to process your details efficiently and in a controlled manner, please ensure you also attach the details in non-editable format (PDF), on your company letter head and signed by your FD or equivalent.

This document is to mitigate any risk of fraud and will be used by our Accounts Payable team to confirm the request is valid and the correct information has been input into the questionnaire.

If you change your company data, including bank details in the future, you can revise the questionnaire response and re-submit via Ariba.

The second questionnaire captures your cyber certification; the system will remind you one month before your cyber certification expires to upload a new version.

Supplier Onboarding

Data Collection via a Modular Questionnaire

- Bank Details
- Cyber Certification
- Insurance Certification

Supplier Onboarding
Modular Questionnaire – Collection of Bank Details

The final stage to creating your vendor account is the collection of bank details. This is important as it enables Cadent to pay you on time.

1. You will receive an email from Cadent asking you to complete the bank details questionnaire

Note: The email template is the same for all modular questionnaires, the type of questionnaire required is quoted in the email title and above the access link

2. Click on the link

1

Hello Supplier,

Cadent requires you to complete a questionnaire in SAP Ariba.

You have been asked to complete one of the following types of questionnaire (please note you may receive multiple emails for each questionnaire):

Bank Details - these are required to enable payment of your invoices when payment terms are reached

Insurance Certification- Cadent requires all suppliers to provide details of their insurance cover, if no cover is held for the insurance type within the questionnaire, please state 'INSURANCE NOT HELD' in the name of insurer field

Cyber Security Certification - Cadent requires all suppliers to be cyber safe and hold cyber security certification; this questionnaire is used to monitor suppliers alignment to this requirement, suppliers who hold Cyber Essentials are required to upgrade to Cyber Essentials Plus by April 2026.

Suppliers are responsible for maintaining this data in Ariba and providing updated insurance and cyber certification when the current certification expires.

Questionnaire Overview

Questionnaire name: Bank Details

Response Due before: Thu, 06 Aug, 2026

Submit questionnaire 2

If you have any queries, please reply to this email to contact the individual who sent the request to you or email procurementservices@cadentgas.com to contact our dedicated support team.

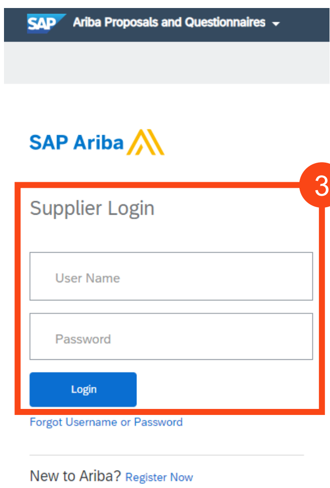
Guidance on how to use Ariba can be found on our website https://cadentgas.com/about-us/suppliers.

Thank you,

Cadent

Procurement & Financial Services Team

3. Log into the Ariba portal using the username and password you previously created



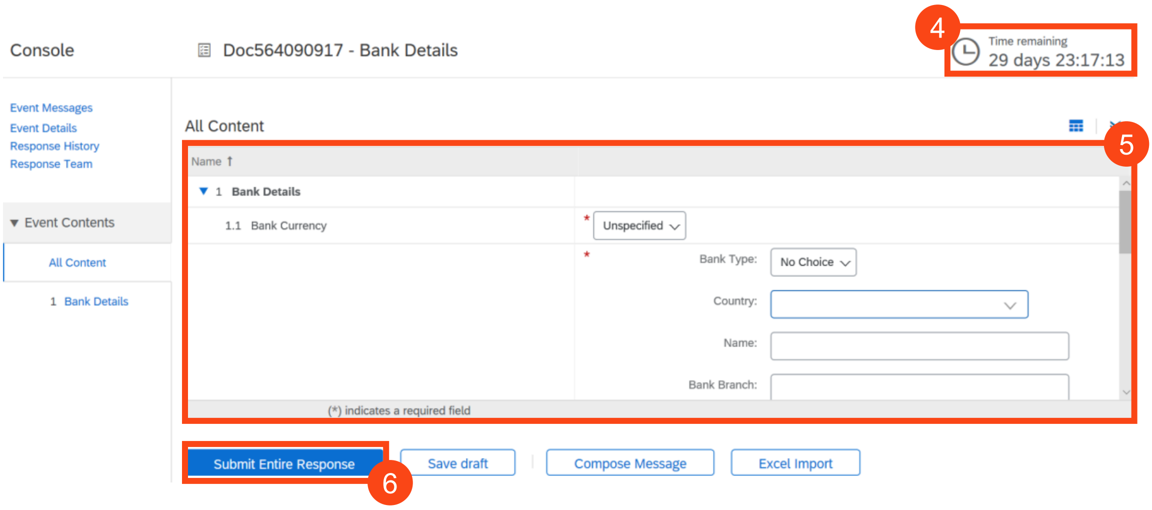
Supplier Onboarding
Modular Questionnaire – Collection of Bank Details

The questionnaire is now open:

4. The event clock is displayed

5. Complete the questionnaire

6. When complete, select the ‘Submit Entire Response’ button



Hints & Tips for Completion:

Section 1 – Bank Details

1.1 Bank Currency

- Currencies available are GBP, EUR, USD. If another currency is required, please email our team at ProcurementServices@cadentgas.com as soon as possible

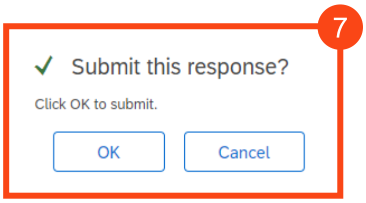
1.2 Bank Account Information

- Type - select ‘Domestic’ for UK or ‘Foreign’ for non-UK banking. Bank ID should be ‘0000’
- Select the Country
- Enter the name of the bank, branch name and address where the account is held
- Enter the account holder name, as it appears on your statement
- **If a UK bank** enter the 6-digit sort code with no spaces or ‘-’ in the Bank Key field and enter your 8-digit account number in the Account Number Field – **DO NOT ENTER AN IBAN or SWIFT**
- **If a Foreign bank** enter the Routing Number (ABA), IBAN (International Bank Account Number), SWIFT (Society for Worldwide Interbank Financial Telecommunication) code as provided by your bank

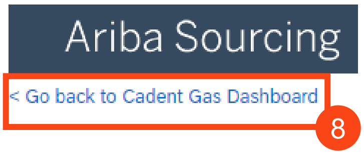
Section 2 – Attach a PDF of your bank details. This must be on letter headed paper or an invoice template and signed by your FD or equivalent. Cadent requires this to meet with internal Financial controls, which aim to protect both Cadent and our suppliers from fraudulent activity.

Supplier Onboarding
Modular Questionnaire – Collection of Bank Details

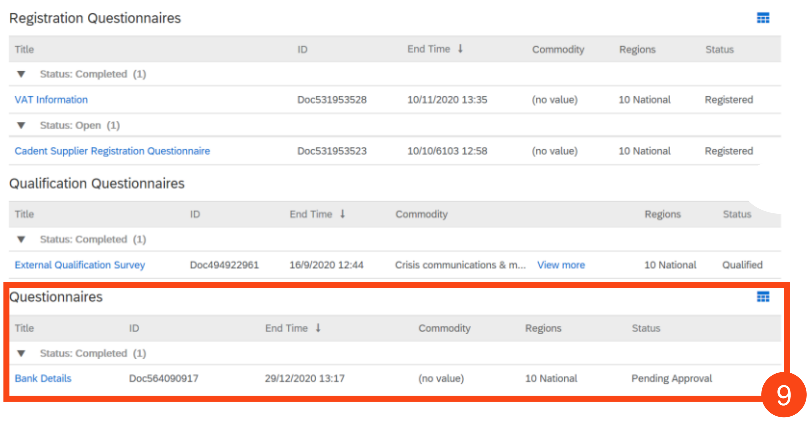
7. Click 'OK' to submit the response



8. Click 'Go back to Cadent Dashboard' at the top of the screen



9. The status is now updated. The questionnaire requires approval from our accounts payable and banking teams and cannot be amended when in approval



Registration Questionnaires

Title	ID	End Time	Commodity	Regions	Status
▼ Status: Completed (1)					
VAT Information	Doc531953528	10/11/2020 13:35	(no value)	10 National	Registered
▼ Status: Open (1)					
Cadent Supplier Registration Questionnaire	Doc531953523	10/10/6103 12:58	(no value)	10 National	Registered

Qualification Questionnaires

Title	ID	End Time	Commodity	Regions	Status
▼ Status: Completed (1)					
External Qualification Survey	Doc494922961	16/9/2020 12:44	Crisis communications & m... View more	10 National	Qualified

Questionnaires

Title	ID	End Time	Commodity	Regions	Status
▼ Status: Completed (1)					
Bank Details	Doc564090917	29/12/2020 13:17	(no value)	10 National	Pending Approval

9

What Happens Next?

A representative of Cadent's Accounts Payable team will review your submission.

To complete our controls testing, they may telephone your company via an independently searched telephone number and will ask a representative of your credit control team to confirm the bank account details entered in the questionnaire.

Once approved, your bank account details will be synced with our back-office system, enabling us to pay you by BACS once your invoice is matched and due for payment.

Please remember to update your banking details here if they change, this will remove any potential issues with late payment, should your bank details change in future.

Supplier Onboarding

Modular Questionnaire – Collection of Cyber Certification

Cadent requires its supply chain to be cyber secure and requires all suppliers to have appropriate certification.

1. You will receive an email from Cadent asking you to complete the cyber security questionnaire

Note: The email template is the same for all modular questionnaires, the type of questionnaire required is quoted in the email title and above the access link

2. Click on the link

1

Hello Supplier,

Cadent requires you to complete a questionnaire in SAP Ariba.

You have been asked to complete one of the following types of questionnaire (please note you may receive multiple emails for each questionnaire):

Bank Details - these are required to enable payment of your invoices when payment terms are reached

Insurance Certification- Cadent requires all suppliers to provide details of their insurance cover, if no cover is held for the insurance type within the questionnaire, please state 'INSURANCE NOT HELD' in the name of insurer field

Cyber Security Certification - Cadent requires all suppliers to be cyber safe and hold cyber security certification; this questionnaire is used to monitor suppliers alignment to this requirement, suppliers who hold Cyber Essentials are required to upgrade to Cyber Essentials Plus by April 2026.

Suppliers are responsible for maintaining this data in Ariba and providing updated insurance and cyber certification when the current certification expires.

Questionnaire Overview

Questionnaire name: Cyber Security Certification

Response Due before: Thu, 06 Aug, 2026

2

Submit questionnaire

If you have any queries, please reply to this email to contact the individual who sent the request to you or email procurementservices@cadentgas.com to contact our dedicated support team.

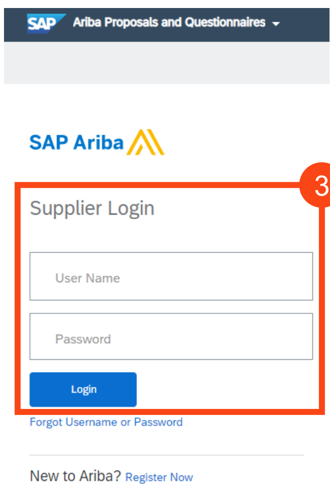
Guidance on how to use Ariba can be found on our website https://cadentgas.com/about-us/suppliers.

Thank you,

Cadent

Procurement & Financial Services Team

3. Log into the Ariba portal using the username and password you previously created



Your Ariba Network A/C
Supplier Onboarding
Supplier Registration
Supplier Qualification
Collection of Data via Modular Questionnaires
Sourcing Activities RFI / RFP
Sourcing Activities eAuctions
Request for Quotation (RFQ)

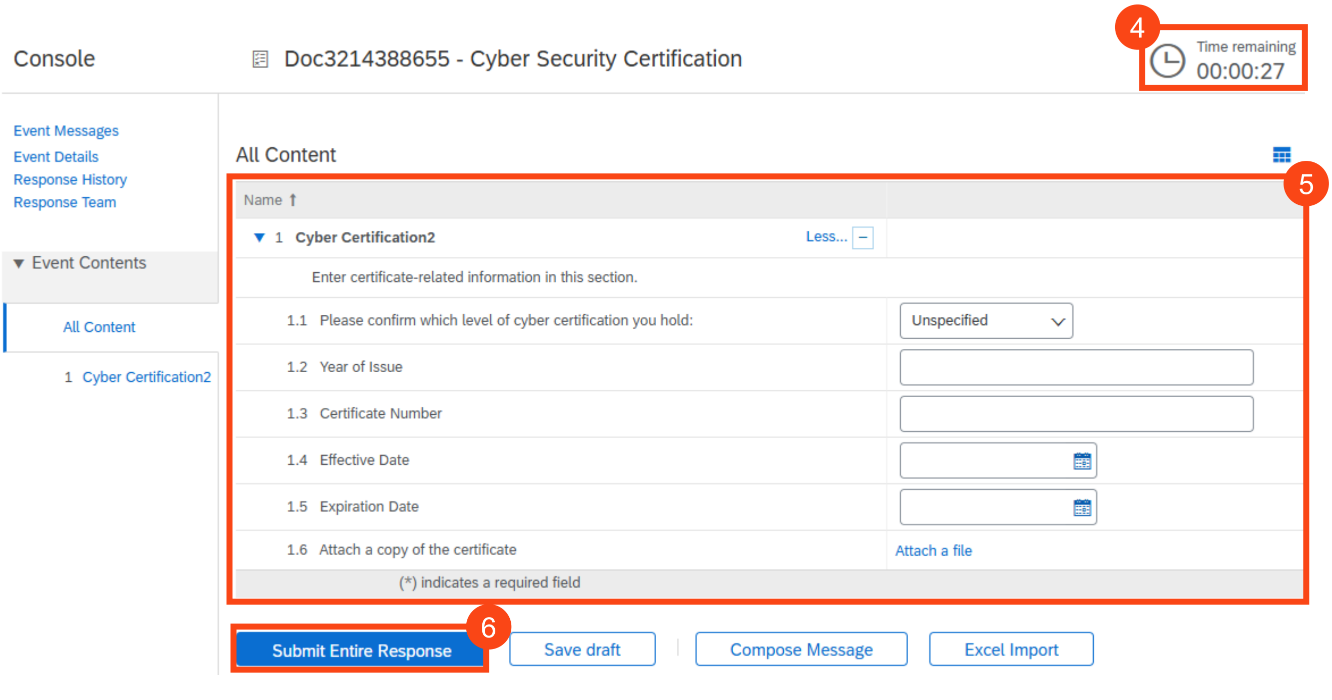
Supplier Onboarding
Modular Questionnaire – Collection of Cyber Certification

The questionnaire is now open:

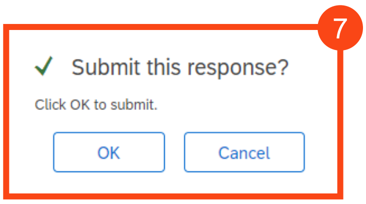
4. The event clock is displayed

5. Complete the questionnaire

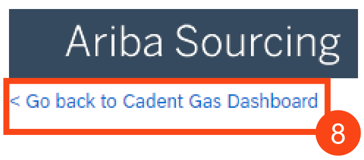
6. When complete, select the ‘Submit Entire Response’ button



7. Click ‘OK’ to submit the response



8. Click ‘Go back to Cadent Dashboard’ at the top of the screen



Supplier Onboarding
Modular Questionnaire – Collection of Cyber Certification

9. The status is now updated. The questionnaire requires approval from our Procurement team and cannot be amended when in approval

Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (1)					
Cyber Security Certification	Doc3214388655	7/7/2026 11:10	(no value)	(no value)	Pending Approval

9

Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (2)					
Bank Details	Doc3214388639	7/7/2026 11:36	(no value)	(no value)	Pending Approval
Cyber Security Certification	Doc3214388655	7/7/2026 11:10	(no value)	(no value)	Approved

Once approved, you will see the certificate is now displayed in the certificates and shows as valid

Certificates

Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status
Cyber Certification	1/5/2026	30/4/2027	This is a test.docx	Cyber Security Certification	Valid

You will be reminded to update the certificate 1 month before it expires, you can update this by clicking on the questionnaire and revising your response

Supplier Onboarding

Modular Questionnaire – Collection of Insurance Certification

Cadent requires its supply chain to provide details of their insurance certification within the Ariba portal, including copies of insurance held.

1. You will receive an email from Cadent asking you to complete an insurance questionnaire, if more than one type of insurance is required, a separate questionnaire will be issued for each type

Note: The email template is the same for all modular questionnaires, the type of questionnaire required is quoted in the email title and above the access link

2. Click on the link

1

Hello Supplier,

Cadent requires you to complete a questionnaire in SAP Ariba.

You have been asked to complete one of the following types of questionnaire (please note you may receive multiple emails for each questionnaire):

Bank Details - these are required to enable payment of your invoices when payment terms are reached

Insurance Certification- Cadent requires all suppliers to provide details of their insurance cover, if no cover is held for the insurance type within the questionnaire, please state 'INSURANCE NOT HELD' in the name of insurer field

Cyber Security Certification - Cadent requires all suppliers to be cyber safe and hold cyber security certification; this questionnaire is used to monitor suppliers alignment to this requirement, suppliers who hold Cyber Essentials are required to upgrade to Cyber Essentials Plus by April 2026.

Suppliers are responsible for maintaining this data in Ariba and providing updated insurance and cyber certification when the current certification expires.

Questionnaire Overview

Questionnaire name: Product Liability Insurance Certification

Response Due before: Thu, 06 Aug, 2026

Submit questionnaire 2

If you have any queries, please reply to this email to contact the individual who sent the request to you or email procurementservices@cadentgas.com to contact our dedicated support team.

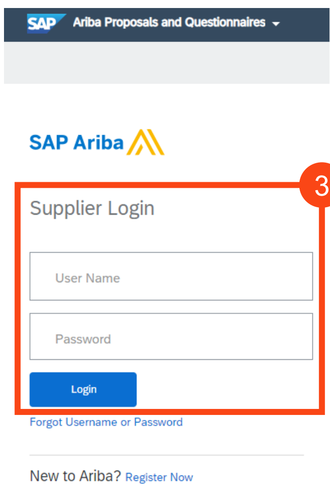
Guidance on how to use Ariba can be found on our website https://cadentgas.com/about-us/suppliers.

Thank you,

Cadent

Procurement & Financial Services Team

3. Log into the Ariba portal using the username and password you previously created



Supplier Onboarding

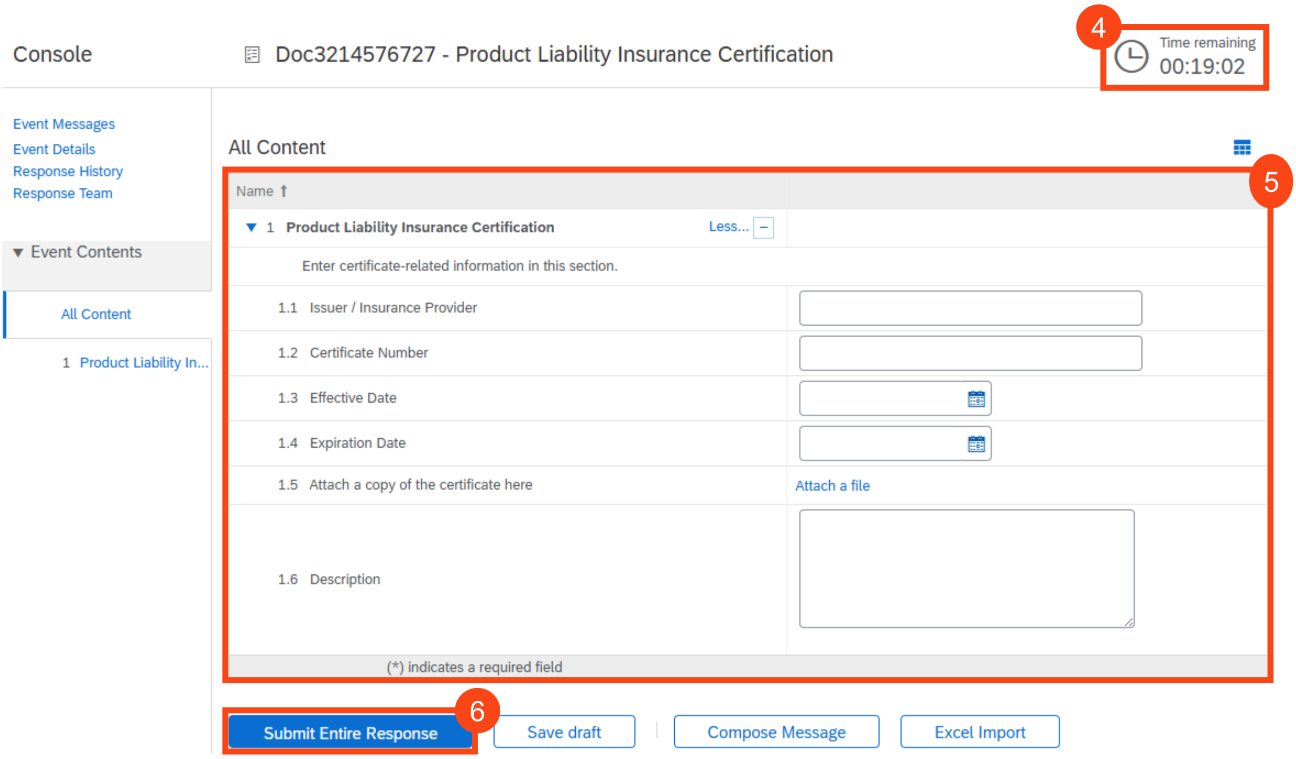
Modular Questionnaire – Collection of Insurance Certification

The questionnaire is now open:

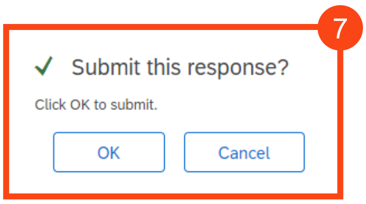
4. The event clock is displayed

5. Complete the questionnaire

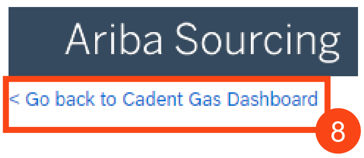
6. When complete, select the ‘Submit Entire Response’ button



7. Click ‘OK’ to submit the response



8. Click ‘Go back to Cadent Dashboard’ at the top of the screen



Supplier Onboarding

Modular Questionnaire – Collection of Insurance Certification

9. The status is now updated. The questionnaire requires approval from our Procurement team and cannot be amended when in approval

Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (1)					
Product Liability Insurance Certification	Doc3214576727	7/7/2026 12:16	(no value)	(no value)	Pending Approval

9

Once approved, you will see the certificate is now displayed in the certificates and shows as valid

You will be reminded to update the certificate 1 month before it expires, you can update this by clicking on the questionnaire and revising your response

Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (3)					
Product Liability Insurance Certification	Doc3214576727	7/7/2026 12:16	(no value)	(no value)	Approved
Bank Details	Doc3214388639	7/7/2026 11:36	(no value)	(no value)	Pending Approval
Cyber Security Certification	Doc3214388655	7/7/2026 11:10	(no value)	(no value)	Approved

Certificates

Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status
Cyber Certification	1/5/2026	30/4/2027	This is a test.docx	Cyber Security Certification	Valid
ProdLiability	1/6/2026	31/5/2027	This is a test.docx	Product Liability Insurance Certification	Valid

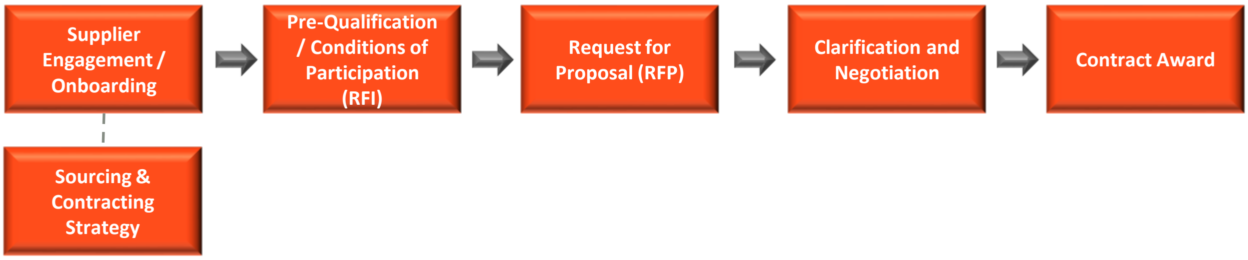
Sourcing Activities

Sourcing Activities

As a utility in the UK, Cadent has to abide by Utility Contract Regulations (UCR 2016) and Procurement Act 2023 (PA23).

On the first of January each year, the thresholds for Goods, Works and Services are reset and can be viewed at https://www.ojeu.eu

Sourcing Process



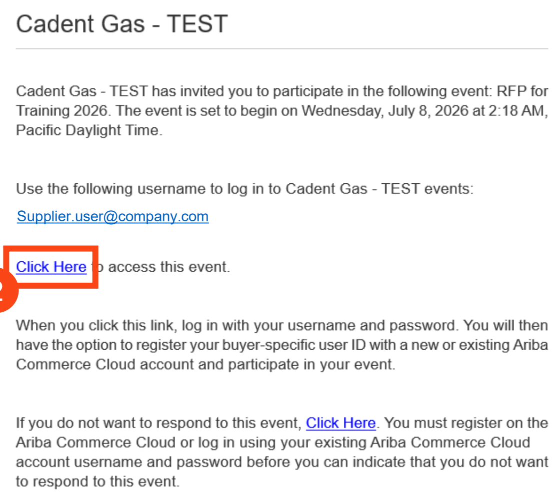
To manage this Cadent operates the process above:

- Our buying teams will create a sourcing strategy outlining the marketplace, how we buy today and with the support of key stakeholders understand future forecasting requirements.
- Using tools such as the Achilles Utility Vendor Database (UVDB), Constructionline for DPS (Dynamic Purchasing System) and SAP Ariba, our buying teams will construct an RFx/ITT.
- Suppliers participating in Sourcing events, be invited to complete the Ariba Registration process (see Supplier Onboarding Process).
- Ariba is Cadent's chosen source to invoice system. Depending on the sourcing strategy you may also receive an invitation via Achilles, Constructionline or directly from a buyer. Notices may also be published on the Find a Tender Service
- The sourcing activities within Ariba are:
  - **RFI** – Pre-Qualification (PQQ – UCR 2016) / Conditions of Participation (COP – PA23), this is a questionnaire used to measure the supplier's technical capability for the requirement
  - **RFP** – Request for Proposal, this is a questionnaire that delves deeper into the suppliers offer, including initial commercial pricing
  - **eAuction** – negotiation tool for suppliers to review their commercial offering in a competitive environment
- Suppliers may be invited to one, two or all three events during the sourcing event. Suppliers will be shortlisted through the process until the contract is awarded to the successful supplier(s) based on the sourcing strategy.
- Suppliers are expected to review the sourcing documentation as soon as possible, understanding the timescales around the event and abide by the bidding rules.
- Suppliers are expected to ensure all documentation being submitted to Cadent are submitted by an authorised individual.
- Cadent will share within the RFP (Request for Proposal, also known as an Invitation to Tender) documentation the split between the Technical and Commercial requirements.
- Under the Utilities Contract Regulations 2016 and Procurement Act 2023, Cadent will adhere to the relevant Standstill Period at the point of Contract award, where applicable.
- Suppliers who are awarded a Contract must transact with Cadent electronically via the Ariba Network.

Sourcing Activities – RFI / RFP

1. You will receive an email from Cadent asking you to participate in an event. There are two email templates, one for existing supplier contacts and one for contacts who have not used Ariba before. For existing supplier contacts, the email template will include the user ID that has been assigned to this event. If a different user ID is required, please reply to the email with the name and email address of the individual and the buyer will add the user to the event.

2. Click on the link to access the event.


Cadent Gas - TEST

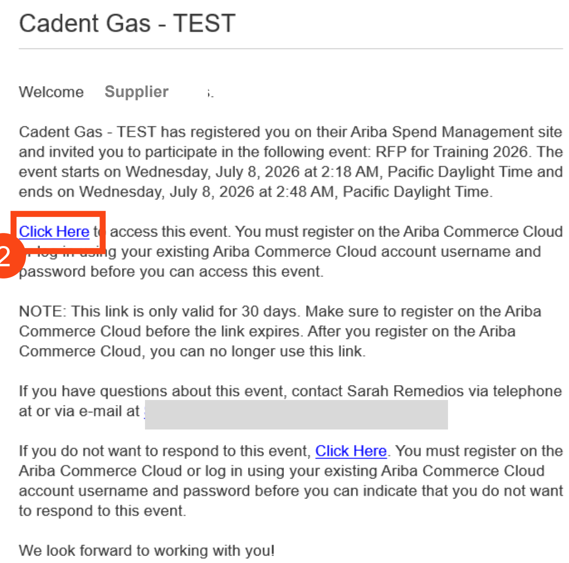
Cadent Gas - TEST has invited you to participate in the following event: RFP for Training 2026. The event is set to begin on Wednesday, July 8, 2026 at 2:18 AM, Pacific Daylight Time.

Use the following username to log in to Cadent Gas - TEST events:
Supplier.user@company.com

Click Here to access this event.

When you click this link, log in with your username and password. You will then have the option to register your buyer-specific user ID with a new or existing Ariba Commerce Cloud account and participate in your event.

If you do not want to respond to this event, Click Here. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.


Cadent Gas - TEST

Welcome Supplier

Cadent Gas - TEST has registered you on their Ariba Spend Management site and invited you to participate in the following event: RFP for Training 2026. The event starts on Wednesday, July 8, 2026 at 2:18 AM, Pacific Daylight Time and ends on Wednesday, July 8, 2026 at 2:48 AM, Pacific Daylight Time.

Click Here to access this event. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can access this event.

NOTE: This link is only valid for 30 days. Make sure to register on the Ariba Commerce Cloud before the link expires. After you register on the Ariba Commerce Cloud, you can no longer use this link.

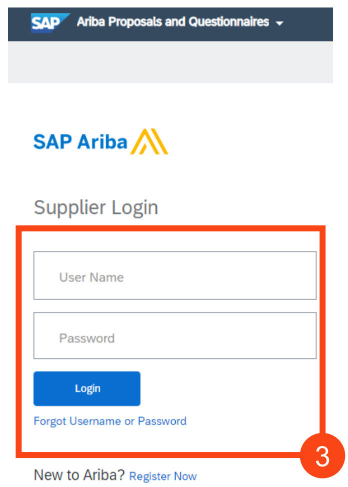
If you have questions about this event, contact Sarah Remedios via telephone at or via e-mail at

If you do not want to respond to this event, Click Here. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.

We look forward to working with you!

3. Log into the Ariba portal using the username provided in the email or your user credentials if you are a new Cadent contact.

If you do not have credentials for the Ariba Network, please contact your Account Administrator who can create an account for you.

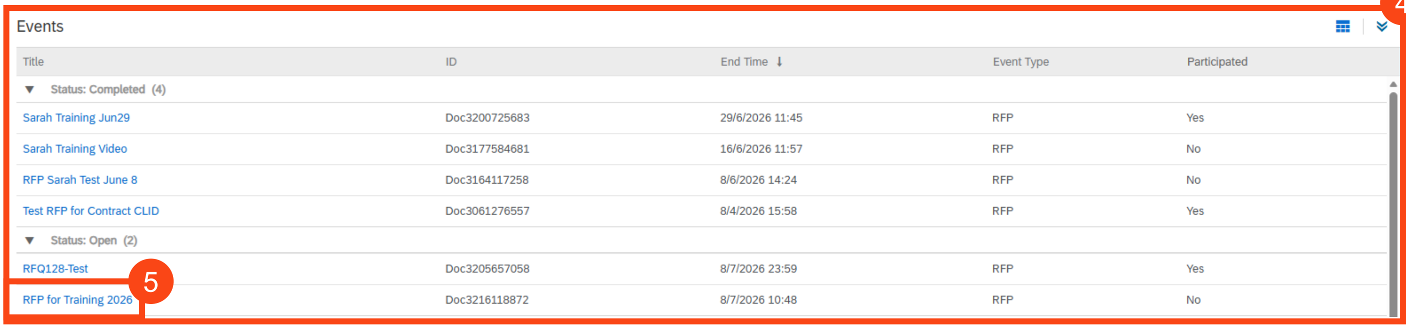


Your Ariba Network A/C
Supplier Onboarding
Supplier Registration
Supplier Qualification
Collection of Data via Modular Questionnaires
Sourcing Activities RFI / RFP
Sourcing Activities eAuctions
Request for Quotation (RFQ)

Sourcing Activities – RFI / RFP

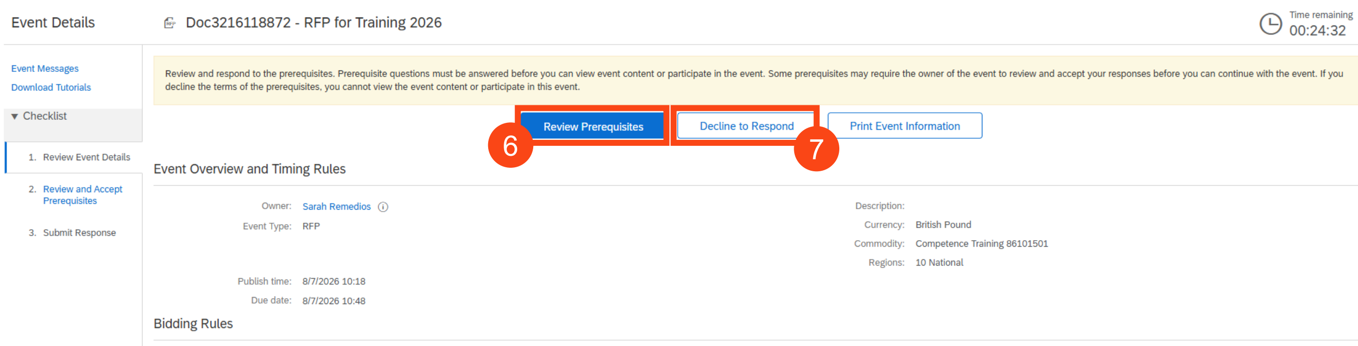
4. The dashboard is now open, any sourcing events or questionnaires are displayed by status

5. Click on the event name to open it



Title	ID	End Time ↓	Event Type	Participated
▼ Status: Completed (4)				
Sarah Training Jun29	Doc3200725683	29/6/2026 11:45	RFP	Yes
Sarah Training Video	Doc3177584681	16/6/2026 11:57	RFP	No
RFP Sarah Test June 8	Doc3164117258	8/6/2026 14:24	RFP	No
Test RFP for Contract CLID	Doc3061276557	8/4/2026 15:58	RFP	Yes
▼ Status: Open (2)				
RFQ128-Test	Doc3205657058	8/7/2026 23:59	RFP	Yes
RFP for Training 2026	Doc3216118872	8/7/2026 10:48	RFP	No

6. Once in the event, click 'Review Prerequisites'



7. If you elect not to participate, select 'Decline to Respond'

Please note: If you select 'Decline to Respond' you will not be able to view the event details, respond to the event or send messages through the message board, you can choose to participate later if you change your mind.

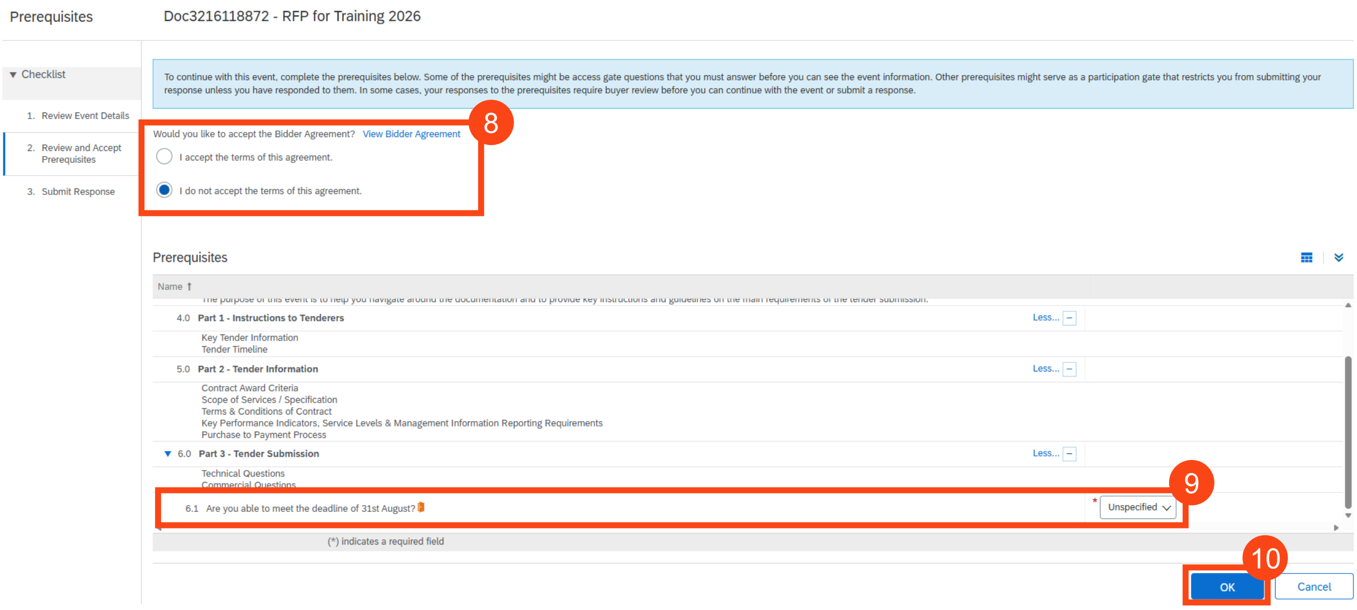
Sourcing Activities – RFI / RFP

Prerequisites may be questions from Cadent that need to be responded to and accepted by the buyer before you can gain access to the full event. We may use this method when setting a minimum criteria that must be met or for the completion of a non-disclosure agreement (NDA) before you can access the event content, which will be commercially confidential.

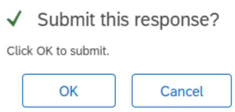
8. The SAP standard terms of agreement (Bidder Agreement) needs to be accepted

9. Where Cadent has added prerequisite questions, you will see them here. Answer the question(s).

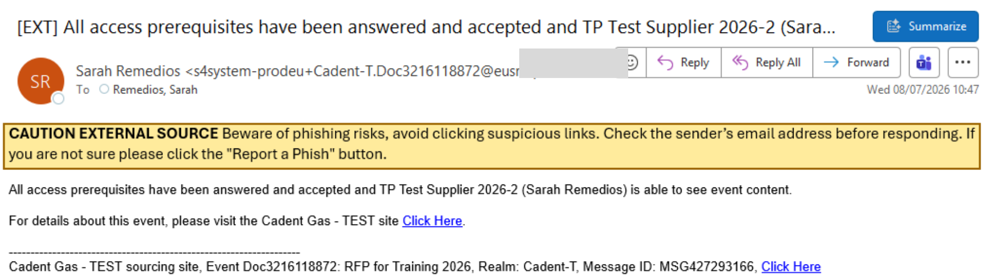
10. Click OK



Click OK to submit the response



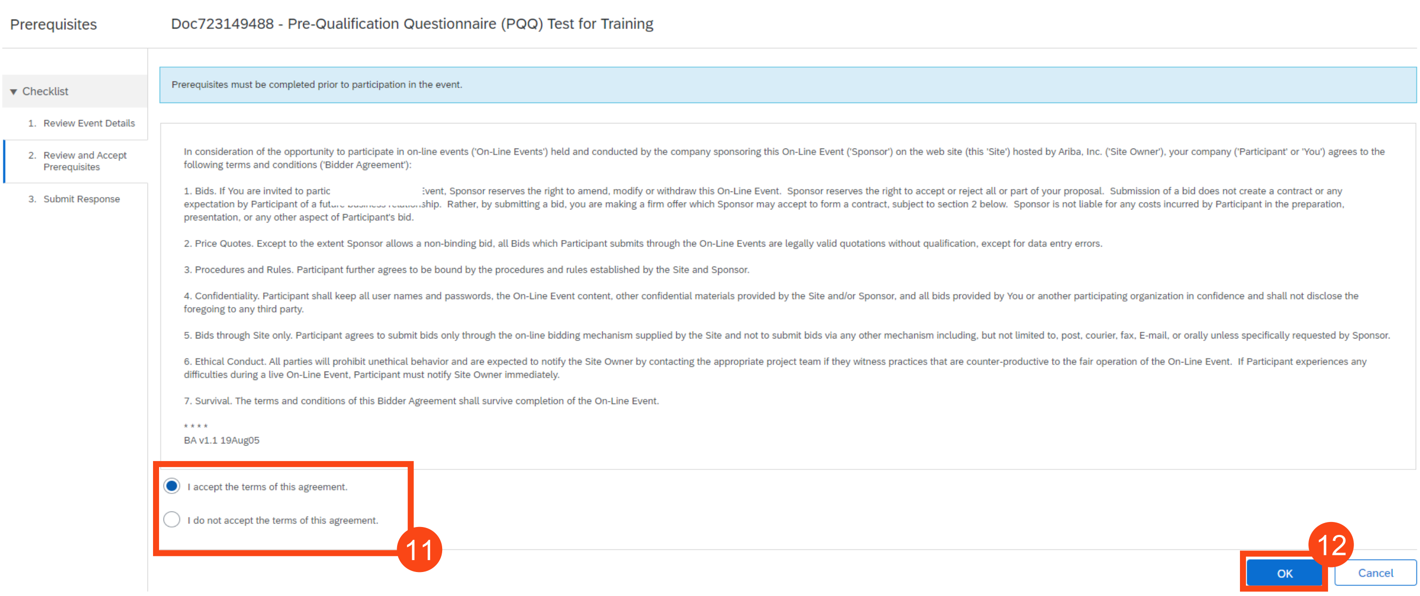
Once the prerequisite questions have been accepted by the buyer, you will receive email notification and can access the event.



Sourcing Activities – RFI / RFP

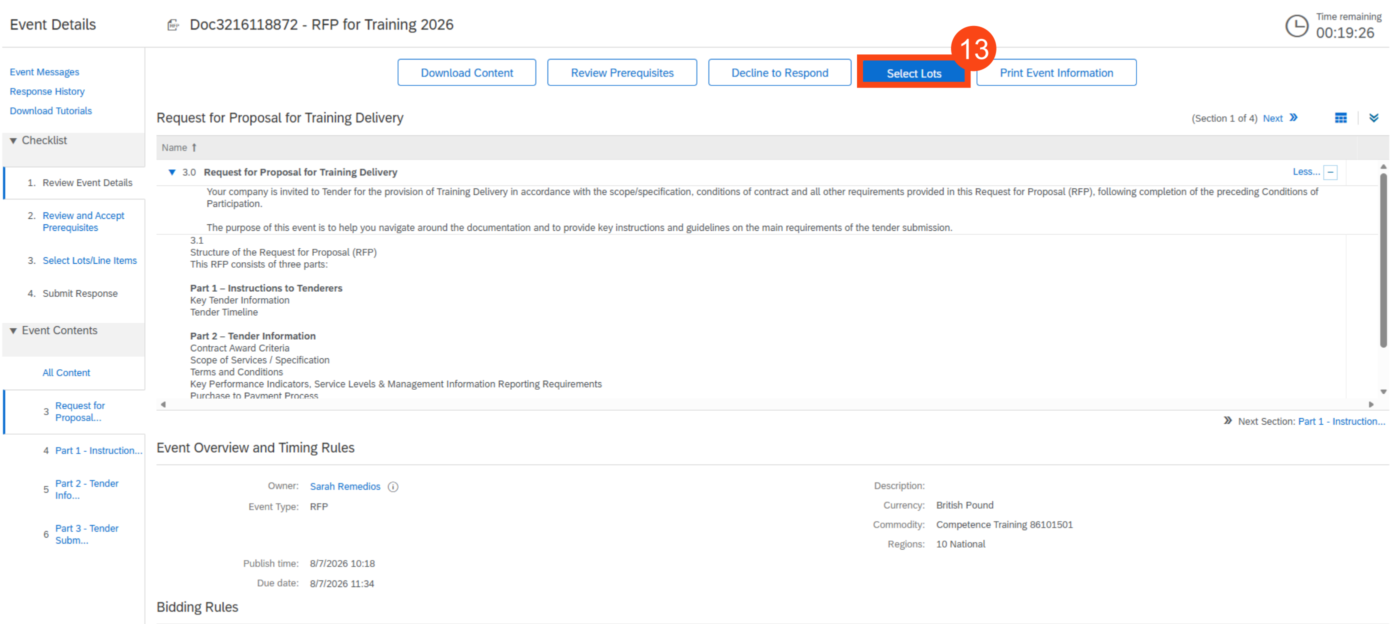
11. Where prerequisite questions have not been added, you must accept the SAP terms (Bidder Agreement) to proceed further.

12. Click OK



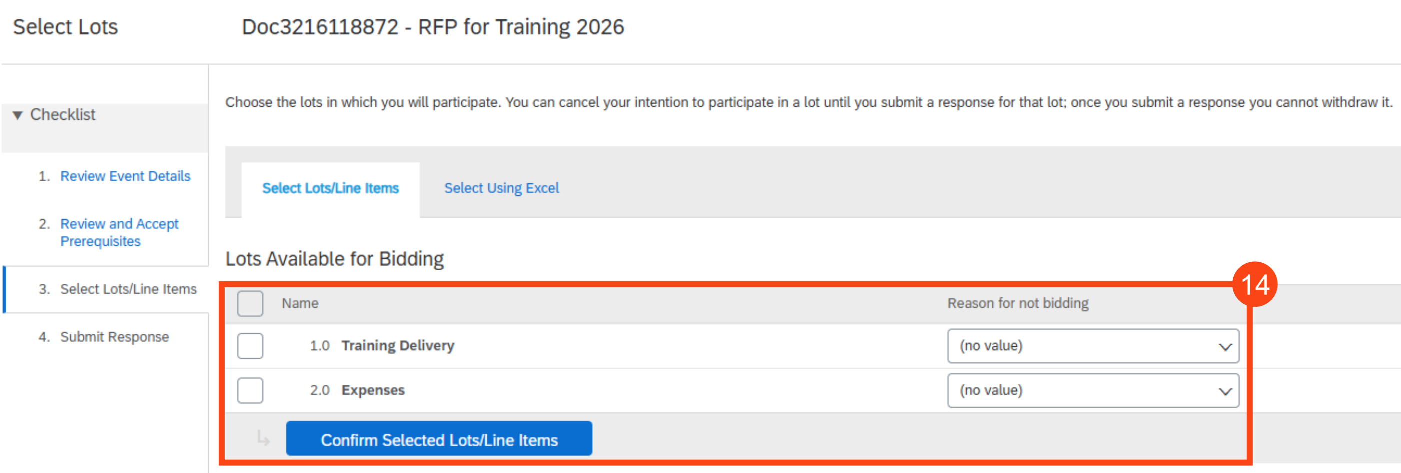
Depending on the event and sourcing strategy, the buyer may have auto enrolled you to bidding lots. In some cases, you can choose whether to bid or not, an example of this may be where you can bid for work per geographical network or by service or product category.

13. Where the buyer has requested suppliers to select the lots they wish to bid for, you will see this option and must select it to proceed further.



Sourcing Activities – RFI / RFP

14. Select the line by ticking the box to the left



If you are not bidding for a line, please select the reason for not bidding in the drop down

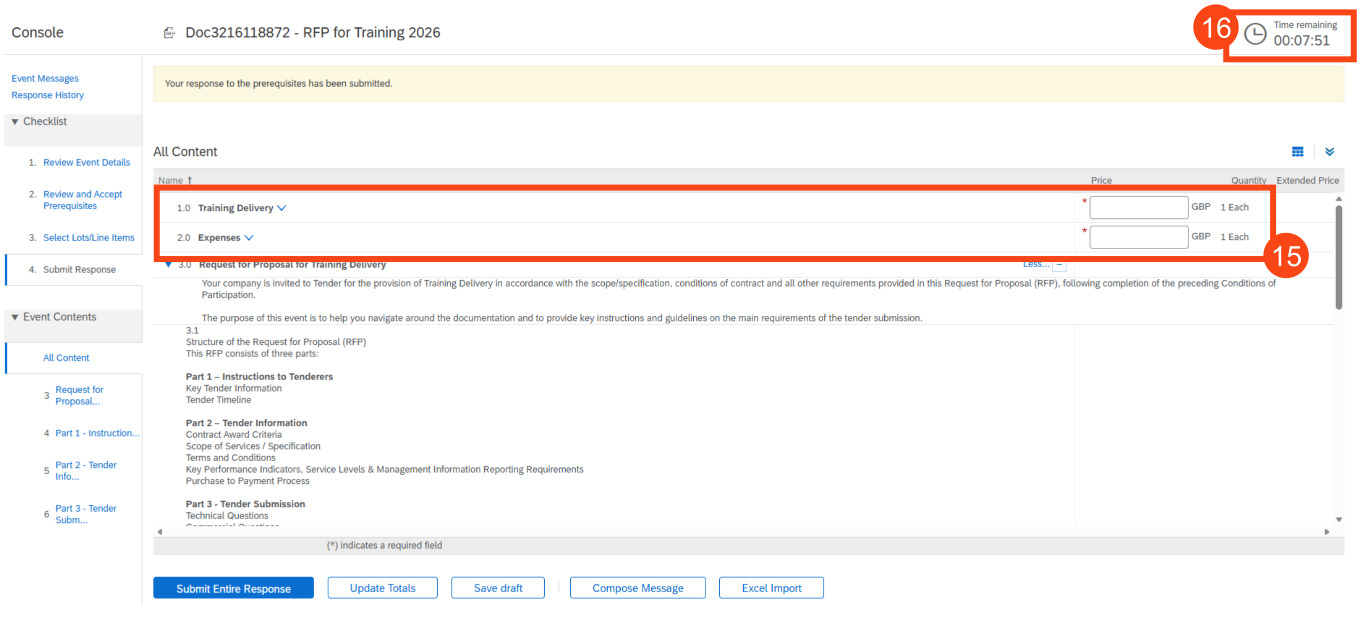
Once completed, click Confirm Selected Lots/Line Items to continue

Note, this step is not required for Pre-Qualification / Conditions of Participation as this is a request for information only

If you accepted the terms of the agreement, you can now respond to the event; questions marked with a red asterix (*) are mandatory and must be answered

15. You must enter your financial offering here, the buyer will give you instructions on how the lots are built and whether your offering is the full value or individual item, i.e. basket of tools vs item for hammer, spanner etc

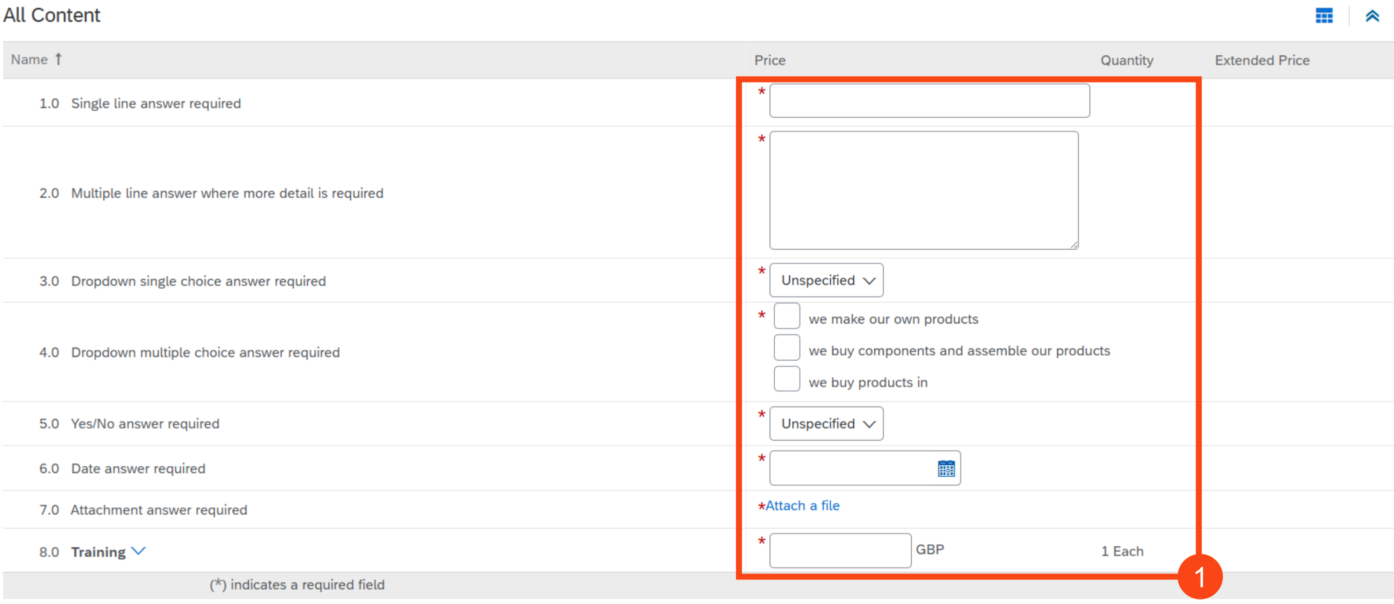
12. The event countdown is displayed at the top of the screen



Sourcing Activities

Question / Answer Types

1. The answer fields can vary from text boxes, drop down menu and attachments, the screenshot below shows the most commonly used question / answer types



Single Line – short text answer expected

Multiple Line – longer text answer expected

Dropdown Single Choice – predetermined response, only one can be selected

Dropdown Multiple Choice – predetermined response, supplier can select multiple answers

Yes/No – predetermined response, only one can be selected

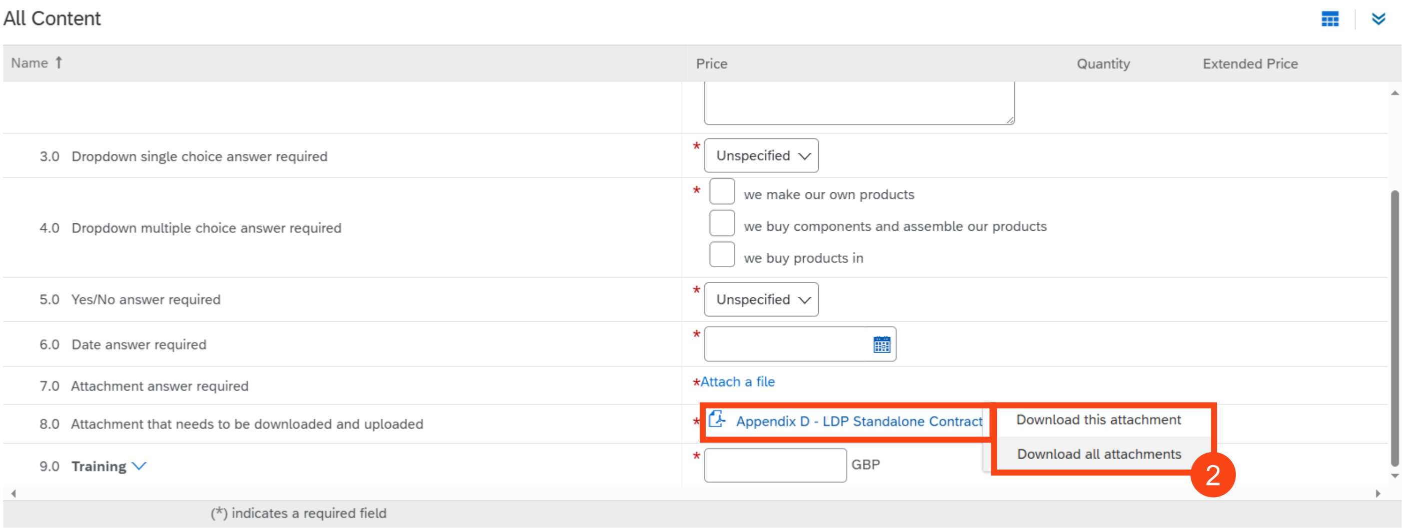
Date – calendar date selection, you may be asked to enter a date range

Attachment – supplier is required to attach a document, in some cases you will find a document to download, update offline and reload into your Ariba response

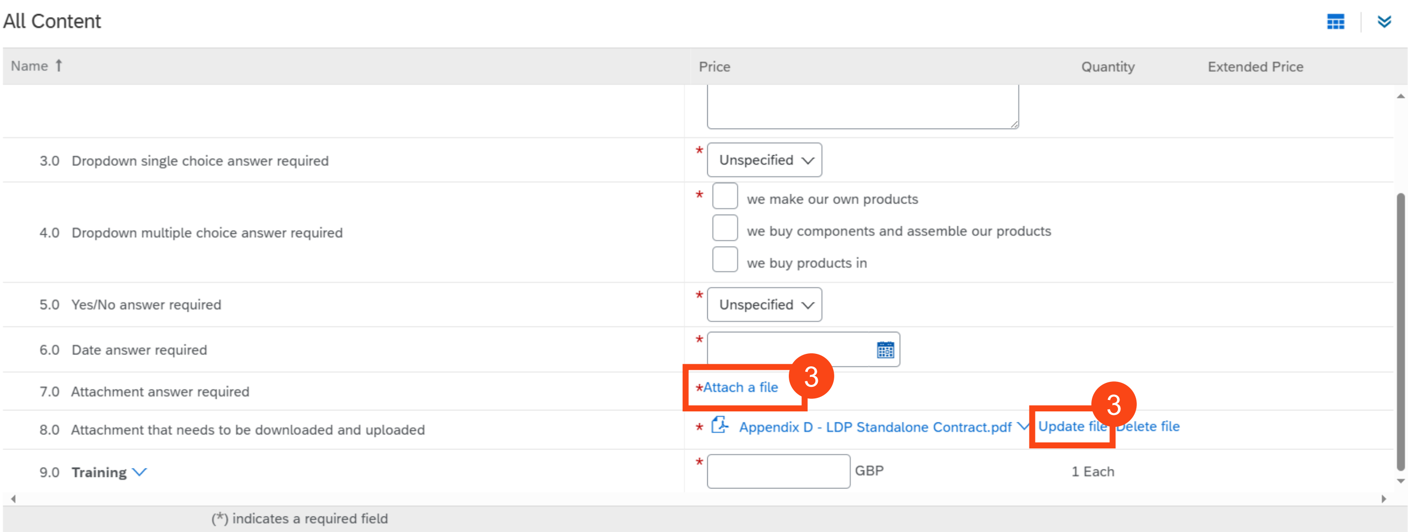
Please note: you can edit your response at any time up until the event closes

Sourcing Activities

2. To download any files/attachments within the content, select the document name and click ‘Download this Attachment/Download all attachments’

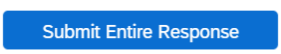


3. To attach any files or zip folders relating to your submission, find the answer field and click ‘Attach a File’ or ‘Update file’ if it is a document that needs to be downloaded and uploaded once completed by the supplier

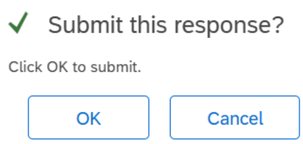


This will open the browse box for you to load the file, if you need to load multiple files, please use a zip file

4. Once your response is complete, click ‘Submit Entire Response’, if there are any unanswered questions, the system will prevent the submission being made



5. Click OK to submit the proposal – this must be actioned before the event closure

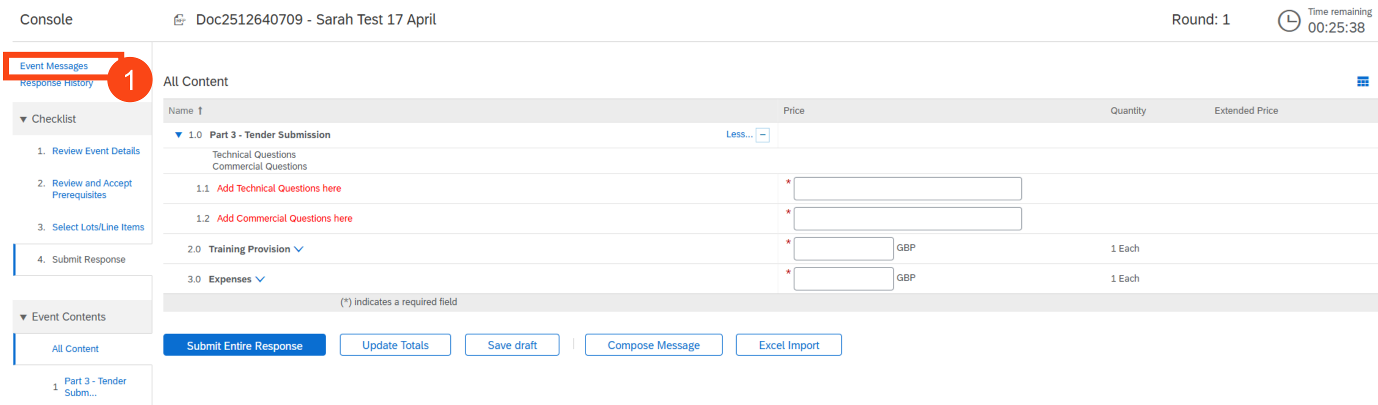


Please note: you can edit your response at any time up until the event closes

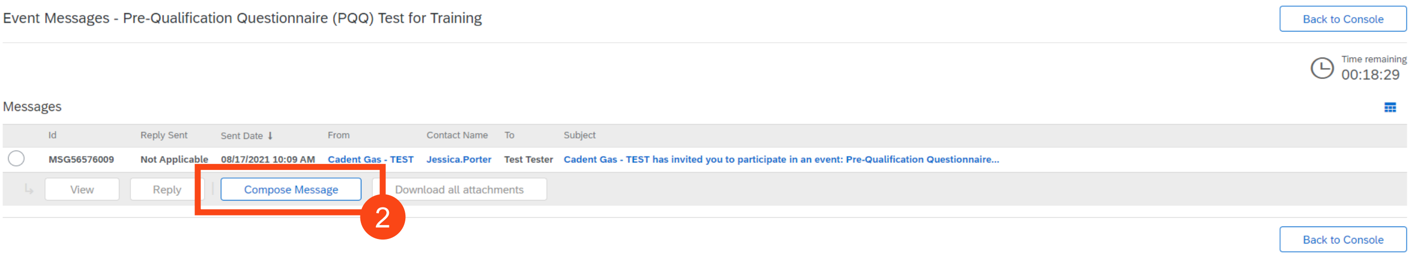
Sourcing Activities – RFI / RFP

Event Message Board

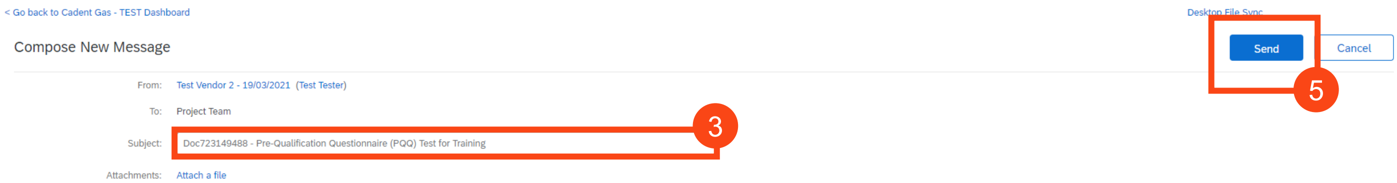
1. Each event has the ‘Event Messages’ option, where you can ask a question to the Cadent team or they can contact all suppliers with tender bulletins in relation to the event

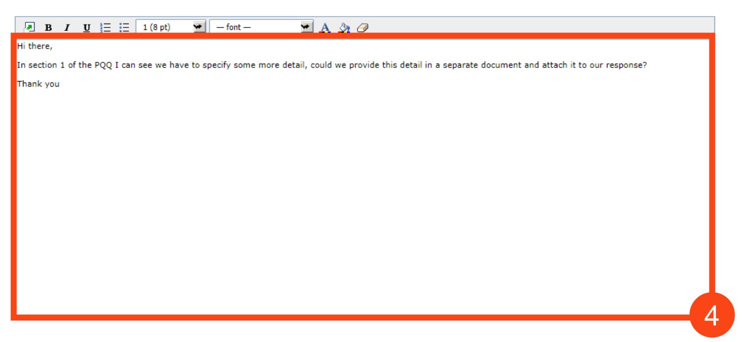


2. Click ‘Compose Message’ to ask a new question



3. Enter any questions or text, Ariba will automatically default the subject, this can be amended





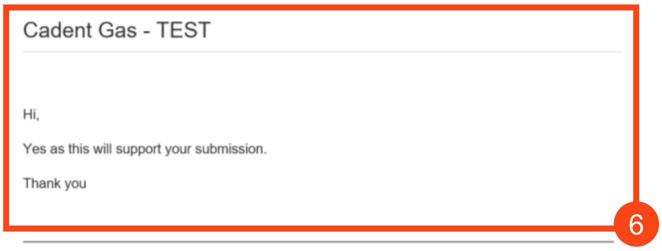
4. You can attach files or zip folders by selecting ‘Attach a File’

5. Click ‘Send’ when you have completed the form

Please note: The Cadent Buyer will have visibility of who has submitted the question, please do not enter any company identifiers in your question as it may be shared with other participants

Sourcing Activities – RFI / RFP

6. When Cadent respond, you should receive an email similar to the one shown here



7. To view this in Ariba, log in and click on the event

Events

Title	ID	End Time	Event Type	Participated
▼ Status: Open (1)				
Pre-Qualification Questionnaire (PQQ) Test for Training	Doc723149488	8/18/2021 12:00 PM	RFI	No

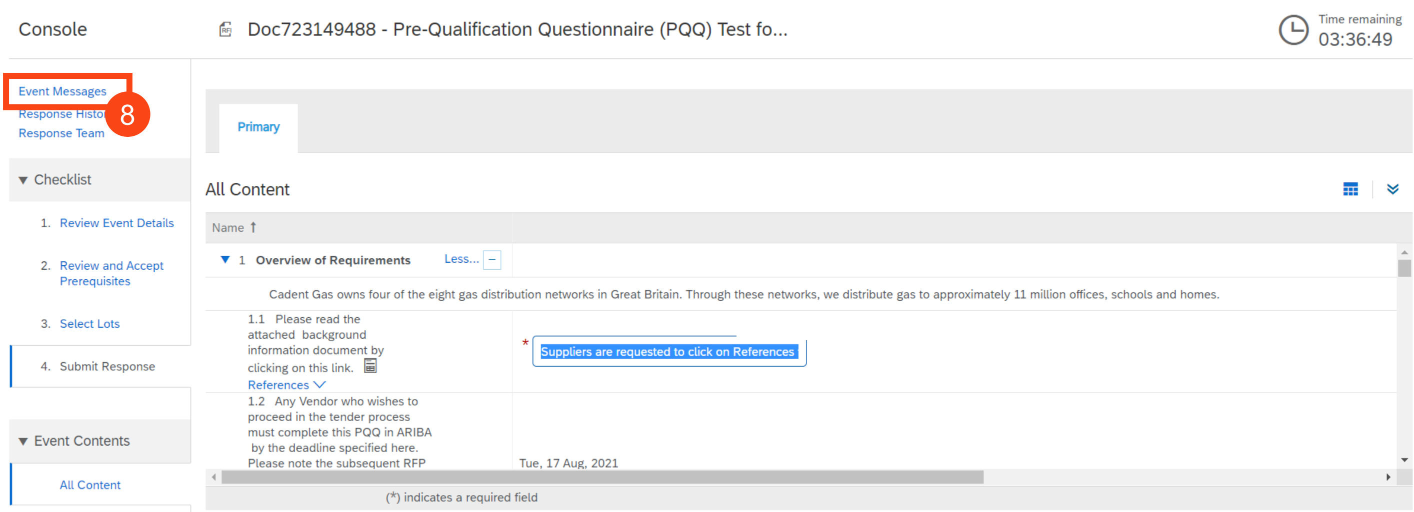
Risk Assessments

Title	ID	End Time	Event Type
No items			

Registration Questionnaires

Title	ID	End Time	Status
▼ Status: Open (1)			
Cadent Supplier Registration Questionnaire	Doc620678384	4/11/6104 4:05 PM	Registered

8. Click into 'Event Messages'



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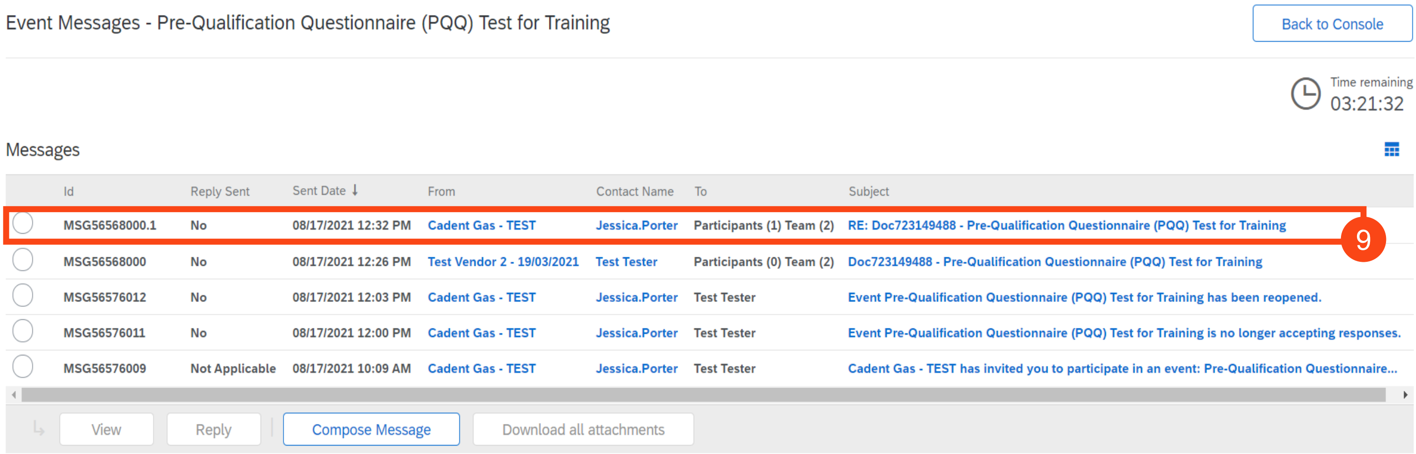
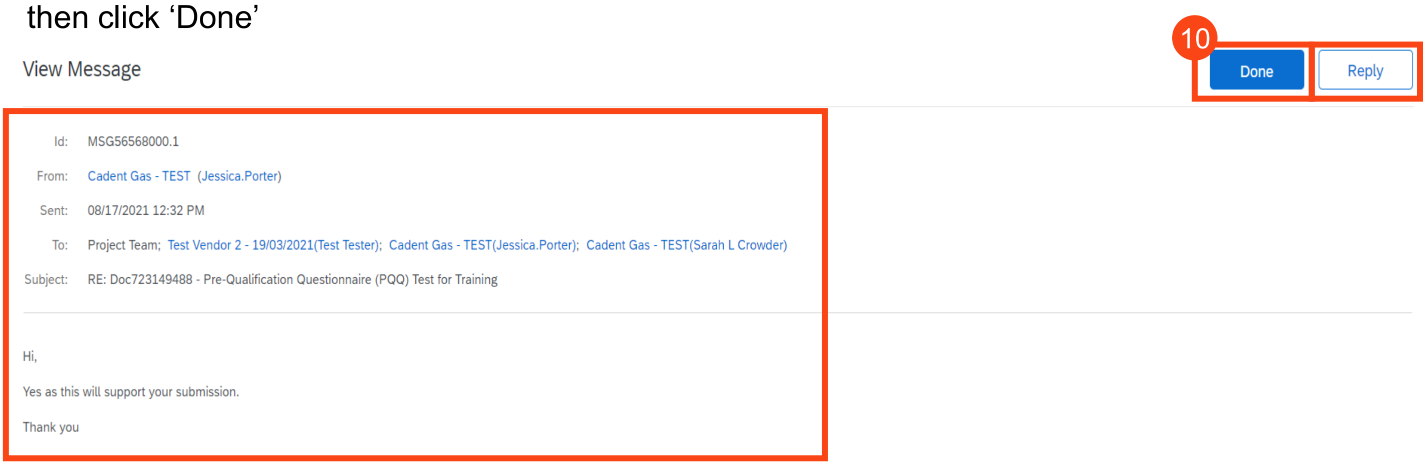
9. The message response from Cadent will be visible at the top of the Message Board list, click on the subject to read the response



10. You can respond to this message by clicking 'Reply', if you choose not to reply then click 'Done'



Sourcing Activities – RFI / RFP

Once the bidding period has expired, an email notification will be sent confirming we are no longer accepting responses similar to the email shown here

> Cadent Gas - TEST
>
> Thank you for participating in the Cadent Supply Chain Online Portal event Doc723149488 Pre-Qualification Questionnaire (PQQ) Test for Training.
>
> The event Pre-Qualification Questionnaire (PQQ) Test for Training is now in Pending Selection and is no longer accepting responses. We will analyise the responses and notify you of the outcome of this.
>
> For details about this event, please visit the Cadent Gas - TEST Cadent Supply Chain Online Portal Click Here.
>
> If you have any questions about the event, please contact Jessica.Porter at   or via e-mail at jessica.porter@cadentgas.com.
>
> Thank you,
>
> Cadent Gas - TEST

Hints & Tips for Completion:

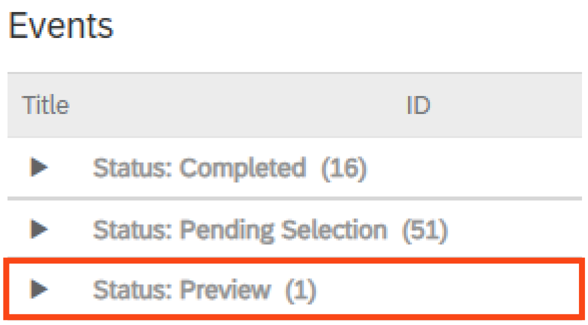
- Mandatory questions are marked with a *
- Keep an eye on the bidding clock and remember to submit your response before the event closes
- You can export the event into Microsoft Excel, using the ‘Excel Import’
- Remember to ‘save as draft’ if you are completing the event over several sittings

Sourcing Activities - eAuctions

If you are invited to an eAuction, the event will have a specific start date and time.

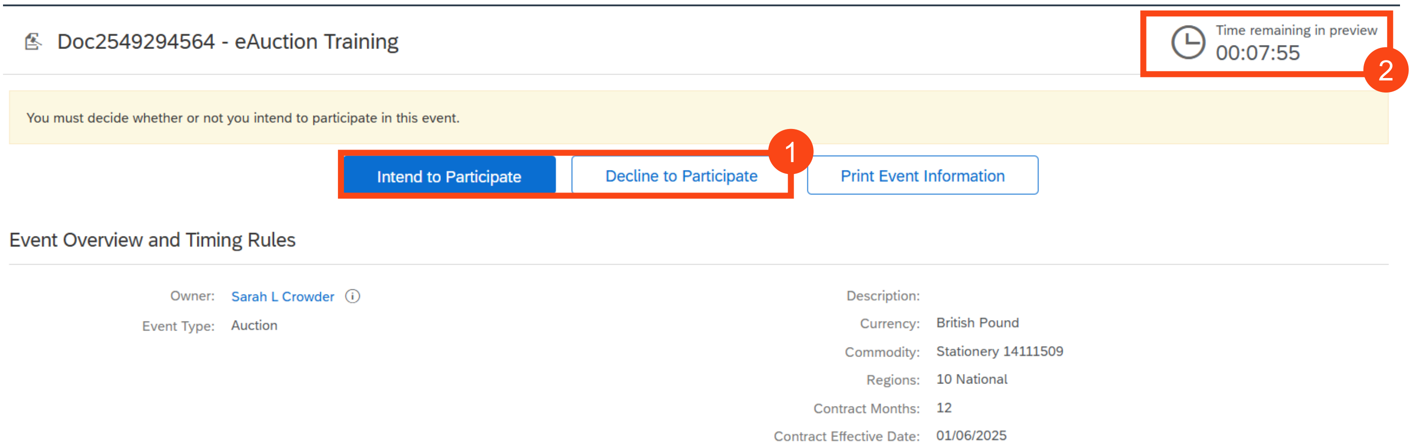
eAuctions are typically short events, you will be required to enter your starting bid, which should reflect the bid you made in your RFP submission.

You will see the event under the status 'Preview', this will allow you to enter your starting bid.

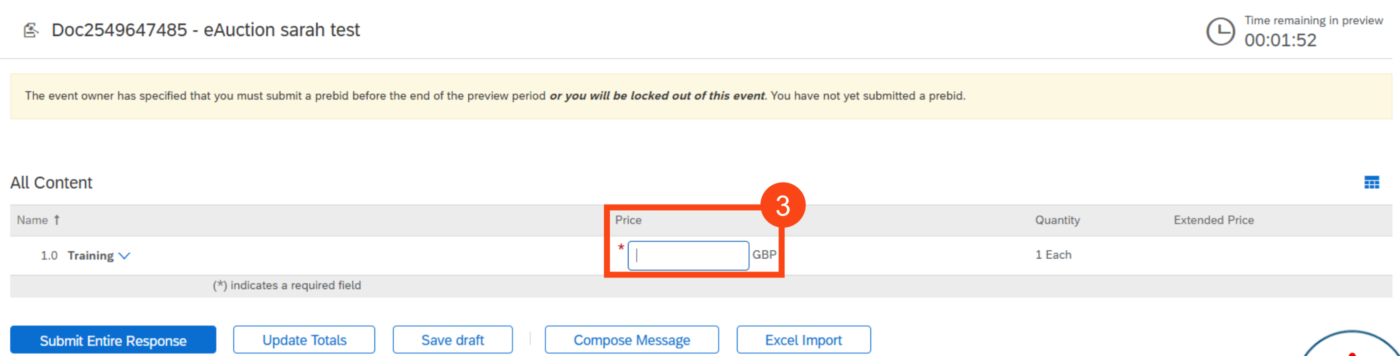


1. You must select your intention to participate in the eAuction, please note if you choose to decline participation you will not be able to view the event

2. The clock displays the amount of time the event is in the preview phase



3. You must now enter your starting bid; this must be the same value as your RFP submission for the item



You must enter your starting bid before the preview period ends, if you do not enter your starting bid in time, you will be locked out of the event

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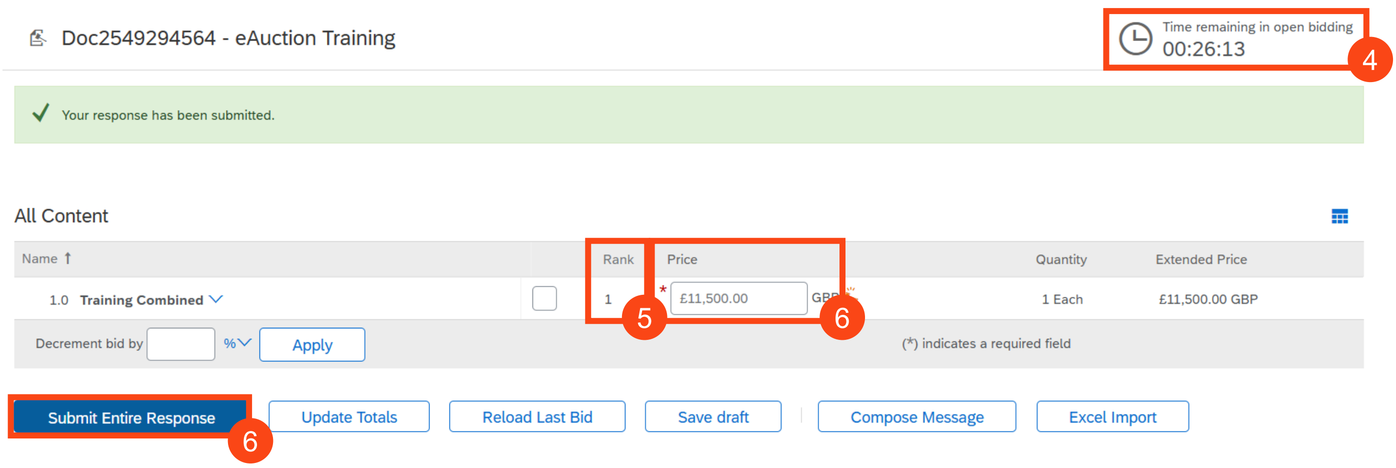
Sourcing Activities - eAuctions

4. Once the preview period is finished, refresh your screen and the clock will change to show time in open bidding; at this point the eAuction is active.

Typically, the initial bidding period of an eAuction will be 30 minutes.

5. You can see your position in the eAuction, rank '1' indicates the lowest price

6. You can change your bid and submit at any point during the open bidding period, please note bids can only be reduced, not increased so please check the entry is correct



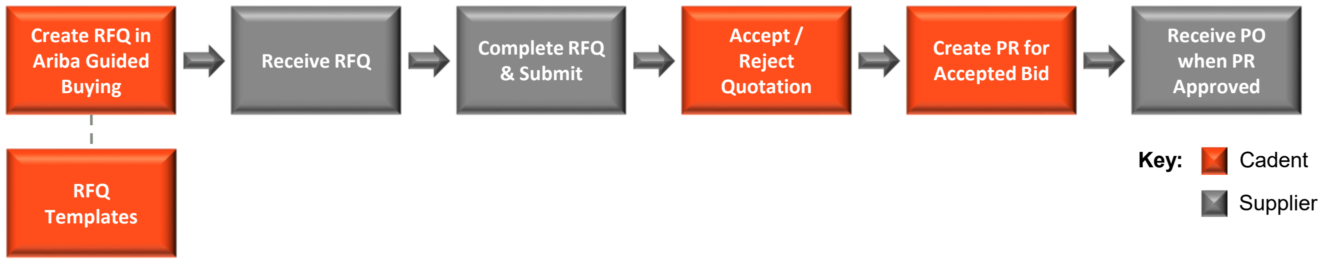
- We recommend that you periodically refresh your screen to see any updates from other supplier bids
- Whilst the event is typically set for 30 minutes, to allow suppliers to respond to a new winning bid placed within the last 5 minutes of the bidding period, the clock will automatically reset to 5 minutes
- This will continue until no further bids are placed, you may need to consider this as eAuctions can take several hours to complete
- When bidding in an eAuction, it is your responsibility to check that the amount entered is correct and achievable; the aim of an eAuction is to provide suppliers with a route of price negotiation through the electronic bidding tool
- You should join the event with a plan on how you will enter any new bids, and agree your lowest and best offer so as not to over commit your organisation

Request for Quotation (RFQ)

Request for Quotation (RFQ)

Cadent has implemented the functionality for requisitioners to request a quotation from approved suppliers via the Ariba Network.

RFQ Process



The RFQ process is designed for anyone in Cadent to request specific good and/or services from suppliers who have been qualified for the commodity code.

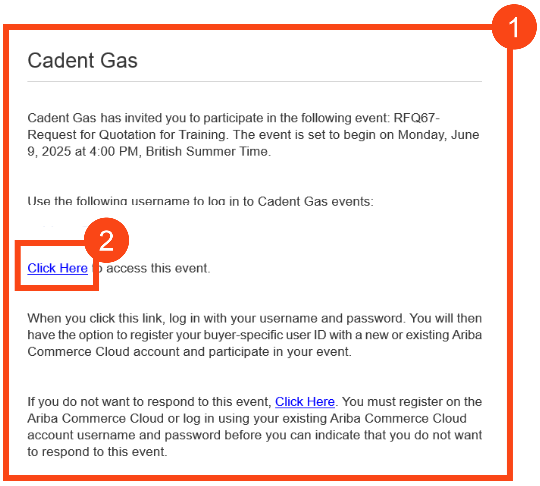
Each commodity would have its own template and sits in the Guided Buying area of Ariba. Requisitioners must complete the template and submit the request to the approved supplier(s).

Suppliers will be able to view and respond to the RFQ in the Ariba Proposals & Questionnaires area of the Ariba Network, under the section as the sourcing activities described in the previous pages.

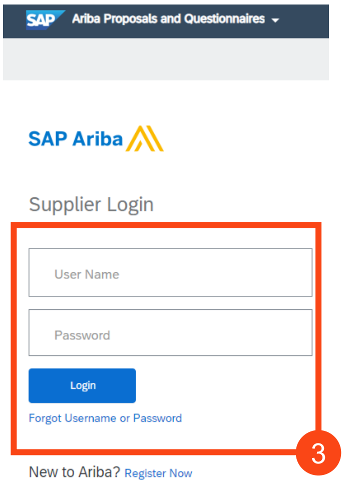
Request for Quotation (RFQ)

1. You will receive an email from Cadent asking you to participate in an event.

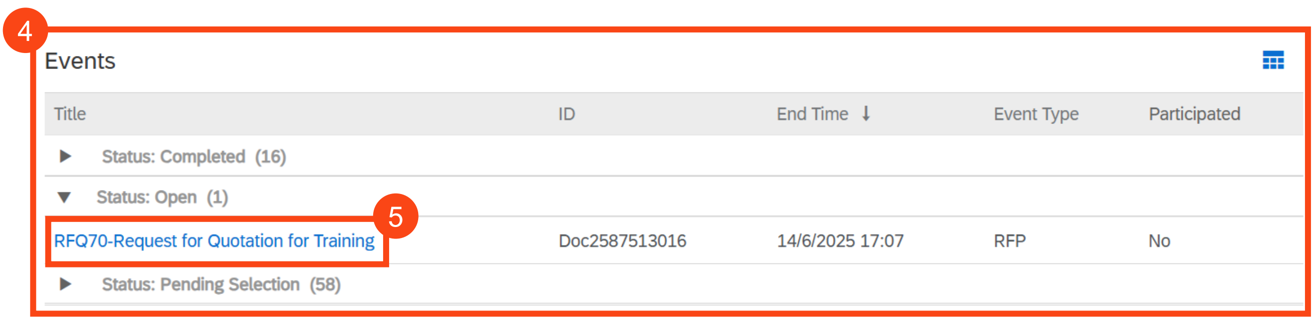
2. Click on the link to access the event



3. Log into the Ariba portal using your Ariba credentials that would have been created as part of Supplier Registration



4. The dashboard is now open, any events or questionnaires are displayed by status

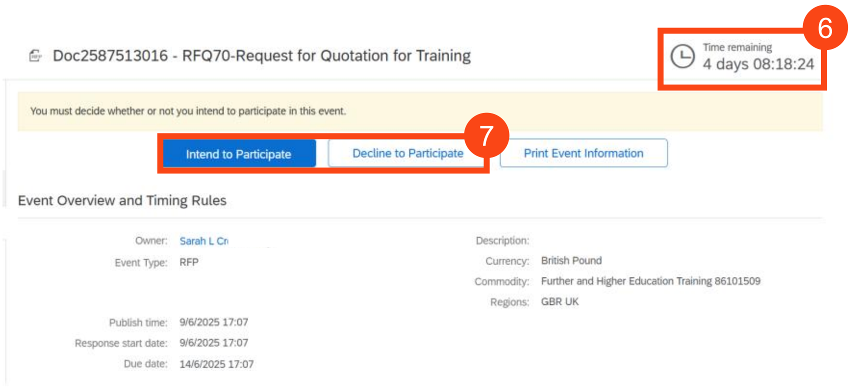


5. Click on the event to open it

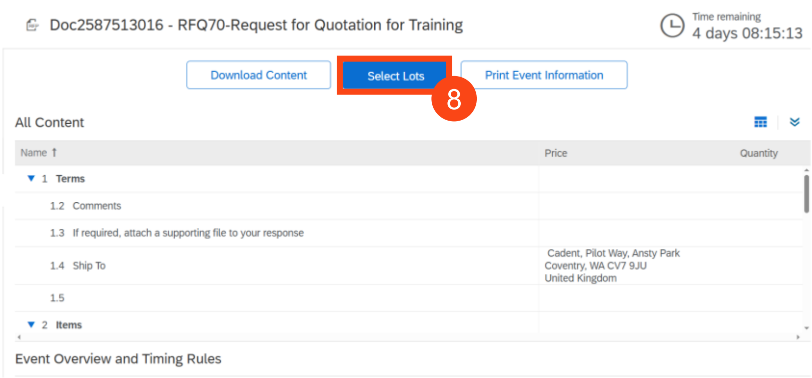
Request for Quotation (RFQ)

6. The event clock shows at the top right of the page

7. You must confirm if you intend to participate in the RFQ event

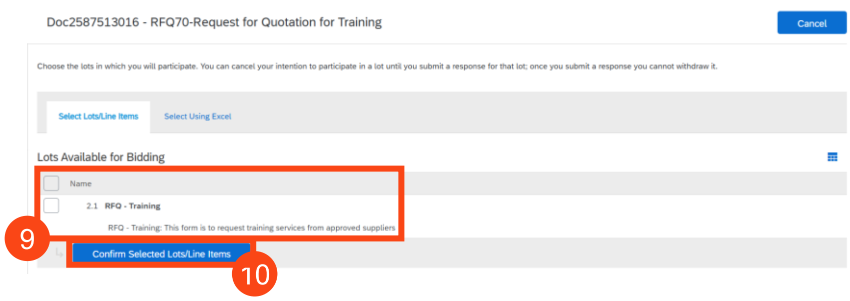


8. Click Select Lots



9. The items requested for quotation are listed here, tick the items you wish to quote for

10. Click Confirm Selected Lots/Line Items



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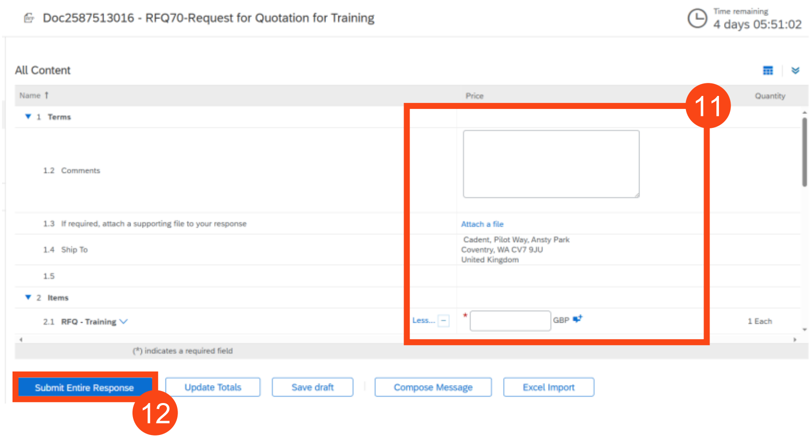
Request for Quotation (RFQ)

Request for Quotation (RFQ)

11. Complete the RFQ template, mandatory fields are marked with a *

12. When ready, click Submit Entire Response before the event closes



What happens next?

As soon as all quotations have been received, the requisitioner will review the quotes and accept one, which will convert the RFQ into a purchase requisition which will follow Cadent's standard approval workflow.

Once the requisition is approved, the winning supplier will be sent a purchase order.

Please see our supplier guide to transacting in Ariba, which is on our website https://cadentgas.com/about-us/suppliers

Notes

Cadent
Your Gas Network

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