QUICK REFERENCE GUIDE:
SHELL SUPPLIER PROFILE QUESTIONNAIRE (SPQ)

July 2019
WHAT IS THE SHELL SUPPLIER PROFILE QUESTIONNAIRE?

- Shell requires that all potential and existing contract Suppliers complete the Supplier Profile Questionnaire (SPQ) prior to participating in Shell sourcing events that are managed in the Ariba Network.
- The data provided by the Supplier is utilized to allow our mandatory Supplier pre-Qualification assessments to be conducted, as well as facilitating Supplier set-up in our ERP system (PO and Invoice payment system) should the Supplier be awarded a contract.
- For support with completing the SPQ please contact the Shell Supplier Data Specialist Team via: SSSC-SUPPLIER-SUPPORT@shell.com

From the moment Supplier user logs onto the system, the Supplier is taking ownership for their profile. They can:

- update their Organization Profile;
- manage user accounts;
- submit responses to Shell customized Profile Questionnaire; and
- provide responses to the standard Ariba Profile Questionnaire.

Suppliers are expected to regularly maintain their data within the SPQ to ensure that all future sourcing activities and contract management activities can be executed efficiently.
SECTIONS OF THE SUPPLIER PROFILE QUESTIONNAIRE (SPQ)

ORGANIZATION PROFILE
- Company Name
- Tax IDs
- Address
- Website
- Commodities Supplied (UNSPC)

SUPPLIER PREQUALIFICATION
- Shell Supplier Principles declaration
- Shell General Business Principles declaration
- HSSE Accountabilities within the Supplier
- Government Intermediary / Government Official disclosure
- Ownership Information

FINANCIAL UPDATE
- Financial Information
- Financial Statements
- Industry Classifications

OPERATIONAL DATA
- Payment and Banking Details
- Tax Forms
- Ordering Address
- Languages
LOGGING INTO THE ARIBA NETWORK

✓ You will receive an auto generated email invite from Ariba Administrator with the quick link to access your Ariba profile

✓ You will also receive an email from Shell Vendor Analyst with subject “Shell Ariba Account Creation_<Supplier Name>”

✓ For NEW Ariba account, click “Sign Up” button and then complete your basic company profile. If you have existing Ariba account, click “Login” button and then use your existing login details
COMPLETING THE BASIC ORGANIZATION PROFILE

✓ Click on the tab entitled “Basic”.
✓ Complete fields marked as mandatory under the “Overview” section.

✓ Complete fields marked as mandatory under the “Address” section.
Complete fields marked as mandatory under the “Product and Service Categories, Ship-to or Service Locations and Industries” section.

Click on “Save” to save the information in the entire “Basic” organization profile.
ACCESSING THE SHELL SUPPLIER PROFILE QUESTIONNAIRE (SPQ)

✓ In the upper right hand corner where you see a request from Shell, click on “Enter Now”.

✓ Under the “Customer Requested” section, click on the link below the Customer column.
COMPLETING THE SHELL SUPPLIER PROFILE QUESTIONNAIRE (SPQ)

✓ Fill out all mandatory fields in the Shell Supplier Profile Questionnaire and click “Submit”.

Shell Information Technology International B.V. - TEST Requested Profile

Status: Submitted by T. Lucas at 08/13/2017 01:45 PM

Changes you make below may be subject to approval before they are accepted.

1. Organization Profile
2. Supplier PreQualification

Answer * Yes, I read and I will comply

LINK: http://www.shell.com/about-us/our-values.html#vanity-aHK0cbx0vl.3tdy5z3zg0vbDj3b30v22vymRs12F83v0c27bGWwz02h32hvLx2dt1YPyZ50v0x8t8mFs0WvzL3nmzA/
COMPLETING THE SHELL SUPPLIER PROFILE QUESTIONNAIRE (SPQ)

✓ SPQ Checklist

2.14 & 2.15 Download the Reference File to check the list of country specific requirements. Upload the documents where we can check the directors and shareholders information of your company. Must be certified by a third party e.g. government body/audit firm

3.8 If answer is “yes, financial statement for the registered company” or “yes, financial statement for the parent company”. You need to upload the last 2 years Financial Statements in English language.

Note: If your Financial Statements are non-English, please select “No” in Section 3.8 and then Fill out the Financial Input Sheet in Section 3.12

Section 4. Input your banking and tax details. Upload your Bank and Tax documents
LANGUAGE PREFERENCES

The language you see on your Ariba account is based on your language settings in your Internet browser.

Using Internet Explorer:
1. Click Tools > Internet Options > Languages.
2. In the Language Preference window, click Add to add the desired language.
3. Select the language to add, and click OK.
4. This language will need to be placed at the top of the list using the Move up button.
5. Click OK, and click OK again from the Internet Options window.

Using Mozilla Firefox:
1. Click Tools > Options> Content> Languages> Choose.
2. Select the language you want, and click Add.
3. This language will need to be placed at the top of the list using the Move up button.
4. Click OK, and click OK again from the Options window.

Using Google Chrome:
1. Click the options menu in the upper right corner, and choose Settings.
2. Click Show advanced settings.
3. In the Languages section, click Language and input settings.
4. Click Add.
5. Choose the language you want, and click OK.
6. Drag this language to the top of the list, and click Done.
7. Close the options tab.

Next, close your browser and reopen it for the changes to take effect. If the language you select is not supported by Ariba, it defaults to English.

Additional Information
Your browser languages does not change the language you specify for email notifications. Ariba solutions support the following languages:
English (en), French (fr), Italian (it), German (de), Spanish (es), Japanese (jp), Simplified Chinese (zh-cn), Traditional Chinese (zh-tw), Brazilian Portuguese (pt-br), Korean (ko), Russian (ru), Polish (pl), Hungarian (hu), Turkish (tr), Dutch (nl), Swedish (sv), Greek (el), Romanian (ro), Norwegian (no), Danish (da), Finnish (fi).
SUPPORT INFORMATION

• For any technical issues around the Ariba platform, please contact Ariba Customer Support or create a ticket using the “Help Center” which can be found at the upper right portion of Ariba Home Page. See snapshot below for reference
• For support in completing the SPQ please contact the Shell Vendor Analyst who sent to you this pack or the Shell Supplier Data Specialist Team: SSSC-SUPPLIER-SUPPORT@shell.com