

Supplier Registration Questionnaire Guide

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I. <u>Introduction – New Supplier Account Registration</u>

Thank you for your interest to be the supplier for Deutsche Bank. All suppliers are expected to register on Ariba Network to maintain supplier information with Deutsche Bank, for free! Upon successful registration as a Deutsche Bank supplier, all suppliers will have access to a secure portal allowing them to:

- Update address, phone number or other contact information
- Edit Banking Details

All suppliers must receive an invitation from Deutsche Bank to register - This will begin the supplier registration process. Timely submittal will make sure our data is accurate and reduce delays in processing orders and payments.

Please note:

- To complete the supplier registration process, you will be directed to the Ariba Network site on behalf of Deutsche Bank. If you are already registered with Ariba, please login with your existing credentials to access and complete the supplier registration questionnaire from Deutsche Bank.
- Registering does not guarantee or imply that the supplier creation process is complete as this goes through further evaluation and approvals to complete the registration process.
- You will receive a notification with the supplier information pack when the registration process is complete, and a supplier account is created for your organization with Deutsche Bank.

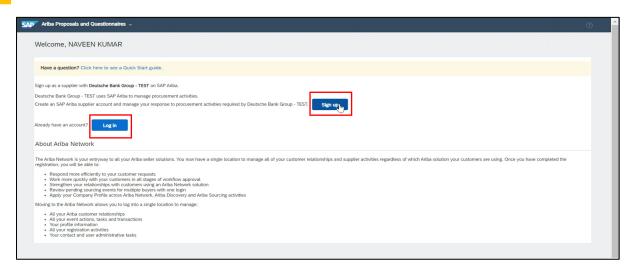
II. Create your Ariba Network account

Monitor your email for a communication from Deutsche Bank containing a unique link to register with Deutsche Bank as a supplier on the Ariba Network. The email will come from '@ansmtp.ariba.com'.

Click on the link "Click Here" which will bring you to a separate window on the Ariba Network site for supplier registration



On the Ariba Network site, you can either Log In to your existing Ariba Network account or Sign up.

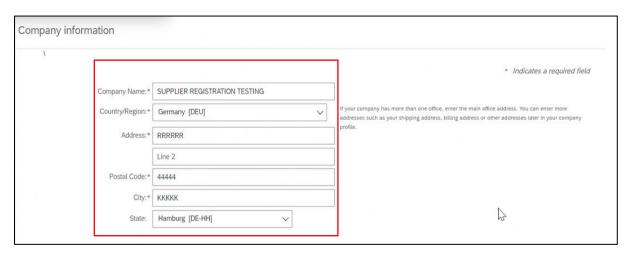


If you do not have an existing Ariba Network account, click on **Sign up** to create an Ariba Network account. Complete the required fields within Company Information, User Account information and the Ariba Network account is created when you submit this information after accepting Ariba Terms and Conditions.

By default, the new Ariba Network account will be a standard account which does not attract any fee. The account becomes chargeable if you willingly upgrade it to an Enterprise account.

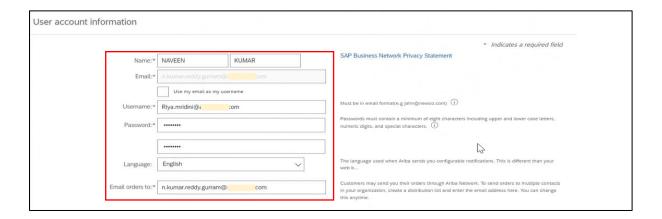
4 Update Company information.

Some of the supplier details are prepopulated here. Please review it and update the correct details.



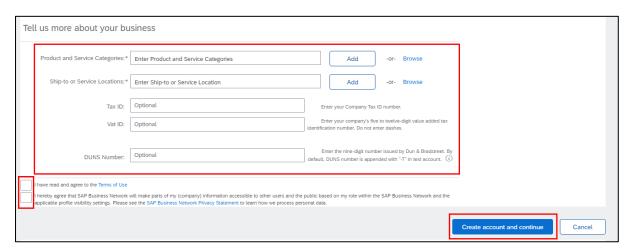
5 Update User account information.

In this section, update a user account name and password that you wish to keep for logging into your Ariba Network account. The email can be used as a username if preferred. Any support in this section can be provided by Ariba directly as Deutsche Bank has no control over Ariba Network accounts of suppliers.



6 Update your VAT/TAX ID, DUNS Number and Accept Ariba Terms to create your Ariba Network Account.

In this section, select your "Product Category" and "Ship-to Service Location" and update your "VAT/TAX ID". Once all the information is updated, click on "Create account and continue". After this, an Ariba Network account gets created.

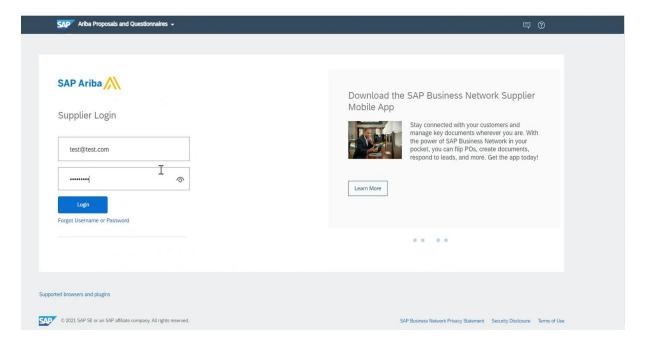


You will receive an email notification like below from Ariba with the ANID and Username for your Ariba Network account.

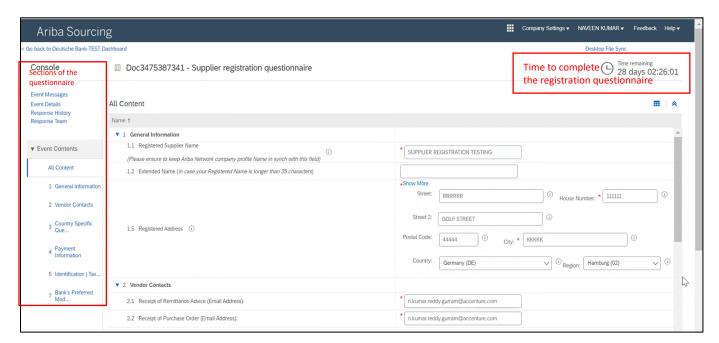


III. Login to your Ariba Network account and access the supplier registration questionnaire

If you have an existing Ariba Network account, you will be routed to the following Ariba Network page to login with the username and password of your existing Ariba Network account.

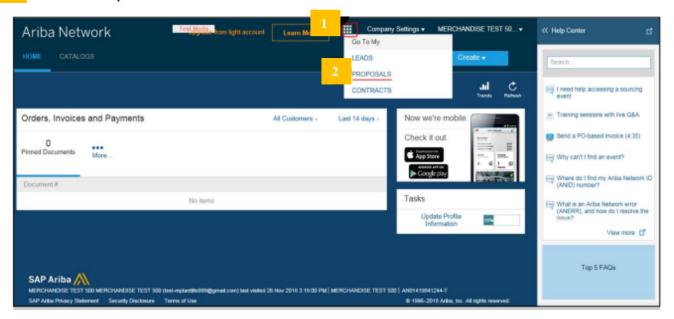


Upon completion of your Ariba Network account, you will be brought to the supplier registration questionnaire.

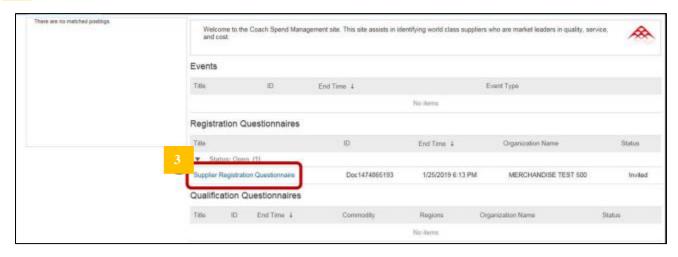


You can also access the supplier registration questionnaire with the steps below. You may need to access the supplier registration questionnaire to respond on the additional information requested by Deutsche Bank or to amend any of your existing details line Name, Address, Contact Details or Bank Details etc.

- Click Ariba App's Icon at the top of your page beside "Company Settings"
- Click on "Proposals"



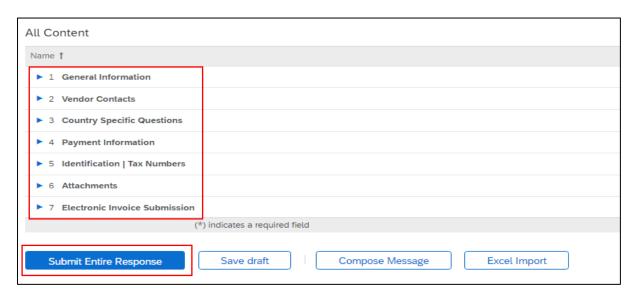
Click on the Supplier Registration Questionnaire to access the supplier questionnaire for Deutsche Bank.



Note: If Deutsche Bank requires additional information, you will receive an Ariba system generated email. This will prompt you to log back into the questionnaire. You can also view the status of the questionnaire under "Status" as shown in the screenshot above.

IV. <u>Update and Submit the Supplier Registration</u> <u>Questionnaire</u>

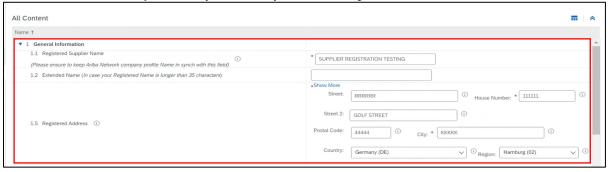
Complete all the required sections and questions. Keep saving your information by clicking "Save" to avoid losing your answers if you are accidently logged out. Once completed, submit your answers by clicking on "Submit Entire Response".



The instructions below show each section in detail, and explain what information is required in each field of the supplier registration questionnaire.

1 General Information

- 1.1 **Registered Supplier Name** Update your company's full registered name
- 1.2 **Extended Name** If your company's registered name is more than 35 characters, please update first 35 characters in registered supplier name field and update the remaining characters in this field
- 1.5 **Registered Address** Update your company's registered address in these fields
 - **Street** Update the street
 - o House Number Update the House/Building number
 - Street 2 Update subsequent address details, if available
 - o **Postal code** Update Postal code
 - o City Update City
 - Country Select your country from the dropdown field



Vendor Contacts

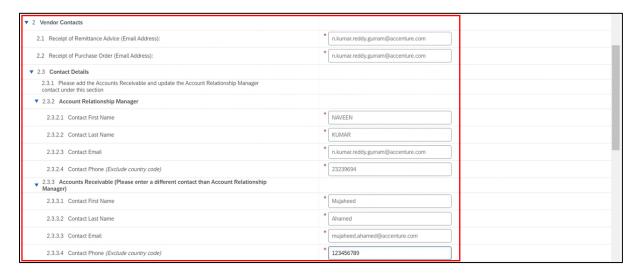
- **Receipt of Remittance Advice [Email address]** Update the email address where the remittance advice email (payment notification) must be sent to
- **Receipt of Purchase Order [Email address]** Update the email address where the purchase orders need to be sent to

2.3.2 Account Relationship Manager

- Contact First Name Update the first name of the Account Relationship Manager
- o Contact Last Name Update the last name of the Account Relationship Manager
- o Contact Email Update the email address of the Account Relationship Manager
- Contact Phone Update the telephone number of the Account Relationship Manager

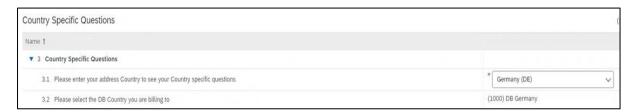
2.3.3 Account Receivable

- Contact First Name Update the first name of the Account Receivable Manager
- o Contact Last Name Update the last name of the Account Receivable Manager
- o Contact Email Update the email address of the contact for any payment related queries
- o Contact Phone Update the telephone number of the contact for any payment related queries



3 Country Specific Questions

- 3.1 Please enter your address country to see the country specific questions
- 3.2 Please select the DB country you are billing to This field is prepopulated and cannot be modified



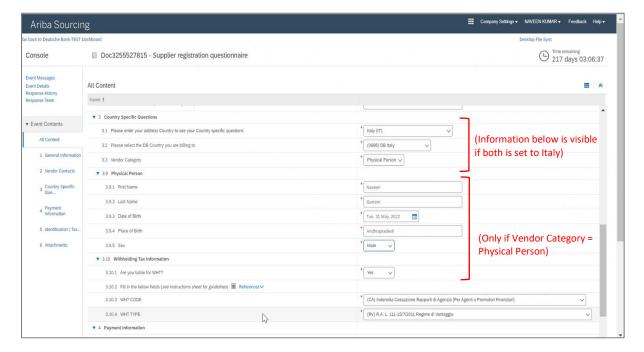
Country specific questions are applicable for the following countries-

- Italy
- United Kingdom
- India
- Japan
- Spain
- Brazil
- Philippines

3.2.1 Country Specific Questions – Italy

If you select your address country as Italy, the following country specific fields need to be updated:

- Vendor category This field must be selected with dropdown vendor name or physical person based on the requirement
- Physical person:
 - o First Name Update the first name of the person
 - Last Name Update the last name of the person
 - o Date of Birth Update the Date of Birth of the person
 - Place of Birth Update the place of birth of the person
 - o Sex Update Gender of the person
- Withholding tax information
 - Are you liable for WHT? Please select "Yes" from the dropdown if you are liable for WHT otherwise select "No"
 - Fill in the below fields (See instruction sheet for guidelines) Please go through the instruction sheet before selecting the WHT code and WHT type from the below fields
 - o WHT code Select WHT code based on the services provided by you
 - o WHT type Select WHT type based on the services provided by you



3.2.2 Country Specific Questions – India

If you select your address country as India, the following country specific fields need to be updated:

- MSMED Enterprise Please select "Yes" if you are an MSMED supplier, otherwise select "No"
- Type of Goods/Service Select type of goods/service you are providing to Deutsche bank
- Subcategory of goods/service Select subcategory of goods/service you are providing to Deutsche bank



Country Specific Questions – United Kingdom

If you select your address country as United Kingdom, the following country specific fields need to be updated:

• Please confirm if your organisation is compliant with UK IR35 legislation – This is the dropdown field with "Yes" or "No" option to confirm your organisation is compliant with UK IR35 legislation



3.2.4 Country Specific Questions – Japan

If you select your address country as Japan, the following country specific fields need to be updated:

- WHT information:
 - Are you a Japan resident individual (i.e., Without a corporate status)? Please select "Yes" if you are a resident of Japan, otherwise select "No"
 - Are you a non-resident corporation/individual in Japan & is your service either (a) or (b)? Please select "Yes" if you are a non-resident corporation/individual and providing below a and b services, otherwise select "No" if you are a non-resident corporation in Japan
 - (a) Providing software license or development service
 - (b) Providing service physically in Japan
 - Are you incorporated in India? Please select "Yes" if you are incorporated in India, otherwise select "No"



3.2.5 Country Specific Questions – Spain

If you select your address country as Spain, the following country specific fields need to be updated:

WHT Information:

- Your Invoices are liable to withholding tax If Invoices are liable to withholding tax, please select the relevant WHT from dropdown
- If yes, please include the percentage If yes is selected, please include the percentage of WHT applies.



Country Specific Questions – Brazil

If you select your address country as Brazil, the following country specific fields need to be updated:

- Withholding Tax Information:
 - Sujeito a rentenção de PIS/COFINS/CSLL? Selecione (%) ou informe se isento Please select the applicable WHT % from the dropdown. If WHT is not applicable, please select
 - Sujeito a rentenção de PIS/COFINS/CSLL? Selecione (%) ou informe se isento Please select the applicable WHT % from the dropdown. If WHT is not applicable, please select Isento.
 - Sujeito a rentenção de INSS? Selecione (%) ou informe se isento Please select the applicable WHT % from the dropdown. If WHT is not applicable, please select Isento.
 - Outros Please update if any other WHT category is applicable.
 - Sujeito a rentenção de ISS? Selecione (%) ou informe se isento- Please select the applicable WHT % from the dropdown. If WHT is not applicable, please select Isento.
 - Se Outros impostos (informe o tipo e a alíquota) Please update if any other WHT category is applicable.



Country Specific Questions – Philippines

If you select your address country as Philippines, the following country specific fields need to be updated:

Withholding Tax Information:

- Withholding tax applicable? Please select "Yes" if withholding tax is applicable or select "No" if it is not applicable.
- Are you liable for more than one WHT/TDS? Please select "Yes" if you are liable for more than one WHT, otherwise select "No"
- Vendor classification If you are person, please select 'Individual", otherwise select "Non individual"
- Withholding Tax Spent Type Please select "Withholding Tax Spent Type" from the dropdown based on the services provided by you to Deutsche bank

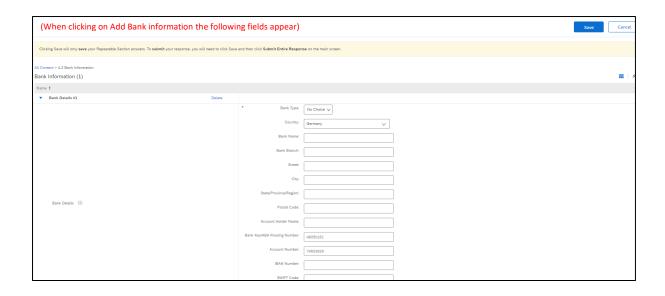


4 Payment Information

4.1 Payment Method – Please select if it is a "Wire Transfer" or "Cheque" from the "Payment Method"



- **Bank Information** Click on "Add Bank Information" to update all the fields available in this section:
 - Bank Type Select Domestic or Foreign from the dropdown based on the requirement
 - Country Select relevant bank country from the dropdown list
 - Bank Name Update the bank name
 - Bank Branch Update the bank branch name
 - Street Update the bank street name
 - City Update the bank city name
 - State/Province/region Update state/province/region of the bank
 - Postal code Update postal code of the bank
 - Account Holder Name Update your account holder name as per the bank records
 - Bank key/ABA/Routing Number Update your bank key/ABA/Routing number as per the bank records
 - Account number Update the bank account number
 - IBAN number Update the IBAN number and it is mandatory for all European countries
 - Swift code Update your swift code as per the bank records



5 Identification/ Tax numbers

- 5.1 VAT/Tax information Select the country and update the tax information as per the country specific Tax requirement
- Please add your DUNS Number Update DUNS number in this field if available or if you do not know your DUNS number, you can search by clicking on the highlighted section and find the DUNS number



6 Country Specific Supporting Documents

Applicable Countries:

- United States
- India
- Philippines
- United Arab Emirates
- Brazil

6.1 Supporting documents to be attached for Philippines

Provide the following supporting documents if your address country is **Philippines:**

• Provide copy of Bureau of Internal Revenue (BIR) Certificate of Registration (Form 2303) – Attach the copy of Bureau of Internal Revenue (BIR) Certificate of Registration (Form 2303) which is issued by the Government of Philippines

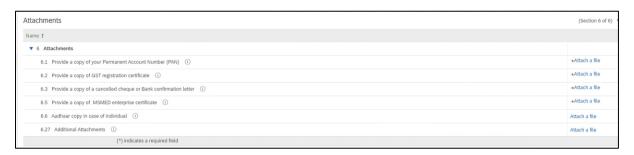
- Provide a sample copy of Invoice Attach the sample copy of Invoice
- Provide the copy of Official Receipt Attach the copy of official receipt
- Additional Attachment Attach any additional attachments if available

▼ 6 Attachments	
6.11 Provide copy of Bureau of Internal Revenue (BIR) Certificate of Registration (Form 2303)	*Attach a file
6.12 Provide a sample copy of Invoice	*Attach a file
6.13 Provide a copy of Official Receipt	*Attach a file
6.16 Additional Attachments ①	Attach a file

6.2 Supporting documents to be attached for India

Provide the following supporting documents if your address country is **India:**

- Provide a copy of your permanent Account Number (PAN) Update Permanent Account Number
- Provide a copy of GST registration certificate Update GST number as per the GST registration certificate provided by the government
- Provide a copy of MSMED enterprise certificate If you are an MSMED supplier, please attach the MSMED certificate
- Provide a copy of Aadhaar Attach Aadhaar copy which is issued by the government in case of individual
- Provide a copy of a cancelled cheque or bank confirmation letter Attach the cancelled cheque copy which is issued by the Bank
- Additional Attachments Attach any additional attachments if available



Supporting documents to be attached for United States

Provide the following supporting documents if your address country is **USA**:

- Please upload your W9 form Please attach the W9 form if you are a USA domestic supplier
- Additional Attachments Attach any additional attachments if available



6.4 Supporting documents to be attached for United Arab Emirates

Provide the following supporting documents if your address country is **UAE:**

- Please provide your vendor license copy Attach the vendor license copy
- Please provide your VAT registration copy Attach the vat registration copy
- Additional Attachments Attach any additional attachments if available



Supporting documents to be attached for Brazil

Provide the following supporting documents if your address country is **Brazil:**

- Copia contrato social ou estatuto social registrado(s) na junta commercial Please attach the mentioned document
- Ata de Eleicao de Diretoria(se houver) registrada na junta commercial Please attach the mentioned document
- Copia Procurações (se houver) Please attach the mentioned document
- Copia Certidao Negativa Valida CND Please attach the mentioned document
- Formulario Preenchido de Social Environment Please attach the mentioned document
- Formulario Preenchido de Cyber Sec Questionnaire Please attach the mentioned document
- Formulario Preenchido de Cyber Sec -Atestation (Se aplicavel) Please attach the mentioned document
- Licenca de funionamento Please attach the mentioned document
- Alvara Sanitario Please attach the mentioned document
- Atestado de Qualidade Please attach the mentioned document
- Additional Attachments Please attach the mentioned document

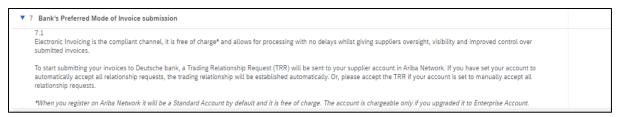


7

Electronic Invoice Submission

No information is required in this section. This note explains Deutsche Bank's preferred mode of Invoice Submission. All suppliers will be enabled on E-Invoicing with a notification to supplier, upon completion of supplier account creation.

(Applicable for all countries except India, Italy, Brazil, and Philippines)



8

Submit Entire Response

After completing all the required sections and questions, please submit the supplier registration questionnaire by clicking on "Submit Entire Response"



V. Ariba Help

SAP Ariba offers technical assistance to support with the queries you may have around vendor registration process. You can access the supplier support centre using the link below:

https://www.ariba.com/support/supplier-support

Here you will find a number of resources to help you register and manage other issues that you may have.

Should you have any further questions, please contact Deutsche Bank Customer Service Desk and you can find their contact details in the next section.

The portal will work best on the following web browsers:

- ✓ Microsoft Internet Explorer 11
- √ Google Chrome
- ✓ Safari
- √ Firefox

If you are operating a web browser other than those stated above, you may not be able to avail the full functionality of the system.

VI. Deutsche Bank Customer Service Desk Contact Details

If you have any questions and require further support in completing the supplier registration questionnaire, you can reach out to our customer service desk on the contact details provided below. You can choose the contact details for the DB Country you would be billing.

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DB Australia +612 8258 2828 – email: <u>AU.P2PHelp@s2p.db.com</u>
    DB France: +33 1 44 95 64 89 – email: fr.p2phelp@s2p.db.com
     DB Germany: +49 69 910 66990 - email: DE.P2Phelp@s2p.db.com
    DB Hong Kong: +85 2220 37137 – email: HK.P2PHelp@s2p.db.com
     DB Ireland: +35 3186 53636 - email: <u>ie.p2phelp@s2p.db.com</u>
     DB Japan: +81 3 5156 4200 - email: JP.P2PHelp@s2p.db.com
    DB Netherlands: +31 20 555 4135 – email: nl.p2phelp@s2p.db.com
     DB Singapore: +65 6324 7972 - email: SG.P2PHelp@s2p.db.com
    DB Spain: +34 93 367 3681 – email: es.p2phelp@s2p.db.com
 DB Switzerland: +41 44 227 3011 – email: <u>ch.p2phelp@s2p.db.com</u>
   DB United Arab Emirates: +971 4 3611755 – email: ae.p2phelp@s2p.db.com
DB UK: +44 (0)20 754 77673 – email: <u>UK.P2P-Invoices@s2p.db.com</u>
     DB USA: +1 866 364 7053 - email: us.p2p-invoices@s2p.db.com
DB Brazil: +55 11 2113 5000 – email: <u>br.p2phelp@s2p.db.com</u>
  DB Philippines: +63 2 8777 0828 — email: ph.p2phelp@s2p.db.com
 DB India: +91 2266705500 – email: ind.p2phelp@s2p.db.com
     DB Italy: +39 02 4024 2799 - email: Italy.p2phelp@s2p.db.com
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