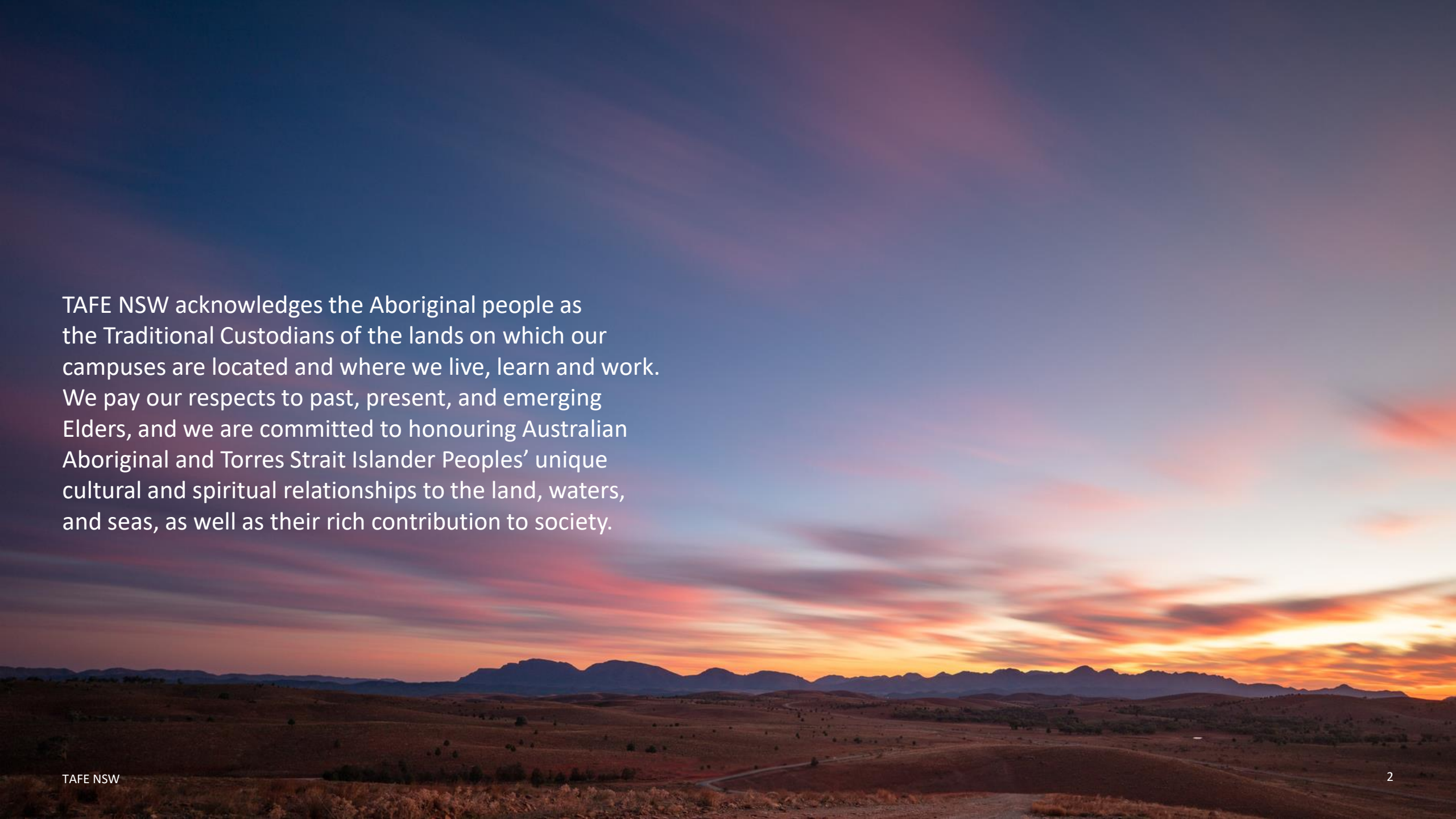


# TAFE NSW Ariba Supplier Performance Management

How to Complete Performance Survey

April 2024





TAFE NSW acknowledges the Aboriginal people as the Traditional Custodians of the lands on which our campuses are located and where we live, learn and work. We pay our respects to past, present, and emerging Elders, and we are committed to honouring Australian Aboriginal and Torres Strait Islander Peoples' unique cultural and spiritual relationships to the land, waters, and seas, as well as their rich contribution to society.

# Supplier Performance Management Audience & Background

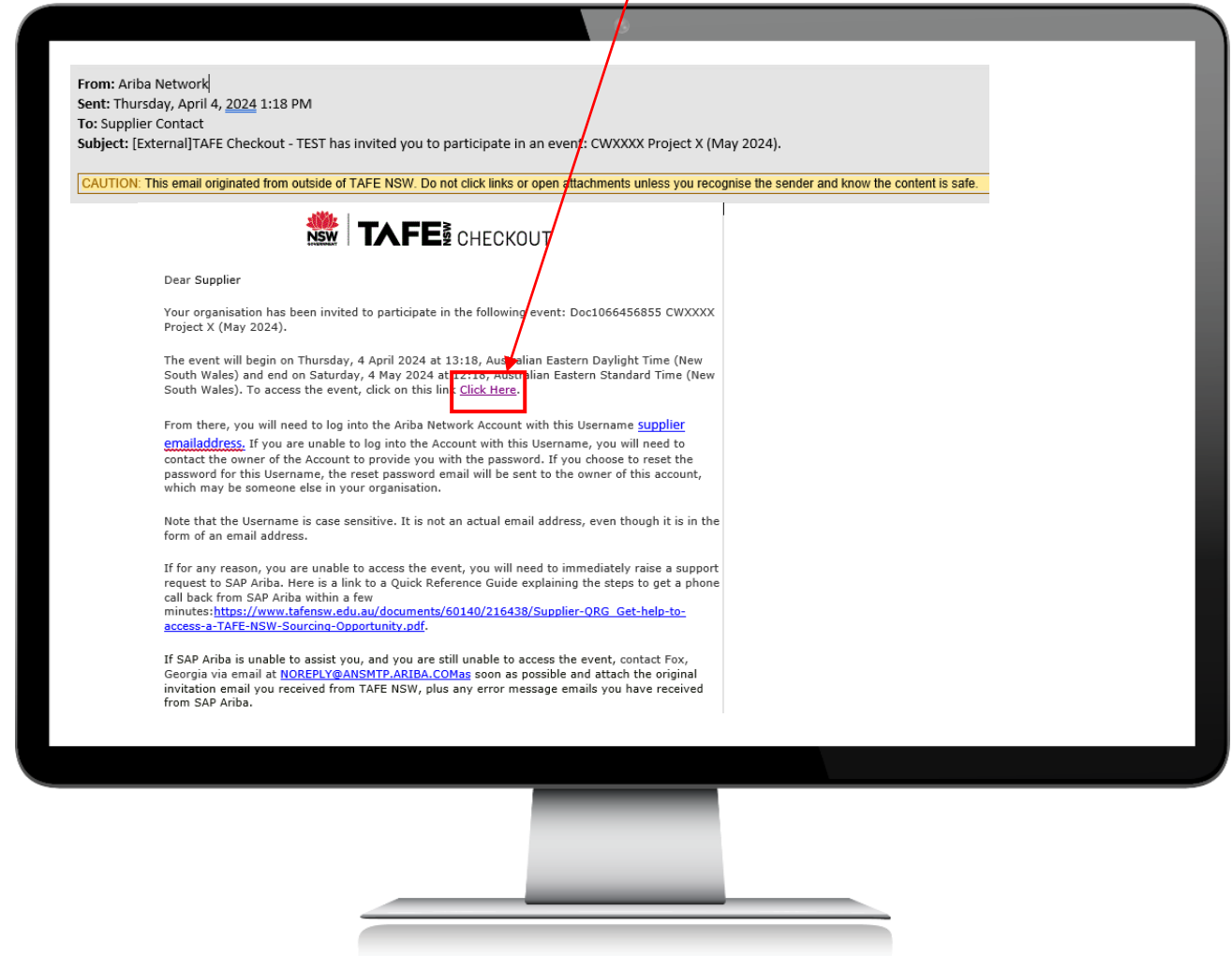
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Topic	
Audience	TAFE NSW Suppliers
Background	<p>A request will be sent to suppliers via the Ariba Network to complete a Performance Survey for a contractual agreement between TAFE NSW and the supplier. The survey will be sent on a weekly, monthly, quarterly or bi -annually basis and once completed will be visible by TAFE NSW and will be stored in the Ariba Management system. A notification will be sent to the supplier who will have 30 days to complete the survey. The survey will be re-generated for completion as per the frequency required.</p>

A Notification to request completion of a **Contact Performance Survey** will be sent via email to the supplier's email address, as nominated by the TAFE NSW Business Contract Manager.

Select the link to access the event.

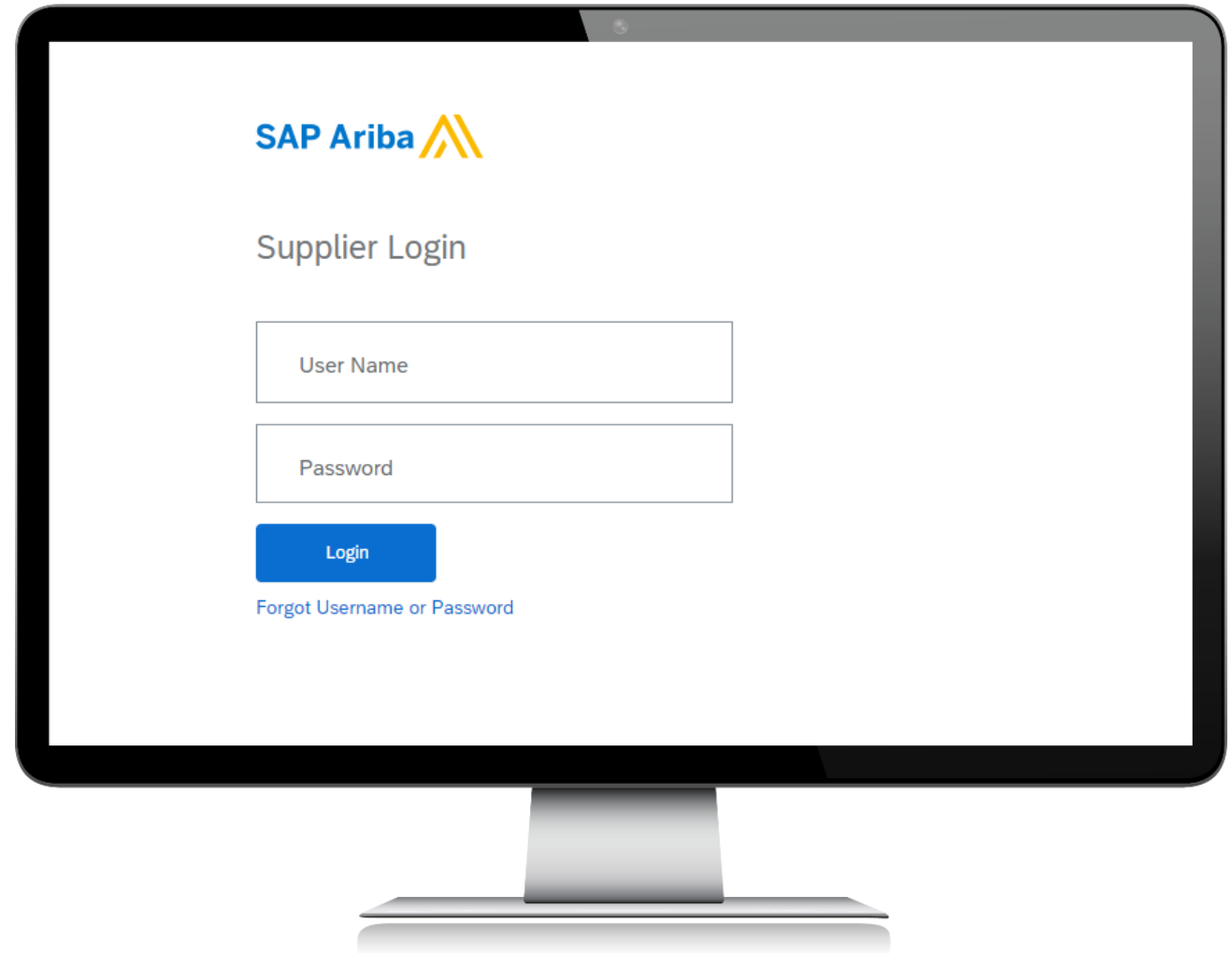
# Step 1



After you have selected the link to access the event from your email notification, you will be able to **'Log In'** to your Ariba Network account using your existing account details.

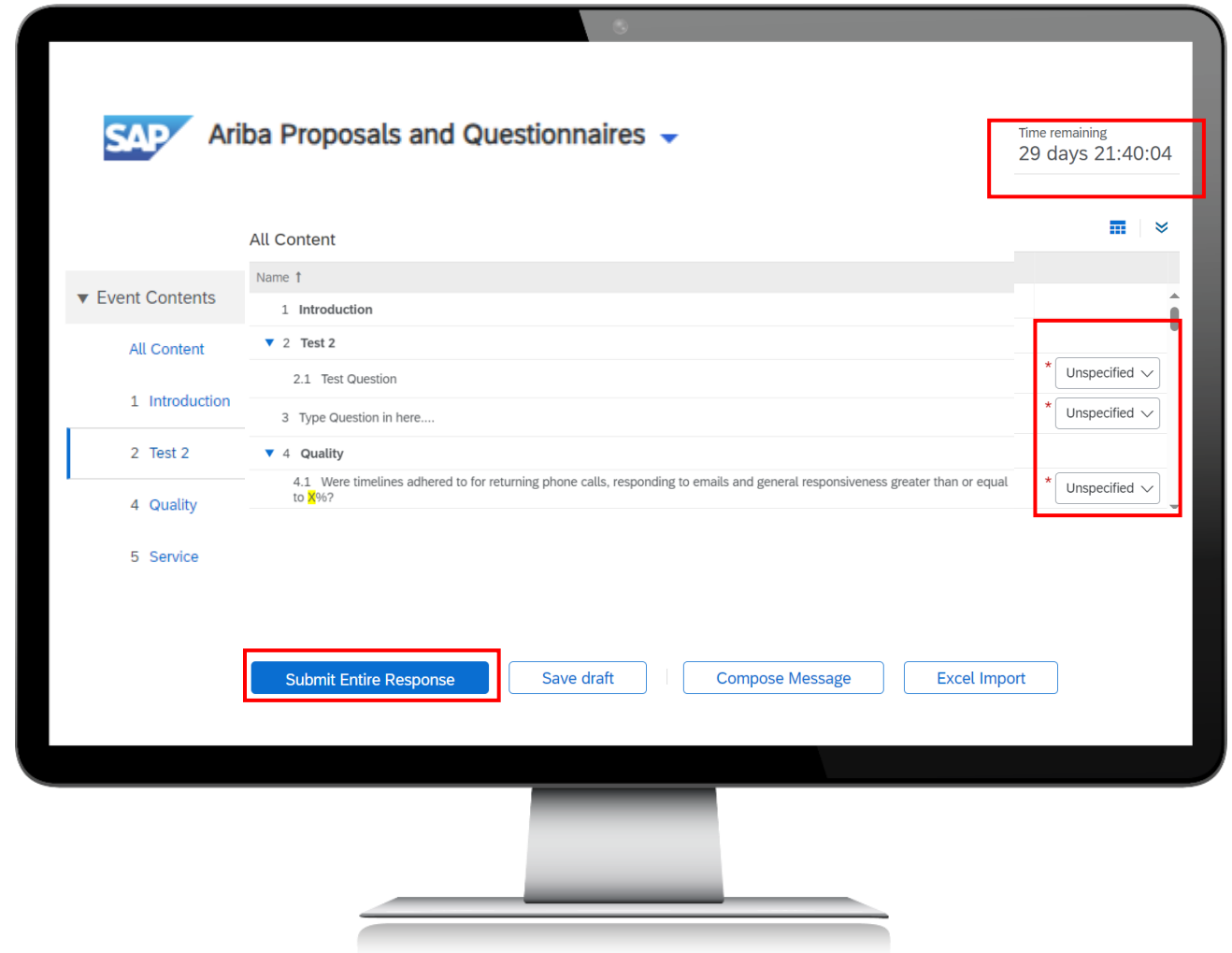
## Step 2

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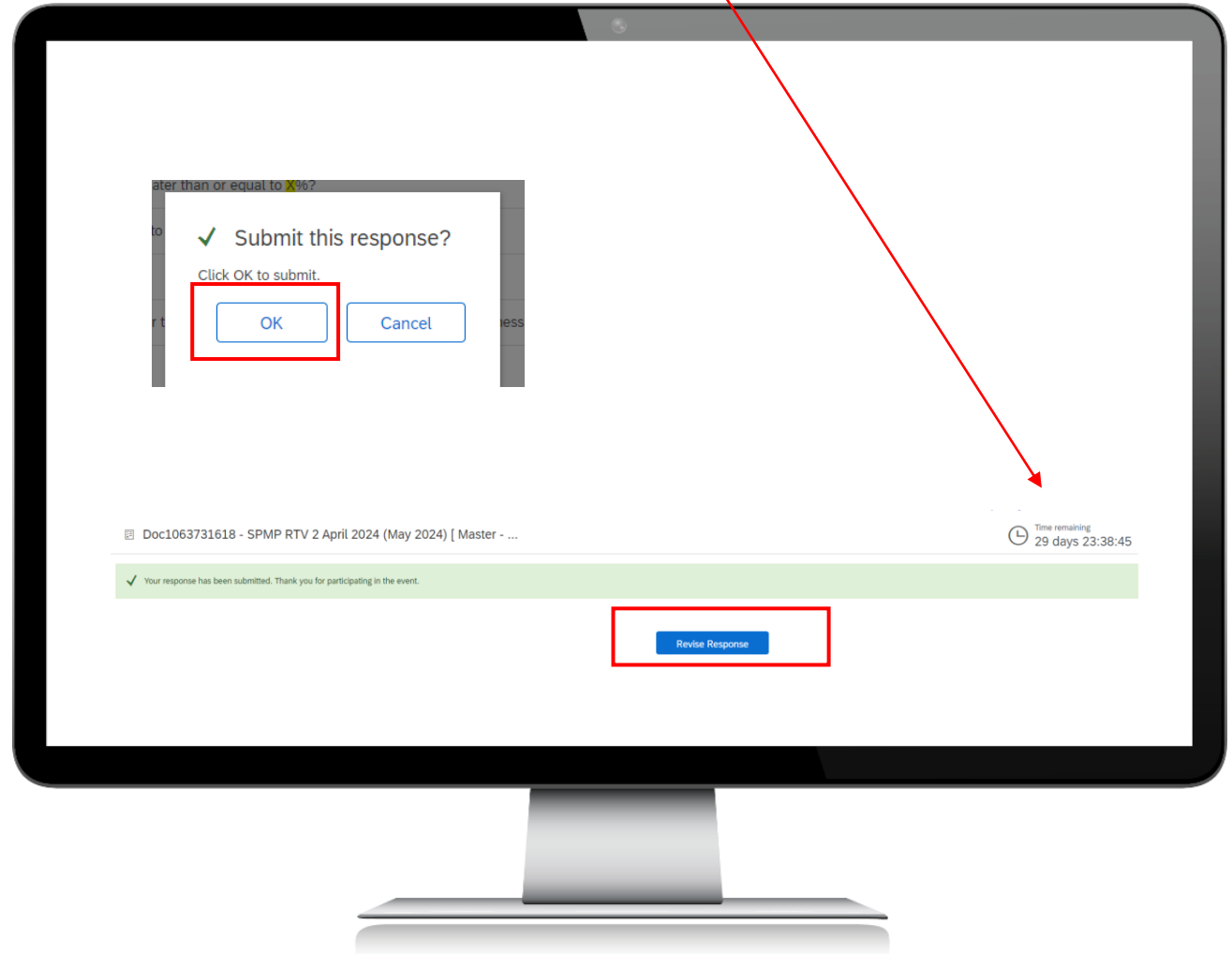
# Step 3

The **Performance Survey Event Content** will populate.  
Take note of the time remaining to ensure your survey is completed within the specified timeframe.  
All questions marked with \* are mandatory and will require a response.  
Once complete **Submit Entire Response**.



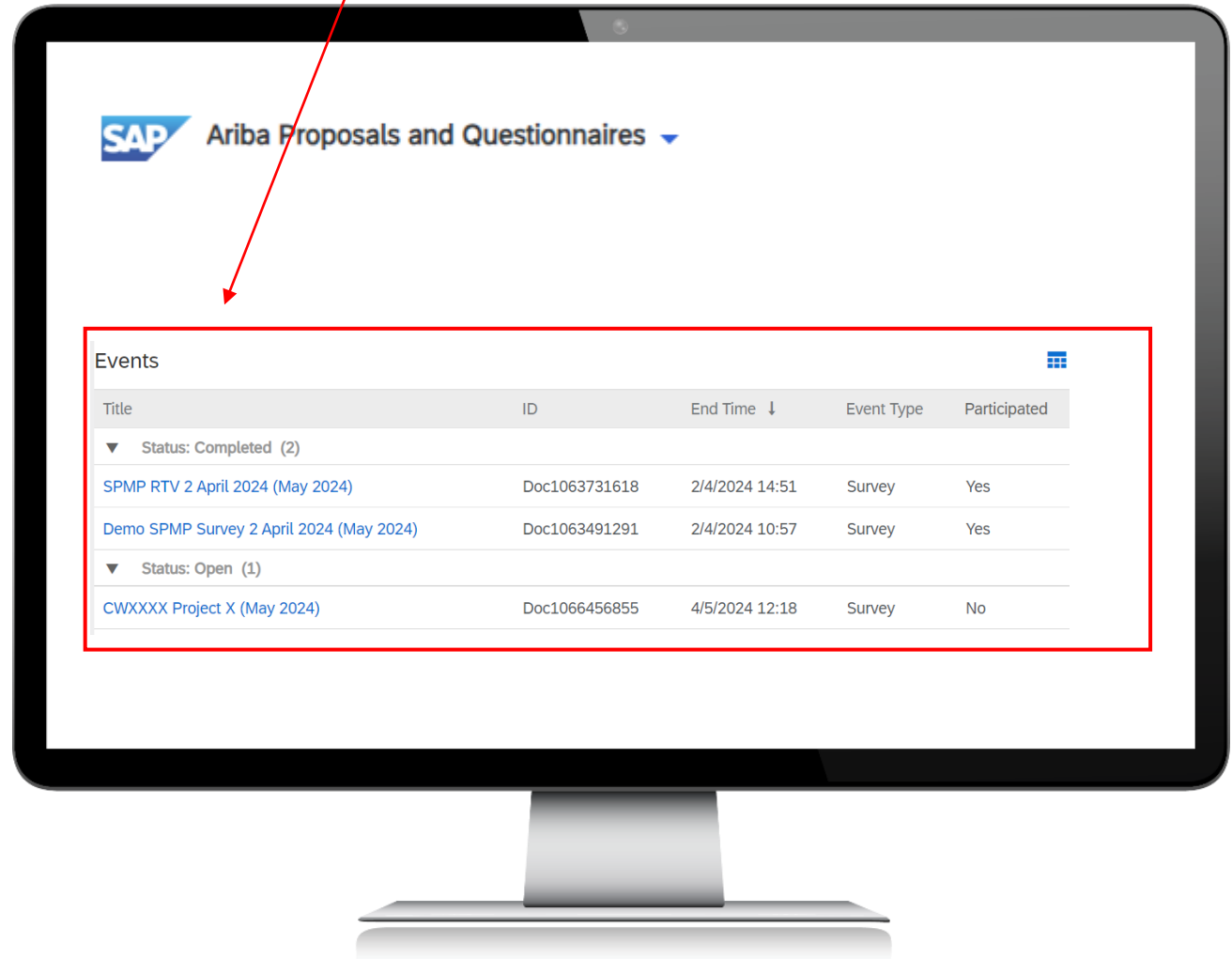
Once you have submitted your response, you will be required to select 'OK' to the pop up. A further notification will advise the timeframe you have to revise your response.

## Step 4



# Step 5

If you need to return to your survey prior to finalising, you will find your survey in the **'Ariba Proposals and Questionnaires'** under Events. Completed and open surveys will display in this section including participation details.





# Further Assistance

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For help with:	Contact
Invoicing TAFE NSW	<ul style="list-style-type: none"><li>▪ Call 1300 823 343</li><li>▪ Press Option 2 for 'Finance'</li><li>▪ Press Option 3 for 'Supplier Accounts – Unpaid Invoices'</li></ul>
Help with SAP Ariba from TAFE NSW	<ul style="list-style-type: none"><li>▪ Call 1300 823 343</li><li>▪ Press Option 2 for 'Finance'</li><li>▪ Press Option 2 for 'Help with SAP Ariba'</li></ul>
Help with SAP Ariba from SAP Ariba	<ul style="list-style-type: none"><li>▪ Select 'Help Center' from the top right on the login page OR</li><li>▪ Select 'Help Center' within the Ariba Sourcing site</li><li>▪ Select 'Contact Us' within the Help Center</li></ul>
TAFE NSW Supplier Resources Hub Website	<ul style="list-style-type: none"><li>▪ Click the following link to visit the <a href="#">Supplier Resources – Hub TAFE NSW</a> and select the <a href="#">'Access Ariba Support'</a> reference guide.</li></ul>



Thank you

Registered Training Organisation 90003  
CRICOS Provider Number 00591E  
Higher Education Provider PRV12049

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