# Frequently Asked Questions

**Topics (Please click on the links below for more information on each topic)**

**Interested in Partnering With Us**

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

We partner with a variety of organizations to deliver creative and innovative solutions for our clients and global businesses, and require a range of goods and services. Please reference the summary of what we buy for more information.

Goldman Sachs processes invoices through our systems, based on the type of goods and services purchased, enabling greater speed and efficiency of payments. To know more about invoice submission through the firm's preferred systems, refer to the 'Invoices' section below.

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

If you are interested in partnering with us, we invite you to explore the types of goods and services we look for from our vendors. We also encourage you to increase our awareness of your capabilities by setting up an account on the Ariba® Network. Our teams leverage the Ariba® Network searchable database to consider potential partners and also use it to create opportunity postings for potential suppliers to match our requirements. Refer to the invoices section for the firm's preferred channels for each product or service category, enabling greater speed and efficiency of payments.

For diverse vendors, please also complete this prospective diverse vendor form.

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

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

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

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

To help us get a better understanding of our vendors' approach to risk, vendors must complete a risk profile and support ongoing due diligence and risk reviews. To facilitate this process, the majority of our vendors will be required to complete an assessment with IHS Markit Know Your Third Party (KY3P®). If you or your vendor(s) are required to complete this assessment, KY3P® will send an email with more information about next steps, once onboarding has been initiated. We have outlined a number of the firm's other onboarding requirements in our Due Diligence section.

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

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

### How do I complete the onboarding process on the firm's payment systems?

Your Goldman Sachs contact will submit the supplier request form prior to or during your risk review on KY3P®. The external registration questionnaire (ERQ) is then triggered and you will be set up on the firm's payment system post the completion of your risk review on KY3P®.

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

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

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

Contact your Goldman Sachs contact for more details and reference the Due Diligence section of the Our Vendor Program website.

### How does Goldman Sachs enforce its vendor policies?

The firm requires all vendors to acknowledge having read and understood the Vendor Code of Conduct as part of Request for Proposals (RFPs) and during onboarding. During onboarding and vendor oversights activities, vendors deemed to have an inherently high Environmental, Social and Governance (ESG) risk may be required to complete a self-assessment questionnaire to ensure compliance with our Vendor Code of Conduct and ESG standards. Where vendors do not meet our ESG standards, we require vendors to document remediation actions and associated timelines.

### Enabling Our Partnership

### Contracts, Purchase Orders, Invoices And Payments

### What is a contract?

A contract is an agreement between Goldman Sachs and the firm's vendors, created with mutual obligations, enforceable by law. Contracts include Purchase Orders (PO) of Blanket Purchase Orders (BPO), MatterIDs and Master Accounts depending on the system used and category of product or service provided.

## How do I submit invoices?

Goldman Sachs processes invoices based on the type of products and services purchased. Invoice submission through the firm's preferred channels, below, enable greater speed and efficiency of payments. To submit your invoices through the below systems, follow guidelines for each system or contact your Goldman Sachs contact or Vendor Relationship Owner (VRO).

- **Managed events, hospitality, managed transportation, marketing, advertising, communications and technology, capital, occupancy** and **other expenses such as insurances, licenses and charitable contributions** are processed through SAP® Ariba® and linked to a Purchase Order (PO) or Blanket Purchase Order (BPO).

- **Telecom expenses** are processed through Sakon. This **includes monthly/quarterly rental charges for voice services, networks (data/connectivity), mobile, and multimedia** and excludes hardware and maintenance. In Sakon, contracts are generally executed via Master Accounts.

- **Market data service fees** associated with real-time market data services are processed via EMA, which is being decommissioned shortly. We will be migrating all EMA accounts into I2P.

- **Real estate capital** including c**onstruction, office fit-out, furniture, fixtures, equipment, design, project management, real estate consulting** and **related depreciation expenses** are processed via PMWeb. In PMWeb, contracts are generally executed via a Purchase Order (PO).

- **Legal invoices** should be submitted electronically via Collaborati only. Collaborati is the e-billing platform for vendors to submit invoices into TeamConnect. In TeamConnect, contracts are generally executed via MatterIDs.

- We are currently migrating consulting and **staff augmentation invoices** to SAP® Fieldglass (FG) in a phased manner. Vendors can invoice us via FG.

- Brocade is used to process invoices for products and services including, but not limited to **CCM (Client Commission Management), BC&E (Brokerage, Clearance, Exchange) – BGC, ICAP, Tullett, CME, CBOE, NYSE and ICE**.

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

Invoices submitted on the firm's preferred channels, above, may be tracked on each of these channels. Reach out to your Goldman Sachs contact or VRO for more information on other invoices.

## Can I continue to submit paper invoices?

Invoice submission through the firm's preferred channels will enable faster processing and is the preferred method for invoicing. Offline invoices may continue to be submitted, although are discouraged, due to risk of paper processing and longer lead times. View this guide for more information.

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

Changes to bank account details or addresses must be updated on our payment platform, SLP. Notify your Goldman Sachs contact or VRO to submit these changes within the firm's systems.

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

Please reach out to your Goldman Sachs contact or VRO to discuss any questions regarding your contract.

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

Please refer to the remittance payment advice received from Goldman Sachs and reach out to your Goldman Sachs contact or VRO.

**Transitioning to the Firm's Preferred Channels**

**Resources for Suppliers on Ariba®**

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

**How do I work with the firm via SAP® Ariba®?**

SAP's® Ariba® Network is one of the firm's preferred channels to automate and streamline our sourcing, procurement, and accounts payable processes. Most of our vendors will have received a Project Notification letter and a Trading Relationship Request for an Enterprise Account. For Standard Accounts, Goldman Sachs will send a penny/valid purchase order or a blanket purchase order; you are then requested to sign up (for suppliers new to the Ariba® Network) or sign in (for suppliers already listed on the Ariba® Network) to digitally transact with the firm. Refer to the invoices section for the firm's preferred channels for each product or service category, enabling greater speed and efficiency of payments.

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

View a step-by-step video on using the Ariba Network. For assistance, visit SAP's help desk and refer to the tutorials and training materials.

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

- Standard account – free account with pre-defined transaction limits
- Enterprise account – fee-based account with broad functionality

Refer to the Ariba® Network accounts and pricing information for more details.

**Do I have to use the firm's preferred channels?**

Goldman Sachs processes invoices through a variety of systems, based on the type of goods and services purchased, enabling greater speed and efficiency of payments. Refer to the invoices section for the firm's preferred channels for each product or service category. Transacting electronically is now a standard part of doing business with us.

Our teams leverage the Ariba® Network's searchable database to consider potential partners and create opportunity postings for vendors to match our requirements. We also transact through the Ariba® Network to simplify and enable faster processing, support transparency and further the firm's Environmental, Social and Governance objectives.

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

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

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

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

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

Please refer to the Partner With Us section for more information on working with Goldman Sachs.

**I need help accessing my Ariba® Network account**

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

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

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

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

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

**What is Supplier Lifecycle Process (SLP)?**

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

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

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an assessment with IHS Markit Know Your Third Party (KY3P®). If you or your vendor(s) are required to complete this assessment, KY3P® will send an email with more information about next steps, once onboarding has been initiated.
We have outlined a number of the firm's other onboarding requirements in our Due Diligence section.
Please note that KY3P® activation is dependent on terms and conditions determined by Goldman Sachs.

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

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

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

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

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

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