ARA Vendor Portal User Guide

Contents

Getting Started

This guide will help both new and existing vendors register, access, and manage their vendor records in the ARA Vendor Portal.

- **New vendors** start with the Registration section to request a vendor record and user account.

- **Existing vendors** If you received a recertification email, you already have a Vendor ID and account. You can skip directly to Create a Password or Manage Company Information as needed.

This guide includes step-by-step instructions, helpful screenshots, and tips. Most fields in the portal are intuitive, but help icons and this guide are available if you need additional support

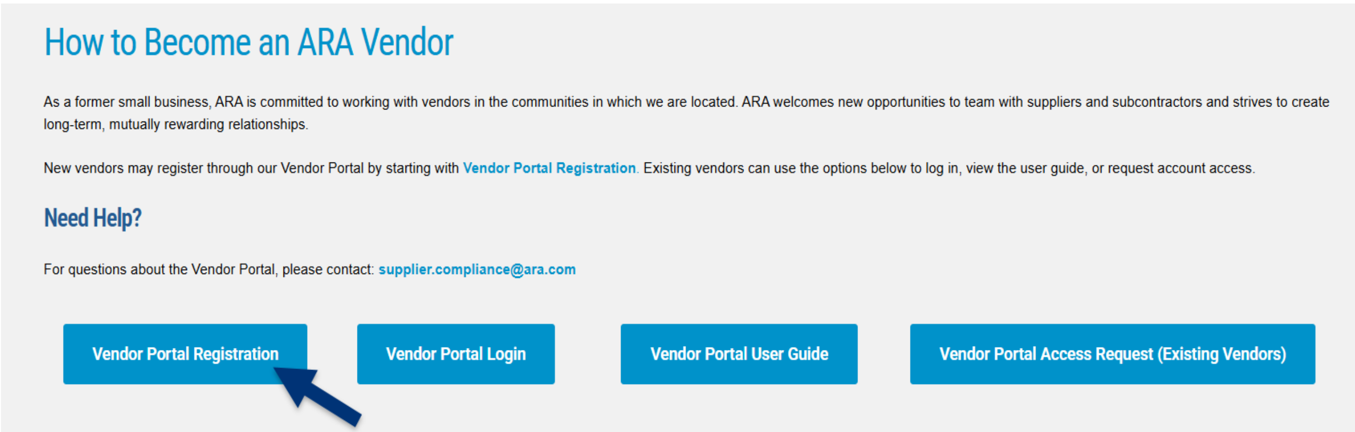
Technical Support

For technical assistance, please contact Supplier.Compliance@ara.com

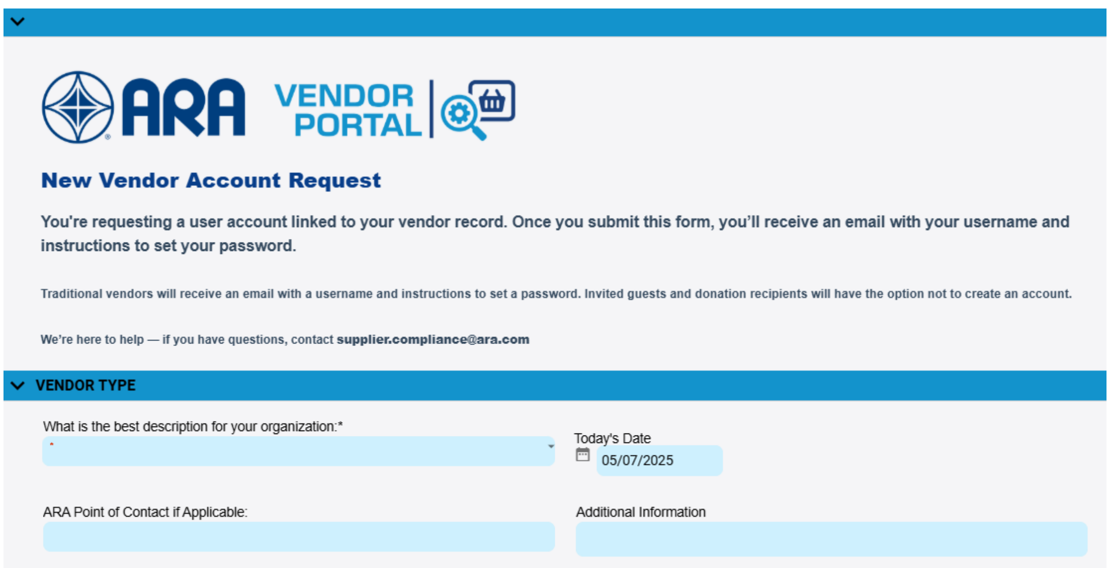
Registration

If you are not yet registered as a vendor with ARA, follow these steps:

1. Visit the ARA Vendor Portal homepage and click, Vendor Portal Registration to open the Vendor Request Form.

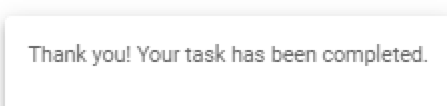


2. The form collects essential information to:
   - Verify your business is not already in our system
   - Create a new vendor record, if necessary
   - Assign a user to manage the vendor record



The person who submits the form will receive a **user account** and will be responsible for maintaining the record and completing the annual recertification. (See Manage Users for more information.)

3. After submitting the Vendor Request Form, you will see an on-screen confirmation.



4. The ARA Vendor team will review your request. Please allow 1 business day for processing.

5. If approved, you will receive an email from Kathy.Verdarame (Supplier.Compliance@ara.com) with the subject: **“ARA Vendor Account Approved – Action Required.”** This email will include:
   - Your **Vendor ID** (in the subject line)
   - Your **username** (in the body of the email)
   - A link to access the ARA Vendor Portal

6. If the request is incomplete, it may be returned for more information. If declined, you will be notified.

Once you receive your account email, proceed to the Create a Password section.

Existing Vendors: If you have already received a recertification email, your Vendor ID and username will be included in the email. You can skip to Create a Password or Manage Company Information as needed

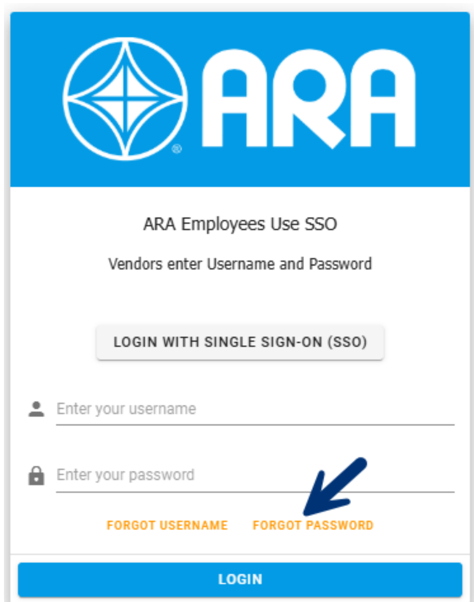
Create a Password

Once your account request is approved, you will receive an email from Kathy.Verdarame (Supplier.Compliance@ara.com) with the subject line: **ARA Vendor Account Approved – Action Required**. This email will include:

- Your **Vendor ID** (in the subject line)
- Your **username** (in the body of the email)
- A link to access the ARA Vendor Portal

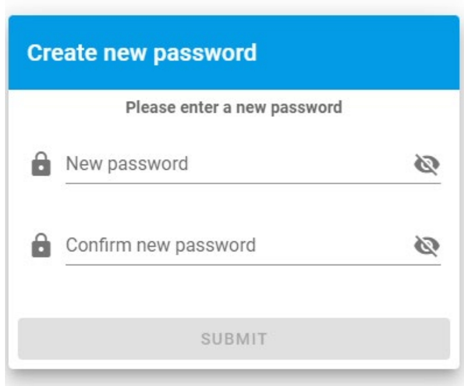
1. Open the ARA Vendor Portal: Bookmark this page for future access

2. Reset Your Password:
   - On the login screen, enter your username and click **Forgot Password**
   - You will see an on-screen confirmation that the instructions to reset your password have been sent to an email associated with your account.



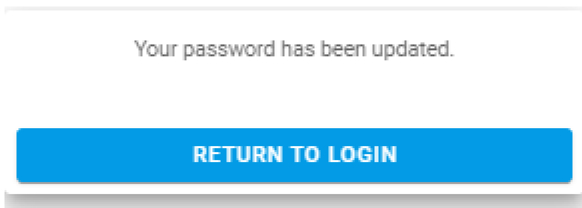
3. Check Your Email:
   - **From:** Nutrient Workflow Automation Platform Account Security noreply@ara.com
   - Subject: Nutrient Workflow Automation Platform Password Reset Request

4. Set Your Password:
   - Click the link in the email or paste the provided URL into your browser to access the Create a New Password screen. This link will expire in 1 hour.



5. Passwords must:
   - Be at least **8 characters** long
   - Contain both **upper-** and **lower-case** letters
   - Be at least **one number** or **special character** (!@#$-=+%^&*:;(){}[])

6. You will receive an on-screen confirmation.



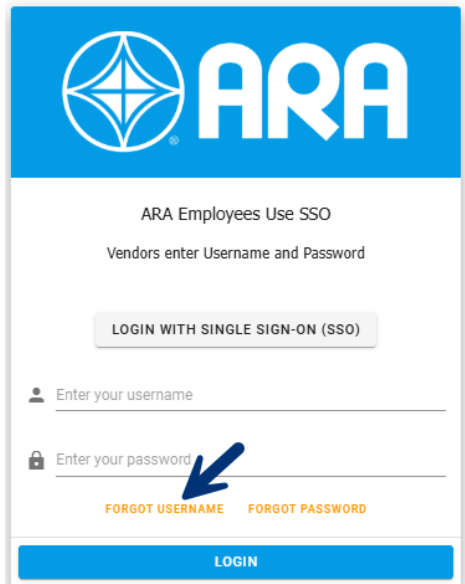
7. You may now log into the portal using your credentials.

If you face any issues, feel free to reach out to our support team at Supplier.Compliance@ara.com.

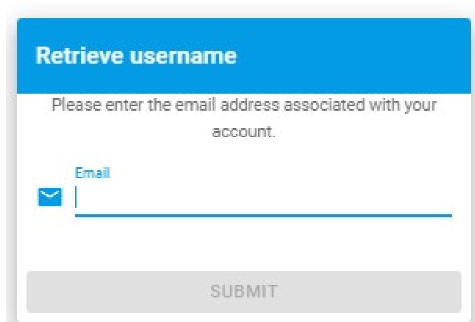
Forgot Username/Password Reset

If you are unable to log in to the ARA Vendor Portal, follow these steps to recover your username or reset your password:

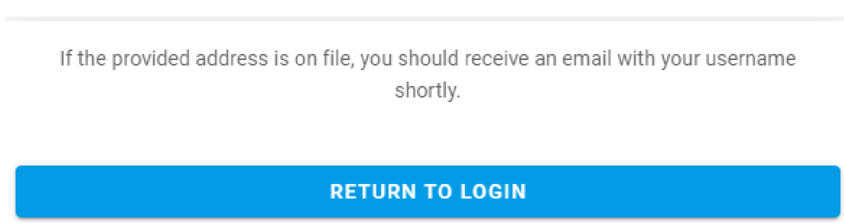
1. Forgot Username:
   - If you've forgotten your username, use the Forgot Username option on the login screen.



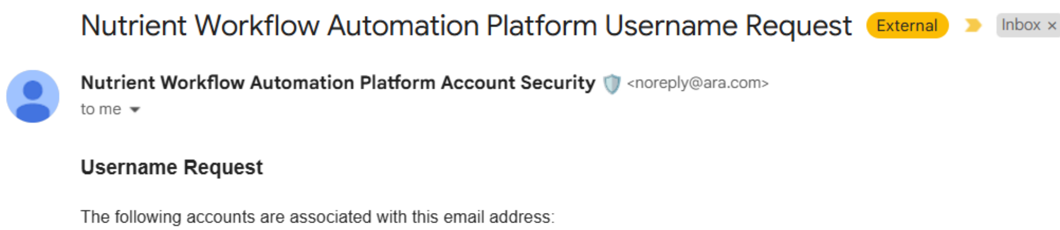
   - Enter the email address associated with your account and click submit.



   - You will see on-screen confirmation that the instructions for resetting your username have been sent to your email.

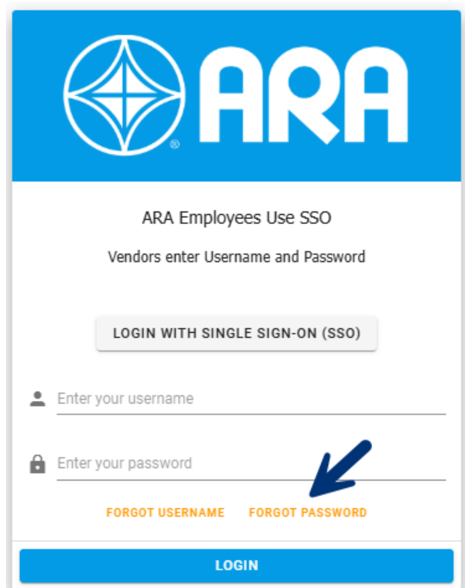


   - You will receive an email from **Nutrient Workflow Automation Platform Account Security** **noreply-support@integrify.com** with the subject: **Nutrient Workflow Automation Platform** and will include all **usernames** associated with the email.

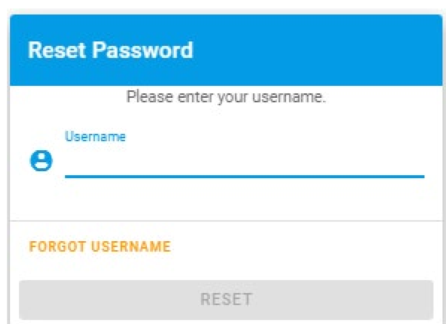


2. Forgot Password: After **5 unsuccessful login attempts**, your account will be locked.

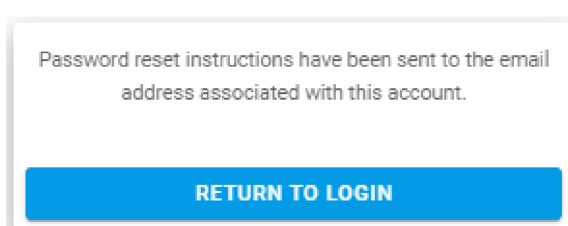
    - If you've forgotten your password, use the Forgot Password option on the login screen



    - Enter your username and submit the request



    - You will see on-screen confirmation that the username has been sent to your email

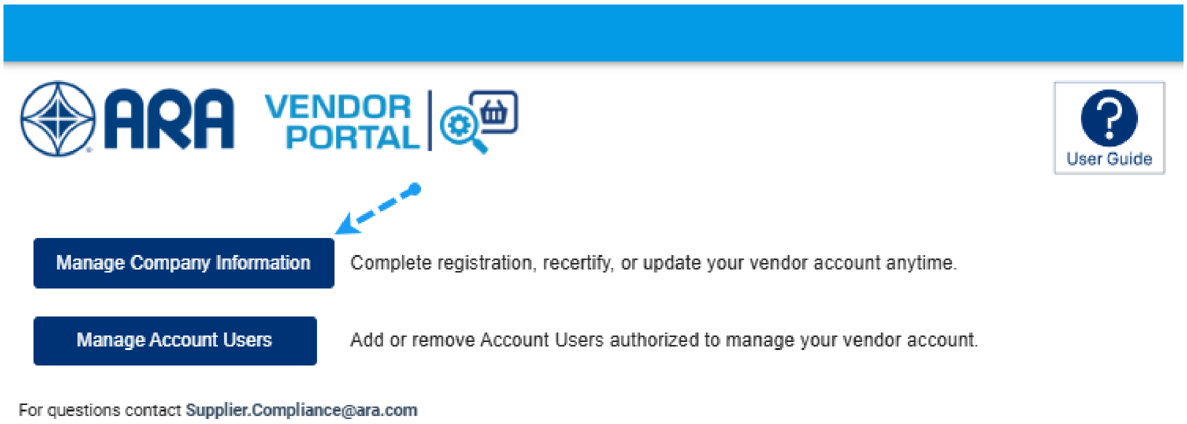


    - You will receive an email from: **Nutrient Workflow Automation Platform Account Security** noreply-support@integrify.com with the subject: **Nutrient Workflow Automation Platform Password Reset Request** and will include **instructions on how to rest your password.**

Manage Company Information

To complete your registration – or to update your vendor record for annual recertification – log in to the ARA Vendor Portal and click **the Manage Company Information** button on the dashboard.

⚠ Only one update may be active at a time. If someone at your organization has already submitted changes, please wait until their submission is reviewed before starting a new update.



Completing the Form

- First-time users: You will be presented with all sections of the form by default.
- Returning users: You will see a summary of your current record and may select only the sections you need to update. These sections will then expand for editing, while others remain collapsed. You may open other sections as needed.

You do not need to complete sections that are unchanged – just review for accuracy and ensure all required fields are filled out.

Form Sections Overview

The Manage Company Information form is divided into multiple sections. Most fields are self-explanatory, and you'll find on-screen help boxes next to specific fields.

Click the question mark icons to open the help boxes to view helpful instructions or definitions.

This guide highlights sections where users most commonly need clarification, but the on-screen help boxes may be sufficient for most users.

Key Form Sections:

Tax Classification, 1099 and Terms

Provide your company's tax classification, 1099 reporting status, and standard payment terms. This helps ARA meet federal reporting requirements and establish payment expectations.

- Select your business type (e.g., LLC, Corporation).
- Indicate if you need a 1099 and how your name should appear on it.
- Payment terms are shown for reference. If you have questions, contact Supplier.Compliance@ara.com

Doing Business As (DBA) Name

If your company operates under any names other than its legal name, list them here. These names may appear on invoices, correspondence, or purchase orders. Leave this section blank if you don't use a DBA name.

To add a DBA:

- Enter your company's DBA name in the **ENTER NEW DBA** field.
- Use the dropdown in the **What Type of DBA is this** field to indicate the type of DBA (e.g., DBA, prior name, etc.).
- Click **Add New DBA to Grid** to add the DBA to your record.

To remove a DBA:

1. Check the box next to the desired DBA name.
2. Click **Delete** to remove it from the grid.

To edit a DBA:

- Check the box next to the desired DBA name and click **Edit Selected DBA**.
- The **ENTER NEW DBA** and **Type** fields will be repopulated for editing.
- Make your changes, and then **click Add New DBA to Grid** to save the updated information.

Business Size Classifications

Select your business size and applicable ownership classifications based on the U.S. Small Business Administration (SBA) size standards. This information is used for federal reporting, supplier diversity tracking, and regulatory compliance.

- Use the dropdown menu to select your business size (this applies to all locations ed to your vendor record.)
- Indicate your ownership and designation status (e.g., Woman-Owned, Veteran-Owned, HUBZone). You may select more than one.
- If you are unsure of your size status, visit www.sba.gov or call the SBA at **1-800-827-5722** for guidance.

Legal Note: Under 15 U.S.C. § 645(d), misrepresenting your size status may result in penalties, fines, or ineligibility for federal programs.

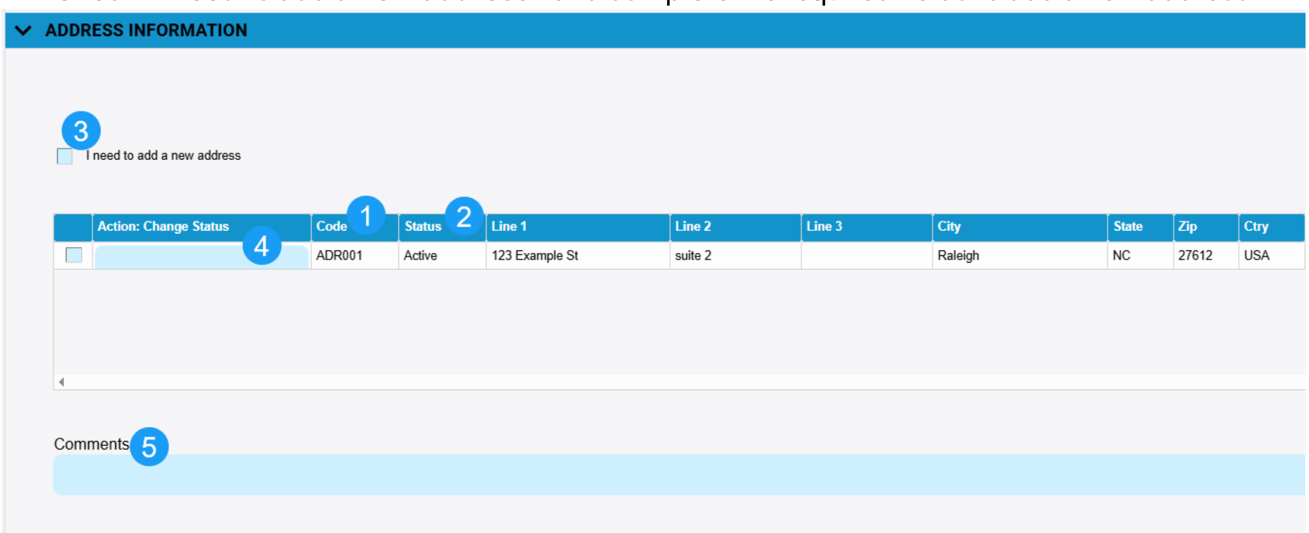
Address Information

View all addresses associated with your account. For auditing purposes, ARA does not delete addresses when they are no longer valid. Use the dropdown to **inactivate** or **reactivate** an address as needed.

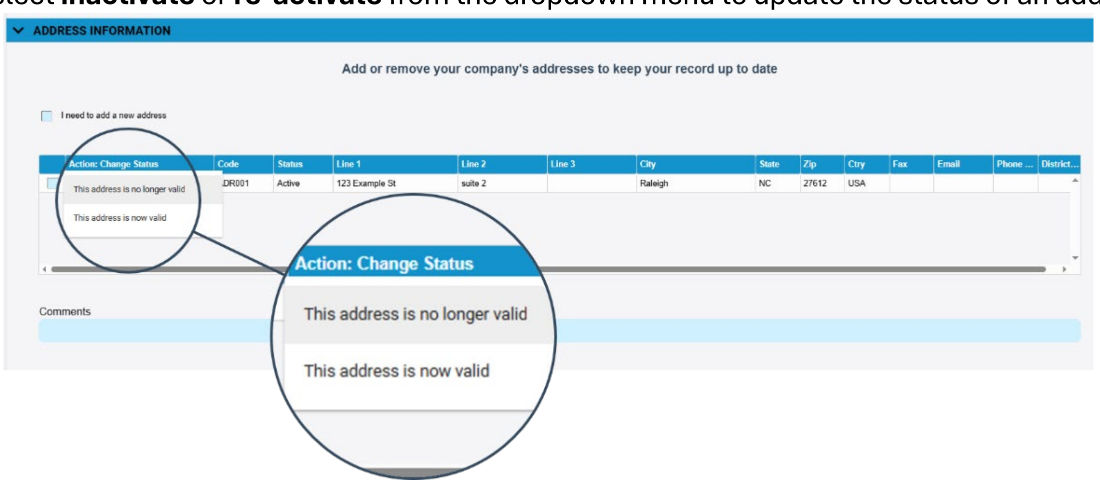
1. Address Code:
   - The address **Code** is a unique identifier for each address and is auto-assigned by the system. It is used to associate POCs and banking accounts with a specific address. You may have multiple POCs associated with an address, but only one bank account can be linked to each address.

2. View the Status of an address:
   - **Active** addresses are valid and can be used on a Purchase Order.
   - **Inactive** addresses are no longer valid and cannot be used on a Purchase Order.

3. Add a New Address:
   - Check **"I need to add a new address"** and complete the required fields to add a new address



4. Change Address Status
   - Select **inactivate** or **re-activate** from the dropdown menu to update the status of an address.



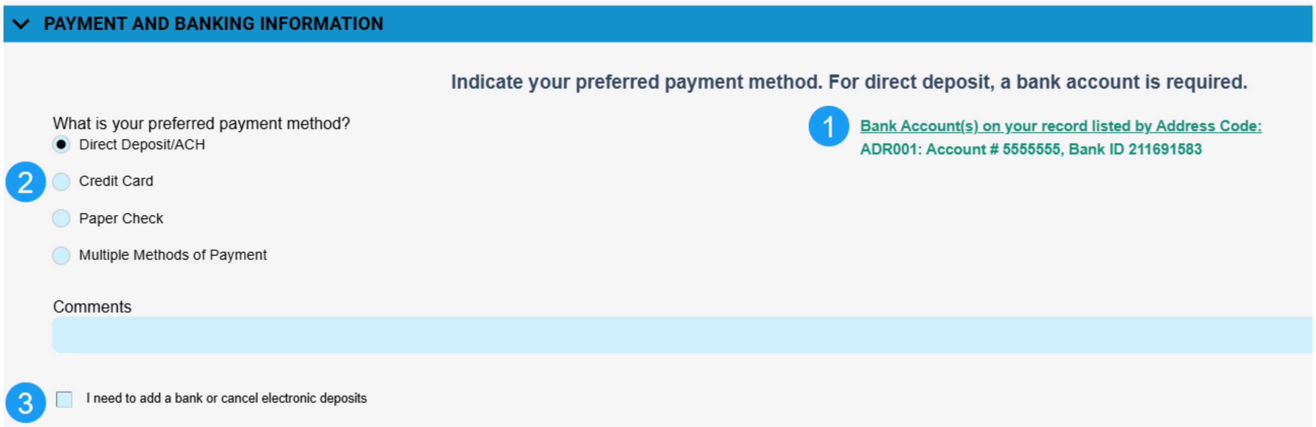
5. Additional Comments (Optional):
   - Use the **Comments** field to relay useful information for the ARA Vendor Team.

Payment and Banking Information

Select your preferred method of Payment.

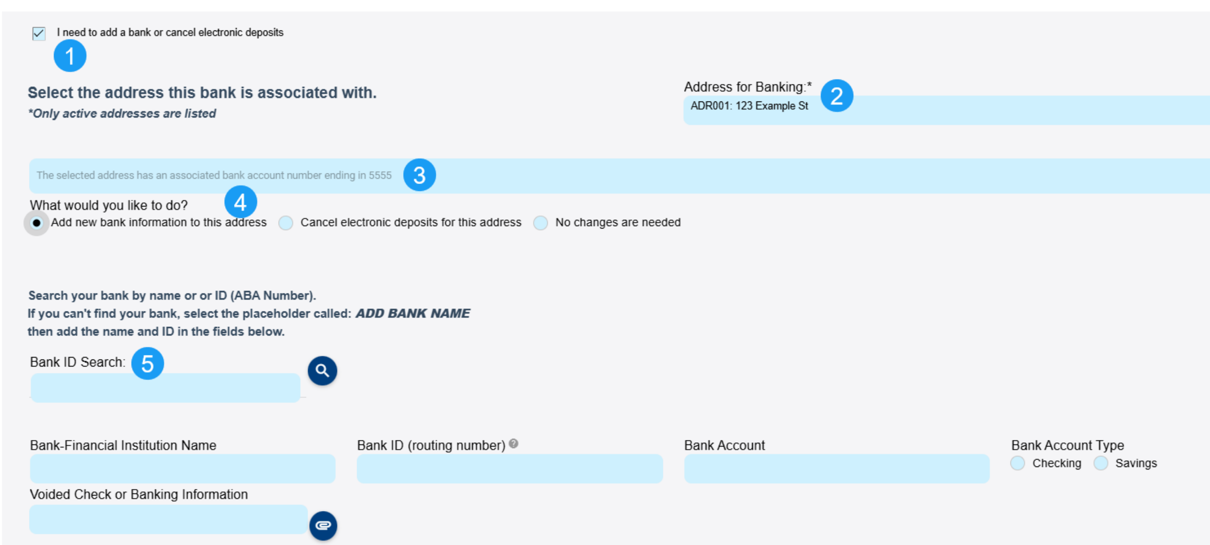
1. If you select, Direct Deposit banking information is required.
2. If a bank exists, accounts are listed by address code.

   Only one bank account is permitted per address.
3. Check **I need to add a bank or cancel electronic deposits** to modify banking preferences and information.

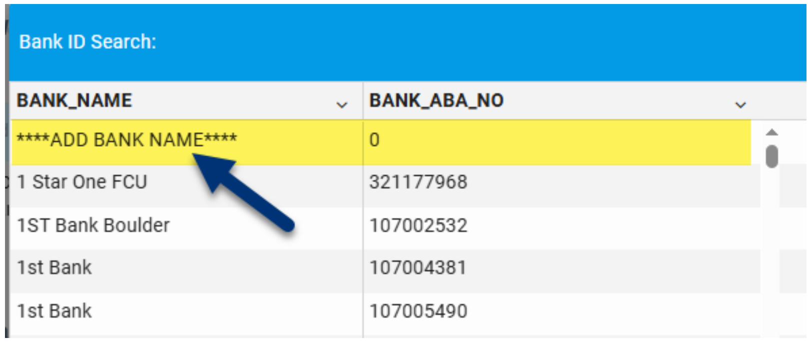


To Add a Bank Account

1. Select the checkbox **I need to add a bank or cancel electronic deposits.**
2. Select the address the bank is associated with. Addresses can be added via the address section.
3. The last four numbers of any existing bank account associated with the selected address are shown.
4. Select the desired action: **Add a new bank**, **cancel electronic deposits** or **no changes needed**.
5. Select a new bank from the Bank ID search box.

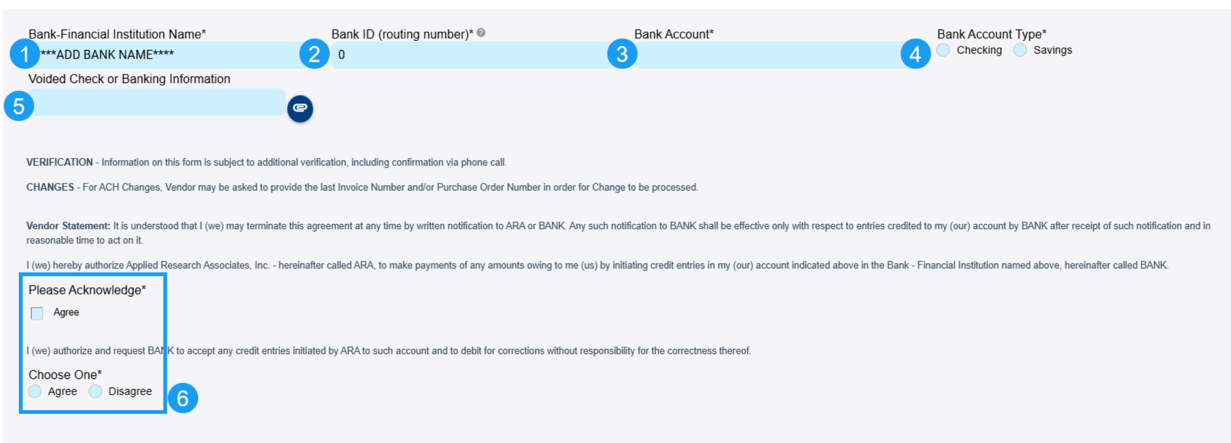


- If your bank is not listed, select **ADD BANK NAME** and fill in the necessary information.



To Add a Bank to the Search List

1. The Bank Name and ID fields will become editable. Type over the ****ADD BANK NAME**** to fill in the Bank Name
2. Add the Bank ID (routing number)
3. Add the Bank account number
4. Indicate the bank type
5. Upload a voided check or banking information
6. Acknowledge Disclaimers



Point of Contact Information

In your vendor record, **Point of Contacts (POCs)** and **Authorized Users** are listed, but they serve different roles:

- **Point of Contact (POC)**: A POC is an individual listed for communication purposes. POCs do not have login access to the ARA Vendor Portal and cannot make updates to the vendor record. Typically, POCs are sales representatives or individuals listed on purchase orders.

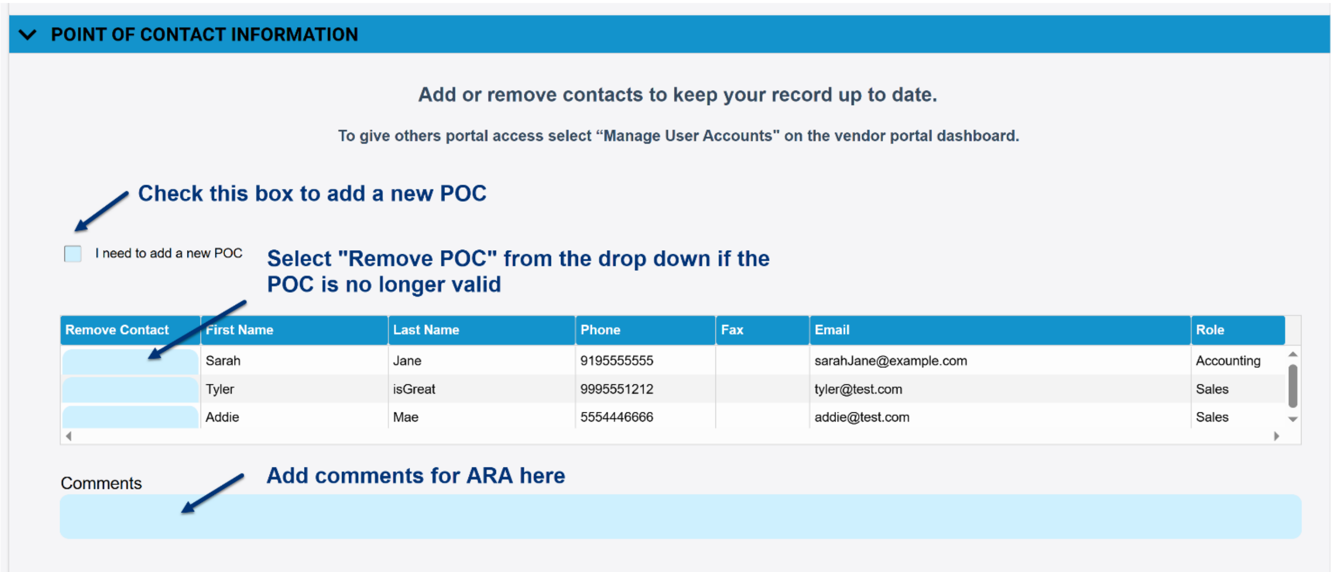
- **Authorized Users**: An Authorized User has login credentials for the ARA Vendor Portal and can manage the vendor record. They can make updates to company information, add or remove contacts, and complete the annual recertification. Authorized Users also can add or remove other Authorized Users.

To Add a New Point of Contact:

- Click the checkbox for **I need to add a new POC**.
- The required fields will be displayed for you to populate with the POC's information.

To Remove a Point of Contact:

- Click **Remove Contact** next to the name of the POC you wish to remove.
- Select **Remove** from the dropdown menu to remove the contact from your vendor record.
- **Add Comments**: (*Optional*) Use the **Comments** field to relay useful information for the ARA Vendor Team.



While **Authorized Users** are displayed in this section, you cannot manage them here. To Manage Authorized Users (e.g., adding or removing them), follow these steps:

1. Go to the Dashboard and click the **Manage Account Users** button.
2. Instructions for managing users can be found in the Manage Authorized Users section of this guide, which will direct you back to the dashboard to open the **Manage Account Users** button and start the process.

⚠ **Important**: Only **Authorized Users** can log in and make changes to the vendor record. **Points of Contact** are for communication purposes only and cannot edit the record.

NAICS Code Information

Identify the primary industries your company operates in, select one or more **NAICS codes** (North American Industry Classification System).

To Add a NAICS Code:

- Use the **Search for your NAICS code here** field to locate the NAICS code that matches your company's industry.

- For each code entered, indicate whether it is your **primary NAICS** and whether your company is classified as a **small business** in that industry.

- Select **Click Here to Add the NAICS Code to the Table** to add the selected code to your record.

To Remove a NAICS Code:

- Select the checkbox next to the NAICS code you want to delete and click **Delete** to remove it from the table.

For assistance with selecting the correct NAICS code, you can visit the official Census Bureau NAICS page: Census Bureau NAICS Search.

Declarations and exclusions

Answer questions regarding your company's eligibility and compliance.

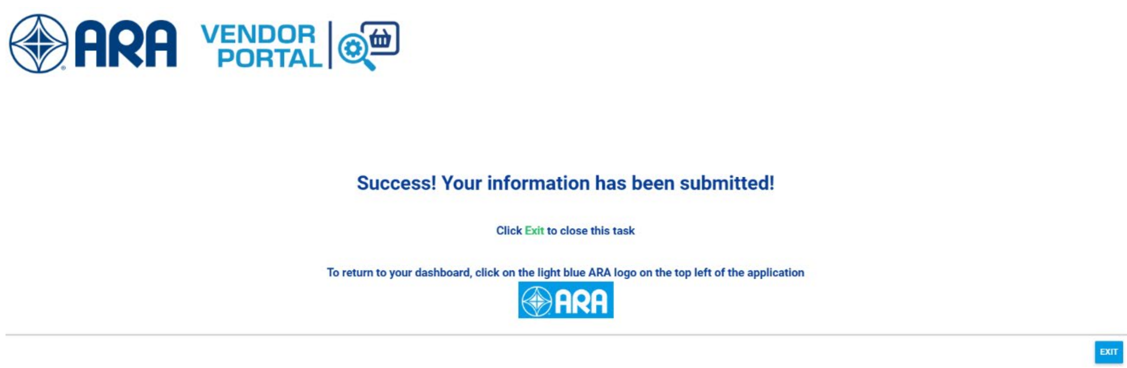
Certification

Certify that all information is accurate and complete to the best of your knowledge. This is required to submit your record.

Submit your Record

- Once all required information is entered, click **submit** to send your vendor record for review.

- You will see an on-screen confirmation of your submission.



- If someone at ARA is waiting for your record, please notify them once your registration was submitted.

  - New **Address**, **Bank**, or **Contact** information must be verified by our Accounting Department before it is updated in the system. Please allow **3-5 business days** for review.

- You will receive an email confirmation from **noreply@ara.com** noreply@ara.com with the subject **ARA Vendor Registration/Recertification - COMPLETE**

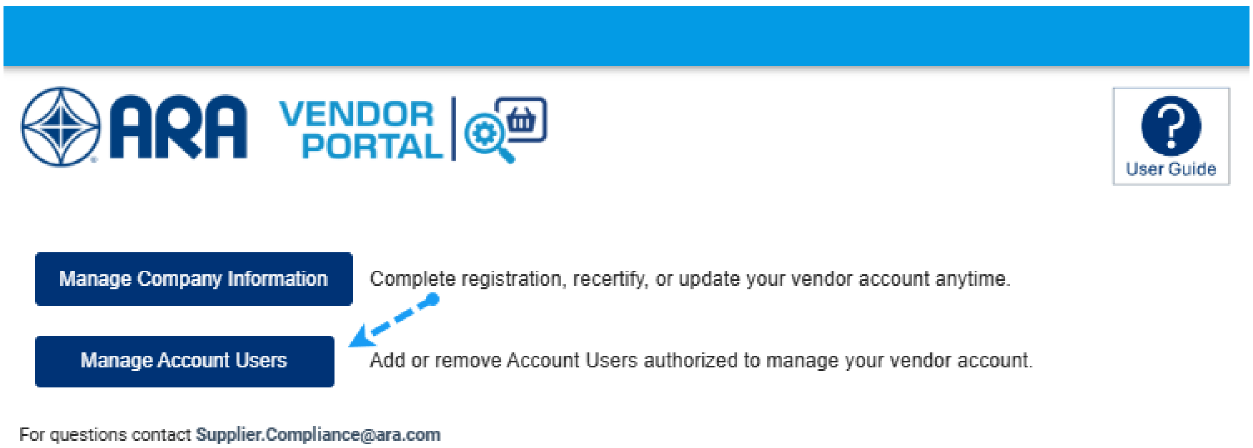
  – Your company's information will be active in our vendor directory for one year. Annual recertification is required to maintain active status.
  – ARA will send an email reminder prior to your certification's expiration date. This reminder will be sent to all authorized users and any designated points of contact for recertification notifications.
  – Please note that it is your responsibility to notify us if your size status or ownership status changes before your certification expires.

Manage Authorized Users

An Authorized User has login credentials for the ARA Vendor Portal and is responsible for managing the vendor record. They can make updates to company information, add or remove contacts, and complete the annual recertification. Authorized Users also can add or remove other Authorized Users. By virtue of their role, they receive **email notifications** when recertification is due.

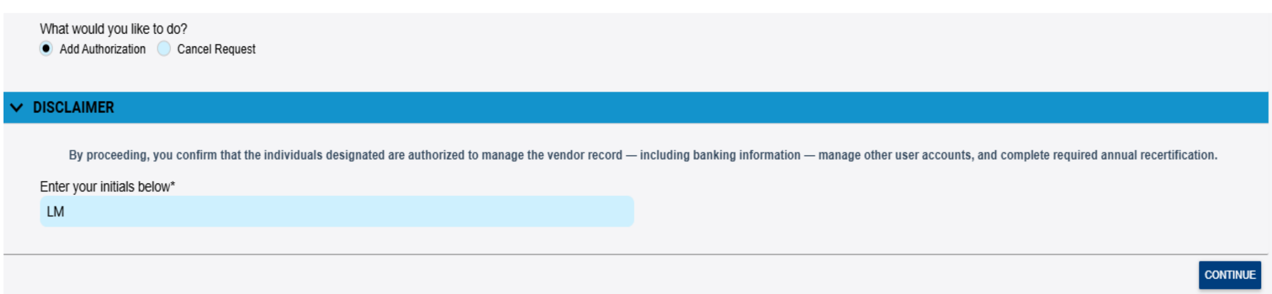
For the distinction between authorized account managers and points of contacts see the Contacts (POCs) section.

To manage Authorized Users for your vendor record, log in to the ARA Vendor Portal and click the **Manage Account Users** button on the dashboard.



On the **Manage Users** screen, you will see a list of all current users and contacts associated with your vendor record. You can:

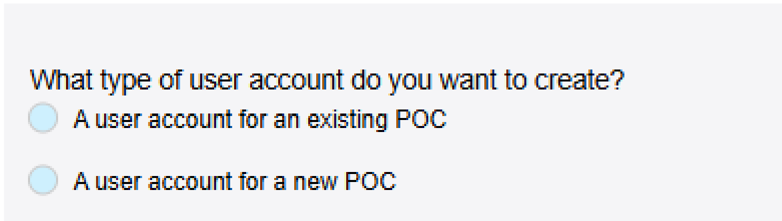
- **Add authorization**: Select Add authorization and acknowledge the disclaimer.
- **Cancel**: If needed, cancel this request to add or modify users.



To Add a User:

Each **Authorized User** must have a **valid email** address and will receive login credentials for the ARA Vendor Portal. User accounts are tied to email addresses. If a group email is used, validation will be sent to the users associated with that address. Each user's unique username will be generated from their individual name.

- To grant login access and the ability to update a vendor record, select the option **A user account for an existing POC** and assign them as an Authorized User
- To create a new user account and assign as an Authorized User to manage the vendor record, select the option **A user account for a new POC**, and assign them accordingly.



If an authorized user account adds another authorized user account, the approval is presumed because the requestor is an agent of the vendor.

New users will receive an email from Kathy.Verdarame (Supplier.Compliance@ara.com) with a subject of **Your ARA Vendor Portal User Account Created** including their username, Vendor ID, and instructions for creating a password.

To Remove a User:

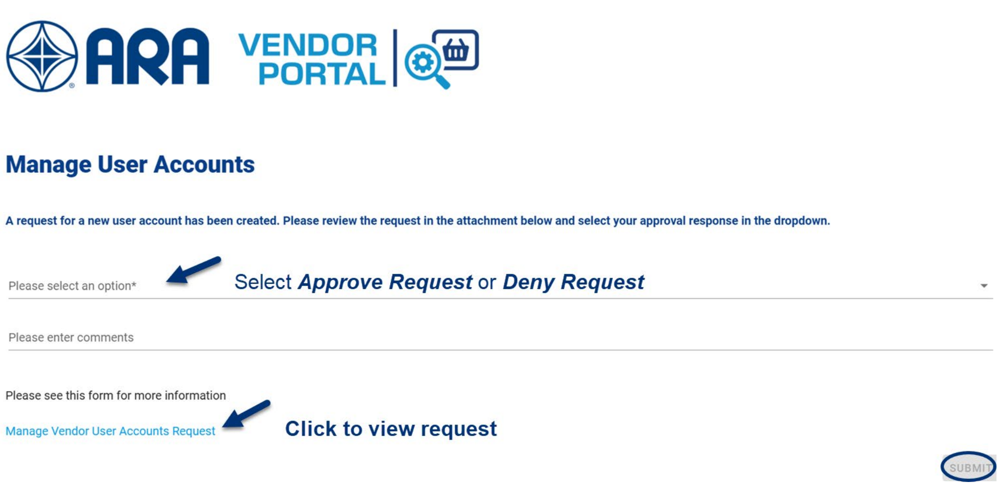
Email Supplier Supplier.Compliance@ara.com to remove a user. This process ensures proper verification, security, and documentation for audit purposes. It also helps maintain accountability for changes to vendor account access.

To Approve a User requested by ARA Staff:

When an ARA Buyer or Vendor Management Team Requests to Add an Authorized User:

- An approval task will be sent to all other active authorized users associated with the vendor record.
- If no other authorized users are active or available, the approval task will be directed to the ARA.

All existing authorized users will receive an email from **noreply@ara.com** with the subject **APPROVAL NEEDED - ARA Vendor Account Changes Requested**. The email will contain a link to the approval task. Click the link to approve or deny the request. Use the dropdown menu to select Approve Request or Deny Request and click submit.



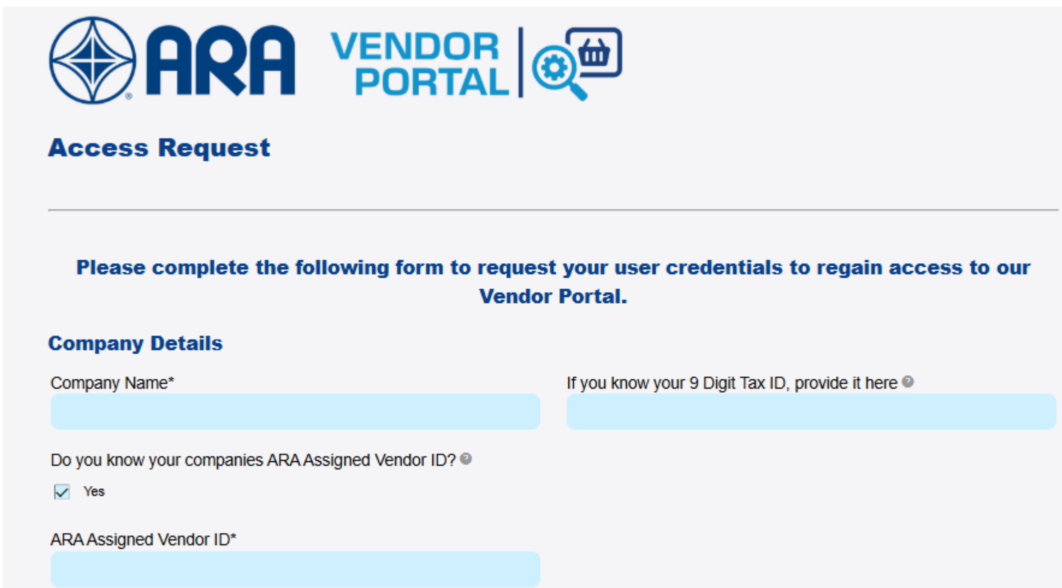
Access Request (Existing Vendors)

If you can't log in to the Vendor Portal—and the **Forgot Username** or **Forgot Password** options haven't worked—you can request access credentials using the Access Request Form. This link is also available on the ARA Vendor Portal homepage.

- Use this form only if no one at your organization currently has access – for example, if the previous user has left or no user was ever assigned.

- If you've forgotten your **username**, try using the "Forgot Username" option on the Vendor Portal login screen. If that doesn't work, use the Access Request Form.

The form asks for basic information about your company, such as your company name, Tax ID (if known), and ARA Vendor ID (which can be found in the subject line of your recertification email). You'll also be asked to provide your name, contact information, job title, and any ARA contact you've worked with.



ARA VENDOR PORTAL

Access Request

Please complete the following form to request your user credentials to regain access to our Vendor Portal.

Company Details

Company Name*

If you know your 9 Digit Tax ID, provide it here

Do you know your companies ARA Assigned Vendor ID?

Yes

ARA Assigned Vendor ID*

Be sure to fill in all required fields and double-check your entries before submitting.

The ARA Vendor Team will review your request. You can expect to receive your credentials via email within **one business day**. If you haven't received them, email Supplier.Compliance@ara.com.

Multifactor Authentication (MFA)

Multifactor Authentication (MFA) adds an extra layer of security to protect your sensitive data such as banking information and other personal details. After your password is set, you will need to authenticate using MFA to verify your identity.

What to Expect:

- You will receive an email from **Nutrient Workflow Automation Platform Account Security** noreply@ara.com with the subject **Nutrient Workflow Automation Platform MFA Login**

- The email will be sent to the email address associated with your account.

- The email will contain a one-time authentication code and link.

- Enter the provided code directly into the vendor portal or copy the link from the email and paste it into your web browser to complete the authentication process.

- **Important**: The MFA code will expire in **5 minutes**

- If you don't receive the MFA email within a few minutes, check your spam folder or contact Supplier.Compliance@ara.com for assistance.

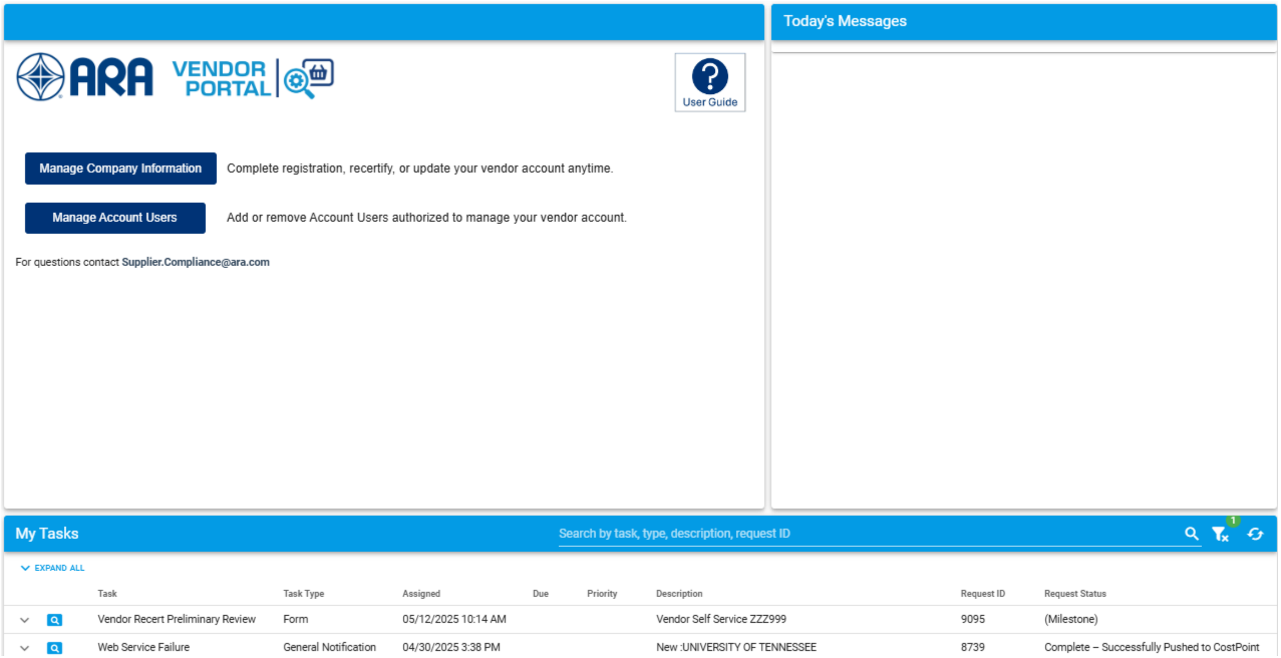
Why MFA?

MFA ensures that only authorized users can access your account by requiring both something you know (your password) and something you have (the authentication code or link). This is crucial for protecting sensitive information, like banking details, in the ARA Vendor Portal.

Navigation

Dashboard

The dashboard houses all the available actions, such as Manage Company Information and Manage Account Users, along with today’s messages 9if any) and My Tasks (which displays actions taken and their status).



Home

To return to the dashboard or home screen from any page, click the white **ARA logo**.

Menu

To open the left navigation pane, hover over **menu** icon (the three horizontal lines). You can also **pin** the menu open for easier access.