

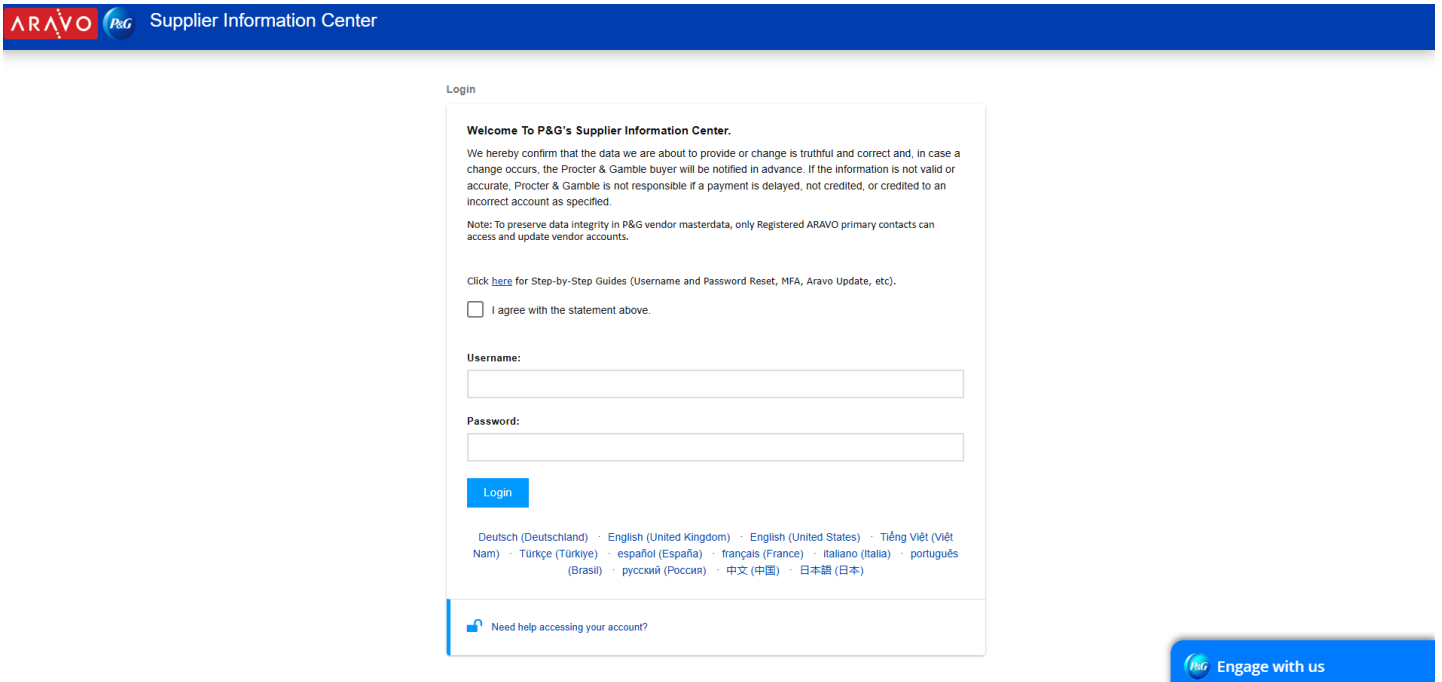


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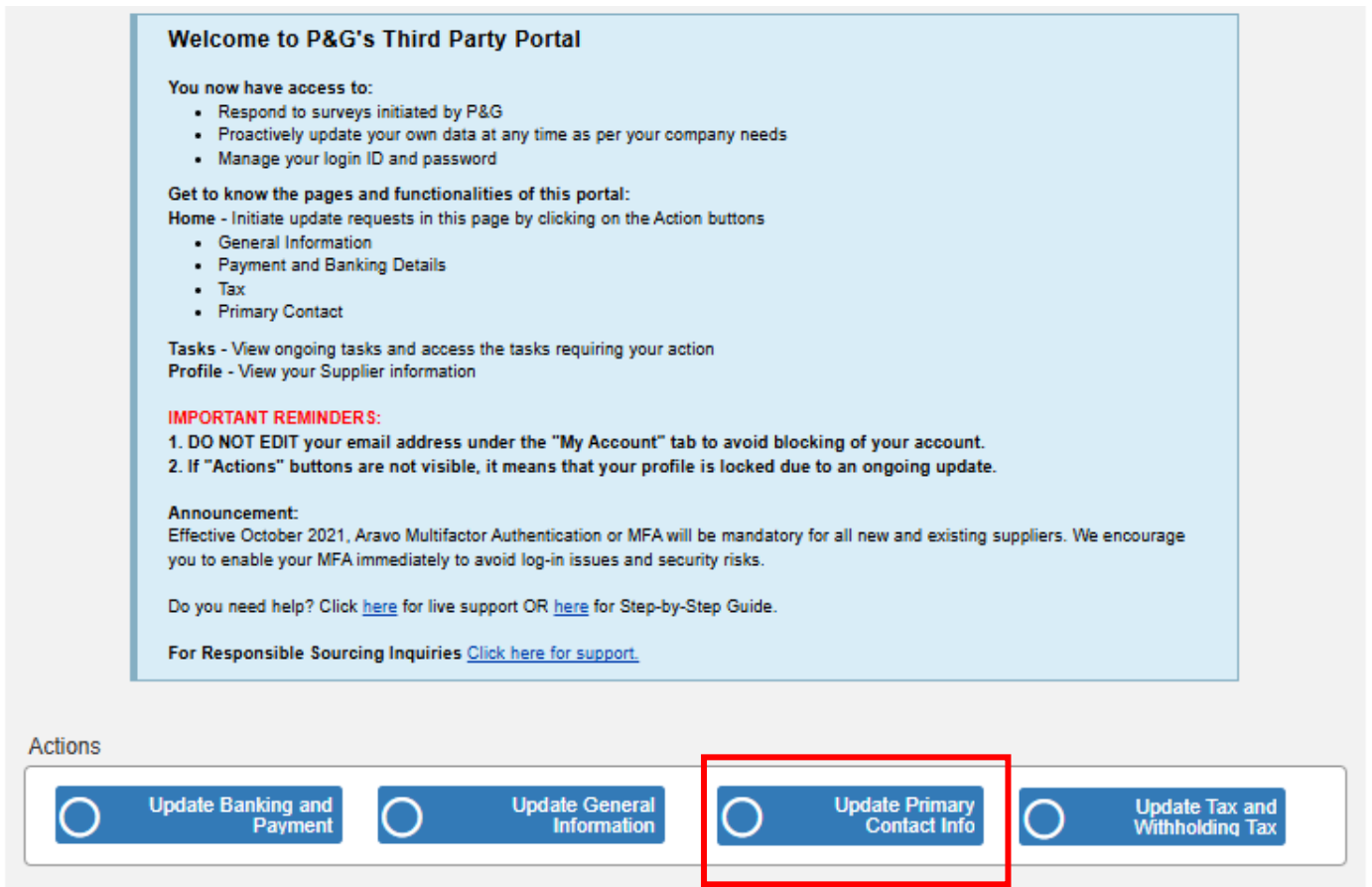
HOW TO RAISE A PRIMARY CONTACT UPDATE VIA SELF-SERVICE

This guide is intended for Supplier’s Primary contact who is responsible for updating their company’s details in P&G Aravo system

Step 1: Log-in to Aravo (<https://pg.aravo.com/>) with your Aravo username and password. If you need guidance with your access, you can reset your credentials following the guide uploaded in [Supplier Portal](#).



Step 2: In the Home screen, there are “Actions” buttons for the different information that can be updated. Click “Update Primary Contact Info”. Note that only one information can be updated at a time and once you submit the request, your profile will be locked for editing until the requested update is completed.





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Step 3: Click “Submit” to proceed with the primary contact information page.

If you want to update Primary Contact Information please click the SUBMIT button below and you'll be able to provide further information later on. Note that your profile will be locked for editing until update request is completed.

Update TP started

Submit [cancel](#)

Third Party Portal > Tasks > Current Task

Contact Information

***Required Field**

Please enter P&G Contact Person's Email *

Your Company Primary Contact Information

You are required to maintain one primary contact only.

Contacts

| Filter Results: | First Name* | Last Name* | Title | Email* | Is Primary? |
|-----------------|-------------|------------|-------|--------------------------|-------------|
| Actions | vendor | primary | — | tprm.pg.test@gmail.com | Yes |
| Actions | rona | a | — | sdmc.aravotest@gmail.com | No |

Step 4: Click the “Actions” button to edit or delete the existing primary contact.

Note: If you only have one existing email in the page, “delete” function will not work. Choose edit instead to change the email details.

Contacts

Filter Results:

| First Name* | Last Name* | Title | Email* | Is Primary? |
|-------------|------------|-------|--------------------------|-------------|
| vendor | primary | — | tprm.pg.test@gmail.com | Yes |
| a | a | — | sdmc.aravotest@gmail.com | No |

Actions dropdown menu: Edit, Delete

Step 5: Edit then Enter new email contact details. Ensure “Is Primary?” box is ticked. Note that only one email contact can be marked as primary. Once done, click “OK”.

***Required Field**

Please enter P&G Contact Person's Email *

Your Company Primary Contact Information

You are required to maintain one primary contact only.

Contacts

Filter Results:

| First Name* | Last Name* | Title | Email* | Is Primary? |
|-------------|------------|-------|--------------------------|-------------|
| vendor | primary | — | tprm.pg.test@gmail.com | Yes |
| a | a | — | sdmc.aravotest@gmail.com | No |

Edit Contact dialog box:

Summary Field - Please edit this text

First Name * Last Name *

Title Email *

Is Primary?

If you do not have a valid email address for the Third Party or you do not wish to enter/expose a valid email address (in the case of a Gov't Agency or Celebrity, for example), please input a 'dummy email address' such as noemail@none.com or dummyuser@example.com

Step 6: Enter your P&G Sponsor on P&G Contact Person's Email field:

- For PO - Based vendor – P&G Purchases Buyer
- For FI – Based vendor – P&G Band 3 (Director) of business

Note: Separate contact validation will be done by P&G Vendor Master Data (VMD) team prior completion of requests.

Home Tasks Profile

Third Party Portal > Tasks > Current Task

Contact Information

***Required Field**

Please enter P&G Contact Person's Email *



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Step 7: Click “Next” at the bottom of the page and click “Save & Send Updates” button.

Request that was not successfully submitted will appear in the Home page. Just click the task and ensure to complete “Save & Send Updates” action.

| Priority | Start Date | Due Date |
|----------|--------------|--------------|
| Normal | Jul 15, 2021 | Jul 16, 2021 |

Step 8: New primary contact will receive an email for the change done once the update request is completed.

Need help? You can connect with us at <https://pg.aravo.com/>