



Supplier Introduction - SAP Ariba FAQ

These FAQs are for suppliers who currently provide goods or services to Direct Line. These are relevant because changes will be coming following Aviva's acquisition of Direct Line in July 2025.

Information for Direct Line suppliers

Why have I received this email and how does it affect me?

Following Aviva's acquisition of Direct Line in July 2025, we will be transitioning Direct Line suppliers onto Aviva's Procurement Systems during 2026 using a phased approach.

What are the timelines for change?

The transition will take place in two phases:

- Phase 1 (from March 2026): Direct Line suppliers will be invited to complete an online Aviva Supplier Registration Questionnaire via SAP Ariba and from July 2026 SAP Ariba will be used for sourcing and due diligence activities.
- Phase 2 (from July 2026): We will start to prepare Direct Line suppliers for ordering and invoicing through the SAP Ariba Network. DL suppliers that have not worked with Aviva before will start to receive orders through the network from early 2027.

Further communications will be issued ahead of each phase.

Who will receive the Aviva Registration Questionnaire?

All Direct Line suppliers will receive the questionnaire as part of the transition to Aviva's Procurement Systems. Questionnaires will be issued on a phased approach.

Who will the invitation come from and how do I know it is genuine?

Invitations will be issued by Aviva and will link you directly to the SAP Ariba Network. If you have any concerns about the legitimacy of the email, please contact supplierregistration@aviva.com

What is SAP Ariba and do I have to use it?

SAP Ariba is Aviva's procurement system and supplier network, used to manage supplier registration, sourcing and due diligence activities. Registration on SAP Ariba is required to continue working with Direct Line as part of Aviva.

Are there any costs for using SAP Ariba?

Registration on the SAP Ariba Network is free and includes a Standard account suitable for working with Aviva. Upgrading to an Enterprise account is optional and at the supplier's discretion.

I am already a supplier to Aviva as well as Direct Line

If you already supply Aviva and are registered on SAP Ariba, your existing account will be used for future Direct Line-related activity. Please ensure your registration details are up to date.

Will anything change immediately?

No operational changes will take place yet. Any future changes will be communicated clearly in advance.

Can I check or update my details?

Yes. You can log into your SAP Ariba account at any time to review and update your Aviva Supplier Registration details.

I already have an SAP Ariba Network account

Please log in using your existing SAP Ariba credentials when you receive your invitation. This will link your account to Aviva.

I do not have an SAP Ariba Network account

You will be able to create an SAP Ariba Network account using the link provided in your invitation and then complete the registration.

Who do I contact if I have questions?

For queries about supplier registration, please contact AvivaSupplierCommunications@aviva.com.

