Supplier Registration

F

A

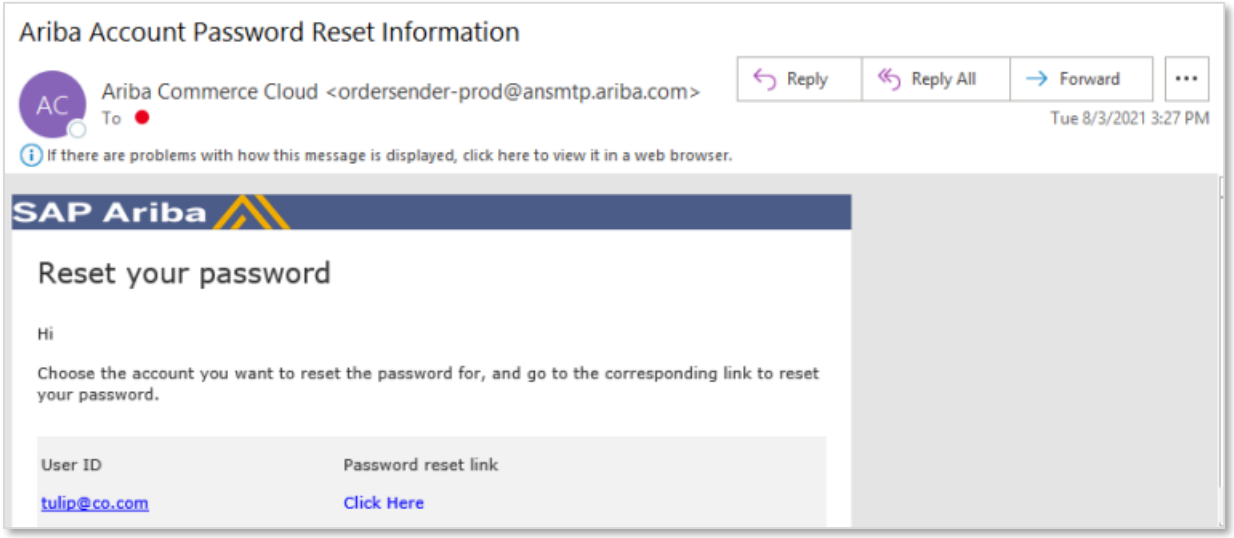
Q

I can't log in. How do I reset my password?.....3
I cannot find my password reset email in my inbox.....3
Why did the link in the password reset email expire?.....5
What browser versions are certified for SAP Ariba cloud solutions?.....5
How do I know if my company already has an Ariba login?.....5
How can I use my existing account to access the questionnaire?.....6
The link provided in the system email has expired, what do I do?.....6
How do I access my organization's former administrator's account?....7
Why is my account locked and how do I unlock it?.....8
Can I forward the system-generated email to a colleague to provide the response?.....8
I don't see the registration questionnaire on my dashboard.....8
The system is saying there may be an existing Ariba Network account registered to my company. What should I do?.....8
What is the difference between Standard and Enterprise account?.....8
If I have multiple customers on the Ariba Network, do I have to pay for multiple subscriptions?.....9
What is an ANID number?.....9
Where else can I get information or help if I need it?.....9
I received an email with a link to a risk assessment, do I need to complete this?.....10
I am not the correct contact to complete the risk assessment. What do I do?.....10
I received a risk assessment to complete but don't have an established Ariba account, what do I do?.....10

I can't log in. How do I reset my password?

If you do not know your password or username, go to the Supplier Login page at http://supplier.ariba.com and click **Forgot Username or Password** to begin the reset process.

You will receive an email that looks like:



cannot find my password reset email in my inbox.

After you submit your request for a password reset, SAP Ariba sends instructions to the email address associated with your account. If you did not receive a password reset email, check the following scenarios to troubleshoot:

- The username you entered is in the wrong format, or it isn't associated with the email address you are checking.
    - Keep in mind, your username is in the format of a full email address, but it can be associated with any email address you entered previously.
    - Your username is also case-sensitive.
    - To confirm that you are using the correct username and format, return to the SAP Ariba login page and click the Forgot Username link.
    - Enter the email address associated with your account and click Submit.
    - You will receive an email that lists the exact format of the username associated with the email you entered.
    - **NOTE**: you may still have an email sent from SAP Ariba confirming you created your account. Find your username here:



Welcome to the Ariba Commerce Cloud

Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.cor
To
7/23/2021

If there are problems with how this message is displayed, click here to view it in a web browser.

SAP Ariba

Welcome to the Ariba Commerce Cloud

Your registration process on the Ariba Commerce Cloud for Acme Inc. is now complete.

Your organization's account ID: **AN01720330388-T**

Your username: martina.acme@acme.com

As the account administrator for this account, make sure to keep your username and password in a secure place. Do not share this information.

If you registered after receiving an invitation from an Ariba On Demand Sourcing buyer, you can now access and participate in the buyer's sourcing events. The Seller Collaboration Console provides a centralized location for you to manage all your Ariba On Demand Sourcing events and buyer relationships.

Ariba On Demand Sourcing buyers might request that you complete additional profile information as part of their Supplier Profile Questionnaire. When you access customer requested fields for a specific buyer, you will see a pop-up page with that buyer's name; that page contains the buyer's customer requested fields.

You can immediately perform administrative and configuration tasks such as creating users and completing your company profile. If account administration is not part of your job responsibility, you can transfer the administrator role at any time to another person in your organization whose responsibilities are more in line with account administration.

Good to Know:

Your Ariba Commerce Cloud account provides a central access point to the seller-facing capabilities of the following Ariba solutions:

- Ariba Discovery™ (Leads)
- Ariba Sourcing™ (Proposals)
- Ariba Contract Management™ (Contracts)
- Ariba® Network (Orders & Invoices)

You can start using Ariba Discovery immediately and begin receiving notifications when business opportunities matching your commodities are published.

Access to the Ariba Sourcing and Ariba Contract Management solutions requires an invitation from a buyer organization using one of these solutions.

- You entered the correct username, but you still didn't receive the password reset email notification.
  - This can occur if the configured email address is different from the account you are checking.
- Your email address for your account may contain a typo if your account administrator created you as a user

- You might have multiple accounts for your company, so make sure you are attempting to access the correct account.

- Your email configuration or company's security settings might also prevent you from receiving the password reset email.
    - To find out, check your junk mail folder or email filter settings to verify that automated emails from Ariba are not blocked from your email account.

Why did the link in the password reset email expire?

The link in the password reset email notification expires in the following cases:

- It has been 24 hours or more since you requested the password reset email. On the Supplier Login page, click **Forgot Password** to request a new password reset email.
- You already used the password reset link to reset your password. You'll need to request a new password reset email.
- Your browser is not compatible with Ariba solutions. Make sure to use a browser version that is compatible with Ariba's sites.

What browser versions are certified for SAP Ariba cloud solutions?

Supported Browsers:

- Apple Safari (64-bit)
- Google Chrome (64-bit)
- Microsoft Edge (32-bit)
- Microsoft Edge Chromium (32-bit and 64-bit)
- Mozilla Firefox (64-bit)
- Microsoft Internet Explorer (32-bit) until December 31, 2021
- Mobile Safari on iPad (iOS 6 or above)

Browsers on mobile devices don’t support the latest visual design of SAP Ariba solutions

How do I know if my company already has an Ariba login?

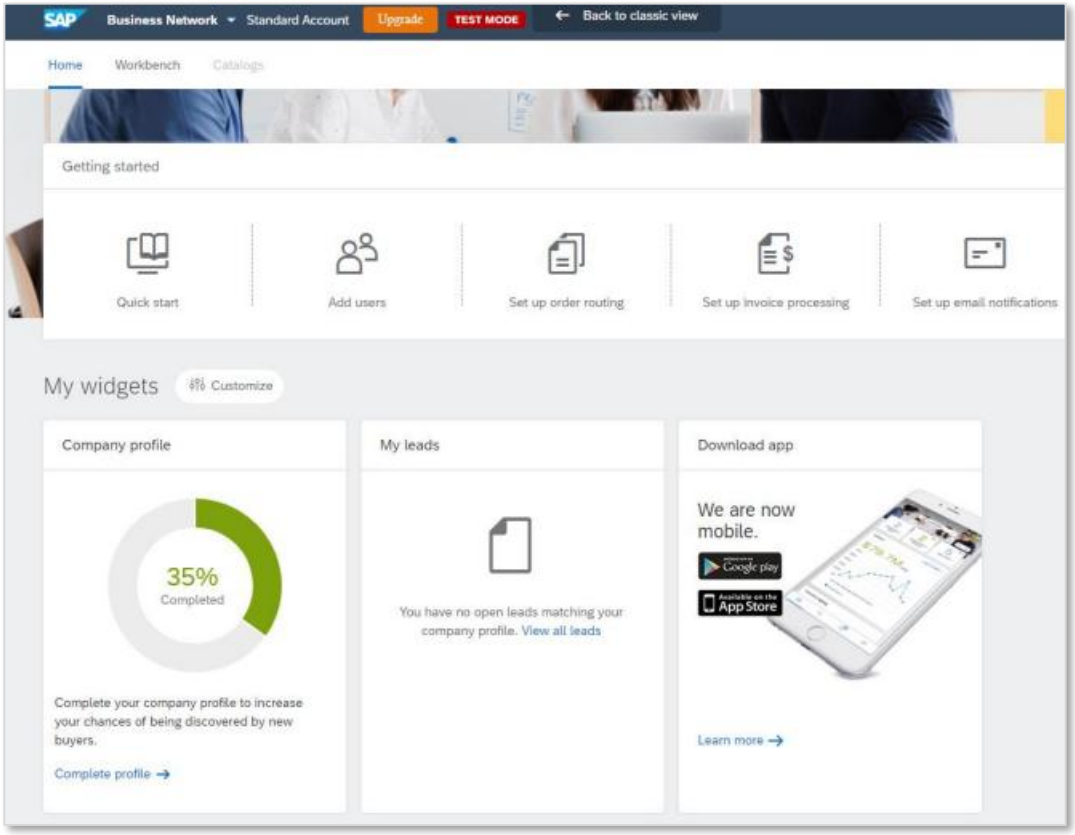
If you are unsure, go through the process of creating a new account. Ariba will use your company name, email domain and company address to scan its network upon submission of your profile. If there are any duplicates, you’ll be notified as you create your account and can link your account to your organization's profile.

How can I use my existing account to access the questionnaire?

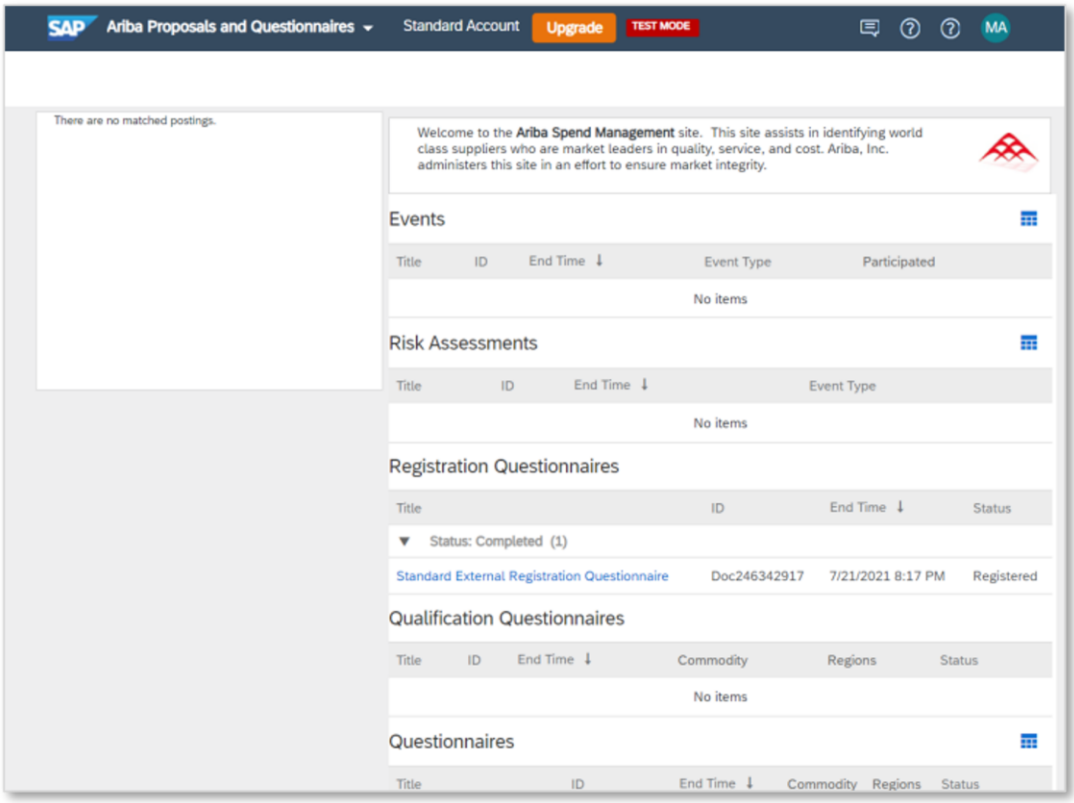
If you received the system-generated email, click on the link embedded within the email body. You will have the opportunity to log in using your existing credentials, and the link will be established between your Ariba Network account and the OMC account.

The link provided in my email invitation to register isn't working, what do I do?

- The invitation link that you clicked to access the registration is likely expired. Invitation links to register are designed for one time use and they will expire after they have been used successfully.
    - If this is the case, reach out to your OMC contact so that you may be reinvited.
- If you have successfully accessed the event before, you can use either of the following links to sign into your Ariba dashboard It's recommended that you bookmark this site in your browser for future use.:
    - http://supplier.ariba.com – Upon log in, you will be taken to the Ariba home page:



- http://proposals.seller.ariba.com – Upon log in, you will be taken directly to your onboarding dashboard, with access to all your registration forms:



- If you have not accessed the event and are receiving an error message, the link you are clicking may be broken. In this case, you will need to contact a Shared Services admin to request a new invitation email.

How do I access my organization's former administrator's account?

- If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different person.

- If the account administrator is no longer with your company, but you have access to the registered email:
  - Use the Password link on the Supplier Login page to request a password reset.
  - After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself.
  - If the account administrator is no longer with your company and there is no access to the email address on file, contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be

required to provide the ANID number of the account, the listed administrator name, and email address.

Why is my account locked and how do I unlock it?

You have a limited number of attempts to enter your password. After too many failed attempts, your account will be locked. Your account will automatically unlock after a few hours.

Alternatively, you can contact SAP Ariba Customer Support to request your account be unlocked manually. Click this question mark icon from the login page to contact SAP Ariba Customer Support.



Can I forward the system-generated email to a colleague to provide the response?

Yes, if you have not clicked on the link in the email, you may forward the initial invitation to register email to another contact within your organization
Note: Questionnaires other than the initial registration cannot be forwarded.

I don't see the registration questionnaire on my dashboard.

Ensure you are using this link to sign in: http://proposals.seller.ariba.com to see any documents, questionnaires, events, etc. that come from SAP Ariba SLP.

Also ensure that in the top left corner of your screen, you're operating within the **Ariba Proposals and Questionnaires** tab. If the tab reads as any of the following, you are in the wrong section: Ariba Discovery, Ariba Contracts, Ariba Network, Business Network



The system is saying there may be an existing Ariba Network account registered to my company. What should I do?

Review the potential matches Ariba has flagged. If you see your organization's profile in the listing, you may link your account with it to prevent any confusion in future engagement with your organization.

What is the difference between Standard and Enterprise account?

There is no cost to creating an Ariba Standard Account. Ariba Network fees are only applicable in the event you decide to upgrade to their Enterprise offering. The Ariba Enterprise offering is not required to do business with OMC.

If I have multiple customers on the Ariba Network, do I have to pay for multiple subscriptions?

No. Suppliers are placed into a single subscription that is based on, and applies to, all their customer relationships.

What is an ANID number?

An Ariba Network Identification (ANID) number is a unique identifier of an Ariba Network account. Suppliers may maintain multiple ANIDs for various reasons. For each of these ANIDs, purchase orders and invoices – as well as transaction (monetary) volume – are counted for each customer relationship to determine when the thresholds are reached for supplier fees.

Where else can I get information or help if I need it?

In the top right corner of the supplier login page, click the question mark icon to expand a panel. You will have the option to search your question, look through documentation and call a help desk for support.



I received an email with a link to a risk assessment, do I need to complete this?

Yes, risk assessments are a required step in onboarding with OMC. You may click on the link within the e-mail and log into your already established Ariba account or create a new account to complete the risk assessment questionnaire.

I am not the correct contact to complete the risk assessment. What do I do?

Reach out to your local agency representative to provide them with the e-mail address for the correct contact to complete the risk assessment. The links for the risk assessment questionnaire cannot be forwarded.

I received a risk assessment to complete but don't have an established Ariba account, what do I do?

After clicking on the link to the risk assessment questionnaire from the Ariba e-mail, please follow the steps to create a new username and access the risk questionnaire.