Register on Ariba – Work Instruction



REGISTER ON ARIBA (SUPPLIER)

PURPOSE

Use this task to create an account in Ariba and to connect and participate in events with PanAust by registering as a supplier.

PRE-REQUISITES

A PanAust representative must have sent an invitation to you to register.

BUSINESS RULES

All mandatory fields must be completed. Terms & Conditions and the Privacy Statement must be agreed to.

PUBLIC ACCESS LINK TO PANAUST QUICK REFERENCE GUIDE

If you require access to this guide: <u>www.panaust.com/ariba</u>

PUBLIC ACCESS LINK TO ARIBA SUPPORT ONLINE

If you require further help in regards to your Ariba Supplier Account go directly to Ariba: <u>http://seller.ariba.com</u>

Step	Instru	iction	Screenshot
**	IMPORTANT NOTES:		
	Check SPAM folder if you have not received your invite email in Step 1.		
	Some companies will have the email address stapproval-prodau=panaust@au.cloud.ariba.com blocked & sent directly to SPAM.		
	If this has happened to you, either:		
	1. forward the email from the SPAM folder to your IT department requesting this email address to be whitelisted OR		
	2. Request your IT department to whitelist the following domain * au.cloud.ariba.com		
	Access Ariba Network		
	1.	Via the email link sent to you by F	PanAust or
	2.	Via Ariba website directly: <u>www.s</u>	eller.ariba.com. You will need to enter your username & password.



If you are unable to click the link, it could have expired or has become inactive.

1

2

 Contact the PBM or PanAust representative in your email and ask them to resend the email link. PanAust Limited - TEST has registered you on their Ariba Spend Management site and invited you to participate in the following event: Soil Testing. The event starts on Thursday, November 12, 2020 at 5:02 PM, Pacific Standard Time and ends on Tuesday, November 17, 2020 at 5:02 PM, Pacific Standard Time.

Click Here to access this event. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can access this event.

NOTE: This link is only valid for 30 days. Make sure to register on the Ariba Commerce Cloud before the link expires. After you register on the Ariba Commerce Cloud, you can no longer use this link.

If you have questions about this event, contact Fransis Napitupulu via telephone at or via e-mail at <u>fransis.napitupulu@panaust.com.au</u>.

If you do not want to respond to this event, <u>Click Here</u>. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.

We look forward to working with you!

Thank You,

Welcome, Barnie Rubble
Have a question? Click here to see a Quick Start guide.
Sign up as a supplier with PanAust Limited - TEST on SAP Ariba.
PanAust Limited - TEST uses SAP Ariba to manage procurement activities.
Create an SAP Ariba supplier account and manage your response to procurement activities required by PanAust Limited - TEST.
Sign up
Already have an account?
Log in

2.	If you do not have an Ariba
	Network account, or do not know if
	your company has an account with
	Ariba:

1. If **you have** an Ariba Network

b) Enter your username &

Click CONTINUE

account:

c)

a) Click LOG IN

password

d) Go to Step 19

a) Click SIGN UP

b) Carry on to Step 3

3	The information PanAust has about your company will be completed. Add	Company information			
	additional information, or make corrections as required.	* Indicate: Company Name:* Batman Industries	s a required field		
	Click the SCROLL BAR to scroll down the form.	Country/Region:* Australia (AUS) If your company has more Address:* Line 1 Line 2 Line 2	than one office, ess. You can enter our shipping r other addresses file.		
		City:* Brisbane State:* Queensland [AU-QLD]			
4	The contact details have defaulted as the contact that PanAust put into Ariba. You can change this.	User account information * Indicate SAP Ariba Privacy SAP Ariba Privacy	es a required field		
	Your Username should be your email address. You can change this email address if required.	Email: * AribaTestSuppler@paniust.com.au Username:* Username:* Username:* Etst-AribaBatman@norepty.com Password:* Enter Password Password:* Enter Password	nat(e.g i) tain a minimum of ding upper and		
	Make sure you choose a secure password. You will need your password to log in to Ariba in the future to respond to tenders, questionnaires and update your details.	Image: Image:	Interic digits, and when Ariba sends you ions. This is different I you their orders fix. To send orders to your organization, list and enter the foo can change this		
5	You need to specify the types of goods and/or services that your company will supply. In Ariba, these are based on	Tell us more about your business Product and Service Categories:* Enter Product and Service Categories Add	-or- Browse		
	United Nations Standard Products and Services Codes (USNPC).	Ship-to or Service Locations:* Enter Ship-to or Service Location Add	-or- Browse		
	Click BROWSE	ABN Number: Optional (ABN). DUNS Number: Optional Enter the nine-digit number Bradstreet. By default, DUN with "-T" in test account. (issued by Dun & IS number is appended		
6	Search for the category your company's goods or services align to.	Product and Service Category Selection			
	Clicking in the scroll area displays the desired area	Click the product and service category you want to add and click the + icon. Lower-level prod changes.	uct and service ca		
		Browse Product and Service Categories Didn't find what you were looking for Agricultural & Fishing Machinery > Agricultural & Fishing Services > Apparel, Luggage & Personal Care > Chemicals > Cleaning Supplies > Computer Hardware, Software & Telecom > Construction & Maintenance Services >	? Try Search »		

7	 Expand the categories as required, until you find the appropriate one. Click the button to the right of required category. You can select multiple categories. Click OK 	Product and Service Category Selection Search Browse Click the product and service category you want to add and click the + icon. Lower-level product and service categories are displayed after you click a product and service category. Click OK to save your changes Browse Product and Service Categories Diatr find what you were looking for? Try Search = Apparet, Luggage & Personal Cate Ol / Gas Data Management & Ol / Gas Data Management & Ol / Gas Restoration & Production B Prod	
8	Specify which locations your company will provide goods and/or services to. Click BROWSE	Tell us more about your business Product and Service Categories:* Enter Product and Service Categories Add -or- Browse	
		Ship-to or Service Locations:* Enter Ship-to or Service Location Add -or Browse ABN Number: Optional Enter your 11 digit Australian Business Number (ABN). DUNS Number: Optional Enter the nine-digit number issued by Dun & Bradsteet. By default, DUNS number is appended with "-T" in test account. ①	
9	 Expand the locations as required, until you find the appropriate one. Click the button to the right of required location. You can select multiple locations. Click OK 	Ship-to or Service Location Selection Select the territories that your company serves. If your company offers global coverage, choose Global Image: Select Ship or Service Locations Click a country/region to add and click the + icon. States or provinces are displayed after you click a country/region. Click OK to save your changes. Click a country/region to add and click the + icon. States or provinces are displayed after you click a country/region. Click OK to save your changes. Central America > Image: Click Book America > South America > Image: Click Book America > Central America > Image: Click Book America > Central America > Image: Click Book America > Central America > Image: Click Book America > Northern Europe > Image: Click Book America > Northern Europe > Image: Click Book America > Northern Europe > Image: Click Book America > Singapore Image: Click Book America + My Selections (1) Image: Click Republic Image: Click Republic Remove Click Click Republic Remove	
10	The ABN NUMBER: If known, should be completed	ABIN Number: Optional Enter your 11 digit Australian Business Number (ABN). DUNS Number: Optional Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with "-T" in test account. ①	
11	You must read and agree to Ariba's Terms of Use and SAP Ariba Privacy Statement. Click the appropriate link to open each. Click the check box to acknowledge they have been read and agreed to: Click CREATE ACCOUNT AND CONTINUE You have now completed creating your Ariba account.	Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile gage after you have finished your registration. By clicing the Create accurat and continue button, you expressly acknowledge and give consert to Ariba for your duate actered in this system to be transferred outside the European Union, Russian Federation or other µirstiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.	

12	You will receive an email from Ariba, like this, confirming that your registration has been completed.	SAP Ariba Welcome to the Ariba Commerce Cloud Your registration process on the Ariba Commerce Cloud for Brisbane Water Specalists is now complete. Your organization's account ID: AN01595579555-T Your username: test-aribawater@noreply.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.
13	The system will check if your company name matches or is similar to another registered company. Click REVIEW ACCOUNTS to check if your company has previously registered with Ariba	Potential existing accounts We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account. Review accounts
14	Check the search results if your company has previously registered with Ariba. 1. If your company name doesn't match the results: a) Click CONTINUE ACCOUNT CREATION b) Go to Step 19 2. If there is a possible match: a) Click ACTIONS > •••• (View Profile) b) Carry on to Step 15	Review duplicate Account We noticed that your company may already register an Ariba Network account, please review the match results below, then: • You can log in the account you are associated with • Or, you can view the profile and contact the account administrator from there • Or, you can view the profile and contact the account Administrator from there • Or, you can Go back to previous page 20 search results found • Ours @ supplier Areb @ Actions Supplier Name @ countrer @ state @ Durks @ supplier Areb @ Actions • Anotio2515027288 I2C Architects Brisbane Py Ltd AUS Oureensland • Anotio25435698 MAK Industrial Water Soutions Aus Western Australia • Anotio25435698 • • • • • • • • • • • • • • • • • • •
15	View Profile: you will be able to view the accounts' profile. If you believe that this is your company (and you wish to respond to the RFP on behalf of that company), you must contact the administrator by selecting Contact Admin to get a username & password to log in. This will be sent to the contact person (administrator) for this company.	Sep Ada Network • () Supplier profile

16	Complete the relevant information in	CAD Ariba Network -
TO	the e-mail:	
	1 Click SEND EMAIL	Contact Your Account Administrator
		Review the following information and make edits as necessary. Click Send Email to send this message to the account administrator. * Indicates a required field
	2. GO BACK TO PREVIOUS to	Vour Name: * Daniel Jackson
	cancel this registration	Your Company Name:* Objeco Industries
		Your Email Address: * daniel Jackson@bloomit.com.au
	✓ Your message has been sent successfully.	Your Phone Number: USA1 🗸
		Hello, Lincently attempted to redister an account on Ariba Network, During registration, SAP Ariba searched and
	The administrator will be notified. If	returned your account as a match.
	they respond they may share relevant	Prease contact me to determine a I snould be using this account. Thank you.
	log_in details with you or request	
	further information to set you up with	Cancel Send Email
	Juither mjormation to set you up with	
	your own login details.	Deview duritients & securit
		Review duplicate Account
		We noticed that your company may already register an Ariba Network account, please review the match results below, then:
		 You can log in the account you are associated with Or, you can view the profile and contact the account administrator from there
		Or, if there is no match, you can Continue Account Creation and we will progress your registration
		• Or, you can Go back to previous page
	If the administrator realize	
17	if the authinistrator replies,	
	a) Go back to your initial email from	
	PanAust	
	b) Click CLICK HERE	DANAUCT
	c) At Step 14 click CONTINUE	FANAUST
	ACCOUNT CREATION	Walaama Caaraa Tulia
		weicome, George Tulip.
		PanAust Limited - TEST has registered you on their Ariba Spend Management site and invited you to participate in the following event: Soil Testing. The event starts on Thursday,
		17, 2020 at 5:02 PM, Pacific Standard Time and ends on Tuesday, November 17, 2020 at 5:02 PM, Pacific Standard Time.
		<u>Click Here</u> to access this event. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can access this event.
		NOTE: This link is only valid for 30 days. Make sure to register on the Ariba Commerce Cloud before the link expires. After you register on the Ariba Commerce Cloud, you can no longer use this link.
		If you have questions about this event, contact Fransis Napitupulu via telephone at or via e-mail at <u>fransis.napitupulu@panaust.com.au</u> .
		If you do not want to respond to this event, <u>Click Here</u> . You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.
		We look forward to working with you!
		Thank You,
	1 If the endering the second size	
18	1. If the administrators reply is:	Sign up as a supplier with PanAust Limited - TEST on SAP Ariba.
	a) NO , this organization is not the	PanAust Limited - TEST uses SAP Ariba to manage procurement activities.
	same as your company;	Create an SAP Ariba supplier account and manage your response to procurement activities required by PanAust Limited - TEST.
	b) Click SIGN UP	Already have an account Log lo
	c) Go back to Step 3	
	2. If the administrators reply is:	
	a) YES , this organization is the	Enter Your Account Information * Information
	same as your company & you	
	are given a username &	In the source of
	password;	
	b) Click LOG IN	Username:* nazia.Babasum@talense.edu.au
	c) Enter your username &	Passood.*
	password	Forgot Ulemanne Forgot Passaord
	d) Click CONTINUE	
	e) Carry on to Sten 19	Continue
	c) carry on to step 15	

19	You will be redirected to the PanAust event for review.	Ariba Sourcin Go back to PanAust Limited - TES	ng III Company Settings . ST Dashboard	▼ George Tulip ▼ Help Center Desktop File Sync
	You can review event details and decide whether you	Event Details Event Messages	Doc3580572 - Soil Testing You must decide whether or not you intend to participate in this event.	Time remaining 4 days 22:53:13
	> INTEND TO PARTICIPATE	Download Tutoriats Response Team Checklist	Download Content Intend to Participate Decline to Participate	Print Event Information
	OR	2. Submit Response	Primary Definitions (Sect	ion 1 of 9) Next » 🔳 😽
	> DECLINE TO PARTICIPATE	Event Contents All Content 1 Definitions Quotations Submissie 3 Payment Terms 4 Violate.	Name 1 Definitions In these Request for Quotation Terms and Conditions (unless the context otherwise requires): (1) Company is the PanAust entity or business referred to in the Request for Quotation to which then attached; (2) Supplier is the company or organisation which has been invited to submit a Quotation. (3) Request for Quotation (RFQ) means the document designated as such and which has been issue Supplier; (4) Quotation means the quotation that the Supplier submits to the Company in response to the Recu	Less
20	**Optional** Create a Response Team	a constru		Time remaining
20	If you wish to include additional team members from your organization to help you prepare the response.	Console Event Messages Besponse Hillory Texponse Hillory Texponse Team	Doc3696066 - Test Project _DA_SR All Content Name 1 3 Seape of Supply	 G 29 days 19:27:43 ■ ♥ Len
	1. Click Response Team	Ariba Sourcing	g Europany Setting	t w Sarba Internets Help Center
	Click Add to select your team members	Go back to PanAust Limited - TEST (Response Team - Test F	Periboard	Desktop File Sync OK Cancel
	3. Click OK when done	Review the list of members from you	ur organization who can participate in this event with you. You may add team members to this list as needed.	
		Name I Ceriel Jackson	Email Address. daniel Jackson () bloomit, com au	OK Cancel
21	**Optional** Submit questions to PanAust	Console	℮ Doc3696066 - Test Project _DA_SR	Time remaining 29 days 19:27:43
	During the response period, if you need to ask PanAust a question or require clarification regarding the event, you	Event Messages Response Hatory Response Team	All Content Name 1 3 Scope of Supply	₩ ¥
	can send a message.	Ariba Sourcin Go back to PanAust Limited - TEST	10 Company Settings •	Sarbu Interiors Help Center Desktop File Sync
	1. Click EVENT MESSAGES	Event Messages - Test	Project _DA_SR	Back to Console
	 Here, you will see a summary of all of the communications that have been sent by PanAust. Clarifications and addendums may also be published here. Click COMPOSE MESSAGE 	Messages Id Repl MsG387284 Not MsG387283 Not 4 Lo View	y Sent Date I From Contact Name To Subject Applicable 1J/25/2020 09:08 AM PanAust Limited - TEST Sangharsh Redhu Daniel Jackson PanAust Li Applicable 1J/25/2020 09:08 AM PanAust Limited - TEST Sangharsh Redhu Daniel Jackson PanAust Li Reply Compose Message Download all attachments	Time remaining 29 days 19:32:58
	Here, you can enter your query or requested information. You can also attach a file.	Karba kossioos (na ka Wakan or	Underse and a flast delay fields. White 2-18 of 244 - Casto Interiory TECT AND ADDRESS T	Back to Console
	Note: PanAust will respond via the Event Messages and you will also be notified via email.			

22	If you intend to participate, use the	Console	🗁 Doc3580572 - Soil Testing	Time remaining 4 days 22:44:03
	scroll bar to review all contents of the	The state of the second		
	attach any required files as part of this	Response History	Primary	
	event.	Response ream		-
		▼ Checklist	All Content	m ×
	All mandatory response fields will be	1. Review Event Details	Name †	
	denoted with an *.	2. Submit Response	 (3) accept any quotation including non-contorming quotations (4) accept or reject any quotation in part or in full 	<u>^</u>
	Requested responses may include:	w Fuget Contents	(5) revise, suspend or cancel the Request for Quotation process	
	Requested responses may mendue.	• Event Contents	(6) change the Quotation Submission Deadline	
	1) Text	All Content	6 Liability The Company shall not at any time be liable or responsible for, nor be under any ob	Less
	2) \$ Value	1 Definitions	any losses or expenses or loss that may be incurred by the Supplier in the preparatio 7 Acceptance of Quotation	in and submission of its Quotation.
	3) Attachments	2 Quotations Submissio	 The Company will accept a quotation by issuing a Purchase Order to the Supplie (*) indicates a required field 	7. No Ouotation shall be deemed
	Options from Drop Down	3 Payment Terms		
	Once completed	4 Validity	Submit Entire Response Update Totals Save draft	Compose Message
	Adding Attackments			
23	Adding Attachments	All Content		. ×
	If you wish to add an attachment:	Name †		
		▼ 3 Scope of Supply		Less
	1. Click *Attach a file	Please read the	attached Scope of Supply for the Services that are the subject of this RFP.	
	2. Click Choose File to upload an	▼ 4 Response Schedu	ule 1 - Technical and General	Less
	attachment from your local	Please upload t	he information requested in the attached Response Schedule 1 - Technical and General.	
	drive	4.1 Please upload	the information requested in the attached Response Schedule 1 - Technical and General	*Attach a file 🕈
		5 Response Schede Please complete	ule 2 - Commercial and Contractural e and upload all the following attached documents.	Less –
		Any variations y 5.1 Please upload	ou are seeking must be detailed and uploaded to the Contractual Non-Conformance Schedule. the information requested in the attached Pricing Schedule	*Attach a file 📑
		5.2 Please upload	the information requested in the attached Financial Information Form	*Attach a file 🗣
		5.3 Please upload	the information requested in the attached Contractual Non-Conformance Schedule	*Attach a file 👎
		5.4 Please upload	the information requested in the attached Proposal Form	*Attach a file 👎
		Ariba Sourcing	. Executive Settle	ngs + Santha Interiens Help Center 39
		Go back to PanAust Limited - TEST D	es/board	Desktop File Sync
		Add Attachment		OK Cancel
		Enter the location of a file to add as a	in Attachment. To search for a particular file, cick Browse When you have finished, cick OK to add the attachment.	
		Attachment: Choose File No file o	hosen	
		Or drop file here		_
				OK Cancel
	Deview Veur Despenses			
24	If you are ready to sumit your response:	Console	🖨 Doc3580572 - Soil Testing	A days 22:44:03
	If you are ready to sumit your response.	Event Messages		
		Response History Response Team	Primary	
	2. Click SUBMIT ENTIRE RESPONSE	▼ Checklist	110.000	-
	Your bid will be sent to PanAust for	1. Review Event Details	All Content	m 🗢
	review.	2. Submit Response	(3) accept any quotation including non-conforming quotations	^
	You will receive any updates for this		(4) accept or reject any quotation in part or in full (5) revise, suspend or cancel the Request for Ountation process	
	event via email.	▼ Event Contents	(6) change the Quotation Submission Deadline	
		All Content	6 Liability Less	3
		1 Definitions	The Company shall not at any time be liable or responsible for, nor be under any obligation to re any losses or expenses or loss that may be incurred by the Supplier in the preparation and subm	imburse the Supplier for, ission of its Quotation.
		2 Quotations Submissio	(1) The Company will accept a guotation by issuing a Purchase Order to the Supplier. No Quotat (1) The Company will accept a guotation by issuing a Purchase Order to the Supplier. No Quotat	ion shall be deemed
		3 Payment Terms	C. C. Annual and C	
		4 Validity	Submit Entire Response Update Totals Save draft C	Compose Message
			-personal and a second se	
25	If you have missed any mandatory		5 problems that require completion or correction in order to corr	nolete vour request
	fields or done anything wrong in	Mouse ove	r the red icons to learn more. Use the Next and Previous links to st	ep through the errors as
	completing this form the system will tell	needed.		
	you with a message like this.			

26	Click OK Note: PanAust will not be notified that you have submitted your response until the response period has ended. You are able to revise and submit your response an unlimited number of times during this period.	✓ Submit this response? Click OK to submit. OK Cancel
27	The system displays a message confirming that your registration has successfully been submitted for approval.	✓ Your response has been submitted. Thank you for participating in the event.
28	You can view your response history (if you have submitted multiple versions): 1. Click RESPONSE HISTORY	Console Image: Doc3696066 - Test Project _DA_SR Event Message: All Content Response Team Image: Team * Checklist
29	 **Optional** Revise Your Response 1. Click REVISE RESPONSE 2. Click OK You will be able to revise your response and update some or all of your response in: Text You are ready to resubmit your response. 3. Click SUBMIT ENTIRE RESPONSE 	Arba Sourcing If Company Settings* Retro Response Console Doc30980066 - Test Project _DA_SR Console Console Doc30980066 - Test Project _DA_SR Console Vertex Messages Vertex Messages Vertex Messages Response Nationy Note Notemated a response for this event. Thank you for participanting Response Nationy Note Notemated a response for this event. Thank you for participanting Response Nationy Note Notemated a response for this event. Thank you for participanting Response Nationy Note Notemated a response for this event. Thank you for participanting Response Nationy Note National Kengonse Student Response Note National Kengonse Note National Kengonse Note National Kengonse

30 HOW TO CONTACT ARIBA SUPPORT TEAM

If you have any **issues logging in** and your company is registered with Ariba, please contact your companys account administrator.

If you do not know who your companys account adminstrator is, or you have any **issues registering with Ariba** via the invite email please contact Ariba support: <u>http://seller.ariba.com</u>



Duplicate username:

You can access your existing account or create a new user account with a unique username by deselecting the Use my email as my username box under the Email field. Your username does not need to match your email address. It only needs to have the @ symbol and does not have to be a valid email address.

• Duplicate D-U-N-S (Data Universal Numbering System) number:

You can leave the DUNS Number field empty during registration or contact the administrator of the account that already uses the same number. You can also add your D-U-N-S number on the Marketing tab of your Company Profile after registration. Note: General applicable to US suppliers only.

• Account already merged when registering with an existing account:

This occurs when you try to link to a sourcing buyer with an account that is already used on the buyer's site. You can contact your buyer to find the linked account and deactivate any duplicate account(s). Alternatively, you can create a new account.

• Different username and password expected when registering with an existing account:

This occurs when you try to link to a sourcing buyer with an account that is different from the accounts used by others in your company. You can try to find the existing account by contacting your colleagues and/or the buyer. Alternatively, you can create a new account.

• Error: "There has been an issue connecting to the Sourcing Server"

Please try to connect to the service later.": If you experience this error repeatedly, there is a conflict between information in the registered account and in the sourcing buyer's site. Your buyer might have some of your account information stored in a different account. Contact Ariba Customer Support to review the possible conflicts.

• Error: "Username and password pair you entered was not found"

You entered an incorrect username or password. You might also receive this message in the following scenarios:

- Your password contains part of your username.
- · Your browser is automatically filling in an invalid character or the incorrect username/password
- You entered a username that is not currently valid for your account.
- You entered an incorrect password.
- You are not using a certified browser.
- Your cookies have not been cleared.

• Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) than the one you are trying to log into. To connect with this buyer company, you need to log into the already connected account. Please contact your company's account administrator and request that they create you as a new user under ANID (ANID)"

You are receiving this error because the username you are attempting to use is associated with an ANID that does not match the ANID currently connected to your company's profile that was invited to the event, which indicates that your organization has more than one ANID.

Provide the buyer with your ANID number and the username you'd like to use, and let them confirm if the ANID provided is matching the ANID of your profile from the buyer side. Suppliers can access the events from only one ANID.

• Error: "The username and password entered has already merged to another Ariba Sourcing user account"

You are receiving this error because the username you are attempting to use is already connected to an existing user in the buyer's Sourcing site, and a duplicate user has been created and invited to this sourcing event by the buyer.

To resolve this issue:

Provide the buyer with your ANID number and the username you'd like to use, and let them confirm if the ANID provided is matching the ANID of your profile from the buyer side. Suppliers can access the events from only one ANID, if the ANID is not matched then you must log in from the ANID that is connected to your profile from the buyer side.

Or

Create an alternate username from the same ANID that is connected to your profile from the buyer side by clicking Sign Up through the event invitation. Your new username will need to be different than any existing username currently in the Ariba system, and it will maintain the same ANID.

• Error: "You do not have the appropriate permissions to access this page" when accessing Proposals or Contracts

If you are a sub-user, contact your account administrator to begin collaborating with customers through Ariba Sourcing and Ariba Contracts. In the upper-right corner of the application, click your initials > Contact Administrator to view your admin's information.

If you are the administrator of the account, ensure your administrator role has the permission Access Proposals and Contracts:

1. In the upper-right corner of the application, click your initials > Settings and select Company Settings. 2. Click Users.

3. Click on the Administrator role. The administrator has all permissions and cannot be edited.

4. Confirm with the buyer if your email address/Contact is invited the event or is approved

5. If you do not see the Access Proposals and Contracts permission, contact SAP Ariba Customer Support.

• Error: "Your user account has not been approved by the buyer"

- Check with the buyer to verify the approval of your user account/organization
- Ensure your username matches the username originally set up in the buyer's site if you changed the username and the buyer confirms your approval
- Error: "User already exists. Please enter a different username."

You are receiving this message because the username you are entering is already associated with an Ariba Network, Ariba Discovery, or Ariba Sourcing supplier account. You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements.

SAP Ariba requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if your username of example@ariba.com was not accepted, you can try using example1@ariba.com.

Additional Information

If you would like to access the account that already exists, please use one of the following sites to request a password reset for the registered username:

- https://supplier.ariba.com (Ariba Network, Ariba Sourcing, or Ariba Contracts)
- https://discovery.ariba.com (Discovery only)

• Error: "Why can't I access an event with the username I was given by my customer?"

You do not have to use the username your customer may have provided in the event invitation you received.

When your contact was created in their supplier database, a User ID field was required for them to complete that is meant to act as a placeholder ID until you successfully accept the invitation with your own username. The placeholder User ID entered is the username displaying in the email invitation.

If you click the link in the email to access the event, you should be given an option to Sign Up for a new user account or Login with an existing user. Choose whichever of these options applies to you, and you will then be able to control what username is connected to your customer's event.

Customer can send you the username by using the "Send username", only If you managed to connect your Ariba account to the customer event previously, you should receive an official email from Ariba with the user details afterwards.

If you are taken to a Login page instead of a page to Sign Up or Login, Check the below error

• Error: "why do I receive the error "The username and password pair you entered was not found" when trying to sign into a sourcing event I was invited to?"

The invitation link you are clicking may have expired. If you have already connected your account to the customer that invited you, please use the following link to log in to your account http://supplier.ariba.com.

Or

Your organization profile from the customer side is connected to ANID and The Ariba user ID you are trying to log in from is not the same Ariba user ID that is associated with the event.

Ask the project owner of the event to use "send username" for the invited contact.

Provide the buyer with your ANID number to confirm if the ANID from the buyer side is the same as the ANID of your account.

Suppliers can access the events from only one ANID.

• Error: "Why am I receiving an error saying the link has expired when trying to access a sourcing event?

The invitation link that you clicked to access the event is likely expired. Invitation links are designed for one time use only and they will expire after they have been used successfully.

If you have successfully accessed the event before, you can use the following link to sign into your Ariba Sourcing dashboard: http://supplier.ariba.com. It's recommended that you bookmark this site in your browser for future use.

If you have not accessed the event and are receiving this error, the link you are clicking is broken and was likely never working as it should.

In this case, you will need to contact the Project Owner to request a new invitation email.

Retrieve Usernames

If you forget your Ariba Network for Suppliers username,

- 1. Click Having trouble logging in? on the login page.
- 2. Choose I forgot my username.
- 3. Enter the email address you used when you registered your SAP Ariba account.
- 4. Click Submit.

Create and Reset Passwords

If your SAP Ariba password is not working or if you forget your password,

- 1. Click Having trouble logging in? on the Login page.
- 2. Choose I forgot my password, and Click Continue.
- 3. Enter your username or email address in the Username or Email Address field and click Submit.

SAP Ariba sends an email notification that contains instructions on how to reset your password to the email address you used to register your SAP Ariba account.

Click the link in the Password Reset email.

Note:

Links in password reset notifications are only valid for 24 hours.

If you receive a password reset notification, but the link provided is invalid or expired, contact your account administrator and have them initiate the password reset process for you. If you are the account administrator, initiate the password process again.

Note:

If you do not receive a password reset email from SAP Ariba: Check your junk mail folder or spam filter settings to verify that automated emails from SAP Ariba are not blocked from your email account.

You might have multiple SAP Ariba usernames with different email addresses. Make sure you check the correct email account.

You might have recently changed your email address without updating the email address in your SAP Ariba account. Check the email account associated with your SAP Ariba account. You might have mistyped your username.

Enter and confirm your new password on the Password Reset page.

Click Submit