

NAB SUPPLIER FAQs

Topic	Question	Answer
Registration	Which Ariba modules do I need to register for NAB?	NAB invites suppliers to get registered on two Ariba modules: <ul style="list-style-type: none"> • Source to Contract (S2C) module covering sourcing events, such as RFx, contract renewals or updates via the ARIBA network. • P2P (Procure to Pay) module covering order and invoice processing via the ARIBA network
Registration	Will I get charged any fees using Ariba?	No, NAB has chosen to cover Ariba Enterprise account fees on behalf of specific customer relationships. This will allow you using Ariba Network for National Australia Bank Limited at no cost. That said, there may be charged fees if a you opt for extra services or transact with other buying organisations other than NAB on the Ariba Network. You have option to use Ariba Standard account which is absolutely free but only provides basic functionality. Go to this page to find more information about the differences between the two accounts.
Registration	I can't log into Ariba, what do I do? How do I get an Ariba user account?	Contact the 'Ariba Administrator' at your company and ask them to create an account for you. This is the person that originally set up your Ariba account. Review How to contact Administrator. & How to create user.
Registration	When I log in through the link to Register as a Supplier, I get an error.	Firstly, confirm you can log into Ariba directly (without the Registration link), and that you can access to the account you want to use with NAB. Next review this info.
Registration	I can log into Ariba, but I cannot see NAB's Supplier Registration Questionnaire	Check that top-left of screen says 'Ariba Proposals & Questionnaires' and that you are inside the 'National Australia Bank Limited' section. Still nothing? Ask your NAB contact to confirm who the Registration invitation was emailed to.
Registration	When I click the link to Register as a Supplier or Sign up, the system wants me to review potential duplicate accounts. What should I do?	Firstly, confirm you can log into Ariba directly (without the Registration link), and that you can access to the account you want to use with NAB. Then click the Registration link, and when the window pops-up, simply close it by clicking the [X] in the top-right corner, then proceed with the Registration.
Registration	When I log in through the link to accept NABs Trading Relationship Request (TRR), I get an error.	NAB's arrangement with Ariba means all Suppliers can transact with NAB through an Enterprise Account at NO COST. Firstly, confirm you can log into Ariba directly (without the TRR link), and that you can access to the account you

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		want to use with NAB. If top-left of screen says 'Enterprise Account', review this info . If top-left of screen says, 'Standard Account' you have 2 options: either [Upgrade] the account to Enterprise level, then go back to the TRR email and log in through the link, or leave the standard account as is and use the TRR email link to [Sign Up] and create a new, free Enterprise Account for transacting with NAB.
Registration	How will I know that I have been successfully set up in Ariba for NAB?	You will receive a confirmation email upon a successful completion of the registration process.
Account Administration	How do I set up other User accounts in Ariba for my colleagues?	Your need to contact your Ariba Administrator. This is the person that originally set up your Ariba account. How to create user .
Account Administration	I forgot my password/user, how can I recover access?	On SAP Ariba supplier login page https://supplier.ariba.com click forgot Username or Password then enter the email address linked to your user and you will receive link to recover your access. Go to this page for more details
Invoicing	How do I submit an invoice against a PO?	From the Ariba Dashboard page, open the 'Inbox > Orders & Releases' page. Select the PO to charge against and click [Create Invoice], enter information in the mandatory fields, then submit. Go to this page and NAB invoice guide for more details.
Invoicing	How do I submit an invoice against a Contract?	From the Ariba Dashboard page, click [create] on the right-side of screen. Select the Contract to be invoiced and click [Create Invoice], enter information in the mandatory fields, then submit. Go to this page and NAB Contract Invoice Guide for more details.
Invoicing	I can log into Ariba, but I cannot see NAB's Purchase Order or Contract	From the Ariba Dashboard page, open the 'Inbox > Orders & Releases' page. This is where Purchase Orders live. Open the 'Inbox > Contracts' page to see the Contracts. Go to NAB PO Guide for more details.
Invoicing	Why was the invoice I submitted rejected?	Invoices are rejected if certain 'transaction rules' have not been met. Go to this page about how to edit and resubmit the invoice.
Invoicing	Unable to submit invoice with error about No bank account details found.	Make sure you add your bank details correctly under remittance tab. <ul style="list-style-type: none"> • From Company Settings menu, select Remittances. • Under EFT/Check Remittances, select Create or Edit to add your Remittance address details. • Select your Preferred Payment Method and enter your corresponding bank details under ACH/Wire. Check box to 'Include Bank Account Information on Invoices.'

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		<ul style="list-style-type: none"> Under ACH/Wire section only add bank account number under account # field and add BSB number under ABA field. Click OK, then Save and Close. <p>Review this info</p>
RFX Response	I can log into Ariba, but I cannot see NAB's RFX.	Check that top-left of corner says 'Ariba Proposals & Questionnaires' and that you are inside the 'National Australia Bank Limited' section. Still nothing? Ask your NAB contact to confirm who the RFX invitation was emailed to.
Ariba Support	How do I connect with the Ariba support team?	<ul style="list-style-type: none"> Contact Ariba Support Australia phone – 1800 081 923 (toll-free) Australia, New Zealand and Asia: +65 6311 4745 For overseas suppliers go to this page Ariba for supplier's material go to this page
Ariba Support	How do I connect with Ariba onboarding team to get support on Ariba registration?	You can submit your inquiry via Ariba Supplier Enablement Inquiry Form and you will be contacted by Ariba onboarding agent.
NAB Support	For any queries or issues regarding supplier registration process. <ul style="list-style-type: none"> S2C & P2P registration process issues. User access issues to registration questionnaires. 	Send a request to supplier.enablement.team@nab.com.au
NAB Support	For general queries on Ariba. <ul style="list-style-type: none"> Invoicing issues (e.g. Can't submit invoices on Ariba) Responding to sourcing events issues (e.g. responding to RFX) Ariba systems issues (e.g. system timeout, exceptions) 	Send a request to Sourceline.Support@nab.com.au
NAB Support	For support with purchase orders or paying invoices <ul style="list-style-type: none"> Invoice payment queries. Purchase order queries 	Send a request to p2p@nab.com.au Or call P2P Help Desk on 1300 880 359