SAP Ariba

FAQ (SCC solution)

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Questions:

What is Ariba Network?

Ariba Network is an online platform that facilitates customer-supplier relationships. It allows you to receive purchase orders, send various documents (order confirmations, shipping notices, invoices) and track their status.
The platform will improve collaboration related to purchase orders, components, logistics, quality and invoicing.

What infrastructure do I need to use Ariba Network?

The implementation of the Ariba platform does not require any specific infrastructure (SAP or other).
To connect to the Cloud platform, you will only need an Internet connection and a standard Internet browser (Chrome, Explorer, Firefox, etc.).
The use of Chrome is recommended.

Who can I contact if I need help?

- For any questions regarding business processes or commercial relations, please contact your Alstom reference.
- For any questions regarding the standard use of the solution or any technical questions, please contact the Ariba team dedicated to your onboarding and, in the longer term, the Help Center accessible from your Ariba account.

Is there any support provided when creating my first documents on the Ariba platform?

If you have any questions when creating your first documents, you can contact the Ariba team dedicated to your onboarding ([Link](#)) or the Ariba contact person who helped you set up your account.

How do I register on Ariba Network?

Shortly after the Supplier Summit, you will receive an e-mail from Ariba inviting you to accept Alstom trading relationship request. In this e-mail, you will find a link to create your account.
- You will also be contacted by phone by a member of the Ariba team who will guide you through the creation of your account.
- It is important to respect the deadlines communicated to you during this step of account creation.

What happens if my company already has an account on Ariba Network?

- If your company already has an account on Ariba Network, we recommend that you use it for your transactions with Alstom rather than creating a new one.
- When you receive the trading relationship request email, inviting you to log in for the first time to Ariba, you will be able to choose between "Create an account" or "Log in with an existing User".
- Click on the "Existing User" option and log in with your administrator ID and password (you must log into the administrator account, not a user account).
- This will allow you to establish a connection between your existing Ariba account and Alstom.

Can I change my mind and use another Ariba account after Go Live?

Switching to another Ariba account once the first transactions have started with Alstom is extremely complicated. There is no possibility of transferring data from one account to another: Alstom would have to send you all documents relating to open orders again.

- That is why we recommend that you carefully choose the account you wish to use with Alstom when you accept the trading relationship request and connect to Ariba for the first time.
- If unsure, do not hesitate to contact your Alstom Reference

Some subsidiaries of my company have not received the invitation to join Ariba Network: can they also join the platform?

Subsidiaries of the same company may not be invited to join Ariba Network at the same time because Ariba sends one invitation per Vendor ID.
- If you want to know when your subsidiaries will receive their Ariba invitation, you can contact your Alstom reference Business Support.

Does a company that receives several Ariba invitations from Alstom need to have one or more accounts on Ariba Network?

If you receive several trading relationship requests from Ariba, please contact Alstom Business Support at gerald.cagnin-ext@alstomgroup.com

Will I have access to a test platform to manipulate the tool before Go Live?

An access to a test platform will be provided to allow you to practice handling the platform.

Is it possible to create multiple user profiles on the same Ariba account?

It is possible to create multiple user accounts from your company's administrator account.
The administrator is responsible for creating user accounts (he can create up to 250 user accounts and grant them specific authorizations).

What is the privacy policy for registration and company information?

- The Ariba platform is in compliance with GDPR standards.
- Only professional data and not personal data are processed by Ariba. In addition, consent is required for any participation in exchanges on Ariba.
- When you register on the platform, all buyers on the network (including those with whom you do not have a commercial relationship) can view your company's restricted profile and establish new business relationships.
- Buyers who already have a commercial relationship with you have access to additional information: name and e-mail address of your account administrator, final recipient of purchase orders (if you configure a specific routing method to send a copy of the purchase orders to another person in your organization). This information allows them to carry out transactions with you via Ariba Network.
- However, other suppliers registered on the Network do not have access to your account information.
- For more information, do not hesitate to check the following page: https://www.ariba.com/gdpr

As a Alstom supplier, I did not sign a contract with SAP Ariba. Therefore, how are the contractual relationships governed between Alstom, Ariba and me?

By accepting Ariba's general terms and conditions when creating your account, you also become an Ariba customer. This agreement comes in addition to your contractual relations with Alstom.

What is the cost of transacting business on Ariba Network?

Alstom has chosen to bear the costs that are usually charged to suppliers by Ariba, making the platform free of charge for you when transacting with Alstom.
NB: transactions with clients other than Alstom are not supported.

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'll 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 example@ariba.com was not accepted, you can try to use example1@ariba.com.

How do I access and change the former administrator's account?

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

If the account administrator is no longer with your company, but you have access to the registered email:

1. Use the Having trouble logging in? link on the login page to request a Password Reset.
2. After accessing the account, you can transfer the account administrator 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, contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be required to provide ANID number of the account, the listed administrator, and email address.

How to create role?

Before creating your first role, you might want to review the list of permissions. This list is useful for planning your approach to roles. Some companies create broadly defined roles that include all or most of the available permissions, while others create specialized roles that include narrow sets of permissions. By planning your approach to roles, you can prevent confusion for your account users and maximize the efficiency of your team after roles are in place.
You assign roles when you create users.

Limitations:
* The maximum number of custom roles you can create is 10.
* Ariba Network does not notify users of changes to roles. You might want to inform users before making changes.