



Ariba Supplier Registration FAQ

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Question

What information do I need to supply to Simplot to participate in an RFP?

Answer

Prior to being invited to participate in an RFP, you will need to identify and supply the name, email and telephone # of each person that needs to be invited to an RFP.

Question

Can I forward the RFP invitation to another person at my company?

Answer

No, the invitation to participate in an RFP is sent to the named individual and should not be forwarded to another person. Each named individual that is invited to participate in an RFP will need to register or log in using an existing Ariba Network account.

Question

How do I register on SAP Ariba Sourcing?

Answer

Once you receive an invite from the buyer, follow the **Click Here** link:

If you do not have an SAP Ariba account:

1. Click **Sign Up**

2. Fill in the required fields and Click **Submit** at the bottom right
3. A message box for potential existing accounts pops up with two options **Review accounts** or **Skip review**
4. Click **Review accounts** to see potential existing accounts and contact the administrator of the account
5. Click **Skip review** to create a new account if you are confident it is necessary

If you already have an SAP Ariba account:

1. Click **Log In**
2. Enter your credentials for SAP Ariba
3. Click **Continue** (do not press enter on your keyboard)

To log back into your account after successfully connecting with the buyer go to the [SAP Ariba Sourcing Supplier login page](#).

Additional Information

- If you see the following message:
We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account, see [Warning: "We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account"](#)
- If you do not have a username associated with the connected ANID, see [Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID \(ANID\)"](#)
- For a video tutorial, see [Ariba Network Registration](#)

Issue

When trying to create an account through the invitation link sent by the buyer, the below warning is thrown:

We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.

Resolution

If you currently have an active existing account, please follow the steps below:

1. Click on the "X" to the top right of the review accounts pop up.
2. Click on **Log in**.
3. Once you have logged successfully the Trading Relationship and any documents associated will be consolidated in your account.

To avoid duplicate accounts being created please follow the steps below:

1. Click **Review Accounts**. From the following screen you can review other accounts that may be relevant to your company.
2. You can view the details of each account by clicking "" > **View Profile**.
3. If you are able to locate the correct account, you can click **Contact Administrator**.
4. Fill in the required fields and click **Send Email**.
5. This will send an email to the administrator of the account with your contact information so they can contact you.

The administrator will need to add you as a user with the necessary permissions, so you can use that account to login through the invitation.

Alternatively, if none of the accounts shown seem relevant, click **Continue Account Creation**. The content of the buyer should now appear for you.

Cause

An account very similar to other ones that were created in the past is being created. Ariba shows this warning message to try to prevent users from creating duplicate accounts.

Issue

When I try to register to view a sourcing event, I get the following error message:
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).

Resolution

If you believe you already have a username associated with the connected ANID, please refer internally to your company's account administrator to confirm the correct username to use.

If you do not have a username associated with the connected ANID, please follow these steps below to create a new username and access the event:

1. Return to the previous page and click **Sign Up**
2. Uncheck the box next to **Use my email as my username**
3. Create a username that is different than your existing username
 1. Usernames are not required to be valid email addresses, but they do have to look like them
 2. Ex: If your email is first.lastname@company.com, use first.lastname1@company.com
4. Enter a new password in the **New Password** and **Confirm Password** fields
 1. Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters
 2. You can use the same password as your existing account
5. Review the **Terms of Use** and **SAP Ariba Privacy Statement** and select the box next to each indicating your acceptance
6. Click **Skip review >** Check box for **I have read and I acknowledge the Cookie Notice** and click **Submit**

The event should now appear for you.

Cause

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.

Additional Information



With multiple usernames, a simple way to ensure you can easily access each will be to [link your user IDs](#).

If you are still having issues accessing the event, see [How do I contact Business Network Customer Support as a supplier?](#)

Question.

How do I access a sourcing event?

Answer.

You can access a sourcing event to which you have been invited in two different ways:

- By [registering via the invitation email that the buyer sends](#)
- By going to the **Ariba Proposals & Questionnaires** page (log into your account and click the app dropdown menu in the upper-left corner of the application and select **Ariba Proposals & Questionnaires**)

If the event you are looking for is not listed on the **Ariba Proposals & Questionnaires** page, please see [Why can't I find an event?](#) for troubleshooting steps.

Keep in mind that to participate in a sourcing event, you must be invited by a buyer. If you have not been invited, please reach out to the buyer to request an invitation.

Question

How do I contact Business Network Customer Support as a supplier?

Answer

1. Click the help  icon in the upper-right corner of the application.
2. Click **Support** at the top of the help menu.
3. Click the **Contact us** tab.
4. Enter a brief description of your question or issue in the **Start here to find your answer** field.
5. Click the search  icon.

After searching, click on a topic based on our recommendations or a button about your question / issue under the **Choose from the options below to continue** section to learn more and get help. If you still need assistance after reviewing the steps provided:

1. In the options provided for **What do you need help with?** Click **Something else** at the bottom.
2. A bar on the bottom of the screen will appear **Can't find what you're looking for?** Click **Contact us** on the right.
3. Fill out the form with as much detail as possible.
4. Click **One last step** in the bottom-right.
5. Select your contact method and click **Submit**.

If you don't see a **Can't find what you're looking for? Contact us** button, the question / issue you are searching for may require you to click through other options to ensure we can support your request.

Additional Information

The above steps are for the situation when you are able to login. In case you are not able to login, please follow the steps below.

1. Access <https://supplier.ariba.com>.
2. Repeat the step 1 to 3 mentioned at the beginning of **Answer** section.
3. You will see **Register on Ariba Network, Reset my password, Forgot username, Unsubscribe** tabs.
4. Select one and click on a button about your question/ issue under **Choose from the options below to continue** section to learn more and get help.

If you still need assistance after reviewing the steps provided, please select **Something else** and follow the steps at the end of **Answer** section.

For questions regarding when you should contact your customer, see [Do I contact Ariba or my customer when I have a question or issue?](#)

Question

Why can't I access an event with the username provided by my customer?

Do I have to use the username my customer told me to use to access their event?

Answer

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 the supplier creation. 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.

Additional Information

If you are taken to a login page instead of a page to **Sign Up** or **Login**, refer to the articles below:

- [Why do I receive the error "The username and password pair you entered was not found" when trying to sign in to a sourcing event I was invited to?](#)
- [Why am I receiving an error saying the link has expired when trying to access a sourcing event?](#)