

SAP Ariba Quick Reference Guide

Onboarding Troubleshooting / FAQs

Supplier Process

**All screenshots provided are examples only*

Overview

This guide is designed to help users quickly resolve common issues and find answers to typical queries related to their Ariba account. It provides step-by-step instructions for identifying and fixing technical or operational problems.

While our team are happy to help, SAP also have great resources available in their Help Centre which can be accessed through the below link.

[SAP Help Centre](#)

How to merge a new invitation account with an existing account

[KB0394229 - How do I merge a new invitation account with an existing account?](#)

If you have an existing account with another customer, you can choose to merge these two accounts so that you can manage all your customer relationships in one account. The following steps must be performed by the account administrator.

To merge your accounts:

1. Click the link from the invitation email from your customer.
2. Enter the SAP Business Network ID (ANID) from the invitation email in the Temporary ID field.
3. Enter the secure code in the Secure Code field.
4. Click Use Existing Account.
5. Log in with the administrator username and password of the existing account.
6. Click OK to log in to your existing account.

The purchase orders from the invitation account are added to your Orders > Purchase Orders or Workbench dashboard. If you do not see the orders, you might have to log out and log back in to your existing account for the change to take effect.

Who do I contact for assistance with my SAP Ariba account?

You can use the below links:

<https://www.sap.com/australia/products/business-network/suppliers/support.html>

<https://support.sap.com/en/contact-us.html>

Otherwise, you can also call SAP:

1800 287 727, 1800 081 923 or 08 7100 1324.



How do I establish a trading relationship with a buyer in the SAP Business Network?

[KB0394250 - How do I establish a trading relationship with a buyer in SAP Business Network?](#)

The trading relationship request must be initiated by your **buyer**. You can provide the buyer with your [SAP Business Network ID \(ANID\)](#) number and ask them to send you a trading relationship request.

If your account has the [Automatically accept all relationship requests](#) option **enabled**, the trading relationship will be automatically established in your account as soon as the buyer sends the request.

If this option is **not enabled**, you can manually approve the request by following these steps:

1. In the upper-right corner of the application, click **[user initials] > Settings > Customer Relationships**.
2. Navigate to the **Pending Requests** tab.
3. Check the box to the left of the customer name and click **Accept**.

You will only be able to invoice the customer or perform other related actions after the **trading relationship has been established**.

How do I create a sub-user and a role with permissions to use the account?

[KB0392433 - How do I create a sub-user and a role with permissions to use the account?](#)

[Permissions You Can Assign to Users](#)

If you are the account administrator, you can add users with the following steps:

To add users to the account, you must create at least one role. You can assign multiple users to the same role or create a separate role for each user.

To create a role:

1. In the upper-right corner of the application, click **[User Initials] > Settings** and select **Manage Users**.
2. Under the **Manage Roles** tab, click the **[Plus Sign]**.
3. Enter a **Name** for the role.
4. Select the appropriate permissions by checking the relevant boxes.
5. Click **Save**.

To create a user:

1. In the upper-right corner of the application, click **[User Initials] > Settings** and select **Manage Users**.
2. Under the **Manage Users** tab, click the **[Plus Sign]**.
3. Enter the user's information (**Username, Email Address, First Name, Last Name, and Office Phone**).
4. Select a role in the **Role Assignment** section.
5. Assign a customer (**All customers** or **Select Customers**).
6. Click **Save**.

After you create the user, the user receives an email with the username and a temporary password. The temporary password will be valid for 24 hours. The user must access the account and change the password when logging in for the first time.

If any sub-users were created through a sourcing invitation they received from a buyer, you would need to approve them by following the directions below:

1. In the upper-right corner of the application, click **[User Initials]** > **Settings** and select **Manage Users**.
2. Click **Manage Unapproved Users**.
3. Select the users to approve.
4. Click **Approve**.
5. Click **Save**.

Can I have more than one administrator for my SAP Business Network account?

[KB0404504 - Can I have more than one administrator for my SAP Business Network account?](#)

SAP Business Network does not allow the creation of a second administrator.

Only one user can be assigned to the Administrator role at a time, what can be done is to create a role and add all the permissions; the users who are added to that role will have all the permissions active. If you are the current administrator, you can [reassign the administrator role](#) to another user in your company's account. If you need to become the administrator, contact your account administrator to [reassign the role](#).

You can also use: [Permissions You Can Assign to Users](#)

Has my Ariba account has been suspended?

[KB0673633 - What is an account suspension and how can I avoid it?](#)

Please contact SAP directly to follow up on your suspended Ariba account if the Trading Relationship was suspended due to a non-payment of a fee? Please refer to the above SAP contact details in Point 2.

Resolution Options

- **Dispute the bill:** Log into their SAP Business Network account, go to *Service Subscriptions > Open Bills*, and raise a dispute using the conversation bubble.
- **Promise to Pay:** If they need more time to pay, they can email SAP with a “promise to pay” request. The email must include their Network ID and a clear request to be unsuspending:
 - Americas: ariba.suspension.office@sap.com
 - EMEA: ariba.suspension.emea@sap.com
 - APJ: ariba.suspension.office.apj@sap.com

How to access an Ariba account that already exists.

[KB0392439 - How do I access and change the former administrator's account as a sub-user?](#)

If you would like to access an account that already exists, please follow the below steps:

Access the [SAP Business Network home page](#)

1. Type in your username.
2. Click **Next**.
3. Click **Forgot password**.

4. Type in your email address.
5. Click **Submit**.

How do I update my details in my Ariba External Registration Questionnaire

ADD SUMMARY EXT Q – contains all business info that comes across to TMR, if you have Bank account and so on change this is where you would update that.

To complete or update your details in the Ariba External Registration Questionnaire:

1. Log into your Ariba portal, click on the **Business Network** dropdown menu in the top left of the screen and select **Ariba Proposals & Questionnaires**.
2. Select the TMR External Registration Questionnaire.
3. Click on the blue **Revise Response** button to put the Questionnaire into an editable format.
4. Update your required details. Note: for EFT updates, Ariba can only accept one attachment so you may need to delete the old supporting document before uploading the new one. **Submit Entire Response**.

How to configure your user account information and company settings

Please use the below link that will take you through the Steps on how to configure your user account information and company settings

<https://support.ariba.com/item/view/171101?HelpCenter=1>

How do I add a trusted site in Windows/Edge/Chrome/Safari?

[KB1263138 - How do I add a trusted site in windows / Edge / Chrome / Safari?](#)

WINDOWS:

To add a trusted site in **Windows**, follow these steps:

1. Open **Internet Options**:
 - Search for “Internet Options” in the Taskbar search box and click the result.
 - This will open the **Internet Options** window.
2. Switch to the **Security Tab**:
 - After opening the window, switch to the **Security** tab.
3. Add the **Trusted Site**:
 - Click the **Trusted sites** option.
 - Then click the **Sites** button.
 - Enter the website URL in the **Add this website to the zone** box.
 - You can either write down the specific URL (e.g., https://*.ariba.com) or use a wildcard entry (e.g., *.ariba.com) to cover all subdomains.
 - Click **Close** and then **OK** to save your changes.

EDGE:

To add a trusted site to **Edge** on your Windows 10 PC, you need to:

1. Open Windows 10 **Start Menu** > Type Internet Options > Open **Internet Options** or Open **Control Panel** > Go to **Network and internet** > Click **Internet options**.
2. Click on the **Security tab** > Click on **Trusted Sites** > Then select **Sites**.
3. Type in the trusted site URL in the box that says "https://*.ariba.com" > Click **Add** > Press **Close**.

GOOGLE CHROME

To add trusted sites in **Chrome**, you can:

1. Open the website you want to trust in Chrome.
2. Click on the lock icon in the address bar and select "**Site settings**".
3. Set all permissions to Allow to **add the website as trusted**.
4. Alternatively, you can use the Internet Options app in Windows 10 to add trusted sites.
5. Navigate to the **Security tab**, select **Trusted Sites**, and click on **Sites**.
6. Untick the "**Require server verification**" checkbox and enter the site https://*.ariba.com.

SAFARI

To add trusted sites in **Safari**, follow these steps:

1. Make sure the site you want to add is currently open in Safari.
2. In the address bar, you will see the URL of the site you have open.
3. Select the drop-down menu to the right of that website and choose "Allow" to allow pop-ups only at this site.
4. Alternatively, you can access Safari Preferences, go to the Security tab, and use the Website Settings feature to designate websites as trusted.

How can I change the administrator for an Ariba account I cannot access?

[KB0394475 - How can I change the administrator for an Ariba account I cannot access?](#)

The account administrator is no longer with your company, and you need to gain access.

There are a few ways to be granted access to an SAP Ariba Business Network account if the administrator is no longer with the company:

- If the former administrator's email address is still active and can be accessed, you can request a password reset link to be sent to this email. After resetting the password, you can log in with the former administrator's username and the new password that you created to access the account.

[How do I reset my password as a supplier?](#)

- If the former administrator's email address is no longer active, [submit a support request](#) and provide the below details. The support team can then reassign the account to the new administrator:
 - The ANID number of the account
 - The name of the former administrator
 - The former administrator's email address
 - One customer relationship on the account
 - The new administrator email address

- If you do not have any information regarding the account, please reach out to your customer and ask them to provide the below details for your company's Ariba account. When you have these details, please [submit a support request](#) to receive access to the account. SAP Ariba Support is not authorized to provide this information and cannot proceed with reassigning the account until this information is provided.
 - The ANID number of the account:
 - Previous Administrator's Full Name:
 - Previous Administrator's Email Address:

SAP Ariba Support is authorised to change the supplier administrator only when the service request is raised by the supplier. Buyer administrator changes are allowed only when the service request is raised by the buyer.

Another option is also to follow the below:

[KB0392439 - How do I access and change the former administrator's account as a sub-user?](#)

As a sub-user, you can identify your current account administrator by following steps:

1. Sign in to your SAP Business Network supplier account.
2. In the upper-right corner of the application, clicking **[User initials] > Contact Administrator**.

There are a few ways to be granted access to the former administrator's account:

- If the account administrator is still with your company, you can request that they [transfer](#) the administrator role to the person who is to replace them.
- If the account administrator is no longer with your company, but you have access to the registered email address:
 1. Use the **Password** link on the [supplier login page](#) to request a password reset.
 2. Once you have access to the account, you can either [transfer](#) the administrator role to another user within the account, or take ownership of the administrator account by changing name and contact email address by clicking **[User initials]** in the upper-right corner of the application and selecting **My Account**.
 - Note: You should not change the username of the account if you have existing buyer relationships in the Ariba Proposals and Questionnaires dashboard, as this will result in the subsequent disconnection from these buyer organizations.
- If the account administrator is no longer with your company and there is no access to the email address on file, [contact SAP Support](#). You will be required to provide the ANID number of the account, the former administrator's name and email address, the new administrator's name and email address.

How do I update administrator information on SAP Business Network?

[KB0392549 - How do I update administrator information for "Supplier Account" on SAP Business Network?](#)

Login as the administrator to SAP Business Network supplier account:

1. Click **[User Initials]** in the upper-right corner
2. Click on the **My Account**
3. In the My Account page under the Account Information, Preferences and Contact Information section update the information and make sure all the required fields are filled.
4. Click **Save**.

If you have updated the **Email Address** field, you will receive a confirmation email to the updated email address with the subject line: **Confirmation of your Updated Email Address**. Click on the included link to confirm your updated email address. The link will expire in 72 hours.

Further SAP Help articles are available as per below:

SAP HELP CENTRE

Need further assistance?

For SAP Ariba Onboarding enquiries please contact the Supplier Enablement Team
supplier_enablement@tmr.qld.gov.au

For SAP Ariba enquiries please contact the Ariba Support team on Ariba_Support@tmr.qld.gov.au

For SAP Fieldglass enquiries please contact the Fieldglass Central PMO team on
Fieldglass_CentralPMO@tmr.qld.gov.au

Document control

Version	Date	Additions/Amendments	Author / Reviewer	Peer review / Approver
1.0	05/2026	Amendments	Gregg Thompson	Chloe Humphreys