



PUBLIC

# **Strategic Sourcing Ariba Supplier Account Access FAQ Supplier Guide**

This is a guide for Suppliers to help troubleshoot errors while accessing Ariba Proposals & Questionnaires.

## TABLE OF CONTENTS

WHO UPDATED THIS DOCUMENT? .....	3
REGISTRATION.....	4
ACCESSING EVENTS USING EMAIL REGISTRATION .....	5
COMMON ISSUES WHILE REGISTERING YOUR SUPPLIER Ariba ACCOUNT .....	6
BROWSER COMPATIBILITY FOR SAP Ariba CLOUD SOLUTIONS? .....	7
EMAIL NOTIFICATIONS ARE NOT RECEIVED .....	7
TROUBLESHOOTING ERRORS .....	8
Error 1 "The username and password pair you entered was not found" .....	8
Error 2 "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID)" .....	9
Error 3 "The username and password entered has already merged to another Ariba Sourcing user account" .....	10
Error 4 "You do not have the appropriate permissions to access this page" when accessing Proposals or Contracts .....	11
Error 5 "Your user account has not been approved by the buyer" .....	12
Error 6 "User already exists. Please enter a different username." .....	13
Error 7 "Company profile has errors, please correct them" while logging in .....	14
Error 8 "Why can't I access an event with the username I was given by my customer?" .....	15
Error 9 "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?" .....	16
Error 10 "Why am I receiving an error saying the link has expired when trying to access a sourcing event?" .....	17
How to retrieve usernames? .....	18
How to create and reset passwords.....	18

## WHO UPDATED THIS DOCUMENT?

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SHANTI, Abdulraouf <a href="mailto:abdulraouf.shanti@sap.com">abdulraouf.shanti@sap.com</a>	09/02/2021	Copyright is updated to from year 2020 to year 2020-2021 I Removed two linkes from page 7 (The links are not working anymore)

## REGISTRATION

### Registration as a new standalone account from the Ariba Portal

Your company may register an account as a standalone on the SAP Ariba Network by visiting our website <http://supplier.ariba.com> and clicking Register Now.

You will then be taken through the 3 steps registration process as follows:

1. Enter your Company Information. Please note only fields marked with an asterisk (\*) are required.
2. Enter the User account information. Please note only fields marked with an asterisk (\*) are required.
3. Review the information on the page, check the box "I have read and agree to the Terms of Use and the SAP Ariba Privacy Statement" at the bottom of the page and click Register.

You will be taken to a page that states, "Thank you for registering on SAP Ariba Network" and an activation e-mail will be sent once you have successfully registered your account.

### Registration through an email invitation from the buyer

- There are two types of email invitations
  - Supplier registration & RFX invitation
  - Standard Purchase Order & Trading Relationship Request invitation

If you received an email invitation from a buying organization, click the link within the email message. When Ariba Network displays the welcome page, select one of the following:

- If you already have an account, click Log in.
- If you do not have an account, click Sign up.
- If you received a Supplier registration request for the first time from your customer, click the action button in the email, such as Access Event. From the landing page, select Sign up to register a free, standard account, or select Log in to add the buying organization to your existing Ariba Network account.
- If you received a purchase order or another first time document from your customer, click the action button in the email, such as Process order. From the landing page, choose Sign up to register a free, standard account, or choose Log in to add the document to your existing Ariba Network account.
- You can connect with multiple buyers from the same Ariba Network account.
- To connect multiple buying organization to the same Ariba Network account, click Log in from the landing page.

Please note that once you've successfully registered through the invitation email, the invitation link becomes expired. You can login to your account in the future by using the following <http://supplier.ariba.com>

## ACCESSING EVENTS USING EMAIL REGISTRATION

### Question

How do I participate in my buyer's sourcing event using an email invitation?

How do I register to receive SAP Ariba Proposals & Questionnaires from my customer?

### Answer

In order to participate in an SAP Ariba Proposals & Questionnaires event, you must first register an account and connect it with your customer's Proposals & Questionnaires site.

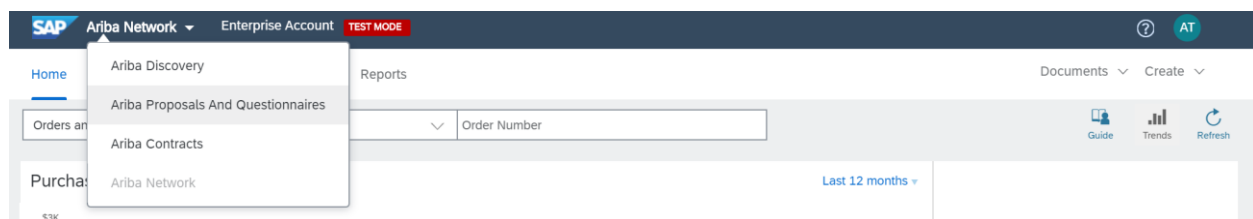
Before initiating this process, it is strongly recommended that you confirm whether or not your company has an existing Ariba Network account identified by an Ariba Network ID (ANID) number. If so, please request to be added as a user to this account with the Proposals & Contracts Access permission before proceeding with the following steps.

1. Click on the link in the interactive invitation email you received from your customer.
2. Select Sign Up or Login depending on which is applicable.
3. If you selected Sign Up, complete all required fields marked with an asterisk\* and click Create account and Continue.
4. If you selected Login, enter your existing username and password and click Continue.

You should now see SAP Ariba Proposals & Questionnaires in the upper left corner along with your customer's name and any Customer Requested Profile information that may be required by your customer.

Please note that once you've successfully registered through the invitation email, the invitation link expires, and you may login to your account in the future by using the following link

<http://supplier.ariba.com>.



## COMMON ISSUES WHILE REGISTERING YOUR SUPPLIER Ariba ACCOUNT

### Question

What are the common issues when registering an account?

### Answer

The following list describes common registration issues and how to resolve them:

- 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.

## BROWSER COMPATIBILITY FOR SAP Ariba CLOUD SOLUTIONS?

### Question

What browser versions are certified for SAP Ariba cloud solutions?

### Answer

If you are a supplier user, go to <https://supplier.ariba.com> and click Supported browsers and plugins at the bottom left of the page to access a list of currently supported browsers.

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## EMAIL NOTIFICATIONS ARE NOT RECEIVED

### Question

Why am I not receiving emails from SAP Ariba?

### Answer

If you are not receiving emails from SAP Ariba, first verify that your user's email address is correct and that your notification settings are configured properly. If so, contact your local IT department to determine if there are any filters on your email server that are blocking emails from SAP Ariba. If needed, your IT department can also add SAP Ariba's IP addresses and the email domains:

- @smtp.mn1.ariba.com
- @smtp.mn2.ariba.com
- @ansmtp.ariba.com
- @eusmtp.ariba.com

Make sure the TLS (Transport Layer Security) version is 1.2 and above.

If all settings are configured properly in both your SAP Ariba account and internal email server, the attachments included in the notification may be too large which is preventing the email from being received.

## TROUBLESHOOTING ERRORS

Error 1 “The username and password pair you entered was not found”

### Question

Why do I get the below message on the SAP Ariba Login page?

The username and password pair you entered was not found.

### Answer

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 2 "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID)"

### Issue

When I try to register to view a Sourcing event, I get the following error message:

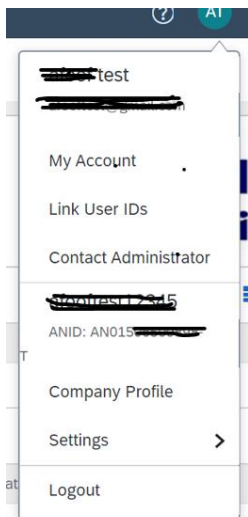
Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) than the one you are trying to log into. To connect with this buyer company, you need to log into the already connected account. Please contact your company's account administrator and request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

### Resolution

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 3 "The username and password entered has already merged to another Ariba Sourcing user account"

### Question

What does this error message mean?

The username and password entered has already merged to another Ariba Sourcing user account

### Answer

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

### Question

Why do I receive the following error when I select Proposals or Contracts from the solution navigator?

You do not have the appropriate permissions to access this page. Contact your account administrator to request access to this page.

### Answer

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 5 “Your user account has not been approved by the buyer”

### Issue

I receive the following error message when I attempt to access my SAP Ariba Sourcing dashboard:

Your user account has not been approved by the buyer. The buyer must approve your organization or user account before you can conduct business with them.

### Cause

There are two potential reasons for this error to display:

- The buyer has not approved your user account or organization
- Your username has been edited, which can break the connection with a buyer

### Resolution

To resolve the issue:

- 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 6 "User already exists. Please enter a different username."

Answer

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 7 "Company profile has errors, please correct them" while logging in

#### Question

Why am I getting the error Company profile has errors, please correct them when logging in to my account?

#### Answer

From the error message screen, you can select Go to company profile to make updates. You can also follow these steps:

1. Login to your Ariba account as the account administrator.
2. In the upper-right corner of the application, click *your initials* > Settings and select Company Profile.
  - Under the Basic tab, edit your company name and address if necessary.
  - Under the Business tab, check that your Tax ID is entered within the Tax information section.
3. Click Save on all pages changes are made before going to the next tab.

A new feature released on May 15, 2020 (NS-6418) requires updated Company Profile information including company name, address, and TaxID validation. Administrators will be asked to update the Company Profile if the current information does not meet the new standards.

#### Why is this update now being required?

To improve transaction processes and consumer interaction and to avoid continued lack of data parity, we are increasing profile completion standards to meet Terms of Use (TOU) requirements that state all companies on SAP Ariba must use their full company name on their Network/Sourcing accounts.

#### What data needs to be updated?

- Company Name
- Address
- TaxID Validation

Error 8 “Why can't I access an event with the username I was given by my customer?”

#### Question

Why can't I access an event with the username I was given 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 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 9 “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?

### Question

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 can I not use my existing username and password to accept an event invitation?

### Answer

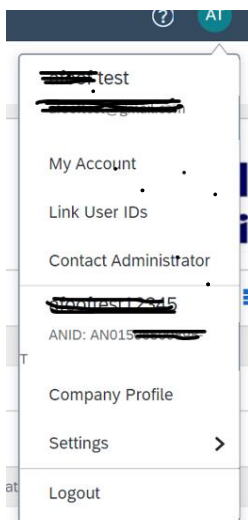
The invitation link you are clicking may have expired. If you have already connected your account to the customer that invited you, please use the following link to log in to your account <http://supplier.ariba.com>.

Or

Your organization profile from the customer side is connected to the 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 the “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 10 “Why am I receiving an error saying the link has expired when trying to access a sourcing event?”

#### Question

Why am I receiving the below error when trying to access an event from the invitation?

The link you clicked has expired. Please contact your Project Owner and request that they resend you the event invitation email.

#### Answer

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.

## How to retrieve usernames?

1. If you forget your Ariba Network for Suppliers username, 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.

## How to create and reset passwords

If your SAP Ariba password is not working or if you forget your password, click Having trouble logging in? on the Login page.

Select I forgot my password, and click Continue.

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

[www.sap.com/contactsap](http://www.sap.com/contactsap)

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