

Account Reassignment Guide for Supplier

GROUP CENTRALISED PROCUREMENT



IMPORTANT NOTICE

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How do I access the former administrator's account?

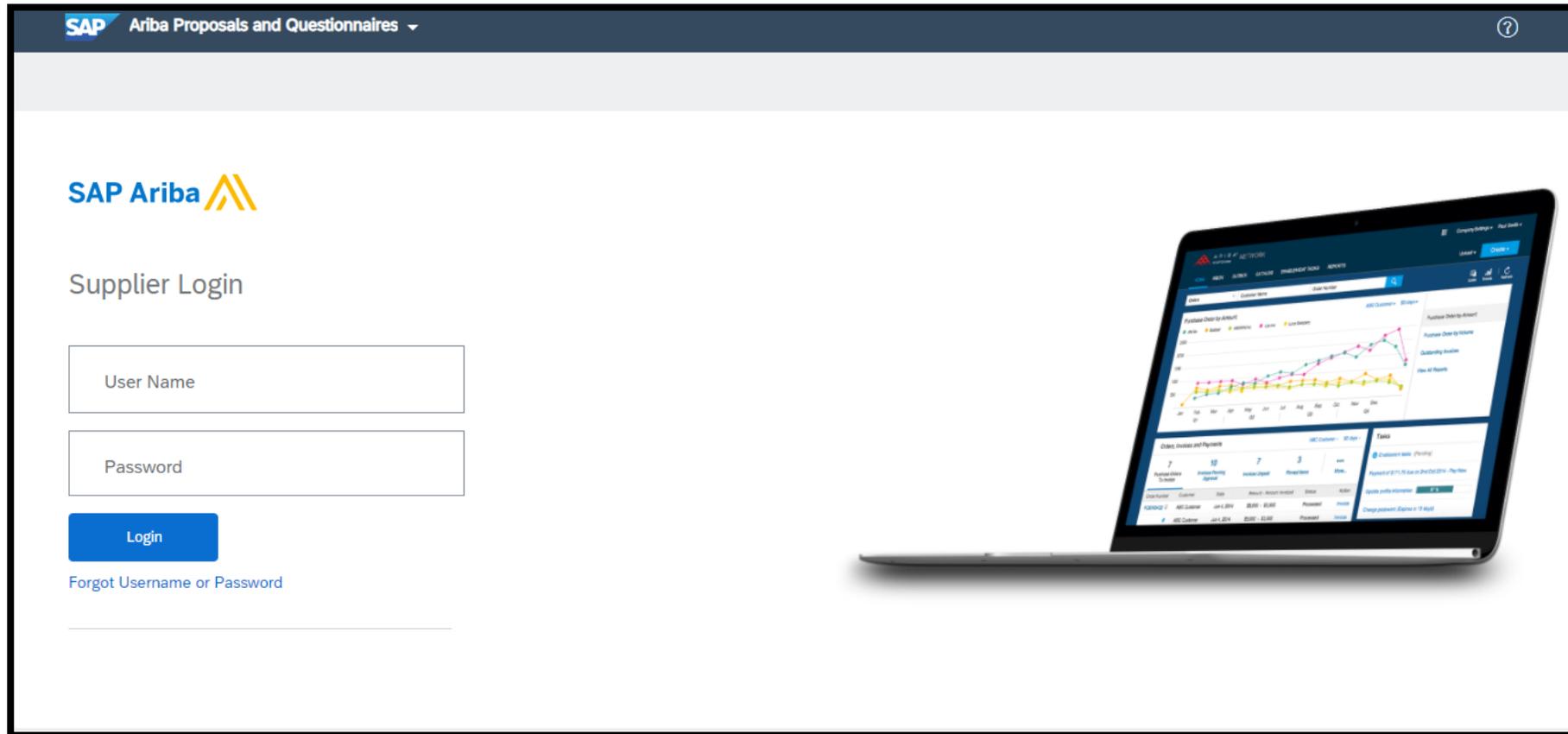
- ❖ If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different person.
- ❖ If the account administrator is no longer with your company, but you have access to the registered email:
 - Use the **Password** link on the Supplier Login page to request a password reset.
 - After accessing the account, you can transfer the account administration 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 on file, contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address. Kindly refer to the slide no 3 to 7 for the steps.

Additional Information

Account Reassignment requests go to a specific team within SAP Ariba Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.

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1. Open your browser : Google Chrome, Microsoft Edge, Mozilla Firefox or Internet Explorer.
 - Clear the URL & type in: **supplier.ariba.com**
 - Login with your Ariba account credentials



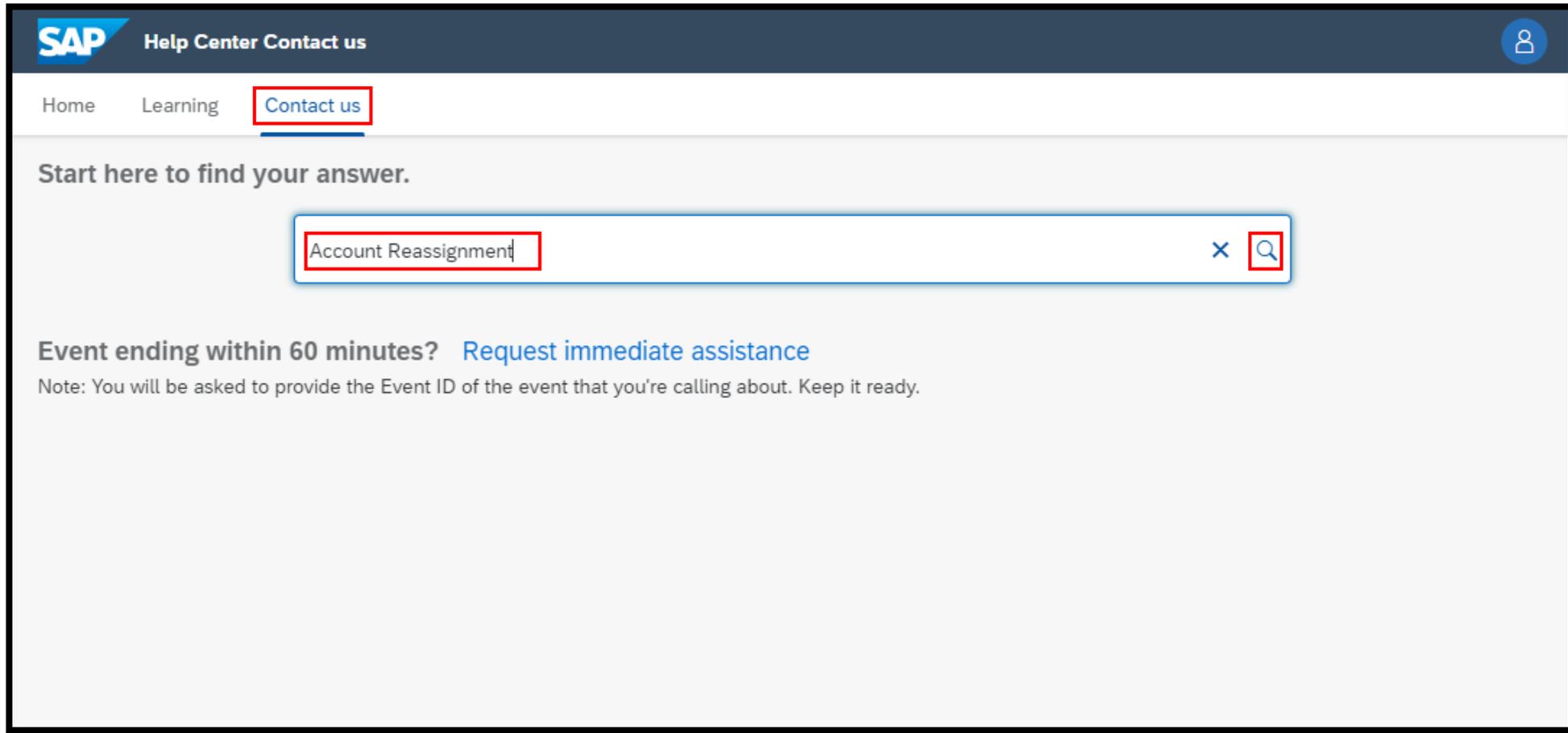
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2. Kindly ensure that you change to **Ariba Proposals and Questionnaires**. Click **“Help”** symbol **“?”** then click **“Support”**.

The screenshot shows the SAP Ariba interface for a supplier. The top navigation bar includes 'SAP Ariba Proposals and Questionnaires', 'Standard Account', and an 'Upgrade' button. A 'Help' icon (question mark) is highlighted with a red box. The main content area is for 'GENTING MALAYSIA BERHAD' and includes a welcome message, a 'Requested Profile' section, a 'Public Profile Completeness' section with a 35% progress bar, and two tables: 'Events' and 'Tasks'. The 'Events' table lists items by status (Completed, Open, Pending Selection). The 'Tasks' table is currently empty. A 'Support' link is highlighted with a red box in the bottom right corner.

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3. Click “**Contact Us**” type in **Account Reassignment** and search.



The screenshot shows the SAP Help Center 'Contact us' page. The navigation bar includes 'Home', 'Learning', and 'Contact us' (highlighted with a red box). Below the navigation bar, the text 'Start here to find your answer.' is displayed. A search bar contains the text 'Account Reassignment' (highlighted with a red box) and a search icon (highlighted with a red box). Below the search bar, there is a link: 'Event ending within 60 minutes? [Request immediate assistance](#)'. A note below the link reads: 'Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.'

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4. Scroll the page down until you see **“Choose from the option below to continue”**, please answer the questions and click **“Contact Us”**

SAP Help Center Contact us

Home Learning **Contact us**

Choose from the options below to continue.

Do you need to reassign the account administrator?

Yes No Don't know

Is your current administrator still with your company?

Yes No Don't know

Do you have access to retrieve emails sent to the listed administrator's email?

Yes No Don't know the email

Contact support to have the administrator information changed. You will be required to provide the following:

- ANID (Ariba Network Identification) number of your supplier account
- Previous administrator's full name
- Previous administrator's email address
- Name and email of a sub-user (if the account has sub-users)

Event ending within 60 minutes? [Request immediate assistance](#)

Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.

Can't find what you're looking for? [Contact us](#)

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5. Please select “**Administration**” for “**Issue Type**” field and select “**Change Administrator**” for “**Issue Area**”
Fill in the other required details and proceed to hit the “**One last step**” button.

1. Tell us what you need help with.

Subject:* Account Reassignment

Full description:* Affected items, expected results, etc.

Attachment:

Issue type:* Administration

Issue area:* Change administrator

Document or Event Number:

Company that invited you:

2. How does this impact your normal business processes?

Business Impact:* Kindly select the business impact

3. Please review your contact information for correctness:

First name:*

Last name:*

Username:

Company:*

Email:* vendormgmt@rwgenting.com

Phone:*

Extension:

Confirm phone:*

My phone number is correct.

Ariba Network ID:* AN01010219390

Recommendations*

Search

- How do I change my account's administrator in an Ariba Network supplier account?
- How do I access and change the former administrator's account?
- How do I update administrator information on Ariba Network?
- How do I update the administrator information on my Ariba Network buyer account?
- SM-7971: Email notifications for significant changes to Ariba Network or SAP Ariba Discovery accounts
- How can I change or remove the D-U-N-S number in the Business tab?
- SINV-4584: The Account Assignment field of service sheets wasn't exported
- How do I change the company name on my buyer account?
- How do I locate the Super Admin of my company?
- Why can't I change my Company Name in the Company Profile page?
- Which is the role I need to view user Audit Logs in Ariba Network buyer?
- How do I change the company name on my account?
- What are the notifications available for Ariba Network (buyer) users and administrator?
- How do I delete a user role in my Ariba Network (AN) buyer

One last step

NOTES: For the account reassignment process to start, you will need to provide all requested information. Please complete the following information in order to help SAP Ariba Customer Support reassign your company's SAP Ariba account:

- **Company Name :**
- **Reason for Reassignment:**
- **ANID of the account:**
- **Previous Administrator's Email Address:**
- **If the account has any, provide a name & email address of one sub-user (other than yourself):**
- **Are you supposed to become the new account administrator?**
- **Do you have access to the previous Administrator's email address?**
- **Is your internal IT able to retrieve messages from the previous Administrator's email address?**

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6. Choose your preferred contact method with Ariba support and click “**Submit**”

The screenshot shows the SAP Help Center 'Contact us' page. The page title is 'SAP Help Center Contact us'. The navigation menu includes 'Home', 'Learning', and 'Contact us'. The main content area is titled 'Choose this contact method for the fastest resolution of your issue:'. There are three radio button options:

- Recommended** (Phone icon)
Phone
A support engineer will respond to your Service Request by phone.
Estimated wait time in minutes: 9
 Do not record my phone call.
- Live chat: **open** (Live chat icon)
You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.
Note: Pop-ups need to be enabled in your browser.
- Email (Email icon)
A support engineer will respond to your Service Request by email.

At the bottom right, there are three buttons: 'Back', 'Submit' (highlighted with a red box), and 'Cancel'.



THANK YOU



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