

# Ariba Supplier Q&A's

Note: if you experience any issues with the Ariba help site links (timed out error, etc.), go to [help.ariba.com](http://help.ariba.com), click the Ariba Network tile and then type the topic into the search bar and the topic should be listed in the results.

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## Ariba's Supplier Support Options

- [Ariba's Supplier Information Portal for RRD Suppliers](#)

- [Ariba's Help Site](#)

- [Ariba Network FAQ's](#)

- **Registration, Account Configuration or Trading Configuration Help**

Suppliers can contact the Ariba Enablement Team via the <http://ari.ba/fzY> or the Supplier Enablement Helpdesk at +1 800-974-4899 (North America only) between 8am - 5pm EST.

- **Technical Account Issues**

Suppliers can contact the Ariba Support Team by clicking on the "?" in the upper right-hand corner of their account then Support to submit a service request to Ariba Support. They should be as clear as possible in their communication and provide any screenshots to expedite their request. They can also seek help via the SAP Help webpage - [Managing your user account](#)

- **Business Questions**

Please email [SourceToPay@rrd.com](mailto:SourceToPay@rrd.com) or submit this [RRD Smartsheet Form](#) if you have business specific questions that are not addressed within this Q&A.

## General Q&A's

### **Will Ariba be the best or preferred method to transact with RRD in the future?**

Yes, the Ariba processes will be required after RRD's old processes have been discontinued. RRD is implementing a phased approach beginning this May to move to the Ariba processes and it will be a required method for all new transactions. Once we go live and activate your account for Ariba transactions, PO's and invoices will begin through Ariba and RRD's old processes will be discontinued.

### **Is Ariba free?**

Yes, Ariba offers a "Standard" account, which does not carry any fees. It offers fewer tools on their portal but for general PO and Invoice processing it works well. Ariba's fee based "Enterprise" account option is also available and is required if you prefer to integrate your PO's and/or Invoices electronically via EDI or cXML. See [below](#) for further details.

### **Which RRD locations or divisions will this change effect?**

All RRD US locations, excluding the RRD GTS/Supply Chain Solutions group (different ERP system) will be transitioning to Ariba.

### **Will RRD have separate Ariba accounts/ANID's for each Division, Business Unit or Plant?**

No, RRD has only 1 Ariba ANID account in terms of our buying activity. Our ANID # is AN01494374958.

**Is the RRD Registration Questionnaire a one-time step for suppliers?**

Initially yes, but long term the questionnaire will remain open and this is how you as a supplier can communicate updates of your company info, w9 & contacts to RRD on an on-going basis. Also note that if there is no activity with RRD (PO or Invoice level) after 18 months you will be automatically inactivated by RRD's systems due to audit requirements. This will in effect wipe out all RRD Ariba records including any Registration Questionnaire data previously submitted. If RRD reactivates your company, you will need to complete the Questionnaire again.

**Outsourcing Only - Will CustomBuy transactions change?**

No, not in the near term but it is on our roadmap to eventually move CustomBuy work into Ariba once further RRD internal system connections are made and workflows are finalized. Upon RRD's Ariba go-live date, the same separation of Invoicing processes will continue. In other words, if you receive PO's from CustomBuy and PO's from other RRD systems, you will continue to submit invoices in CustomBuy for the CustomBuy PO's and then submit invoices for other PO's per the PO instructions. The other PO's will move into Ariba by supplier in phases and ultimately you will then submit invoices via CustomBuy and Ariba.

**Is SourceToPay@e-rrd.com a legitimate RRD email?**

Yes, when our IT dept sends emails in mass, the domain unfortunately is altered to e-rrd.com. These are legitimate emails from RRD.

**Does RRD's suppliers have to complete the RRD Registration Questionnaire?**

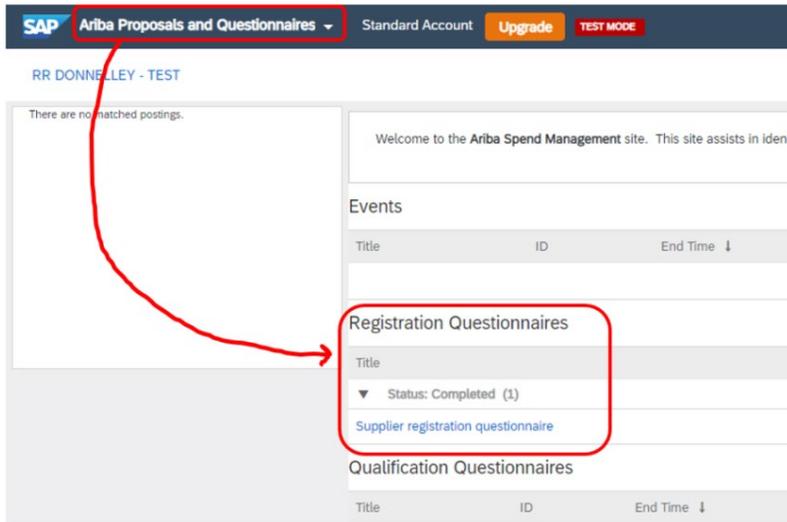
Yes, this step allows RRD to collect supplier information including important contacts, current w-9's, supplier preferences on invoicing options and most importantly - what email address our future PO's should be directed to once the supplier is transitioned to Ariba transactions within RRD's systems.

**If I already Registered on Ariba why do I continue to receive Registration Reminder emails from Ariba, why?**

We've learned that Ariba refers to their initial account setup process as a "Registration" in addition to the buyer's "Registration" Questionnaire functionality they provide to buyers such as RRD. RRD has since updated all automated email messages as of 1/14/2022 to refer to our specific request as the "RRD Registration Questionnaire" request. While Ariba's setup process does request supplier company information, the RRD questionnaire goes into more detail for RRD's needs, including a request for an updated W-9 to be uploaded and most importantly to confirm which email address the supplier's PO notifications should route to.

**How does a supplier locate RRD's Registration Questionnaire within Ariba?**

The supplier needs to first ensure they are toggled to the RR Donnelley account if they have other customers also on Ariba. Next, they need to check under the Ariba Proposals & Questionnaires section and they should then find our Registration Questionnaire. See below for a visual location image.



### Why can I not see the RRD Registration Questionnaire within Ariba?

- If the Registration Questionnaire was NOT sent to your email address directly, you will NOT be able to view it. Please submit a request via this [form](#) to RRD to have the questionnaire issued to your email address directly. Preferably this is the person who is assigned as the “Account Administrator” for your company’s Ariba account.
- If our Registration Questionnaire was sent to email address directly, please provide RRD with your correct ANID # (Ariba Network ID or Account #) to RRD via this [Form](#). Ariba may have incorrectly linked an incorrect ANID to the RRD Supplier Record and we will need to unlink it to allow your company’s correct ANID to be attached.
- If you are already an Ariba user and have an existing other customer(s) and you do not click the link from the registration questionnaire email and instead login to Ariba directly, you will have to ensure you are toggled to the RR Donnelley customer account and are looking under the “Proposals and Questionnaires” section to locate it.

### When trying to login I receive the error message “User already exists. Please enter a different username.” when they try to register a new Ariba account.

The username you entered is already associated with an existing Ariba Network, Discovery or Sourcing (ie RFX) supplier account. You can still register a new user account, but the new username will need to be altered slightly to make it 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. If instead you would like to access your existing account, go to the [Supplier Login page](#) and login from there.

### When trying to login or set up an Ariba account, the system displays the following error: “The username and password entered has already merged to another Ariba Sourcing user account.”

There is a duplicate user profile (user level not supplier level) in the RRD supplier database in Ariba. This is likely due to a Sourcing (ie RFX) event or an RRD EHS Attestation questionnaire sent to you via Ariba in the past. Please submit a request to RRD via this [form](#) to unlink your existing user account from the RRD Ariba account. This will reset the system and allow you to retry the Registration link.

### When I try to login to Ariba I receive the error message: “The username and password pair you entered was not found.”

You may have entered an incorrect username or password. You might also receive this message in the following scenarios:

- Your password contains part of their 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 their account.](#)
- [You entered an incorrect password.](#)
- [You are not using a certified browser.](#)
- [Your browser cookies have not been cleared.](#)

### **I am having issues resetting my password**

This is usually caused by a cookies/cache issue with your internet browser. The invitation links are very sensitive to cookies and cache. When resetting a password it is recommended that the browser cookies, cache and browsing history/data be cleared and the browser restarted. This is especially important if you have been logging into multiple different supplier Ariba accounts in the same browser.

### **I only see a blank space where the Ariba Sourcing (RFX) event should be listed**

This is most often caused by an ad-blocker or pop-up blocker on the browser. Certain ad-blockers will block that part of the dashboard, so it is recommended that the supplier disables the ad-blocker for the Ariba site. Sometimes this can also be resolved by clearing cookies or using InPrivate mode for the browser.

### **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?**

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 and automatically populated by Ariba 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.

### **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?**

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 one ANID (Ariba Account #) and the Ariba user ID you are trying to log in from is connected to a different ANID account. 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.

### **How do we add sub-users with a unique user id for each Ariba ANID/account that they need to access?**

The Ariba username must be unique and in an email format but does not have to be a valid email. Typically most people will append the email with something extra just before the @ sign such as a number to differentiate. I.e. Jane.Doe@rrd.com could be setup as Jane.Doe\_1@rrd.com

### **Can we have multiple Ariba accounts?**

Yes, please see below under [Account Setup](#) for more details.

### **When will RRD send me a Trading Relationship Request (TRR)?**

These are sent to only to suppliers who are existing Enterprise suppliers or who are higher volume candidates to upgrade to an Enterprise account. Ariba Trading Relationship Requests (TRR's) are being issued to suppliers in waves following the Summit webinars. Only the Admin for the Ariba account can accept the TRR. If the supplier is currently a Standard account, they must first login to their account and [upgrade](#) to an Enterprise account, then they can accept the TRR.

### **Will training be provided on how to use Ariba?**

Yes, Ariba will be scheduling multiple functional training sessions for suppliers over the next several months as we activate suppliers on RRD's Ariba portal. Communication will be sent to suppliers 1-2 weeks before the scheduled training sessions and offering 2 session dates/times for you to select from.

## Ariba Account Setup Information

[Ariba guide to help suppliers configure their user account information and company settings](#)

**Can a Supplier have multiple Ariba accounts?** Yes and if you decide to do so it is recommended you link those accounts for easier administration of the accounts. Ariba advises you to consider the following items when deciding whether to have more than one account:

- **Administrators:** For each account, suppliers can have only one account administrator, but the account administrator can provide access to multiple users. All users from supplier's company must have their own **Username** and **Password** to access the account.
- **DUNS numbers** (Data Universal Numbering System) : Suppliers can add their company's [DUNS number](#) to only one account. If they plan to have multiple accounts, they can leave the DUNS number blank during registration.

### **Pro's of multiple accounts with a Parent/Child setup:**

- Your designated Ariba Account Administrator user can oversee all company profile data from the Parent account
- Your Account Admin user can manage all Ariba account subscriptions from the Parent account
- Your Account Admin user can alter Ariba settings to either allow only the Parent account to be searchable for Ariba customers or allow both Parent and Child accounts to be searchable.
- Your company's non-Admin account users assigned to any Child account(s) can only see the Child account activity (PO's, Invoices, payments, RFX's, etc.).
- Multiple accounts allows you to split various locations and/or contacts within a customer to specific Ariba account users. For example, you have East coast and West coast locations and wish for specific personnel at those locations to be contacted directly by customers. A multiple account setup would allow you to set up each location as a separate Ariba account and yet link them together.

[More details from Ariba.](#) If you have further questions on this topic, it is best to call the Ariba Supplier Enablement Helpdesk (listed in [Support Options](#) above) for assistance.

[Parent/Child Account Hierarchies and Benefits](#)

[How to link a Parent Account to a Child Account](#)

[Reset Password or Recover Username](#)

## Ariba Account Type Options

- **Standard Account (Free)**

[Capabilities](#)

- **Enterprise Account (Fees involved)**

[Subscriptions and Pricing](#) - Ariba details found under “North America”

[Enterprise Supplier Summit Recording & Resource Docs](#) - user may need to register with name and email to access

[Enterprise Vs Standard Account Comparison](#)

[What are the benefits of upgrading to an Enterprise account?](#)

## Ariba Invoicing Options

- **PO Flip**

You will log into Ariba, locate the RRD PO and “flip” it into an invoice by entering a few details of your invoice data.

- **PDF invoice**

You will need to work through a self-serve process to map your invoice data to Ariba for automated import of any future PDF invoices. PDF invoices can be submitted within the Ariba portal or via email (email address TBD - it will be different from today’s RRD email addresses for invoice intake). This option is only successful if you have readable PDF files (ie not a scan or image) and either single line invoices or multi-line invoices in which the order of the lines matches the order of the lines of the RRD PO exactly.

- **CSV file upload**

As RRD approaches go-live, we can provide you with a template and you can set up your system or processes to export your invoice data into the CSV file for upload of the file into the Ariba portal.

- **EDI/cXML Integration with Ariba**

Your company can request to be added to the RRD list of suppliers requesting to integrate with RRD electronically through Ariba using this [form](#). It may be weeks or months before we are able to integrate with all requested suppliers as the process requires Ariba availability as well as your company’s IT resource’s time plus RRD’s time to coordinate the details, setup and test the integration setup. Further details including RRD’s transaction rules and sample mappings are forthcoming from Ariba in late February or March of 2022 once RRD’s mapping is finalized.

# RRD's 3 Step Supplier On-Boarding Process

## 1. Supplier Registration Questionnaire

Submitting the RRD Supplier Registration Questionnaire in Ariba is step 1 of RRD's 3 step onboarding process.

An email from [SourceToPay@rrd.com](mailto:SourceToPay@rrd.com) or [SourceToPay@e-rrd.com](mailto:SourceToPay@e-rrd.com) detailing RRD's Ariba Initiative was sent to all supplier contacts on file in November/December of 2021.

An email from Ariba was sent to all suppliers between November and December 2021 requesting suppliers to "Register" with RRD on the Ariba Network. Note that this is the RRD Registration Questionnaire and not Ariba's account sign-up/registration process. See above [Q&A](#) for more details.

If the Registration Questionnaire is not submitted within Ariba, the Ariba system will automatically send email reminders - currently on a weekly schedule.

## 2. Enablement (Enterprise Accounts Only)

Enablement is step 2 of RRD's 3 step supplier on-boarding process. This step will only be visible to suppliers who are existing Enterprise Ariba accounts or who's annual transaction volume (PO + Invoice count >= 400 transactions per year) suggests the supplier perhaps should become an Enterprise Ariba account.

- Enterprise accounts are not a requirement, it is supplier discretion to decide to upgrade to an Enterprise account type within Ariba.
- Only a supplier's company designated Account Admin can accept RRD's TRR within their Ariba account.
- Accepting the TRR does NOT mean that RRD will instantly begin sending PO's via Ariba or expecting Invoices to be submitted through Ariba. Step 3, Activation, needs to occur before any transactions will begin routing through Ariba.

Enablement Steps:

**Project Notification Email** - sent from [SourceToPay@rrd.com](mailto:SourceToPay@rrd.com) mailbox or [SourceToPay@e-rrd.com](mailto:SourceToPay@e-rrd.com) to all suppliers with an existing Enterprise Ariba account or suppliers who have 400+ transactions per year with RRD. This email provided an invitation to an optional [Supplier Summit webinar](#) which provides more details about RRD's move to Ariba and more details about Ariba Enterprise accounts.

**Trading Relationship Request (TRR) email** - Sent by Ariba.

Instructions for this step:

- **Existing or new Ariba Standard account** - if you prefer to **remain a Standard account**, confirm your decision by submitting this [Ariba form](#) so we can remove you from our follow up list.
- **Existing or new Ariba Standard account** - if you prefer to **upgrade to an Enterprise account**, you will need to first upgrade your account - [click here](#) for instructions. Once upgraded, either return to this email and click the **Get Started** button below.
- If you are an existing Ariba Enterprise account, please click the **Get Started** button below.

Ariba Outreach - if you received a TRR and did not complete one of the 3 options above, Ariba's Outreach team will contact you to assist you with completing this step.

### 3. Activation

Activation is step **3** of RRD's **3** step supplier onboarding process.

If you have completed step 1, the Registration Questionnaire, and, if you are an Enterprise Ariba account, accepted our Trading Relationship Request, RRD will assign a date to activate your account to begin transacting on the Ariba Network after RRD's Ariba Go-Live date.

You will receive an email from RRD at least 1 week prior to your designated activation date to advise you of this activation date plus further details on how legacy PO's and Invoices will be handled.

If your company requires an EDI or cXML integration, your activation date will occur later in our Activation cycle once the integration setup has been completed.