



# NAB SAP Business Network (Ariba) Supplier Registration FAQs

## 1. I can't see an RFx or Questionnaire that NAB has sent in Ariba

There are several things which may be occurring:

- Sometimes your browser will take you to the wrong log in or screen – **clear the cookies** or use a different app. Be patient as the Registration form can take some time to load

### b. Check you are in Ariba Proposals and Questionnaires for NAB.

Go to *supplier.ariba.com*, log in and click on *Business Network* on the top left of the screen, then go to *Ariba Proposals and Questionnaires*.

Select the *More...* button and select National Australia Bank.

### c. You may be in a different Ariba account than the one that is linked to NAB, or the email we have used is not correct

Check the ANID and email you are using - go to *supplier.ariba.com* and log in, then click the green circle with your initials on the top right of the screen – you will locate the ANID. Click on My Account in that same menu and confirm the email address which is logging in.

Check with your NAB contact if this is the same ANID that is linked to NAB and the email the invitation was sent to. If it is not the same, then you may need to check your login (refer to #2) or advise your NAB contact - please send these images (without redaction) back to your NAB contact.

The image consists of two side-by-side screenshots of the Ariba software interface. The left screenshot shows the main navigation bar at the top with icons for messaging, help, and user profile (AK). Below the bar is a vertical sidebar with options: 'My Account' (highlighted with a red oval), 'Link User IDs', 'Contact Administrator', 'Switch Account >', 'Switch To Test ID', 'Growing Data' (highlighted with a red oval), 'AN01234567890' (highlighted with a red oval), 'Standard account', 'Company Profile', 'Service Subscriptions', 'Settings >', and 'Logout'. The right screenshot shows a form titled 'Personal Information Change Log'. It includes fields for 'Username:' (with an asterisk), 'Change Password' (link), 'Email Address:' (highlighted with a red oval), 'First Name:' (with an asterisk), 'Middle Name:', 'Last Name:' (with an asterisk), 'Personal Information Change Log' (link), and 'Business Role:' with a dropdown menu showing 'Accounts Receivables'.

### d. NAB may have sent the item to an email address that does not have access to your Ariba account.

You can either:

- ask your Ariba Administrator to add you to the Ariba account you want to use (refer to #10.d); or
- ask your NAB contact to send the item to an email that does have access to your Ariba account.

## **2. I am in the wrong ANID, I have forgotten my username or password**

Ariba has usernames (which as the same format as emails but are not) and email addresses. These are often identical but do not have to be.

To find all the usernames your email has access to, go to [supplier.ariba.com](http://supplier.ariba.com) and press *Forgot username*. You should get an email from Ariba with one or more usernames.

If you have many, you may need to reset the passwords on several accounts to get access to the right ANID.

Go to [supplier.ariba.com](http://supplier.ariba.com) and press *Forgot password* to reset your password(s).

## **3. I get an error when trying to log in**

You may get these or similar error messages when logging in:

- a. “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 ...” OR
- b. “the username you are trying to create already exists” or similar

These error messages mean the credentials you are using are already connected to NAB, or the username or email you are trying to establish is already in use in the Ariba Network. For:

- a. Refer to #1.c
- b. Refer to #2

## **4. I need to change bank account or name details in my Ariba account**

You can only change bank account details and your company name by updating them in the Supplier Registration Questionnaire (and not in the “Settings” screens) – refer to [#1 to access the form](#) and select “Revise Response”.

## **5. I have two separate companies that require a trading relationship with NAB**

Each company is required to set up an Ariba network account / ANID which will have its own trading relationship with NAB.

Each ANID needs a unique username (this looks like an email but isn’t) but it may have the same (or a unique) email address ([refer to #2](#)).

## **6. I can't find a Purchase Order (PO)**

- You may have a filter that is hiding the PO.
- Go to [supplier.ariba.com](http://supplier.ariba.com) and ensure that you are in the right ANID (refer to [1.b](#)).
- Go to *Workbench* and click on the tile marked *Orders*.
- In the *Edit filter* screen check the *Creation date* setting, you may need to set this to *Last 365 days*.
- *Apply* this filter, and you can save it for next time.

## 7. I am having trouble submitting an invoice

To submit a simple invoice (one that has 10% GST for all line items):

- a. Log in to *supplier.ariba.com*
- b. Click on *Orders* then *Purchase Orders* (*if you can't see your PO, refer to #6*)
- c. Click on the PO number you want to invoice against
- d. Click in *Create Invoice > Standard*
- e. In *Invoice Header* enter your
  - *Invoice number*
  - *Invoice Date* (this will have today's date, cannot be more than three days old)
  - *Remit To* (most suppliers only have one address to remit to so nothing to do)
  - *Service Description* (the specific nature of the services)
  - *Supplier Tax ID* (your ABN)
- f. In the *Tax* section
  - Select *Header level tax*
- g. In the *Shipping* section
  - Select *Header level shipping* (*see #8*)
- h. In the *Add to Header* section
  - In *Attachment*, click on *Add Attachment* and *Upload* a PDF of your invoice
- i. In the *Line Items* section
  - Enter the amount (excluding GST) for the invoice
- j. Click *Next* and review the data
- k. Click *Submit*

Refer to [National Australia Bank Ariba Network Invoice](#) (*for help on POs and Invoicing*) for further information

## 8. NAB is requesting me to change “Ship From” when submitting an invoice

If your Ariba Account address is not in Australia and you charge GST on your invoices, NAB may ask you to change the “Ship From” address in the invoice header to an Australian location to reduce our exceptions. See below.

The screenshot shows the 'Shipping' section of an Ariba Network Invoice. At the top, there are two radio buttons: 'Header level shipping' (which is selected, indicated by a blue circle) and 'Line level shipping' (indicated by a grey circle). Below this, the 'Ship From:' field is set to 'REGOTEST' with the address 'Melbourne Victoria Australia'. To the right, the 'Ship To:' field is set to 'National Australia Bank' with the address 'Melbourne VIC Australia'. Underneath, the 'Deliver To:' field is set to 'Steven Stewart' at 'National Australia Bank'. On the far right, there is a 'View/Edit Addresses' link.

## 9. I am not able to access my Ariba Account

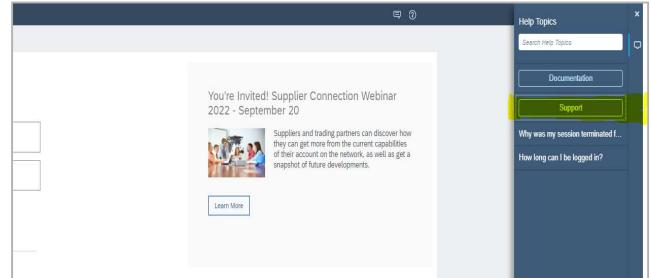
- a. Check if someone in your organisation has access and ask them to add you to your account ([refer to #1.c](#)); or
- b. If you know the previous administrator email and you have access to it, go to [supplier.ariba.com](http://supplier.ariba.com) and press *Forgot password* to reset the password; or
- c. Your NAB contact may be able to email you with the Ariba ANID and/or the Administrator name.

If none of the above provide you access to your Ariba account, follow the steps below, and please record the SAP “SR” number you get in case we need to assist:

### 1. Go to [supplier.ariba.com](http://supplier.ariba.com)

The screenshot shows the SAP Business Network - Supplier Login page. It features a 'User Name' and 'Password' input field, a 'Login' button, and a 'Forgot Username or Password' link. To the right, there is a promotional message about the Ariba Supplier Mobile app with a 'Learn More' button.

### 2. Click on Support in bottom right corner



### 3. In Help Centre > Contact Us

The screenshot shows the SAP Help Center Home page. It includes a search bar, a 'How can we help' section, and a 'Contact Us' link under the navigation menu.

### 4. Click Reset My Password > Click I am experiencing a different issue > Click Contact Us

The screenshot shows the SAP Help Center Contact Us page. It provides instructions for logging in, forgot password, and choosing a different issue. The 'I am experiencing a different issue' link is highlighted in yellow.

### 5. Fill in the form with (a) ANID (b) why the issue has arisen (c) a document from a senior person to approve (d) best done by the person who should be the administrator

The screenshot shows a detailed view of the SAP Help Center Contact Us form. It includes sections for selecting language, describing the issue, attaching files, recommending solutions, providing contact information, and confirming details like phone number and Ariba Network ID.

## **10. Where can I get more help?**

*Press ctrl and click on the items below*

- a. [National Australia Bank Ariba Network Supplier Information Portal](#) (for all the help guides and videos)
- b. NAB SAP Business Network (Ariba) Supplier Registration Guide\_ (for help on registration / onboarding to NAB)
- c. [National Australia Bank Supplier Training video](#) (for a demonstration of Ariba, POs and Invoicing)
- d. [Ariba Network Supplier Training Guide](#) (for help on adding roles, new users and admin functions)
- e. National Australia Bank Ariba Network Invoice \_ (for help on POs and Invoicing)