SAP Ariba

Supplier registration cancellation and Ariba Network account unlinking – SM-28350

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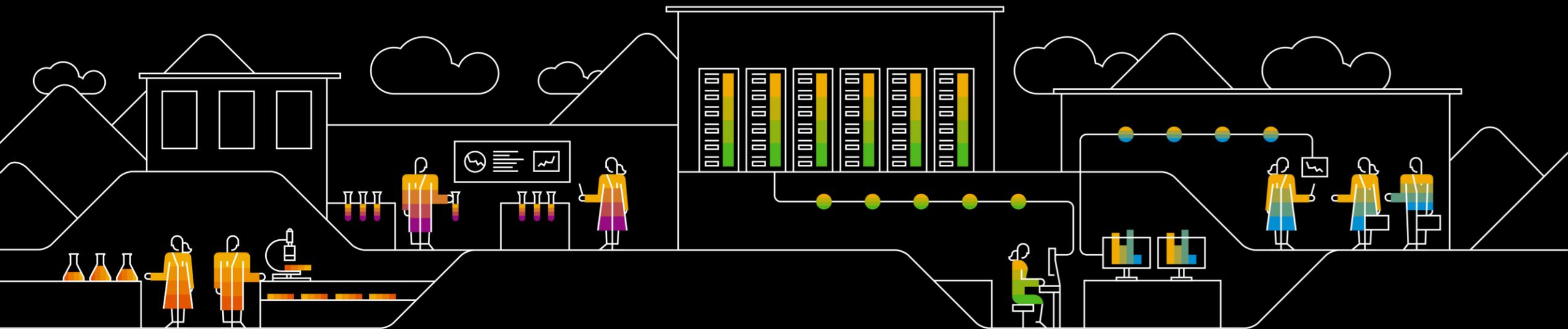
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What is new?

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Feature **SM–28350** has two functionalities which is now available for Buyer user
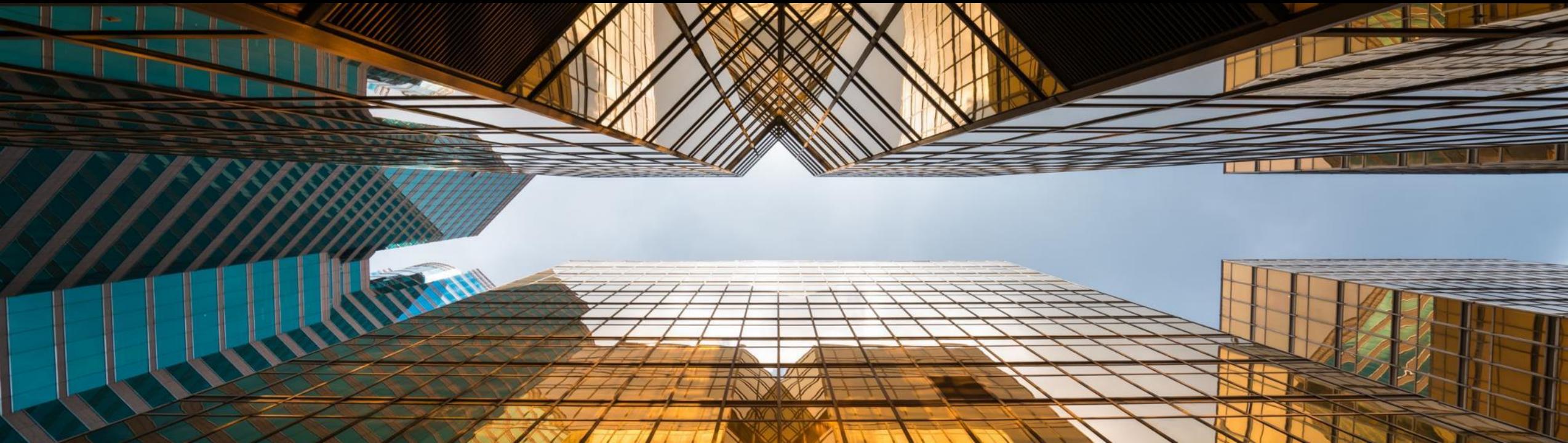
Feature to Unlink Ariba Network ID
Ariba Network account unlinking allows customer administrators to remove the link between an Ariba network account and a supplier.

Feature to cancel registration project
This feature makes the supplier registration process more flexible by adding support for canceling registrations.

Prior to this feature, these actions were performed for Ariba Support TSE on SR based request. With this feature now available customers can perform the required action without need of raising an SR.

Technical Details

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Feature name: Supplier registration cancellation and Ariba Network account unlinking

ID: SM-28350

Products:
- SAP Ariba Supplier Lifecycle and Performance
- SAP Ariba Supplier Information and Performance Management
- SAP Ariba Sourcing
- SAP Ariba Contracts
- SAP Ariba Strategic Sourcing Suite

Audience: Buyers

Type: Change

Enablement: Automatically on

Note: Ariba Network account unlinking will be available for all the above products, while Supplier registration cancellation is specific to SAP Ariba Supplier Lifecycle and Performance.

Ariba Network account unlinking

Suppliers and Ariba Network

How are suppliers linked to Ariba Network?

- Suppliers created in your site are initially private, meaning that they are not linked to a supplier account on Ariba Network.
When a supplier user responds to your invitation to a sourcing event or external supplier management questionnaire for the first time, that response automatically establishes a link between the supplier record in your site and the responding supplier Ariba Network account.

- The supplier then becomes public and the ANID of the linked Ariba Network account is visible in their profile. From that point forward, the supplier can only participate in sourcing and supplier management activities with you from that linked Ariba Network account.

In what scenarios do we need to unlink an ANID?

In some cases, it's necessary to update the link between supplier and Ariba Network, so that the supplier can use a different Ariba Network account.
Typical situations that require unlinking a supplier from their current AN account include:

- An invited supplier user has mistakenly created a new, duplicate Ariba Network account to complete a supplier registration or participate in a sourcing event, and it's necessary to link the supplier record in your site to their true Ariba Network account.

- The supplier has multiple Ariba Network accounts that they use for different purposes, and the invited contact responded using the incorrect account.

- Your site has duplicate vendor records for the same supplier and the registration or event invitation was issued for the incorrect record, linking it to the supplier's ANID and preventing you from linking the correct record to that ANID.

- The supplier's registration or event participation linked them with a sourcing ANID that is different from the transaction ANID they use for procurement activities with you and they want to align those IDs.

Steps to Unlink ANID

To unlink a supplier user and supplier organization from an ANID, these are the 3 steps to follow:

1. **Obtain the supplier information**.

   1. On the dashboard page, go to **Manage** > **Administration**.
   2. Navigate to **Supplier and Customer Manager** > **Users**.
   3. Search for the supplier user which you want to unlink.
   4. Copy the details of the unique username from the **UserID** field in the supplier search result or from the **User Name** field on the user details page.

2. **Unlink the Supplier User from the Supplier Organization**.

   1. On the dashboard page, navigate to **Manage** > **Administration** > **Network Account Link Manager** > **Unlink Supplier User**.
   2. Enter the username of the supplier which was copied using the above steps and click **Search**.
   3. The supplier user details will be displayed; check the details carefully and click **Unlink**.
   4. A **Confirm Unlinking** pop up will appear; click **OK** to confirm.
   5. Message **Supplier user was unlinked successfully** will appear to show you that the unlinking has been completed successfully.

Once the user is unlinked the status of the **UserID** will be changed from **Public** to **Private**. The final part of the process would be to unlink the ANID from the Supplier Organization:

3. **Unlinking the ANID from the Supplier Organization**.

   1. On the dashboard page, navigate to **Manage** > **Administration** > **Network Account Link Manager** > **Unlink Supplier Organization**.
   2. Enter the ANID in the **Network ID** file and click **Search**.
   3. The supplier organization details will be displayed; check the details carefully and click **Unlink**.
   4. A **Confirm Unlinking** pop up will appear; click **OK** to confirm.
   5. Message **Supplier Organization was unlinked successfully** will appear to show you that the unlinking has been completed successfully.

After this, the supplier's Ariba Network status will be reverted from **Public** to **Private**, and the previously linked supplier name is removed from the supplier's profile.

Restrictions for ANID unlinking

- The supplier should be in Active state in SM.

- The user needs to be a member of the **Customer Administrator** group to be able to perform the unlinking. (Customer support Admin group is specific to administrator who have permission to perform certain system related functions. Contact your organizations Ariba administrator if you are not a part of this group).

- Unlinking Supplier Organization and User or Supplier Registration cancellation cannot be done in bulk [unlinking can be done for 1 user / 1 ANID at a time].

- The user interface for the new **Network Account Link Manager** administrative workspace, and its **Unlink Supplier Organization** and **Unlink Supplier User** tasks, is not translated and is only available in English.

Quick Tips

- When you search the ANID Network Account Link Manager it should be the same as the supplier profile (When you copy the ANID make sure there are not trail space after or before the ID)

- When there are multiple supplier users that you want to unlink then you can group it by private or public users filter and export it using table option and then you can use the values of ID to unlink.

Supplier registration cancellation

Scenarios for cancelling supplier registration

1. A supplier registration project may get stuck "in-progress" state if the supplier contact is not responding. The buyer then wants to take over the supplier registration and perform the registration on behalf of the supplier. After cancelling the in-progress supplier registration, a supplier registration manager can proceed to carry out an internal registration.

2. If an internal registration is already completed the same can be changed to External registration

3. If any changes need to be made for a completed supplier registration you can use the template upgrade functionality. We do not allow cancellation for a completed supplier registration as it would have been approved and in "Registered" Status.

Note: In case if you are looking to perform point 2 and 3 then this functionality does not serve the purpose

Steps to cancel a registration

The steps to cancel a supplier registration are the following:

1. On the **Supplier Management** dashboard, locate the supplier whose registration you want to cancel.
2. Click the supplier's name to open their 360° profile and click **Registration**.
3. Click **Cancel**.
4. In the pop up window, enter a message explaining the reason why the cancellation is being done.
5. Click **Confirm** to confirm that you want to cancel the registration.

The current registration project is permanently removed and the supplier returns to **Not Invited** registration status; a **Supplier Registration Manager** can then start a new internal or external registration for them.

Note: Cancelling an in-progress registration removes the current registration project from the supplier, including any data collected in questionnaires and any activity history.

Pre-requisites for Supplier registration cancellation

- Supplier registration cancellation is only applicable in sites that include SAP Ariba Supplier Lifecycle and Performance or SAP Ariba Supplier Information and Performance Management (new architecture).

- To cancel a supplier registration, you must be a member of the **Supplier Registration Manager** or **SM Ops Administrator** groups. The supplier must be private (not linked to an Ariba Network account) and be in one of the following registration statuses:

  - Invited
  - In Registration
  - Pending Resubmission
  - Pending Approval

Self-service: Knowledge Articles and reference documents
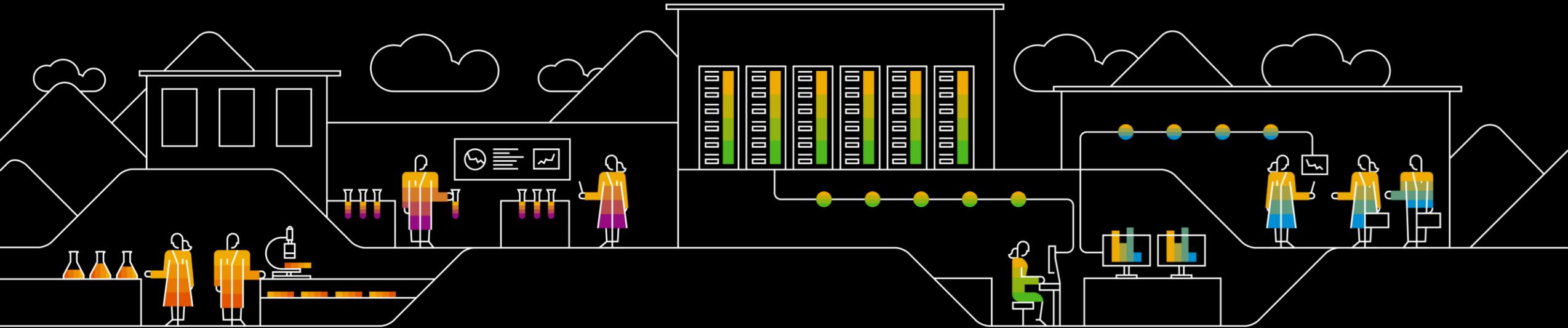
Self-service: Knowledge Articles and product documentation

All the steps provided in the previous slides are now available in Knowledge Articles in Connect (http://connect.ariba.com):

- Knowledge Articles:
  [How do I unlink a Supplier's User and Unlink Organization ANID?](#)
  [How do I cancel in - Progress Supplier Registration?](#)

- Product documentation:
  [Release Update (With Demo)](#)
  [Product Documentation](#)

Self-Service

Prior to the release of this feature, unlinking of ANIDs and cancellation of registration projects were carried out by Ariba Support, through a Service Request.
With this feature now available (Automatically Enabled), end users with the necessary privileges are able to complete the process without support intervention.

Q&A
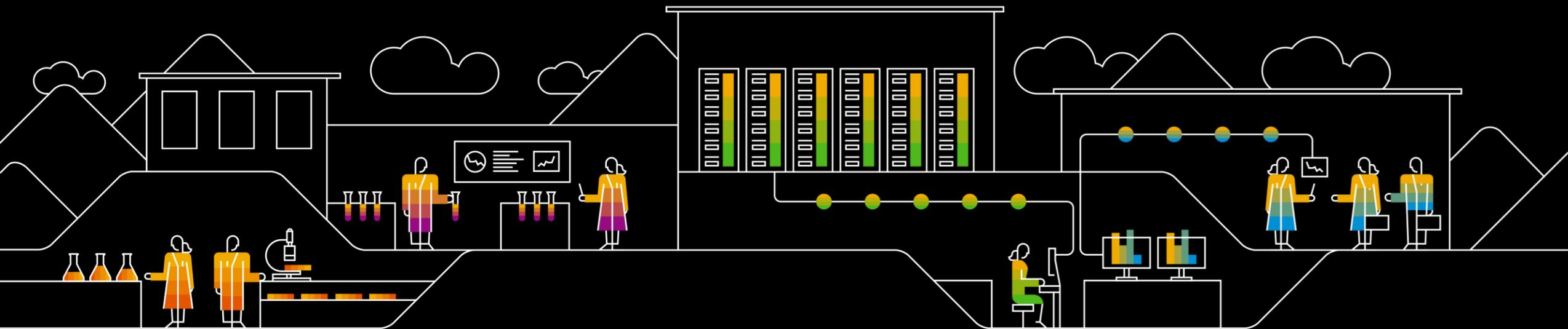
Thank you.

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