

### Ariba Supplier Registration Quick Reference Guide

The purpose of this reference guide is to illustrate how to create an account or log into Ariba and complete the registration form for Lamb Weston.

#### **Step Summary:**

Step 1: Create an account with or log into Ariba

Step 2: Find the supplier registration event on your homepage

Step 3: Fill in and validate the required and optional fields as necessary

Steps 4 - 9: Review and submit your response back to Lamb Weston

Step 1: Create an account with [or] log into your existing Ariba account

- You will receive an email from Lamb Weston asking you to register to become a supplier.
- In the email, click the link embedded in the body of the text.

All Unread	By From 🗸	Ļ	Invitation: Register to become a supplier with Lamb Weston - TEST
<ul> <li>Lamb Weston - TEST</li> </ul>			
Lamb Weston - TEST Invitation: Register to become You don't often get	12:41		Lamb Weston - TEST <s4system-prod3+lambweston-t.doc87447?< td=""></s4system-prod3+lambweston-t.doc87447?<>
Lamb Weston - TEST Invitation: Register to become You don't often get	13-10-2023		
Lamb Weston - TEST Invitation: Register to become You don't often get	13-10-2023		Lamb Weston - TEST has invited you to register to become a supplier with their Organization. Please follow the below steps to complete the Supplier Registration Process:
Lamb Weston - TEST Invitation: Register to become You don't often get	12-10-2023		I. If you are a supplier without     A Click Here and select Sign 0p to     charge to create your account and     our financial system.     B) Complete the initial set of Ariba
Lamb Weston - TEST Invitation: Register to become You don't often get	11-10-2023		<ul> <li>C) You will then be prompted to complete our External Registration Questionnaire.</li> <li>D) You can select Save draft if you need to come back at a later time.</li> <li>E) Once you have completed the form, select Submit Entire Response.</li> </ul>
Lamb Weston - TEST Invitation: Register to become	10-10-2023		2. If you are a supplier with an existing Ariba Network (AN) account:     A) <u>Click Here</u> and select Log In to sign in with your existing Ariba Network credentials     (username and password).     B) You will hen be necembed to complete our Standard External Registration Questionnaire.

**Step 2:** Find the supplier registration event on your homepage. You will be directed to the page below.

*NOTE*: If you have questions or would like to view support documentation, navigate to the SAP Help portal via the link at the top of the page. From here, you can search for answers to your questions or contact Ariba support directly.



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	Live Plants, Animals & Supplies > Industrial Refrigeration > Packaging boxes and bags and pouches 🕑 Conductive boxes
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- Click on **'Supplier Registration Questionnaire'** this is where you will enter and/or validate your organization's information.
- To navigate the questionnaire, either scroll through the form or navigate to specific sections using the left-hand panel.



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- To monitor the status of your registration document, click on the label **"Go back to** LambWeston – Dashboard" located in the top left corner. By accessing your dashboard, you will be able to track the progress of your questionnaire. Initially, the status will appear as **"Pending Approval".** Once Lamb Weston has reviewed and approved your form, the status will be updated to "**Registered**".

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#### Making updates to your original submission

**Step 1:** From your supplier profile, navigate to the proposals and questionnaires tab and select the questionnaire

Step 2: Click 'revise response'

Step 3: Update your response and resubmit

**Step 1:** Login to your existing Ariba Network account from your supplier profile, navigate to the **proposals and questionnaires** tab, and click the **'Supplier Registration Questionnaire'** 



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#### **Supplier Registration FAQs**

#### 1. How do I know if my company already has an Ariba login?

If you are unsure, go through the process of creating a new account. Ariba will scan its network upon submission of your profile and if there are any duplicates, you can link your account to your organization's profile.

#### 2. How can I use my existing account to access the questionnaire?

If you received the system-generated email, click on the link embedded within the email body. You will have the opportunity to log in using your existing credentials, and the link will be established between your Ariba Network account and the Lamb Weston account.

Note: The email that you register with for Lamb Weston Ariba needs to match the email that you use for your existing Ariba account.

#### 3. The link provided in the system email has expired, what do I do?

- Technically the invitation does not expire it can always be used to complete the registration process but only permits to be click on once.
- However, if the invitation link has been accessed and the registration process was not completed or saved, then that specific invitation link is no longer valid or usable
- If you have successfully accessed the event before and you remember your login credentials you can use the following link to sign into your Ariba account: <u>https://supplier.ariba.com</u>. It's recommended that you bookmark this site in your browser for future use.



- If you can't remember your username or password use forgot Username or Password links to reset or find out your username again, at https://supplier.ariba.com
- If you are encountering this error message and have not accessed the event, it indicates that the link you are clicking on is broken or invalid. In such a situation, it is recommended to reach out to a Lamb Weston Ariba administrator to request a new invitation email.

Link Expired
This link has expired. If you already used it to create an account on Ariba Network, click here to log in. If you have not yet used it to create an account and still need to do so, request a new link from your customer.

#### 4. What browser versions are certified for SAP Ariba cloud solutions?

#### Supported Browsers:

- Microsoft Edge 32-bit
- Microsoft Internet Explorer 11 32-bit
- Chrome 54+ 64-bit
- Mozilla Firefox 49+ 64-bit
- Safari 9+ 64-bit
- Mozilla Firefox 17+
- Safari 5
- Mobile Safari on iPad (iOS 6 or above)

## 5. I am getting an error "There are X problems that require completion or correction in order to complete your request," what do I do?

The reason you encountered this error message is that there are mandatory fields in the form (marked with a red asterisk) that have not been filled out correctly. To identify and resolve the issue, please click on the next or previous links located on the right-hand side of the red box. This will automatically navigate you to the field where the error exists.

When you reach the field with an error, a red dialogue box will appear above the specific field, providing further instructions on how to properly fill out the required field.

#### 6. I can't log in. How do I reset my password?

If you do not know your password or username, go to the Supplier Login page and click Forgot Username or Password to begin the reset process. Access via <u>https://supplier.ariba.com</u>. After you submit your request for a password reset, SAP Ariba sends instructions to the email address associated with your account.



#### 7. Why did the link in the password reset email expire?

The link in the password reset email notification expires in the following cases:

- It has been 24 hours or more since you requested the password reset email. On the Supplier Login page, click Password to request a new password reset email.
- You already used the password reset link to reset your password. You'll need to request a new password reset email.
- Your browser is not compatible with Ariba solutions. Make sure to use a browser version that is compatible with Ariba's sites.

#### 8. How do I access my organization's 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.

#### 9. Why is my account locked and how do I unlock it?

You have a limited number of attempts to enter your password. After too many failed attempts, your account will be locked. Your account will automatically unlocked after a few hours. Alternatively, you can contact SAP Ariba Customer Support to request your account be unlocked manually.

## 10. Can I forward the system-generated email to a colleague to provide the response?

Yes, **if you have not clicked on the link in the email**, you may forward the email to another point of contact within your organization. He/she may create an account so that both of you can access to work on any questionnaires, events, etc.

#### 11. I don't see the registration questionnaire on my dashboard.

In the top left corner, you should be on the "Ariba Proposals and Questionnaires" tab. If the tab reads as any of the following, you are in the wrong section: Ariba Discovery, Ariba Contracts, Ariba Network.



## 12. The system is saying there may be an existing Ariba Network account registered to my company. What should I do?

Review the potential matches Ariba has flagged. If you see your organization's profile in the listing, you may link your account with it to prevent any confusion in future engagement with your organization.

#### 13. What is the difference between Standard and Enterprise account?

There is no cost associated with creating an Ariba Standard Account. Ariba Network fees are only applicable in the event you decide to upgrade to their Enterprise Offering.

## 14. If I have multiple customers on the Ariba Network, do I have to pay for multiple subscriptions?

No. Suppliers are placed into a single subscription that is based on, and applies to, all of their customer relationships.

#### 15. What is an ANID number?

An Ariba Network Identification (ANID) number is a unique identifier of an Ariba Network account. Suppliers may maintain multiple ANIDs for various reasons. For each of these ANIDs, purchase orders and invoices – as well as transaction (monetary) volume – are counted for each customer relationship to determine when the thresholds are reached for supplier fees.

# 16. How do I resolve the following login error?: An unexpected error occurred. If you need assistance, contact Ariba Customer Support with the Error Reference Number: ANERR - [error code]

To resolve the issue:

- Delete the cookies and browsing history in your Internet browser.
- Close all browser windows.
- Open a new browser window, and try to log in to one of the following Ariba solutions:
   Ariba Network
   Ariba Sourcing
   Ariba Discovery
- o If the error persists after trying these steps, contact Ariba Customer Support.