

# Ariba Help Document for Suppliers

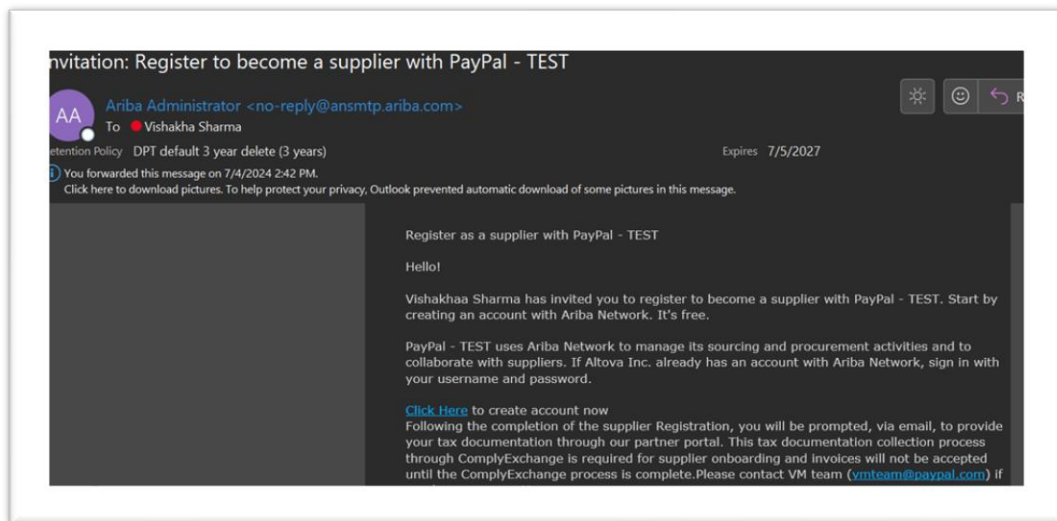
## 1. Who must complete this?

All businesses working with PayPal must complete the Ariba registration process. It includes questions about your business, banking and contact information.

## 2. I have an existing Ariba Network account. Can I use that?

If you have an existing Ariba Network Account, please ensure that the email address is same you received the notification to. If not, please contact the VM team for the notification to be sent to the email address linked to your current Ariba network Account.

If the email address is correct, please use the link in the e-mail to login with your existing account.



## 3. The Link I received has expired. What should I do?

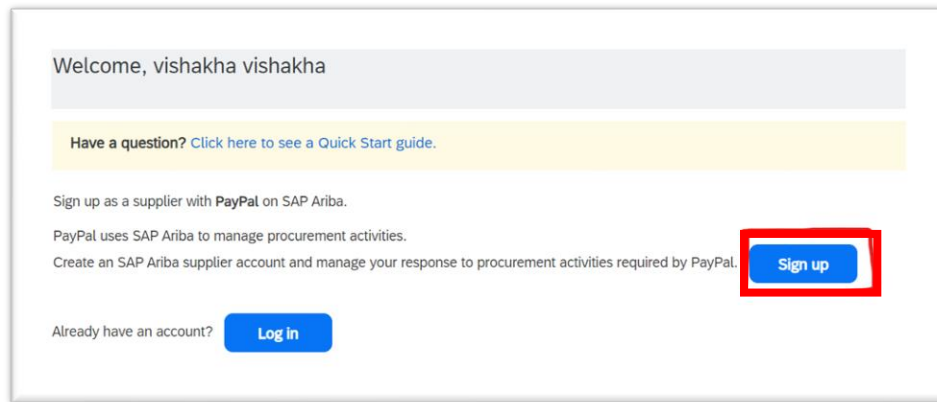
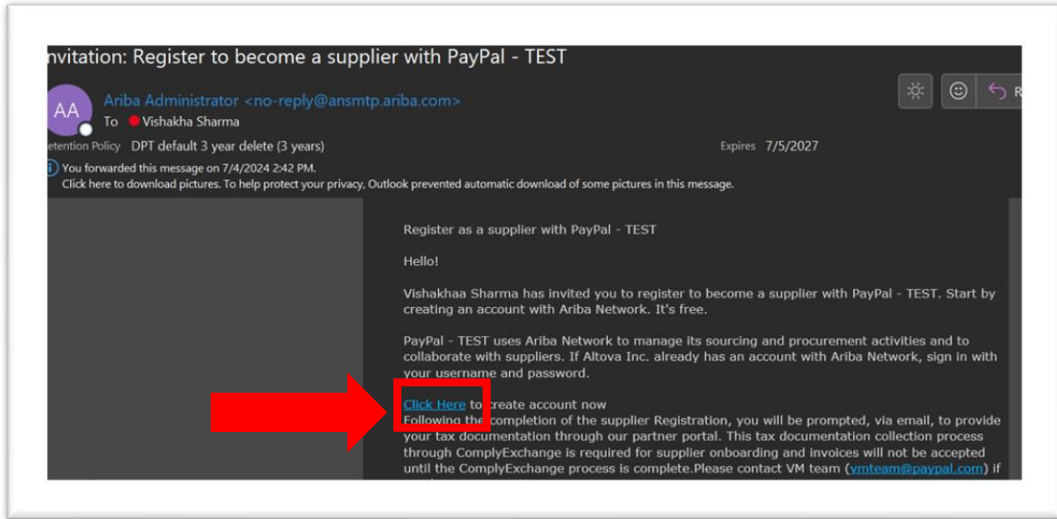
Please contact Vendor Master team at [vmteam@paypal.com](mailto:vmteam@paypal.com) for the invite to be re-sent.

## 4. How can I reset my password?

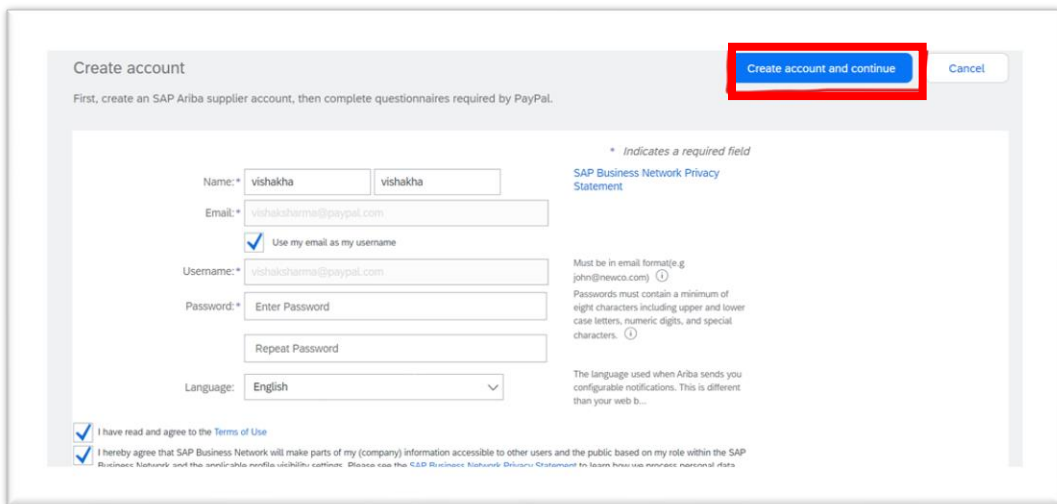
To reset password, Please access the link received in the Ariba Registration Invite and select 'Login'. Then select 'Forgot Password' and follow the steps to reset password.

5. I am logged in however, I cannot view the questionnaire  
Please ensure that you are logged in with the e-mail the Ariba registration invite has been sent to. If not, please contact [vmteam@paypal.com](mailto:vmteam@paypal.com) for assistance to re-send questionnaire.
6. Can I save my answers before submitting it all?  
Yes, once you have entered the answers, please click on 'Save Draft' and the answers will be saved

7. I cannot find the registration invite notification from Ariba Network/PayPal. What should I do?  
Please check your inbox and spam/junk folder to confirm if you have received an email from [no-reply@ansmtp.ariba.com](mailto:no-reply@ansmtp.ariba.com). If you have not, please contact [vmteam@paypal.com](mailto:vmteam@paypal.com) for the notification to be re-sent. Simultaneously, please check with your IT team to ensure that the email address [no-reply@ansmtp.ariba.com](mailto:no-reply@ansmtp.ariba.com) is whitelisted.
8. How do I create an Ariba account?  
Please access the link received in the Ariba Registration Invite and select 'Sign Up'



Fill in all the required information and click 'create account and continue'

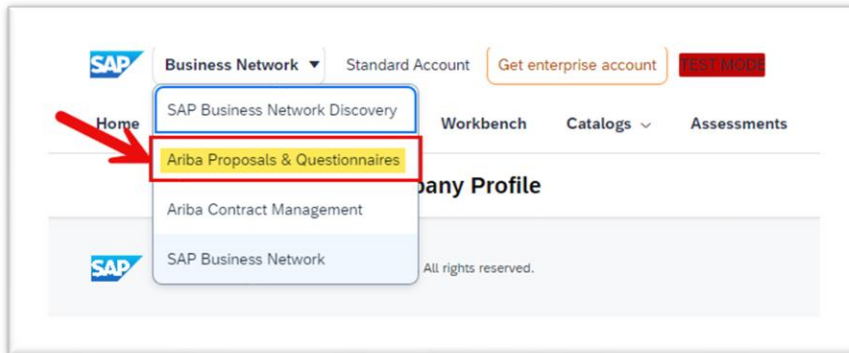


You might see a pop up to review your account, please check if you recognize any of the accounts and have the login credentials handy. If not, please click on skip review and continue.

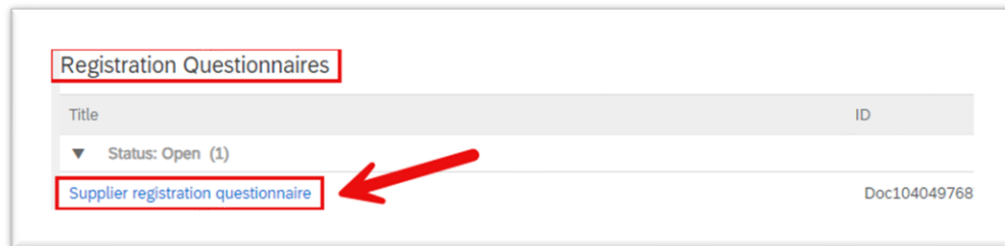
Please ensure that you save your username and password for future login use.

9. I am logged in. How can I access the questionnaire?

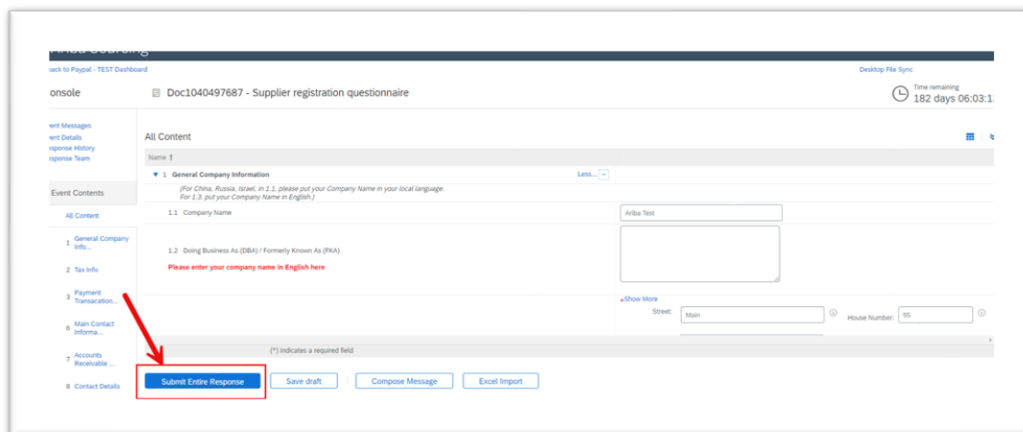
Once you are logged in to Ariba, Select 'Ariba Proposals and Questionnaires' from Business Network dropdown on the top left corner of the screen



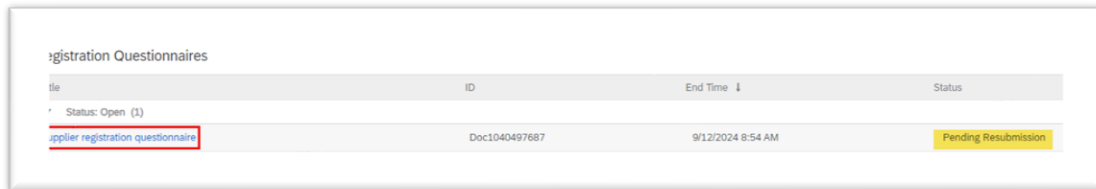
You can then see the link to the registration questionnaire below the Registration Questionnaires header.



Click on the Supplier Registration questionnaire, ensure to complete all the questions and attach the required documents. Once you have completed all the questions, then click on Submit Entire Response.

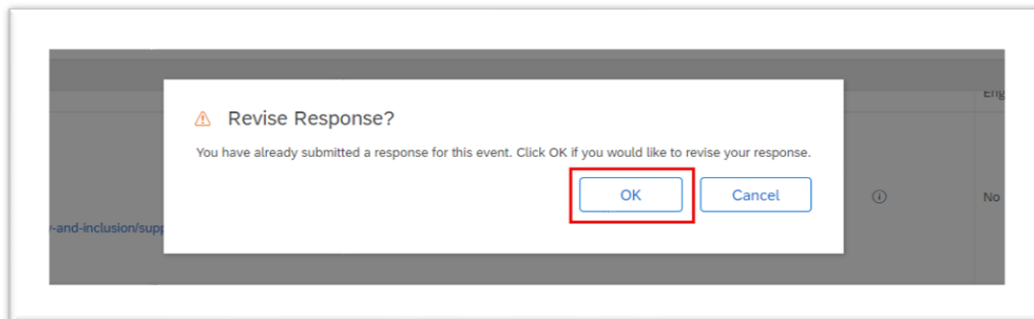
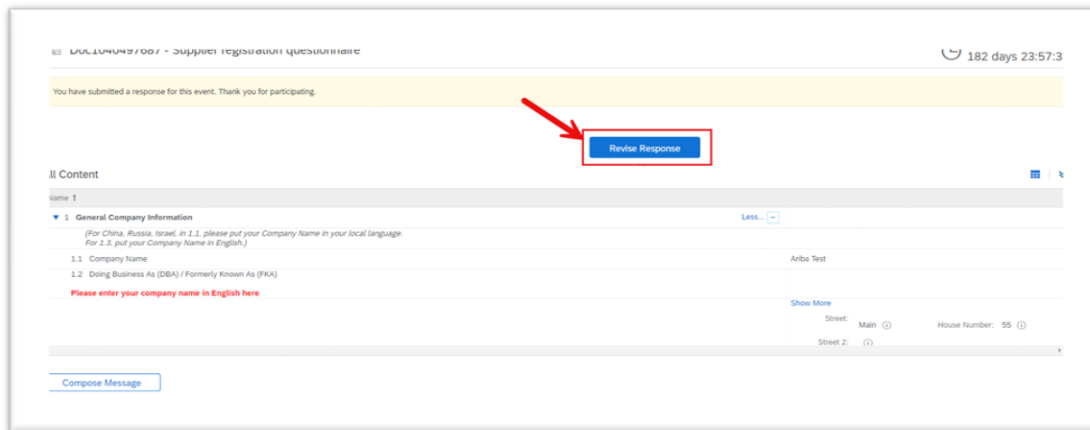


10. I have received an email to provide additional information, how can I edit the questionnaire? Please follow the steps to login and locate the questionnaire in Ariba. Once you have located the questionnaire, you will see that the status of the questionnaire is "Pending Resubmission"

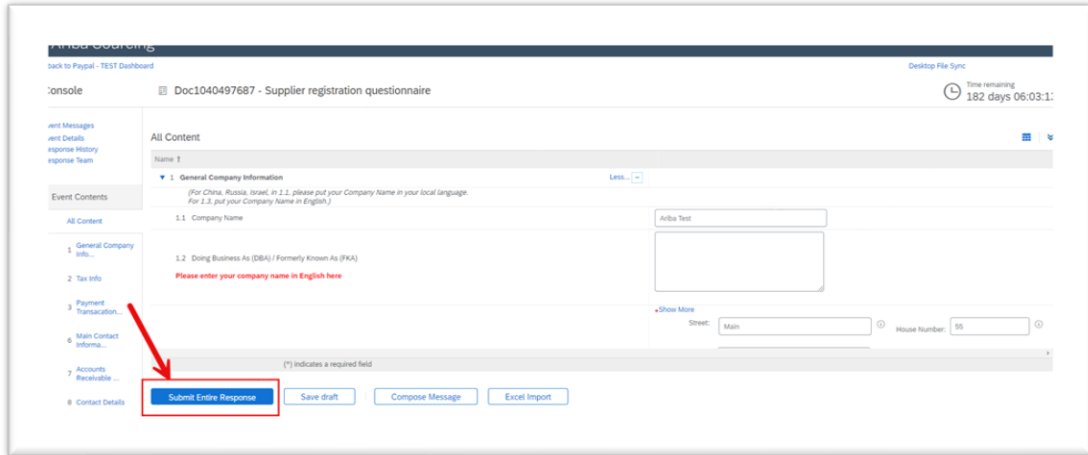


Title	ID	End Time	Status
* Status: Open (1)			
Supplier registration questionnaire	Doc1040497687	9/12/2024 8:54 AM	Pending Resubmission

Click on the document and then click on **'Revise Response'** to edit the form and then click on **'Ok'**.

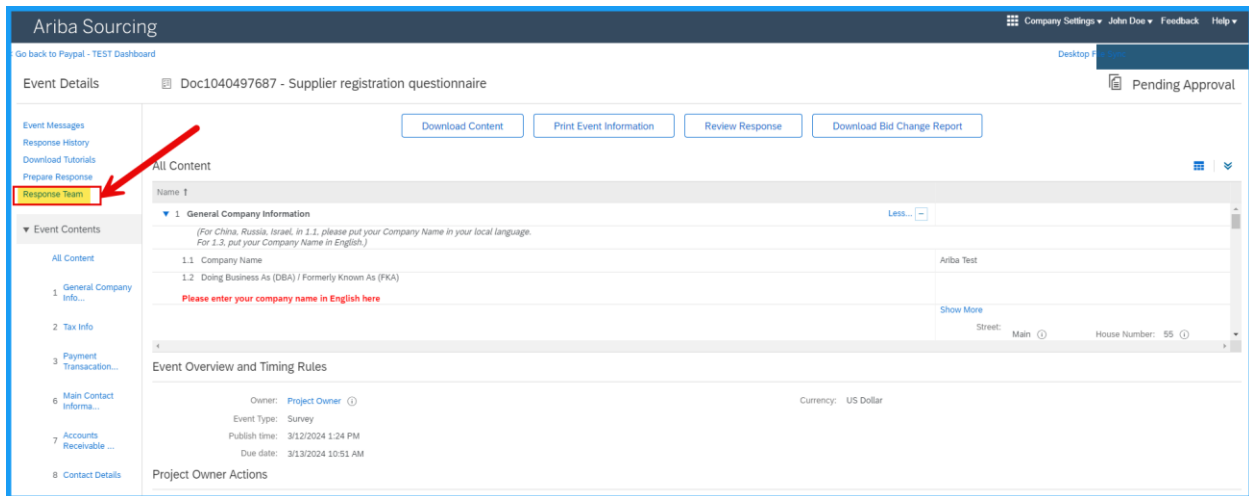


Once you have completed all the questions, then click on Submit Entire Response.

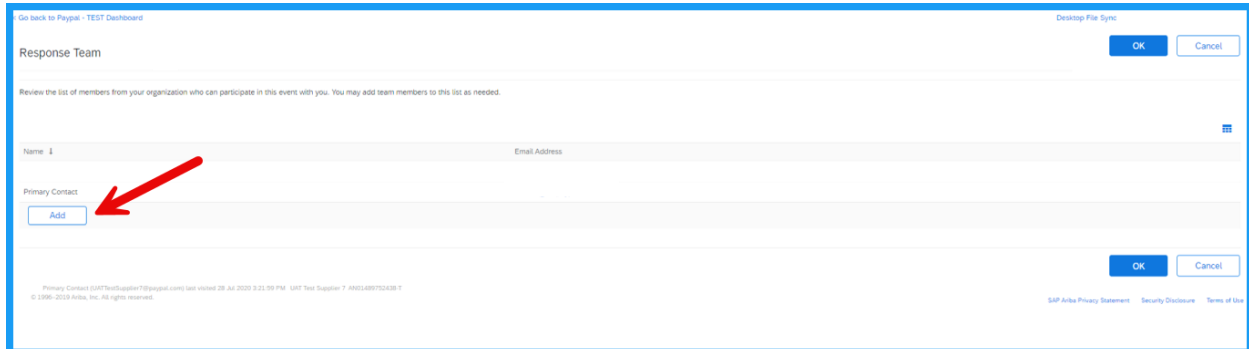


11. I want to assign the registration questionnaire to someone else on my team. What should I do?

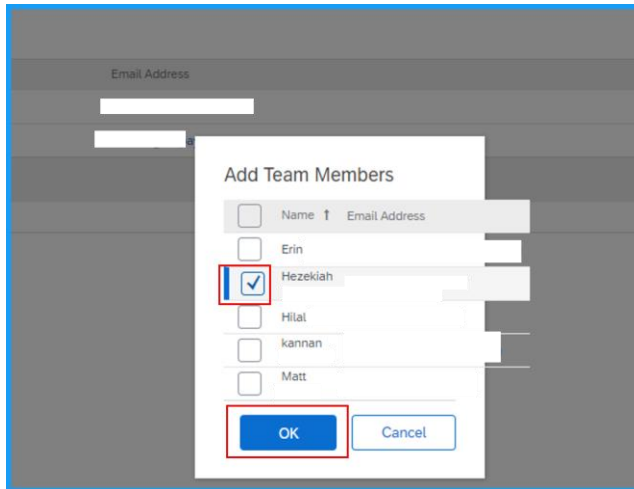
i. Click on **'Response Team'** under Console Section.



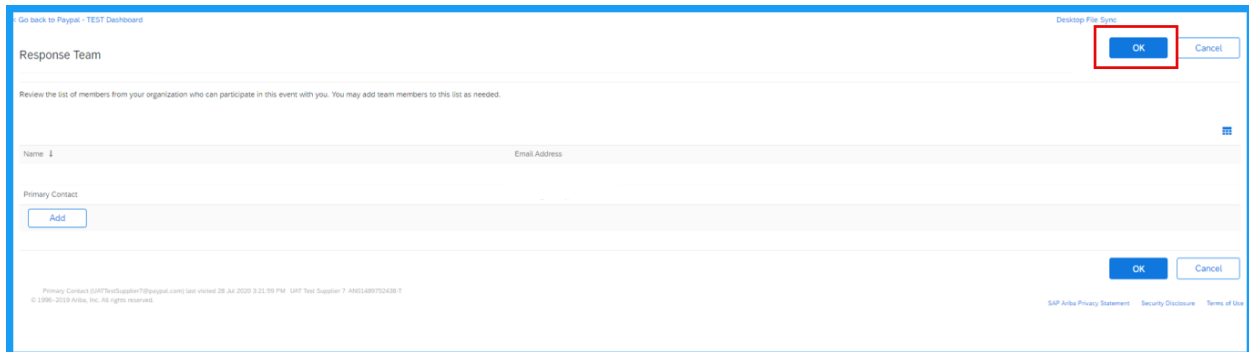
ii. Click on **'Add'**



iii. A selection box will pop up. Choose the desired team member from the list and click **'Ok'**.



- iv. Click on '**OK**' to close the screen. Selected team member will now have access to the questionnaire and can fill out the form.



## 12. The previous AN account user is no longer with our company

If the previous AN account user is no longer with your company and you do not have the login credentials to the existing account, please contact [vmteam@paypal.com](mailto:vmteam@paypal.com) to resend the registration invite to the current POC. Once they receive the invite, they should be able to register, login and view all the information.

## 13. I am getting an error while trying to access the link, what should I do?

Sometimes due to local system settings and network, you can encounter an error. Please try deleting cache and cookies. Also, try a different browser and/or incognito/in-private mode and see if it works. If the issue persists, please contact [vmteam@paypal.com](mailto:vmteam@paypal.com) for assistance.

If you come across an issue that isn't listed above or if you have any more questions, please contact [vmteam@paypal.com](mailto:vmteam@paypal.com)



Version	Change Summary	Owner	Author	Date
Version 1	Document Creation	Vishakha Sharma	Vishakha Sharma	7/24/2024