



CONFIDENTIAL

2018-08

Registration and logging in

SAP Ariba Contracts for suppliers

SAP Ariba Sourcing for suppliers

SAP Ariba Discovery for suppliers

Ariba Network for suppliers

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Before you register

You can register by responding to an invitation or welcome letter from your customer, or you can create an account that's not yet linked to a customer by going to the Ariba Network login page to register.

If you have an existing supplier account, registering on Ariba Network allows you to consolidate your company profile information and provides you with a centralized location to access all your SAP Ariba Sourcing events.

During registration, the Ariba Network requires you to enter basic information about your company and your account administrator. After you complete registration, you can enter additional information about your company, including:

- **Company information:** Enter information about your company, including a company description, contact information, and website URL.
- **User account information:** Enter additional contact information for yourself (the account administrator or user), such as your username, email address, password, and other values. Administrators can also enter your company's default currency in this section.
- **Certifications:** Enter company certification information, such as Small and Disadvantaged Business or Minority-Owned Business status.
- **Profile visibility:** Select options to make your business profile visible to all buying organizations or to allow potential new customers to contact you.

Registering with assistance from your customer

Typically, your company is already in contact with a customer that transacts with their suppliers through Ariba Network. The customer logs in to Ariba Network and invites your company to join. Ariba Network sends an email message to you that contains a link for starting the registration process. Ariba Network notifies you through email when the account is active and ready to transact with your customer.

Registering without assistance from your customer

If you are not already in contact with a buying organization on Ariba Network, you can create a free, light account at supplier.ariba.com. You can use this account to learn how to conduct e-commerce through Ariba Network, create a company profile, and find new business through SAP Ariba Discovery.

Completing a company profile allows buying organizations to locate your company when searching for suppliers by product and service category, industry, ship-to or service location, or other criteria. After reviewing basic company information, a buying organization can then request a relationship with your company. After you accept a relationship request, your account is ready to transact with the buying organization.

Unified Terms of Use

SAP Ariba has a unified Terms of Use for all SAP Ariba seller-facing solutions. The unified Terms of Use are available for review at any time on the **Ariba Terms Center** page. You must accept the unified Terms of Use before using Ariba seller-facing solutions.

i Note

SAP Ariba records the date on which you accept the Terms of Use Agreement as the effective date of service.

The **Ariba Terms Center Page** displays the unified Terms of Use, Data Policy and Privacy Statement. Click **Terms of Use** at the bottom of any page to access the **Ariba Terms Center** page.

Choosing a secure password

Passwords are case-sensitive, must be at least eight characters long, and can include only alphabetic letters (without accents), numbers, and common symbols. For increased security, you should include at least one numeral between the first and last characters and at least one letter. To change your password, you must enter your current password as well as the new one, then confirm the new password.

Passwords for users who have access to customer PCard numbers expire every 90 days.

Helpful hints for registration

Selecting the right account administrator

The person whose name is entered when the account is created becomes the account administrator automatically. The account administrator plays a key role in the value your company realizes through SAP Ariba, so it is important you choose the appropriate person in your organization. The right person will have the time and capabilities to add users with appropriate roles, set configuration options, manage customer relationships, subscribe to services, respond to user questions or problems, and maintain your SAP Ariba account in a consistent manner. If you currently use SAP Ariba, you already have an account administrator, so assess whether they meet the qualifications.

Selecting the right business role

About Business Roles

Your **Business Role** determines the default action tiles displayed on the Ariba Network dashboard. New Ariba Network users are asked to select a **Business Role** during account creation. Existing Ariba Network users who have not yet selected a business role will be prompted to select one the next time they log in. You can select or change your **Business Role** from the **My Account** page at any time. For more information see [Business roles reference \[page 5\]](#).

Business roles reference

Business Role	Description	Default Action Tiles
Accounts Receivables	An Accounts Receivables role represents a user focused on money owed to the company.	Orders to Invoice, Orders that Need Attention, Pending Invoices, Rejected Invoices
Business Owner	A Business Owner role represents a user focused on monitoring daily business on the Ariba Network	New Orders, Orders that Need Attention, Rejected Invoices, Payments Received
Customer Service	A Customer Service role represents a user focused on monitoring daily business on the Ariba Network.	New Orders, Orders to Confirm, Orders that Need Attention, Collaboration Requests
E-Commerce	An E-Commerce role represents a user focused on monitoring the IT infrastructure.	New Orders, Orders to Confirm, Orders to Ship, Orders that Need Attention
Field Services	A Field Services role represents a user focused on monitoring daily business on the Ariba Network.	Orders to Invoice, Orders that Need Attention, Orders with Service Lines, Service Entry Sheets
Finance	A Finance role represents a user focused on money owed to the company.	Orders to Invoice, Orders that Need Attention, Pending Invoices, Rejected Invoices
Information Technology	An Information Technology role represents a user focused on monitoring the IT infrastructure.	New Orders, Orders to Invoice, Orders that Need Attention, Rejected Invoices
Marketing	A Marketing role represents a user focused on monitoring daily business on the Ariba Network.	New Orders, Orders to Confirm, Orders that Need Attention, Collaboration Requests
Order Management	An Order Management role represents a user focused on monitoring daily business on the Ariba Network.	New Orders, Orders to Confirm, Orders to Ship, Orders that Need Attention

Business Role	Description	Default Action Tiles
Sales	A Sales role represents a user focused on monitoring daily business on the Ariba Network.	New Orders, Orders to Confirm, Orders that Need Attention, Collaboration Requests
Service Administrator	A Service Administrator role represents a user focused on monitoring the IT infrastructure.	Orders to Invoice, Orders that Need Attention, Orders with Service Lines, Service Entry Sheets
Shipping	A Shipping role represents a user focused on ensuring ordered items have been shipped.	New Orders, Orders to Confirm, Orders to Ship, Orders that Need Attention
Treasury	A Treasury role represents a user focused on when invoices are going to be paid.	Early Payment Offers, Payments Received, Invoices Pending Payment, Payments that Need Attention
Other	This role represents a user who doesn't fall into the other defined roles. You can customize the name of this role.	New Orders, Orders that Need Attention, Invoices Rejected, Payments Received

How to register as a supplier on Ariba Network

You register an Ariba Network account in order to transact with your customers and potentially find new business opportunities.

Procedure

1. You can use one of the following methods to register a new or existing seller account on Ariba Network:
 - If you received an email invitation from a buying organization, click the link in the email message. When Ariba Network shows the welcome page, do one of the following:
 - If you already have an account, click **Log in**.
 - If you don't already have an account, click **Sign up**.
 - If you received a purchase order welcome letter that contains a temporary ID and secure code, you can use a web browser to go to the web address contained in the welcome letter. Enter your temporary ID and secure code to activate the account. After you activate your account, the temporary ID becomes your username.
 - If you received a purchase order or other first-time document from your customer, click the action button in the email, such as **Process order**. From the landing page, choose **Sign up** to register a free, light account, or choose **Log in** to add the document to your existing Ariba Network account.

i Note

You must be the account administrator to move the document to an existing account.

- If you didn't receive an invitation, you can use a web browser to go to supplier.ariba.com. Click **Register Now** to register a free, light account on Ariba Network.
2. Follow the steps in the registration wizard.

Ariba Network asks for basic information about your business, such as your company name, address, telephone number, and email address. You also create a username and password.

i Note

The person whose name is entered in the user account information section becomes the account administrator automatically. Account administrators can transfer the administrator role to another user later.

3. Read the terms of use, and choose the check box if you agree to the terms.
4. (Optional) Print the **Summary** page for your records. You can also print the terms of use.
5. Click **Continue**.

Ariba shows the **Activate Your Account Now** page.

Ariba Network sends you an email confirming registration of your account. You must click the link in the email to activate your account and start transacting with your customer.

If you change your email address, Ariba Network sends an email to the newly updated email address requesting you to confirm the email address. You must use the link in the email to activate and log in to the account.

You can also resend the email containing the link to activate your Ariba Network account in case the previous email did not reach you. If for any reason, you are unable to launch a browser using this link, you can copy the link and paste it into the address bar of any of the supported Web browsers to form a single-line URL.

6. To activate your account, click the link in the email sent to you.

Ariba Network shows the **Welcome to Ariba** page, where you can view your company profile completeness meter.

7. Choose one of the following options:

- Click **Go to Company Profile** to enter additional information about your company.

i Note

To increase your visibility to buying organizations, be sure your company profile is completed accurately, and consider subscribing to the SAP Ariba Discovery Advantage Program to further distinguish your organization in SAP Ariba's publicly-accessible supplier directory.

- Click **Complete my Company Profile later**, to access the **Home** dashboard.

After you register

When you are finished with basic configuration, you can do the following:

Manage your SAP Ariba profile

Complete additional information about your company, such as website information, and set options for extending business profile visibility. You may need to update this information periodically, such as when a different individual at your company becomes the administrator.

Manage your profile in a way that maximizes exposure for your business. Potential and existing customers rely on the information in your SAP Ariba profile when deciding whether to do business with you, so it is essential to keep your profile complete and accurate. In addition to completing requested fields, frequently review and update your profile to ensure it is current. While every section is important, pay special attention to the following four sections:

- **Addresses:** Buying organizations use your company name and main address to transact with you through SAP Ariba Discovery, SAP Ariba Sourcing, SAP Ariba Contracts, and the Ariba Network, so ensure this information is always up to date. You should also add any addresses served by your account, such as your company's subsidiaries, since these are exposed to SAP Ariba Sourcing and can be used by your own team members when creating e-invoices online.
- **Product and Service Categories, Ship-to or Service Locations, and Industries:** As the key criteria used to match your company to potential buyers through SAP Ariba Discovery, these three categories are vitally important in helping you obtain new business opportunities, so ensure to select these values carefully.
- **Contacts:** By assigning specific contacts for particular business activities (such as accounts payable, catalog management, and sales), you can ensure that buyers are able to contact the correct person quickly and easily. You have the option to designate both company-wide contacts and customer-specific contacts (only for Ariba Network relationships).
- **Marketing:** Subscribing to the SAP Ariba Discovery Advantage program increases your visibility to potential buyers. The SAP Ariba Discovery Advantage program gives your company preferential placement in search results along with the option to display enhanced sales and marketing information—including a detailed company description, logos, URLs, attachments, and more—in your Ariba Network for Suppliers profile. You can assign a marketing team member to be the user responsible for completing and maintaining this section of your profile.

Complete customer-requested profile information

SAP Ariba profile information can include additional profile information requested by buyers as part of the Supplier Profile Questionnaire.

If you are the administrator for your organization's account, you see information about company profile fields requested specifically from the buyer. Buyers may require that you complete all requested profile information before you can participate in their events.

Define user roles and create users

Assign user roles and permissions to employees based on their functional roles in your company, such as:

- Company profile manager
- Leads creator/manager
- Proposal and contract manager
- Order manager
- Invoice manager

Inform individual users and teams in your company about the SAP Ariba account to which they are assigned, so they can be well prepared to respond to and collaborate with buyers. If you participate in sourcing events, be sure to assign the appropriate users in your company the **Access Proposals and Contracts** permission so that SAP Ariba Sourcing buyers can view and approve them to join events.

i Note

By default, users are not visible to or searchable by your customers.

SAP Ariba recommends that you regularly review, identify, and eliminate or reassign unapproved users added to your account as a result of SAP Ariba Sourcing buyers asking them to participate in sourcing events.

Review additional product documentation and tutorials

Review additional product documentation and tutorials for more information. To access the Learning Center, log in to your account, click **Help** in the upper right-hand corner, and select **Help Center**.

Link multiple SAP Ariba seller accounts

If you have more than one SAP Ariba seller account, you can link accounts to consolidate your company's account management and service management tasks.

- You can create a parent-child account hierarchy. For example, link one parent account to any number of child accounts. Creating an account hierarchy allows parent account administrators to manage settings and components (including instant access to solution-specific dashboards and related child account services) for all accounts. Both parent and child accounts are visible in buyer searches, however you have the option to make child accounts invisible by configuring the **Allow buyer organizations to search this account** setting. After an account hierarchy is created, parent account administrators can log in and access child accounts with a single click.
- If your company has created duplicate accounts by mistake, it's important to keep these accounts current, since transactions have already been processed through them. To help reduce the amount of time spent on managing multiple accounts, you can enable Profile Sharing, allowing you to automatically synchronize your

parent account profile with selected child accounts. Profile sharing reduces the need for separate profile updates.

i Note

Profile sharing synchronization does not occur for all fields and settings, (for example, not for electronic order/invoice routing), so you may need to maintain these settings individually for each account.

- You can use the **User Account Navigator** to link and quickly navigate among multiple user accounts.

Verify your email address

To avail yourself of the full benefits of the Ariba Network, you must validate your email addresses. To expedite registration, SAP Ariba allows you to register without validating your email addresses in some cases. For example, if you are moving your existing account from your buyer's SAP Ariba Sourcing application to the Ariba Network, SAP Ariba does not require you to validate your email addresses immediately.

The User Email Address Validation feature reminds suppliers without validated email addresses to validate their email addresses. SAP Ariba automatically marks the email addresses of suppliers invited to sourcing events as valid.

If you log in with a non-validated email address, an alert icon appears in the upper-right portion of the screen. A popup message appears when the cursor hovers over this icon. Follow the instructions in the message to verify your email address.

Receive relationship requests, receive orders, and send invoices

When you register for an SAP Ariba account through SAP Ariba Sourcing, SAP Ariba Discovery, or SAP Ariba Contracts, you are automatically enabled to receive orders and send invoices on Ariba Network.

Buyers on Ariba Network can see your company profile in search results and send you trading relationship requests. New relationships are set to "manual approval" by default. An indicator appears on your supplier dashboard in all solutions if there is a pending relationship request waiting to be approved, and email notifications are sent to you as a reminder. If you accept a relationship request from a buyer, a popup is displayed, prompting you to configure your preferred order routing method.

You are not obliged to accept trading relationship requests. For more information about managing customer relationships, see *Seller Account Settings and Profile Configuration* in the **Product Documentation** **For Administrators** section of the Learning Center.

You can enable the **Do not expose my company in search results to Ariba Discovery users and Ariba Network buyers** preference on the **Profile Visibility** page if you do not want to appear in search results to SAP Ariba Discovery users and Ariba Network buyers.

How to create and reset passwords

Context

Your password is case-sensitive and must be at least eight characters long. It can only include unaccented alphabetic characters, numbers, and common symbols.

For increased security on SAP Ariba, passwords expire every 90 days for users who have PCard access but are not the PCard owner. These users receive email notifications that indicate how many days remain before their password expires. You cannot reuse your recent passwords.

i Note

For users without PCard access, passwords do not expire for five years.

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 unlock after a few hours. You can initiate the password reset process to unlock your account immediately.

If you cannot remember your username or the email address you used to register, you must contact your account administrator to reset your password. You can contact your account administrator by clicking **Help > Contact Administrator**. When your account administrator resets your password, SAP Ariba sends an email notification to you that contains a link to confirm your email address and enter a new password.

If you cannot remember your username or the email address you used to register, and you are the account administrator, you must call SAP Ariba Customer Support or log a service request. Click **Help > Help Center** in the top right corner to access the user community. Click **Support Center** in the user community to access support content, phone numbers, or create an online service request.

Procedure

1. If your SAP Ariba password is not working or if you forget your password, click **Having trouble logging in?** on the **Login** page.
2. Choose **I forgot my password**.
3. Click **Continue**.
4. Enter your username or email address in the **Username or Email Address** field and click **Submit**.

SAP Ariba sends an email notification that contains instructions on how to reset your password to the email address you used to register your SAP Ariba account.

5. Click the link in the Password Reset email.

i Note

Links in password reset notifications are only valid for 24 hours.

If you receive a password reset notification, but the link provided is invalid or expired, contact your account administrator and have them initiate the password reset process for you. If you are the account administrator, initiate the password process again.

i Note

If you do not receive a password reset email from SAP Ariba:

- Check your junk mail folder or spam filter settings to verify that automated emails from SAP Ariba are not blocked from your email account.
- You might have multiple SAP Ariba usernames with different email addresses. Make sure you check the correct email account.
- You might have recently changed your email address without updating the email address in your SAP Ariba account. Check the email account associated with your SAP Ariba account.
- You might have mistyped your username.

6. Enter and confirm your new password on the **Password Reset** page.
7. Click **Submit**.

Results

You can now use your username and new password to log in to SAP Ariba.

How to retrieve usernames

If you forgot your SAP Ariba username, you can request that SAP Ariba send you an email with instructions for retrieving your username.

Context

The username retrieval email notification is sent to the email address you entered when you registered your SAP Ariba account. If your email address is registered with multiple SAP Ariba accounts, the email will contain all the usernames associated with your email address.

Procedure

1. If you forget your Ariba Network for Suppliers username, click **Having trouble logging in?** on the login page.
2. Choose **I forgot my username**.
3. Enter the email address you used when you registered your SAP Ariba account.
4. Click **Submit**.

Results

SAP Ariba sends an email listing all the usernames associated with your email address.

i Note

If you do not receive a username retrieval email from SAP Ariba, check the following:



- Did you enter the correct username that is registered with the SAP Ariba? If you have more than one username, you can try to enter the other usernames.
- Does your email configuration allow you to receive automated emails from SAP Ariba? Check your junk mail folder or email filter settings to verify automated emails from SAP Ariba are not blocked from your inbox.

Important Disclaimers and Legal Information

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Some links are classified by an icon and/or a mouseover text. These links provide additional information.

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