



# ARIBA SOURCING

## ARIBA NETWORK SUPPLIER SUPPORT

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*Current Version issued: November 2021*



# SUMMARY

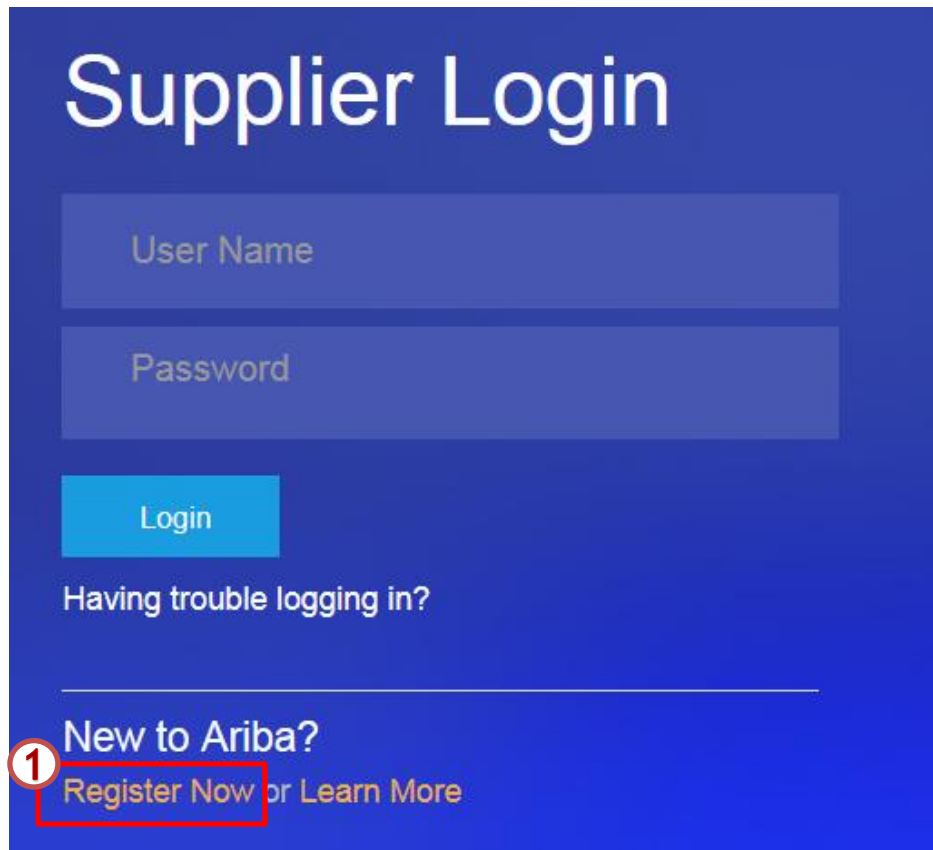
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1. Create an Ariba Network account on your own
2. Access a sourcing event you have been invited to
3. Access a sourcing event from the Ariba Network login page
4. Management of Ariba Network contacts' accounts
5. How to get help from the SAP Ariba Customer Support
6. Invitation Email not received: IT Checks

## CREATE AN ARIBA NETWORK ACCOUNT ON YOUR OWN (1/5)

Everyone can independently create its own Ariba Network account, the subscription to the Ariba Network for Sourcing is free for all the suppliers.

Use the link: <https://supplier.ariba.com>



Supplier Login

User Name

Password

Login

Having trouble logging in?

New to Ariba?

**1** Register Now or Learn More

**1**

From the Supplier Login page click on the «Register Now» link. The system will lead you to the registration page.

# CREATE AN Ariba NETWORK ACCOUNT ON YOUR OWN (2/5)

A page like the one shown below will appear. You will need to fill in the missing information in order to create your own account on the Ariba Network.

Register

**Company information** \* Indicates a required field

Company Name:\*

Country:\*

Address:\*

City:\*

State:\*

Zip:\*

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

To have a closer look of the Company Information section check Slide n. 5.

**User account information** \* Indicates a required field

Name:\*

Email:\*

Username:\*

Password:\*

Repeat Password

Language:\*

Email orders to:\*

[SAP Ariba Privacy Statement](#)

Must be in email format(e.g john@newco.com)

Must contain a minimum 8 characters including letters and numbers.

The language used when Ariba sends you configurable notifications. This is different than your web browser's language.

Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, please create a separate data repository and enter the email address here. You may also use the system's default data repository.

To have a closer look of the User Account information section check Slide n. 6.

Tell us more about your business ▶

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration. By clicking the Register button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, you also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian Federation.

- I have read and agree to the [Terms of Use](#)
- I have read and agree to the [SAP Ariba Privacy Statement](#)

Register Cancel

## CREATE AN ARIBA NETWORK ACCOUNT ON YOUR OWN (3/5)

Company information section needs to be filled in with general data about the company.

### Company information

\* Indicates a required field

Company Name:*	<input type="text" value="Supplier Example"/>
Country:*	<input type="text" value="Italy [ITA]"/>
Address:*	<input type="text" value="Via Mazzini"/>
	<input type="text" value="Line 2"/>
Postal Code:*	<input type="text" value="20100"/>
City:*	<input type="text" value="Milano"/>
State:	<input type="text"/>

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

# CREATE AN ARIBA NETWORK ACCOUNT ON YOUR OWN (4/5)

User Account information section needs to be filled in with personal data about the user that will be the Administrator on the Ariba Network.

## User account information

\* Indicates a required field

Name:\*

Email:\*

Use my email as my username

Username:\*

Password:\*

Language:  ▼

Email orders to:\*

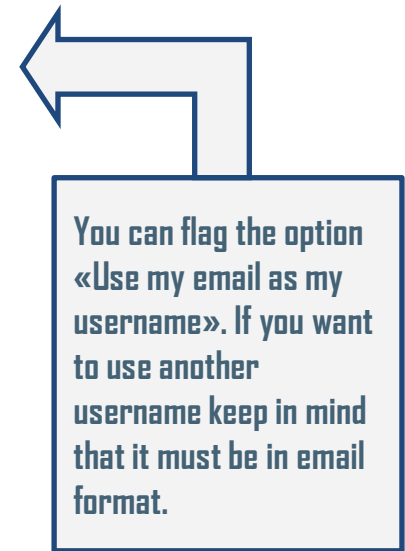
SAP Ariba Privacy Statement

Must be in email format(e.g john@newco.com) ⓘ

Must contain a minimum 8 characters including letters and numbers. ⓘ

The language used when Ariba sends you configurable notifications. This is different than your web b...

Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.



**You can flag the option «Use my email as my username». If you want to use another username keep in mind that it must be in email format.**

## CREATE AN ARIBA NETWORK ACCOUNT ON YOUR OWN (5/5)

Do not forget to accept Terms and Privacy conditions and then click on the «Register» button.

Tell us more about your business ▶

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration. By clicking the Register button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

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- I have read and agree to the [Terms of Use](#)
- I have read and agree to the [SAP Ariba Privacy Statement](#)

**2** Register Cancel

Once you have filled in all the information you can click on the blue button. Your account on the Ariba Network will be created (you will receive a confirmation email).

2

# ACCESS A SOURCING EVENT YOU HAVE BEEN INVITED TO (1/8)

When a company invites you to a Sourcing Event you will receive an invitation email, as the one shown below.

Maire Tecnimont- TEST has invited you to participate in an event: 0000 - MACCH-MR-FY00000176 Demi Water Package - Ro-00. [Posta in arrivo x](#)

Ilaria Magrucci <s4system-prodeu+tecnimont-T.Doc224827170@eusmtp.ariba.com>  
a me

3 apr 2019, 15:14 (2 giorni fa) ☆ ↶ ⋮

Inglese > Italiano Traduci messaggio

Disattiva per: Inglese x

Maire Tecnimont- TEST

Maire Tecnimont- TEST has invited you to participate in the following event: 0000 - MACCH-MR-FY00000176 Demi Water Package - Ro-00. The event is set to begin on Wednesday, April 3, 2019 at 3:14 PM, Central European Summer Time.

Use the following username to log in to Maire Tecnimont- TEST events:

fornitore. **1** mail.com.

[Click Here](#) to access this event.

When you click this link, log in with your username and password. You will then have the option to register your buyer-specific user ID with a new or existing Ariba Commerce Cloud account and participate in your event.

If you do not want to respond to this event, [Click Here](#). You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.

If you have forgotten your username or password and are unable to log in, [Click Here](#).

NOTE: The forgot password link is only valid for 24 hours. After this link expires, click Forgot Password on the Ariba Login page to reset your password.

We look forward to working with you!

Thank You,

Maire Tecnimont- TEST

You are receiving this email because your customer, Maire Tecnimont- TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Maire Tecnimont- TEST.

Maire Tecnimont- TEST sourcing site, Event Doc224827170: 0000 - MACCH-MR-FY00000176 Demi Water Package - Ro-00, Realm: tecnimont-T, Message ID: MSG6599788, [Click Here](#)

Offices | Data Policy | Contact Us | Customer Support

Powered by [SAP Ariba](#)

Rispondi

Inoltra

**1**

From the invitation email, click on the «Click Here to access this event» link to access the event. This link might expire after the first use, therefore make sure that you complete the next steps all at once.



# ACCESS A SOURCING EVENT YOU HAVE BEEN INVITED TO (2/8)

If this is the first sourcing event you have been invited to for Maire Tecnimont, you must access the event from the email shown in the previous slide in order to connect your account to Maire Tecnimont's one.

Welcome, User Example

Have a question? [Click here to see a Quick Start guide.](#)

Welcome to the Ariba Network. Maire Tecnimont- TEST has invited you to a sourcing event.

New to the Ariba Network? Sign up to register your user account.

**Sign up**

Already have an account?

**Log in**

2a

Click on the first button if this is the first time you use the Ariba Network and you do not have an account already.

2a

2b

2b

Click on the second button if you already have an account in the Ariba Network.

# ACCESS A SOURCING EVENT YOU HAVE BEEN INVITED TO (3/8)

## «Sign Up»

If you have clicked on the «Sign Up» button a page like the one shown below will appear. You will need to fill in the missing information in order to create your own account on the Ariba Network.

### Create account

First, create an SAP Ariba supplier account, then complete questionnaires required by Saris S.p.A. - TEST.

#### Company information

\* Indicates a required field

Company Name:\*

Country:\*  If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

Address:\*

Postal Code:\*

City:\*

State:

#### User account information

\* Indicates a required field

Name:\*   [SAP Ariba Privacy Statement](#)

Email:\*  Must be in email format(e.g john@newco.com) ⓘ

Use my email as my username

Username:\*  Must contain a minimum 8 characters including letters and numbers. ⓘ

Password:\*

Language:  The language used when Ariba sends you configurable notifications. This is different than your web b...

Email orders to:\*  Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

#### Tell us more about your business >

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.

By clicking the Create account and continue button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian Federation.

- I have read and agree to the [Terms of Use](#)
- I have read and agree to the [SAP Ariba Privacy Statement](#)

Create account and continue

Cancel

## ACCESS A SOURCING EVENT YOU HAVE BEEN INVITED TO (4/8)

### «Sign Up»

If you have clicked on the «Sign Up» button: company information section will be already filled in, if you need to change any info you are free to do so.

### Company information

\* Indicates a required field

Company Name: *	<input type="text" value="Supplier Example"/>
Country: *	<input type="text" value="Italy [ITA]"/>
Address: *	<input type="text" value="Via Mazzini"/>
	<input type="text" value="Line 2"/>
Postal Code: *	<input type="text" value="20100"/>
City: *	<input type="text" value="Milano"/>
State:	<input type="text"/>

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

# ACCESS A SOURCING EVENT YOU HAVE BEEN INVITED TO (5/8)

## «Sign Up»

If you have clicked on the «Sign Up» button: user account information section will be already filled in, if you need to change any info you are free to do so. This information section needs to be filled in with personal data about the user that will be the Administrator on the Ariba Network.

### User account information

\* Indicates a required field

[SAP Ariba Privacy Statement](#)

Name: \*

Email: \*

Use my email as my username

Username: \*

Password: \*

Language:  ▼

Email orders to: \*

Must be in email format(e.g john@newco.com) ⓘ  
Must contain a minimum 8 characters including letters and numbers. ⓘ

The language used when Ariba sends you configurable notifications. This is different than your web b...

Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

**You can flag the option «Use my email as my username». If you want to use another username keep in mind that it must be in email format.**

## ACCESS A SOURCING EVENT YOU HAVE BEEN INVITED TO (6/8)

### «Sign Up»

If you have clicked on the «Sign Up» button: do not forget to accept Terms and Privacy conditions and then click on the «Create Account and Continue» button.

Tell us more about your business ▶

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.

By clicking the Create account and continue button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

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- I have read and agree to the [Terms of Use](#)
- I have read and agree to the [SAP Ariba Privacy Statement](#)

3a

Create account and continue

Cancel

Once you have filled in all the information you can click on the blue button. Your account on the Ariba Network will be created (you will receive a confirmation email) and you will be led directly to the sourcing event page.

3a

## ACCESS A SOURCING EVENT YOU HAVE BEEN INVITED TO (7/8)

### «Log in»

If you have clicked on the «Log In» button it means you already have an Ariba Network account and you simply need to link it to the Maire Tecnimont Ariba System.

#### Enter Your Account Information

\* Indicates a required field

You are using an Ariba Sourcing test account to register on the Ariba Commerce Cloud. Enter your existing Ariba Commerce Cloud, Ariba Discovery or Ariba Network test account username and password. After you successfully log in, your existing Ariba Commerce Cloud test account profile will become your Ariba Sourcing supplier test account profile.

Username: \*

Password: \*

[Forgot Username](#)  
[Forgot Password](#)

Continue

Cancel

3b

Enter your log in information then click on the «Continue» button. You will be led directly to the sourcing event page.

3b

If this is the first sourcing event you have been invited by Maire Tecnimont, you must access the event from the email shown in the previous slide in order to connect your account to Maire Tecnimont's one.

# ACCESS A SOURCING EVENT YOU HAVE BEEN INVITED TO (8/8)

In either case, no matter which button you picked, the system will lead you directly on the page of the event you received the invitation for. From this point you can work on the Sourcing Event as shown in the dedicated videos.

Ariba Sourcing Test Mode Company Settings User Alfa Help Center

[Go back to Maire Tecnimont- TEST Dashboard](#) Desktop File Sync

Event Details Doc225767002 - 0000 - MACCH-MR-FY00000176 Demi Water Package... Time remaining  
13 days 23:54:10

Event Messages  
Download Tutorials  
Response Team

You must decide whether or not you intend to participate in this event.

Download Content
Intend to Participate
Decline to Participate
Print Event Information

▼ Checklist

1. Review Event Details  
2. Select Lots  
3. Submit Response

All Content ☰ | ⌵

Name ↑	Price	Quantity	Extended Price	Delivery Date
1 This is an RFP for Proposal event				
▼ 2 Documents to download				
▼ 2.1 General Documentation for Invitation				

In some case for example Event configured by the Buyer with Envelope, you have to declare your intention to participate, clicking on “Review Prerequisites” in order to accept the related **info note**. It simply announces that this is an event in which the buyer has set the possibility to keep and open the rejected offers.

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

Download Content
Review Prerequisites
Decline to Respond
Print Event Information

Prerequisites must be completed prior to participation in the event. You must accept the modified envelope bidding event agreement to continue.

Modified Envelope Bidding Event Agreement

The buyer has configured this event to allow rejected envelopes to be retrieved and opened while the event remains in Pending Selection status. I accept the terms of this agreement. \*

OK
Cancel

# ACCESS A SOURCING EVENT YOU HAVE BEEN INVITED TO (/9)

In either case, no matter which button you picked, the system will lead you directly on the page of the event you received the invitation for. From this point you can work on the Sourcing Event as shown in the dedicated videos.

Ariba Sourcing
Test Mode
Company Settings ▾ User Alfa ▾ Help Center

< Go back to Maire Tecnimont- TEST Dashboard
Desktop File Sync

Event Details

Doc225767002 - 0000 - MACCH-MR-FY00000176 Demi Water Package...

⌚ Time remaining  
13 days 23:54:10

You must decide whether or not you intend to participate in this event.

Download Content

Intend to Participate

Decline to Participate

Print Event Information

▼ Checklist

1. Review Event Details
2. Select Lots
3. Submit Response

▼ Event Contents

- All Content
- 2 Documents to download
- 3 Documents to provide

All Content

Name ↑	Price	Quantity	Extended Price	Delivery Date
1 This is an RFP for Proposal event				
▼ 2 Documents to download				
▼ 2.1 General Documentation for Invitation				
2.1.1 Download NDA				
2.1.2 Download Invitation Letter				
▼ 2.2 Technical Documentation				
2.2.1 Download Technical Documents				

Event Overview and Timing Rules

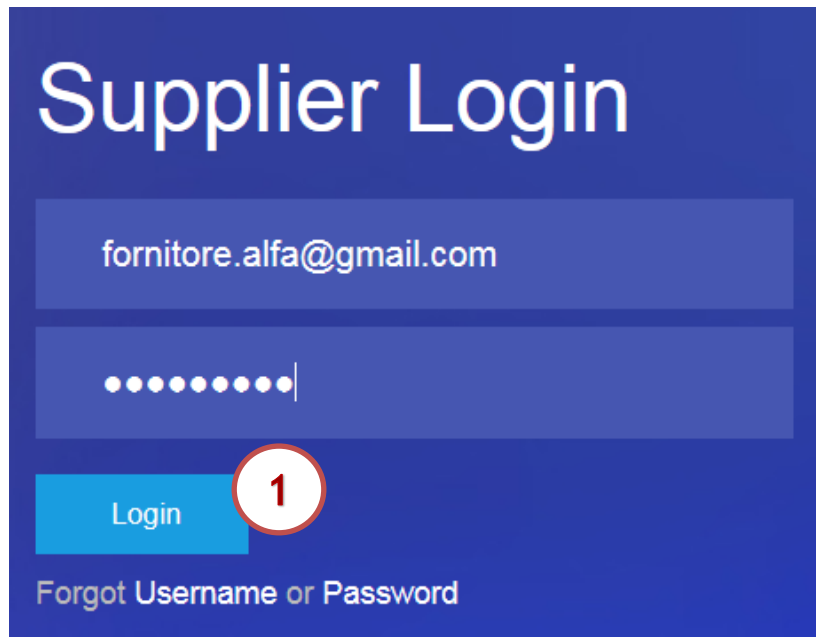
<p>Owner: <a href="#">Ilaria Magrucci</a> ⓘ</p> <p>Event Type: RFP</p> <p>Publish time: 4/5/2019 3:31 PM</p> <p>Due date: 4/19/2019 3:31 PM</p>	<p>Description:</p> <p>Currency: European Union Euro</p> <p>Commodity: BULK MATERIAL POWER SYSTEM M-ELEC-003</p>
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## ACCESS A SOURCING EVENT FROM THE ARIBA NETWORK LOGIN PAGE (1/5)

Once you have linked your Ariba Network account to Maire Tecnimont you can display events even starting from the login page.

Use the link: <https://supplier.ariba.com>



Supplier Login

fornitore.alfa@gmail.com

.....|

Login **1**

[Forgot Username or Password](#)

**1** Enter your login information then click on the «Login» button.

If this is the first sourcing event you have been invited by Maire Tecnimont, you must access the event from the email shown in the previous slide in order to connect your account to Maire Tecnimont's one.

## ACCESS A SOURCING EVENT FROM THE ARIBA NETWORK LOGIN PAGE (2/5)

Ariba Discovery Test Mode Company Settings User Alfa

[I'M BUYING](#) [I'M SELLING](#)

[Home](#) **Leads**

Watchlist 0 Responses 0

Match confidence indicates in percentage how closely your company profile matches the buyer's requirements.

My Leads Sort by: Date - Most Recent

You have not responded to any postings. Respond to postings for the opportunity to win more business.

**2** In order to reach the sourcing event click on the squares icon

Ariba Discovery Test Mode Company Settings User Alfa

[I'M BUYING](#) [I'M SELLING](#)

[Home](#) **Leads**

Watchlist 0 Responses 0

Match confidence indicates in percentage how closely your company profile matches the buyer's requirements.

My Leads Sort by: Date - Mo

You have not responded to any postings. Respond to postings for the opportunity to win more business.

**3** Select the «Proposals» option

- Go To My
- PROPOSALS**
- CONTRACTS
- ORDERS & INVOICES

## ACCESS A SOURCING EVENT FROM THE ARIBA NETWORK LOGIN PAGE (3/5)

Depending on how many companies you have linked to your account in this page you might have to look for the Maire Tecnimont's one.

Ariba Sourcing Test Mode Company Settings User Alfa Help Center

**MAIRE TECNIMONT-TEST** [MORE...](#)

There are no matched posts **4**

Welcome to E2Y: the Maire Tecnimont Group e-procurement platform

**Maire Tecnimont** **E2Y**  
e-procurement, to you

**Events**

Title	ID	End Time ↓	Event Type
▶ Status: Completed (137)			
▶ Status: Open (8)			
▶ Status: Pending Selection (105)			

**4**

If you have linked your Ariba Network account only to Maire Tecnimont, in this page you will only have its section. If you are linked to other Companies click on the «More...» link to move among them.

# ACCESS A SOURCING EVENT FROM THE ARIBA NETWORK LOGIN PAGE (4/5)

## Events

Title	ID
▶ Status: Completed (137)	
▶ Status: Open (8)	
▶ Status: Pending Selection (105)	

5

5

You can search for events by status. Click on the triangle to expand the section you need.

## Events

Title	ID	End Time ↓	Event Type
▶ Status: Completed (137)			
▼ Status: Open (8)			
9999-MR-PIPING-XH0300-FLANGE LTCS RO 00	Doc221066200	4/30/2019 12:00 PM	RFP
RFP 6500001205 RO.02	Doc225765247	4/19/2019 3:49 PM	RFP
RFP 6500001205 RO.01	Doc225765242	4/19/2019 3:42 PM	RFP
6500001205	Doc224520810	4/19/2019 3:40 PM	RFP
0000 - MACCH-MR-FY00000176 Demi Water Package - Ro-00	Doc225767002	4/19/2019 3:31 PM	RFP
8888-MR-MACCH-GP001 RO.00 Nitrogen Package	Doc221065731	4/15/2019 11:15 AM	RFP
SB Test - RO-02	Doc222429520	4/10/2019 1:20 PM	RFP
K294-000-PIPING-MR-1330.01 B.W. Fittings RO - 01	Doc203716856	No time limit	RFP
▶ Status: Pending Selection (105)			

6

6

When you have found the event click on its name to enter.

## ACCESS A SOURCING EVENT FROM THE ARIBA NETWORK LOGIN PAGE (5/5)

The system will lead you directly on the page of the event. From this point you can work on the Sourcing Event as shown in the dedicated videos.

Ariba Sourcing Test Mode Company Settings User Alfa Help Center

< Go back to Maire Tecnimont- TEST Dashboard Desktop File Sync

Event Details Doc225767002 - 0000 - MACCH-MR-FY00000176 Demi Water Package... Time remaining  
13 days 23:54:10

You must decide whether or not you intend to participate in this event.

Download Content
Intend to Participate
Decline to Participate
Print Event Information

Event Messages  
Download Tutorials  
Response Team

▼ Checklist

1. Review Event Details
2. Select Lots
3. Submit Response

All Content

Name ↑	Price	Quantity	Extended Price	Delivery Date
1 This is an RFP for Proposal event				
▼ 2 Documents to download				
▼ 2.1 General Documentation for Invitation				

In some case for example Event configured by the Buyer with Envelope, you have to declare your intention to participate, clicking on “Review Prerequisites” in order to accept the related [info note](#). It simply announces that this is an event in which the buyer has set the possibility to keep and open the rejected offers.

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

Download Content
Review Prerequisites
Decline to Respond
Print Event Information

Prerequisites must be completed prior to participation in the event. You must accept the modified envelope bidding event agreement to continue.

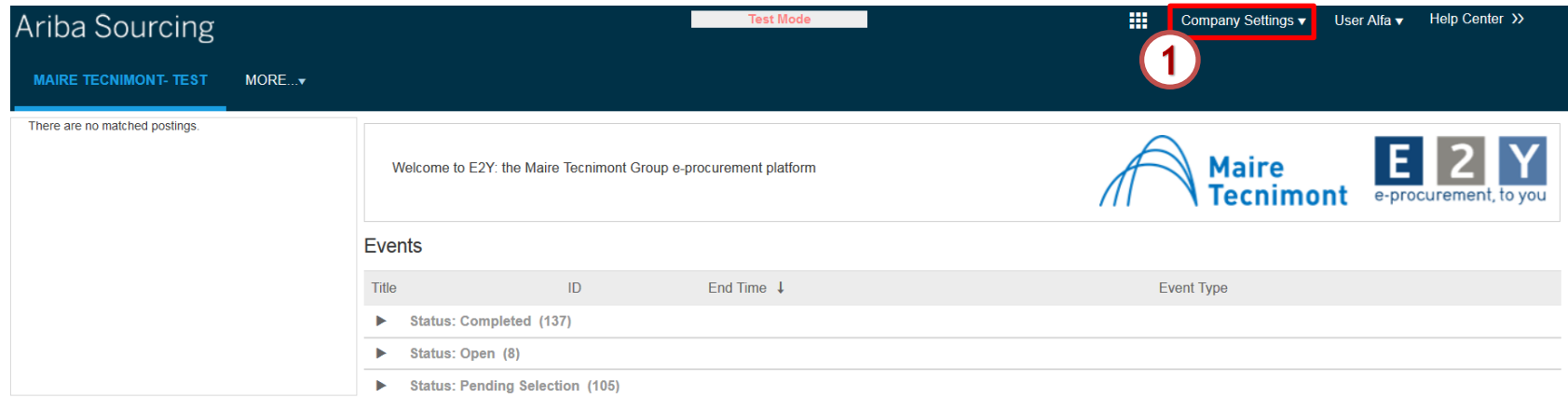
Modified Envelope Bidding Event Agreement

The buyer has configured this event to allow rejected envelopes to be retrieved and opened while the event remains in Pending Selection status. I accept the terms of this agreement. \*

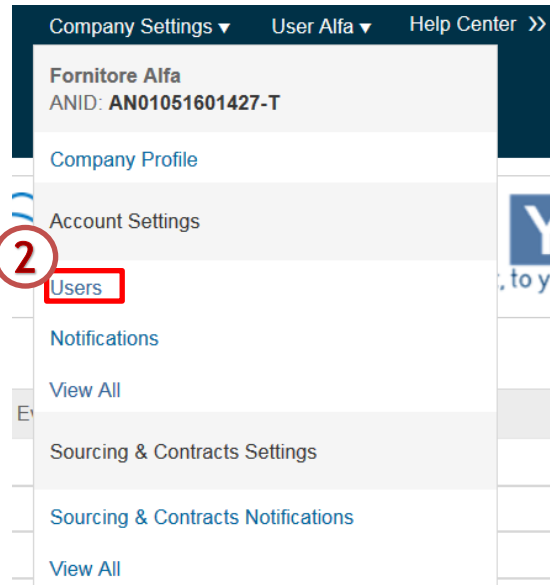
OK
Cancel

# MANAGEMENT OF ARIBA NETWORK CONTACTS' ACCOUNTS (1/8)

If your company is already using SAP Ariba you can ask to your Administrator to create you a contact. Those contacts will be available to the buyers who want to invite you to participate to Sourcing Events.



The screenshot shows the Ariba Sourcing interface. The top navigation bar includes 'Ariba Sourcing', 'Test Mode', and a user profile 'User Alfa'. A dropdown menu 'Company Settings' is highlighted with a red box and a circled '1'. Below the navigation bar, there is a message 'There are no matched postings.' and a welcome message 'Welcome to E2Y: the Maire Tecnimont Group e-procurement platform'. The 'Events' section shows a table with columns 'Title', 'ID', 'End Time', and 'Event Type'. The table contains three rows: 'Status: Completed (137)', 'Status: Open (8)', and 'Status: Pending Selection (105)'.



The screenshot shows the 'Company Settings' dropdown menu expanded. The menu items are: 'Fornitore Alfa', 'ANID: AN01051601427-T', 'Company Profile', 'Account Settings', 'Users', 'Notifications', 'View All', 'Sourcing & Contracts Settings', 'Sourcing & Contracts Notifications', and 'View All'. The 'Users' option is highlighted with a red box and a circled '2'.

**1** From the Administrator Ariba Network account, click on «Company Settings».

**2** From the dropdown menu select the option «Users».

# MANAGEMENT OF Ariba NETWORK CONTACTS' ACCOUNTS (2/8)

By selecting the option «Users» the system will lead you on the Account settings page.

## Account Settings

Save

Close

Customer Relationships   **Users**   Notifications   Application Subscriptions

### Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	
<input type="checkbox"/>	UserAlfaSecondo@gmail.com	fornitore.alfa@gmail.com	User	Alfa	No	Test		All	
<input type="checkbox"/>	utentealfa2@gmail.com	fornitoretestariba@gmail.com	Utente	Alfa 2	No	Proposals and Contracts Access		All	
<div style="display: flex; gap: 10px;"> <span>↳</span> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Add to Contact List"/> <input type="button" value="Remove from Contact List"/> <input type="button" value="Make Administrator"/> <span> </span> <input type="button" value="Create User"/> <input type="button" value="Export Contact Details"/> </div>									

### Manage Assignments for Users with Limited Access

Enable assignment of orders to users with limited access to Ariba Network. ⓘ

### Manage User Roles

Create and manage roles for your account. You can view or edit the details of a role. The Administrator role can be viewed, but cannot be modified.

#### Role

Name	Actions
Administrator	<a href="#">Details</a>
Test	<a href="#">Details</a> <a href="#">Edit</a> <a href="#">Delete</a>
Proposals and Contracts Access	<a href="#">Details</a>
<input type="button" value="Create Role"/>	

3

Create Role

3

Every contact needs to have a role associated. Therefore before creating a contact you need to create the Role. Click on «Create Role».

# MANAGEMENT OF Ariba NETWORK CONTACTS' ACCOUNTS (3/8)

4

Enter a Name for the Role you want to create.

5

Move on page 2.

## Create Role

Save

Cancel

\* Indicates a required field

### New Role Information

Name: \* Example Role

Description:

### Permissions

Each role must have at least one permission.

« Page 2 »

Permission	Description
<input type="checkbox"/> Quality Review Creation	Access to create quality review documents
<input type="checkbox"/> Receivables Upload	Select receivables for auction
<input checked="" type="checkbox"/> Access Proposals and Contracts	View your organization's Ariba Sourcing events and Ariba Contract Management contracts, documents, and tasks. This permission grants access to the Proposals and Contracts properties. Individual users must be approved by Ariba Sourcing buyers before they can view or participate in events or contract tasks
<input type="checkbox"/> Credit Card Number Access	Manage the display of credit card numbers on purchase orders
<input type="checkbox"/> Supplier Treasury Agent	View buyer-initiated early payment offers
<input type="checkbox"/> Time & Expense Sheet Management	Review and update Time and Expense sheets
<input type="checkbox"/> Supply Chain Financing Provider Portal Access	Access to the Supply Chain Financing provider portal to trade eligible documents.

Save

Cancel

6

Select the standard permission "Access Proposals and Contracts" that will allow contacts to respond to Sourcing Events.

7

Click on the «Save» button to save the new role.



# MANAGEMENT OF Ariba NETWORK CONTACTS' ACCOUNTS (4/8)

The new role will be visible in the Role section. At this point you can proceed with the Contact creation.

## Account Settings

Save

Close

Customer Relationships **Users** Notifications Application Subscriptions

### Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned
<input type="checkbox"/>	UserAlfaSecondo@gmail.com	fornitore.alfa@gmail.com	User	Alfa	No	Test		All
<input type="checkbox"/>	utentealfa2@gmail.com	fornitoretestariba@gmail.com	Utente	Alfa 2	No	Proposals	Contracts Access	All

↳

### Manage Assignments for Users with Limited Access

Enable assignment of orders to users with limited access to Ariba Network. ⓘ

### Manage User Roles

Create and manage roles for your account. You can view or edit the details of a role. The Administrator role can be viewed, but cannot be modified.

#### Role

Name	Actions
Administrator	Details
Test	Details Edit Delete
Proposals and Contracts Access	Details
Example Role	Details Edit Delete

↳

8

Click on the «Create User» button available in the Manage Users section.

# MANAGEMENT OF ARIBA NETWORK CONTACTS' ACCOUNTS (5/8)

From the User creation page you will need to fill in the information regarding the contact, assign a role and select for which customers the specific contact will be available.

## Create User

Done

Cancel

Create a new user account and assign a role and if needed assign them to a business unit. Ariba will email a temporary password to the address provided for the new user account. The account information entered here will not be modifiable after you click Done. However, you can modify role assignments at any time.

### New User Information

Username:\*  ⓘ

Email Address:\*

First Name:\*

Last Name:\*

This user is the Ariba Discovery Contact ⓘ

Limited access ⓘ

Office Phone: Country Area Number

USA 1

### Role Assignment

Name	Description
<input type="checkbox"/> Test	
<input type="checkbox"/> Proposals and Contracts Access	Access Proposals and Contracts
<input type="checkbox"/> Example Role	

### Customer Assignment

Assign to Customer:  All Customers  
 Select Customers

By entering this personal data, you acknowledge that you have authority to allow transfer of this personal data to Ariba for processing in the Ariba systems (hosted in various data centers globally) in accordance with the [SAP Ariba Privacy Statement](#), the service agreement between your company and Ariba, and applicable law, and, if applicable, that any personal data from Russian citizens has been stored by your organization in a separate data repository residing within the Russian federation.

# MANAGEMENT OF ARIBA NETWORK CONTACTS' ACCOUNTS (6/8)

## New User Information

Username:\*  ⓘ

Email Address:\*


First Name:\*

Last Name:\*

This user is the Ariba Discovery Contact ⓘ

Limited access ⓘ

Office Phone: Country  Area  Number



**You can flag the option «Use my email as my username». If you want to use another username keep in mind that it must be in email format.**

# MANAGEMENT OF ARIBA NETWORK CONTACTS' ACCOUNTS (7/8)

9

You can assign the role you previously created to the contact.

## Role Assignment

Name	Description
<input type="checkbox"/> Test	
<input type="checkbox"/> Proposals and Contracts Access	Access Proposals and Contracts
<input checked="" type="checkbox"/> Example Role	

10

## Customer Assignment

Assign to Customer:  All Customers  
 Select Customers

By entering this personal data, you acknowledge that you have authority to allow transfer of this personal data to Ariba for processing in the Ariba systems (hosted in various data centers globally) in accordance with the [SAP Ariba Privacy Statement](#), and that any personal data from Russian citizens has been stored by your organization in a separate data repository residing within the Russian federation.

11

Done

Cancel

10

You need to select for which customers this contact will be active.

11

Once you are done click on the «Done» button.

# MANAGEMENT OF ARIBA NETWORK CONTACTS' ACCOUNTS (8/8)

Once you have added the new contact it will be shown in the Manage Users section. As soon as the contacts are created they will be available also on the buyer side ready to be invited to a Sourcing Event.

## Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	
<input type="checkbox"/>	UserAlfaSecondo@gmail.com	fornitore.alfa@gmail.com	User	Alfa	No	Test		All	
<input type="checkbox"/>	userexample@gmail.com	userexample@gmail.com	User	Example	No	Example Role		All	
<input type="checkbox"/>	utentealfa2@gmail.com	fornitoretestariba@gmail.com	Utente	Alfa 2	No	Proposals and Contracts Access		All	

## Manage Assignments for Users with Limited Access

Enable assignment of orders to users with limited access to Ariba Network. ⓘ

## Manage User Roles

Create and manage roles for your account. You can view or edit the details of a role. The Administrator role can be viewed, but cannot be modified.

### Role

Name	Actions
Administrator	Details
Test	Details Edit Delete
Proposals and Contracts Access	Details
Example Role	Details Edit Delete

11

In order to save the new contact creation click on the «Save» button. As soon as the changes will be saved the contact will receive a confirmation email.

Save

Close

11

# HOW TO GET HELP FROM THE SAP ARIBA CUSTOMER SUPPORT (1/5)

Supplier registered in the Ariba Network can easily access to support material and can get support from the SAP Ariba Customer Support.

SAP Ariba  Proposals Powered by Ariba Sourcing

 [Help Center >>](#)

1

## Supplier Login




[Forgot Username or Password](#)

## 20% off Ariba Discovery Advantage



Join Ariba Discovery Advantage now to get unlimited responses to proven, qualified leads from buyers in an active buying cycle. One deal can pay for your subscription! Use code DISCOVERY120 to receive 20% off.

 and browsers and plugins

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1

Supplier can access the «Help Center» area from every page of the system by clicking on the «Help center» link.

# HOW TO GET HELP FROM THE SAP ARIBA CUSTOMER SUPPORT (2/5)

The screenshot displays the SAP Ariba Proposals interface. On the left, there is a 'Supplier Login' section with input fields for 'User Name' and 'Password', a 'Login' button, and a link for 'Forgot Username or Password'. In the center, a promotional banner for a 'Free event: Supplier Digital Summit' is shown, featuring a 'Register today' button and a 'Learn More' button. On the right, a 'Help Center' sidebar is visible, containing a search bar and a list of help topics. At the bottom of the sidebar, there are links for 'Documentation' and 'Support'. The 'Support' link is highlighted with a red box and a circled '2'.

2

At the end of the page, on the right, you find the «Support» link. Once you click on it the system leads you on the Support Center

2

# HOW TO GET HELP FROM THE SAP ARIBA CUSTOMER SUPPORT (3/5)

## Support Center

I need help with  3  4

Examples:  
 Prerequisites  
 Bidding in an auction  
 Importing my responses  
 Complete my Supplier Profile Questionnaire

3

Enter some key words that sum up the problem you are facing.


4

Click on the «Start» button. The system shows you some content that might help you.

## Support Center

I need help with

**FAQ** Why is my account locked and what can I do to unlock it?  
**FAQ** Why can't I find an event?  
**FAQ** Can't log in? Let us help you!  
 How to create and reset passwords

 **Contact SAP Ariba Customer Support**

Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.

Does the message "User already exists. Please enter a different username" appear?

5

5

The system asks you some questions. In the case the answer is «No» the system shows you other questions in order to identify the solution.



## HOW TO GET HELP FROM THE SAP ARIBA CUSTOMER SUPPORT (4/5)

If you could not solve your problem with the questions, therefore you answered «No» to all of them, the system shows you a new section though which you can receive direct assistance.



### Contact SAP Ariba Customer Support

Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.

Does the message "**User already exists. Please enter a different username**" appear?



Does the message "**DUNS number already exists**" appear?



Does the message "**The username and password entered has already merged to another Ariba Sourcing user account**" appear?



Does the message "**You must enter the username and password associated with your account**" appear?



Can't find what you are looking for? Let us help you.

Choose your communication preference:



Get help by email



Get help by phone

Estimated wait in minutes for non-bidding call: 2



Attend a live webinar

6


6

Click on the contact method that you preferred, for example by phone. Next to the «Get help by phone» link you can check the estimated wait time.

## HOW TO GET HELP FROM THE SAP ARIBA CUSTOMER SUPPORT (5/5)

If you selected the «Get help by phone» link, the system opens up a page in which you will insert your contact details in order to allow the Support Team to call you back.

### SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

**Problem Description**

Short Description: \*

Do you require assistance bidding in an event that closes within the next 60 minutes?  
 Yes  No

**Contact Information**

First Name: \*

Last Name: \*

Company: \*

Email: \*

Phone: \*  Extension:

Confirm Number: \*

\*  My phone number is correct.  
 Do not record this phone call.

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [Ariba Privacy Statement](#) and applicable law.

\*  I agree

\* Required Fields

7

Once you are done inserting the requested information click on the «Submit» button. You will be contacted soon.

7

## INVITATION EMAIL NOT RECEIVED: IT CHECKS

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If you don't receive the Invitation email, please verify also with your internal IT

**Put the Ariba server addresses in whitelist**

**216.109.103.0 to 216.109.103.255**

**194.39.129.0 to 194.39.129.255**

**194.39.128.0 to 194.39.128.255**

**Note that the Ariba's domains are**

[smtp-l1.ariba.com](mailto:smtp-l1.ariba.com)

[ansmtp.ariba.com](mailto:ansmtp.ariba.com)

[smtp-c1.ariba.com](mailto:smtp-c1.ariba.com)

