SAP ARIBA - FAQ

Rev 2.0 18.05.2021

Who do I contact for Ariba Network support?

If you are having issues logging in to your Ariba Network account, please progress through the online Ariba helpdesk here (https://uex.ariba.com/auc/support-center) and request a call back from the Ariba support team.

SAP Ariba Help Center

Home   Learning   **Support**

I need help with   [ard a supplier RFP invitation mail to another email]   **Start**

Try:
Account Reassignment
Login/Password Reset
Becoming a user
Registration

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.

What do you need help with?

[Accessing an event]   [Event prerequisites, bidder agreement, or non-disclosure agreement]

[Performing an action in an event (import response via Microsoft Excel, attach a file, etc.)]

[Issue responding to an event]   [Issue with closed event]   [Something else]

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: 176

▣ Watch Success Session webcasts

If the above link does not work Google 'Ariba Network', click on the link called 'Ariba Network Supplier' (website: supplier.ariba.com). When you reach the Ariba Network website, click the "?" in the far right top corner, then go to the bottom of the screen and click 'Support' at the bottom left of the screen.

SAP Ariba Support are very responsive and should be able to assist you with your login query.

To still contact the Ariba Help Desk please submit a customer support request via the Help Centre in the Ariba Network, or contact Australia: 1800 766 694 New Zealand: 0800 446 018

Is there a free Ariba Network account for suppliers?

Yes, suppliers can use Ariba Network for free with a standard account. The Ariba Network, standard account allows suppliers to transact an unlimited number of documents such as orders; full and partial order confirmation; ship notices; and service entry sheets.

Making a standard account is free, however has less features in terms of reporting, integration, catalogue management, analytics etc. For details on different type of accounts and associated pricing, please check the below link.

https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing

For more details on Standard account, please check here

https://support.ariba.com/ariba-network-light-account

What is an ANID number, and can I have multiple ANIDs?

An Ariba Network Identification (ANID) number is a unique identifier of an Ariba Network account. Suppliers may maintain multiple ANIDs for various reasons (different AN Ds for high value customers, free / paid ANID accounts based on customer supplier collaborations etc)

Where do I find my Ariba Network ID (ANID) number?

Once you are logged into your SAP Ariba account, your account's ANID number will appear if you click your account initials >> Settings in the upper-right corner of the application.
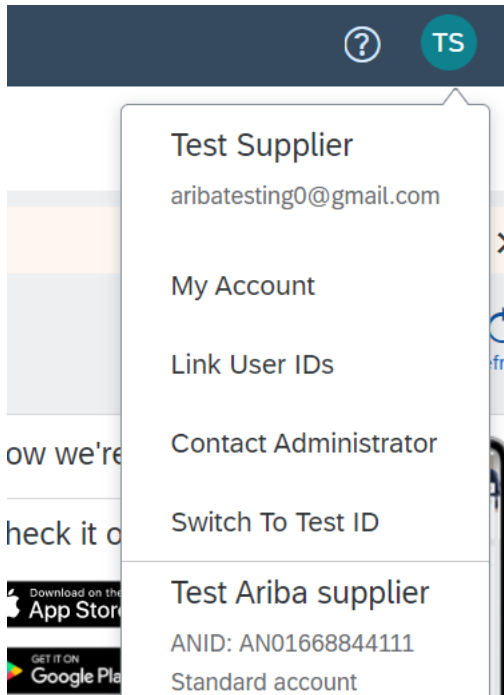
During new account registration, SAP Ariba says I already have an existing account. I don't remember the login details for the existing account.

If you forget your username or password, you can have your username sent to your email and reset your password without contacting SAP Ariba Customer Support.

Click **password** or **username** on the login page.

If you forgot your username, enter your email address and your username will be sent to the email address on record. If you do not receive an email immediately, check your spam filter.

If you forgot your password, you will be taken through the password reset wizard, where you will be asked to answer the secret question you set up in your user profile.

After you answer correctly, type in your new password and confirm.

How to link my ANID to Opal?

The process of linking of ANID with an Opal account happens automatically through the below

1. Whenever you get an invitation to an event (RFI / RFP etc) via email, use the "Click here" option to login to Ariba via the email.
2. Once you logged in to Ariba via invitation email, the ANID of the supplier is linked to an Opal created supplier namesake in Opal's system. This automatically links the Sourcing event (RFI / RFP) to the Supplier Ariba account and the supplier will be able to see the sourcing event details in their Ariba account.

I get an error message when I try to complete a task

If you receive an error message or are unable to complete a task, try the following:

Check your web browser settings and confirm that your browser is configured to allow cookies from ariba.com.

Clear your web browser's cache and cookies.

Verify you are using an SAP Ariba supported web browser.

- Verify all SAP Ariba services are up and running

If the problem continues, contact SAP Ariba Customer Support.

The link in my event invitation notification is not working.

If you can't click the link in the notification or if the link is not working, copy and then paste the URL into your web browser.

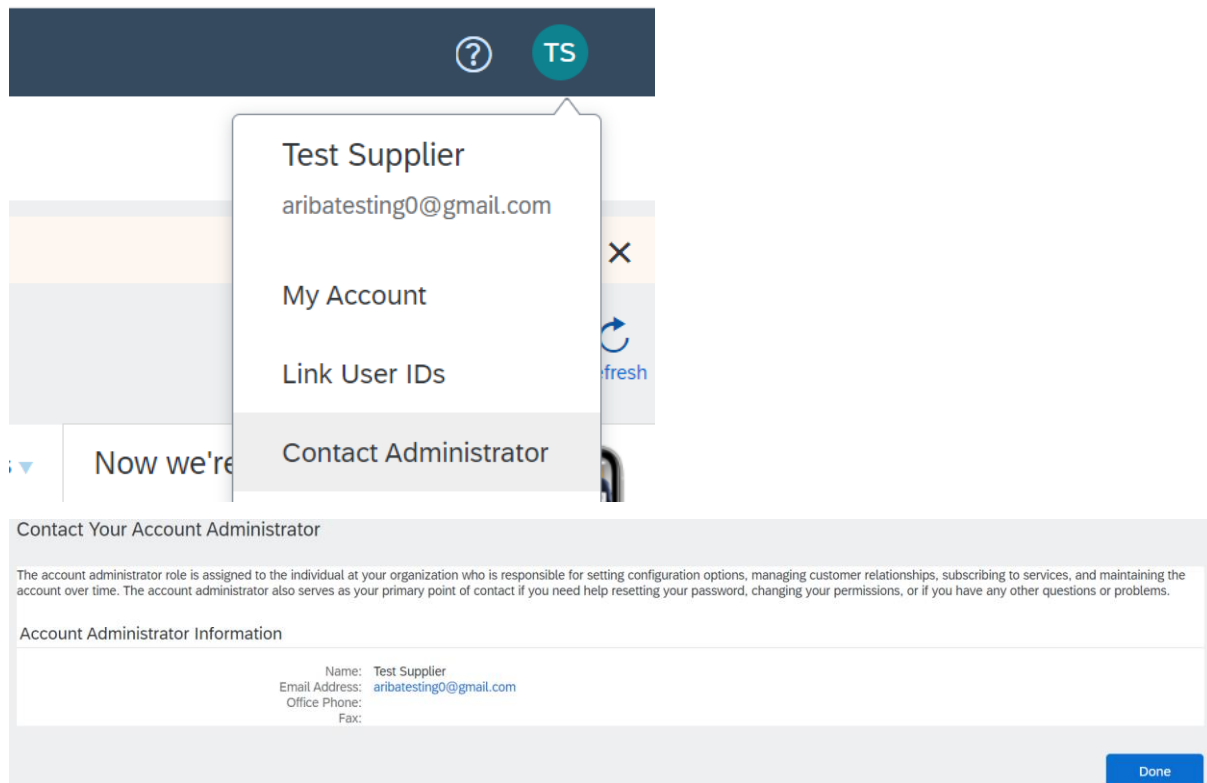If you still can't use the link to access the event, contact the buyer directly.

I received the email invitation link, but someone else needs to respond to an RFI / RFP. Can I forward the invitation email?

Yes, you can forward the email to someone else who can use the link and login via the Supplier's Ariba account and provide a response.

However, in the Buyer / Customer's Ariba database, any future communication, deadline, RFI / RFP messaging will also be routed to you, so it is requested that the correct person supplies the buyer the relevant contact emails such that the database is updated for future interactions.

I work at a large organisation and I need to reach out to the account administrator to seek details. Who can I reach?

The account administrator role is assigned to the individual at your organisation who is responsible for setting configuration options, managing customer relationships, subscribing to services, and maintaining the account over time. The account administrator also serves as your primary point of contact if you need help resetting your password, changing your permissions, or if you have any other questions or problems.

Can I resubmit the RFP response after I have submitted the response once?

Yes, you can resubmit your responses multiple times before the RFI / RFP event deadline date. After submitting the response the first time, you will be able to see an option of resubmitting the response.