

Register on Ariba – Work Instruction



REGISTER ON ARIBA (SUPPLIER)

PURPOSE

Use this task to create an account in Ariba and to connect and participate in events with PanAust by registering as a supplier.

PRE-REQUISITES

A PanAust representative must have sent an invitation to you to register.

BUSINESS RULES

All mandatory fields must be completed.
Terms & Conditions and the Privacy Statement must be agreed to.

PUBLIC ACCESS LINK TO PANAUST QUICK REFERENCE GUIDE

If you require access to this guide: www.panaust.com/ariba

PUBLIC ACCESS LINK TO ARIBA SUPPORT ONLINE

If you require further help in regards to your Ariba Supplier Account go directly to Ariba:
<http://seller.ariba.com>

Step	Instruction	Screenshot
**	<p>IMPORTANT NOTES:</p> <p>Check SPAM folder if you have not received your invite email in Step 1.</p> <p>Some companies will have the email address s4approval-prodau@au.cloud.ariba.com blocked & sent directly to SPAM.</p> <p>If this has happened to you, either:</p> <ol style="list-style-type: none">1. forward the email from the SPAM folder to your IT department requesting this email address to be whitelisted OR2. Request your IT department to whitelist the following domain * au.cloud.ariba.com <p>Access Ariba Network</p> <ol style="list-style-type: none">1. Via the email link sent to you by PanAust or2. Via Ariba website directly: www.seller.ariba.com. You will need to enter your username & password.	



1

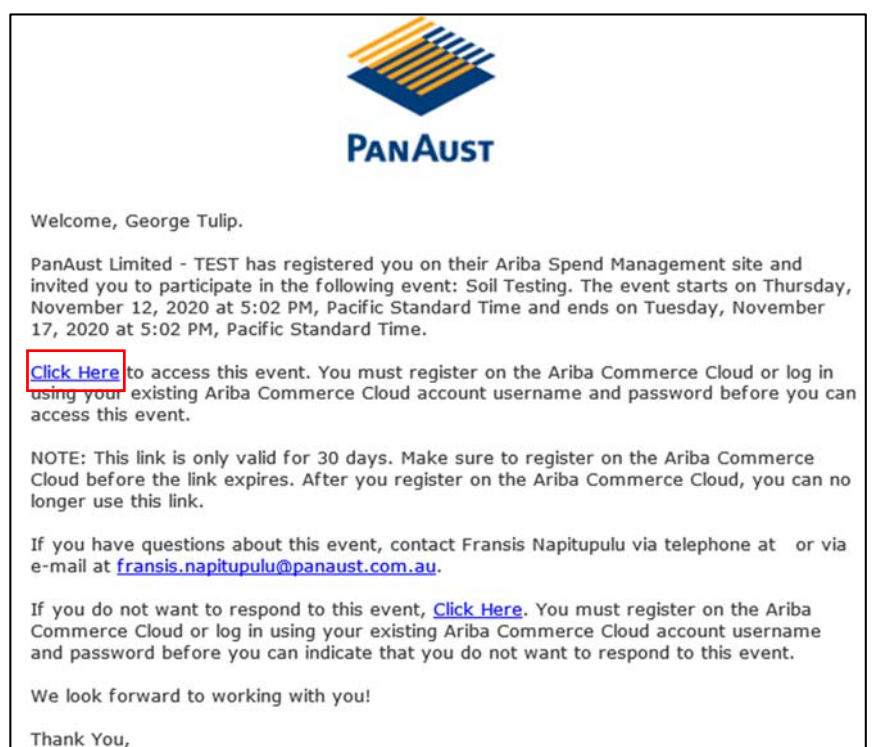
When PanAust invites you to connect with them in Ariba, you will receive an email.

1. Click [CLICK HERE](#)

Note:

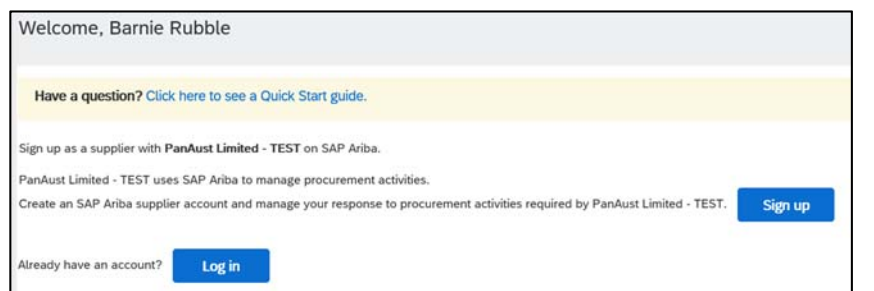
If you are unable to click the link, it could have expired or has become inactive.

- Contact the PBM or PanAust representative in your email and ask them to resend the email link.



2

1. If **you have** an Ariba Network account:
 - a) Click **LOG IN**
 - b) Enter your username & password
 - c) Click **CONTINUE**
 - d) **Go to Step 19**
2. If you **do not have** an Ariba Network account, or do not know if your company has an account with Ariba:
 - a) Click **SIGN UP**
 - b) **Carry on to Step 3**



3

The information PanAust has about your company will be completed. Add additional information, or make corrections as required.

Click the **SCROLL BAR** to scroll down the form.

Company information

* Indicates a required field

Company Name: * Batman Industries

Country/Region: * Australia [AUS]

Address: * Line 1
Line 2

City: * Brisbane

State: * Queensland [AU-QLD]

Postal Code: *

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.

4

The contact details have defaulted as the contact that PanAust put into Ariba. You can change this.

Your Username should be your email address. You can change this email address if required.

Make sure you choose a secure password. You will need your password to log in to Ariba in the future to respond to tenders, questionnaires and update your details.

User account information

* Indicates a required field
SAP Ariba Privacy Statement

Name: *

Email: *

Use my email as my username

Username: *

Password: *
Repeat Password

Language:

Email orders to: *

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

Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters.

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

Customers may send you their 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.

5

You need to specify the types of goods and/or services that your company will supply. In Ariba, these are based on United Nations Standard Products and Services Codes (USNPC).

Click **BROWSE**

Tell us more about your business

Product and Service Categories: * -or-

Ship-to or Service Locations: * -or-

ABN Number: Enter your 11 digit Australian Business Number (ABN).

DUNS Number: Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with "-T" in test account.

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Search for the category your company's goods or services align to.

Clicking in the **scroll area** displays the desired area

Product and Service Category Selection

Click the product and service category you want to add and click the + icon. Lower-level product and service categories will be displayed.


Browse Product and Service Categories *Didn't find what you were looking for? Try Search »*

- Agricultural & Fishing Machinery >
- Agricultural & Fishing Services >
- Apparel, Luggage & Personal Care >
- Chemicals >
- Cleaning Supplies >
- Computer Hardware, Software & Telecom >
- Construction & Maintenance Services >

No items

7

Expand the categories as required, until you find the appropriate one.

Click the  button to the right of required category.

You can select multiple categories.

Click **OK**

Product and Service Category Selection

Search Browse

Click the product and service category you want to add and click the + icon. Lower-level product and service categories are displayed after you click a product and service category. Click OK to save your changes.

Browse Product and Service Categories *Didn't find what you were looking for? Try Search >*

- Agricultural & Fishing Services >
- Apparel, Luggage & Personal Care >
- Chemicals >
- Cleaning Supplies >
- Computer Hardware, Software & Telecom >
- Construction & Maintenance Services >
- Construction Materials >
- Mining Services >
- Oil / Gas Data Management & Processing Services >
- Oil / Gas Extraction & Production Enhancement Services >
- Oil / Gas Restoration & Reclamation Services >
- Oil / Gas Well Project Management Services >
- Oil & Gas Fenderation Services >
- Extraction >
- Mine drilling and blasting services >
- Mine exploration >
- Mine development >
- Test boring or core drilling >

My Selections (1)

- Mine development (View)

Remove

Cancel OK

8

Specify which locations your company will provide goods and/or services to.

Click **BROWSE**

Tell us more about your business

Product and Service Categories: * -or-

Mine development


Ship-to or Service Locations: * -or-

ABN Number: Enter your 11 digit Australian Business Number (ABN).

DUNS Number: Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with "-T" in test account. ⓘ

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Expand the locations as required, until you find the appropriate one.

Click the  button to the right of required location.

You can select multiple locations.

Click **OK**

Ship-to or Service Location Selection

Select the territories that your company serves. If your company offers global coverage, choose Global.

Global

Select Ship-to or Service Locations

Click a country/region to add and click the + icon. States or provinces are displayed after you click a country/region. Click OK to save your changes.

- Central America >
- South America >
- The Caribbean >
- Northern Europe >
- Western Europe >
- Eastern Europe >
- Central Europe >
- Brunei Darussalam >
- Cambodia (Kampuchea) >
- Indonesia >
- Lao People's Democratic Republic >
- Malaysia >
- Philippines >
- Singapore >
- Thailand >
- Attapu [Attopeu] >
- Bokéo >
- Bolikhamsai [Borikhane] >
- Champasak [Champassak] >
- Houaphan >
- Khammouan >
- Louang Namtha >
- Louangphabang [Luang Prabang] >

My Selections (1)

- Lao People's Democratic Republic

Remove

Cancel OK

10

The **ABN NUMBER**: If known, should be completed

ABN Number: Enter your 11 digit Australian Business Number (ABN).

DUNS Number: Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with "-T" in test account. ⓘ

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You must read and agree to Ariba's **Terms of Use** and **SAP Ariba Privacy Statement**.

Click the appropriate link to open each. Click the check box to acknowledge they have been read and agreed to:

Click **CREATE ACCOUNT AND CONTINUE**

You have now completed creating your Ariba account.

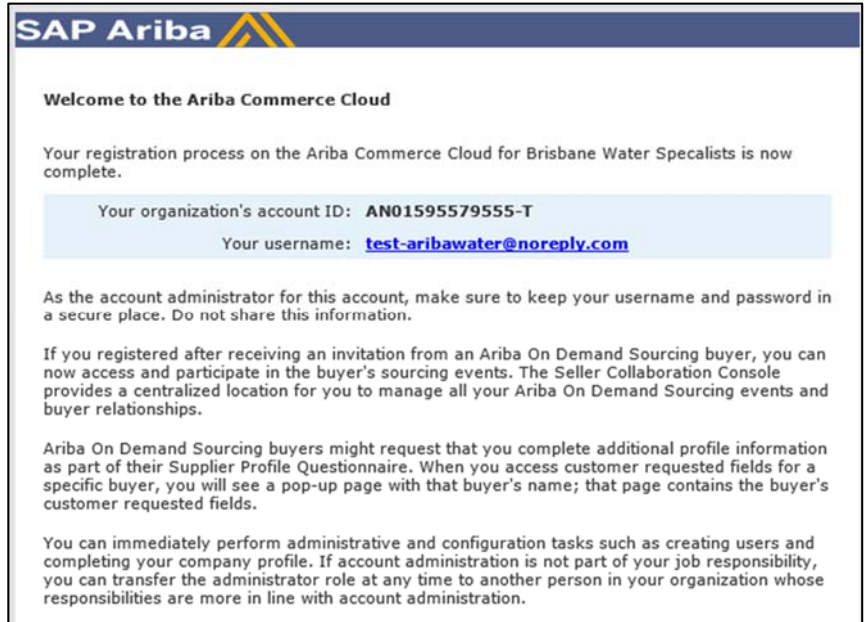
Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished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

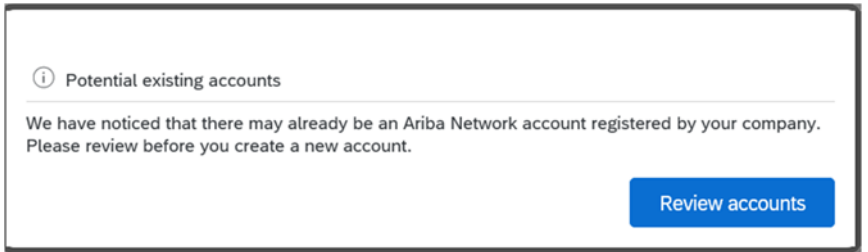
I have read and agree to the [SAP Ariba Privacy Statement](#)

12 You will receive an email from Ariba, like this, confirming that your registration has been completed.



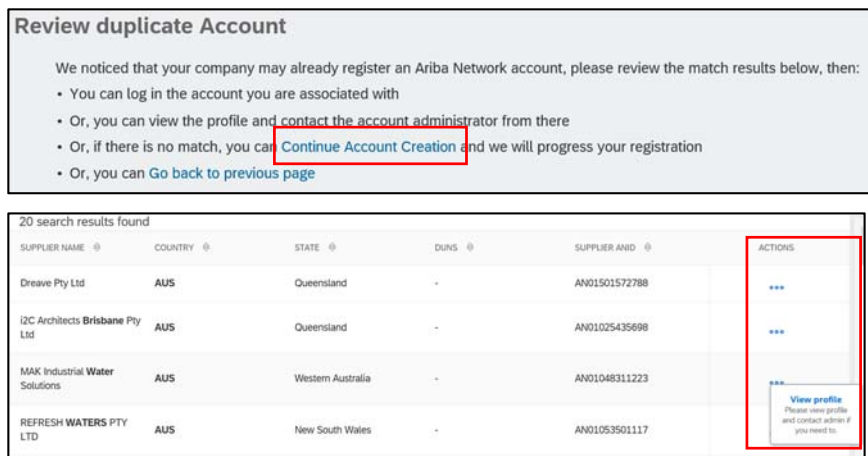
13 The system will check if your company name matches or is similar to another registered company.

Click **REVIEW ACCOUNTS** to check if your company has previously registered with Ariba



14 Check the search results if your company has previously registered with Ariba.

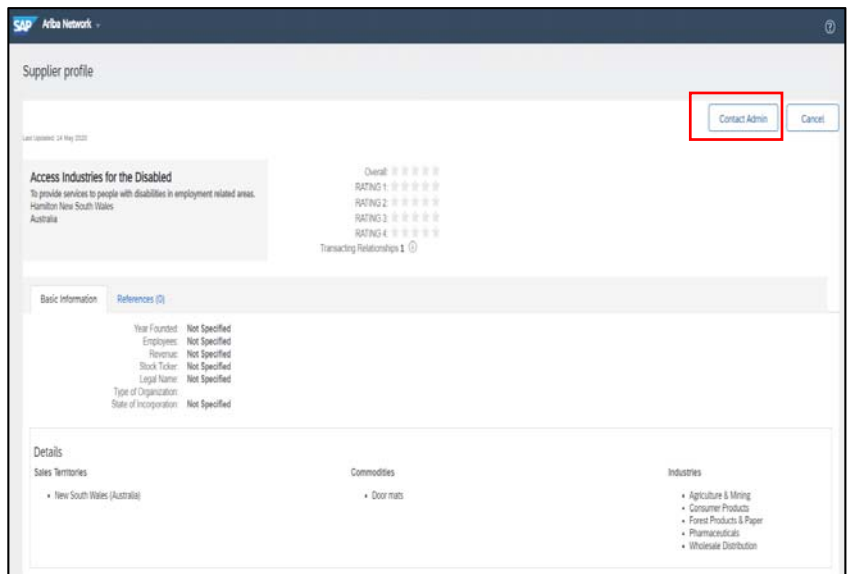
- If your company name doesn't match the results:
 - Click **CONTINUE ACCOUNT CREATION**
 - Go to Step 19**
- If there is a possible match:
 - Click **ACTIONS** > **...** (**View Profile**)
 - Carry on to Step 15**



15 **View Profile:** you will be able to view the accounts' profile.

If you believe that this is your company (and you wish to respond to the RFP on behalf of that company), you must contact the administrator by selecting **Contact Admin** to get a username & password to log in.

This will be sent to the contact person (administrator) for this company.



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Complete the relevant information in the e-mail:

1. Click **SEND EMAIL**
2. **GO BACK TO PREVIOUS** to cancel this registration

✓ Your message has been sent successfully.

The administrator will be notified. If they respond, they may share relevant log-in details with you, or request further information to set you up with your own login details.

Review duplicate Account

We noticed that your company may already register an Ariba Network account, please review the match results below, then:

- You can log in the account you are associated with
- Or, you can view the profile and contact the account administrator from there
- Or, if there is **no match**, you can **Continue Account Creation** and we will progress your registration
- Or, you can **Go back to previous page**

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If the administrator replies,

- a) Go back to your initial email from PanAust
- b) Click **CLICK HERE**
- c) At **Step 14** click **CONTINUE ACCOUNT CREATION**

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1. If the administrators reply is:
 - a) **NO**, this organization is not the same as your company;
 - b) Click **SIGN UP**
 - c) **Go back to Step 3**
2. If the administrators reply is:
 - a) **YES**, this organization is the same as your company & you are given a username & password;
 - b) Click **LOG IN**
 - c) Enter your username & password
 - d) Click **CONTINUE**
 - e) **Carry on to Step 19**

19

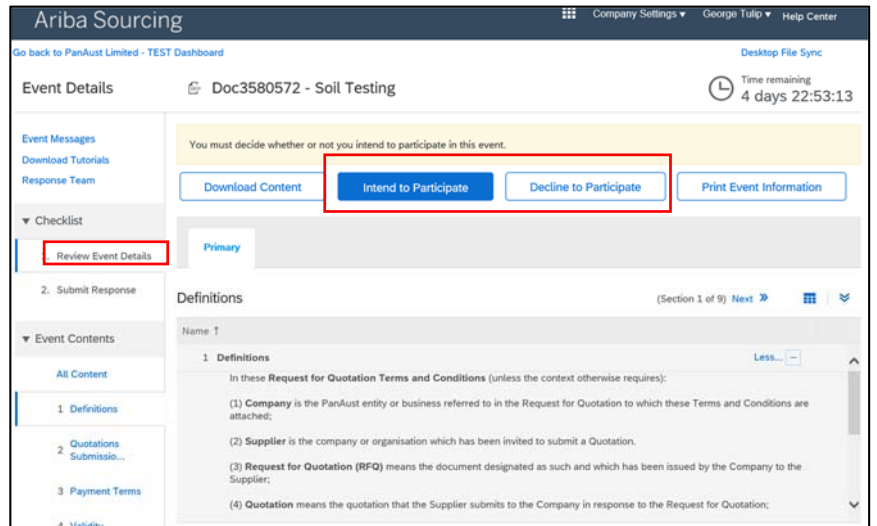
You will be redirected to the PanAust event for review.

You can **review event details** and decide whether you

> **INTEND TO PARTICIPATE**

OR

> **DECLINE TO PARTICIPATE**



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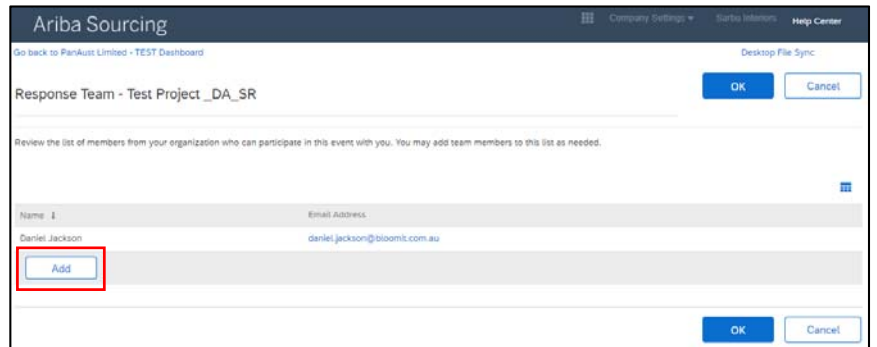
****Optional** Create a Response Team**

If you wish to include additional team members from your organization to help you prepare the response.

1. Click **Response Team**

2. Click **Add** to select your team members

3. Click **OK** when done



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****Optional** Submit questions to PanAust**

During the response period, if you need to ask PanAust a question or require clarification regarding the event, you can send a message.

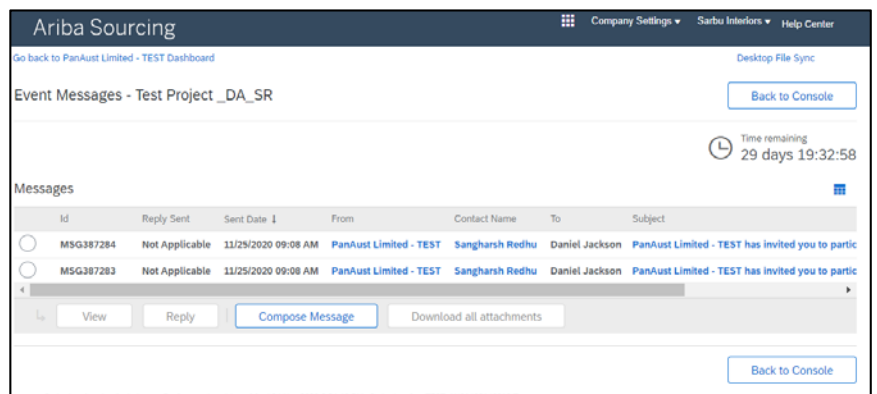
1. Click **EVENT MESSAGES**

Here, you will see a summary of all of the communications that have been sent by PanAust. Clarifications and addendums may also be published here.

2. Click **COMPOSE MESSAGE**

Here, you can enter your query or requested information. You can also attach a file.

Note: *PanAust will respond via the Event Messages and you will also be notified via email.*



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If you intend to participate, use the scroll bar to review all contents of the event and answer all questions or attach any required files as part of this event.

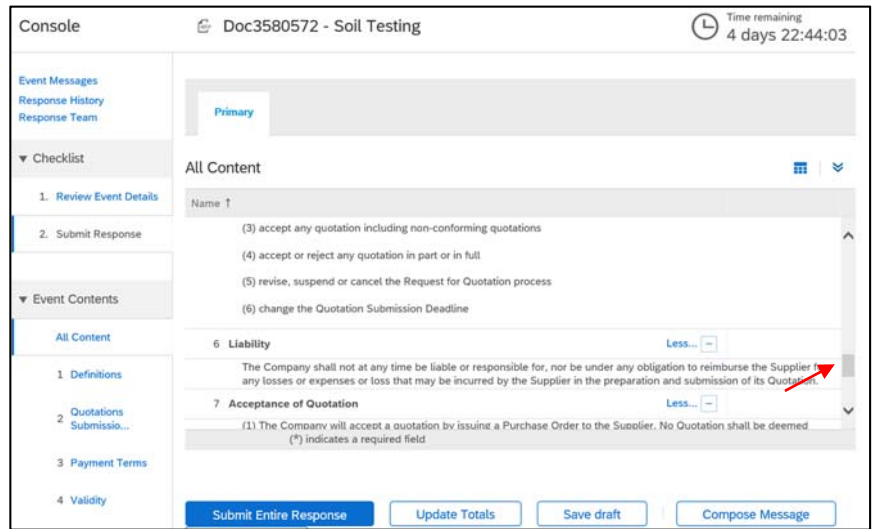
All mandatory response fields will be denoted with an *.

Requested responses may include:

- 1) Text
- 2) \$ Value
- 3) Attachments
- 4) Options from Drop Down

Once completed,

- 1. Click **SUBMIT ENTIRE RESPONSE**

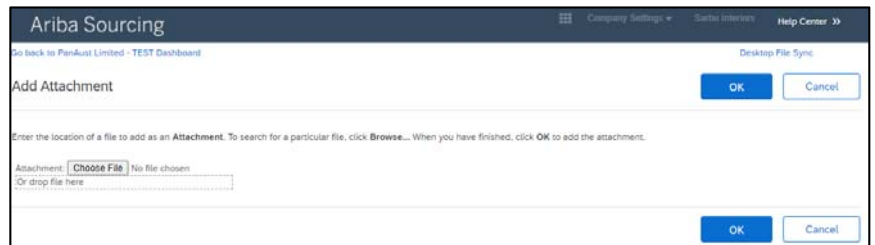
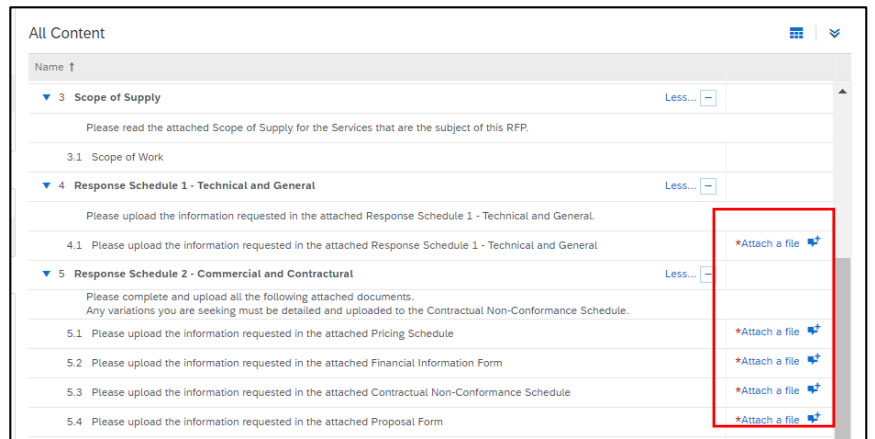


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Adding Attachments

If you wish to add an attachment:

- 1. Click ***Attach a file**
- 2. Click **Choose File** to upload an attachment from your local drive



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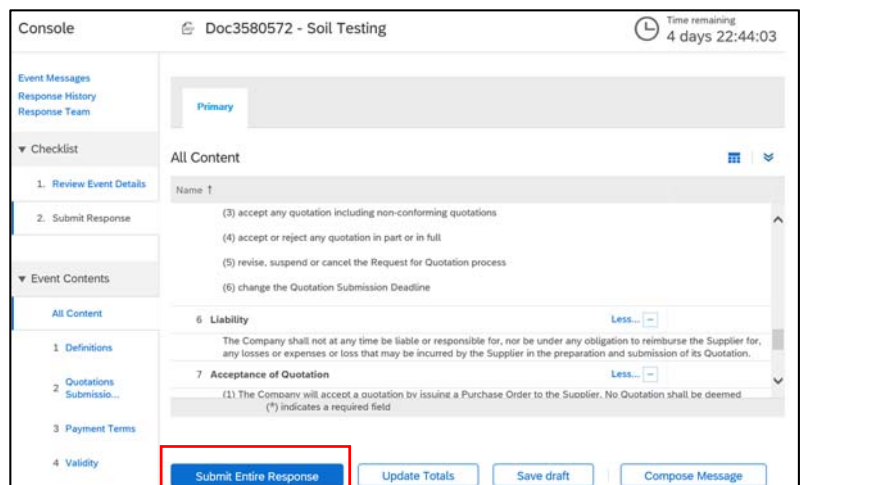
Review Your Responses

If you are ready to submit your response:

- 2. Click **SUBMIT ENTIRE RESPONSE**

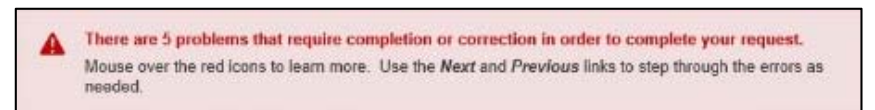
Your bid will be sent to PanAust for review.

You will receive any updates for this event via email.



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If you have missed any mandatory fields or done anything wrong in completing this form the system will tell you with a message like this.



26

Click **OK**

Note: PanAust will not be notified that you have submitted your response until the response period has ended. You are able to revise and submit your response an unlimited number of times during this period.

✓ Submit this response?

Click OK to submit.



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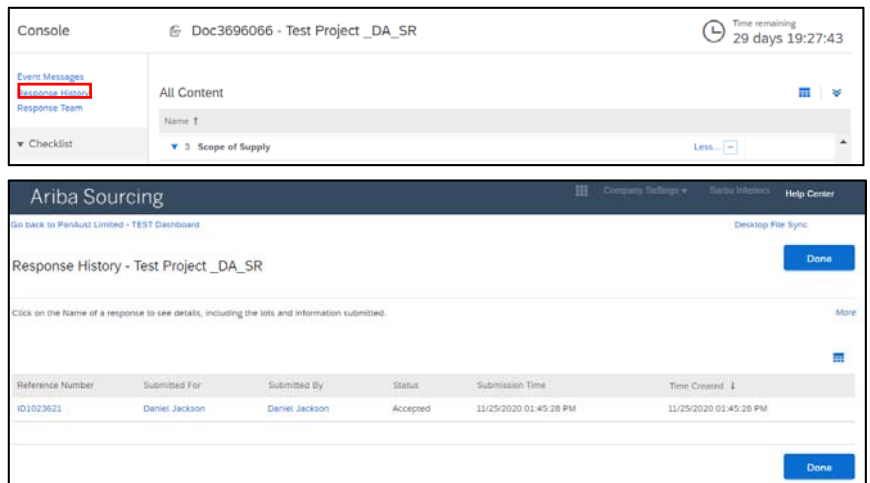
The system displays a message confirming that your registration has successfully been submitted for approval.

✓ Your response has been submitted. Thank you for participating in the event.

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You can view your response history (if you have submitted multiple versions):

- 1. Click **RESPONSE HISTORY**



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****Optional** Revise Your Response**

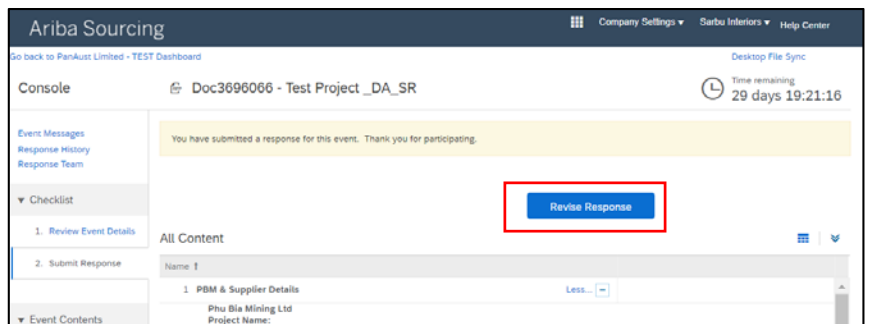
- 1. Click **REVISE RESPONSE**
- 2. Click **OK**

You will be able to revise your response and update some or all of your response in:

- 1) Text
- 2) \$ Value
- 3) Attachments
- 4) Options from Drop Down

Once you are ready to re-submit your response.

- 3. Click **SUBMIT ENTIRE RESPONSE**



⚠ Revise Response?

You have already submitted a response for this event. Click OK if you would like to revise your response.

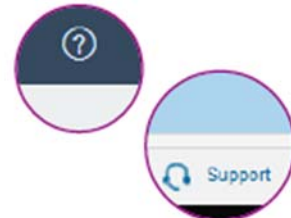


If you have any **issues logging in** and your company is registered with Ariba, please contact your company's account administrator.

If you do not know who your company's account administrator is, or you have any **issues registering with Ariba** via the invite email please contact Ariba support: <http://seller.ariba.com>

1

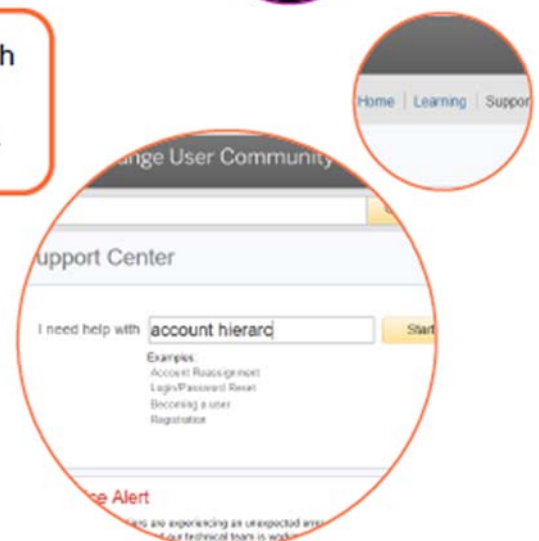
In the top-right corner of your screen, click on the help symbol to open the Help Center, then click on Support at the bottom of the side bar.



2

On the Ariba Exchange User Community page, search for the topic of your query.

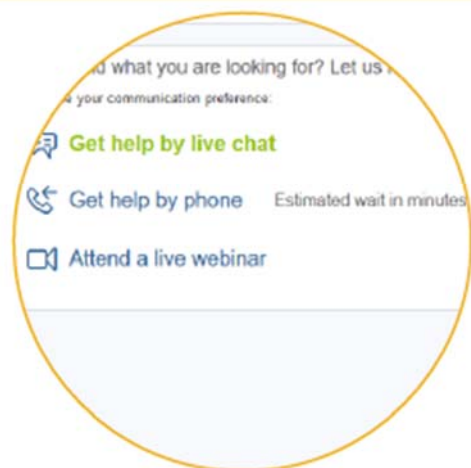
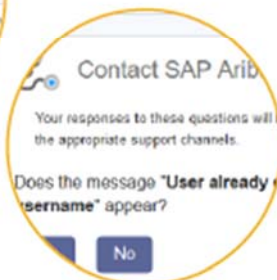
You can also use the Learning tab to access short demo videos.



3

Look through the search results for the relevant documentation. A few extra questions might appear to direct you further.

You are then offered to contact our Support team through the channel of your choice. Some options might differ depending on the type of account you are using



- **Duplicate username:**

You can access your existing account or create a new user account with a unique username by deselecting the Use my email as my username box under the Email field. Your username does not need to match your email address. It only needs to have the @ symbol and does not have to be a valid email address.

- **Duplicate D-U-N-S (Data Universal Numbering System) number:**

You can leave the DUNS Number field empty during registration or contact the administrator of the account that already uses the same number. You can also add your D-U-N-S number on the Marketing tab of your Company Profile after registration. Note: General applicable to US suppliers only.

- **Account already merged when registering with an existing account:**

This occurs when you try to link to a sourcing buyer with an account that is already used on the buyer's site. You can contact your buyer to find the linked account and deactivate any duplicate account(s). Alternatively, you can create a new account.

- **Different username and password expected when registering with an existing account:**

This occurs when you try to link to a sourcing buyer with an account that is different from the accounts used by others in your company. You can try to find the existing account by contacting your colleagues and/or the buyer. Alternatively, you can create a new account.

- **Error: "There has been an issue connecting to the Sourcing Server"**

Please try to connect to the service later.": If you experience this error repeatedly, there is a conflict between information in the registered account and in the sourcing buyer's site. Your buyer might have some of your account information stored in a different account. Contact Ariba Customer Support to review the possible conflicts.

- **Error: "Username and password pair you entered was not found"**

You entered an incorrect username or password. You might also receive this message in the following scenarios:

- Your password contains part of your username.
- Your browser is automatically filling in an invalid character or the incorrect username/password
- You entered a username that is not currently valid for your account.
- You entered an incorrect password.
- You are not using a certified browser.
- Your cookies have not been cleared.

- **Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) than the one you are trying to log into. To connect with this buyer company, you need to log into the already connected account. Please contact your company's account administrator and request that they create you as a new user under ANID (ANID)"**

You are receiving this error because the username you are attempting to use is associated with an ANID that does not match the ANID currently connected to your company's profile that was invited to the event, which indicates that your organization has more than one ANID.

Provide the buyer with your ANID number and the username you'd like to use, and let them confirm if the ANID provided is matching the ANID of your profile from the buyer side. Suppliers can access the events from only one ANID.

- **Error: "The username and password entered has already merged to another Ariba Sourcing user account"**

You are receiving this error because the username you are attempting to use is already connected to an existing user in the buyer's Sourcing site, and a duplicate user has been created and invited to this sourcing event by the buyer.

To resolve this issue:

Provide the buyer with your ANID number and the username you'd like to use, and let them confirm if the ANID provided is matching the ANID of your profile from the buyer side. Suppliers can access the events from only one ANID, if the ANID is not matched then you must log in from the ANID that is connected to your profile from the buyer side.

Or

Create an alternate username from the same ANID that is connected to your profile from the buyer side by clicking Sign Up through the event invitation. Your new username will need to be different than any existing username currently in the Ariba system, and it will maintain the same ANID.

- **Error: "You do not have the appropriate permissions to access this page" when accessing Proposals or Contracts**

If you are a sub-user, contact your account administrator to begin collaborating with customers through Ariba Sourcing and Ariba Contracts. In the upper-right corner of the application, click your initials > Contact Administrator to view your admin's information.

If you are the administrator of the account, ensure your administrator role has the permission Access Proposals and Contracts:

1. In the upper-right corner of the application, click your initials > Settings and select Company Settings.
2. Click Users.
3. Click on the Administrator role. The administrator has all permissions and cannot be edited.
4. Confirm with the buyer if your email address/Contact is invited the event or is approved
5. If you do not see the Access Proposals and Contracts permission, contact SAP Ariba Customer Support.

- **Error: "Your user account has not been approved by the buyer"**

- Check with the buyer to verify the approval of your user account/organization
- Ensure your username matches the username originally set up in the buyer's site if you changed the username and the buyer confirms your approval

- **Error: "User already exists. Please enter a different username."**

You are receiving this message because the username you are entering is already associated with an Ariba Network, Ariba Discovery, or Ariba Sourcing supplier account. You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements.

SAP Ariba requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if your username of example@ariba.com was not accepted, you can try using example1@ariba.com.

Additional Information

If you would like to access the account that already exists, please use one of the following sites to request a password reset for the registered username:

- <https://supplier.ariba.com> (Ariba Network, Ariba Sourcing, or Ariba Contracts)
- <https://discovery.ariba.com> (Discovery only)

- **Error: “Why can't I access an event with the username I was given by my customer?”**

You do not have to use the username your customer may have provided in the event invitation you received.

When your contact was created in their supplier database, a User ID field was required for them to complete that is meant to act as a placeholder ID until you successfully accept the invitation with your own username. The placeholder User ID entered is the username displaying in the email invitation.

If you click the link in the email to access the event, you should be given an option to Sign Up for a new user account or Login with an existing user. Choose whichever of these options applies to you, and you will then be able to control what username is connected to your customer's event.

Customer can send you the username by using the “Send username”, only If you managed to connect your Ariba account to the customer event previously, you should receive an official email from Ariba with the user details afterwards.

If you are taken to a Login page instead of a page to Sign Up or Login, Check the below error

- **Error: “why do I receive the error "The username and password pair you entered was not found" when trying to sign into a sourcing event I was invited to?”**

The invitation link you are clicking may have expired. If you have already connected your account to the customer that invited you, please use the following link to log in to your account <http://supplier.ariba.com>.

Or

Your organization profile from the customer side is connected to ANID and The Ariba user ID you are trying to log in from is not the same Ariba user ID that is associated with the event.

Ask the project owner of the event to use “send username” for the invited contact.

Provide the buyer with your ANID number to confirm if the ANID from the buyer side is the same as the ANID of your account.

Suppliers can access the events from only one ANID.

- **Error: “Why am I receiving an error saying the link has expired when trying to access a sourcing event?”**

The invitation link that you clicked to access the event is likely expired. Invitation links are designed for one time use only and they will expire after they have been used successfully.

If you have successfully accessed the event before, you can use the following link to sign into your Ariba Sourcing dashboard: <http://supplier.ariba.com>. It's recommended that you bookmark this site in your browser for future use.

If you have not accessed the event and are receiving this error, the link you are clicking is broken and was likely never working as it should.

In this case, you will need to contact the Project Owner to request a new invitation email.

- **Retrieve Usernames**

If you forget your Ariba Network for Suppliers username,

1. 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.

- **Create and Reset Passwords**

If your SAP Ariba password is not working or if you forget your password,

1. Click Having trouble logging in? on the Login page.
2. Choose I forgot my password, and Click Continue.
3. 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.

Click the link in the Password Reset email.

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.

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.

Enter and confirm your new password on the Password Reset page.

Click Submit