

Alcoa

SAP Business Network

Ariba Registration Guide & Login Troubleshooting

The most common issues you might face

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1. How do I register a new account? How do I create an account?

You can do a walk-up registration by going to the [SAP Business Network home page](#):

1. Click the **Register Now** link.
2. Fill out all mandatory fields in the registration form (marked with an *).
3. Review and accept the **Terms of Use** and the **Privacy Statement** at the bottom of the page.
4. Click **Create new account** (Note: if you see a message about existing accounts, you can click **Review accounts** to check on accounts you or someone in your company may already have registered).

Once you have finished, SAP will send you an email to confirm your account. After you have confirmed it, you will receive a welcome email. You can now establish a trading relationship with a customer by providing them with your ANID (Ariba Network Identification) number, which they will use to send you a relationship request. After you accept the trading relationship request, you can begin transacting with your customer.

Please note that if you have not yet received a purchase order and are expecting one, you will have to contact your customer.

➤ **Registration through an email:**

If you received an email invitation from a buying organization, click the link in the email message. When the landing page shows up, do one of the following:

- If you already have an account, click **Use existing account**.
- If you do not already have an account, click **Create new account**.
- 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 ANID number.

2. What are the common issues when registering or accessing an account?

The following list describes common registration issues and how to resolve them:

- **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. See section 2.1 for more details.
- **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. See section 2.2 for more details.

- **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. See section 2.3 for more details.
- **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. See section 2.4 for more details.
- **Duplicate Account Warning:** "We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.": An account very similar to other ones that were created in the past is being created. Ariba shows this warning message to try to prevent users from creating duplicate accounts. See section 2.5 for more details.
- **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.
- **Reset my password as a supplier:** if somehow it is not possible to remember or find a password, follow the steps in section 2.7 to reset the password.
- **I must create a new account:** Very often, your company will receive solicitations from multiple customers and different persons could already have created a company profile you are not aware of. This company profile is associated to an Ariba ID called Ariba Network ID (or AN ID). For instance, Buyer A will have contacted Mrs. Y who created a company profile (associated to AN ID# 123) and, several months later, the buyer B contacted Mr. Z from another service, who created another profile (associated to AN ID# 789). This is commonly how companies end up with different AN IDs on the Ariba Network and why different buyers invite your company using different IDs. So, if you receive a solicitation from a new buyer but someone else within your company already connected with this customer without you knowing, you will not be able to access the event successfully (registration, qualification, or sourcing events) because your own existing account is related to a different AN ID than the one invited by your customer (in the buyer invitation e-mail). In such a situation, you will not have any other alternative than creating a new username using the link provided in the buyer's notification (if contacting the buyer to ask him to invite the existing company with another AN ID is not an option).

2.1 Error: "User already exists. Please enter a different username." while registering

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 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 an account that already exists, go to the [Supplier Login page](#) and click **Password**.

2.2 Do I need Dun & Bradstreet Data Universal Numbering System (DUNS) number?

A DUNS number is not required to register or use SAP Ariba. However, your customer may require a DUNS number in a **Customer Requested Profile** or **Supplier Registration Questionnaire**.

Additional Information

A DUNS number is a unique, nine-digit, numeric identifier issued by [Dun & Bradstreet, Inc.](#) (D&B). DUNS numbers are used to maintain accurate and timely information on millions of global businesses. Lenders and potential business partners can reference business credit files tied to your DUNS number to predict how reliable or financially stable your company is.

- Customers can learn about your company and make informed decisions about whether or not to work with you as a supplier.
- You will only use a DUNS number on SAP Ariba when interacting with North American companies.
- Once you add a DUNS number to your account, no other account may use that same DUNS number.

If you added a DUNS number during registration and need to remove or change the number see the section 2.2.1.

2.2.1 How do I update my company's D-U-N-S number?

There are two different places in the **Company Profile** where you can update your Dun & Bradstreet Data Universal Numbering System (D-U-N-S) number: the **Marketing** and the **Business** tabs.

To edit your company's D-U-N-S number in the **Marketing** tab:

1. In the upper-right corner of the application, click **[user initials]** and select **Company Profile**.
2. Click the **Marketing** tab.
3. Click **Edit** next to the **D&B D-U-N-S® Number** field in the **Credit and Risk Information from D&B** section.
An information box appears with editable fields containing the currently registered D-U-N-S number.
4. Remove the current data and enter the correct D-U-N-S number.
5. Choose the **I verify that the above selected D&B D-U-N-S® Information is correct** box.

6. Click **Submit**.

To edit your company's D-U-N-S number in the **Business** tab:

1. The account administrator must submit a call request to [Ariba Customer Support](#).
2. The support agent will verify that they are the account administrator and ask for the D-U-N-S number. If a new D-U-N-S number is designated to replace the existing number, they must also provide that number.
3. The Ariba agent will submit the ticket to the correct department through which the D-U-N-S number will be changed or removed. Once the DUNS number is removed from an account, that number is free to be used or assigned to a new account.

Additional Information

A D-U-N-S number may only be linked to one Ariba account. Only the administrator of the account can initiate the process to change or remove the D-U-N-S number.

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

There are two solutions to this issue:

1. Create an alternate username by clicking **Sign Up** through the event invitation. Your new username will need to be different than any existing registered username. If not, you will face a user already exists error message.
2. Contact your Buyer and have them unlink the existing accounts if you need to connect with new ANID.

Cause

Your buyer created a duplicate user profile for you in their company's supplier database. The system stops you from signing in because you can only connect your Ariba Network username to a one user profile for each buyer.

Additional Information

If you followed these steps and still need assistance, please [contact SAP Ariba Customer Support](#).

2.4 Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) message"

When I try to register to view a sourcing event, I get the following error message:

"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)."

Resolution

- If you believe you already have a username associated with the connected ANID, please refer internally to your company's account administrator to confirm the correct username to use.
- If you do not have a username associated with the connected ANID, please follow these steps below to create a new username and access the event:
 1. Return to the previous page and click **Sign Up**
 2. Uncheck the box next to **Use my email as my username**
 3. Create a username that is different than your existing username
 - a. Usernames are not required to be valid email addresses, but they do have to look like them
 - b. Ex: If your email is first.lastname@company.com, use first.lastname1@company.com
 4. Enter a new password in the **New Password** and **Confirm Password** fields
 - a. Passwords must contain a minimum of eight characters including upper- and lower-case letters, numeric digits, and special characters
 - b. You can use the same password as your existing account
 5. Review the **Terms of Use** and **SAP Ariba Privacy Statement** and select the box next to each indicating your acceptance
 6. Click **Skip review** > Check box for **I have read, and I acknowledge the Cookie Notice** and click **Submit**

The event should now appear for you.

Cause

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.

Additional Information

With multiple usernames, a simple way to ensure you can easily access each will be [to link your user IDs](#) (see section 3.2). If you are still having issues accessing the event, [how do I contact Business Network Customer Support as a supplier?](#) (Section 2.6).

2.5 Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) message"

When trying to create an account through the invitation link sent by the buyer, the below warning is thrown:

"We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account."

Resolution

To avoid duplicate accounts being created please follow the steps below:

1. Click **Review Accounts**. From the following screen you can review other accounts that may be relevant to your company.

2. You can view the details of each account by clicking ... > **View Profile**.
3. If you can locate the correct account, you can click **Contact Administrator**.
4. Fill in the required fields and click **Send Email**.

5. This will send an email to the administrator of the account with your contact information so they can contact you.




The administrator will need to add you as a user with the necessary permissions, so you can use that account to login through the invitation.

Alternatively, if none of the accounts shown seem relevant, click **Continue Account Creation**. The content of the buyer should now appear for you.

Cause

An account very similar to other ones that were created in the past is being created. Ariba shows this warning message to try to prevent users from creating duplicate accounts.

2.6 How do I contact Business Network Customer Support as a supplier?

- Click the help  icon in the upper-right corner of the application.
- Click **Support** (either in the bottom-right corner next to the  icon or at the top of the help menu).
- Click the **Contact us** tab.
- Enter a brief description of your question or issue in the **Start here to find your answer** field.
- Click the search  icon.

After searching, click on a topic based on our recommendations or a button about your question / issue under the **Choose from the options below to continue** section to learn more and get help. If you still need assistance after reviewing the steps provided:

- In the options provided for **What do you need help with?** Click **Something else** at the bottom.
- A bar on the bottom of the screen will appear **Can't find what you're looking for?** Click **Contact us** on the right.
- Fill out the form with as much detail as possible.
- Click **One last step** in the bottom right.
- Select your contact method and click **Submit**.

If you do not see a **Can't find what you are looking for? Contact us** button, the question / issue you are searching for may require you to click through other options to ensure we can support your request.

Additional Information

The above steps are for the situation when you can login. In case you are not able to login, please follow the steps below.

- Access <https://supplier.ariba.com>.
- Repeat the step 1 to 3 mentioned at the beginning of **Answer** section.
- You will see Register on Ariba Network, Reset my password, Forgot username, Unsubscribe tabs.

- Select one and click on a button about your question/ issue under **Choose from the options below to continue** section to learn more and get help.

If you still need assistance after reviewing the steps provided, please select **Something else** and follow the steps at the end of **Answer** section.

2.7 How do I reset my password as a supplier? How can I send myself a password reset?

1. On the [Supplier Login](#) page, click **Password**.
2. Enter the email address that is registered to the account in the **Email Address** field and click **Submit**. SAP Ariba will send an email notification that contains instructions on how to reset your password to the email address you used to register your SAP Ariba account.
3. Click the link in the Password Reset notification email.
4. Enter and confirm your new password.
5. Click **Submit**.

3. I want to use a single account for everything

What are my options if I want to use a single account to connect to different usernames?

3.1 How do I merge/consolidate accounts?

While you are not able to merge accounts once they have been created, you do have some consolidation options.

Here are the 3 options you must manage your accounts:

➤ **Complete consolidation:**

For this option, you would select 1 account to remain open. You would then need to ask all customers connected to the other ANIDs to re-establish connections with the account to remain open. You would also need to create any administrators or sub-users on the other accounts under the ANID you would like to keep as users.

Once you have transferred the information from all accounts under 1 main ANID, the administrators for the other accounts would be able to contact SAP Ariba Customer Support through the Help Center to request their accounts be expired (deleted).

This option would then allow your company to have 1 account open to transact with all customers, and the other ANIDs would be expired. If you use your accounts for Sourcing Events, you may not always be able to use this method of consolidation. Each buyer can have different information set up in their site that would force you to have multiple ANIDs.

➤ **Account hierarchy:**

This option keeps all accounts open but links them together with 1 main account acting as the parent, and the other accounts as children. Please see section 3.2 for further details to decide if this option suits your needs.

➤ **Linking user IDs:**

If you have multiple accounts that you maintain or have access to, it can be difficult to remember different usernames and passwords. This option works more for individual users than for an overall company.

Linking user IDs allows you to seamlessly login to one account, then switch to any other linked usernames with a click instead of having to logout and log back in with a different user ID. The section 3.3 provides details.

3.2 How do I create an account hierarchy?

You can create a parent-child account hierarchy in SAP Ariba, which is one parent account linked to any number of child accounts. This allows the parent account in the hierarchy to manage information not only for that account, but also for the child accounts in the hierarchy.

To create an Account Hierarchy:

1. In the upper-right corner of the application, click **[user initials] > Settings** and select **Account Hierarchy**.
2. Click **Link Accounts**.
3. Click **Request link with other accounts** if you do not know the administrator login credentials for the account you wish to link or use the **Username** and **Password** fields to enter those credentials if you do.

If you select **Request link with other accounts**, you will then be prompted to complete additional information to find the correct account.

1. Enter the **Company Name, ANID, or DUNS Number** to search for accounts, or click **Recommended Accounts** at the top.
2. Click **Review Profile** to the right of any account in the search results.
3. Click **Link as My Child** or **Link as My Parent** depending on which applies.
4. Enter a comment and click **Send Request**.

The request will be sent to the account you identified and will need to be approved to be linked.

Additional Information

Once an account has been linked, the parent may **Sign On** as any children accounts linked to access and manage information from the **Account Hierarchy** page.

The **Account Hierarchy Administration** permission allows sub users to manage links to child accounts and sign on to child accounts without a username and password. The **Child Account Access** permission enables a user to sign on to child accounts.

You can neither create an account hierarchy in your test account, nor merge two or more accounts into a single account.

3.3 How do I use the Link User IDs option? How to link user IDs?

To optimize navigation between multiple user accounts, you can link your user IDs and switch easily between your accounts, following the steps below:

Log in to [Ariba Network Supplier](#). In the upper-right corner of the application, click **[userinitials]** > **Link User IDs**.

- If you know the username and password for the account, you wish to link:
 1. Enter the login information under the **No Approval Needed** heading.
 2. Click **Link Accounts**.
- If you do not know the username and password:
 1. Enter the username for the user account you wish to link to under the **Approval Needed** heading.
 2. Click **Send link request**.
 - This will send an email to that user with the option to accept your link request.

To switch to the user once it has been linked:

1. In the upper-right corner of the application, click **[user initials]** > **Switch Account**.
2. Click the **name** of the account holder. You must click the **[username]** to switch to the user that has been linked. If you click anywhere else, it will not switch successfully.

Additional Information

Note that Link User IDs cannot be undone.