



ARIBA System User Manual

Source to Contract Team

ARIBA System User Manual

Part 4: Supplier Account Access Troubleshooting

- This guide for Suppliers is intended to help troubleshooting errors experienced while performing actions for the Ariba “Proposals & Questionnaires” module
- If you have issues in logging in, it could be because of one of the reasons mentioned below. Please check the error and the resolution steps to login into the event.
If you do not find the error listed, please contact RFC Buyer

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Error message 1

Error message 1: "The username and password paired you entered was not found" Explanation:

- Explanation: This indicates that you entered an incorrect username or password. You might 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.
 - Your cookies have not been cleared.
- Resolution:
 - A. Ensure that your password does not include part of your username, that you are browser is not automatically overriding the username and password you selected. If you already have an Ariba supplier account, ensure that you are using the log-in details from the account that you are trying to use.
 - B. Delete your cookies to ensure that website is not picking up different information, and finally ensure you are using certified browsers.
 - C. If you need further support, use the appropriate support channel to get assistance regarding your query.

Error message 2

Error message 2: "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID)"

➤ Explanation:

- This error message indicates that your company has already connected with this buyer company using a different supplier Ariba Network ID account (ANID). To connect with this buyer company, you need to log-in to the already connected account, more information described in the "General Overview and Introduction to Ariba Network" section.

➤ Resolution:

A. Please contact the account's administrator and request that they grant you access to the account, following these steps:

- After pressing "Click here" from the email invitation you received, you will be redirected to Ariba's landing page.

B. Please contact the buyer person that sent you the invitation, providing the supplier Ariba Network ID account number (ANID) and the username you are intending to use. The buyer can confirm if the ANID you provided is the same to the ANID number that completed the first registration.

- If the ANID is NOT matching: Ask the buyer contact person to provide the details of the person* within your company that completed the registration and proceed to ask this person to grant you access to the account.

Error message 3

Error message 3: "The username and password entered has already merged to another Ariba Sourcing user account"

➤ Explanation:

- You are receiving this error because the username you are attempting to use already exists in the Buyer's Sourcing site, which means that a person in the Buyer organization created a new entry for the same username, creating a duplicate into SAP Ariba solutions. The usernames stored in SAP Ariba Solutions must be unique.

➤ Resolution:

A. Create a different username from the same supplier account (ANID) that is already registered in the Buyer's organization Sourcing site, by clicking "Sign up" from SAP Ariba landing page. Your new username will need to be different than any existing username currently in the Ariba system, and it will maintain the same supplier account ID (ANID).

B. Please contact the buyer person that sent you the invitation, providing the supplier Ariba Network account number ID (ANID) and the username you are intending to use. The buyer can confirm if the ANID you provided is the same to the ANID number that completed the first registration.

C. If the ANID is NOT matching: You must log-in using the supplier account (ANID) that is connected to your company's profile on the buyer's Sourcing site. Ask the buyer contact person to provide the details of the person* within your company that completed the registration and proceed to ask this person to grant you access to the account.

Error message 4

Error message 4: "You do not have the appropriate permissions to access this page" when accessing Proposals or Contracts"

➤ Explanation:

- Ariba Network allows to select the activities that users can perform, this error indicates that you do not have the permission "Access to Proposals and Contracts"

➤ Resolution:

A. If you are the account administrator. Ensure that the permission "Access to Proposals Contracts" is part of your role assignment. You can perform this activity by:

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

B. If you are NOT the account administrator. Contact your account administrator to grant you the permission "Access to Proposals and Contracts", once logged-in your supplier account:

- In the upper-right corner of the application, click your initials
- Contact Administrator to view the administrator information.
- Request to add the permission "Access to Proposals and Contracts", if needed point them to the steps above in how to add permissions to a user.

Error message 5 & Error message 6

Error message 5: "Your user account has not been approved by the buyer" Explanation:

➤ Explanation: There are two potential reasons for this error to occur:

- The buyer has not approved your user account or organization.
- Your username has been edited, which can break the connection with a buyer.

➤ Resolution:

A. Contact the buyer person that sent you the invitation, asking them to verify your approval status.

B. Ensure your username matches the username originally set up in the buyer's site, if you changed the username after buyer's approval, then the buyer needs to approve the new username.

Error message 6: "User already exists. Please enter a different username"

➤ Explanation:

- This indicates that the username that you are intending to use is already associated with an existent Ariba Network, Ariba Discovery, or Ariba Sourcing supplier account.

➤ Resolution:

A. You still can register by using a different username. The new username needs 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 the username that was not accepted is example@ariba.com, you can use example1@ariba.com

B. 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. Once you have regained access to that account, proceed to accept the invitation.

- Regain access to Ariba Network, Ariba Sourcing, or Ariba Contracts <https://supplier.ariba.com>
- Regain access to Ariba Discovery <https://discovery.ariba.com>

Error message 7 & Error message 8

Error message 7: "Company profile has errors, please correct them" while logging-in

➤ Explanation:

- From May 15th, 2020, Ariba Network was enhanced to avoid continued lack of data parity, asking companies using Ariba Network to provide their Company Name, Complete Address and TAX ID Validation. This error indicates that your company's profile is missing one or all these elements.

➤ Resolution:

A. The account administrator needs to log-in to their Ariba Network account and perform the following actions:

- In the upper-right corner of the application, click on initials
- Settings and select Company Profile.
- Under the Basic tab, edit your company name and address if necessary.
- Under the Business tab, check that your Tax ID is entered within the Tax information section.
- Note: It is necessary to click the "Save" button in pages where changes are made before going to the next tab, otherwise, the information will not be updated.

Error message 8: "Why can't I access an event with the username I was given by my customer"

➤ Explanation:

- The username your customer provided in the event invitation you received is a temporary username and ID created as a placeholder, however it is not necessary to use it to complete the registration. You can select the username that you wish to use.

➤ Resolution:

- Using the email invitation you received, click on the link, you will be redirected to Ariba Network landing page from where you can either "Sign up", in the event you do not have an Ariba Network account yet, or "Log in" with an existing account using your username and password credentials, whichever option you select at the end of the process the username information will be updated in the Sourcing Site of the Buyer Company.
- You should receive an official email from Ariba with the user details afterwards. If you are taken to a "Log in" page instead of a page offering both options "Sign up" or Log in", review the error below.

Error message 9 & Error message 10

Error message 9: why do I receive the error "The username and password pair you entered was not found" when trying to sign in to participate in a sourcing event I was invited to

➤ Explanation:

- This error typically occurs when the link in the invitation that you are using has expired. Each invitation that you receive has an expiration date, which determines until when an action can be performed.

➤ Resolution:

A. If you have already connected your account to the Buyer company that invited you, go to <http://supplier.ariba.com> and log-in to your account, you will see the sourcing events in your dashboard.

B. Provide the buyer's contact person your Ariba Network ID number (ANID) and user ID to ensure that the ANID and user ID stored on the Sourcing site of the Buyer company is the same as the ones you intend to use, since suppliers can access to sourcing events from only one ANID and a unique user ID as described in the "General Overview and Introduction to Ariba Network" section.

C. If the ANID and user ID are the same. Proceed to log-in to your supplier Ariba account, and if needed, reset your password.

D. If the ANID is NOT the same. Ask the buyer contact person to provide the details of the person* within your company that completed the registration and proceed to ask this person to grant you access to the same account.

E. If the ANID is the same but the user ID is NOT the same. Ask the buyer contact person to update the user ID for the one that you would like to use, once this has been done proceed to log-in and access the sourcing event or questionnaire.

Error message 10: Why am I receiving an error saying, "the link has expired when trying to access a sourcing event?"

➤ Explanation:

- Links included in sourcing event invitations are design for one time use only, and these will expire once they have been used once.

➤ Resolution:

A. If you have successfully accessed this event before. Use the following link <http://supplier.ariba.com>, log in to your Ariba Network account and go to the Sourcing dashboard, where you will be able to find the event and submit your response.

B. If you have NOT accessed this event before. The link you are using is broken. In this case, contact the Project Owner to request a new invitation email. Once you received the new invitation proceed to access Ariba Network and participate on this sourcing event.