

Accessing, Navigating and Configuring your Account

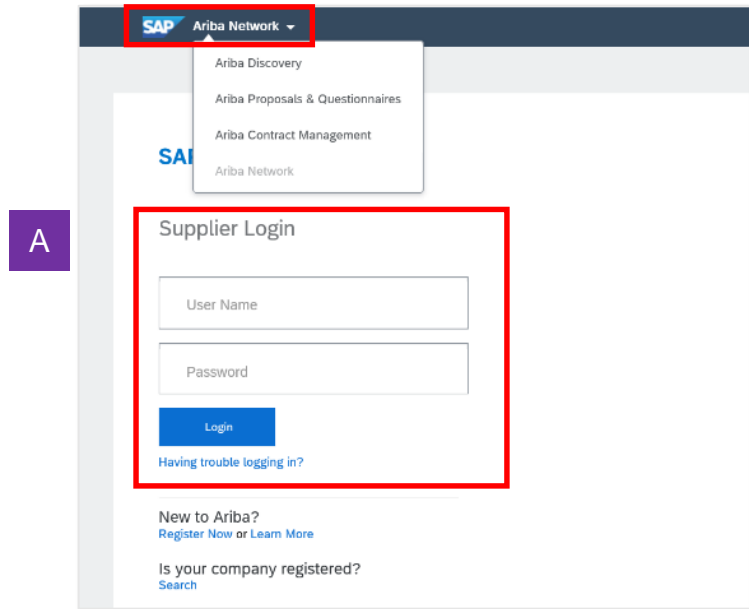
January 2021

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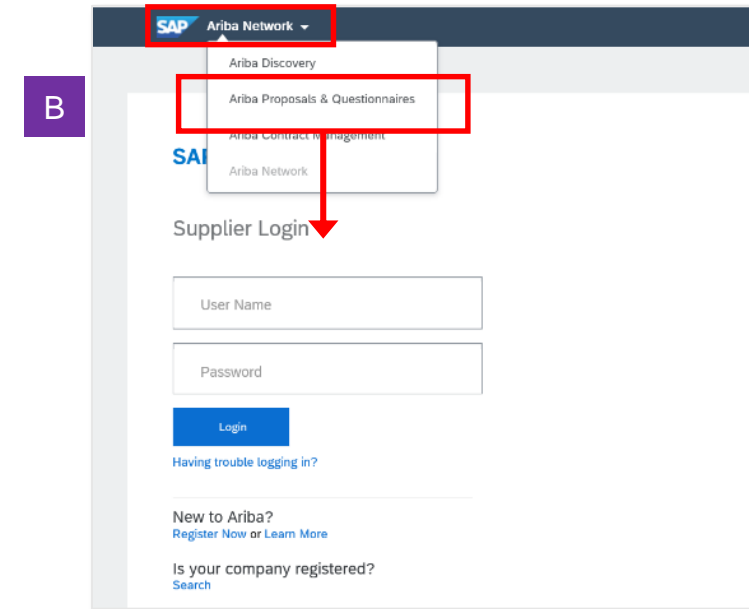
Accessing and Navigating On Your Account

Go to supplier.ariba.com

To access the Ariba Network account and your current PO transactions – Enter directly with your login credentials.

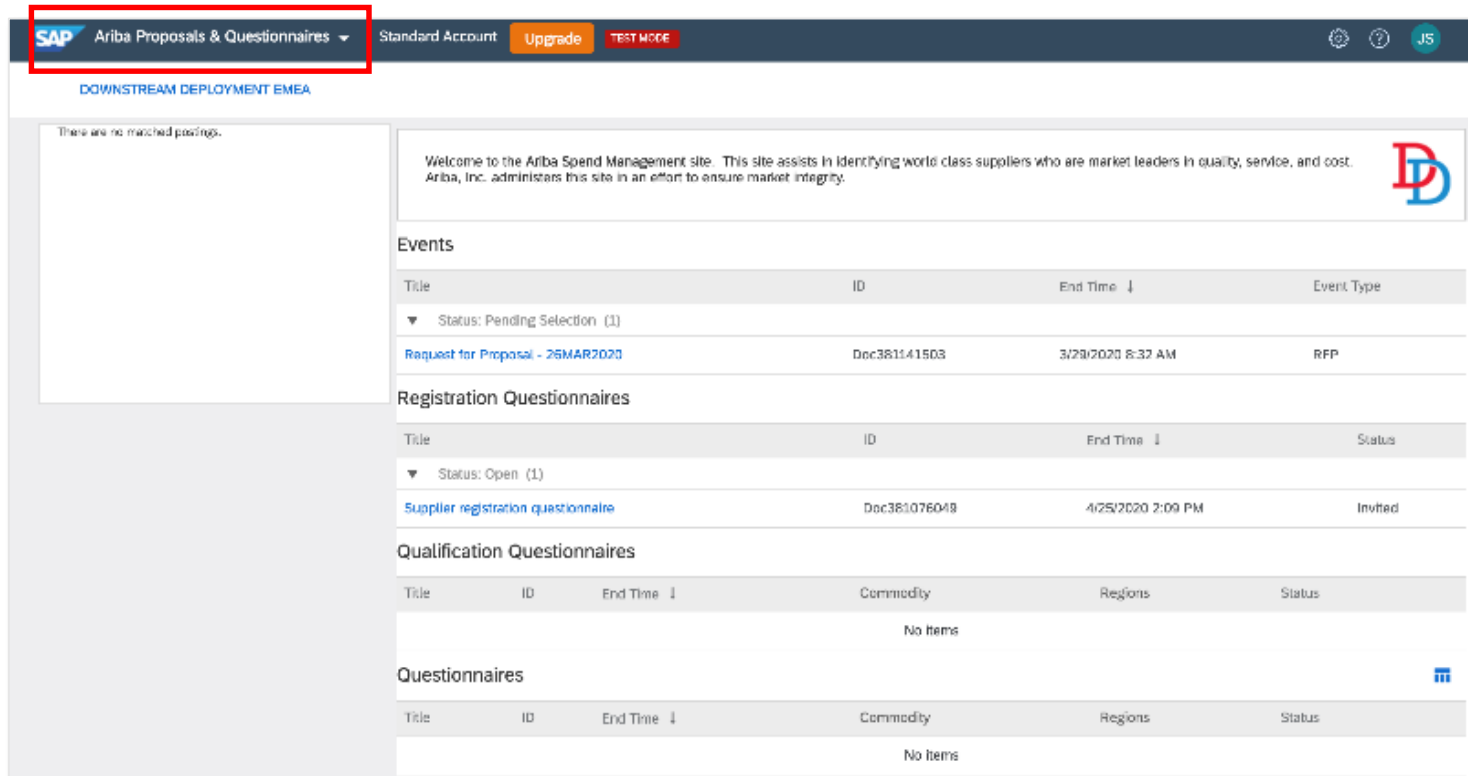


To access your Sourcing Proposals – First click on top of the page on Ariba Network, select Proposals and Questionnaires and enter your login credentials.



Navigating On Your Account – Sourcing Events

You will be able to see all of your sourcing events, the registration questionnaire and their status. If you have more than one customer, they will be in separate tabs.



The screenshot shows the SAP Ariba Spend Management interface. The top navigation bar includes the SAP logo, a dropdown menu for 'Ariba Proposals & Questionnaires', and account information: 'Standard Account', 'Upgrade', and 'TEST MODE'. The user's name 'JS' is visible in the top right corner. Below the navigation bar, the page title is 'DOWNSTREAM DEPLOYMENT EMEA'. A message on the left states 'There are no matched postings.' The main content area displays a welcome message and a list of events and questionnaires.

Events

Title	ID	End Time ↓	Event Type
▼ Status: Pending Selection (1)			
Request for Proposal - 26MAR2020	Doc381141503	3/29/2020 8:32 AM	RFP

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier registration questionnaire	Doc381076048	4/25/2020 2:09 PM	Invited

Qualification Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
No Items					

Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
No Items					

Account Configuration – Public Profile

You can complete your Ariba Cloud public company profile.

The information you update in this section can be seen by other buyers on the Ariba Network.

The information you completed in the previous section (Supplier Registration) can only be viewed by the customer that requested the information from you.

Account Configuration - Complete Your Public Profile

1. On the Ariba Network, select “Company Settings” and “Company Profile”.
2. Complete all suggested fields within the tabs to best represent your company.
3. Fill the Public Profile Completeness meter to 100% by filling in the information listed below it.

Note: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.

The screenshot displays the SAP Ariba Network interface. At the top, the user is logged in as 'Standard Account' with an 'Upgrade' button. The navigation menu includes 'Home', 'Inbox', 'Outbox', 'Catalogs', 'Enablement Tasks', and 'Reports'. A settings gear icon in the top right corner is highlighted with a red box, and a red arrow points from it to the 'Company Profile' option in the 'Company Settings' dropdown menu. The 'Company Profile' page is open, showing a 'Public Profile Completeness' meter at 30%. The 'Basic' tab is selected and highlighted with a red box. The 'Overview' section includes fields for Company Name, Other names, Networkid, Short Description, Website, Public Profile, and Privacy Statement. The 'Address' section includes fields for Address 1, Address 2, Postal Code, City, State, and Country. The 'Share Your Public Profile' section includes a link to get the Ariba badge and a 'Find us on Ariba Network' button. The 'View Public Profile' section includes a link to Profile Visibility Settings.

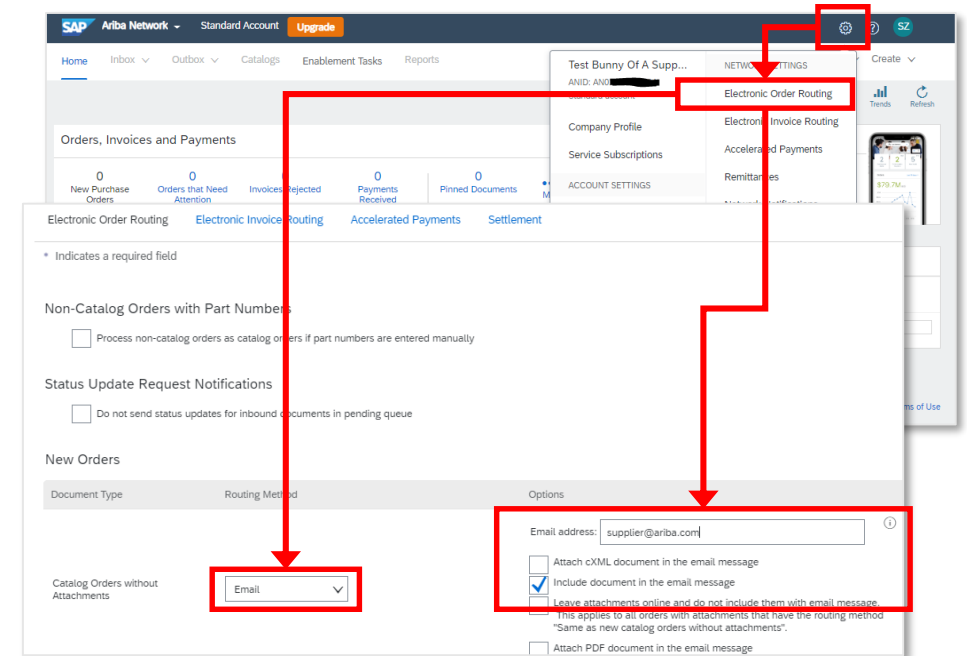
Account Configuration – Configure Your Email Notification

1. On Ariba Network, select “*Company Settings*” and “*Electronic Order Routing*”.
2. Select “Email” and specify your email to where a notification is to be send, in case you will receive a Purchase Order on this account.

Suggestion: You can enter up to 3 email addresses per notification type. Please separate each address with a comma but include NO spaces between the emails.

On this page:

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.



Important note: If you are out of the office, make sure to include in your auto-reply messages one of the following phrases. This will prevent Ariba Network from failing orders sent to mailboxes responding using an auto-reply feature: *Out of office, OOTO, On vacation, on holiday, out of town, away from the office, away until, out of the country, an off site meeting*. When Ariba Network detects an auto-reply containing one of these phrases, it indicates that it received the auto-reply in the order history log and does not fail the order.

Account Configuration – Access and Responsibilities

On SAP Ariba Network, the supplier account **administrators** and **users** have different roles:

Administrators have the following responsibilities:

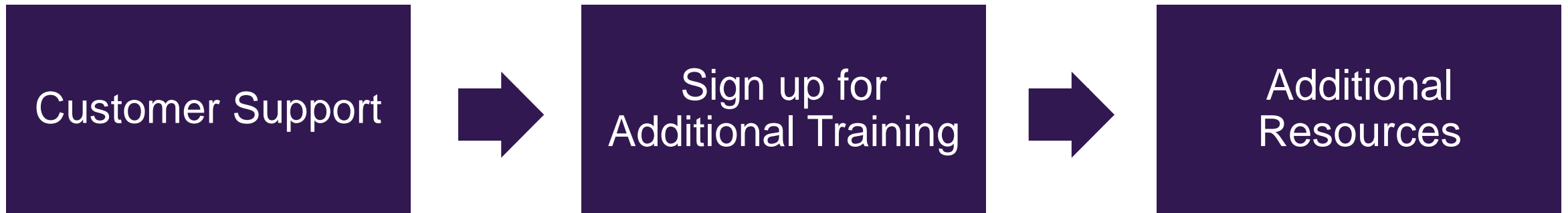
- Account creation, configuration & management on SAP Ariba Network
- Act as primary contact for providing access to internal colleagues and handle account login issues
- Create new roles on the SAP Ariba Network account
- The individual that creates / registers a new Ariba Network account automatically becomes the account administrator. All notifications will be sent to the email address that they capture for that account.

A **user** has the following attributes:

- Users may have different roles concerning procurement and supply chain processes, depending on the pre-defined rights assigned to the role by the account administrator
- Users can update the company's profile on SAP Ariba Network
- Configuring notifications and workflows based on roles and responsibilities that the administrator assigns to them

Ariba Network Help Resources

Customer Support

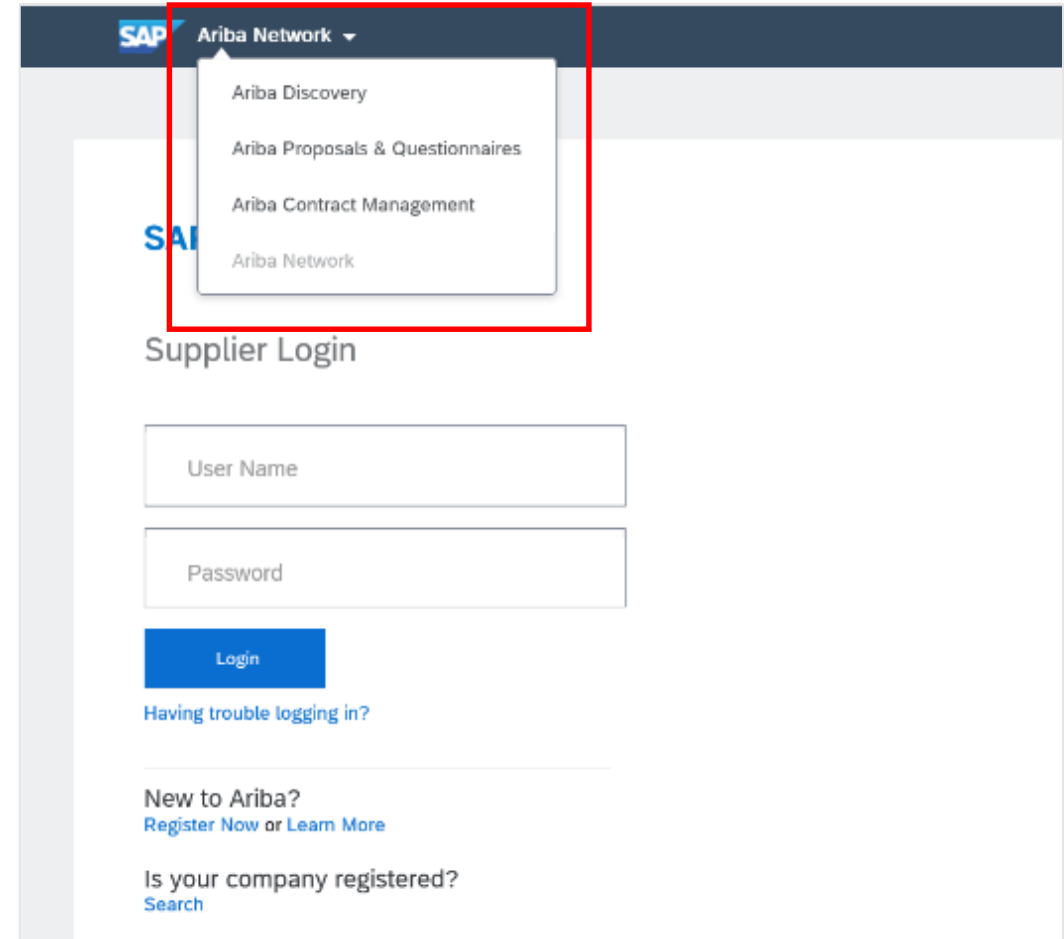


Customer Support

Supplier Support Post Go-Live

Global Customer Support

Use the Help Center directly from your Ariba Network Account (on the top right on the supplier account). Depending on the issue, make sure you are either logged into the Sourcing (*Proposals and Questionnaires*) or the Ariba Network module.



Sign Up for Additional Training from Ariba Support

Sourcing Webinars

Suppliers can participate in additional training provided by Ariba Customer Support including a wide range of topics from Source to Settle:



The image shows a horizontal carousel titled "Ariba Sourcing" with four webinar cards. Each card includes the Ariba logo, a title, a date and time, and a truncated title. The first two cards feature an icon of three people, the third features a line graph, and the fourth features a cloud and bar chart icon. Navigation arrows are visible on the left and right sides of the carousel.

Webinar Title	Date and Time	Truncated Title
Supplier Success Sessions Participating in an Auction	May 31, 2018 04:00 PM EDT	SAP Ariba: Participatin...
Supplier Success Sessions Participating in an Auction	Jun 01, 2018 10:00 AM JST	SAP Ariba: Participatin...
(SS) Sesión de éxito de proveedores Cómo participar en las subastas	May 31, 2018 02:00 PM EDT	SAP Ariba: Cómo partic...
Supplier Success Sessions Participating in a RFIRFP	May 30, 2018 04:00 PM EDT	SAP Ariba: Participatin...

Additional Resources

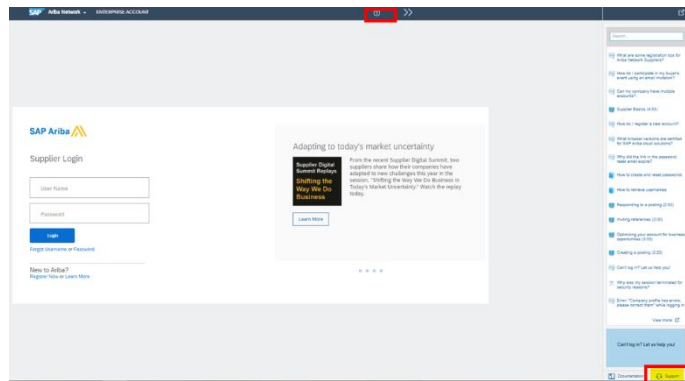
Useful Links

- Ariba Network Hot Issues and FAQs - <https://connect.ariba.com/anfaq.htm>
- Ariba Cloud Statistics – <http://trust.ariba.com>
Detailed information and latest notifications about product issues and planned downtime - if any - during a given day
- Ariba Discovery - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>
- Ariba Network Notifications - <http://netstat.ariba.com>
Information about downtime, new releases and new features

How can I request phone support from the Ariba Support team?

In order to request phone support from Ariba Support Team in terms of access and administration of your existing Ariba accounts, please follow the below steps:

1. Go to <https://service.ariba.com>
2. Open the support section on the right side.



3. Just enter any phrase in the search box.
4. Once the system will ask additional questions please just mark them all as "No".

5. In the next step the system will suggest to either *Get help by phone* or to *attend a live webinar*, please click on the first option.

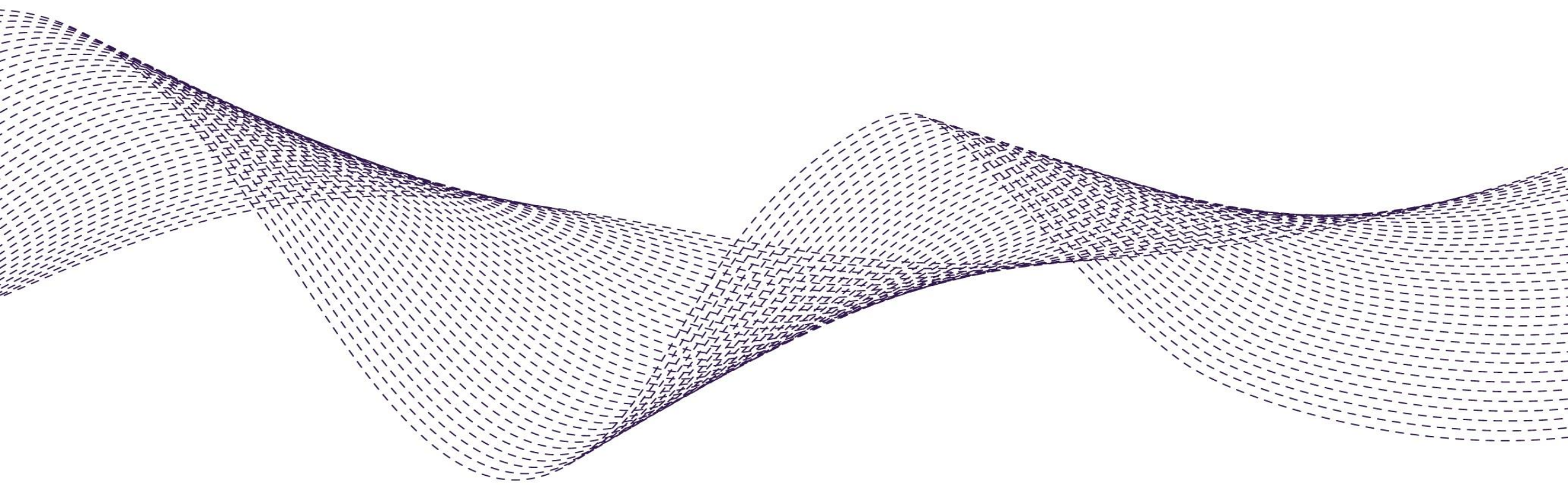
6. Then the following form will appear:

Once you submit the form, it will be sent to the Ariba Support Team directly and you will receive an e-mail confirmation that the request has been received.

You will then be contacted by the support team either by phone or by e-mail.

Code of Conduct (CoC) and forgotten username or password

I can't find Code of Conduct (CoC) document to sign	Please go to the Siemens Gamesa website for suppliers and scroll down. Answer "No" to the question number 12 in the questionnaire and then the CoC document should appear.
I can't upload Code of Conduct (CoC) into the questionnaire.	If you cannot upload the Code of Conduct (CoC) to the questionnaire, please send it to ariba.support@siemensgamesa.com .
I forgot my username and/ or password, what should I do?	<p>The username is usually your email address that you registered with.</p> <p>If it does not work, please go to http://supplier.ariba.com and click on "Having trouble logging in?" to request your username.</p> <p>If you need further help, please go to http://supplier.ariba.com, click on the question mark and you can request support there (click on the headset icon).</p>



Help and support

In case of questions, please contact ariba.support@siemensgamesa.com.