

1. How do I register for an Ariba supplier account?

Steps:

Standard Registration via SAP Business Network

1. Go to supplier.ariba.com.
2. Click "**Register Now**".
3. Enter your **email address** and agree to the terms to proceed.
4. You'll receive a **One-Time Password (OTP)** via email. Enter it to continue.
5. Fill in the **registration form**, completing all required fields (marked with *).
6. Accept the **Terms of Use** and **Privacy Statement**.
7. Click "**Create New Account**".
8. After registration, you'll receive a **confirmation email**. Once confirmed, you'll get a **welcome email** and your **Business Network ID (BNOID)**

Registration via Email Invitation

If a buyer invites you:

- Click the **link in the invitation email**.
- Choose:
 - "**Use existing account**" if you already have one.
 - "**Create new account**" if you don't.

2. What should I do if I forget my Ariba login credentials?

Steps:

Forgot Password

1. Go to the SAP Business Network login page.
2. Click "**Forgot Username or Password?**" below the login fields.
3. Enter your **registered email address**.
4. You'll receive an email with a **password reset link**.
5. Follow the link to create a new password.

Forgot Username

1. On the same login page, click "**Forgot Username or Password?**".
2. Select the "**Forgot Username**" option.

3. Enter your **email address**.
4. You'll receive an email with your **username**.

3. How can I update my company profile on Ariba?

Steps:

1. Log in to your Ariba account.
2. Navigate to the **Company Profile** section.
3. Click on **Edit** to update your company information.
4. Make the necessary changes and click **Save**.

4. Why am I not receiving email notifications from Ariba?

Steps:

1. Check your spam/junk folder.
2. Ensure that your email settings allow messages from Ariba.
3. Verify your email address in your account settings.
4. If the issue persists, contact Ariba support.

5. How do I participate in a sourcing event to submit proposal?

Steps:

1. Access the invitation from the buyer.
2. Log in to your Ariba account.
3. Navigate to the **Sourcing Events** section.
4. Click on the event you want to participate in.
5. Follow the instructions to submit your proposal.

6. What are the system requirements for using Ariba?

Steps:

1. Ensure you are using a supported browser such as Chrome, Firefox, or Edge.
2. Make sure your browser is up to date.
3. Check that you have a stable internet connection.

7. Why can't I access a sourcing event I was invited to?

Steps:

1. Ensure you are logged in with the correct account.
2. Verify that the event is still active.
3. Contact the buyer if the issue persists.

8. What should I do if I encounter an error message while logging in?

Steps:

1. Clear your browser cache and cookies.
2. Try using a different browser.
3. Contact Ariba support for assistance if the issue persists.

9. How can I contact Ariba customer support?

Steps:

1. Log in to your Ariba account.
2. Click on the **Help Center** icon in the upper-right corner.
3. Follow the instructions to contact support.

10. How do I update my contact information in Ariba?

Steps:

1. Log in to your account.
2. Navigate to the **Company Profile** section.
3. Click on **Edit** to update your contact details.
4. Click **Save** to apply the changes.

11. Why is my account locked, and how can I unlock it?

Steps:

1. Accounts can be locked due to multiple failed login attempts.
2. Use the **Forgot Password** option to reset your password.
3. Contact Ariba support if you need further assistance.

12. How do I upload documents to a sourcing event?

Steps:

1. Log in to your account.
2. Navigate to the **Sourcing Events** section.

3. Click on the event you want to participate in.
4. Find the document upload section and follow the prompts to upload your files.
5. 100MB is the maximum size limit

13. What should I do if I encounter a browser compatibility issue?

Steps:

1. Ensure your browser is up to date.
2. Try using a different supported browser (Chrome, Firefox, Edge).
3. Contact Ariba support if the issue persists.

14. How can I view and respond to a questionnaire in Ariba?

Steps:

1. Log in to your account.
2. Navigate to the **Sourcing Events** section.
3. Click on the event you want to participate in.
4. Find the questionnaire section and follow the prompts to respond.

15. Why is my company profile showing errors?

Steps:

1. Check for incomplete or incorrect information in your profile.
2. Update the necessary fields and save the changes.
3. Contact Ariba support if the issue persists.

16. How do I merge multiple Ariba accounts?

Steps:

1. Contact Ariba support for assistance with merging accounts.
2. Provide the necessary details for both accounts.
3. Follow the instructions provided by support.

17. What are the common issues when registering an account?

Answer:

- Incorrect email addresses.
- Missing required information.

- Browser compatibility problems.
- Duplicate accounts.

18. Why am I receiving an error saying the link has expired?

Steps:

1. Links may expire after a certain period.
2. Request a new link from the buyer or Ariba support.
3. Ensure you use the new link promptly.

19. What should I do if my user account has not been approved by the buyer?

Steps:

1. Contact the buyer directly to inquire about the approval status.
2. Ensure all required information is complete in your profile.
3. Follow any additional instructions provided by the buyer.

20. How can I view my past sourcing events?

Steps:

1. Log in to your account.
2. Navigate to the **Sourcing Events** section.
3. Click on **Past Events** to view your history.

21. Why do I receive the error "The username and password pair you entered was not found"?

Steps:

1. Ensure you are entering the correct credentials.
2. Use the **Forgot Username or Password** option if needed.
3. Contact Ariba support if the issue persists.

22. How can I manage my notifications settings?

Steps:

1. Log in to your account.

2. Navigate to the **Notifications** section in your account settings.
3. Adjust your preferences and save the changes.

23. How do I participate in an auction?

Steps:

1. Accept the invitation from the buyer.
2. Log in to your account.
3. Navigate to the **Sourcing Events** section.
4. Click on the auction event and follow the instructions to participate.

24. What should I do if I encounter a technical issue during a sourcing event?

Steps:

1. Refresh the page and check your internet connection.
2. Clear your browser cache and cookies.
3. Contact Ariba support immediately for assistance.

25. How can I access training materials for Ariba?

Steps:

1. Log in to your account.
2. Navigate to the **Help Center**.
3. Browse the available training resources and materials.

26. Why is my proposal submission not being accepted?

Steps:

1. Check for any missing or incorrect information in your proposal.
2. Ensure all required fields are completed.
3. Contact the buyer for further instructions if needed.

27. How do I update my banking information in Ariba?

Steps:

1. Log in to your account.
2. Navigate to the **Company Profile** section.

3. Click on **Edit** to update your banking details.
4. Click **Save** to apply the changes.

28. How can I view the status of my submitted proposals?

Steps:

1. Log in to your account.
2. Navigate to the **Sourcing Events** section.
3. Click on **Submitted Proposals** to view the status.

29. Why am I receiving duplicate notifications?

Steps:

1. Check your notification settings.
2. Ensure you are not subscribed to multiple notification types for the same event.
3. Adjust your preferences and save the changes.

30. How do I withdraw from a sourcing event?

Steps:

1. Log in to your account.
2. Navigate to the **Sourcing Events** section.
3. Click on the event you want to withdraw from.
4. Find the option to withdraw your participation and follow the prompts.

31. How can I access the Supplier Information Portal?

Steps:

1. Log in to your account.
2. Navigate to the **Supplier Information Portal** section.
3. Browse the available resources and information.

32. Why is my account showing as inactive?

Steps:

1. Accounts may become inactive due to inactivity or other issues.
2. Contact Ariba support for assistance with reactivating your account.

33. How can I view the history of my interactions with a buyer?

Steps:

1. Log in to your account.
2. Navigate to the **Interaction History** section.
3. Browse the history of your interactions with the buyer.

34. Why am I not able to upload attachments to my proposal?

Steps:

1. Ensure your files meet the size and format requirements.
2. Try using a different browser.
3. Contact Ariba support if the issue persists.

35. How do I access the webcast hub for training sessions?

Steps:

1. Log in to your account.
2. Navigate to the **Help Center**.
3. Find the webcast hub and access the available training sessions.

36. What should I do if my account is suspended?

Steps:

1. Contact Ariba support for assistance with reactivating your account.
2. Provide any necessary information requested by support.

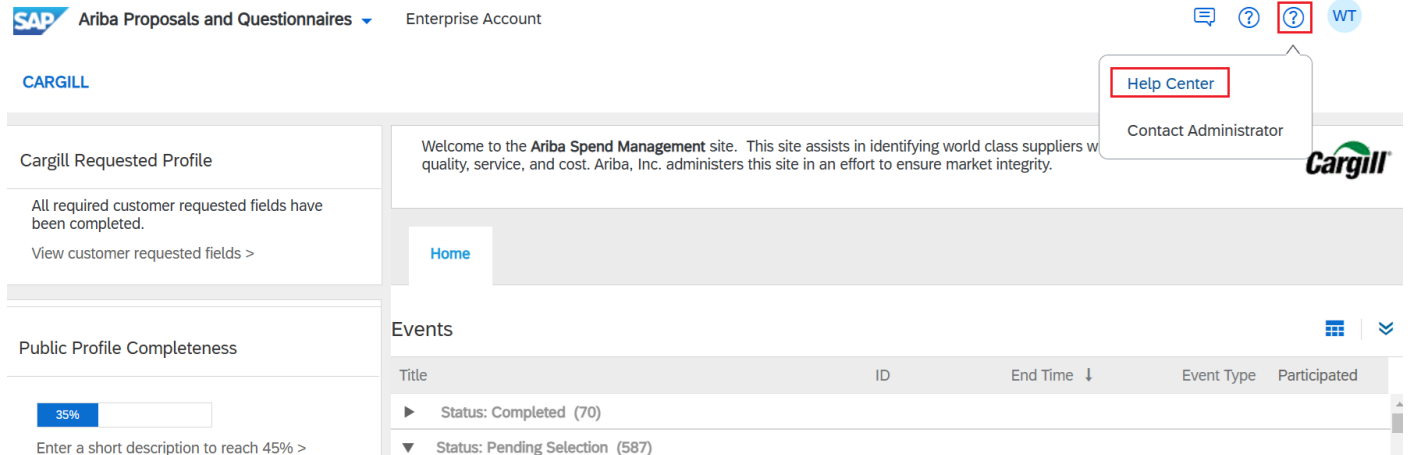
37. How do I update my certification information in Ariba?

Steps:

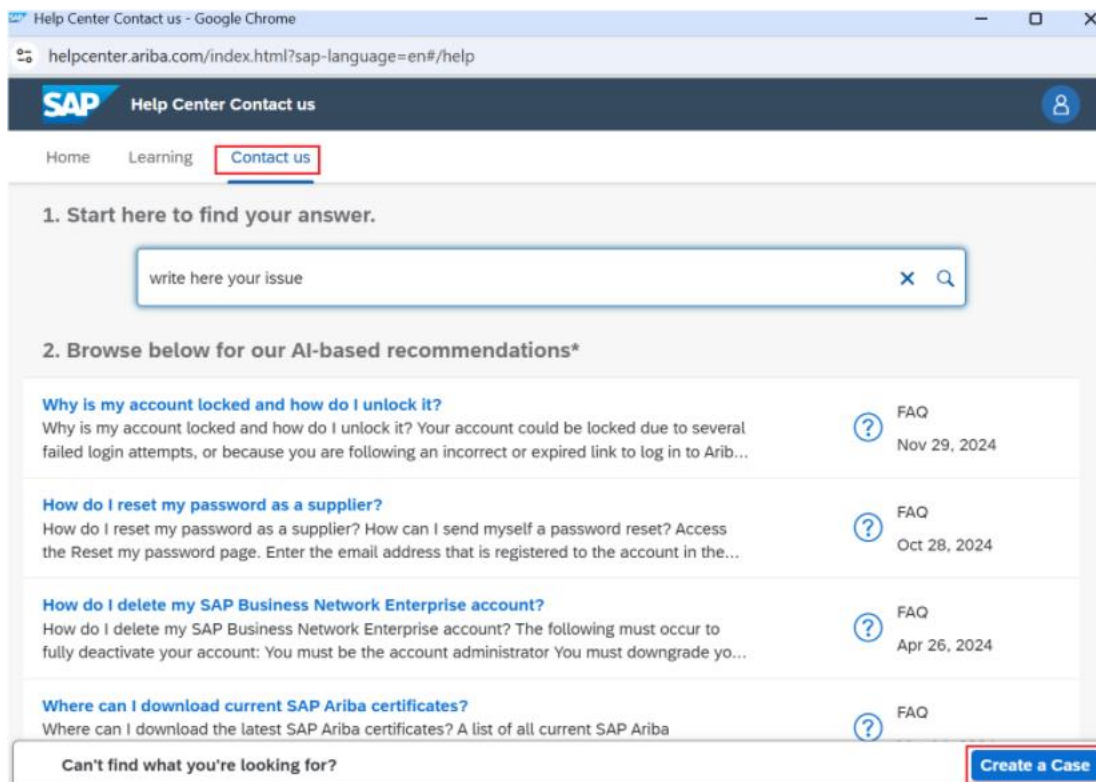
1. Log in to your account.
2. Navigate to the **Company Profile** section.
3. Click on **Edit** to update your certification details.
4. Click **Save** to apply the

38. How can I create a case for SAP Ariba to contact me?

Login to your Ariba account with your existing user ID and password. On your home page, click on the help icon, you should be able to see “Help Center” Option, click on it.



Be sure you are in the “Contact us” tab, write your issue to find AI-based recommendations, if you are still having problems, click on the “Create a Case” button



If you want to be contacted in a specific language you can select from a vast list of choices.

Requested language of support: English **Change?**

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

Selecting a different language will reset this form.


English ▼

- Dansk
- Deutsch
- English**
- Español

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

Change Cancel


Fill in all required information and click on "On last step"

SAP Help Center Contact us 

Home Learning **Contact us**

test

Email: *
test

Phone: *
+1 201-887-7635 United States 


Extension:








Confirm phone: *
201 887 7635

Ariba Network ID: *
AN01051742099

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

Recommendations*


Search 

-  How do I change the administrator user in my SAP Business Network supplier account?
-  How do I reset/change my SAP Business Network password?
-  How do I contact SAP Business Network Customer Support as a supplier?
-  How do I access the test account?
-  How do I create my test account?
-  How do I reset my password as a supplier?
-  How do I create a purchase order in my


One last step

You may select how to be contacted, via chat, email, or phone. If you select to be contacted by phone, you will see how much time you will have to wait for the call. Click

Choose this contact method for the fastest resolution of your issue:

 **Recommended**
Live chat: [open](#)
You will chat with the same product expert that would normally work your case, soon after you click "Submit."
Estimated wait time in minutes: 2

Other methods you may choose:


Phone
A support engineer will respond to your case by phone.
Estimated wait time in minutes: 45

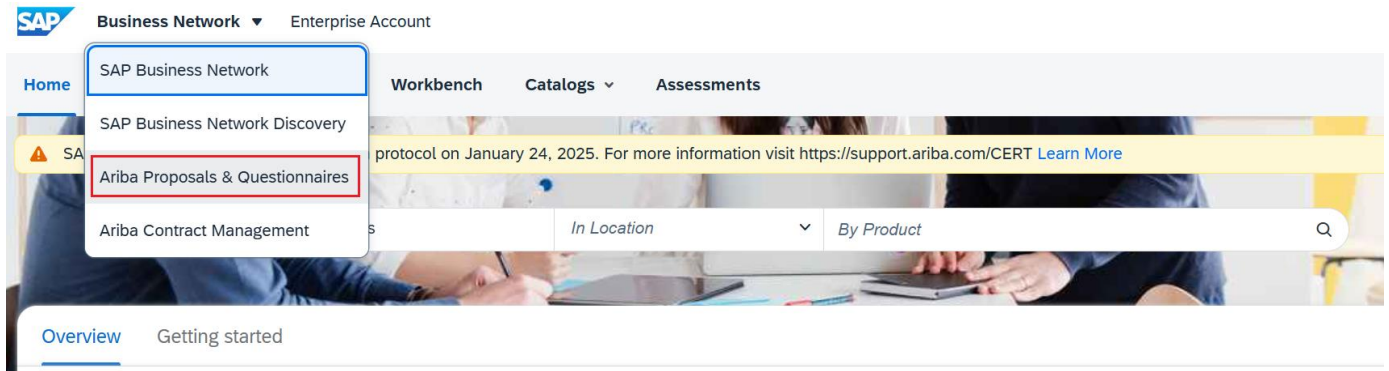
Do not record my phone call.


Webform
A support engineer will respond to your case by email.

To receive communications, add itsm.notification-service@sap.com to your allow list.

on "Submit"

Go to "Ariba Proposals and Questionnaires" option



You will be directed to Cargill event's list.