



BASF

Suppliers FAQ complement

What to do in a few specific situations?

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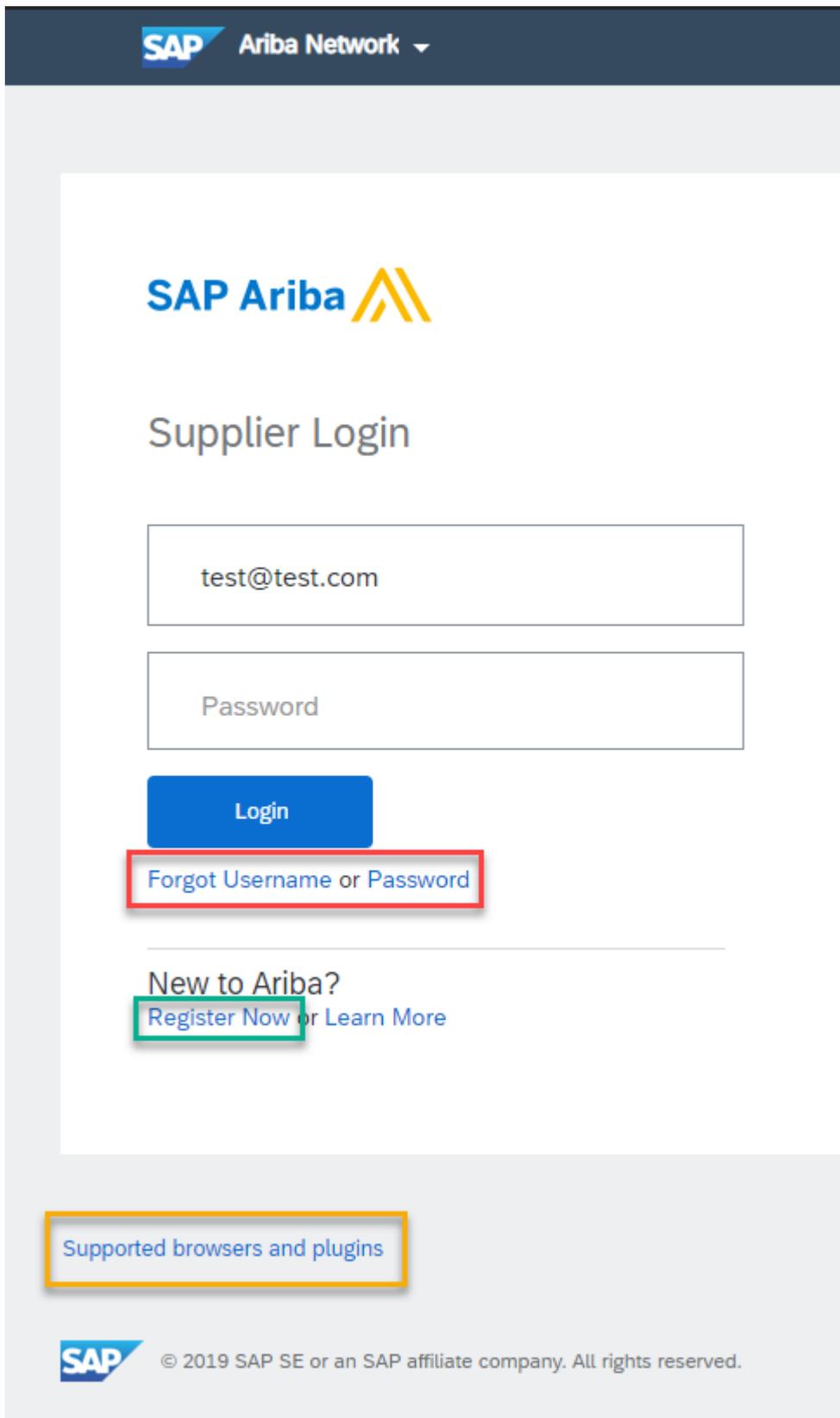
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I cannot connect to ariba network

The suppliers link to connect to Ariba Network is <https://supplier.ariba.com>

Here is the login page:



SAP Ariba Network

SAP Ariba

Supplier Login

test@test.com

Password

Login

[Forgot Username or Password](#)

New to Ariba?

[Register Now](#) [Learn More](#)

[Supported browsers and plugins](#)

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It provides several ways to solve a login issue.

I forgot my password

You remember your username (user ID) but forgot your password. Check below the Login button, where you'll find two links (red frame in the above screenshot). Clicking the second one (to the right) will send a link to the e-mail setup for your username. Be careful not to click on the first link, dedicated to your username identification.

Fill in the e-mail field with the address setup for your username and check your Inbox for an e-mail containing further instructions to reset your password. Please also note that you can contact the Ariba Suppliers Support team at any time by clicking on the Support's headset icon to the bottom-right of the screen. Please refer to the next topic ("I forgot my username") for a detailed explanation on how to contact the Support.

Here is a useful Knowledge article (click on the link):

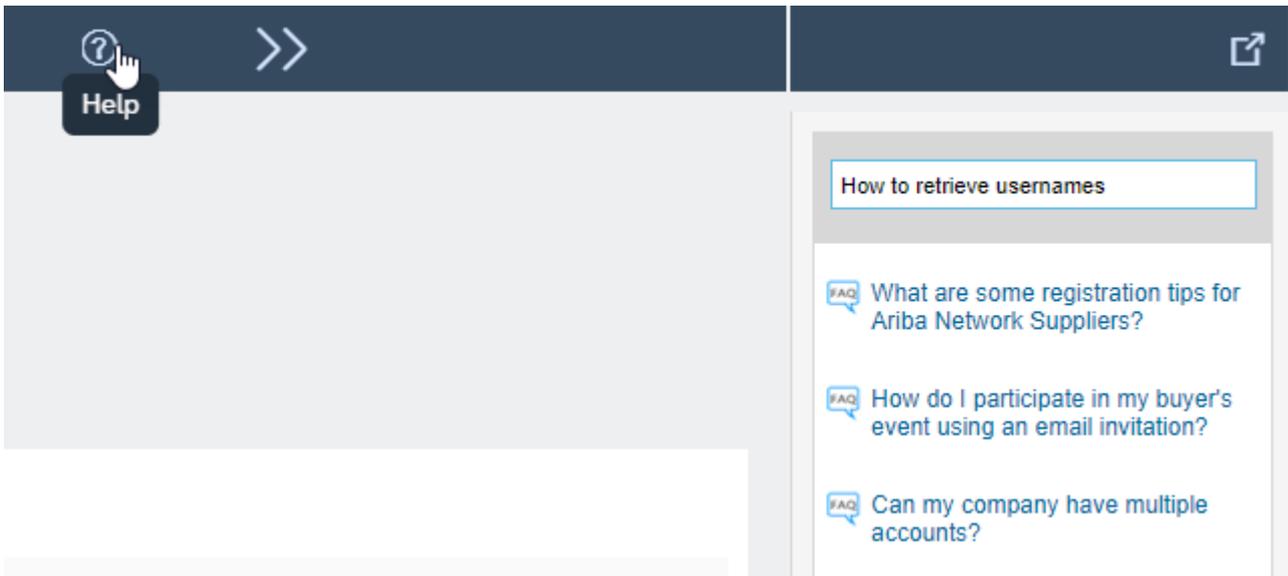
[FAQ 169854 - How do I reset my password as a supplier?](#)

I forgot my username

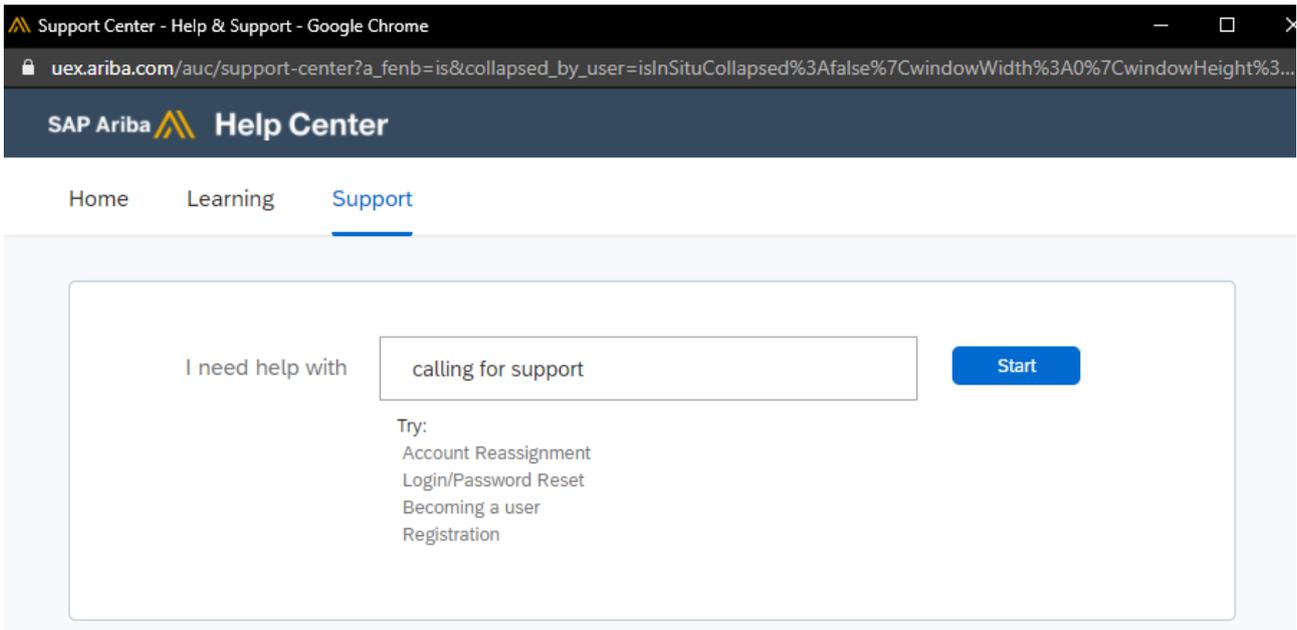
You don't remember your username (user ID) or perhaps you have several and you don't remember all of them. Check below the Login button, where you'll find two links (red frame in the above screenshot). Clicking the first one (and not the second one, dedicated to password reset), will display the following screen

Please fill in the field e-mail address with your working e-mail address (the one you wish to receive the existing username(s) to) and click Submit. You'll be prompted to check your Inbox and also the spam folder in case the Ariba domain name would be blocked and would need to be added to your white list.

For more information about username(s) retrieval, you can leverage our Knowledge center by clicking on the help button located to the top-right of the screen and searching for this article: "How to retrieve usernames"



Also note that you can, even without being able to login, contact the Ariba Suppliers Support team. If the panel on the right is not already open, click on the (?) icon on the top-right of the screen (step 1 in the above screenshot). Then click on the Support's headset icon (step 2). This will open a pop-up window, so make sure that your browser allows pop-up windows for ariba.com.



Start by searching for help articles in our Knowledge base. If you cannot find a suitable result, check the "Contact SAP Ariba Customer Support" below the list of results.

Home Learning Support

I need help with [Update](#)

Search results for **calling for support**

-  NP-20760: Support for changes in purchase orders with service calls
 -  NP-20212: Support for handling service calls deleted in SAP Field Service Management
 -  How do I contact SAP Ariba Customer Support as a supplier?
 -  Make fulfillment smarter and simpler with value-added functionality, services, and support with an Ariba Network enterprise account.
 -  How do I delete my account?
- ◀ 1 2 3 ... 20 ▶



Contact SAP Ariba Customer Support

Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.

What do you need help with?

- [Register](#)
- [Login](#)
- [Reset password](#)
- [Find out if my company has an account](#)
- [Something else](#)

Select the option addressing your situation:



Contact SAP Ariba Customer Support

Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.

What do you need help with?

Register

Login

Reset password

Find out if my company has an account

Something else

Are you receiving an error when trying to login?

Yes

No

What error message are you getting?

The username and password pair you entered was not found

Your account is locked? Try again later...

Something else

Can't find what you are looking for? Let us help you.

Choose your communication preference:



[Get help by phone](#)

Estimated wait in minutes: 2



[Attend a live webinar](#)

If we cannot find any article to help you log into the Ariba Network, you'll be given the option to be called back by phone, by a Support.Specialist. Please fill in the following form and click on Submit:



SAP Ariba Phone Support



Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Details: *

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Requested Language: English [Select a different language from the Home tab.](#)

Phone: * Extension:

Confirm Phone Number: *

* My phone number is correct.

Do not record this phone call.

Ariba Network ID:

You expressly agree and understand that your data entered into this will be transferred to Ariba, Inc. and the Ariba hosted computer system (currently located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.

* I agree

* Required Fields

Submit

Cancel

Recommendations*

[FAQ Expert Care After Hours Procedure](#)

[Integration Monitoring API Error 402](#)

[FAQ How do currency conversion rates work? How can I upload currency conversion rates into Ariba?](#)

[Currency conversion date on the Amount for a currency field in report does not match with the Conversion for that day in master data](#)

[FAQ How does Deleting Documents work within Ariba?](#)

[ERROR: "Cannot find vendor name. A field with mapping vendorinfo.name1 is required.."](#)

[FAQ What are Payment Terms and how do they work?](#)

[Error: ariba.util.core.FatalAssertionException: Required child element xades:SignaturePolicyImplied does not exist.](#)

[FAQ Why am I not receiving emails from SAP Ariba?](#)

[FAQ How do I enable an API from the SAP Ariba API Developer](#)

I don't have an account

If you don't have an account, simply register using the link provided under the "New to Ariba?" title (green frame in the login page screenshot).

Here is a useful Knowledge article (click on the link):

[FAQ 174948 - How do I register a new account?](#)

The page is not displayed correctly or behaves strangely

Please check the web browser you are using and its version. Then compare the collected information to the list of "Support browsers and plugins" by clicking on the link located at the bottom of the login page (yellow frame in the login page screenshot). As of October 2020:

BROWSER/PLUG-IN SUPPORT

Supported Browsers

- Microsoft Edge 32-bit
- Microsoft Internet Explorer 11 32-bit
- Chrome 54+ 64-bit
- Mozilla Firefox 49+ 64-bit
- Safari 9+ 64-bit
- Mozilla Firefox 17+
- Safari 5
- Mobile Safari on iPad (iOS 6 or above)

Deprecation Schedule

- Safari 4 through 8 (effective January 12, 2017)
- Microsoft Internet Explorer 9 and 10 (effective January 12, 2017)



Pay attention to the “Deprecation Schedule” part. If your browser is not part of the supported list, please kindly try another browser listed in the “Supported Browsers” list.

If your browser is part of the browser’s list but you still face a technical issue, you can contact a Support Specialist by following the procedure described in the “I forgot my username” part, above.

I CAN CONNECT TO ARIBA NETWORK BUT...

You received an e-mail from your customer, containing a link to answer a registration request, a qualification request or a sourcing event. You successfully logged in but you cannot answer the buyer’s solicitation. Or you connected to Ariba Network using the username you are used to log in with and you cannot find the buyer’s event to answer to.

The following information will most of the time lead you to create a new Ariba Network username, which is not necessarily the best solution even if it will allow you to answer your customer’s solicitation. Please attentively read the next paragraph.

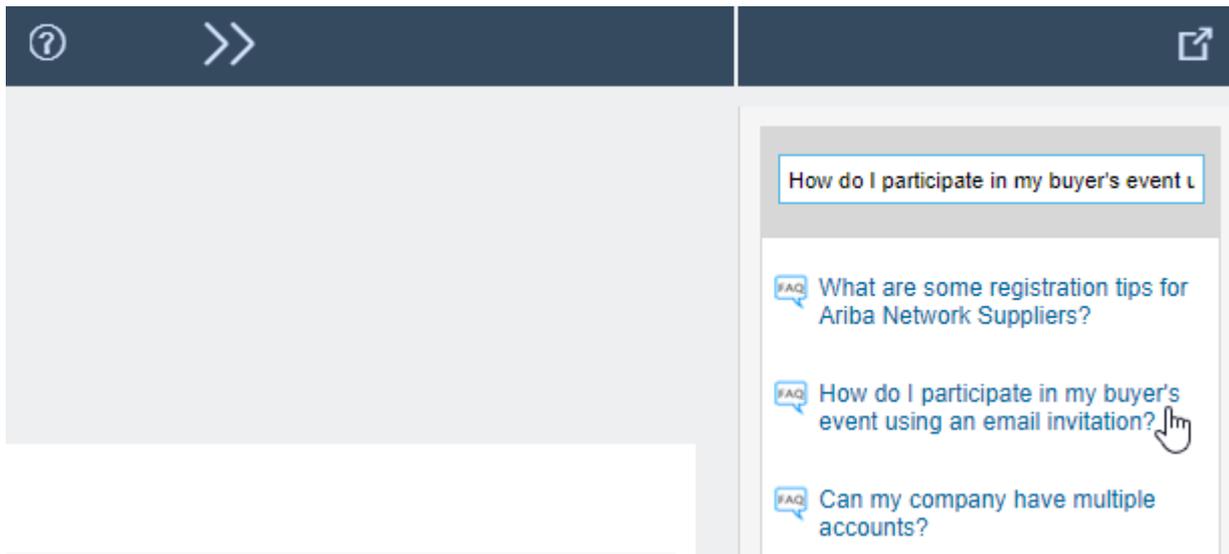
Using the Ariba Help Center to understand a buyer e-mail invitation

You can access the Help Center from anywhere in the Ariba Network, even from the login page, BEFORE login, by clicking on the (?) help icon located on the top-right of the screen

The screenshot shows the SAP Ariba Network login page. At the top, there is a dark blue navigation bar with the SAP Ariba Network logo on the left and a help icon (?) on the right. Below the navigation bar, the main content area is white. On the left, there is a 'Supplier Login' section with a form containing two input fields: 'User Name' and 'Password'. Below these fields is a blue 'Login' button and a link that says 'Forgot Username or Password'. On the right side of the page, there is a promotional section titled 'Share your story today!' featuring a circular profile picture of a woman, the text 'Supplier Spotlight', and a 'Learn More' button. The text next to the profile picture says: 'Share your Ariba Network experience with over 4 million businesses around the world through Supplier Spotlight. Click "learn more" for info on how to participate.'

It will open a drawer on the right part of the screen, with a Search box you can use to find an answer to your questions. You are strongly encouraged to read the following article:

“How do I participate in my buyer's event using an email invitation?”



This article strongly recommends “that you confirm whether or not your company has an existing Ariba Network account identified by an Ariba Network ID (ANID) number”. The best course of action at this stage would then be for the buyer to invite the AN ID and username you provided (your existing accounts) so that you don’t have to create a new account.

If this not possible, please read on the rest of this documentation.

You get an error message after successfully logging in

Here are the two most common error messages you could get, after login, trying to access a buyer's invitation.

Already merged to another Sourcing user account

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

Here is a useful Knowledge article (click on the link):

[Support Note 154274 - Error: The username and password entered has already merged to another Ariba Sourcing user account](#)

Already connected using a different account

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).

Here is a useful Knowledge article (click on the link):

[Support Note 139440 - Your company has already connected with this buyer company using a different account and Ariba Network ID \(ANID\) message](#)

As explained in the previous part, these errors mean that your company is identified through multiple IDs in Ariba Network and the account you are using to access the buyer's invitation has been created under a different AN ID than the one invited by the buyer. Each of the above Knowledge articles will guide you through a resolution by creating a new account. Please note that you always have the option to ask the buyer to invite the AN ID and username you already know and possess.

Here is a useful Knowledge article (click on the link):

[FAQ 154276 - What are some common issues when registering an account?](#)

I have to 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 won't 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 won't 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).

Here is a step-by-step procedure providing a few visuals to complete the Help Center article "How do I participate in my buyer's event using an email invitation?":



AN_new_supplier_account_creation.pdf

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? You have 3 possibilities summarized in this useful Knowledge article (click on the link):

[FAQ 181922 - How do I merge/consolidate accounts?](#)

How do I identify my company's Ariba Network IDs or my multiple usernames?

Please note there are ways to identify at least some of the other Ariba Network IDs your company already has. Kindly refer to the following Help Center article to discover how to proceed: "How do I search for existing accounts my company has?".

To receive a list of the usernames you personally created (that are related to your own e-mail address), use the "Forgot username" functionality on the Login page.

Here are the 2 easiest and most common ways to ease the navigation between multiple Ariba Network usernames.

Linking usernames

Please check out the following Help Center articles: "How to link user accounts", "Can I merge two separate accounts with different AN IDs?"

This option is the easiest to apply but won't address every situation. The thing to remember is that it "It is not possible to merge two accounts that have different Ariba Network IDs." In such a situation, please directly refer to the "Creating an Account hierarchy" section below.

For a detailed procedure to follow, please refer to the Help Center articles listed above and the below Knowledge article.

Here is a useful Knowledge article (click on the link):

[FAQ 135388 - How do I use the Link User IDs option?](#)

Creating an Account hierarchy

Please check out the following Help Center articles. "Benefits of account hierarchies", "Supplier Launchpad: Managing Multiple ANIDs" (video tutorial), "Topics about account hierarchies"

This selection of articles and the one below will help you setup an Account Hierarchy. Among other benefits, an Account Hierarchy enables “users to automatically sign on to a child account without having to enter a username and password” which basically allows you to connect to a child account directly from the parent account (which means a single password to remember).

Here is a useful Knowledge article (click on the link):

[FAQ 172354 - How do I create an account hierarchy?](#)