ARIBA SOLUTION

VENDOR GUIDANCE: ACCESS EVENT INVITATION & LOG INTO SOLICITATION EVENT

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PURPOSE:
The purpose of this document is to provide steps that need to be followed to access a new event invitation in Ariba and to log into a UN SAP Ariba solicitation event. The process described in this guide relate to UN Secretariat solicitations.

The pre-requisites to receive an invitation link to a published solicitation event are that the vendors:
- have received an invitation from the UN via Ariba Admin email no-reply@anssmtp.ariba.com,
- have accurate email contact information in UNGM at all times.

The pre-requisites to log into an event solicitation are that the vendors:
- have received an email with and invitation link for published event from the UN
- have a registered account in SAP Ariba for the UN

Note that the vendors’ details must be valid (contact names, email addresses etc.) in the United Nations Global Market Place (UNGM, https://www.ungm.org) to receive solicitations from the UN. More detail of the Vendor Awareness to Award process flow can be found in the Annex.
ACCESS EVENT INVITATION

When the solicitation is published, you will receive an email from Ariba to confirm your participation in the solicitation event. In this section, you will find steps to access a solicitation event invitation in Ariba.

Vendors will receive an invitation link by email to register in Ariba for a United Nations Secretariat solicitation event. To register, click on the “Click Here” inside the body of email. For detailed information on the body of this email, please refer to “Annex”.

If the “Click Here” link does not work, it is important to distinguish whether it is the link to the event that has expired OR the account that has expired. If the link to the event has expired and you received the email more than 30 days ago, please see below the subsection on “Trouble Shooting: Activate Expired Event Link”. If the account has expired OR the expired link is received less than 30 days ago, please contact aribae-tendering@un.org to reset the expired account link and refer to the Job Aid on Log-on Issues.

Note: If you received the expired link in less than 30 days but the event is closed, you cannot participate in the event as it is finalized.

If you are accessing first-time for a UN Ariba event, you can open the welcome registration interface, and please refer to the Job Aid on Log-on Issues. If you are not a first-time user, you can proceed to the next section on “Log into Event”.

Welcome,

The United Nations Secretariat hereby invites you to participate in the following solicitation event: Practice for TOC/JTB. The solicitation event starts on Eastern Standard Time and closes on , Eastern Standard Time.

Click Here to access this solicitation event.

You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can access this event.

NOTE: This link is only valid for 30 days. Make sure to register on the Ariba Commerce Cloud before the link expires. If the link is already expired please contact aribae-tendering@un.org. After you have registered on the Ariba Commerce Cloud, you can no longer use this link to access the event; please note that you will be able to access the solicitation event through the Ariba Commerce Cloud. Click here to access Ariba Commerce Cloud.

Please note that the UN Secretariat uses the UNM portal (https://www.unm.org/) as its sole supplier database. Only emails associated with your company’s UNM account will be invited to solicitation events in Ariba. If solicitation events should be sent to other personnel in your organization, please ensure to update your company’s UNM account with the additional users and inform the UN Secretariat via email to aribae-tendering@un.org to update your Ariba account.
TROUBLE SHOOTING: ACTIVATE EXPIRED EVENT LINK

If the link to the solicitation event has expired and you received the reactivation email more than 30 days, please contact ariabe-tendering@un.org to send you a new link.

After you receive a new email invitation, please proceed to the beginning of the section “Access Event Invitation” and repeat the steps.

LOG INTO SOLICITATION EVENT

In this section, you will find steps to log into a solicitation event you were invited to in Ariba.

1. If you have received an invitation to participate in an UN Ariba solicitation event, you are now able to log into Ariba and participate in the event from “Click Here” link on the received email. You can also go to this link: https://service.ariba.com/Supplier.aw, and login to access the invited event.

TROUBLE SHOOTING: RESETTING YOUR PASSWORD

If you forget your password during log in, please select Forgot Username and Password and follow the steps.
2. Once you have logged in, you will be able to see the United Nations Secretariat homepage indicated at the top left corner. This is where you will access all your solicitation events. If you have more than one customer, they will each have their own Ariba homepage.

Under the “Events” section, you can search for the events you were invited to and select the link.

Notes:
1) Please access your event using the link sent at the invitation email. This will ensure you are directed to the UN SAP Ariba homepage.
2) If you cannot find the United Nations Secretariat homepage, you may need to register with the UN SAP Ariba space. To do this, make sure you have signed up for a UN Ariba account during your first event. If you cannot find the Invited Event, please contact the UN administrator support at aribaetendering@un.org.

3. After selecting the event, you will be directed to view the details of the event.
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ADDITIONAL INFORMATION

If you need further support, you can contact:

- UN Ariba Support – aribae-tendering@un.org
- Ariba Help Page - SAP Ariba Help Center
- Useful QR codes

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**Letter from Director, Procurement Division**

**Ariba Introduction Video**

**Ariba Guide**

**How to access the UNGM account when the person in charge of the account**

**How to manage the contact details in the UNGM account**
ANNEX:
SUPPLIER AWARENESS TO AWARD PROCESS

1. Review UNGM
   - UNGM and UNPD website for information relating to upcoming solicitations, and Expression of Interest (EOI) information.

2. Update UNGM Contact Info
   - It is IMPORTANT that supplier contact info is up-to-date with correct email contact information. UN will use this contact info so Ariba can send notifications for solicitation events.

3. Vendor Sync
   - UNGM data sync with Ariba daily.

4. Create Ariba Account
   - Create Ariba Account per contact in supplier organization. NOTE: This happens only 1st time one is invited to Ariba event.

5. Solicitation Published in Ariba
   - Solicitation is published in Ariba. Supplier receives email invite from Ariba to participate in event.

6. Login to Ariba Event
   - Access Ariba by logging in via INVITATION LINK sent by Ariba.

7. Access Ariba Supplier Dashboard
   - Access Supplier Dashboard in United Nations Ariba homepage. View event(s) supplier is invited to participate.

8. Respond to Event
   - Suppliers respond to event through Ariba platform by bidding on specific solicitation within timeframe.

9. Event Closes
   - Event closes when transmission concludes according to timeframe specified.

10. Open Envelope
    - The tender opening takes place. Submitted bid information is reviewed in Ariba.

11. Award
    - After review process the awarded supplier will be selected.
SOLICITATION INVITATION EMAIL OVERVIEW

Vendors will receive a solicitation invitation email to register a new SAP Ariba commerce cloud account for a United Nations Secretariat solicitation event. The email body consists of the following:

1. Subject contains the event title,
2. Login account ID (This ID is provided at UNGM portal site.)
3. Event name and date
4. Link to access event (Expired within 30 days: You will receive this comment only for the first-time access)
5. UNGM vendor registration site information

The United Nations Secretariat has invited you to participate in the solicitation event: Practice for TOC_ITB inbox ×

Welcome, unbaumopj05-test


Click here to access this solicitation event.

You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can access this event.

NOTE: This link is only valid for 30 days. Make sure to register on the Ariba Commerce Cloud before the link expires. If the link is already expired, please contact ariba-tenderportal@un.org. After you have registered on the Ariba Commerce Cloud, you can no longer use this link to access this event; please note that you will be able to access the solicitation event through the Ariba Commerce Cloud portal to access the Ariba Commerce Cloud.

Please note that the UN Secretariat uses the UNGM portal (https://www.ungm.org) as its sole supplier database. Only vendors associated with your company’s UNGM account will be invited to solicitation events in Ariba. If solicitation events should be sent to other personnel in your organization, please ensure to update your company’s UNGM account with the additional users and inform the UN Secretariat via email to ariba-tenderportal@un.org to update your Ariba account.