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# **ARIBA E-TENDERING SOLUTION VENDOR GUIDANCE: LOG-ON ISSUES**

VERSION: 11 JULY 2022

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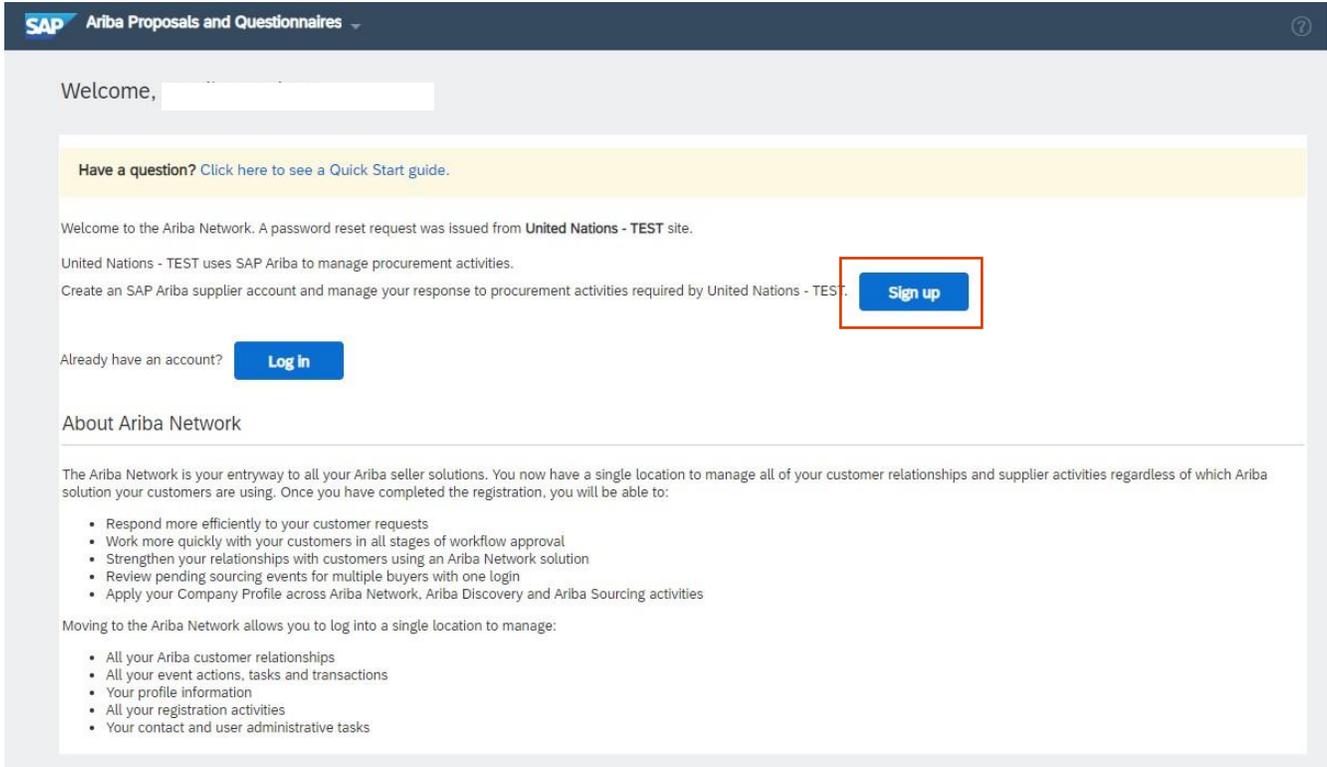
## **PURPOSE:**

The purpose of this document is to provide instructions for vendors on how to register into the Ariba e-tendering platform and address any login issues. It is advised that vendors use this instruction before and during any registration process within the S A P Ariba solution. The process described in this guide relate to UN Secretariat solicitations.

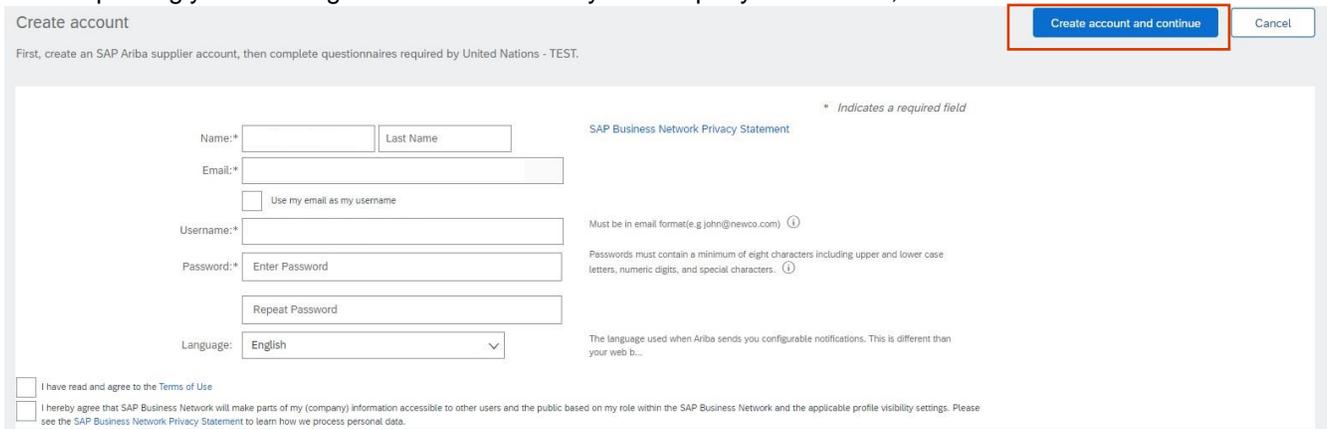
# REGISTER IN UN ARIBA: NEW VENDOR ROLE

In this section, you will find steps to register as a new vendor in Ariba.

If you are accessing the Ariba system for the first time, open the welcome registration interface and click “Sign Up”.



After updating your user login information and/or your company information, click “Create account and continue”.



If you receive the “Potential existing accounts” alert, please proceed to section “**Manage Potential Existing Account**” below. If not, please contact your organization administrator, and request approval to your account. Each organization has an Administrator role to manage their own accounts directly with the Ariba platform.

If you create your account successfully, you will see THE UNITED NATIONS listed on the top left corner of your Ariba dashboard. On the Dashboard you can click on your event and view the event interface and confirm the remaining time to bid on the solicitation.

< Go back to United Nations Secretariat - TEST Dashboard

Event Details XXX

Time remaining 00:17:05

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

Download Content Review Prerequisites Decline to Respond Print Event Information

Primary

All Content

Name ↑	Item Description	Price	Quantity	Total Cost	Extended Price
▼ 1 Introduction	Less... -				
<b>Notice of Confidentiality:</b> This transmission contains United Nations proprietary information that is strictly confidential and/or legally privileged, and is intended strictly for the use by the Officials of the United Nations and/or the named recipient hereof. ANY UNAUTHORIZED DISCLOSURE, COPYING, DISTRIBUTION OR OTHER USE OF THE INFORMATION HEREIN IS STRICTLY PROHIBITED. If you have erroneously received this transmission, please notify the United Nations Procurement Division immediately.					
▼ 1.1 Instructions	Less... -				
1.1.1 General	Less... -				
<ul style="list-style-type: none"><li>The United Nations (UN) solicits Proposals in response to this RFP. Proposers must strictly adhere to all the requirements of this RFP.</li><li>Submission of a Proposal shall be deemed to constitute an acknowledgement by the Bidder that all obligations stipulated by this RFP will be met and unless specified otherwise, the Proposer has read, understood and agreed to all the instructions provided in this RFP.</li></ul>					

Once you have activated your account, you can continue to log into the event to enter into the solicitation/tender event. Please refer to the Job Aid on “**Access Event Invitation & Log into Solicitation Event**” and go to section “**Log into Solicitation Event**”.

## MANAGE POTENTIAL EXISTING ACCOUNT

You need to confirm whether your registration account is a duplicated account. Select “Review Accounts”.

**Potential existing accounts**

We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.

[Review accounts](#) [Skip review](#)

Review duplicate account information. You may contact your organization administrator under “Action”.

### Review duplicate Account

We noticed that your company may already register an Ariba Network account, please review the match results below, then:

- You can log in the account you are associated with
- Or, you can view the profile and contact the account administrator from there
- Or, if there is no match, you can [Continue Account Creation](#) and we will progress your registration
- Or, you can [Go back to previous page](#)

Match Based On				
COMPANY NAME	E-MAIL ADDRESS	DUNS NO.	TAX ID	ADDRESS

1 search results found

SUPPLIER NAME	COUNTRY	STATE	DUNS	SUPPLIER ANID	ACTIONS
	USA	NY	-	AN11044275042	⋮

Select “Contact Admin”.

SAP Business Network

### Supplier profile

Last Updated: 14 Feb 2022

[Contact Admin](#) [Cancel](#)

Overall: ★★★★★  
Communication: ★★★★★  
Credibility: ★★★★★  
Reliability: ★★★★★  
Quality: ★★★★★

**Basic Information**   **References (0)**

Year Founded: Not Specified  
Employees: Not Specified  
Revenue: Not Specified  
Stock Ticker: Not Specified  
Legal Name: Not Specified  
Type of Organization: Not Specified  
State of Incorporation: Not Specified

You can contact your administrator through the Ariba platform. Your Ariba administrator can be notified of account review request. Fill out your message and select “Send Email”.

**SAP Business Network**

### Contact Your Account Administrator

Review the following information and make edits as necessary. Click Send Email to send this message to the account administrator. \* Indicates a required field

Your Name:\*

Your Company Name:\*

Your Email Address:\*

Your Phone Number: USA 1

Your Message:\*  
 Hello,  
 I recently attempted to register an account on Ariba Network. During registration, SAP Ariba searched and returned your account as a match.  
 Please contact me to determine if I should be using this account.  
 Thank you.

I'm not a robot  reCAPTCHA Privacy - Terms

Your organization administrator can review your account for duplicates and may change the account information for your company.

After you have reviewed your account, and realized you can proceed, you can create your account by selecting "Continue Account Creation".

### Review duplicate Account

We noticed that your company may already register an Ariba Network account, please review the match results below, then:

- You can log in the account you are associated with
- Or, you can view the profile and contact the account administrator from there
- Or, if there is no match, you can [Continue Account Creation](#) and we will progress your registration
- Or, you can [Go back to previous page](#)

Match Based On				
COMPANY NAME	E-MAIL ADDRESS	DUNS NO.	TAX ID	ADDRESS
Ariba Supplier 03 UN Umoja	unaribaumoja03@gmail.com			

1 search results found

SUPPLIER NAME	COUNTRY	STATE	DUNS	SUPPLIER ANID	ACTIONS
	USA	NY	-		...

You may now access your account.

## RENEW EXPIRED ACCOUNT LINK

In some cases, you may log-into the Ariba interface and see a message that the link sent to access an event has expired. To activate an expired account link, request Ariba support from the UN at [aribae-tendering@un.org](mailto:aribae-tendering@un.org) to reset via a new invitation email. If needed, you can reset your password as well.

### Ariba Account Password Reset Information Inbox x

**Ariba Commerce Cloud** <ordersender-prod@ansmtp.ariba.com>

to me ▾



Dear Umoja Sir,

Your password reset request to access the Ariba Commerce Cloud has been processed. To complete the password reset process, click the following link to confirm your email address and enter your new password:

The request was initiated by the United Nations Secretariat - TEST administrator on your behalf.

<https://service.ariba.com/Authenticator.aw/ad/pswdReset?key=>

**Important: The link will expire in 24 hours.**

If this link doesn't work, please copy and paste it into your browser's address bar.

You can also log in using a one-time password created in the Ariba Supplier mobile app, available now for iPhone® and iPad® on the App Store®.



Sincerely,

**The SAP Ariba Team**

<https://seller.ariba.com>

When you open the new link, please activate **within 24 hours**, and ***please use the incognito window for Chrome browser or use the in Private window for Edge browser.*** Once you have selected above link, you can follow the steps and set up the account in UN Ariba.

## ERROR MESSAGE: DO NOT USE NOTE IN CONTACT FIELD

If there is a note in the email field, please contact organization administrator or UN Ariba support at [aribae-tendering@un.org](mailto:aribae-tendering@un.org).

The screenshot shows the 'Organization Profile' and 'Users' sections. The 'Users' table has the following data:

ID	Name	Email Address	Business Phone	Status	AN User ID
1		@gmail.com DO NOT USE		Approved	

Buttons below the table: Approve, Reject, Manage Users, Create User.

## GENERIC EMAIL ADDRESS LOGIN

Make sure you use the same email address registered in UNGM. Your company may have chosen to use a generic email address. If this is the case then be sure to use this account for the Ariba interface. Also, please make sure it is the correct mailbox that was provided to UNGM.

## REGISTER IN UN ARIBA: ADMINISTRATOR ROLE

In this section, you will find steps to be able to manage accounts as an organization administrator. Each company has their own company accounts in Ariba. In larger organizations an administrator may play an active role managing access for their company users in Ariba. This is done directly through the Ariba interface.

To confirm successful creation of an administrator account, please check the proper access is granted as described below. Any issues with administrator access can be addressed to [aribae-tendering@un.org](mailto:aribae-tendering@un.org).

After login, select Initials → Settings → Users.

The screenshot shows the Ariba interface with the user menu open. The 'UU' initials in the top right corner are highlighted with a red box. The dropdown menu contains the following options:

- My Account
- Link User IDs
- Contact Administrator
- Company Profile
- Settings
- Logout

The 'Settings' option is highlighted with a red box. Below the 'Settings' option, there is a sub-menu with the following options:

- Users
- Notifications
- SOURCING & CONTRACTS SETTINGS
- Sourcing & Contracts Notifications

Confirm your account as Administrator.

The screenshot shows the 'Account Settings' page in SAP Ariba. The 'Manage Roles' tab is active. Below the navigation tabs, there is a section for 'Roles (2)'. A filter for 'Permission' is set to 'Select permission assigned'. Below the filter, there is a table with the following columns: 'Role Name', 'Users Assigned', and 'Actions'. The table contains one row with the role name 'Administrator' and an empty 'Users Assigned' column. The 'Administrator' text and the 'Users Assigned' header are highlighted with red boxes.

**Important Note:**

Administrators can add/update additional users on your organization Ariba portal site. If you need to update for UNGM system, please follow UNGM instructions at [https://help.ungm.org/hc/en-us/categories/360002380499- For-potential-suppliers](https://help.ungm.org/hc/en-us/categories/360002380499-For-potential-suppliers) .

## APPROVE USER ACCOUNT

Administrator will receive the email for a new user account approval related to their organization.

### A New User Account Requires Your Approval Inbox x

**Ariba Commerce Cloud** <ordersender-prod@ansmtp.ariba.com>  
to me ▾

Tue, Mar 8, 3:43 PM (2 days ago)



A new user account, [redacted], has been created for your organization and requires your approval. The new user account was created when your Ariba Supplier 03 UN Umoja supplier account on United Nations - TEST registered on the Ariba Commerce Cloud.

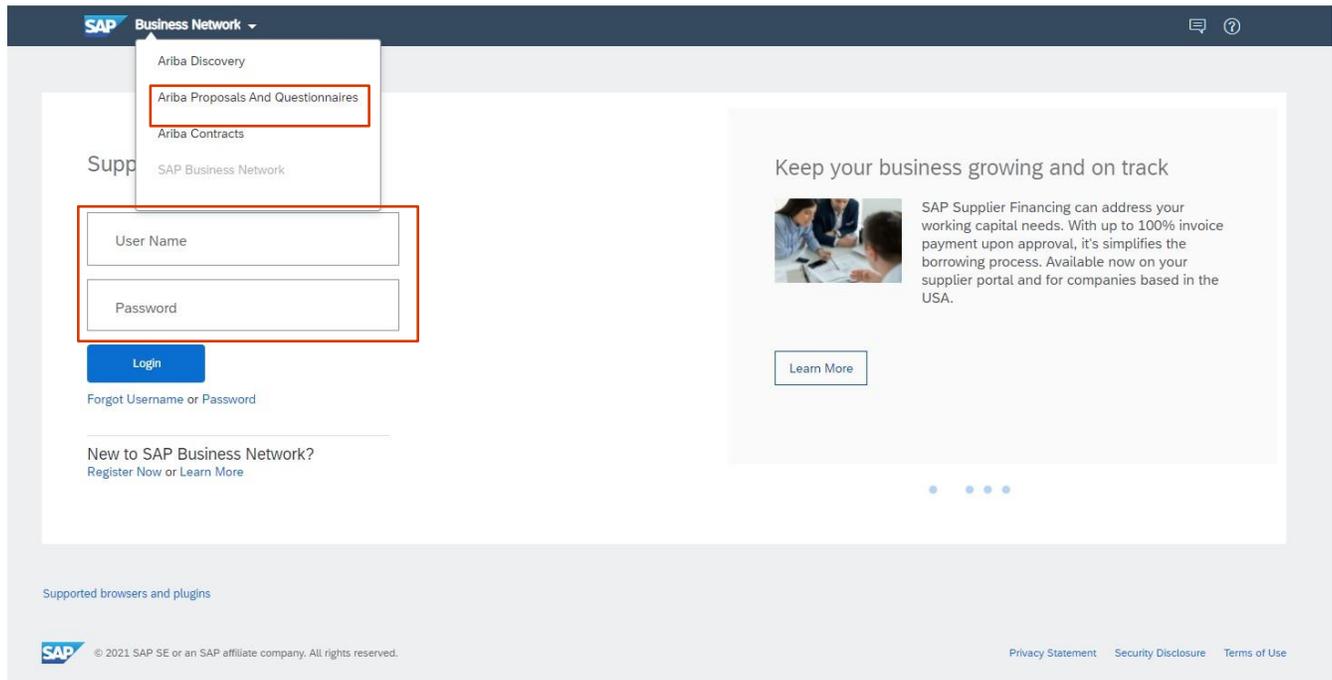
#### NEXT STEPS

To approve the new user account:

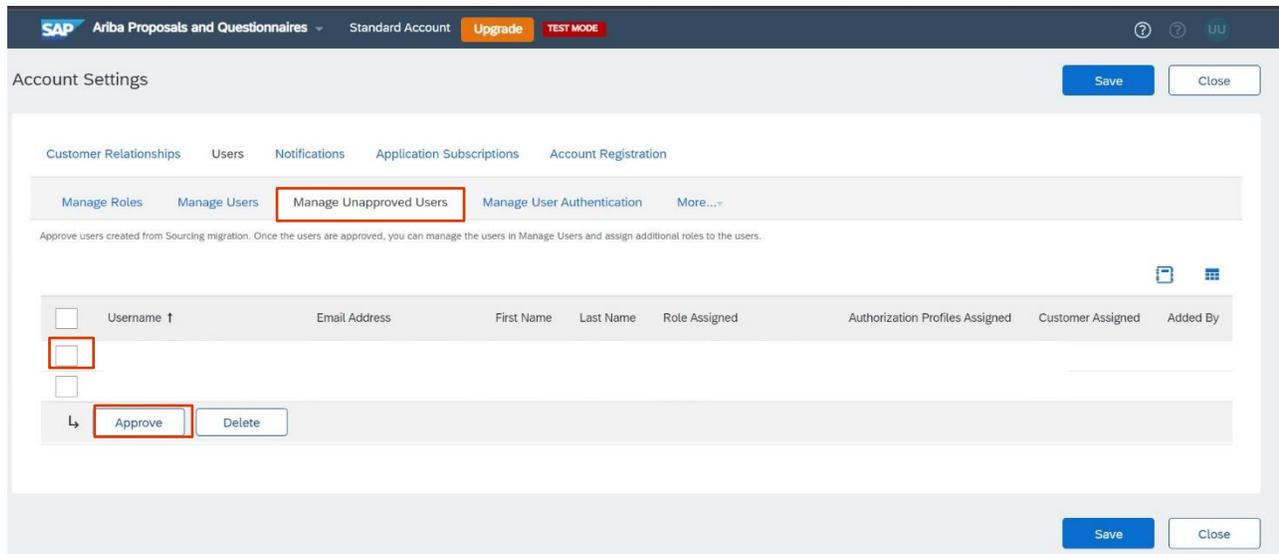
1. Click [here](#) to access the Users page.
2. In the Manage an Unapproved User section, click Approve

Sincerely,  
**The SAP Ariba Team**  
<https://seller.ariba.com>

Login with your organization administrator account.



Select Manage Unapproved Users,



Approve it. Then the new account can be activated.

## ADDITIONAL INFORMATION

If you need further support, you can also contact:

- UN Ariba Support – email: [aribae-tendering@un.org](mailto:aribae-tendering@un.org)
- Ariba Help Page – [S A P Ariba Help Center](#)
- Useful QR codes



QR code for Ariba Guide



QR code for Ariba Introduction Video



QR code for link to Letter from director, Procurement Division



QR code for guide on How to access the UNGM account when the person in charge of the account left the company



QR code for information on How to manage the contact details in the UNGM account