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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 etendering 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".

Anda Proposals and Questionnaires -	
Welcome,	
Have a question? Click here to see a Quick Start guide.	
Nelcome to the Ariba Network. A password reset request was issued from United Nations - TEST site.	
Jnited Nations - TEST uses SAP Ariba to manage procurement activities.	
reate an SAP Ariba supplier account and manage your response to procurement activities required by United Nations - TEST. Sign up	
tready have an account?	
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Iready have an account? Log h About Ariba Network The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships a olution your customers are using. Once you have completed the registration, you will be able to:	nd supplier activities regardless of which Ariba
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Already have an account? Log In About Ariba Network The Ariba Network The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships a solution your customers are using. Once you have completed the registration, you will be able to:   Respond more efficiently to your customer requests  Work more quickly with your customers in all stages of workflow approval  Strengthen your relationships with customers using an Ariba Network solution Review pending sourcing events for multiple buyers with one login  Apply your Company Profile across Ariba Network, Ariba Discovery and Ariba Sourcing activities Vorving to the Ariba Network allows you to log into a single location to manage:  All your Ariba customer relationships  All your revistration activities  Vour profile information  All your revistration activities	nd supplier activities regardless of which Ariba

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

After updating your user login information and/o	your company mormation, click Create account and continue
Create account	Create account and continue Cancel
First, create an SAP Ariba supplier account, then complete questionnaires required by United Nations - TES	T.
Name:* Last Name Email:*	Indicates a required field SAP Business Network Privacy Statement
Use my email as my username	Must be in email format(e.g.john@newco.com)
Password* Enter Password	Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters. $\textcircled{0}$
Repeat Password	
Language: English 🗸	The language used when Ariba sends you configurable notifications. This is different than your web b
I have read and agree to the Terms of Use     I hereby agree that SAP Business Network will make parts of my (company) information accessible to other users and the public bus see the SAP Business Network Privacy Statement to learn how we process personal data.	ased on my role within the SAP Business Network and the applicable profile visibility settings. Please

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.

vent Details	Event Details XXX					D Time remaini
ent Messages wnload Tutorials	Review and respond to the prerequisites. Prerequisite questions must be accept your responses before you can continue with the event. If you dec	answered before you can view event conte line the terms of the prerequisites, you can	nt or participate in the even not view the event conten	nt. Some prerec t or participate in	uisites may require the on this event.	owner of the event to review and
Checklist	Download Content	Review Prerequisites Dec	cline to Respond	Print Eve	ent Information	
1. Review Event Details	Primary					
2. Review and Accept Prerequisites	All Content					<b>m</b>   3
3. Select Lots/Line Items	Name †		Item Description	Price G	uantity Total Cos	st Extended Price
4. Submit Response	▼ 1 Introduction	Less				
4. Submit Response	1 Introduction     Notice of Confidentiality: This transmission contains United Nation     Nations and/or the named recipient hereof. ANY UNAUTHORIZE     erroneously received this transmission, please notify the United	Less – ons proprietary information that is strictly co ED DICLOSURE, COPYING, DISTRIBUTION Nations Procurement Division immediately.	nfidential and/or legally p OR OTHER USE OF THE	rivileged, and is INFORMATION I	intended strictly for the IEREIN IS STRICTLY PR	use by the Officials of the United ROHIBITED. If you have
4. Submit Response	1 Introduction     Notice of Confidentiality. This transmission contains United Nations and/or the named recipient hereof. ANY UNAUTHORIZE erroneously received this transmission, please notify the United II     1.1 Instructions     1.1.1 General	Less – ons proprietary information that is strictly co ED DICLOSURE, COPYING, DISTRIBUTION Nations Procurement Division immediately. Less –	nfidential and/or legally p OR OTHER USE OF THE	rivileged, and is INFORMATION I	intended strictly for the IEREIN IS STRICTLY PR	use by the Officials of the United ROHIBITED. If you have

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".



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

Review duplicate Acco	ount				
We noticed that your company You can log in the account Or, you can view the profil Or, if there is no match, you Or, you can Go back to pro-	ny may already register an Arit you are associated with e and contact the account adm u can Continue Account Creat evious page	a Network account, please review th inistrator from there on and we will progress your registre	ne match results below, then:		
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
j	USA	NY		AN11044275042	000
*					

#### Select "Contact Admin".

SAP Business Network -		
Supplier profile		
Last Updated: 14 Feb 2022	Overall: Communication: Credibility: Retiability: Quality:	Contact Admin Cancel
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: 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 -		0
Contact Your Account Ac	dministrator	
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:*	le la companya de la companya	
Your Email Address:*		
Your Phone Number:	USA1 V	
Your Message:*	Hetto, 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     Privesy - Tema      Cancel     Send Email	

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".

	any already register an A	its Natwork account, places review the m	atch results below them.			
You can log in the account you	are associated with	iba Network account, please review the ma	atch results below, then.			
Or, you can view the profile an	id contact the account ac	ministrator from there				
Or, if there is no match, you ca	n Continue Account Crea	tion and we will progress your registration				
Or, you can Go back to previo	us 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	0	ACTIONS
	USA	NY				000

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** to reset via a new invitation email. If needed, you can reset your password as well.

## Ariba Account Password Reset Information Inbox ×

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 adminstrator 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 <u>aribae-tendering@un.org</u>.

Profile Reports								
ganization Profile	Actio	ns∨ Users						m
Organization Name:		ID t	Name	Email Address	Business Phone	Status	AN User ID	
Public Company Name:				@gmail.con DO_NOT_USE		Approved		
Supplier:	Ves	4 Approve	Reject	Manage Users Create User	]			
Short Description:								
Created By:	(no value)							
Customer:	No	Business Contacts						
Approval Status:	Approved (i)							
Other Name 1:		Name †	Email Address	Phone Number		Status		

#### **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.

				📮 () () 📮	<b>10</b>
Welcome to the Ariba Spend Man. Ariba, Inc. administers this site in a	agement site. This site assists an effort to ensure market integ	in identifying world ( rity.	class suppliers who are market leaders in qu	My Account	~
Events				Link User IDs	Π
Title		ID	End Time ↓ E	Contact Administrator	_
▼ Status: Open (1)			ACCOUNT SETTINGS		
			Users	Company Profile	
Tasks			Notifications	Settings	>
Name Stat	tus Due Date		SOURCING & CONTRACTS SETTINGS	Logout	
		No i	Sourcing & Contracts Notifications		
E	Welcome to the Ariba Spend Mar Ariba, Inc. administers this site in Events Title Status: Open (1) Fasks Name Stat	Wetcome to the Ariba Spend Management site. This site assists Ariba, Inc. administers this site in an effort to ensure market integ Events Title Status: Open (1) Fasks Name Status Due Date	Wetcome to the Ariba Spend Management site. This site assists in identifying world a Ariba, Inc. administers this site in an effort to ensure market integrity.         Events         Title       ID         ▼ Status: Open (1)         Fasks         Name       Status       Due Date         No i	Wetcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in qu         Ariba, Inc. administers this site in an effort to ensure market integrity.         Events         Title       ID       End Time 1       E         ✓ Status: Open (1)       ACCOUNT SETTINGS         Tasks       Notifications         Name       Status       Due Date       SOURCING & CONTRACTS SETTINGS         Notifications       Sourcing & Contracts Notifications	Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in qu       My Account         Events       Link User IDs         Title       ID       End Time. 1       Contact Administrator         V Status: Open (1)       ACCOUNT SETTINGS       Company Profile         Tasks       Notifications       Settings         Name       Status       Due Date       SOURCING & CONTRACTS SETTINGS       Logout

After login, select Initials  $\rightarrow$  Settings  $\rightarrow$  Users.

#### Confirm your account as Administrator.

SAP Ariba Proposals and Questionnaires - Standard Account Upgrade TETMORE	0 0 🔍
Account Settings	Save Close
Customer Relationships Users Notifications Application Subscriptions Account Registration	
Manage Roles Manage Users Manage User Authentication Revoked Users More	
Roles (2) Create and manage roles for your account. You can edit the role and add users to a role. The Administrator role can be viewed, but cannot be modified.	
Filters	
Permission	
Select permission assigned V	
Apply Reset	
	+ m
Role Name Users Assigned	Actions
Administrator	Ŵ
	<b></b>
	Save Close

#### 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 <a href="https://help.ungm.org/hc/en-us/categories/360002380499">https://help.ungm.org/hc/en-us/categories/360002380499</a>- For-potential-suppliers .

#### APPROVE USER ACCOUNT

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



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

Login with your organization administrator account.

SAP Business Network -	■ 0
Ariba Discovery Ariba Proposals And Questionnaires Ariba Contracts Supp SAP Business Network: User Name Password Password Logn Forgot Username or Password New to SAP Business Network? Register Now or Learn More	<section-header><section-header><text><text><text></text></text></text></section-header></section-header>
Supported browsers and plugins	Privacy Statement Security Disclosure Terms of Use

#### Select Manage Unapproved Users,

SAP Ariba Proposals and Questionnaires - Standard Account Upgrade TEST MORE	0	0 00
Account Settings	Save	Close
Customer Relationships Users Notifications Application Subscriptions Account Registration		
Manage Roles Manage Users Manage Unapproved Users Manage User Authentication More		
Approve users created from Sourcing migration. Once the users are approved, you can manage the users in Manage Users and assign additional roles to the users.	)	•
Username † Email Address First Name Last Name Role Assigned Authorization Profiles Assigned C	Sustomer Assigned	Added By
L, Approve Delete		
	Save	Close

Approve it. Then the new account can be activated.

# **ADDITIONAL INFORMATION**

If you need further support, you can also contact:

- UN Ariba Support email: <u>aribae-tendering@un.org</u>
- Ariba Help Page <u>S A P Ariba Help Center</u>
- 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