



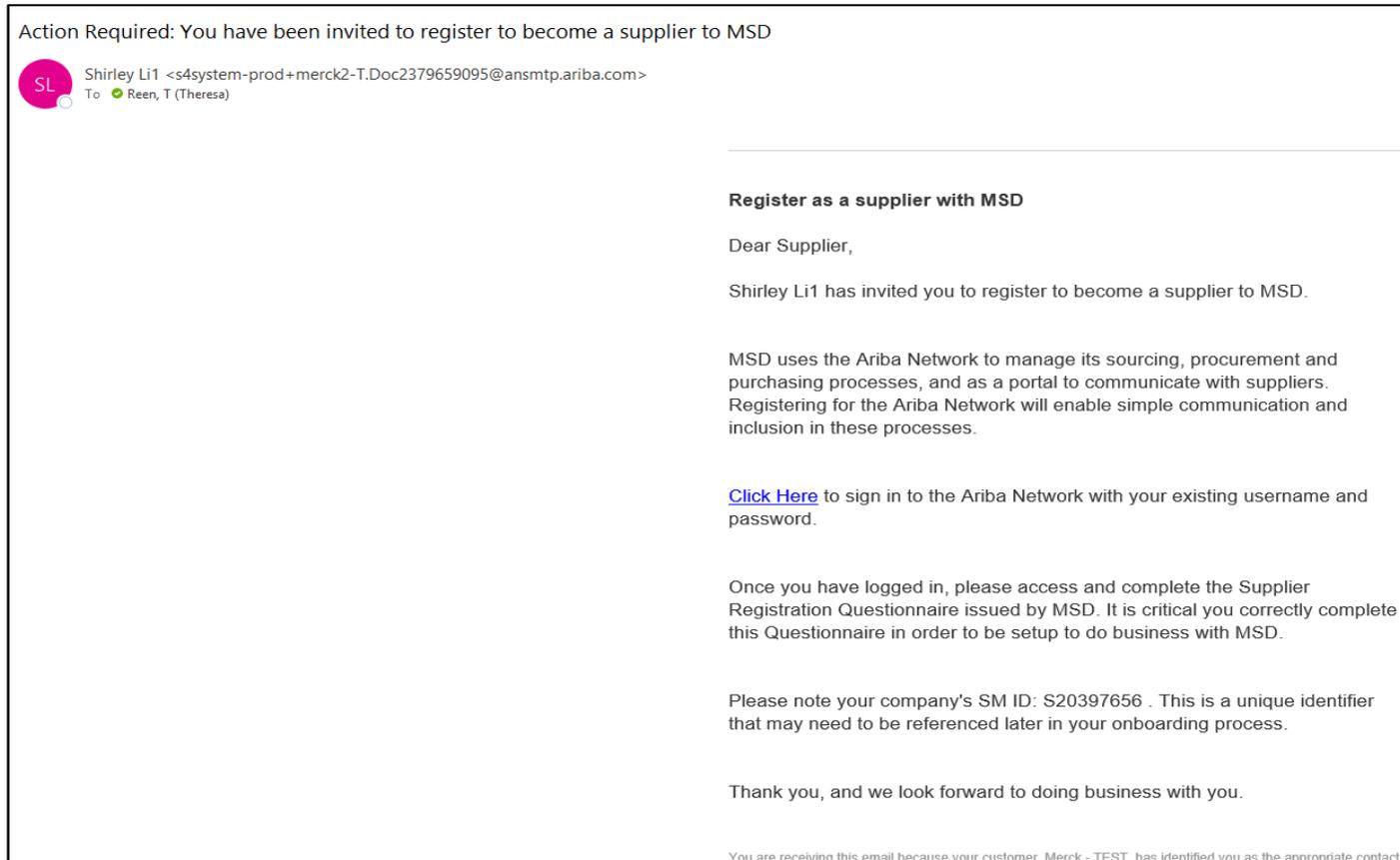
SAP Ariba 

Logging into the Ariba Network to complete the Supplier Registration Questionnaire

MSD Supplier Registration Invite email

You will receive an **invitation by email** to register with MSD.

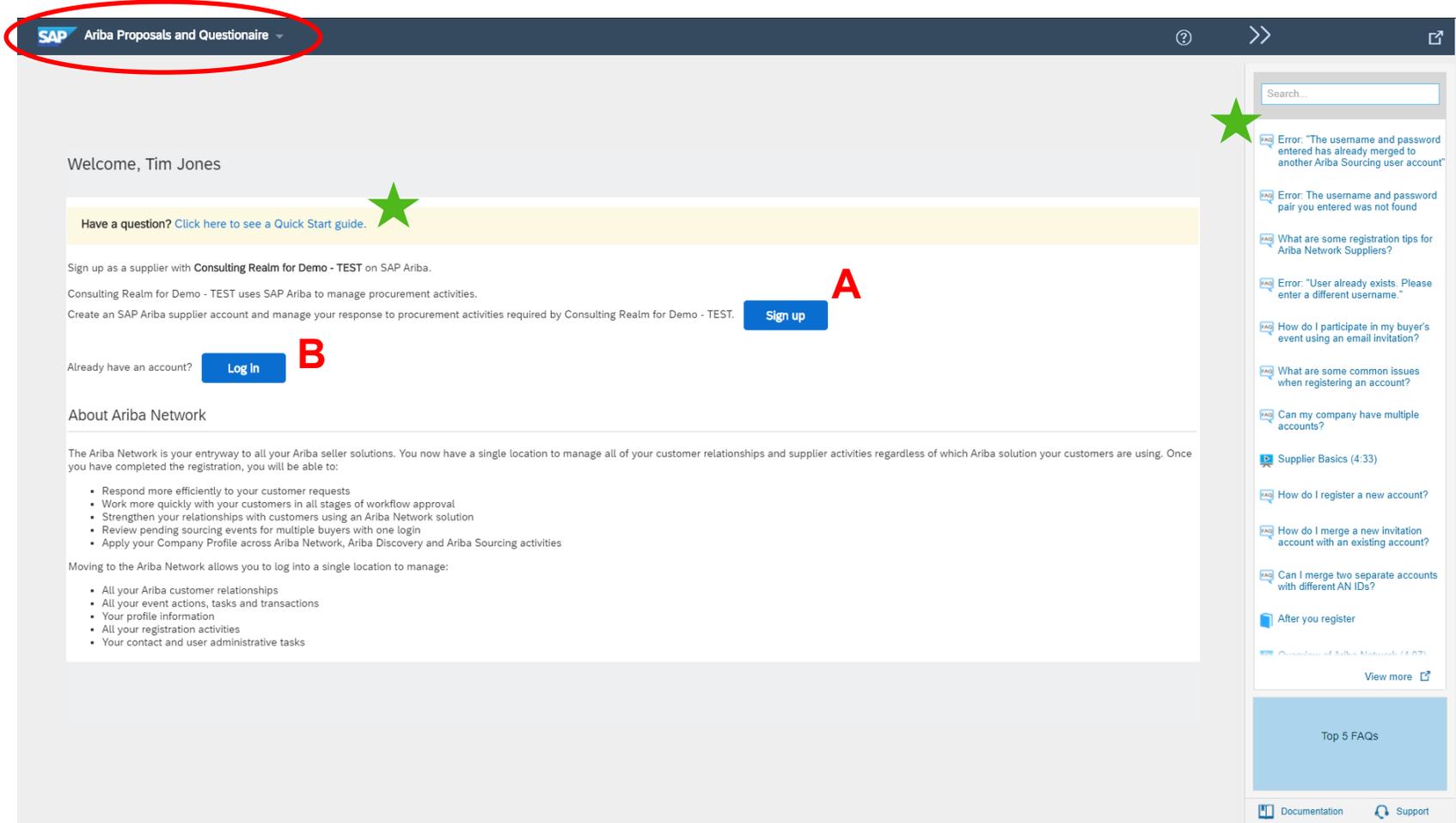
Click on the “CLICK HERE” link to register. Note the registration link will expire in 30days.



Supplier Registration

You will be directed to the **Welcome page – Ariba Proposals & Questionnaires** with two ways to proceed:

- A. Click **Sign up**, if you don't have an Ariba Network Account
- B. Click **Log In**, if you already have an Ariba Network Account



★ Notice the Quick Start Guide, FAQs, and other Help information available to you directly in the AN portal.

Supplier Registration – Sign Up

To create a new account, fill in all required fields and click “Create account and continue”.

The screenshot displays the SAP Ariba registration interface. At the top, the header reads "SAP Ariba Proposals & Questionnaires". The main heading is "Create account", with a sub-note: "First, create an SAP Ariba supplier account, then complete questionnaires required by Volvo Information Technology AB - TEST." A red circle highlights the "Create account and continue" button in the top right corner, next to a "Cancel" button.

The form is divided into two main sections:

- Company information:** Includes fields for "Company Name" (ARIBA SUPPLIER TRAINING), "Country" (United States [USA]), "Address" (Line 1, 2, 3), "City", "State" (Alabama [US-AL]), and "Zip". A note states: "If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile."
- User account information:** Includes fields for "Name" (Karina Nikolaeva), "Email" (karina.nikolaeva@sap.com), "Username" (test-karina.nikolaeva@sap.com), "Password" (Enter Password), "Repeat Password", "Language" (English), and "Email orders to" (karina.nikolaeva@sap.com). It also features a "SAP Ariba Privacy Statement" link and several informational icons.

At the bottom, there is a section titled "Tell us more about your business" with fields for "Product and Service Categories" (Enter Product and Service Categories), "Ship-to or Service Locations" (Sweden), and "Tax ID" (Optional). Each of these fields has an "Add" button and a "Browse" link.

Supplier Registration – Sign Up

The Ariba Network might notice that your company already has an account on the Ariba Network. If potential duplicates are flagged, they should be reviewed. Many suppliers choose to manage all of their Ariba activities with all of their suppliers under one AN account. Some suppliers choose to manage in a more de-centralized way. After reviewing the potential duplicate accounts, you can choose to:

A: Continue to Account Creation, or

B: Go back to the previous page to choose to Login with your existing credentials for an existing account

If you think one of the flagged accounts looks like it does belong to your company, but you do not have login credentials for this account, get in touch with your Ariba Account Administrator and ask them to set you up with access to Proposals & Questionnaires.

Information

* Indicates a required field

Company Name: * Ru

Country: * Un

Address: * 34

Lin

Line 3

City: * Cape May

State: * New Jersey [US-NJ] ▼

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](#)

SAP Ariba Proposals and Questionnaire

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
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Supplier Registration – Log In

If you have an account, log in with your existing account credentials.

SAP Ariba

Supplier Login

User Name

Password

Login

[Having trouble logging in?](#)

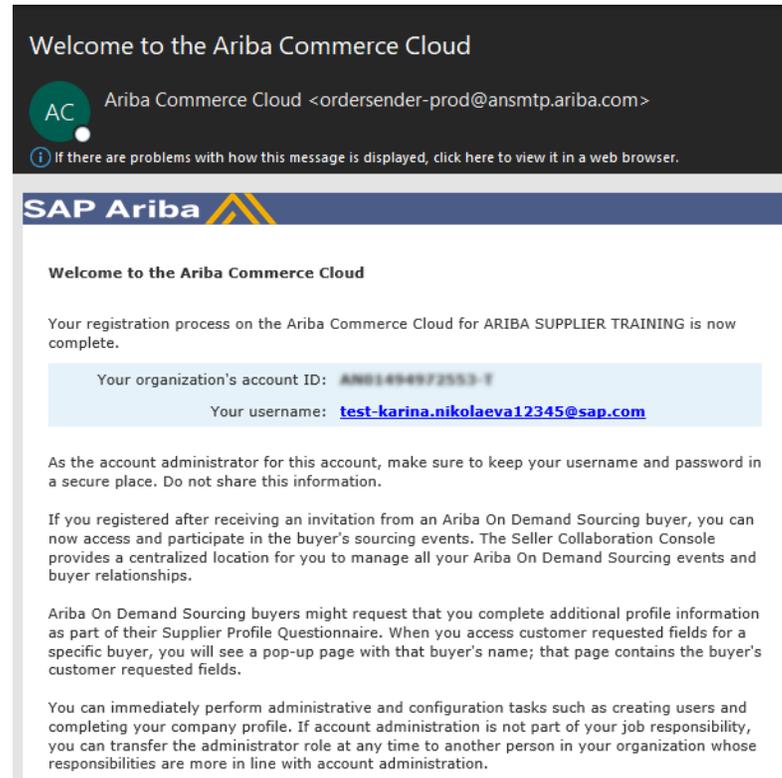
New to Ariba?
[Register Now](#) or [Learn More](#)

Is your company registered?
[Search](#)

Supplier Registration

IMPORTANT: Upon clicking “Create account and continue” you will receive below auto-email confirming a new account created on the Ariba Commerce Cloud for your supplier organization.

This confirmation does not indicate completion nor approval of your Supplier Registration Questionnaire for MSD.



Welcome to the Ariba Commerce Cloud

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

 If there are problems with how this message is displayed, click here to view it in a web browser.

SAP Ariba 

Welcome to the Ariba Commerce Cloud

Your registration process on the Ariba Commerce Cloud for ARIBA SUPPLIER TRAINING is now complete.

Your organization's account ID: **AN01494672553-1**

Your username: test-karina.nikolaeva12345@sap.com

As the account administrator for this account, make sure to keep your username and password in a secure place. Do not share this information.

If you registered after receiving an invitation from an Ariba On Demand Sourcing buyer, you can now access and participate in the buyer's sourcing events. The Seller Collaboration Console provides a centralized location for you to manage all your Ariba On Demand Sourcing events and buyer relationships.

Ariba On Demand Sourcing buyers might request that you complete additional profile information as part of their Supplier Profile Questionnaire. When you access customer requested fields for a specific buyer, you will see a pop-up page with that buyer's name; that page contains the buyer's customer requested fields.

You can immediately perform administrative and configuration tasks such as creating users and completing your company profile. If account administration is not part of your job responsibility, you can transfer the administrator role at any time to another person in your organization whose responsibilities are more in line with account administration.

Supplier Registration

Fill in all required fields marked with an asterisk to complete the MSD Registration Questionnaire.

Console

Doc2464785608 - Supplier Registration Questionnaire

Time remaining
364 days 23:58:36

- Event Messages
- Event Details
- Response History
- Response Team

Event Contents

All Content

- 1 General Supplier Inf...
- 2 Bank Information
- 3 Tax Information

All Content

Name ↑	
1 General Supplier Information	
1.1 Do you accept the <Customer> code of business conduct?	* Unspecified ▾
1.2 Supplier full name	* <input type="text"/>
1.3 Country code (main and mobile telephone numbers)	* Unspecified ▾
1.4 Main telephone number	* <input type="text"/>
1.5 Mobile telephone number	* <input type="text"/>
1.6 Main address	* Show More Street: <input type="text" value="345 Ocean Drive"/> ⓘ House Number: <input type="text"/> ⓘ Street 2: <input type="text"/> ⓘ Street 3: <input type="text"/> ⓘ District: <input type="text"/> ⓘ Postal Code: <input type="text" value="08204"/> ⓘ City: <input type="text" value="Cape May"/> ⓘ Country: <input type="text" value="United States (US)"/> ⓘ Region: <input type="text" value="New Jersey (NJ)"/> ⓘ

(* indicates a required field)

Submit Entire Response

Save draft

Compose Message

Excel Import

Supplier Registration

Once all questions have been answered, click the Submit button

The screenshot shows a web interface for a 'Supplier Registration Questionnaire' (Doc2464785608). The page includes a header with the document ID and a timer showing 'Time remaining: 364 days 23:56:17'. The main content area is titled 'All Content' and contains several sections of questions:

- 1.10 Are you willing and able to provide electronic catalog content via the Ariba Network? (Answer: No)
- 1.11 Are you open to transacting with us using Recipient Created Tax Invoices? (Answer: No)
- 1.12 Transaction Information
 - 1.12.1 E-mail address for purchase orders (Answer: test@po.com)
 - 1.12.2 E-mail address for accounts receivable (Answer: test@ar.com)
- 2 Bank Information
- 3 Tax Information
 - 3.1 Tax number(s)

A modal dialog box is overlaid on the form, asking 'Submit this response?' with a green checkmark icon. Below the question, it says 'Click OK to submit.' and provides two buttons: 'OK' and 'Cancel'.

At the bottom of the form, there are four buttons: 'Submit Entire Response', 'Save draft', 'Compose Message', and 'Excel Import'. A legend at the bottom indicates that an asterisk (*) denotes a required field.

Supplier Registration

Your response has been successfully submitted!

The status of questionnaire is changed to “Pending Approval” while the questionnaire is routed for approvals. At this stage, you no longer can amend your response or revisit the draft, however you can Compose Message to MSD. After it is approved, the registration will open again, to allow for updates.

Doc2464785608 - Supplier Registration Questionnaire
Pending Approval

You have submitted a response to the questionnaire.

All Content

Name ↑										
and Invoices, electronically via the Ariba Network?	Yes									
1.10 Are you willing and able to provide electronic catalog content via the Ariba Network?	No									
1.11 Are you open to transacting with us using Recipient Created Tax Invoices?	No									
▼ 1.12 Transaction Information										
1.12.1 E-mail address for purchase orders	test@po.com									
1.12.2 E-mail address for accounts receivable	test@ar.com									
2 Bank Information	View Bank Information (1)									
▼ 3 Tax Information										
	Country: United States (US) ⓘ									
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #f2f2f2;"> <th>Tax Name</th> <th>TaxType</th> <th>Tax Number</th> </tr> </thead> <tbody> <tr> <td>USA:</td> <td></td> <td></td> </tr> <tr> <td>Social Security Number</td> <td>Organization</td> <td></td> </tr> </tbody> </table>	Tax Name	TaxType	Tax Number	USA:			Social Security Number	Organization	
Tax Name	TaxType	Tax Number								
USA:										
Social Security Number	Organization									

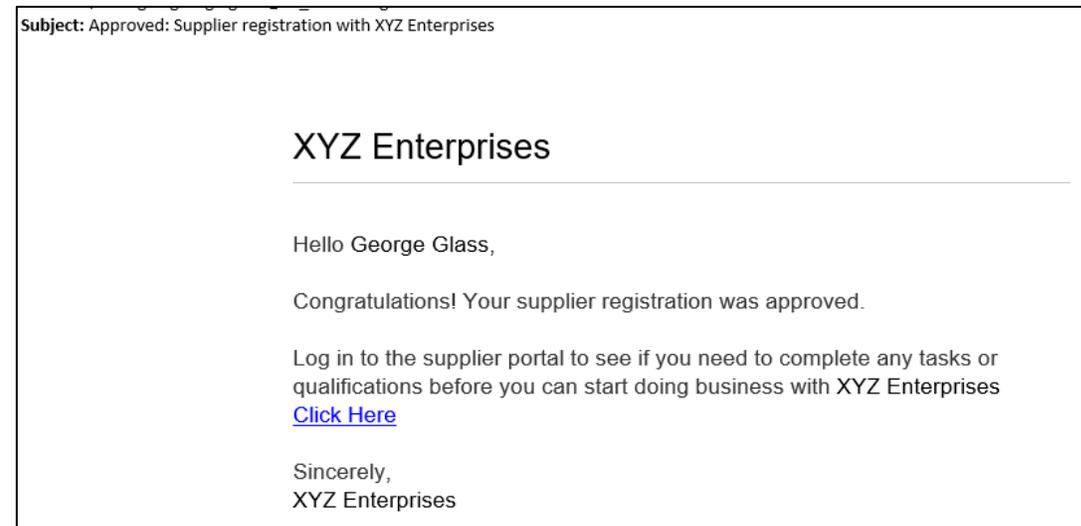
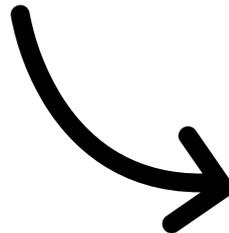
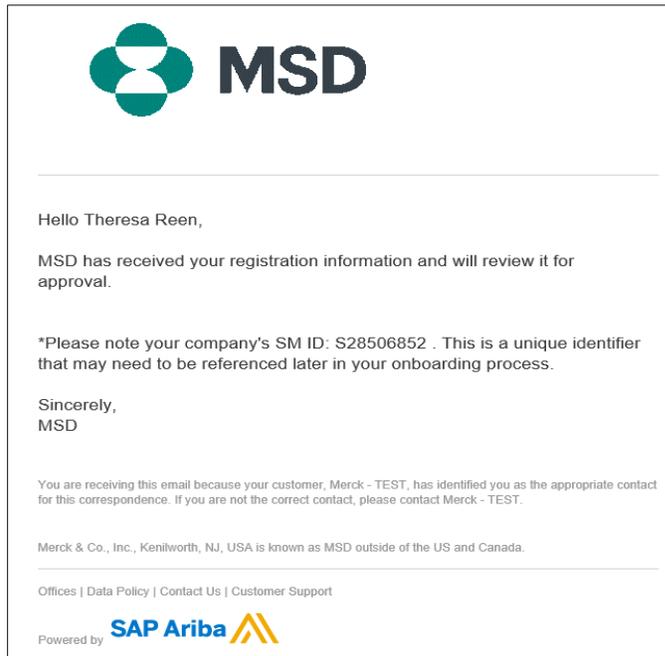
[Compose Message](#)

Supplier Registration

Upon response submission, you will receive an auto-email informing the request is sent for MSD approval.

- **Next step:** MSD to review the registration information.
- Once your registration is approved, you will receive a confirmation of approval.

This confirmation indicates completion and submission of your supplier registration questionnaire for MSD. The approval email indicates that MSD approved the information provided on the registration questionnaire.



Self-Managing Supplier Details

One of the mutual benefits to using Ariba for supplier management is that it allows suppliers to self-maintain their data.

After the supplier registration questionnaire is approved by MSD, it will reopen to allow for updates. If at any time your company's information changes, you should log into the Ariba Network and update the registration questionnaire to reflect the change.

Keeping the registration questionnaire up to date with accurate details at all times will ensure your company is paid on time and accurately considered for potential business opportunities.

To update your registration questionnaire, log into the Ariba Network, click on Supplier Registration to open, click "revise response", make necessary updates, then click "submit".

Changes will be subject to approval.

Logging back into the Ariba Network



Please note that once you've successfully registered through the invitation email, the invitation link can be reused to redirect you to the Ariba login screen.

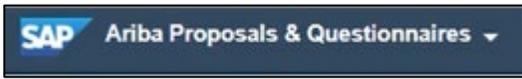
You can also navigate directly to <http://proposals.seller.ariba.com> to login. We recommend bookmarking this page to easily access the Ariba Network moving forward.

If you cannot remember your credentials/login details, use the “forgot username or password” link to recover them.

If for some reason that does not work, you can contact Ariba Support to retrieve your account. In such case, please have ready the AN ID delivered to you in the auto-email confirming a new account created on the Ariba Commerce Cloud for your supplier organization. This will help the support agent identify your account to reset your password.

Updating the Registration Questionnaire

Once logged into your Ariba Network account, ensure you are on the “Questionnaires & Proposals” tab and under the correct customer tab.



Navigate to the Registration Questionnaires section. You will see the registration questionnaire. Notice the status of the questionnaire. If it is in a “Registered” status, you will be able to update it. If in a different status than Registered, you will not be able to make an update. Click on the questionnaire to open it.

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Open (1)					
Supplier registration questionnaire	Doc1900396153	4/3/2021 10:29 AM	Building and Construction... View more	ALL ALL	Registered

Once you open the questionnaire, you will see that you’ve already submitted a response, but you have an opportunity to Revise Response. Confirm you would like to revise your response, then, the questionnaire will be open for editing.

You have submitted a response for this event. Thank you for participating.

Revise Response ⓘ

⚠ Revise Response?

You have already submitted a response for this event. Click OK if you would like to revise your response.

After you’ve made the necessary updates, click “Submit Entire Response”. The updates will route to MSD for approval.



Other events - Modular Questionnaires, Risk Assessments, Sourcing events

You may be contacted by MSD outside of the registration to provide additional information. This could be in the form of:

- Sourcing event
- Modular Questionnaire (certificate management, additional information collection)
- Risk Assessment

For any event or questionnaire that needs to be filled out, you will receive an Ariba system-generated email with a link to login to the Ariba Network to participate/complete the questionnaire. While different events and questionnaires can be sent to different supplier contacts, they will all need to be responded to under the same organization AN ID.

Events					
Title	ID	End Time ↓	Event Type	Participated	
▼ Status: Completed (2)					
RFQ93-Test 1	Doc2334951211	3/24/2020 4:15 PM	RFP	Yes	
RFQ95-Employee Recognition Sourcing Project	Doc2334951248	3/24/2020 3:46 PM	RFP	No	
▼ Status: Pending Selection (5)					
RFQ116-Test	Doc2365710391	4/13/2020 1:56 PM	RFP	No	
RFQ110-Test0410	Doc2363506334	4/10/2020 12:27 PM	RFP	No	
RFQ99-a_012_1_ah Test	Doc2337155901	3/25/2020 5:47 PM	RFP	No	
RFQ98-TC Test	Doc2337155879	3/25/2020 5:16 PM	RFP	No	
RFQ97-Test IK	Doc2336266730	3/25/2020 12:33 PM	RFP	No	

Risk Assessments					
Title	ID	End Time ↓	Event Type		
No Items					

Registration Questionnaires					
Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (1)					
Supplier Registration Questionnaire	Doc2333158508	4/6/2020 3:13 PM	Building and Construction... View more	GLOBAL Global	Registered

Qualification Questionnaires					
Title	ID	End Time ↓	Commodity	Regions	Status
No Items					

Questionnaires					
Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Open (6)					
Supplier Self-Certification Form	Doc2366909227	4/14/2021 9:56 AM	(no value)	GLOBAL Global	Approved
Supplier Financial Risk Assessment	Doc2367111954	5/14/2020 8:40 AM	(no value)	(no value)	NotResponded
SAQ	Doc2367111940	5/14/2020 8:40 AM	(no value)	(no value)	NotResponded
GREEN Fleet Supplier Sustainability Standard	Doc2366909260	5/14/2020 8:36 AM	(no value)	(no value)	NotResponded
GREEN Fleet and Rental Car Survey	Doc2366909244	5/14/2020 8:36 AM	(no value)	(no value)	NotResponded
Privacy	Doc2366909214	5/14/2020 8:36 AM	(no value)	(no value)	NotResponded

Certificates					
Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status
Woman-Owned Business Enterprise	4/2/2019	4/21/2022	test.docx	Supplier Self-Certification Form	Valid

Supplier Support & FAQs

Ariba Customer Support for Suppliers

The following support tools are available to suppliers:

- **SAP Ariba Help Center**

- Accessible directly from Supplier account upon login
- *Help* sign is displayed in the upper right corner
- Click on *Help* to see the panel on the right side
- Popular topics and search bar become available for review



- **Live chat, Email or Phone Support**

- Accessible directly from Supplier account upon login
- *Support* sign is displayed in the lower right corner of Help Centre panel
- Click on *Support* to open a new window
- Fill in the topic you would like to get help with
- Answer *Yes* or *No* in the “Contact SAP Ariba Support” section
- Depending on the answer, you will be directed to the appropriate support channel



In 2019, approx. 88% of Customer Support Service Requests were self-served with the user finding the answer to their query quickly, easily and at a time that is suitable to them.

The top screenshot shows the SAP Ariba Proposals & Questionnaires interface. The 'Help Center' button is located in the top right corner, highlighted with a red box and a red arrow labeled '1'. The bottom screenshot shows the Ariba Exchange User Community interface. The 'Support Center' section is visible, and the 'No' button in the 'Contact SAP Ariba Support' section is highlighted with a red box and a red arrow labeled '2'.

Supplier FAQ – part 1

Q

If we are already trading with MSD as Supplier, do we need to Register again?

A

Yes. There are two types of registration the supplier will be asked to complete supplier enablement registration and SLP registration.

- Supplier Enablement, enables the supplier to receive POs and send invoices via the Ariba Network.
- SLP, is part of the supplier Add process. It empowers the supplier to self-manage their details. The supplier is required to respond to a supplier MSD questionnaire once this is approved the supplier has the ability to update their own data.

Q

What if I cannot see the Questionnaire?

A

- If you logged into your AN account, toggle to the “Proposals and Questionnaires” module in the left upper corner to see upstream forms and data.
- If you do not see the questionnaire, the questionnaire may not have been sent to your account. Please contact your Relationship Manager to have the link resent and then to log in with your existing credentials. Note: you must login to your account via the invitation link in the email in order to see the questionnaire.

Q

What happens once I have completed the Registration Questionnaire?

A

Once you have completed and submitted the Questionnaire, wait for the confirmation whether it has been approved.

Q

How long is Registration Questionnaire URL valid?

A

The registration URL will expire within 30 days. Contact your MSD relationship manager to reopen the registration if required.

Supplier FAQ – part 2

Q

I received more than one system generated invitation to Register? Are these duplicates?

A

If you have more than one business that is actively trading with us, you will receive a system generated invitation to register per organization or legal entity. You will need to re-register and re-qualify each one separately.

IMPORTANT! When registering or qualifying multiple companies, please do so **one at a time**. Please do not have any other SAP Ariba related invitations to register open in different tabs of your browser. Doing so may result in the details for one company accidentally being saved or linked to another company's questionnaire.

Q

Why do we need to join?

A

MSD are implementing new standards, processes and implementing SAP Ariba modules to improve the way we interact with our Suppliers. The benefits of this include eliminating manual ways of work and duplication of effort for both parties. It will also ensure that our Supplier details are current and accurate.

Q

What happens if an existing Supplier does not complete the new onboarding process?

A

Completing our process via the SAP Ariba SLP Module is mandatory. Not completing it on time could result in non-compliance and impact our existing trade relationship.

Q

What if I did not receive the link to register?

A

The issue could be related to your mail agent setting – make sure *ariba.com* is a trusted sender. Before requesting to resend the invitation, check the following:

- search your mailbox for an email with the following email subject: Invitation: Register to become a supplier with MSD (Action Required: You have been invited to register to become a supplier to MSD)
- search for the invitation across all your folders, such as your Inbox, Junk or Spam Folders
- confirm if one of your colleagues received the invitation instead of you.

Supplier FAQ – part 3

Q

If I already have an existing SAP Ariba Network Account, why am I being asked to create a new one?

A

You do not need to create a new Ariba Network account to respond to questionnaires or participate in events with MSD. You can use your existing account to:

- respond to registration, qualification questionnaires for MSD and other customers
- respond to future sourcing events
- potentially manage contracts.

However, some of our suppliers may want to create an additional Ariba Network account, to manage these three processes and modules separately from your transactional account or from your account used to manage other customers.

Q

What will it cost me to use the Ariba Network?

A

There is no cost associated with creating a standard Ariba Network account. Suppliers can use a standard account to:

- Respond to questionnaires
- Participate in sourcing events
- Manage contracts
- PO/Invoicing via email/standard account
- At any time suppliers are able to upgrade from their standard account to an enterprise account. Costs may be incurred when upgrading to an enterprise account to transact with buyers.

Q

I received a system generated invitation to register, but I am not the correct person to complete this questionnaire. It should be sent to someone else within my organization.

A

If you or someone else in your organization received the SAP Ariba system generated Invitation to Register email, and it should have been sent to another person in your organization, do not simply forward it on. Contact your Buyer within <Buyer> to have the email with the link resent to the relevant contact.

Supplier FAQ – part 4

Q

I'm struggling to login with my existing Ariba Network account credentials. What do I do?

A

If you are experiencing this problem, it could be one of the scenarios below:

1. You have already logged into your existing account and then also clicked on the link in the email for the first time.
IMPORTANT: The system will view this as an attempt to log in twice at the same time. You must either click on the link and log in from there or log into your existing account and navigate to the Ariba Sourcing screen. You can not to do both.
2. If you have another SAP Ariba site open in another browser tab, please close that other tab and try to login again.
3. If you received a certificate error in your browser when trying to access the Ariba Network login page at <https://supplier.ariba.com>, please clear your browser cache, cookies and search history. Close the browser and then try open the page again.
4. When you were invited to Register or participate in an event and you clicked on the link in the email, it brought you directly to the login page. The system is expecting you to login with credentials to the ANID <buyer> already has on file for your organization. If you do not have login credentials already for your organizations AN account, you will not be able to login. [Contact your Ariba Administrator](#) to get you setup in the system.

Q

Will all of my current information be migrated to the SAP Ariba SLP module?

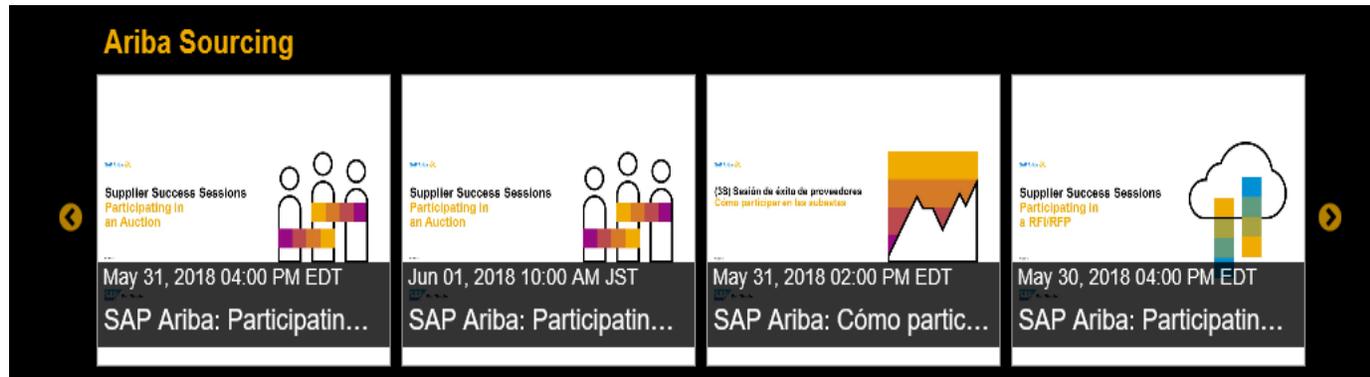
A

If you are an existing supplier of MSD, some of your information may be migrated into the registration questionnaire so you need only confirm it for accuracy rather than starting new. However, you may need to re-enter some information or provide additional information. This will ensure MSD has all of the most accurate, up to date information they need to do business with your company moving forward.

Sign Up for Additional Training from Ariba Support

Suppliers can participate in additional training provided by Ariba Customer Support including a wide range of topics from Source to Settle:

Sourcing Webinars



Additional Resources

Useful Links

- **Ariba Network Hot Issues and FAQs** - <https://connect.ariba.com/anfaq.htm>
- **Ariba Discovery** - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>
- **Ariba Network Notifications** - <http://netstat.ariba.com>
 - Information about downtime, new releases and new features

Thank you!

THE BEST RUN 