

This Document contains FAQ's relating to issues and queries raised by Suppliers when completing tasks in SAP Ariba.



Use the **CTRL+F** keys to search for specific content

Question:	How do I find my supplier ANID (Ariba Network ID)?
Answer:	<ol style="list-style-type: none"> 1. Log into the Ariba Supplier Portal Site 2. In the upper-right corner of the application, click [your initials] 3. The ANID is shown for the account
Question:	I receive the error "Different username and password when registering with an existing account", what does this mean?
Answer:	<p>This can occur if you try to link to us with an Ariba account (also known as your companies Ariba Network ID), that is different from the accounts used by others in your company. You can try to find the existing account by contacting your colleagues and/or the relevant Subsea7 SCM contact.</p> <p>Or you can create a new account</p>
Question:	When trying to log in, I receive the error "Username and password pair was not found". How do I resolve this?
Answer:	<p>You may get this error message as you entered an incorrect username or password. You might also receive this message in the following scenarios:</p> <ul style="list-style-type: none"> • Your password contains part of your username • Your browser is automatically filling in an invalid character or the incorrect username/password • You entered a username that is not currently valid for your account • You entered an incorrect password • You are not using a certified browser • Your cookies have not been cleared <p>If the issue persists, try 'Forgot Username' or 'Forgot Password' in the login screen.</p>

Question:	Ariba advises a "Duplicate username / User already exists".
Answer:	<p>If the user already exists and you need to enter a different username, this means the username you are entering is already associated with an Ariba network or Ariba sourcing supplier account. We encourage our suppliers to try and maintain only one Ariba account, where possible.</p> <p>You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements.</p> <p>SAP Ariba requires that all usernames are formatted like an email address, but they do not have to be a valid email address.</p> <p>For example, if your username was example@ariba.com and it was not accepted, you can try using example1@ariba.com.</p> <p>You can access your existing account or create a new user account with a unique username by deselecting the 'use my email as my username' box under the 'email' field.</p> <p>Your username does not need to match your email address, it only needs to have the @ symbol and does not have to be a valid email address.</p>

Question:	I receive the error "Account already merged when registering with an existing account". How do I resolve this?
Answer:	This occurs when you try to link to Subsea7 with an account that is already used on our site. You can contact us to find the linked account and deactivate any duplicates, or you can create a new account.

Question:	I receive the error "The username and password entered is already merged to another Ariba sourcing user account". How do I resolve this?
Answer:	<p>The above message means the username you are attempting to use is already connected to an existing user in our sourcing site, and a duplicate user has been created and invited to register your company with Subsea7 or invited to participate in a sourcing event by Subsea7.</p> <p>To resolve this issue, please provide us with your ANID (Ariba Network ID) number and the username you would like to use, and we will confirm if the ANID provided matches the ANID of your profile. To find your ANID, please search this document for "How do I find my supplier ANID (Ariba Network ID)".</p> <p>Alternatively, you can create an alternate username from the same ANID that is connected to your profile by Subsea7 by clicking 'sign up' through the event invitation.</p> <p>Your new username will need to be different than any existing username currently in the Ariba system but include the same ANID.</p>

Question:	When logging into Ariba, an error, "Issue connecting to the sourcing server.", does not let me access information for Subsea 7. How do I resolve this?
Answer:	<p>If you experience this error repeatedly, it means there is a conflict between the information in the registered account, and information on our site.</p> <p>We might have some of your account information stored in a different account.</p>

	<p>Contact Ariba customer support to review the possible conflicts or review the Work instruction on the supplier site.</p> <p>How to get phone support from SAP Ariba</p>
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Question:	I cannot see the supplier registration form in Ariba for Subsea 7, where can I find this?
Answer:	<p>If you see Ariba Discovery, Ariba Contract Management, or Ariba Network in the upper-left corner of the application, you are currently accessing another app within your SAP Ariba Commerce Cloud account and will not see the event here. Click the app drop-down in the upper-left corner of the application and select Ariba Proposals & Questionnaires.</p> <p>This action will take you to the SAP Ariba Sourcing platform and show any events to which you have been invited. You may need to switch to the relevant buyer by clicking More... and selecting the correct buyer.</p> <p>If you only see a blank page, when you click on an event within your account, this may be due to security features on your computer. Use the following steps to resolve this issue:</p> <ul style="list-style-type: none"> • Check the URL on the blank or black page • If the URL starts with HTTP, change this to HTTPS • Navigate to the new page • Accept any security warnings that appear in your browser • Ad Blockers can also cause this issue: <ul style="list-style-type: none"> ○ Check to see if an ad blocker is installed, such as AdBlock Plus and uBlock ○ If one is installed, disable it, and load the page again ○ If neither of these options help, try to log in using a different browser <p>If you still do not see the Subsea 7 registration form, it may mean the registration has not been sent to you directly, please contact your Subsea 7 SCM representation for help.</p>

Question:	What is required in reference to "Bank statement" as part of the registration form?
Answer:	The attachment required is a confirmation of your companies bank details on letter headed paper, this does not need to be a copy of your actual bank statement.

Question	What does "Account holder" mean in the supplier registration form?
Answer:	Account holder is name of the company that the bank details belong to, not the name of the bank.

Question:	My Registration form or Sourcing Event in Ariba no longer allows me to respond, what does this mean?
Answer:	<p>If you can no longer respond to either a registration, qualification, or RFI/RFP in Ariba, it may mean that the event has timed out.</p> <p>To understand if the event has timed out, you can check the status in Ariba. Click on the event, the status will be displayed in the top right corner of the screen.</p> <ul style="list-style-type: none"> • If there is a countdown timer, then the event is published/open • If it is Closed, Paused or Pending Selection then ask the relevant Subsea7 SCM contact supporting you with your registration, qualification or RFP/RFI, to open it

Question:	I am unable to use my existing username and password to accept an event invitation, what do I do to fix this issue?
Answer:	<p>You may be unable to use your existing username and password to accept an event invitation. This may be due to the invitation link you are clicking could have expired.</p> <p>If you have already connected your account to the customer that invited you, you can log in to your account directly via the Ariba Supplier Portal Site.</p> <p>You could also receive this message if your Ariba profile is connected to a different Ariba Network ID (ANID) for your company and the Ariba user ID you are trying to log in from is not the same Ariba user ID that is associated with the event that Subsea 7 has invited to the event.</p> <p>Ask the project owner (your Subsea7 SCM contact will be able to help with the project owners name) of the event to use "send username" for the invited contact. You will need to provide Subsea7 with your ANID number to confirm if the ANID from our side is the same as the ANID of your account. To find the ANID please see this document for "How do I find my supplier ANID (Ariba Network ID)"</p> <p>Suppliers can access the events from only one ANID.</p>

Question:	My company is already connected with Subsea 7 using a different account and Ariba Network ID (ANID). How do I resolve this?
Answer:	<p>When trying to register to view a sourcing event you may receive an error message, advising that your account is already registered with the buyer company (Subsea 7). This means the username you are trying to use is associated with an ANID that does not match the one currently connected to your company's profile, which indicates that your organisation has more than one ANID.</p> <p>All you need to do is provide your Subsea7 SCM contact with your ANID number and the username you would like to use, and we will confirm if the ANID provided is matching that of your profile with us.</p> <p>If you believe you already have a username associated with the connected ANID, please refer to your company's account administrator to confirm the correct username to use.</p> <p>Suppliers can access the events from only one ANID with Subsea7.</p>

Question:	I received this error, what does it mean? "Your user account has not been approved by the relevant Subsea7 SCM contact supporting you with your registration".
Answer:	<p>When accessing your SAP Ariba sourcing dashboard, you may receive the above message for two reasons:</p> <ol style="list-style-type: none"> 1. We have not approved your user account or organisation. 2. Your username has been edited, which can break the connection with us. <p>To resolve this issue check with Subsea7 to verify the approval of your user account / organisation. You must also ensure your username matches the username originally set up in our Ariba site if you changed the username and we confirmed your approval.</p>

Question:	Ariba advises I do not have permission to access the proposals or contracts page. How do I gain permission?
Answer:	<p>When you click on proposals or contracts from the solution navigator you may get a message saying you do not have the appropriate permissions to access this page.</p> <p>If you are a sub-user, contact your account administrator to begin collaborating with customers through Ariba sourcing and Ariba contracts. In the upper-right corner of the application, click your initials > contact administrator to view your admin's information.</p> <p>If you are the account admin, ensure your role has the permission 'access proposals and contracts.' In the upper-right corner of the application, click your initials > settings and select company settings. Click users and then click on the administrator role.</p> <p>The administrator has all permissions and cannot be edited. Confirm with the relevant Subsea7 SCM contact if your email address /contact is invited to the event and is approved. If you do not see the access proposals and contracts permission, contact SAP Ariba customer support.</p>

Question:	My Link has expired when trying to access a sourcing event. How do I resolve this?
Answer:	<p>You could receive an error saying the link has expired when trying to access a sourcing event as invitation links are designed for one time use only and they will expire after they have been used successfully.</p> <p>If you have successfully accessed the event before, you can simply sign into your Ariba Sourcing dashboard.</p> <p>If you have not accessed the event and are receiving this error, the link you are clicking is broken. In this case, you will need to contact the project owner (your Subsea7 SCM contact will be able to help with the project owners name) at Subsea 7 to request a new invitation email.</p>

Question	What is the maximum file size that can be uploaded into SAP Ariba?
Answer:	The maximum file size that can be uploaded into SAP Ariba is 100MB.

Question:	I have lost the invitation e-mail which contained the supplier registration invite link from Subsea7. How can I access my sourcing account in the SAP Ariba Module Proposals and Questionnaires.
Answer:	Please reach out to the relevant Subsea7 SCM contact and request for another invite to be resent from Ariba.

Question:	How do I add users to my company's Ariba Network supplier account? How can I create a sub-user?
Answer:	<p>If you are the account administrator, you can add additional users with the following steps:</p> <ol style="list-style-type: none"> 1. To add users to the account, you must first create at least one role. You can assign multiple users to the same role or create a separate role for each user. 2. To create a role: In the upper-right corner of the application, click [your initials] > Settings and select Users <ol style="list-style-type: none"> a. Under the Manage Roles tab, click b. Enter a Name for the role c. Select the appropriate permissions using the check boxes d. Click Save 3. To create a user: <ol style="list-style-type: none"> a. In the upper-right corner of the application, click [your initials] > Settings and select Users b. Click the Manage Users tab c. Click the icon d. Enter the user's information (Username, Email Address, First Name, Last Name and Phone) e. Select a role in the Role Assignment section f. Assign a customer (All customers or Select Customers) g. Click Save 4. After you have created the user, the user receives an email with the username and a temporary password. The user must access the account and change the password when logging in for the first time. 5. If any sub users were created through a sourcing invitation, they received from Subsea7, you will need to approve them by following the directions below: In the upper-right corner of the application, click [your initials] > Settings and select Users <ol style="list-style-type: none"> a. Click Manage Unapproved Users b. Select the users to approve c. Click Approve d. Click Save