Supplier FAQ (Questions & Answers) for Ariba SLP and Supplier Registration

Question	Answer
Why do suppliers need to register?	In order to participate in Ariba Sourcing events (e.g. to respond to requests and for submitting proposals in accordance with SAP's policies and procedures), all designated and selected suppliers must first register and fill out the questionnaire through the Ariba SLP – Supplier Registration (The application for or acceptance of this supplier registration request does not automatically guarantee business with SAP)
What does being registered mean?	Suppliers are required, in order to submit the registration questionnaire, to obtain a username and password (SAP ARIBA network account) to access the system, you may also use your existing username and password if applicable to SAP
I already have an ANID (Ariba Network ID), do I need a second one for the Supplier Registration?	If you already have an ANID that you use with SAP, then you do not need a second ID, simply log in with your user and password. If your current ANID is not connected with SAP, you will require a second one for the Ariba SLP/Supplier Registration
Is this registration for the company or a person?	Supplier registration is for the company. However, during the registration, the authorized/designated user to complete and submit the supplier registration questionnaire will be required to sign up to SAP ARIBA in order to gain access to the company's information.
Where to find general information on the Ariba Network for Suppliers	'Supplier Basics' can be found on the Ariba Learning Center: https://uex.ariba.com/auc/node/99957
If a supplier is already approved by another company on SAP ARIBA, does it require to be re-registered by SAP?	SAP ARIBA does not share supplier's registration information between different companies. Suppliers that were previously registered on SAP ARIBA and are not registered with SAP must separately submit the SAP supplier registration questionnaire Please note that this registration technically consists of these two components: 1.Register to the Ariba Network (AN) 2.Register @ SAP SAPGLOBAL realm by starting from the AN login
How will suppliers get notifications?	Email notifications will be sent to the supplier contact person. The primary contact person will receive all status updates, notifications, or also SAP official notifications based on the email used at the time of registration. Suppliers are able to maintain their primary contact person and other designated users roles via SAP ARIBA network. SAP ARIBA has tutorials specific for maintaining sap user roles under www.ariba.com
Invite send to the wrong supplier contact	Supplier shall not forward the invitation but rather get in touch with the GPO contact mentioned on the invitation and ask for sending the invitation to another user
What is the process if vendor does not receive email notification for registration?	Suppliers who fail to receive SAP ARIBA invitations or email notifications should contact the SAP Global Procurement Organization to confirm the primary contact person information. SAP Supplier Management and Support team will be able to re-trigger the invitation and email notifications as required Please also check if the invitation mail has potentially been moved to your SPAM folder

When I click on the registration link, I land on the login screen. I cannot see the registration screen	A previous user has accessed the link (shared inboxes). If the supplier profile was not accessed yet, SAP can reactivate the link by resending the invitation. Supplier shall also deactivate pop-up / ad blockers (see Ariba note: https://support.ariba.com/Item/view/179632)
I already have an ANID (Ariba Network ID), do I need a second one for the Supplier Registration?	If you already have an ANID you do not need a second ANID. Following the link in the registration invite you can choose to "log-on" with your existing ANID by using your user and password. Already have an account? **Log in** In case your company has multiple AN ID's – if applicable - use the AN ID recently used with SAPGLOBAL realm for Downstream or otherwise the AN ID used with the previously SAPAG realm)
The Supplier is logged on to the Ariba Network but cannot see or access the questionnaire. How am I able to see or access the questionnaire to complete the registration?	Please follow the onboarding instructions. Supplier should check if the 'SAP GLOBAL' Tab is visible. 1.If 'SAP GLOBAL' is not visible the registration with the SAP realm was not successful. The supplier user who receives the registration invitation email should use log in credentials associated with his email ID since the registration link in the email is a personalized one. 2.If 'SAP GLOBAL' is visible the Supplier Registration Questionnaire is available on the 'Registration Questionnaires' section of the 'SAP GLOBAL' Tab Supplier who will only see a blank supplier dashboard (no registration questionnaire visible), Supplier shall deactivate pop-up / ad blockers (see Ariba note: https://support.ariba.com/Item/view/179632)
I tried to sign up but after completing the form I get the following error: There has been an issue updating the Sourcing supplier	Please try to login via supplier.ariba.com with your user and password to access the questionnaire
The time for answering the questionnaire is over, the status is now closed. Can I extend the timeline?	The initial invitation will expire 30 days after being received. SAP can upon request extend the questionnaire time to suppliers that have gathered all requirements and are ready to submit their registration questionnaire for evaluation. In order to get a time extension after the 30 days, please email Supplier_Management@sap.com and request a time extension
What is the correct link to the Ariba Network (Sourcing) after registration	Please log-in via http://supplier.ariba.com
Where to find additional support on the Ariba Network	Please visit the Ariba Help Center at: http://supplier.ariba.com

Could you please tell me what is missing in our Ariba profile and/or why we received this e-mail? We registered under the ANID ANxxxxxx (Supplier Name). In the e-mail it says to "create the business relationship with SAP's new system after registration". What do you mean by that?	All companies supplying goods and services for SAP are required to be registered with SAP using the Ariba SLP - Supplier Registration. SAP uses SAP ARIBA to onboard potential suppliers (registration). The application for or acceptance of this supplier registration request does not automaticall guarantee business with SAP. Being registered as a supplier with SAP simply gives your company the opportunity, along with other registered suppliers, to respond to requests and for submitting proposals in accordance with SAP's policies and procedures.
I tried to sign up but after completing the form i get the following error: There has been an issue updating the Sourcing supplier.	Please login via supplier.ariba.com with your user and password and then you should be able to access the questionnaire
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How will suppliers get notifications?	Email notifications will be sent to the primary contact person registered in SAP ARIBA. Email id. The primary contact person will receive all status updates, notifications, or also SAP offical notifications based on the email used at the time of registration. Suppliers are able to maintain their primary contact person and other designated users roles via SAP ARIBA network. SAP ARIBA has tutorials specific for maintaining sap user roles under www.ariba.com
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What would be the impact on running business/process (e.g. Payment/billing, bidding etc.), during suppliers profile update, migration and go live?	Existing contract(s) will not be impacted