Supplier Support
Ariba
• The purpose of this document is to help suppliers navigate through Ariba and answer any questions they may have about registering with the site.

• This document will also outline where to get support within Ariba with questions regarding the profile
Go to the bottom right, “Cant Log In? Let us Help You!”
Click Contact Ariba Customer Support
Click, Get Help by Phone

Ariba Exchange User Community

Support Center

I need help with

Examples:
Prerequisites
Bidding in an auction
Importing my responses
Complete my Supplier Profile Questionnaire

Can't find what you are looking for? Let us help you.
Choose your communication preference:
- Email SAP Ariba Customer Support
- Get help by phone

Start
Motiva Information for Suppliers

**Motiva Supplier Resources Link**
https://motiva.com/Suppliers/Supplier-Resources

- Here you can view How-To videos, specifically Supplier Tutorial 1 and Supplier Tutorial 2
  - This will give insight on how to fill out the questionnaire

**Ariba Supplier Resources Link**
http://www.ariba.com/help/ariba-answers/contact-us


- This gives Suppliers information from Ariba on contacting them for questions, accessing FAQ’s and learning more about Ariba
  - See next slides for examples
Supplier Log In Screen

Ariba Exchange User Community

Learning Center

Product Documentation

- Getting started

Tutorials

- Supplier Basics (3:00)
- Introduction to the dashboard (5:00)
- Having trouble logging in (2:03)
- Responding to prerequisite questions (2:00)
- Participating in events (4:00)
- Responding to RFIs (3:00)
- Responding to RFPs (3:00)
- Participating in auctions (5:00)
- Alternative bidding (5:00)
- Custom Excel bidding (2:00)
Ariba Exchange Community

Supplier Quick Start and FAQ

Ariba Commerce Cloud Registration

About the Ariba Commerce Cloud
If I registered on my buyer's Ariba Sourcing site in the past, do I need to register again?
What is the Ariba Commerce Cloud?

Ariba Commerce Cloud Information Page
Do I need to add Product and Service Categories during registration?
Do I need to add shipping or service locations during registration?
Do I need to enter a D-U-N-S number when I register?
Do I need to enter a Tax ID when I register?
What is the difference between the Email and Username fields in my profile?

Email Invitation to an Event
How do I participate in my buyer's event using an email invitation?
Why doesn't the link in the email invitation to participate in a sourcing event work?

Registration Page
Can my company have multiple accounts?
How do I complete registration if my "username" already exists?

The "Ariba SOURCING - Ariba Login" Page
Nothing happens when I click Forgot Username and enter my email address
What username and password do I use on the Ariba Sourcing log in page?
Where is my password reset email?
Why can I not access my buyer's event when clicking the email invitation link and entering my Ariba Commerce Cloud username and password?
Why did my username and password fail when using the email invitation link to participate in a sourcing event?

The "Ariba SOURCING - Enter Your Account Information" Page
Why do I get this message on the SAP Ariba Login page: "The username and password pair you entered was not found"?

Welcome to the Ariba Commerce Cloud Page
On the "Welcome to the Ariba Commerce Cloud" page, what do I need to do to get to the event?

Account Access
How do I reset my password?
I know my password, but what is my username?

Account Hierarchy
How do I use the Link User IDs option?
Why is there no Switch to Test ID option in my account?

Company Profile
Can multiple users receive email notifications?
How do I configure my shared secret?
How do I control who can view my company profile information?
How do I manage my company's certification information?
How do I update my company's contact information?
“I’m a Supplier”

Let’s get your questions answered

You have questions about SAP Ariba and Ariba Network, including why your customer wants you to be a part of it, what it can do for you, and how much it might cost. This website is designed to answer those questions and more.

Before you start exploring it, take a moment to click on the video to the right. You’ll hear from SAP Ariba experts who are dedicated to helping you achieve e-commerce success on Ariba Network.
Please note that Motiva is only able to verify that we have sent the invitation properly to the designated point of contact.

Questions regarding how to log in, complete the SPQ, and anything on the Supplier facing portal will need to be directed to Ariba. They have visibility to view that end.

For questions to Motiva regarding Ariba please email: 
MOTIVA-Ariba-Contracting@motiva.com