



SAP Business Network troubleshooting Supplier



Asahi Global Procurement



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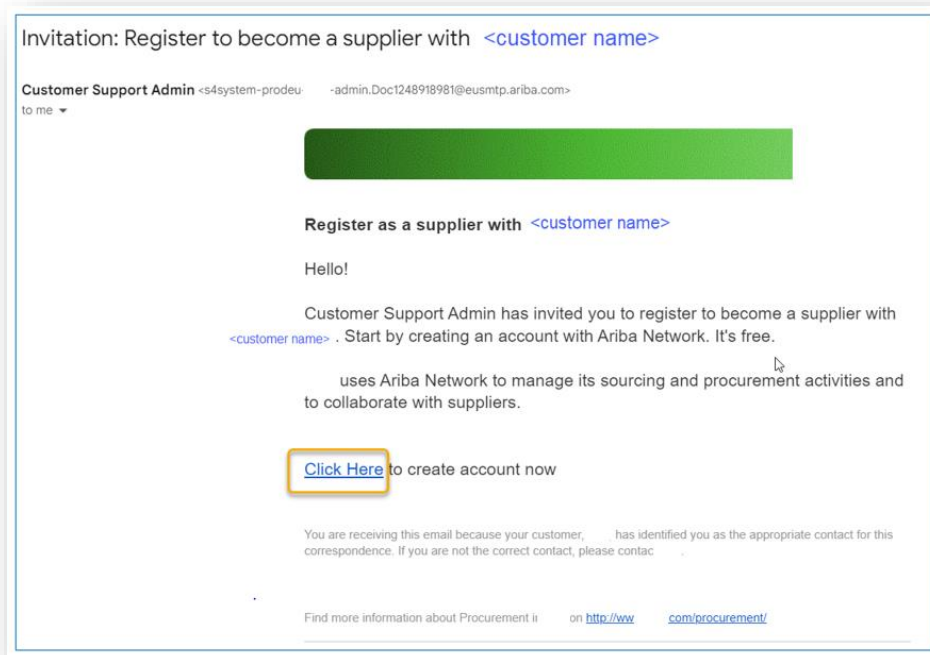


Log-in With Existing Credentials

You have been invited to SAP Business Network to respond to our documents. We have identified that you are already connected to our system in the past, for this reason, when you receive our email invitation coming from SAP Business Network, you will be asked to log-in using the same credentials that you used in the past.

Please follow the instructions below to access our documents:

1. From the email invitation you received, please press on “[Click Here](#)” hyperlink.



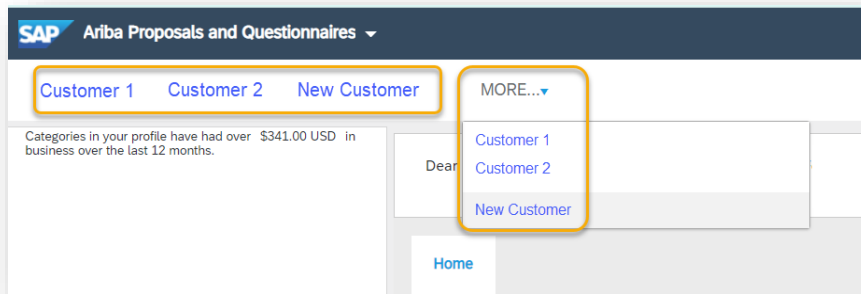
2. You will be redirected to the SAP Business Network log-in page, if you know your credentials, insert your username, password, and press on “[Continue](#)”.

If the username and password you used do not belong to the SAP Business Network account (ANID) that is associated to in our system, the following error will appear: “Log in with the username and password that you have used previously when you participated in sourcing events with BUYER NAME Click Forgot Username or Forgot Password if you don’t remember this information.”

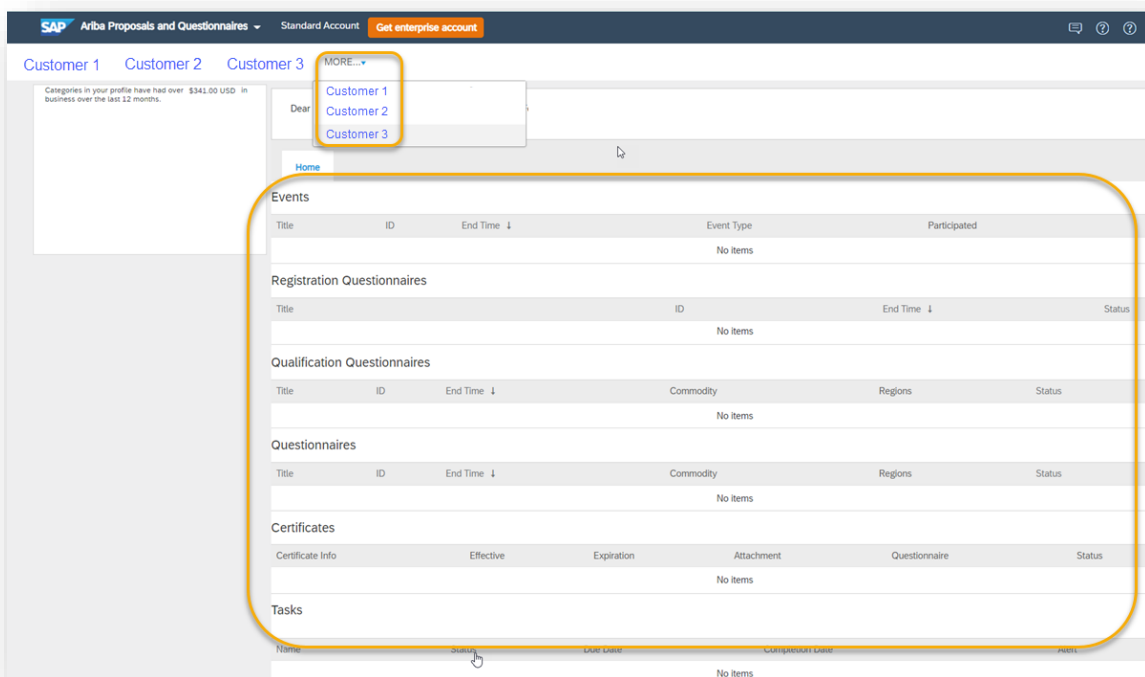
This means that the username and password used does not correspond to the SAP Business Network account (ANID) connected in our system for the legal entity of your company that you had been invited. To proceed further, it is necessary for you to obtain the username and password associated to account linked in our system by following one of the following options:

- a. Retrieve your username and password as explained in the [“Retrieving my credentials”](#) section of this guide.
 - b. Contact SAP Customer Support, asking them to support you in getting access to the correct account as described in the [“Contacting SAP Business Network customer support”](#) section of this guide.
3. If you did not receive any error message and access the expected account, you should access your account’s dashboard.

If you have multiple customers under the same account, you will need first click on the name of the customer that sent you the email invitation that should be responded.



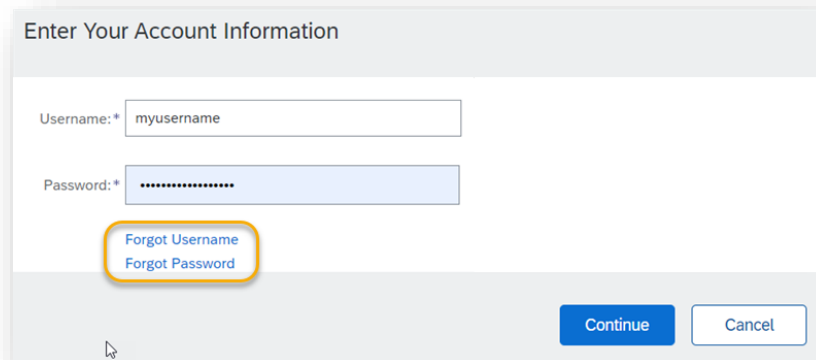
Depending on the type of documents that you receive, you will be able to find the document(s) under Events, Registration Questionnaire, Qualification Questionnaire, Questionnaires, Certificates, or Tasks



Retrieving my credentials

In case you do not remember the credentials of your account, you can retrieve this information.

- If you do not remember your username, press on the option “**Forgot Username**”.
- If you do not remember your password, press on the option “**Forgot Password**”.



Enter Your Account Information

Username: * myusername

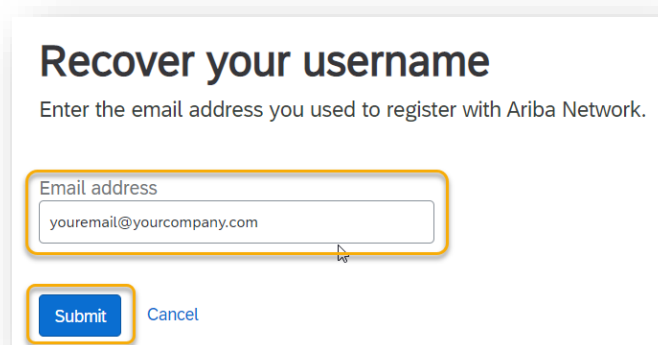
Password: *

[Forgot Username](#)

[Forgot Password](#)

[Continue](#) [Cancel](#)

Once you press on these options, you will be asked to provide the email address associated to your account, the information you requested will be sent to that email address.



Recover your username

Enter the email address you used to register with Ariba Network.

Email address

youremail@yourcompany.com

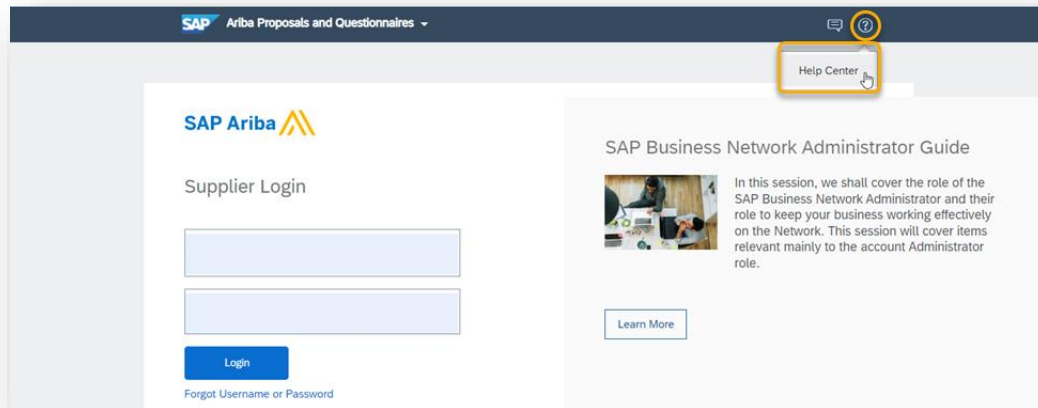
[Submit](#) [Cancel](#)

In case you need to retrieve your username and your password, you will need to press on both options, one at the time, in this case, you will receive 2 different emails, one related to the username information, and one email to reset your password.

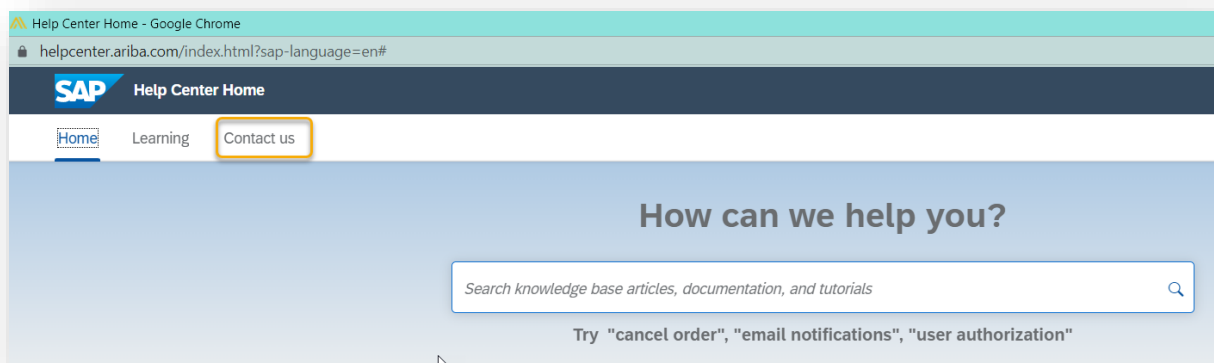
Contacting SAP Customer Support

While being on the [SAP Business Network supplier landing page](#)

1. Go to the top right corner and press on the question mark. The “**Help Center**” line will appear, underneath, press on it “**Help Center**”



2. A pop-up window with the help center will open. From the top part of the helpdesk select the option “**Contact us**”



3. Select the option **“Forgot Username”** > **“I am experiencing a different issue”** > **“Create Case”**

2. If you're unable to log in, tell us what you need help with.

Register on SAP Business Network Reset my password **Forgot username** Unsubscribe

3. Choose from the options below to continue.

To retrieve your username, reset your password, or unlock your account:

1. [Go to the Supplier Login page](#) and select either **Forgot Username** or **Password**.
2. Enter the email address that is registered to the account in the **Email Address** field and click **Submit**. SAP Business Network sends an email notification that contains your username or instructions on how to reset your password to the email address you used to register your account. If you didn't receive these instructions, [click here to troubleshoot](#).
3. Click the link in the Password Reset notification email.
4. Enter and confirm your new password.
5. Click **Submit**. SAP Business Network displays a confirmation page, indicating that your password has been updated.

I need to reassign the administrator account I need help accessing a sourcing event **I am experiencing a different issue**

Can't find what you're looking for? **Create a Case**

4. A form will automatically open in English language, if you would like to get the form in a different language, click on **“Change”** and select the language of your choice.

SAP Help Center Contact us

Home Learning **Contact us**

Requested language of support: English **Change?**

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject:

Full description: *

3000 characters remaining

5. Proceed to complete the form, being as specific and clear as possible in the **“Full description”** section” Ex: Dear team, I am contacting you to get support in retrieving my username, I tried the option “Forgot Username” to retrieve the information on my own, however since I have multiple accounts, it is not possible for me to determine which one I should use to access the document sent by my customer”

Requested language of support: English [Change?](#)
 Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject:

Full description: *

2745 characters remaining

Attachment:

Document or Event Number:

Company that invited you:

6. **Important!** Attach the email invitation you received. This will accelerate the resolution of the incident that you are reporting.

1. Tell us what you need help with.

Subject:

Full description: *

2745 characters remaining

Attachment:

Document or Event Number:

Company that invited you:

7. Once you have completed the form, press on "One last step" located at the bottom part.

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [SAP Ariba Privacy Statement](#) and applicable law.

☒ I agree

The email address entered is correct, but I receive a "No account registered" message


Can't log in? Let us help you!

Can administrator reset a user's password?

[One last step](#)

8. If multiple options to contact you back appear, please select the option that fits you best, and proceed to press on "Submit".

Choose this contact method for the fastest resolution of your issue:

☐  **Recommended**


Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 2

☐ Do not record my phone call.

Other methods you may choose:

☐ 

Email

A support engineer will respond to your case by email.

[Back](#) [Submit](#) [Cancel](#)



Adding you to Colleague's Account

We have identified that a previous colleague within your organization already connected a particular SAP Business Network account for the legal entity you have been invited.

Therefore, it is necessary that you use the same account as your colleague, to access the documents sent to you. If you do not have access to the account, please follow the steps on this short guide.

1. Select the option "Sign up"

Welcome,

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with <customer name> on SAP Ariba.

Create an SAP Ariba supplier account and manage your response to procurement activities required by TOTAL Qualification – Sequana. [Sign up](#)

Log in to access your account. [Log in](#)

About Ariba Network

2. Uncheck the checkbox "use my email as username".
3. Select a new username different to any username already used for another account

Name:* Madonna

Email:* your real email address

☐ Use my email as my username

Username:* madona. .com

4. Select a password meeting the minimum requirements (must contain a minimum of eight characters including upper- and lower-case letters, numeric digits, and special characters)
5. Select the checkboxes related to Terms of Use and Privacy statement. For detailed information, you can press on the hyperlinks and get all the details related both.

Password:*

Language: English

☒ 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 privacy visibility settings. Please see the [SAP Business Network Privacy Statement](#) to learn how we process personal data.

6. Press on create account

Create account and continue

Cancel

7. If the following warning message appears, select “Yes”

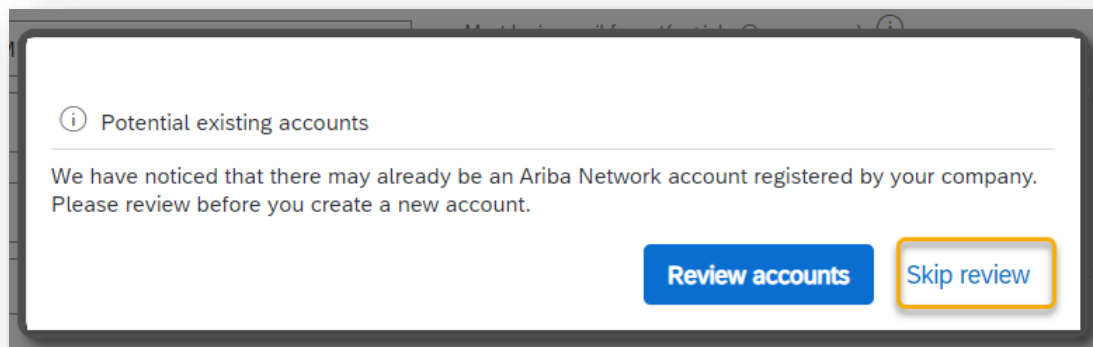
CONFIRM DOMAIN

The domain you specified does not match your company's domain. Do you still want to use it?

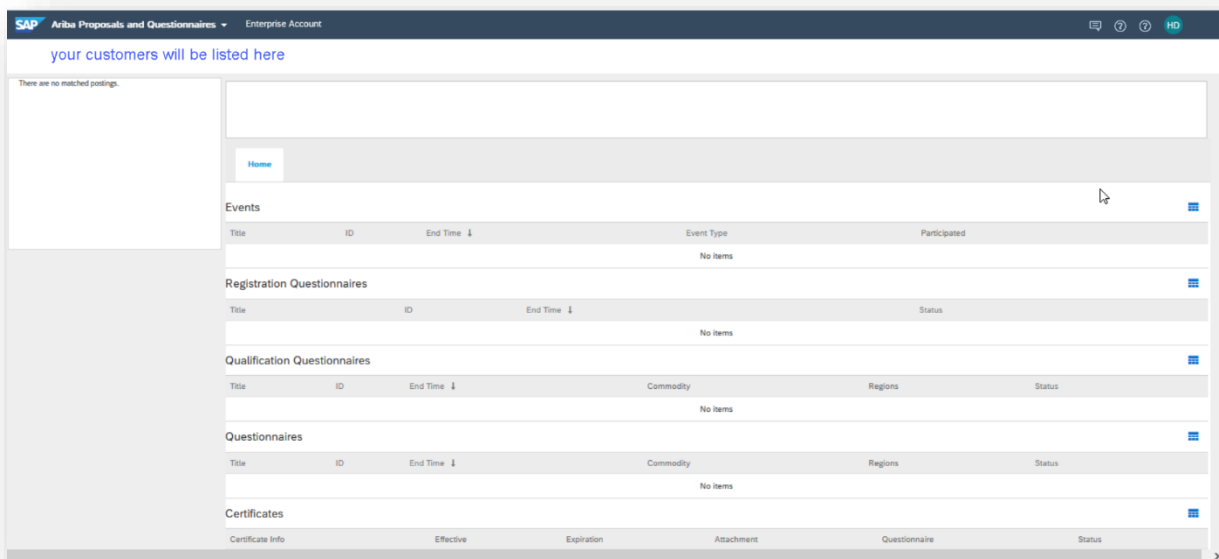
Yes

No

8. If the following warning message appears, select “Skip Review”, since it is needed to add you to the account used by your colleague, and this check becomes irrelevant.



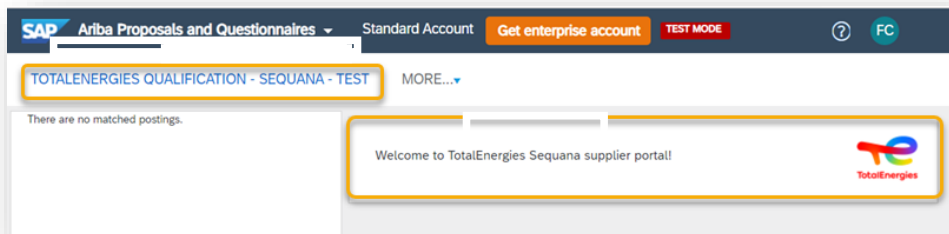
9. Then you will be redirected to your Dashboard and get access to the documents sent by your customer.



Thank you very much for your support in performing activities via SAP Business Network.

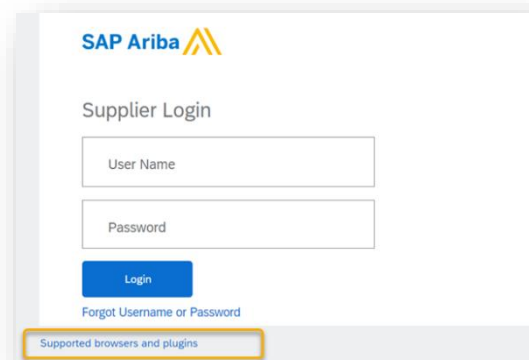
Browser Troubleshooting

You have been invited to respond to our documents via SAP Business Network. During the review of the connection between your supplier account and our system, we can report that all seems to be correctly configured. In your account, you should be able to see BUYER Dashboard, although the questionnaires may not be visible.



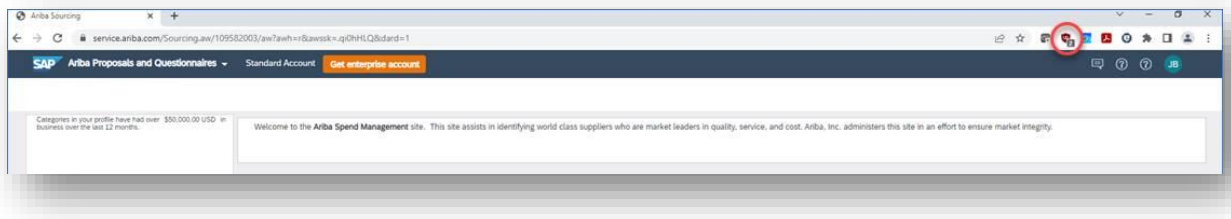
Since you are still not able to see our questionnaires, we would like to kindly ask you to try the following checks.

1. Ensure that you are using a supported browser, the list of supported browsers is mentioned on [this page](#), under the supported browsers and plugins section.



2. Clean the cache and cookies of your browser, the steps to clean them will depend on the browser that you are using:
 - a. Steps for [Google Chrome](#)
 - b. Steps for [Microsoft Edge](#)
 - c. Steps for [Mozilla](#)
 - d. Steps for [Safari](#)

3. After cleaning cache and cookies, access your account [on this link](#) using a private/incognito session, the steps to open a private/incognito session would depend on the browser that you are using:
 - a. Steps for [Google Chrome](#)
 - b. Steps for [Microsoft Edge](#)
 - c. Steps for [Mozilla](#)
 - d. Steps for [Safari](#)
4. Review that you do not have a blocker in your browser, stopping that questionnaires are loaded.



5. If the questionnaires are still not available using a private/incognito on your preferred browser, please try using a different browser. If you initially try on Google Chrome, we recommend trying on Microsoft Edge, or vice versa.
6. If after following all the previous steps, you still cannot see the questionnaires. Please contact your IT department and review if IT security settings are not preventing you

Change Username that is Longer than 50 Characters

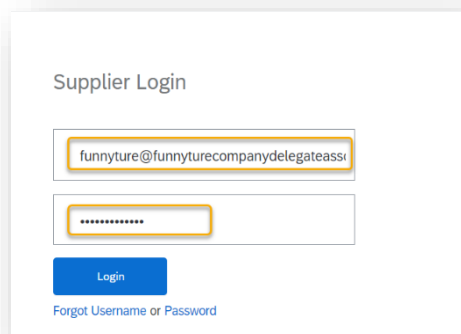
You have been invited to respond to our documents via SAP Business Network. During the review of the connection between your supplier account and our system, we have identified that the username that you are currently using is longer than 50 characters, which unfortunately is not supported.

For this reason, we would like to kindly ask you to reduce the characters of your username to 50 or less, by updating the username information in your supplier account

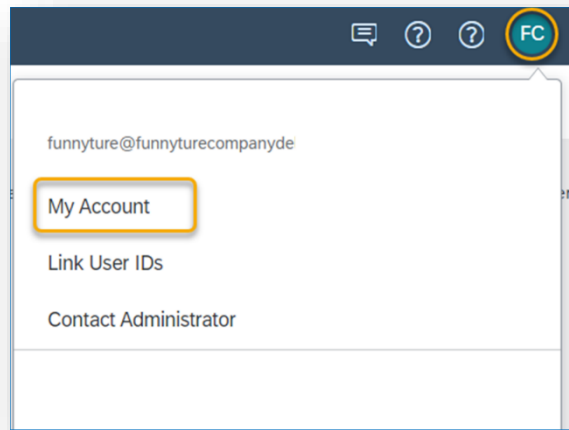
Remember that: Your username must be in the format of an email address (ex: [abc@abc.com](#)), however it does not need to be a real existing email address.

To update your username information, please follow the following steps:

4. Open a browser (Chrome, Edge, Mozilla, Safari), preferably using an incognito/private session, and go to the SAP Business Network landing page located [here](#).
5. Once you are on the landing page, insert your username and password information to access your account.



6. Click on your initials, located at the top right part of your account, selecting the option "My account"



7. Proceed to update your username by overwriting the information on the “Username” field, keeping in mind the following considerations:
- It must be unique. Meaning that the username should not be used in another SAP Business Network account by you or a different person
 - The username should contain 50 or less characters
 - It must be in the format of an email address (ex: abc@abc.com)

Username: * funnyture@funnyturecompanyi ⓘ

[Change Password](#)

Email Address: * 123@

First Name: * Name


Middle Name:

Last Name: * Last Name

[Personal Information Change Log](#)

Business Role: Accounts Receivables ▾

8. Once you have updated your username, press on “Save”, located at the very top right or very bottom right of your account.



My Account Save Close

* Indicates a required field

Account Information

Username: * funnyture@funnyturecompanyi ⓘ
[Change Password](#)

Email Address: * 123@

First Name: * Name

It is possible that you receive the following error at the top left of the account.

My Account Save

* Indicates a required field

Please fix the errors on this page before you can save your settings.

Account Information

Username: * funnyture@funnyturecompanyi ⓘ
[Change Password](#)

Email Address: * 123@

This indicates that your contact information is incomplete. Scroll down to the contact information section and provide your phone number and address.

Contact Information

Country Area Number Extension
 CZE 420

Phone: * **! Invalid phone number. Please enter numbers only**

Address 1: * **! Required field**

Address 2:

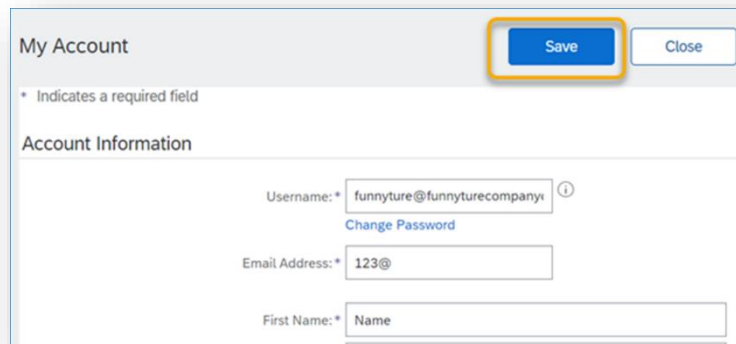
Postal Code: * **! Required field**

City: * **! Required field**

State: Prague [CZ-10]

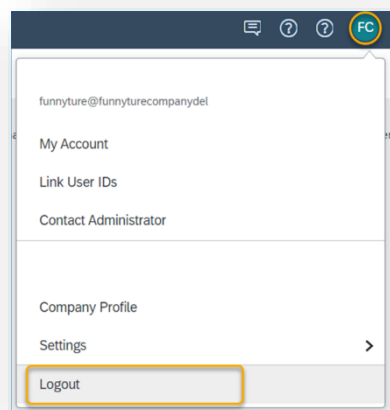
Country/Region: * Czech Republic [CZE]

6. Once you have updated your contact information, press on “Save”, located at the very top right or very bottom right of your account.

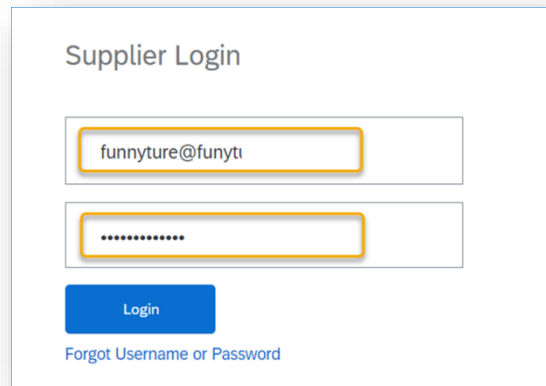


The screenshot shows a 'My Account' form. At the top right, there are two buttons: 'Save' (highlighted with an orange box) and 'Close'. Below the buttons, there is a section titled 'Account Information'. It contains three input fields: 'Username: *' with the value 'funnyture@funnyturecompany', 'Email Address: *' with the value '123@', and 'First Name: *' with the value 'Name'. A 'Change Password' link is located below the Username field. A small asterisk icon indicates a required field.

7. Log out from your account since it will take a couple of minutes (2-5 minutes) for the new username information to reach our system.



8. After 5 minutes or more. Open a browser (Chrome, Edge, Mozilla, Safari), preferably using an incognito or private session, and go to the SAP Business Network landing page located [here](#).
9. Once you are on the landing page, insert the **NEW** username information and the same password information to access your account.



Supplier Login

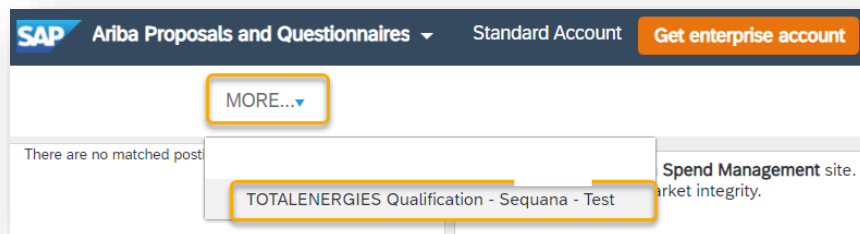
funnyture@funyti

.....

Login

[Forgot Username or Password](#)

10. If you have multiple customers, select TotalEnergies Qualification – Sequana from your dashboard.



SAP Ariba Proposals and Questionnaires Standard Account Get enterprise account

MORE...▼

There are no matched posts

TOTALENERGIES Qualification - Sequana - Test

Spend Management site. Market integrity.

11. Once you are on the correct Dashboard, our questionnaire(s) will be visible. If you are not able to see our questionnaires, please try accessing your account in a private/incognito session using a different browser. If issues persist, do not hesitate to contact us.

SAP

Arriba Proposals and Questionnaires

Standard Account

Get enterprise account

TOTALENERGIES QUALIFICATION - SEQUANA - TEST

MORE...

Welcome to TotalEnergies Sequana supplier portal!

Home

Events

Title	ID	End Time ↓	Event Type
No items			

Registration Questionnaires

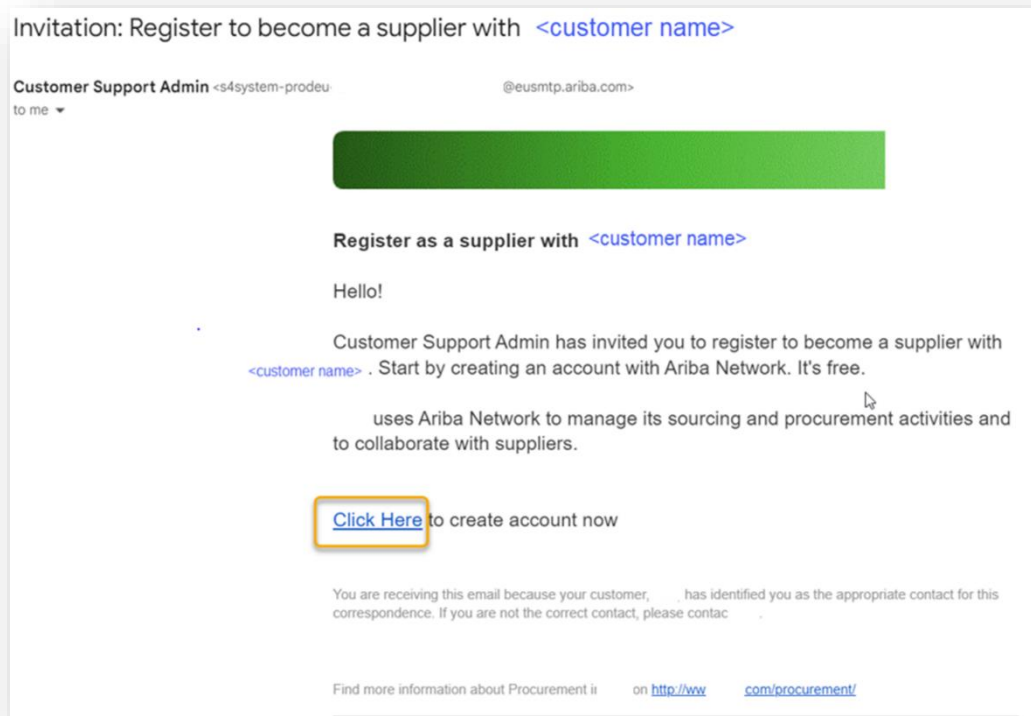
Title	ID
▼ Status: Open (1)	
Supplier registration questionnaire	Doc719507443

Creating a Brand-New Account


We have identified you as potential person not having an SAP Business Network account yet.

- If this is not the case, and you already have an SAP Business Network account, please contact us, including your account number (ANID), we will provide you a new guide with the steps to follow.
- If you do not have an SAP Business Network account, please continue reading this guide.

From the email invitation you received, please press on “Click Here” hyperlink



You will be redirected to the SAP Business Network landing page. Select the option “**Sign up**”



Welcome,

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with **<customer name>** on SAP Ariba.

Create an SAP Ariba supplier account and manage your response to procurement activities required by TOTAL Qualification – Sequana. **Sign up**

Log in to access your account. **Log in**

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 and supplier activities. 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

Moving to the Ariba Network allows you to log into a single location to manage:

- All your Ariba customer relationships
- All your event actions, tasks and transactions
- Your profile information
- All your registration activities
- Your contact and user administrative tasks

If the following disclaimer appears:

- “You are about to register and become the administrator for a new supplier account”, and or,
- “The supplier account you are about to register has a different email domain than your company's email address...”

Press on **“Continue**. This indicates that you will become the administrator of the account, since you are the first person creating the account, and that your email domain registered on the customer that invited you is different to the one you are using. However, there is no limitation for you to continue with the account creation process.

New Supplier Registration

You are about to register and become the administrator for a new supplier account. The supplier account you are about to register has a different email domain than your company's email address, Ar.uk@sap.com. Are you sure you want to create and become the account administrator for a supplier account with a different email domain than your company's email address?

Continue Cancel



Asahi Global Procurement



A registration form will open, your company information will be pre-populated based on the information stored in the system of the customer that invited you to join.

If needed, update any necessary information, otherwise move to the next section.

Company information

\

Company Name:* Legal Name of Your Company

Country/Region:* United Kingdom [GBR] ▼

Address:* CLOCKHOUSE PLACE

Line 2

Line 3

Line 4

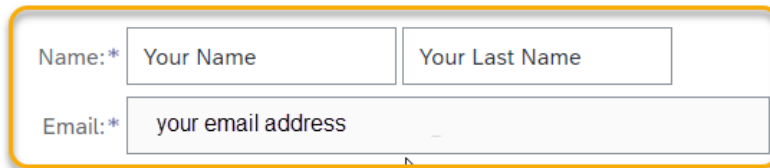
City:* FELTHAM

State:* London, City of [GB-LND] ▼

Postal Code:* TW14 8HD

In the “User Account Information” section, your name, last name and email address will be pre-populated. If needed, update your name and/or last name. In case you need to modify your email addresses contained on the field “email information”, you would need to contact your customer to change this information and send you a new invitation.

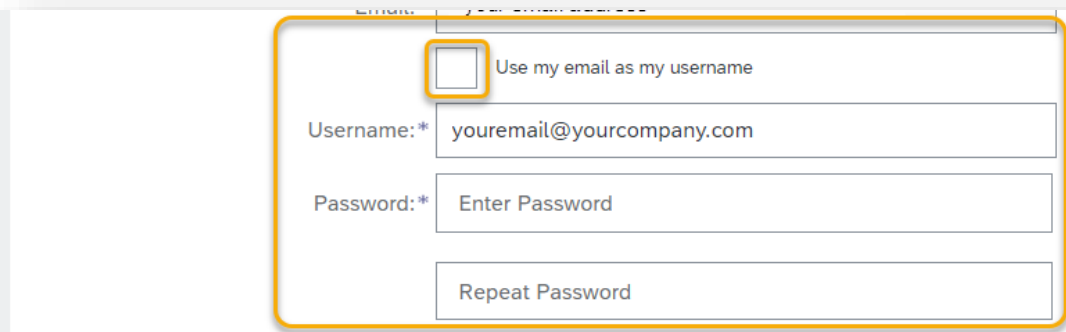
User account information



A screenshot of a web form titled "User account information". The form contains two rows of input fields. The first row is labeled "Name: *" and has two adjacent text boxes, the first containing "Your Name" and the second containing "Your Last Name". The second row is labeled "Email: *" and has a single text box containing "your email address". An orange rectangular box highlights the entire form area.

Set your username, by default your email address is used as username, if you would like to set a username different to your email, please uncheck the box "Use my email as my username" and write the username of your preference.

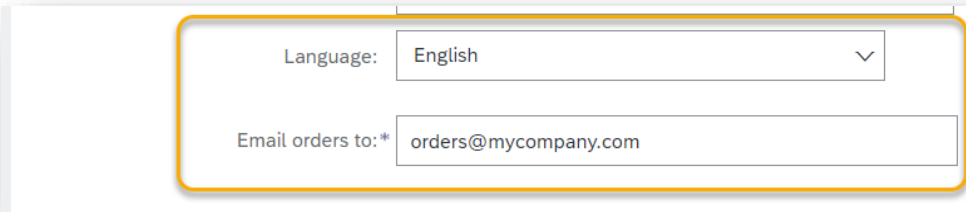

Proceed to set your password, meeting the minimum requirements (must contain a minimum of eight characters including upper- and lower-case letters, numeric digits, and special characters).



A screenshot of a web form for setting a username and password. At the top, there is a checkbox labeled "Use my email as my username". Below this, the "Username: *" field contains the text "youremail@yourcompany.com". The "Password: *" field contains the text "Enter Password". Below the password field is a "Repeat Password" field. An orange rectangular box highlights the checkbox and the three input fields.

Select the language in which you would like to receive information from SAP. This does not set the language of your account. The language of your account is determined by the language of the browser you are using to access your account.

Type the email address of the person or department within your company that should receive electronic orders from your customer.

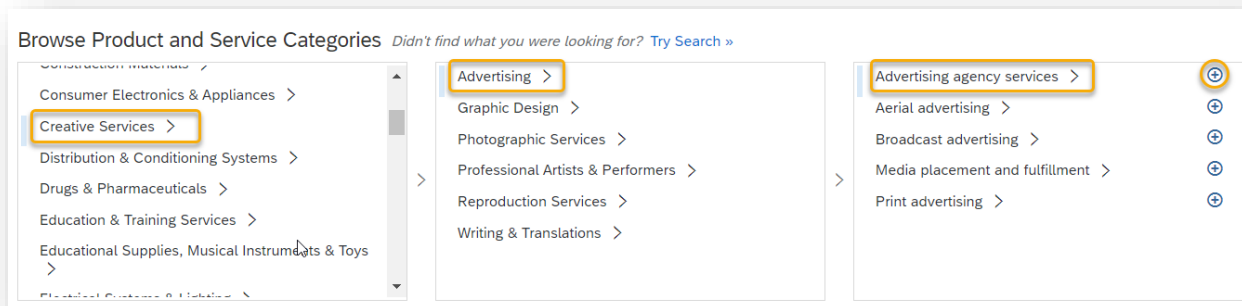


Language: English

Email orders to: * orders@mycompany.com

Enter the product and/or services categories that your company provides. We suggest using the option “Browse” to find these categories.

The categories are sorted from the highest level to the lowest level. It is necessary to reach at least the 3rd level to add categories using the (+) sign. Ex: Creative Services > Advertising > Advertising agency services



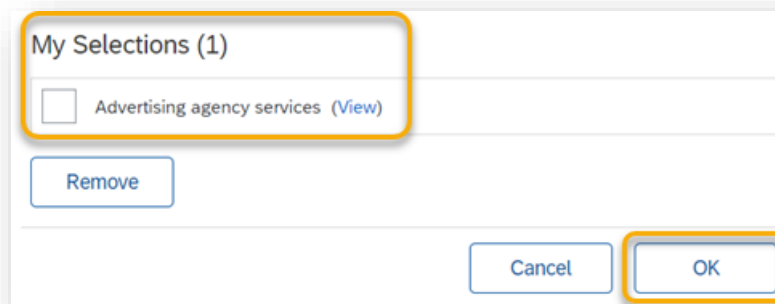
Browse Product and Service Categories *Didn't find what you were looking for? Try Search »*

- Consumer Electronics & Appliances >
- Creative Services >**
- Distribution & Conditioning Systems >
- Drugs & Pharmaceuticals >
- Education & Training Services >
- Educational Supplies, Musical Instruments & Toys >
- Electrical Systems & Utilities >

- Advertising >**
- Graphic Design >
- Photographic Services >
- Professional Artists & Performers >
- Reproduction Services >
- Writing & Translations >

- Advertising agency services >**
- Aerial advertising >
- Broadcast advertising >
- Media placement and fulfillment >
- Print advertising >

The categories you select will be added under “My Selections”, once you have added at least 1 category, press on “OK”



My Selections (1)

☐ Advertising agency services (View)

Remove

Cancel OK

Proceed to select the locations where your company can delivered/performed the products or services that your company provides. We suggest using the option “Browse”



If your company can deliver worldwide, select the option “Global”, otherwise specify the location(s), the locations are sorted from region > Country > Cities/States. It is necessary to reach the 2nd level to add the locations using the (+) sign.

Ship-to or Service Location Selection

Select the territories that your company serves. If your company offers global coverage, choose Global.

☐ Global
☒ Select Ship-to or Service Locations

Click a country/region to add and click the + icon. States or provinces are displayed after you click a country/region. Click OK to save your changes.

Central America >	Germany >	+
South America >	Andorra	+
The Caribbean >	Belgium >	+
Northern Europe >	Spain >	+
Western Europe >	Estonia >	+
	France >	+

The location(s) you select will be added under “My Selections”, once you have added at least 1 location or Global location, press on “OK”

My Selections (1)

📍 Germany	Remove
-----------	--------

Cancel OK

Confirm that you accept SAP’s “Terms of Use” and “SAP Business Network Privacy Statement”. If you would like to review the details of each by clicking on the available hyperlinks. Then press on “Create account and continue”

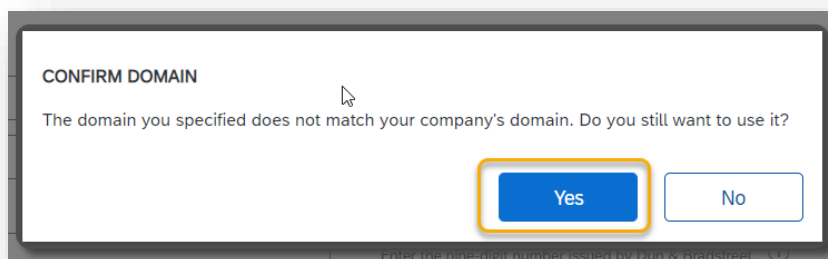
☒ I have read and agree to the [Terms of Use](#)

☒ I hereby agree that SAP Business Network will make parts of my (company) information accessible to other users and visibility settings. Please see the [SAP Business Network Privacy Statement](#) to learn how we process personal data.

Create account and continue Cancel

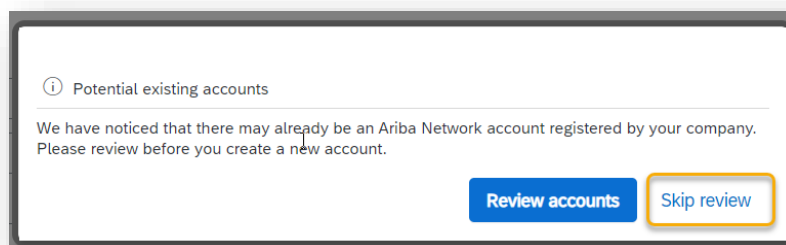


If the following notification appears “The domain, you specified does not match your company's domain. Do you still want to use it?” press on “Yes”



If the following notification appears “We have noticed that there may already be an SAP Business Network account registered by your company...” this means that it is possible that another person within your organization has created an account in the past.

We recommend selecting the option “Skip Review” to continue with the account creation, this is to ensure that you can respond to the document sent by your customer without delays.

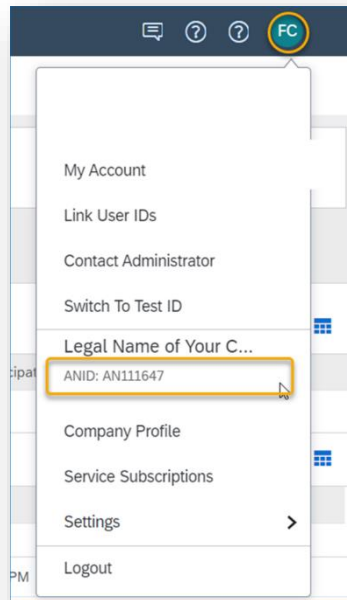


If later you identify that your company has already an account, it is possible to disconnect the account you created, and connect the account identified by your company. To do this, you would need to contact your customer providing the information (ANID) of the account that should be disconnected, and the account that should be connected

Your account has been created, when you click on the top part of the account, where your initials are the account menu will be displayed, the account number (ANID) is visible from this menu.

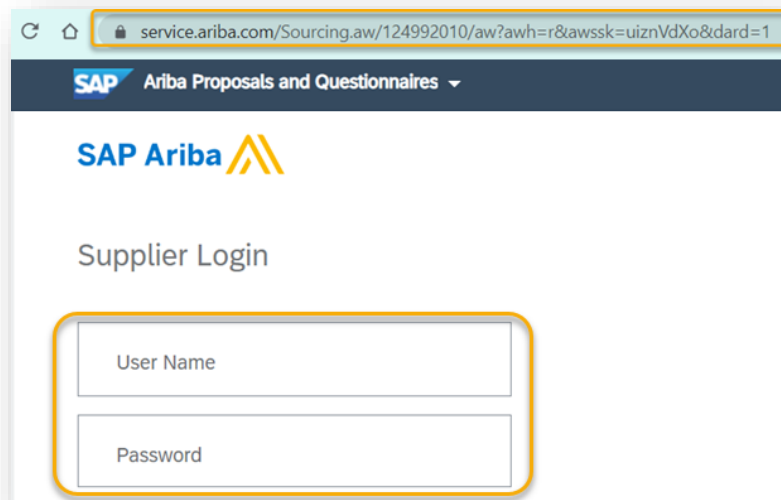


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We recommend to logout from your account to be redirected to the SAP Business Network portal, and save this site under your favorites/bookmarks.

Next time, you will only need your username and password to access your account again.





Create New Account for a Different Legal Entity

You have been invited to SAP Business Network to respond to Buyer's questionnaires. We have identified that we are inviting a legal entity of your organization that is not connected yet via SAP Business Network.

This indicates that you would need to connect a unique SAP Business Network account (ANID) to each legal entity of your organization maintained in Buyer's system, example on the following table:

Legal Entity	SAP Business Network Account	Result
Associated Company Spain	ANID 1	Successful connection
Associated Company France	ANID 2	Successful connection
Associated Company United States	ANID 3	Successful connection
Associated Company Japan	ANID 4	Successful connection



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If all your existing SAP Business Network account(s) are already connected to a legal entity of your company in our system, proceed to the “[Create new account for different legal entity](#)” section of this document.

If you already have an SAP Business Network account that is not connected yet to a different legal entity in our system, proceed to the “[Log in with existing account](#)” section of this document”.

Create New Account for Different Legal Entity

From the email invitation you received, please press on “Click Here” hyperlink



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Invitation: Register to become a supplier with <customer name>

Customer Support Admin <s4system-prodeu- -admin.Doc1248918981@eusmtp.ariba.com>
to me ▾

Register as a supplier with <customer name>

Hello!

Customer Support Admin has invited you to register to become a supplier with <customer name>. Start by creating an account with Ariba Network. It's free.

uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers.

[Click Here](#) to create account now

You are receiving this email because your customer, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact .

Find more information about Procurement ii on <http://www.com/procurement/>

You will be redirected to the SAP Business Network landing page. Select the option “**Sign up**”

Welcome,

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with <customer name> on SAP Ariba.

Create an SAP Ariba supplier account and manage your response to procurement activities required by TOTAL Qualification – Sequana.

[Sign up](#)

Log in to access your account.

[Log in](#)

If the following disclaimer appears:

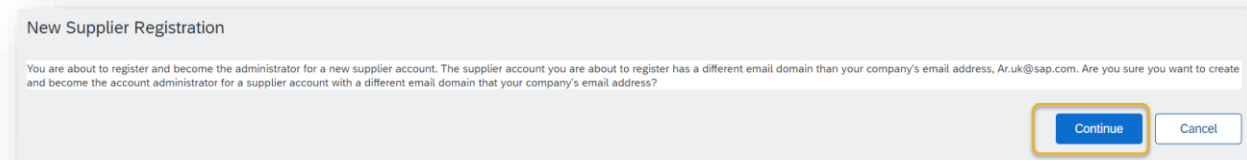
- “You are about to register and become the administrator for a new supplier account”, and or,



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- “The supplier account you are about to register has a different email domain than your company's email address...”

Press on “**Continue**”. This indicates that you will become the administrator of the account, since you are the first person creating the account, and that your email domain registered on the customer that invited you is different to the one you are using. However, there is no limitation for you to continue with the account creation process.



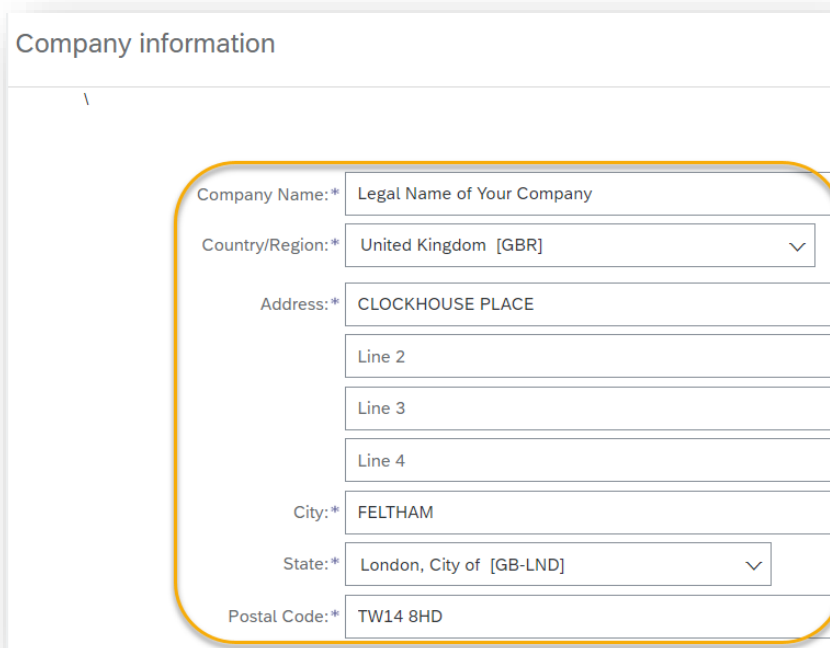
New Supplier Registration

You are about to register and become the administrator for a new supplier account. The supplier account you are about to register has a different email domain than your company's email address, Ar.uk@sap.com. Are you sure you want to create and become the account administrator for a supplier account with a different email domain than your company's email address?

Continue **Cancel**

A registration form will open, the new legal company information will be pre-populated based on the information stored in the system of the customer that invited you to join.

If needed, update any necessary information, otherwise move to the next section.



Company information

Company Name:* Legal Name of Your Company

Country/Region:* United Kingdom [GBR] ▼

Address:* CLOCKHOUSE PLACE

Line 2

Line 3

Line 4

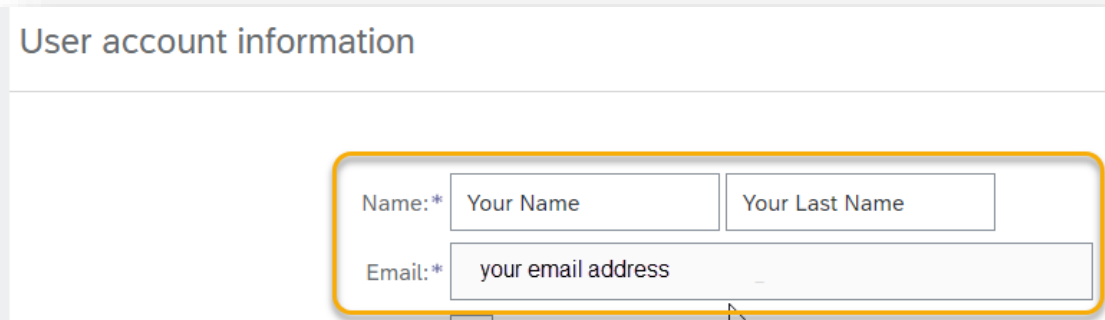
City:* FELTHAM

State:* London, City of [GB-LND] ▼

Postal Code:* TW14 8HD

In the “User Account Information” section, your name, last name, and email address will be pre-populated. If needed, update your name and/or last name. In case you need to modify your email addresses contained on the

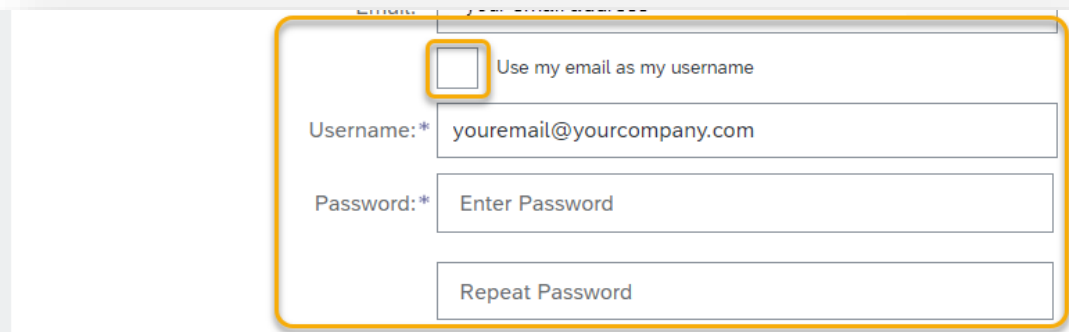
field “email information”, you would need to contact your customer to change this information and send you a new invitation.



The image shows a form titled "User account information". It contains two rows of input fields. The first row is for the name, with labels "Name: *" and two input boxes labeled "Your Name" and "Your Last Name". The second row is for the email, with labels "Email: *" and a single input box labeled "your email address". A yellow rectangular box highlights the entire form area.

Please uncheck the box “Use my email as my username” and write a username of your preference, and that is different from any other account that you are using. The username has to be in the formal of an email, however, does not need to be an existing real email address.

Proceed to set your password, meeting the minimum requirements (must contain a minimum of eight characters including upper- and lower-case letters, numeric digits, and special characters).



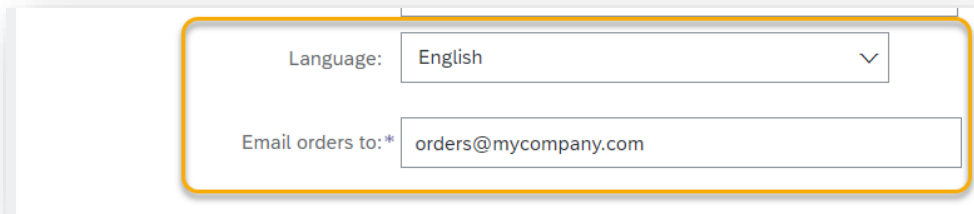
The image shows a form titled "User account information". It contains a checkbox labeled "Use my email as my username" which is unchecked. Below the checkbox are three input fields: "Username: *" with the value "youremail@yourcompany.com", "Password: *" with the value "Enter Password", and "Repeat Password" with the value "Repeat Password". A yellow rectangular box highlights the entire form area.

Select the language in which you would like to receive information from SAP. This does not set the language of your account. The language of your account is determined by the language of the browser you are using to access your account.

Type the email address of the person or department withing your company that should receive electronic orders from your customer.



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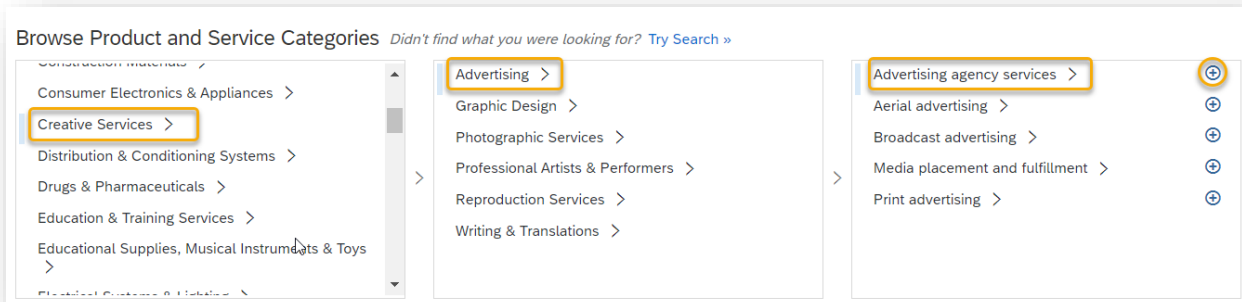


Language: English ▼

Email orders to:* orders@mycompany.com

Enter the product and/or services categories that your company provides. We suggest using the option “Browse” to find these categories.

The categories are sorted from the highest level to the lowest level. It is necessary to reach at least the 3rd level to add categories using the (+) sign. Ex: Creative Services > Advertising > Advertising agency services



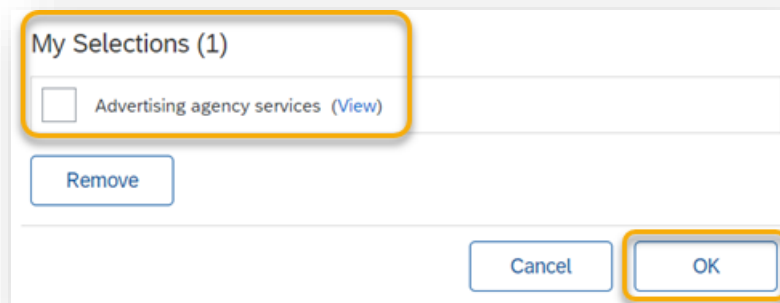
Browse Product and Service Categories *Didn't find what you were looking for? Try Search »*

- Consumer Electronics & Appliances >
- Creative Services >**
- Distribution & Conditioning Systems >
- Drugs & Pharmaceuticals >
- Education & Training Services >
- Educational Supplies, Musical Instruments & Toys >
- Electrical Systems & Wiring >

- Advertising >**
- Graphic Design >
- Photographic Services >
- Professional Artists & Performers >
- Reproduction Services >
- Writing & Translations >

- Advertising agency services >** (+)
- Aerial advertising >
- Broadcast advertising >
- Media placement and fulfillment >
- Print advertising >

The categories you select will be added under “My Selections”, once you have added at least 1 category, press on “OK”



My Selections (1)

☐ Advertising agency services (View)

Remove

Cancel OK

Proceed to select the locations where your company can delivered/performed the products or services that your company provides. We suggest using the option “Browse”



If your company can deliver worldwide, select the option “Global”, otherwise specify the location(s), the locations are sorted from region > Country > Cities/States. It is necessary to reach the 2nd level to add the locations using the (+) sign.

Ship-to or Service Location Selection

Select the territories that your company serves. If your company offers global coverage, choose Global.

☐ Global
☒ Select Ship-to or Service Locations

Click a country/region to add and click the + icon. States or provinces are displayed after you click a country/region. Click OK to save your changes.

Central America >	Germany >	(+/-)
South America >	Andorra	(+/-)
The Caribbean >	Belgium >	(+/-)
Northern Europe >	Spain >	(+/-)
Western Europe >	Estonia >	(+/-)
	France >	(+/-)

The location(s) you select will be added under “My Selections”, once you have added at least 1 location or Global location, press on “OK”

My Selections (1)

📍 Germany	Remove
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Cancel OK

Confirm that you accept SAP's “Terms of Use” and “SAP Business Network Privacy Statement”. If you would like to review the details of each by clicking on the available hyperlinks. Then press on “Create account and continue”

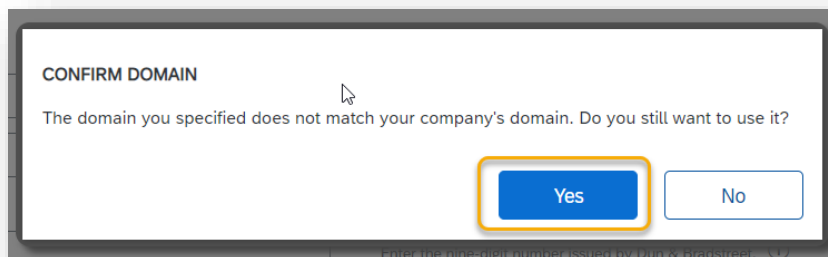
☒ I have read and agree to the [Terms of Use](#)

☒ I hereby agree that SAP Business Network will make parts of my (company) information accessible to other users and visibility settings. Please see the [SAP Business Network Privacy Statement](#) to learn how we process personal data.

Create account and continue Cancel

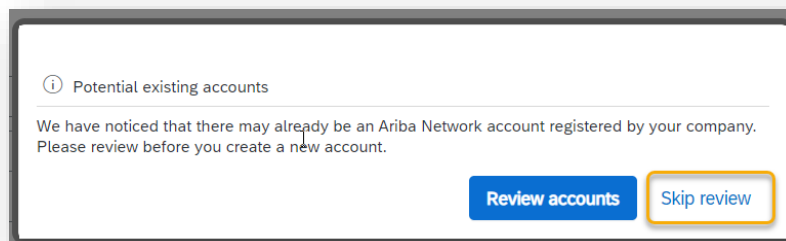


If the following notification appears “The domain, you specified does not match your company's domain. Do you still want to use it?” press on “Yes”



If the following notification appears “We have noticed that there may already be an SAP Business Network account registered by your company...” this means that it is possible that another person within your organization has created an account in the past.

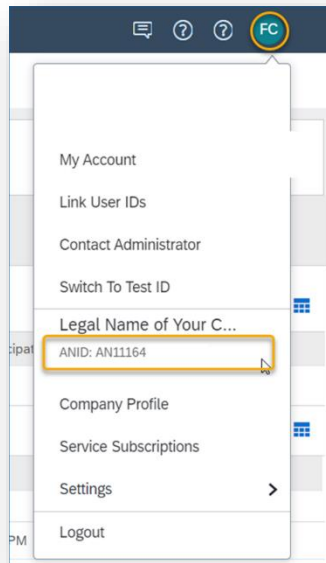
We recommend selecting the option “Skip Review” to continue with the account creation, since we know that it is needed to create a new account for the new legal entity.



Your account has been created, when you click on the top part of the account, where your initials are the account menu will be displayed, the account number (ANID) is visible from this menu.

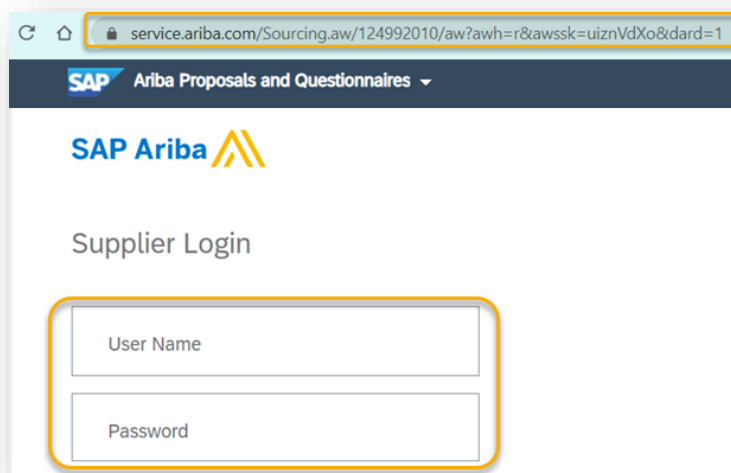


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We recommend to logout from your account to be redirected to the SAP Business Network portal, and save this site under your favorites/bookmarks.

Next time, you will only need your username and password to access your account again.

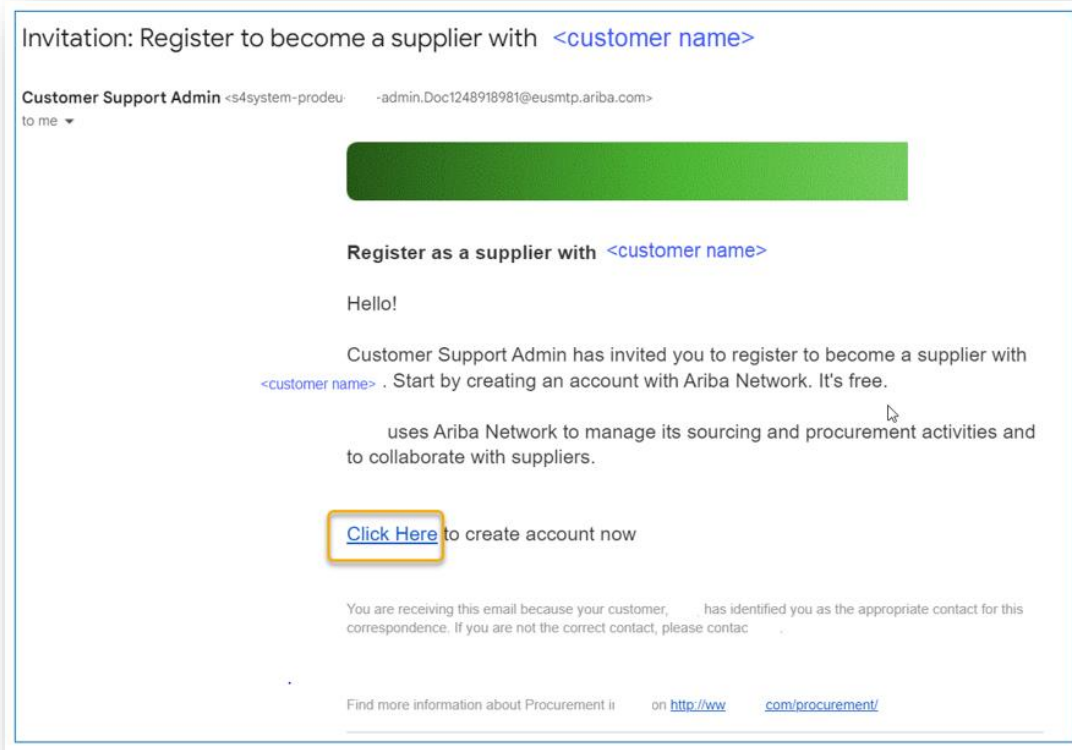


Log in with existing account

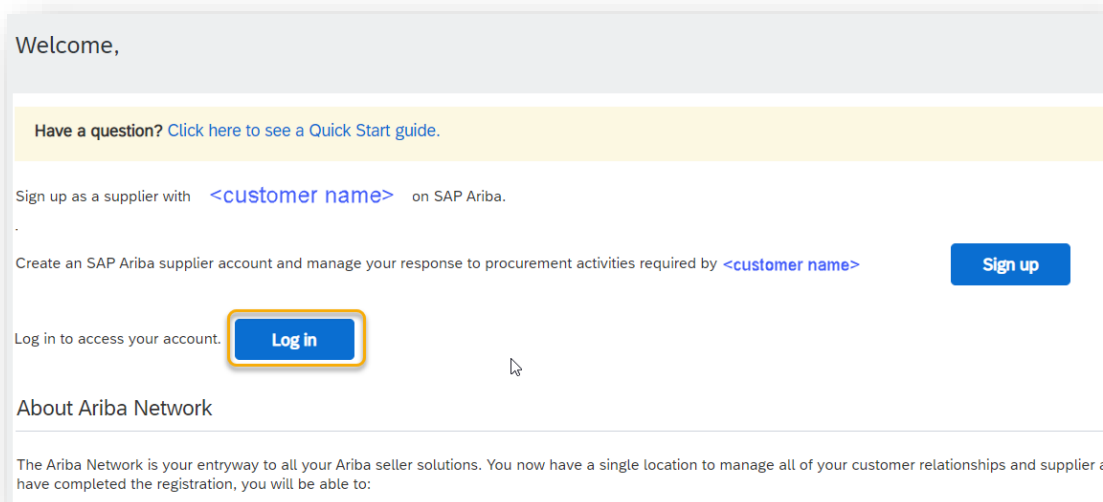


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1. From the email invitation you received, please press on “Click Here” hyperlink



2. You will be redirected to the SAP Business Network landing page. Select the option “Log in”



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3. You will be redirected to a log-in screen

- Type the username of your existing account
- Type the password associated to that username
- Press on “Continue”

Enter Your Account Information

Username:* myusername

Password:*

[Forgot Username](#)

[Forgot Password](#)

[Continue](#) [Cancel](#)

When trying to log-in if you receive the error message: “The username and password entered has already merged to another SAP Business Network Sourcing user account...”, visit the section “[Troubleshooting error message 2](#)” at the bottom part of this document.

Enter Your Account Information

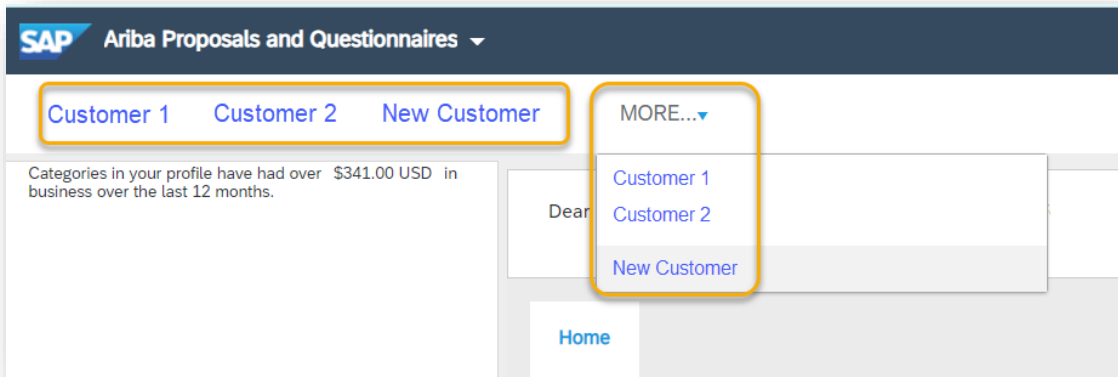
! The username and password you entered has already merged to another Ariba Sourcing user account.
Please enter another Ariba Commerce Cloud, Ariba Discovery, or Ariba Network username and password to merge to your Ariba Sourcing user account.

Username:* yourusername

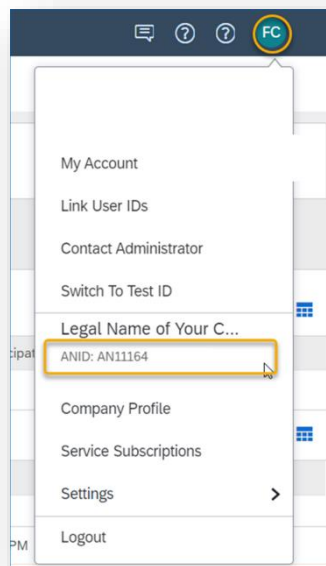
Password:*

If you cannot remember your username and/or password, visit the section “[Retrieving my credentials](#)” section at the bottom part of this document

If you did not receive any error message, you will access your account and the customer that invited you will be automatically added as a customer to your dashboard.



As a reminder, when you click on the top part of the account, where your initials are, the account menu will be displayed, the account number (ANID) is visible from this menu.



We recommend to logout from your account to be redirected to the SAP Business Network portal, and save this site under your favorites/bookmarks.

Next time, you will only need your username and password to access your account again.

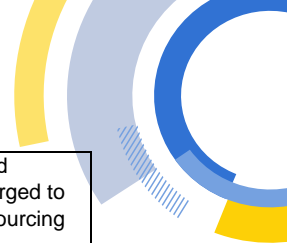
The username and password entered has already merged to another SAP Business network Sourcing user account...”

This message indicates that you already used this SAP Business Network account (ANID), to connect a different legal entity of your company in the system of the customer that invited you.

Ex: Some months ago, you were invited by the same customer to use SAP Business Network for the legal entity “Associated Company Spain Barcelona” where you used your existing Network account (**ANID 1**) to respond to your customer.

Now, the same customer is sending you a new invitation corresponding to “Associated Company France Paris”, in this case, the account (**ANID 1**) cannot be used anymore, because it is a system requirement to have each legal entity connected to a unique account (ANID).

Legal Entity	Account Used	Result
Associated Company Spain Barcelona	ANID 1	Successful connection
Associated Company France Paris	ANID 1	Unsuccessful



		Error message: "the username and password entered has already merged to another SAP Business Network Sourcing user account..."
--	--	--

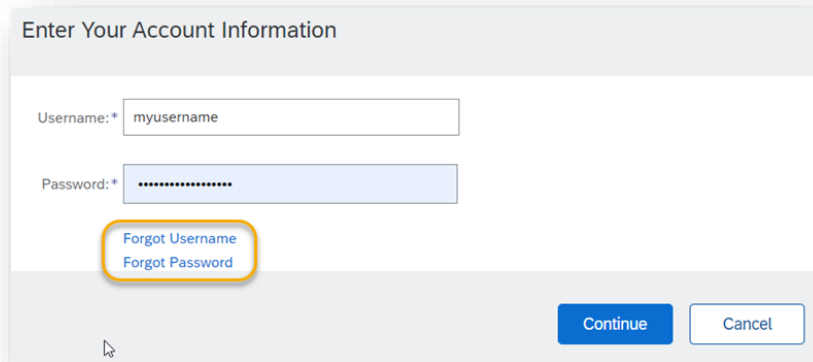

To connect the second legal entity "Associated Company France Paris" you will need to:

- a) If you have another account different that is not linked to any legal entity on the system of your customer, you can use the option "[Log-in with existing account](#)" described on this guide, using the username and password belonging to the different account that is not connected yet.
- b) If you do not have another account, you would need to create a new account. You can use the invitation sent by your customer and selecting the option "[Create new account for different legal entity](#)".

Retrieving my credentials

In case you do not remember the credentials of your account, you can retrieve this information.

- If you do not remember your username, press on the option "**Forgot Username**".
- If you do not remember your password, press on the option "**Forgot Password**".



Enter Your Account Information

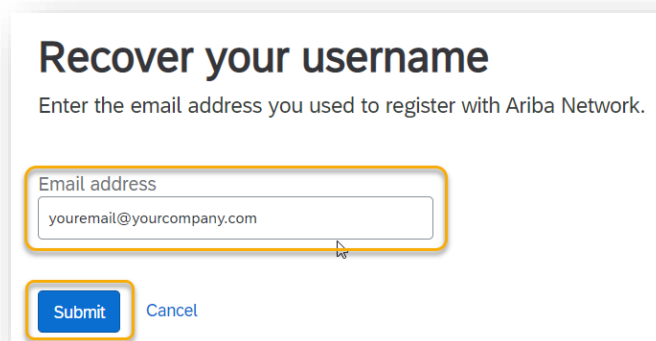
Username: * myusername

Password: *

[Forgot Username](#)
[Forgot Password](#)

[Continue](#) [Cancel](#)

Once you press on these options, you will be asked to provide the email address associated to your account, the information you requested will be sent to that email address.



Recover your username

Enter the email address you used to register with Ariba Network.

Email address
youremail@yourcompany.com

[Submit](#) [Cancel](#)

In case you need to retrieve your username and your password, you will need to press on both options, one at the time, in this case, you will receive 2 different emails, one related to the username information, and one email to reset your password.

Log-in with Existing Account

You have been invited to SAP Business Network to respond to BUYER questionnaires. If you already have an account on SAP Business Network, formerly (Ariba Network), you can use that account to access our documents by following these steps:

From the email invitation you received, please press on “Click Here” hyperlink



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Invitation: Register to become a supplier with <customer name>

Customer Support Admin <s4system-prodeu- -admin.Doc1248918981@eusmtp.ariba.com>
to me ▾

Register as a supplier with <customer name>

Hello!

Customer Support Admin has invited you to register to become a supplier with <customer name>. Start by creating an account with Ariba Network. It's free.

uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers.

[Click Here](#) to create account now

You are receiving this email because your customer, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact

Find more information about Procurement on <http://www.com/procurement/>

You will be redirected to the SAP Business Network landing page. Select the option “Log in”

Welcome,

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with <customer name> on SAP Ariba.

Create an SAP Ariba supplier account and manage your response to procurement activities required by <customer name>

[Sign up](#)

Log in to access your account.

[Log in](#)

About Ariba Network

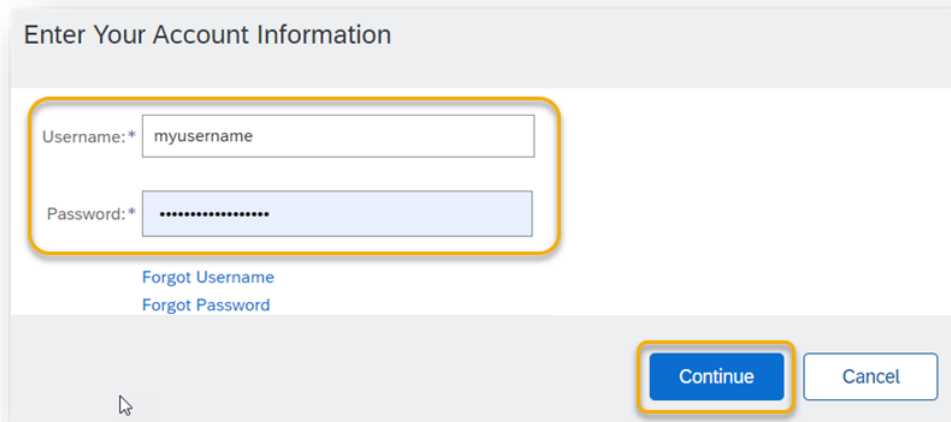
The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships and supplier. After you have completed the registration, you will be able to:

You will be redirected to a log-in screen

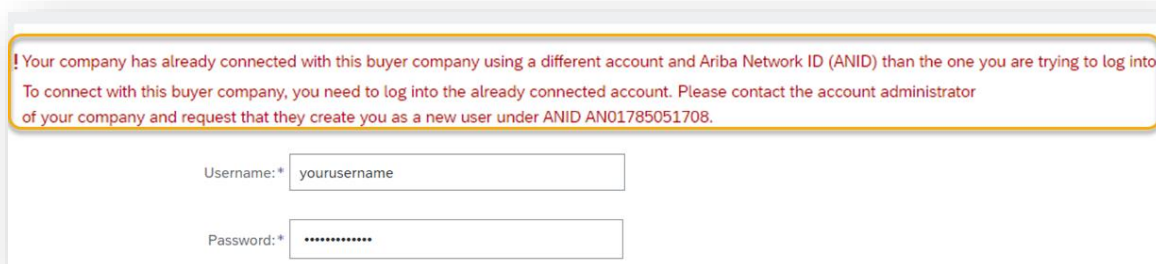


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- Type the username of your existing account
- Type the password associated to that username
- Press on “Continue”



When trying to log-in if you receive the error message: “Your company has already connected with this buyer company using a different account and SAP Business Network ID (ANID) than the one you are trying to log into...”, visit the section “[Troubleshooting error message 1](#)” at the bottom part of this document



When trying to log-in if you receive the error message: “The username and password entered has already merged to another SAP Business Network Sourcing user account...”, visit the section “[Troubleshooting error message 2](#)” at the bottom part of this document.

Enter Your Account Information

! The username and password you entered has already merged to another Ariba Sourcing user account.

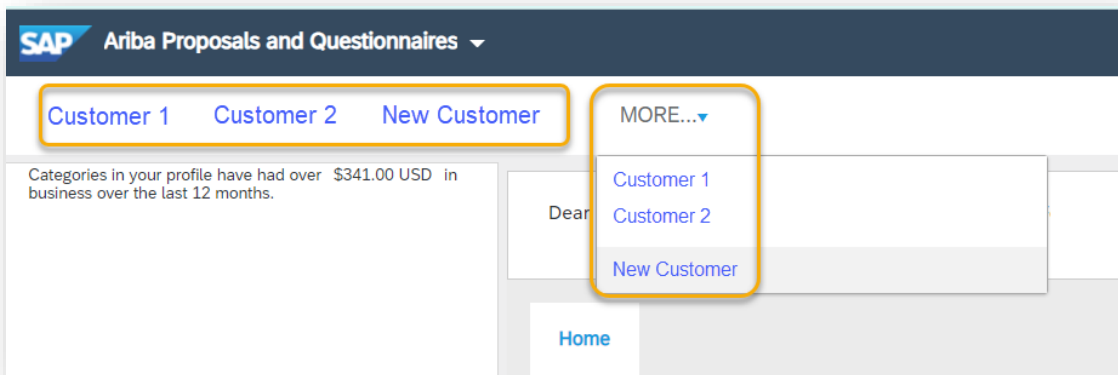
Please enter another Ariba Commerce Cloud, Ariba Discovery, or Ariba Network username and password to merge to your Ariba Sourcing user account.

Username:* yourusername

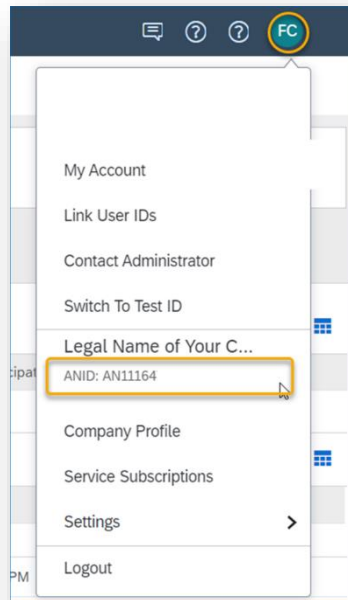
Password:*

If you cannot remember your username and/or password, visit the section "[Retrieving my credentials](#)" section at the bottom part of this document

You will access your account and the customer that invited you will be automatically added as a customer to your dashboard.

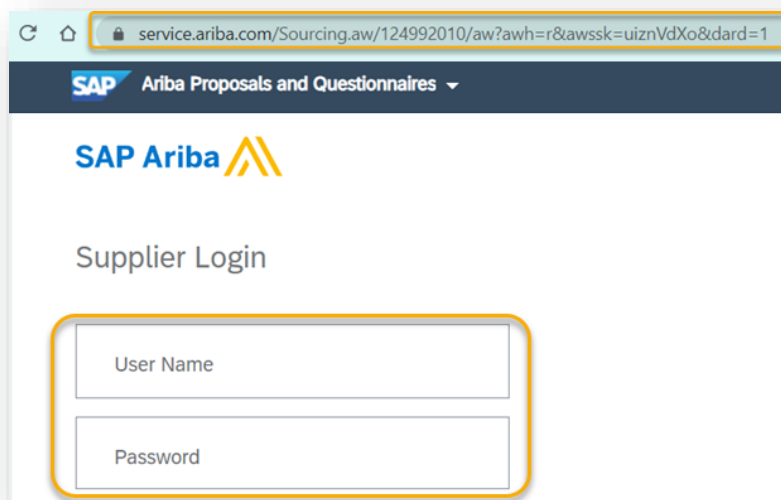


As a reminder, when you click on the top part of the account, where your initials are, the account menu will be displayed, the account number (ANID) is visible from this menu.



We recommend to logout from your account to be redirected to the SAP Business Network portal, and save this site under your favorites/bookmarks.

Next time, you will only need your username and password to access your account again.





Your company has already connected with this buyer company using a different account and SAP Business Network ID (ANID) than the one you are trying to log into...”.

This message indicates that a previous colleague within your company, already connect a different SAP Business Network account (ANID) in the system of the customer that invited you, for the legal entity of your company that you were invited.

Ex: You had been invited to provide information for your company legal entity “Associated Company Germany Berlin”, in the system of the customer that invited you, a previous colleague already associated an account (ANID) to this legal entity, and the account is different to the one that you are trying to use. To proceed ahead there are 2 solutions:

1. Be added to your colleague’s account. From the invitation your received, you can use the option “Sign up”, instead of “Log in”. In this case, you would need to ensure that the username is different from the username of your current account. If you need further information, please ask your customer to send you the guide with the needed steps.

Welcome,

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with <customer name> on SAP Ariba.

Create an SAP Ariba supplier account and manage your response to procurement activities required by <customer name>

Log in to access your account.

[Sign up](#)


[Log in](#)

2. Disconnect your colleague’s account and connect your account. It is possible to disconnect the account of your colleague to connect yours, before choosing this action, please consider:

- Your colleague(s) will lose the connection with this customer, therefore any document sent to them will no longer be visible in their account. Therefore, we recommend that you check



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internally before taking this decision. If needed your customer can provide you the colleague(s) that are currently connected.

- Any previously document sent to your company, where you were not added as a recipient, will not be visible in your account, even though your account is not connected

To proceed with the disconnection, contact the customer that invited you, informing that you want to disconnect the current account. Once they have done this step, you will receive a new invitation, you would need to use the new invitation to connect your account following the steps explain at the beginning of this guide.

The username and password entered has already merged to another SAP Business Network Sourcing user account...”

This message indicates that you already used this SAP Business Network account (ANID), to connect a different legal entity of your company in the system of the customer that invited you.

Ex: Some months ago, you were invited by the same customer to use SAP Business Network for the legal entity “Associated Company Spain Barcelona” where you used your existing Network account (**ANID 1**) to respond to your customer.

Now, the same customer is sending you a new invitation corresponding to “Associated Company France Paris”, in this case, the account (**ANID 1**) cannot be used anymore, because it is a system requirement to have each legal entity connected to a unique account (ANID).

Legal Entity	Account Used	Result
Associated Company Spain Barcelona	ANID 1	Successful connection
Associated Company France Paris	ANID 1	Unsuccessful Error message: “the username and password entered has already merged to another SAP Business Network Sourcing user account...”

To connect the second legal entity “Associated Company France Paris” you will need to:

- c) If you have another account different to the one used with the first legal entity (**ANID 1**), you can use the option log-in described at the beginning of this guide, using the username and password belonging to that different account (**ANID 2**)
- d) If you do not have another account, you would need to create a new account. You can use the invitation sent by your customer and selecting the option “**Sign up**”. If you need further information, you can ask your customer to send you the guide with the needed steps.

Welcome,

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with <customer name> on SAP Ariba.

Create an SAP Ariba supplier account and manage your response to procurement activities required by <customer name>

Log in to access your account.

Sign up

Log in

Retrieving my credentials

In case you do not remember the credentials of your account, you can retrieve this information.

- If you do not remember your username, press on the option “**Forgot Username**”.
- If you do not remember your password, press on the option “**Forgot Password**”.

Enter Your Account Information

Username:* myusername

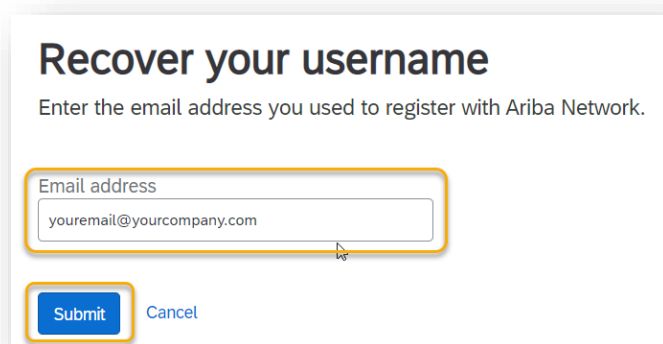
Password:*

[Forgot Username](#)

[Forgot Password](#)

Continue **Cancel**

Once you press on these options, you will be asked to provide the email address associated to your account, the information you requested will be sent to that email address.



Recover your username

Enter the email address you used to register with Ariba Network.

Email address

youremail@yourcompany.com

[Cancel](#)

In case you need to retrieve your username and your password, you will need to press on both options, one at the time, in this case, you will receive 2 different emails, one related to the username information, and one email to reset your password.