

Most common errors during supplier's registration to SAP Business Network

September 2023

Introduction



Dear valued Supplier,

this guide has been created to help you to solve a problem you met during the registration process to SAP Business Network. If you'll need additional support or have questions, don't hesitate to contact UPM's Join Ariba Team: join.ariba@upm.com.

SAP Business Network Registration Steps



Agenda



Can't log in to the account

Questionnaire isn't visible in your account

Can't log in with the credentials used previously during participation in Sourcing events

Duplicate username

Ariba Commerce Cloud window

Account already merged when registering with an existing account

Duplicate account warning

Ariba Network error (ANERR)

Duplicate D-U-N-S number

Password and username retrieve

UPM Supplier Third Party Code

How to open incognito window

Support



Click on the button to navigate to the required section.

Can't log in to Ariba



Problem description:

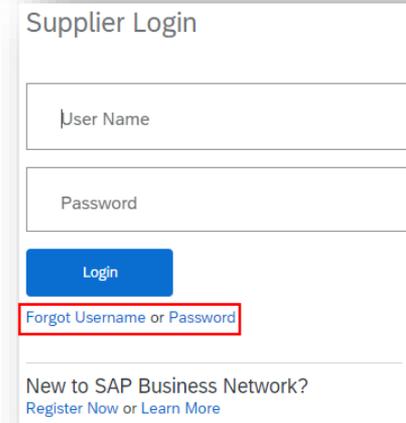
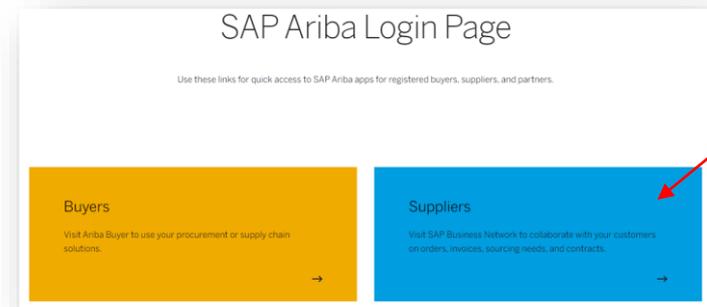
You can't log in to your Ariba account.

Problem solution:

- Check internally, if your company has an Ariba account and if you have right username or password to log in to the account.
- If you don't know the password or username, use Forgot Username or Password functionality to retrieve an access to the account.
- There's a possibility to log in to Ariba as a buyer. Be sure, you try to log in as a supplier. [Click here](#), to be forwarded to Ariba Network Supplier login page.
- Never use registration link you received from Join Ariba Team to log in to the account. This link is valid two weeks and shouldn't be used for log in to the portal.



Click [here](#) to check, how to paste a link to the browser in the incognito mode.



NOTE: contact join.ariba@upm.com if you will have problems with an access to your account.

Questionnaire isn't visible in your Ariba account



Problem description:

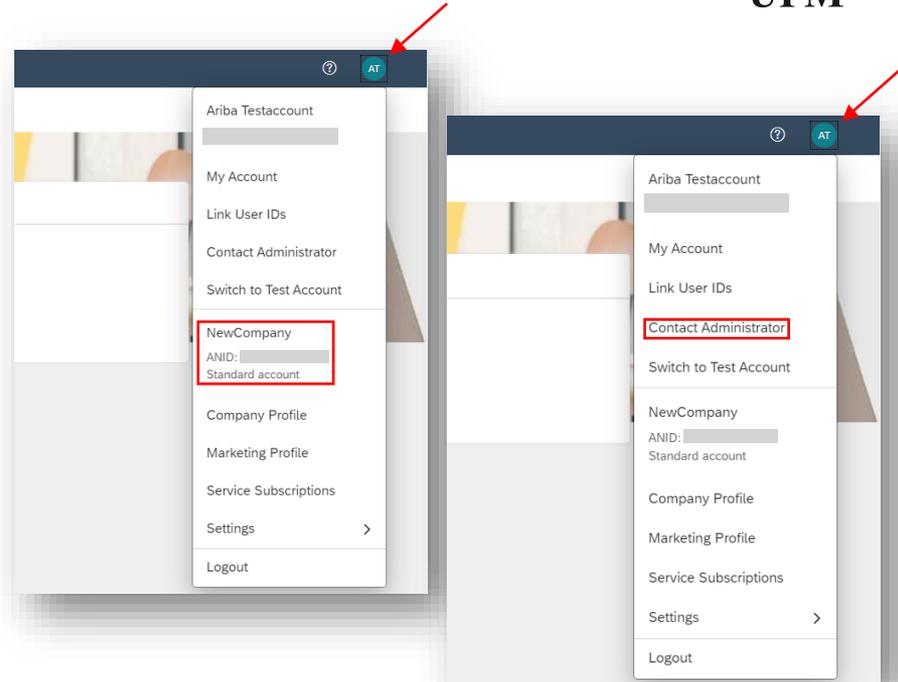
Questionnaires aren't available on the Proposals and Questionnaires site in your account.

Problem solution:

- Did you start the registration with the link, which has been sent from Join Ariba Team? If not, please ask for support at join.ariba@upm.com.
- Check, if you're logged in to the correct Ariba account, which is related to UPM. Click an icon with your initials in the right up corner to see an ANID of your account.
- Open in browser a new tab in incognito mode and log in to Ariba. Try to use another browser to log in to Ariba if problem will persist.
- Don't use password managers or ad-blockers.
- Only an administrator of the account can see a supplier registration questionnaire. Click Contact Administrator to check, who is an administrator of the account.



Click [here](#) to check, how to paste a link to the browser in the incognito mode.



Can't log in with the credentials used previously during participation in Sourcing events



Problem description:

You can't log in to SAP Business Network and fill in the Supplier Registration Questionnaire, because you see an error *Log in with the username and password that you have used previously...*

Problem solution:

You activated an expired registration link. Check, if there's a new registration e-mail in your mailbox. If you can't find the link, send an e-mail to join.ariba@upm.com.

SAP Ariba

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

Log in with the username and password that you have used previously when you participated in sourcing events with UPM. Click [Forgot Username](#) or [Forgot Password](#) if you don't remember this information.

Duplicate username



Problem description:

During new account creation process you see a notification **!User already exists. Please enter a different username.**

Problem solution:

This username belongs to another user in the system. Change slightly a username to create a new account as on the presented example. Username should be in e-mail format, but notifications from the system will be sent to your e-mail address.

NOTE: log in to Ariba with the username you created during registration.

SAP Business Network Privacy Statement

Name:* John Doe

Email:* defow33989@breazeim.com

Use my email as my username

! User already exists. Please enter a different username.

Username:* john.doe@gmail.com

Must be in email format(e.g john@newco.com) ⓘ

Password:*

Passwords must contain a minimum of eight characters special characters. ⓘ



SAP Business Network Privacy Statement

Name:* John Doe

Email:* defow33989@breazeim.com

Use my email as my username

Username:* 1john.doe@gmail.com

Must be in email format(e.g john@newco.com) ⓘ

Password:*

Passwords must contain a minimum of eight characters special characters. ⓘ

Ariba Commerce Cloud window



Problem description:

During registration process you see the Ariba Commerce Cloud window.

Problem solution:

- System shows this window when user fills in an account creation form too long. Try to create an account faster.
- Try to complete the registration in the incognito mode. Copy the registration link from the e-mail sent from the address s4system-prodeu@eusmtp.ariba.com and paste in the browser in the incognito mode.



Click [here](#) to check, how to paste a link to the browser in the incognito mode.

Ariba Supplier Login

Enter Username

Enter Password

Login

Forgot Username
Forgot Password

Not a member?

Select your role and create a new account.

Marketing

Register Now

YOUR PLACE FOR BUSINESS COMMERCE

Leads
Powered by Ariba Discovery
Discover new business relationships and receive leads and opportunities that match your capabilities.

Proposals
Powered by Ariba Sourcing
Respond to buyers' requests for quotation, participate in online sourcing events and submit your sales proposals.

Contracts
Powered by Ariba Contract Management
Access your customer contracts and negotiate terms.

Orders & Invoices
Powered by Ariba Network
Collaborate with your customers during the ordering and invoicing process, and manage your online orders, catalogs and invoices.

Account already merged when registering with an existing account



Problem description:

You want to use the existing account to establish the connection with UPM, but you see an error notification
!The username and password you entered has already merged to another Ariba Sourcing user account...

Problem solution:

This ANID has been already connected to the sourcing profile of UPM. You can contact join.ariba@upm.com to check the profile your ANID has related to or you can create a new account. When you'll create a new account, change your username in the account creation form to distinguish two ANIDs.

!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:*

Password:*

[Forgot Username](#)

[Forgot Password](#)

Duplicate account warning



Problem description:

When you click a button Create account after filling in new account creation form, you see a notification about potential existing accounts.

Problem solution:

Ariba shows this message to prevent creation of another account of your company. If you know administrator of existing account, you can send Join Ariba Team join.ariba@upm.com ANID of an existing account and provide administrator e-mail address to establish the connection between UPM and this account. If you don't recognize any ANIDs mentioned on the list, continue account creation.

ⓘ 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](#) [Skip review](#)

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	ADDRESS
UPM Kymmene OY	aribacconnection@gmail.com			<i>Alvar Aaltonenkatu Helsinki Pöytäkirja-Talvisaloni, Finland 00001</i>

1 search results found

SUPPLIER NAME	COUNTRY	STATE	DUNS	SUPPLIER ANID	ACTIONS
UPM KYMMENE OYJ	FIN	-	-	HWOL5006107111	...

Ariba Network Error (ANERR)



Problem description:

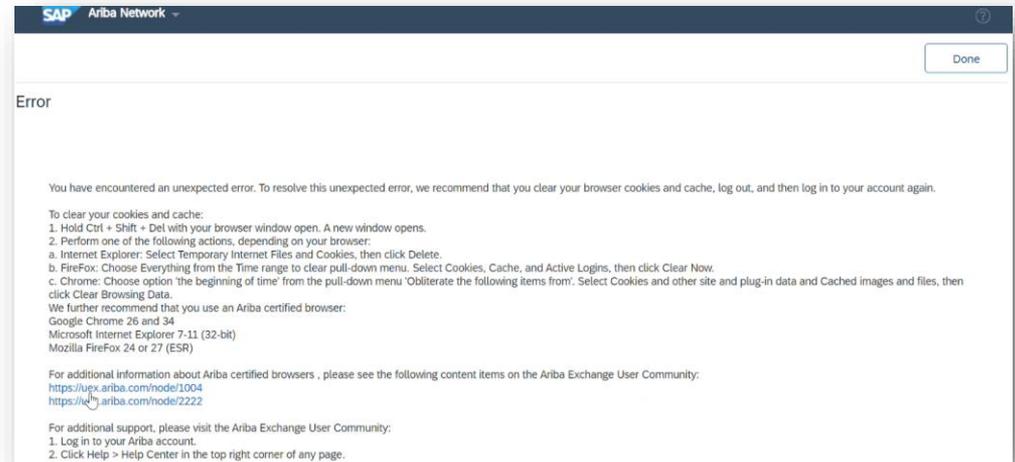
During the registration process or after log in to your account you encountered an error with ANERR identification number.

Problem solution:

- Copy the registration link from the e-mail, which has been sent from Ariba and paste it to another browser.
- Copy the registration link from the e-mail, which has been sent from Ariba and paste it to the tab in incognito mode.
- Close all browser tabs except for Ariba tabs and reload the page.



Click [here](#) to check, how to paste a link to the browser in the incognito mode.



Duplicate D-U-N-S number



Problem description:

During the registration process, when you clicked the button Create account and continue, you see an information about an organization, which already uses the DUNS number you entered.

Problem solution:

- You don't have to provide DUNS number during account creation process. It's an optional, not required field.
- Click Contact Administration button, do contact with an administrator of our account to clarify, if DUNS number is correct.

The screenshot shows the 'Matching Companies' section in the SAP Ariba interface. It includes a header with the SAP logo and 'Ariba Proposals and Questionnaires'. Below the header, there is a sub-header 'Matching Companies' and a paragraph of text: 'Based on the business information you entered, your company may have an existing account on Ariba. Ariba has detected that an organization already uses the DUNS number you entered. The following is a list of companies who have already registered on Ariba. If your company is listed below, click Contact Administrator'. Below this text is a table with the following content:

Supplier 1	State, Country
Dun & Bradstreet	NJ , United States

Below the table, there is a 'Description' field with the text: 'Providers of credit, marketing, and supply chain solutions.'

The screenshot shows the 'Contact Your Account Administrator' page in the SAP Ariba interface. It includes a header with the SAP logo and 'Ariba Proposals and Questionnaires'. Below the header, there is a sub-header 'Contact Your Account Administrator' and a paragraph of text: 'Review the following information and make edits as necessary. Click Send Email to send this message to your account administrator.' Below this text are several form fields:

- Your Name: *
- Company Name: *
- Email Address: *
- Phone Number:

Below the form fields is a 'Message' field with the following text:

Hello,
I recently attempted to register for an account on Ariba. During registration, Ariba searched existing accounts based on the business information I entered and returned your account as a match. I am contacting you to determine whether this account is associated with my organization, and if so, to request a user login for the account.
Please contact me as soon as possible to discuss this matter.

Password and username retrieve

Problem description:

You know the e-mail, which has been connected to the account, but you don't know credentials to access it.

Problem solution:

Go to the [Ariba for Suppliers website](#) and choose an option forgot password. You'll receive an e-mail, which will enable creation of the new password. If you don't know your username, click the link forgot username and follow instructions in the e-mail.



Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

New to SAP Business Network?
[Register Now](#) or [Learn More](#)



Ariba Commerce Cloud <ordersender-prod@ansmp.ariba.com>
to me ▾

Business Network

Ariba Account Password Reset Information

Dear [ariba.ordersender@ansmp.ariba.com](#),

Choose the account you want to reset the password for, and go to the corresponding link to reset your password.

User ID	Password reset link
ariba.ordersender@ansmp.ariba.com	Click Here
ariba.ordersender@ansmp.ariba.com	Click Here

Important: The link will expire in 24 hours

* If an error occurred when trying to reset this user's password using the email address provided, reset this user's password using this user ID.

UPM Supplier Third Party Code



Problem description:

One of the most important aspects of the registration is supplier's approval of UPM's Supplier and Third-Party Code (STPC). It defines the minimum level of performance that UPM requires from all its suppliers and third parties. You can find the document and more information about it [here](#).

The SPTC should be accepted only in Supplier Registration Questionnaire.

What to do, if I can't accept the Third-Party Code?

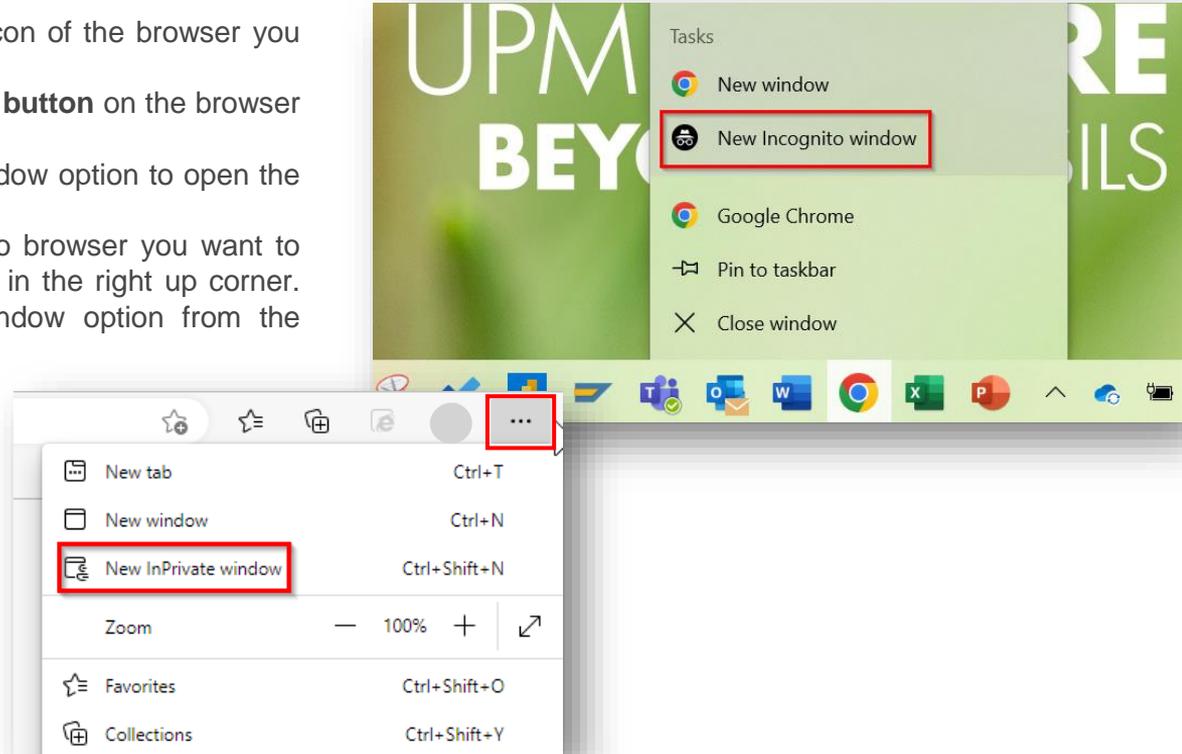
If you can't comply with the standards set in the STPC, you should choose NO in the point 6.2. In the next point you should specify, which parts of the document you can't agree with. It's necessary to attach equivalent document, which will be your proposal for code compliance. Our Risk Team will contact you and ask to fill in a code comparison document.

NOTE: contact supplierinformation@upm.com for more information

6.2 Does the company that you are representing accept and adhere to UPM Supplier and Third Party Code attached in "References"? For other language versions of the UPM Supplier and Third Party Code, please visit: https://www.upm.com/about-us-for-suppliers/requirements/upm-supplier-and-third-party-code/ References v	* No v
6.4 Please specify which part(s) you do not accept or agree with and attach your suggestion in 6.5	*
6.5 As you have declared that you do not agree with our Supplier and Third Party Code, please attach your proposal for discussion and negotiation.	* Attach a file

How to open incognito/InPrivate window in your browser?

1. Go to taskbar and find an icon of the browser you want to use.
2. Click with the **right mouse button** on the browser icon.
3. Choose New Incognito window option to open the browser in incognito mode.
4. Alternatively, you can go to browser you want to use and click a setup icon in the right up corner. Choose new InPrivate window option from the dropdown menu.



Support



For registration and qualification related questions:

join.ariba@upm.com



For account retrieve related questions call SAP Business Network Hotline:

- Europe +44 2071874144
- Asia +65 63114745



For UPM's Supplier and Third-Party Code related questions:

supplierinformation@upm.com



For more materials and support visit our website:

[Join UPM on the SAP Business Network](#)

UPM **BIOFORE**
BEYOND FOSSILS

