FAQ – for Suppliers

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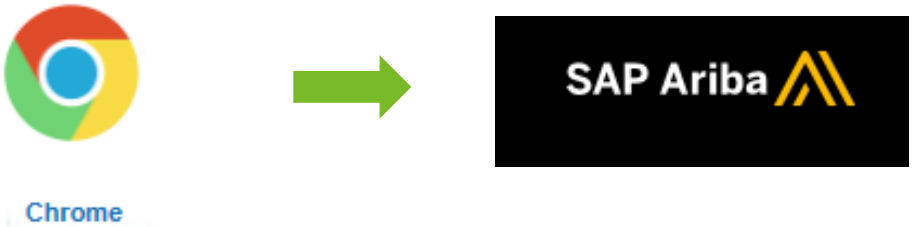
1. Topic: Supplier is not able to log in to Ariba Network account.

- Please check what web browser you are using.

Solution: Please try to use Google Chrome Browser which is recommended for SAP Ariba.



2. Topic: Supplier has used the link once and has already started the registration process and now is not able to access the registration questionnaire by following the link sent from Ariba previously.

Solution: Supplier should be able to access the questionnaire by logging into Ariba Network account.

Step-by-step instructions:

- Two ways of logging into Ariba Network:
  - 1. option to **log in**: https://supplier.ariba.com
  - 2. option to **log in**: www.ariba.com -> login as "**Supplier**"

Option 1

SAP Ariba

Supplier Login

User Name

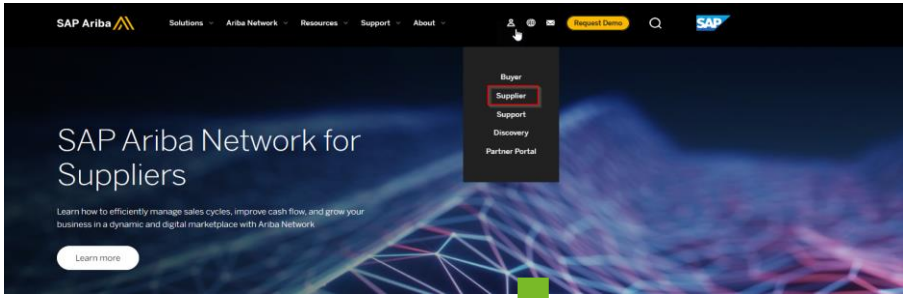
Password

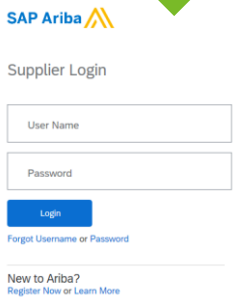
Login

Forgot Username or Password

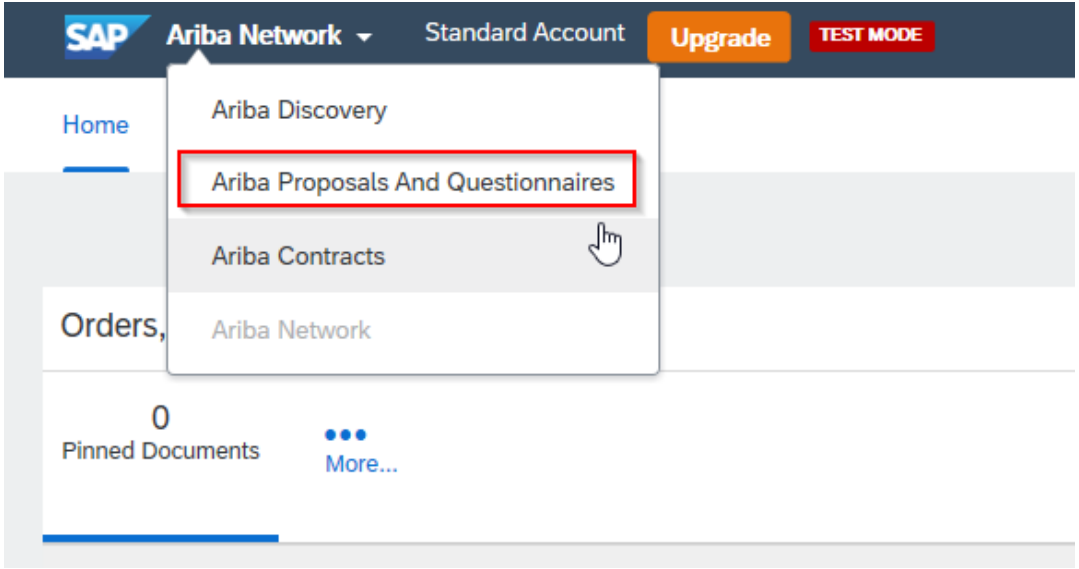
New to Ariba?
Register Now or Learn More

Option 2

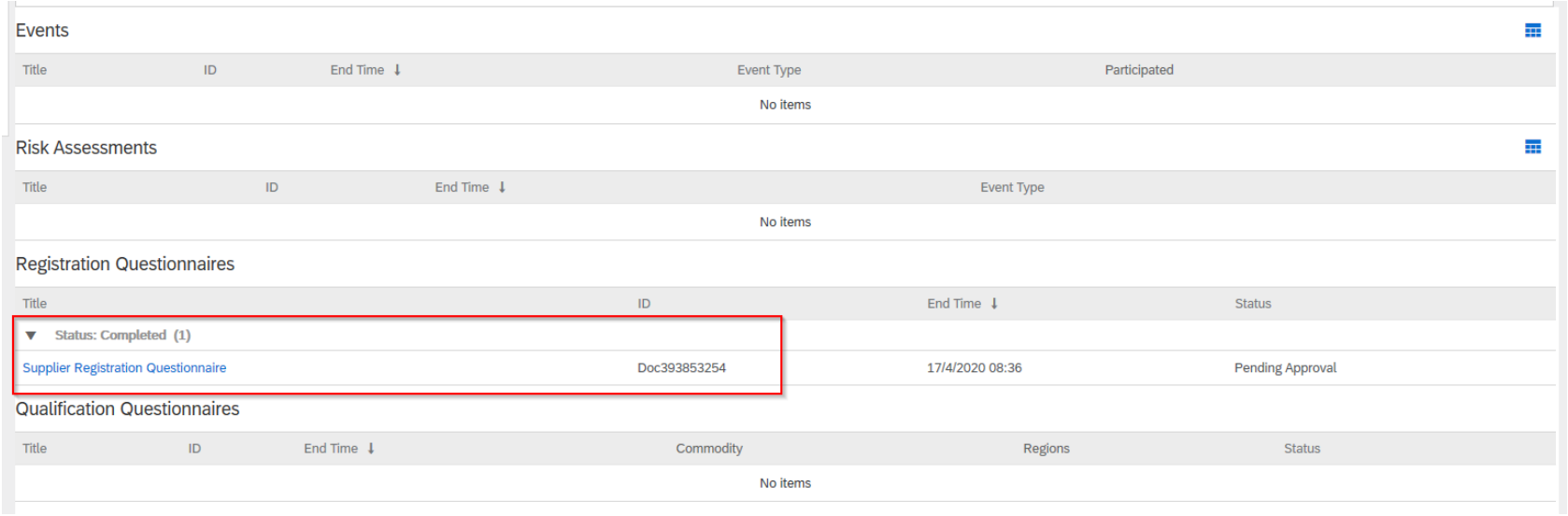




- Supplier should go to Ariba Proposals & Questionnaires section (image



- When in Proposals & Questionnaires section, supplier should be able to find the UPM questionnaire under “Supplier Registration Questionnaire” (image below).



Events

Title	ID	End Time	Event Type	Participated
No items				

Risk Assessments

Title	ID	End Time	Event Type
No items			

Registration Questionnaires

Title	ID	End Time	Status
Status: Completed (1)			
Supplier Registration Questionnaire	Doc393853254	17/4/2020 08:36	Pending Approval

Qualification Questionnaires

Title	ID	End Time	Commodity	Regions	Status
No items					

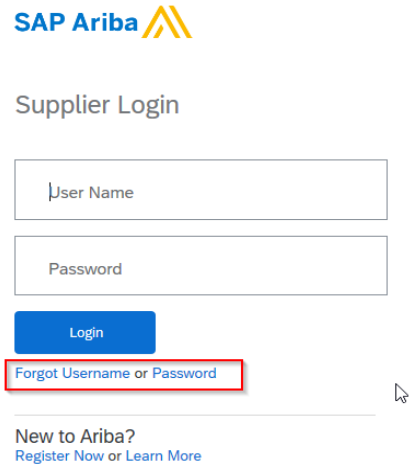
3. Topic: Supplier is not able to log into Ariba. Password/username has been forgotten.

Solution: Supplier should be able to reset the password/retrieve the login to Ariba Network

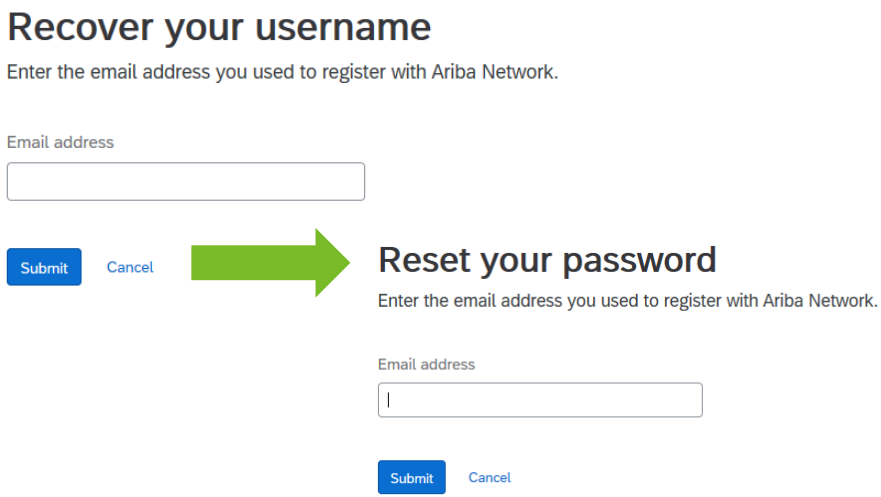
Step-by-step instructions:

- Supplier should open Ariba login page:
  - ❑ 1. option to **log in**: https://supplier.ariba.com
  - ❑ 2. option to **log in**: www.ariba.com -> login as "**Supplier**"

- Supplier should click on button „ **Forgot Username or Password**” (image)



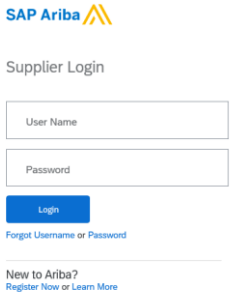
- Provide **E-mail address which was used to register** and **Submit**

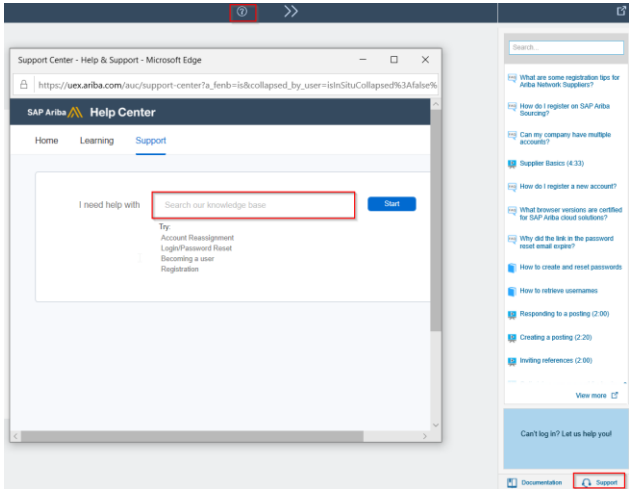


4. Topic: How to contact Ariba support?

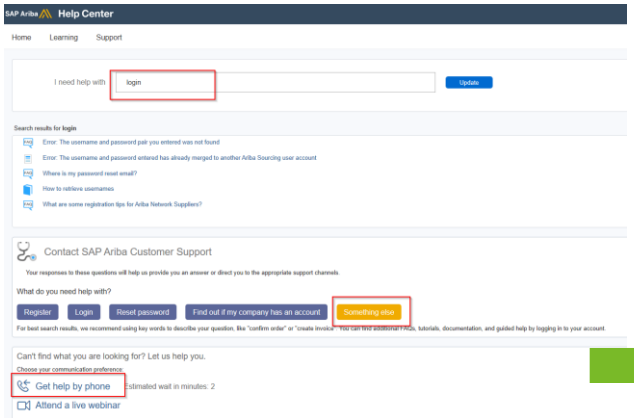
Solution: Supplier should be able to contact Ariba Help Center directly from Ariba Website (call or e-mail from Ariba Team).

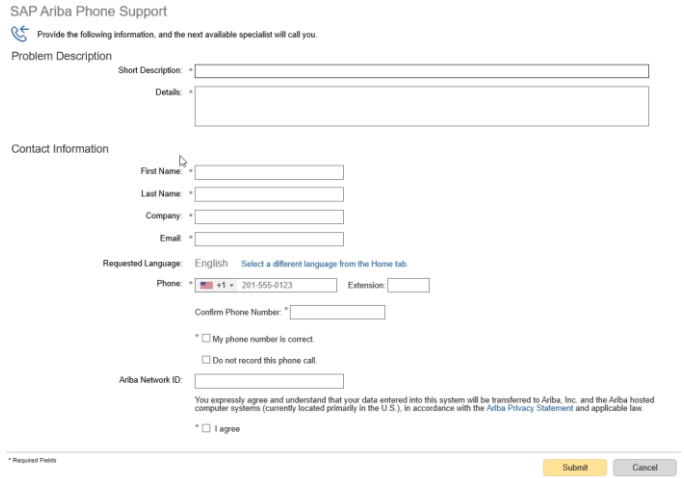
- Open Ariba Supplier Network Login page: https://supplier.ariba.com/
- Click on "**?**" sign
- In bottom right corner click **Support**





- New window will pop-up, supplier can type his question here: key word describing the issue
- Knowledge articles will appear that should answer the question
- In case help is still required supplier may request it by clicking on buttons in bottom part of the window





5. Topic: Supplier is registered in Ariba for another customer. Can Supplier use existing account for registration with UPM?

Solution: Supplier can have one Administrator account and multiple user accounts.

- Your company can have multiple Ariba accounts, depending on your business needs. For example, if your company has several locations around the world, you might want a separate account for each region.
- Most companies choose to have one account with multiple customer relationships, which provides a centralized location to maintain their company profile information and all of their customer relationships.
- Supplier can use existing Ariba Network account for registration with UPM or create a new one. It’s up to supplier to make a decision.

Additional Information:

- Consider the following items when deciding whether to have more than one account:
- **Administrators**: For each account, you can have only one account administrator, but the account administrator can provide access to multiple users. All users from your company have their own **Username** and **Password** to access the account.
- **DUNS** (data universal numbering system) **numbers**: You can add your company's DUNS number to only one account. If you plan to have multiple accounts, leave the DUNS number blank during registration.
- **Currencies:** You can send invoices to customers in multiple currencies through the same Ariba account. While you can configure only one default currency in your company profile, this currency does not affect the currency used on invoices you submit to your customers. The default currency determines the currency for your Ariba subscription invoices.

6. Topic: Supplier is redirected to Ariba Commerce instead of Ariba Network following our invitation link.

- A supplier gets redirected to page “Ariba commerce cloud” after clicking the registration link. Supplier is not able to login or access their questionnaires.

Step-by-step instructions:

- Supplier should clear cookies in his browser
- Copy the link from the invitation
- Open incognito window
- Try to log in

How to delete cookies in Chrome?

- Step 1: At the top right side of your browser toolbar, click on the Chrome icon
- Step 2: Click on Settings
- Step 3: Scroll to the bottom and click 'Show advanced settings'
- Step 4: Under 'Privacy', you will see 'Content Settings', click on this
- Step 5: Under 'Cookies', you will see 'All cookies and site data', click on this. Please note that you can block cookies altogether from being set on your browser by clicking 'Block sites from setting any data.' Unfortunately, many websites you browse will stop working if you do this. It is better if you just periodically clear your cookies manually instead of preventing them from being set by your browser.
- Step 6: You will see a full listing of all your cookies. You can click REMOVE ALL to clear all your cookies or you can pick a particular website and clear your cookies from that site.

- **How to delete cookies in <u>Internet Explorer?</u>**
- Step 1: Press Start
- Step 2: Click Control Panel
- Step 3: Double click Internet options
- Step 4: Under the General Tab, you will see 'Delete temporary files, history, cookies, saved passwords...' Click Delete
- Step 5: The Delete Browsing History dialog box will appear, click the 'cookies' checkbox
- Step 6: Click the delete button at the bottom of the dialog box
- Step 7: You will be taken back to the Internet properties dialog box. Click 'ok’

- **How to delete cookies in Firefox?**
- Step 1: Look at the top end of your Firefox window and you will see a 'Firefox' button. Click it and click 'Options'
- Step 2: Click on 'Privacy'
- Step 3: You will see 'Firefox will:'. Set it to 'Use custom settings for history.'
- Step 4: Click on the 'Show Cookies' button on the right side
- Step 5: If you want to delete cookies set by individual sites, enter the complete domain or partial domain name of the site you want to manage in the search field. Your search will retrieve the list of cookies set for that site. Click 'Remove Cookie'
- Step 6: If you want to delete all cookies, click the top of your Firefox window and click on your Firefox button. Click the History menu and pick out 'Clear Recent History...' Select 'Everything' for the 'Time Range To Clear' option. Click on the downward arrow located next to 'Details'. This will open up the list of items. Click 'Cookies' and make sure all the other items are unselected. Click on the 'Clear Now' button at the bottom. Close your 'Clear Recent History' window.

How to remove cookies in Safari?

- Step 1: Open Safari.
- Step 2: Click Safari then Preferences. Click on 'Privacy.'
- Step 3: Click on 'Details.'
- Step 4: You will see a lit of websites that store cookies. You can remove single sites by clicking the 'Remove' button and selecting a site. If you want clear all cookies, click 'Remove All.'
- Step 5: When you have finished removing sites, click 'Done.'

How to clear cookies in Opera?

- Step 1: Click 'Settings' at the top of your Opera browser.
- Step 2: Click 'Preferences' and select 'Advanced'
- Step 3: In the 'Advanced' screen, select 'Cookies'
- Step 4: At this point, you can select one of three options: accept all cookies (this is the default setting), accept cookies only from sites you visit, and never accept cookies. If you block cookies, most of the sites you visit will stop working. This is usually not a good choice. Your best default choice is to accept cookies only from sites you visit. This blocks cookies set by advertising networks and other third party sites. These third party sites set cookies to track your movements across sites to enhance their ad targeting capabilities.
- Step 5: Select 'Delete new cookies when exiting Opera'. If you want to use a specific website but don't want to keep any cookies for that site between your visits, select this option. It is not a good idea to use this option for sites you visit frequently.

7.Topic: How do I access and change the former administrator's account?

Solution: This should be done on account settings level or by Ariba Support Center.

1. If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different person.

2. If the account administrator is no longer with your company, but you have access to the registered email:

Use the Password link on the Supplier Login page to request a password reset.

After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself.

3. If the account administrator is no longer with your company and there is no access to the email address on file, contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address.

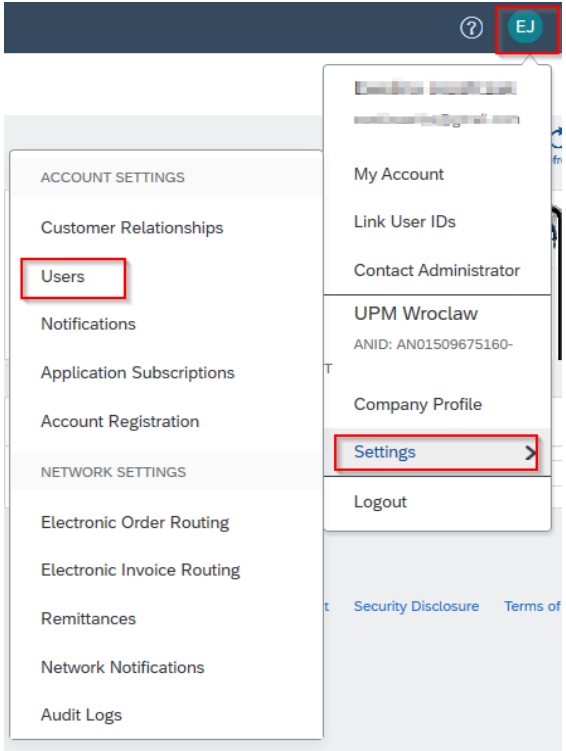
Additional Information

- Account Reassignment requests go to a specific team within SAP Ariba Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.

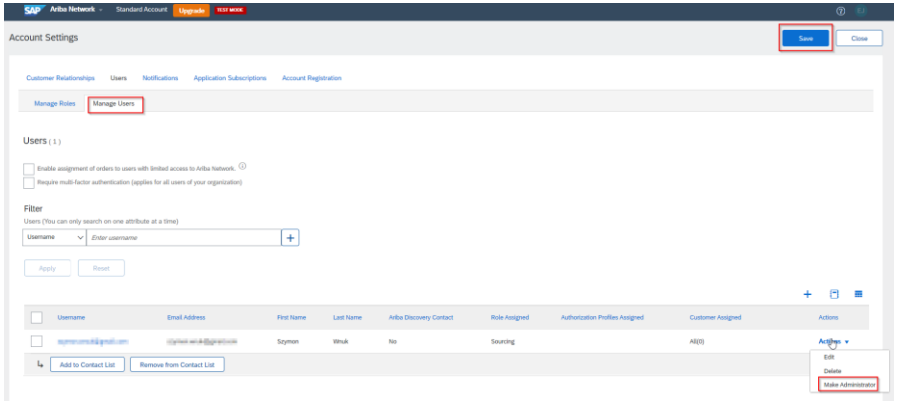
8. Topic: How can I transfer the administrator role to another user?

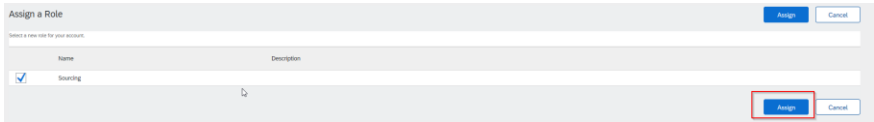
Step-by-step instructions:

- To transfer the administrator role to an existing user: Click the users initials in the upper-right corner of the application.
- Click **Settings** -> Click **Users**. -> Click the **Manage Users tab**.



- To the right of the user you would like to select, click **Actions** > **Make Administrator**.
- Select a **Role** for your own username and click **Assign**.
- Click **OK** to transfer the account administrator role.



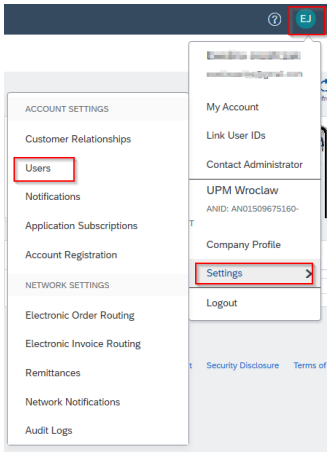


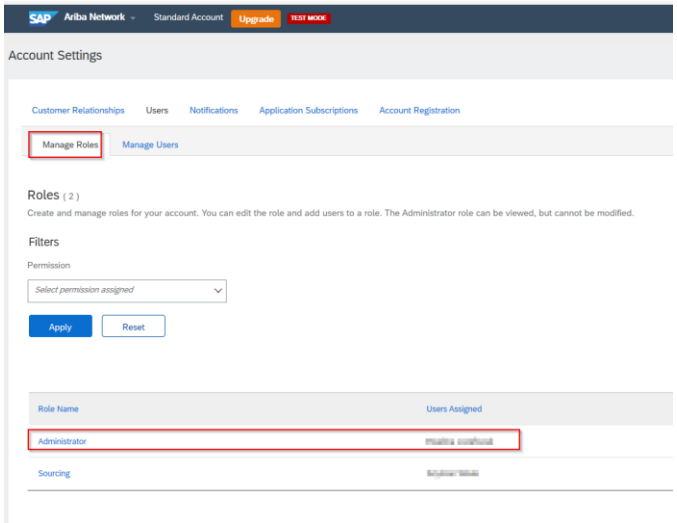
To update the administrator account information:

- Click the initials in the upper-right corner of the application and select **My Account**.
- Update this page with the new administrator information. Remember to change the following:

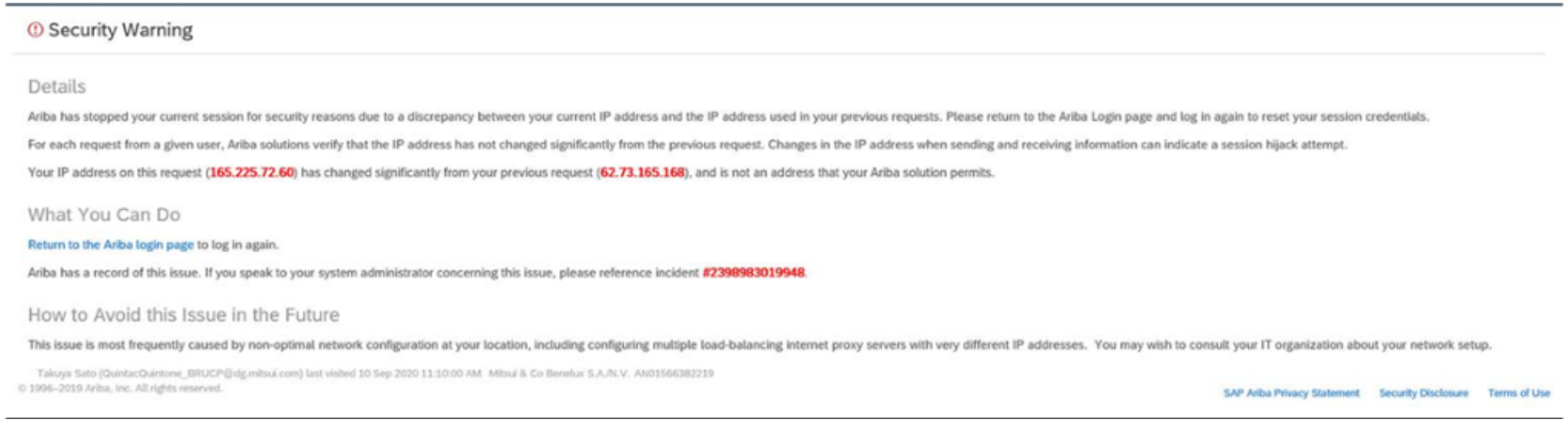
1. Username
2. User's full name
3. User e-mail
4. Contact information
5. Click **Save**.

- If you want to check, who is the current administrator, follow the steps:
- Click **Settings** -> Click **Users** -> Click the **Manage Role** tab and check the role name and users assigned to that.





9. Topic: Supplier registered. Not able to access the Questionnaire. *Security Warning* error occurs (image below).



Security Warning

Details

Ariba has stopped your current session for security reasons due to a discrepancy between your current IP address and the IP address used in your previous requests. Please return to the Ariba Login page and log in again to reset your session credentials.

For each request from a given user, Ariba solutions verify that the IP address has not changed significantly from the previous request. Changes in the IP address when sending and receiving information can indicate a session hijack attempt.

Your IP address on this request (165.225.72.60) has changed significantly from your previous request (62.73.165.168), and is not an address that your Ariba solution permits.

What You Can Do

Return to the Ariba login page to log in again.

Ariba has a record of this issue. If you speak to your system administrator concerning this issue, please reference incident #2398983019948.

How to Avoid this Issue in the Future

This issue is most frequently caused by non-optimal network configuration at your location, including configuring multiple load-balancing internet proxy servers with very different IP addresses. You may wish to consult your IT organization about your network setup.

Takuya Sato (QuintacQuirdone_BRUCP@dg.mitsui.com) last visited 10 Sep 2020 11:10:00 AM Mitsui & Co Benelux S.A./N.V. AN01566382219

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Solution: The Questionnaire was opened too long. Supplier should log in and open the questionnaire again.

Step-by-step instructions:

- The Questionnaire was opened too long. In order to avoid it, choose option: „**save draft**” and avoid breaks during filling in.
- To reach the questionnaire again: refresh your web site or log in and open the questionnaire.

10. Topic: Ariba Network error (ANERR) occurs. How can Supplier resolve the issue?

- You receive an ANERR message when an unexpected error occurs. Messages appear in the following format:

Please contact support with the Error Reference Number: ANERR-10000000000000000012345678

- The ANERR number typically contains 26 digits after the hyphen. This number is a unique error identifier in the Ariba Network logs, so Supplier will never receive exactly the same ANERR number twice, even if you take the same steps to produce the error.
- Oftentimes, the message preceding the ANERR number can help Supplier to determine the cause of the issue and how to resolve it. If Supplier cannot determine the cause or solution based on the error message, first should try **clearing your browsing history/cookies, restarting the browser, and trying again**.
- If the issue persists, contact Ariba Customer Support and provide the following information:

1. The full ANERR number
2. The steps that you took before receiving the ANERR message
3. Whether the error occurred only once or each time you took the steps
4. Ariba Customer Support will attempt to replicate the error and determine additional information related to the cause/resolution of the issue.

11. Topic: What if my company doesn’t want to commit to the UPM Supplier & Third-Party Code?

- If your company's policies cover all requirements set by UPM Supplier & Third-Party Code, you can submit them for our review. Please note that the Supplier & Third-Party Code also includes UPM-specific requirements such as audit rights, which need to be covered with a separate agreement.

12. I was not able to find answer for my questions. How to contact UPM support?

In case you have not found an answer to your question, please contact UPM supplier support team.

join.ariba@upm.com

UPM BIOFORE
BEYOND FOSSILS