



# Supplier Self Registration and Ariba Support Guide

Last Updated on : Q3 2024

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# Create new Ariba Network account

This is applicable to suppliers who don't have any Ariba Network account.

Ariba Sourcing

service.ariba.com/Sourcing.aw/109555012/aw?awh=r&awssk=CUCnTBUg&dard=1&ancdc=1#

SAP Ariba Proposals and Questionnaires

SAP Ariba

Supplier Login

User Name

Password

Login

Forgot Username or Password

Celebrating our suppliers' journey with SAP Business Network

At Transformation Continuum, they are committed to staying at the forefront of innovation and finding ways to streamline their operations to better serve their clients.

Learn More

New to Ariba? **Register Now**

**If you already have an Ariba Network account, please [jump to page 13](#) to link your existing account with Cathay instead of creating a brand-new account**

To participate Cathay's online RFX, suppliers are required to self register in eProcurement Platform – SAP Ariba by following steps,

1. Click on <http://cathaypacific.supplier.ariba.com> ; or copy & paste the URL to your browser
2. Click on “Register Now” to create a brand-new Ariba Network account

Company information

3

Company Name:\* APD Test

Country/Region:\* Hong Kong [HKG]

Address:\* Cathay Pacific City

8 Scenic Road, Hong Kong International Airport,

Lantau, Hong Kong

Line 4

City:\* Hong Kong

Postal Code:

\* Indicates a required field

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

User account information

4

Name: APD Test

Email:\* apd@cathaypacific.com

☒ Use my email as my username

Username:\* apd@cathaypacific.com

Password:\*

Language: English

Email orders to:\* apd@cathaypacific.com

\* Indicates a required field

SAP Business Network Privacy Statement

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

Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters.

The language used when Ariba sends you configurable notifications. This is different than your web b...

Customers may send you their orders through SAP Business Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

SAP Business Network standard account is Free

Already have an account?

Login

Strengthen relationships

Collaborate with your customer on the same secure network.

Connect faster

Exchange documents electronically and streamline communications.

Reach more customers worldwide

Sign up with SAP Business Network Discovery and increase sales leads.

Learn more

After registration download the SAP Ariba Supplier app from the Apple App Store or Google Play to your mobile device and manage customer orders on the go.

3. Fill in Company information  
(English Company Name is preferable)

4. Fill in User account information

**This email will be defaulted as your “Account Administrator”.**

**It is highly recommended to register with a generic email (e.g. [bid@xxx.com](mailto:bid@xxx.com)) in the consideration of account continuity – if there’s any staff movement, other persons within the company will still be able to access this account and participate Cathay’s online RFx.**

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© Cathay Pacific Airways Limited and its subsidiaries

5

Tell us more about your business ▶

5

☒ 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 public based on my role within the SAP Business Network and the applicable profile visibility settings. Please see the [SAP Business Network Privacy Statement](#) to learn how we process personal data.

6

[Register](#) [Cancel](#)

5. Read through “Terms of Use” and “SAP Business Network Privacy Statement” and tick both boxes.

6. Click on “Register”

ⓘ Potential existing accounts

We have noticed that there may already be an SAP Business Network account registered by your company. Please review before you create a new account.

[Review accounts](#)

After clicking “Register”,

If there are potential existing accounts found (i.e. in similar organisation name), you will be taken to “Review duplicate account” page to review those match results before creating a new account.

If this message doesn’t pop-up, it means there is no duplicate account found in Ariba Network. You can [directly jump to page 8](#) of this deck.

## Review duplicate Account





We noticed that your company may already register an SAP Business 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
APD Test	apdcx3@gmail.com			Cathay Pacific City,, 8 Scenic Road, Hong Kong International Airport, Hong Kong Hong Kong

### 4 search results found

Supplier name	Country	State	DUNS	Supplier ANID	Actions
APD Test 2	HKG	-	-	AN01399483848	
APD Test 3	HKG	-	-	AN01399376344	
APD Test 2	HKG	-	-	AN01398897829	
APD Test Supplier	HKG	-	-	AN01062490105	

[View profile](#)  
Please view profile  
and contact admin if  
you need to.

In “Review duplicate Account” page, please review the results found.

If there’s any result matched, you can click on “View profile” for contacting the account administrator to add you to the existing account.

If there’s no result matched, you can simply click on “Continue Account Creation” to proceed further.

## Confirm Your Email Address

### ACTION REQUIRED

Check your email inbox for a message from Ariba. An email has been sent to [apdcx3@gmail.com](mailto:apdcx3@gmail.com).

Click on Activate link in the email to activate account and complete the Cathay Pacific Airways requested profile.

If you do not receive an activation email:

- Check your junk mail folder or email filter settings to verify that automated emails from Ariba are not blocked from your inbox.
- Click Resend to have another activation email sent to you.

Resend

- If you have more than one email address, you can enter another email address and click Send. Your email address in your profile will be updated accordingly.

Send

Once you complete the registration, Ariba will send an email to your registered email address to confirm the details.

7. Go to your email inbox and click on the link given to activate your account.

### Action Required: Activate your account

Inbox x



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

11:44 AM (1 minute ago)



Dear APD CX,

Thank you for registering your Ariba account. To complete the registration process we just need to verify your email address. Please click on the following link to confirm your address and complete all required profile fields of your company profile as specified by Cathay Pacific Airways.

7

[Click here to activate your Ariba account.](#)

If you are unable to launch a browser using this link, copy the link and paste it into the address bar of any of the supported Web browsers to form a single-line URL.

<https://service.ariba.com/Authenticator.aw/ad/confirmEmail?key=DkmiFRIVoyB8eddkew7fz4OakmeU2bb&anp=Ariba&app=Sourcing>

After your registration process is complete, use the following URL to log in to your account:

<https://proposals.seller.ariba.com>

Sincerely,

**The SAP Ariba Team**

<https://seller.ariba.com>



**SAP Ariba Proposals and Questions**

### Company Profile

Basic (4) Business (2) Marketing (2)

\* Indicates a required field

Sourcing Customer List

Customer

Cathay Pacific Airways

### Cathay Pacific Airways Requested Profile

\* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer.

Save as Draft **9** **Submit**

Changes you make below may be subject to approval before they are accepted.

Question

▼ 1 Cathay Pacific Representative

1.1 Who is the Cathay Pacific procurement representative in touch with you for the supplier registration request? \*

(An active person from Cathay's procurement department)

▼ 2 Supplier Code of Conduct

2.1 Our Supplier Code of Conduct describe our minimum requirements for,

- Legal and Regulatory compliance
- Environmental protection and combating climate change
- Health and safety in the workplace
- Not employing child labour
- Not employing forced labour
- Provision of proper compensation and appropriate working hours for employees
- Diversity and non-discrimination
- Freedom of association and rights to collective bargaining
- Sharing the Code with sub-contractors
- Upholding business integrity

2.2 Do you have a process which ensures that your own service providers and subcontractors meet Cathay Pacific's Supplier Code of Conduct as stated in Q2.1?

Answer \* Yes

2.3 Do you agree to act in compliance with standards in Cathay Pacific's Supplier Code of Conduct as presented in the attached document? [References](#)

Answer \* Yes

After clicking the activation link, it will direct you to the page to complete the required profile information to link with Cathay.

8. Complete questions 1 and 2

9. Click on "Submit" to send your registration to Cathay

The online registration is completed. Cathay will be notified of your registration.

Cathay anticipates the business partners adhering to our corporate governance policies and work collaboratively to achieve procurement excellence.

Only if supplier answers "Yes" in Q2.2 & Q2.3, the profile will get approved by Cathay.


SAP Ariba Proposals and Questionnaires Standard Account

CATHAY PACIFIC AIRWAYS

Cathay Pacific Airways Requested Profile

All required customer requested fields have been completed.

[View customer requested fields >](#)



**CATHAY PACIFIC**

Your requested profile information has been submitted to Cathay Pacific Airways and is pending approval. Contact Cathay Pacific Airways if you are unsure of their registration policies and procedures. If you want to increase your chance at new business opportunities with other companies, click the Public Profile Completeness link and complete your public profile.

If this message is showing in your homepage, it means your registration has been successfully submitted to Cathay and pending approval.

No further action is required.

**Organization APD Test has been approved by Cathay Pacific Airways.** Inbox x

aribasystem <no-reply@ansmtp.ariba.com> 11:56 AM (0 minutes ago) ☆ ☺  
to me ▾

Cathay Pacific Airways

Your organization APD Test has been approved by Cathay Pacific Airways for Ariba Sourcing. Your organization is now authorized to participate in activities with Cathay Pacific Airways on Ariba Sourcing.

This email originated from the Ariba system used by Cathay Pacific Airways and was originally sent to: [apdcx3@gmail.com](mailto:apdcx3@gmail.com)

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

Once your account is approved by Cathay, an automated email will be sent to notify your account is approved.

You are now able to participate in Cathay online RFX events.



# Login with existing Ariba Network account

This is only applicable to supplier who already has an Ariba Network account and connected with customers.  
Please use your existing account to connect with Cathay.

Ariba Sourcing

1 service.ariba.com/Sourcing.aw/109555012/aw?awh=r&awssk=CUCnTBUg&dard=1&ancdc=1#

SAP Ariba Proposals and Questionnaires

SAP Ariba

Supplier Login

User Name

Password

Login

Forgot Username or Password

New to Ariba? Register Now 2

Celebrating our suppliers' journey with SAP Business Network

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Learn More

If you already have an Ariba Network Account and connected with other customers, please follow below steps to link with Cathay,

1. Click on <http://cathayairways.com/supplier.ariba.com> ; or copy & paste the URL to your browser
2. Click on “Register Now”


SAP Ariba Proposals and Questionnaires

Register

To do business with Cathay Pacific Airways on Ariba, you need an Ariba Commerce Cloud account.

[What is the Ariba Commerce Cloud?](#)

If you already have an Ariba Commerce Cloud, SAP Business Network Discovery or SAP Business Network account, click here to log in:  3



3. Click on “Login”

4. Use your existing Username and Password to login

5. Click on “Continue”

SAP Ariba Proposals and Questionnaires

Enable your Ariba Commerce Cloud account to access Cathay Pacific Airways

To do business with Cathay Pacific Airways, use your Ariba Commerce Cloud account. [What is the Ariba Commerce Cloud?](#)

4  Username:

5  Password:

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

5

**SAP Ariba Procurement**

## Company Profile

Basic (3) Business

\* Indicates a required field

Sourcing Customer List

Customer

Cathay Pacific Airways

### Cathay Pacific Airways Requested Profile

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Question

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(An active person from Cathay's procurement department)

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- Not employing forced labour
- Provision of proper compensation and appropriate working hours for employees
- Diversity and non-discrimination
- Freedom of association and rights to collective bargaining
- Sharing the Code with sub-contractors
- Upholding business integrity

2.2 Do you have a process which ensures that your own service providers and subcontractors meet Cathay Pacific's Supplier Code of Conduct as stated in Q2.1?

Answer \* Yes

2.3 Do you agree to act in compliance with standards in Cathay Pacific's Supplier Code of Conduct as presented in the attached document? [References](#)

Answer \* Yes

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SAP Ariba Proposals and Questionnaires Standard Account

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Cathay Pacific Airways Requested Profile

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[View customer requested fields >](#)




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to me ▾

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Once your account is approved by Cathay, an automated email will be sent to notify your account is approved.

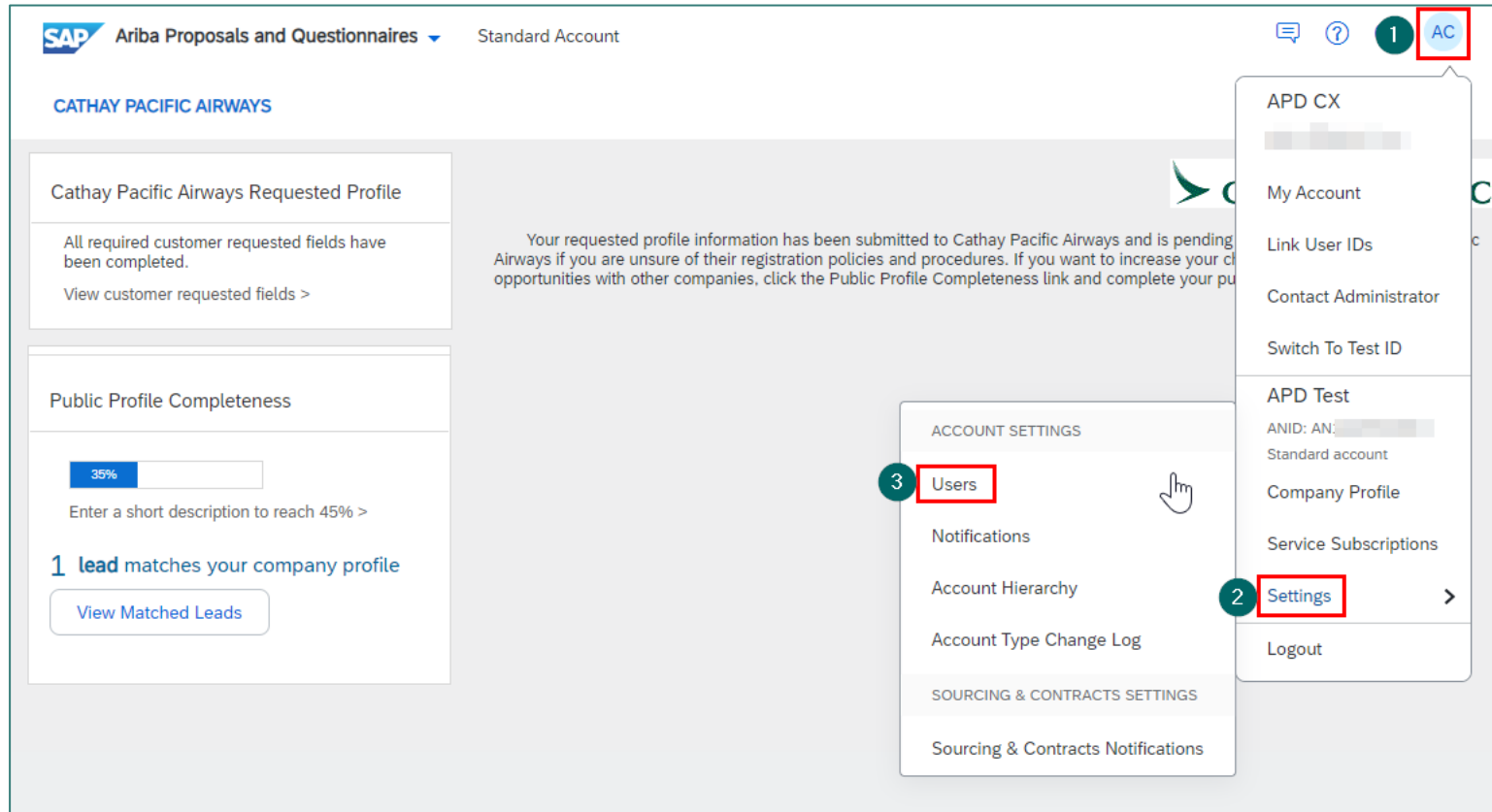
You are now able to participate in Cathay online RFX events.



# Add new users to your account

This is only applicable if you are the Account Administrator.





To add users to your company account, please refer to the following steps,

1. Click on your profile icon in the top right corner
2. Click on “Settings”
3. Select “Users”

Account Settings

SaveClose

Customer RelationshipsUsersNotificationsAccount HierarchyApplication SubscriptionsAccount RegistrationAccount Type Change LogAccount Deletion

Manage RolesManage UsersManage User AuthenticationRevoked UsersMore...

Roles ( 1 )

Create and manage roles for your account. You can edit the role and add users to a role. The Administrator role can be viewed, but cannot be modified.

Filters

Permission

Select permission assigned

ApplyReset

4+

Role Name	Users Assigned	Actions
Administrator	APD CX	

“Roles” is to define user’s access right. Please create a “Role” before adding new users.

4. In “Manage Roles” tab, click on the add icon to create new roles

**SAP** Ariba Proposals and Questionnaires Standard Account

7 **Save** Cancel

Create Role

\* Indicates a required field

New Role Information

5 Name: \* Proposals Reviewer

Description:

Permissions

Each role must have at least one permission.  
Upgrade your SAP Business Network, standard account to an enterprise account to enable all permissions.

<input type="checkbox"/>	Permission	Description
6 <input checked="" type="checkbox"/>	Access Proposals and Contracts	View your organization's Ariba Sourcing events and Ariba Contract Management contracts, documents, and tasks. This permission grants access to the Proposals and Contracts properties. Individual users must be approved by Ariba Sourcing buyers before they can view or participate in events or contract tasks
<input type="checkbox"/>	Account Hierarchy Administration	Manage your accounts to link and sign on to a child account
<input type="checkbox"/>	Catalog Management	Set up and manage catalog-related activities
<input type="checkbox"/>	Child Account Access	Sign on to access a child account
<input type="checkbox"/>	Company Information	Review and update company profile information
<input type="checkbox"/>	Contact Administration	Maintain information for account contact personnel
<input type="checkbox"/>	Create postings on Ariba Discovery	Create postings on Ariba Discovery
<input type="checkbox"/>	ID Registration Access	Register unique identifiers, like email domains
<input type="checkbox"/>	Payment Profile	Configure your payment profile
<input type="checkbox"/>	Premium Membership and Services Management	Manage your premium service subscriptions

5. Assign a name for this role, e.g. "Proposals Reviewer"
6. Select Permission of this role, e.g. "Access Proposals and Contracts"
7. Click on "Save"

You have now created a role with access to Proposals and Contracts.

You can assign this role to users who are responsible to submit proposals on behalf of your organisation.

Account Settings

SaveClose

Customer RelationshipsUsersNotificationsAccount HierarchyApplication SubscriptionsAccount RegistrationAccount Type Change LogAccount Deletion

Manage RolesManage UsersManage User AuthenticationRevoked UsersMore...

Users ( 1 )

☐ Enable assignment of orders to users with limited access to SAP Business Network. ⓘ

Filter

Users (You can only search on one attribute at a time)

Username

▼Enter username

+

ApplyReset

8+

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>			APD	CX	No	SOURCING_SUPPLIER_BASE, +7		All(0)	Yes	

↳

Add to Contact List

Remove from Contact List

8. To add new users, click on the add icon in “Manage Users” tab

Create User

11

Done

Cancel

Create a new user account and assign a role and if needed assign them to a business unit. Ariba will email a temporary password to the address provided for the new user account. The account information entered here will not be modifiable after you click Done. However, you can modify role assignments at any time.

New User Information

9

Username: \*

Email Address: \*

First Name: \*

APD

Last Name: \*

Test

☐

Do not allow the user to resend invoices to the buyer's account.

☐

This user is the SAP Business Network Discovery Contact

☐

Limited access

Office Phone:

Country

Area

Number

USA 1

Role Assignment

10

Name	Description
<div><input checked="" type="checkbox"/></div> Proposals Reviewer	

Customer Assignment

Assign to Customer:

☒

All Customers

☐

Select Customers

By entering this personal data, you acknowledge that you have authority to allow transfer of this personal data to Ariba for processing in the Ariba systems (hosted in various data centers globally) in accordance with the [Privacy Statement](#), the service agreement between your company and Ariba, and applicable law, and, if applicable, that any personal data from Russian citizens has been stored by your organization in a separate data repository residing within the Russian federation.

9. Fill in user details

10. Assign the role you have created to this user by selecting the role name

11. Click on “Done”

You can create other roles / new users by repeating the above steps.

If any user is added post the approval of your organization, you will have to notify your Cathay contact to approve the new user before they can access the RFX events.

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# Change Account Administrator

# Account Administrator



- Account administrator performs account setup and maintenance task
  - Add or delete users
  - Assign roles
  - Reset passwords
- Importance of having an active administrator account
  - Easily maintain supplier profile anytime;
  - without the help from Ariba Support or Cathay;
  - to avoid delay in participating RFx event
- Plan ahead to change the account administrator if there's any staff movement

# How do I access and change the former administrator's account?

Ariba reference article: <https://support.ariba.com/Item/view/82428>

Account administrator is **still with your company**

Account Administrator can

- [reassign](#) the administrator account to another user OR
- [change](#) their user information to a different person

Account administrator is **no longer with your company, but you have access to the registered email**

- Request a password reset in the Supplier Login page.
- Once you can have access to the the account, you can
  - [reassign](#) the administrator account to another user OR
  - [change](#) their user information to a different person

Account administrator is **no longer with your company and there is no access to the email address**

- [Contact SAP Ariba Customer Support](#) via the Support Centre to request a change of administrator.
- You will be required to provide
  - ANID number of the account
  - Administrator's name
  - Administrator's email address

(In case you don't have above information, please contact your Cathay representative)



**Cathay is not authorised on changing / reassigning your account administrator / users.**

**You must contact Ariba Customer Support in case you cannot access to the registered email. This may take up to several weeks to complete (subject to Ariba Support lead-time). Contact information can be found in "Ariba Help Center Support" section.**





# Update questionnaire answers

SAP Ariba Proposals and Questionnaires Standard Account

CATHAY PACIFIC AIRWAYS

Cathay Pacific Airways Requested Profile

All required customer requested fields have been completed.  
View customer requested fields >

Public Profile Completeness

60%

Enter your company revenue to reach 70% >

There are no matched postings.

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

Home

Events

Title	ID	End Time ↓	Event Type
▶ Status: Completed	(326)		
▶ Status: Open	(1)		
▶ Status: Pending Selection	(129)		

Tasks

Name	Status	Due Date	Completion Date
No items			

APD User  
apd@cathaypacific.com

My Account

Link User IDs

Contact Administrator

Switch To Test ID

APD Test Supplier  
ANID: AN01062490105  
Standard account

Company Profile

Service Subscriptions

Settings >

Logout

In “Ariba Proposals and Questionnaires” page,

1. Click on your profile icon in the top right corner
2. Click on “Company Profile”

Business Network
Standard Account
[Get enterprise account](#)

Home
Enablement
Discovery
Workbench
Catalogs
Assessments

Create
...

Company Profile
Support humanitarian aid
Options

AT

Overview

Credentials

Certifications

Sustainability Ratings

Additional Addresses

Business Information

Contacts

3
Customer Requested

Additional Documents

APD Test Supplier

[www.cathaypacific.com](#)
ANID: AN01062490105
DUNS: -

Employees

Business Type

Legal Form

Founded

Revenue

Stock Symbol

Company Aliases

Address

Product and Service Categories

Ship-to or Service Location

Industries Served

Certifications

3. Click on “Customer Requested”

SAP Business Network

Standard Account

Additional Information

Additional Addresses

Business

Customer Request

Sourcing Customer List

Customer	Customer F
4 Cathay Pacific Airways	Complete

Cathay Pacific Airways Requested Profile

\* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer. Click **Discard Draft** to clear all the changes you have made and display the last values you successfully submitted to your customer.

Status: Submitted by APD User at 05/22/2024 04:54 PM

Discard Draft

Save as Draft

6 Submit

5 Changes you make below may be subject to approval before they are accepted.

Question

▼ 1 Cathay Pacific Representative

1.1 Who is the Cathay Pacific procurement representative in touch with you for the supplier registration request? \*

▼ 2 Supplier Code of Conduct

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- Upholding business integrity

2.2 Do you have a process which ensures that your own service providers and subcontractors meet Cathay Pacific's Supplier Code of Conduct as stated in Q2.1?

Answer \* Yes

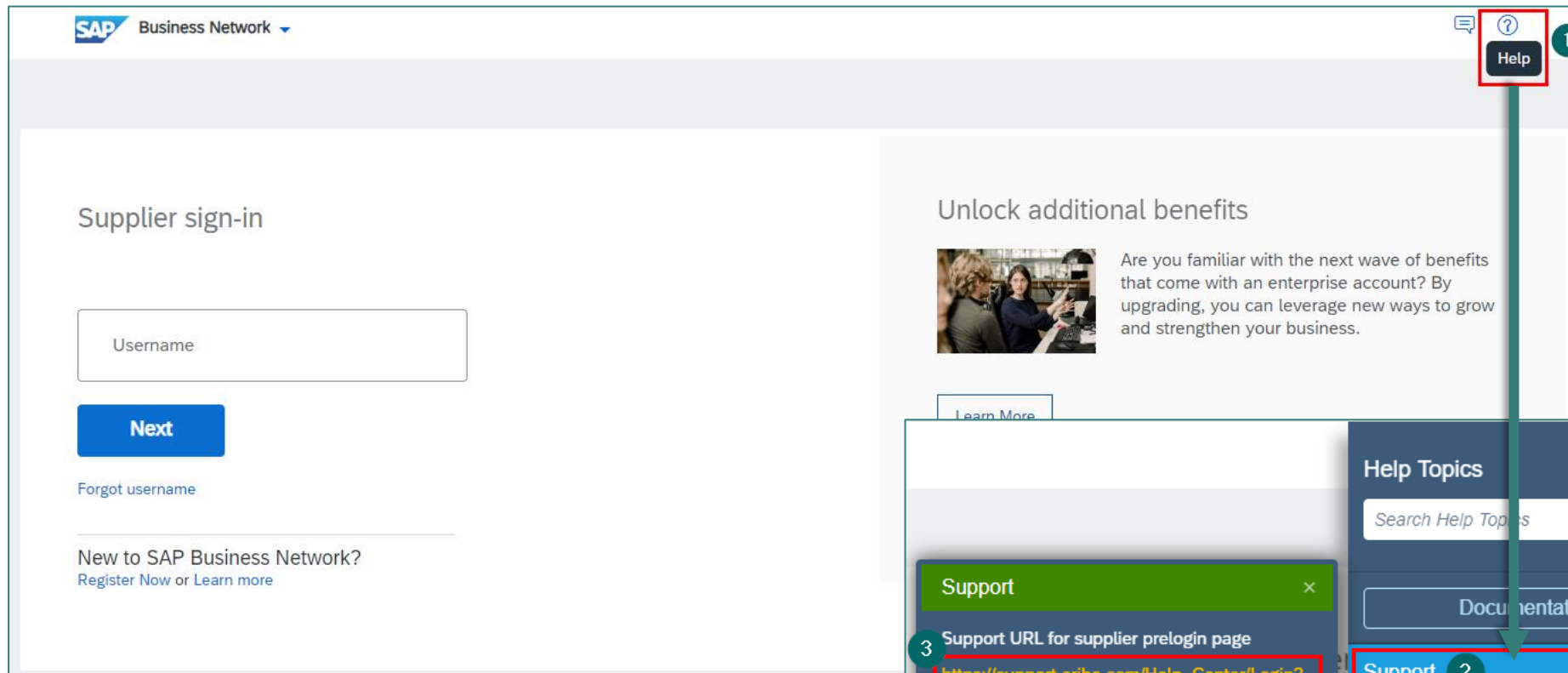
2.3 Do you agree to act in compliance with standards in Cathay Pacific's Supplier Code of Conduct as presented in the attached document? References

Answer \* Yes

- Click on “Cathay Pacific Airways”
- Review and update the answer(s)
- Click on “Submit” after amendment



# Ariba Help Center Support



1. Click the help icon in the upper-right corner in [login page](#)
2. Click on “Support”
3. Click on the URL

**SAP** Help Portal (Documentation) Browse by Product SAP Learning Journeys What's New | Explore SAP | 🔍 👤

Home >

## Legal Disclaimer for Links

Some links are classified by an icon and/or a mouseover text. These links provide additional information.

About the icons:

- **Links with the icon** 🚫 : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:
  - The content of the linked-to site is not SAP documentation. You may not infer any product claims against SAP based on this information.
  - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.
- **Links with the icon** 🌐 : You are leaving the documentation for that particular SAP product or service and are entering a SAP-hosted Web site. By using such links, you agree that (unless expressly stated otherwise in your agreements with SAP) you may not infer any product claims against SAP based on this information.

4 ☒ Don't show this again

5

Read through the disclaimer,

4. If you don't want this disclaimer pop-up again, check this box
5. If you agree this disclaimer, click on "Agree and Proceed". It will then direct you to Ariba Help Center

**SAP** Help Center Home

Home Learnin **7** **Contact us**

## How can we help you?

**6** Search knowledge base articles, documentation, and tutorials

Try "cancel order", "email notifications", "user authorization"

### Topics we recommend for you

**How do I cancel or delete an invoice or credit memo?**

How do I cancel or delete an invoice or credit memo? Invoices cannot be deleted from your account. You can fix an invoice that you have already submitted in the following ways. Ask your customer to reject the invoice so you can resend it. Depending on your customer's transaction rules...

Invoices Search invoices Invoice status Invoice rejection messages

Jun 29, 2023

**How do I access and change the former administrator's account?**

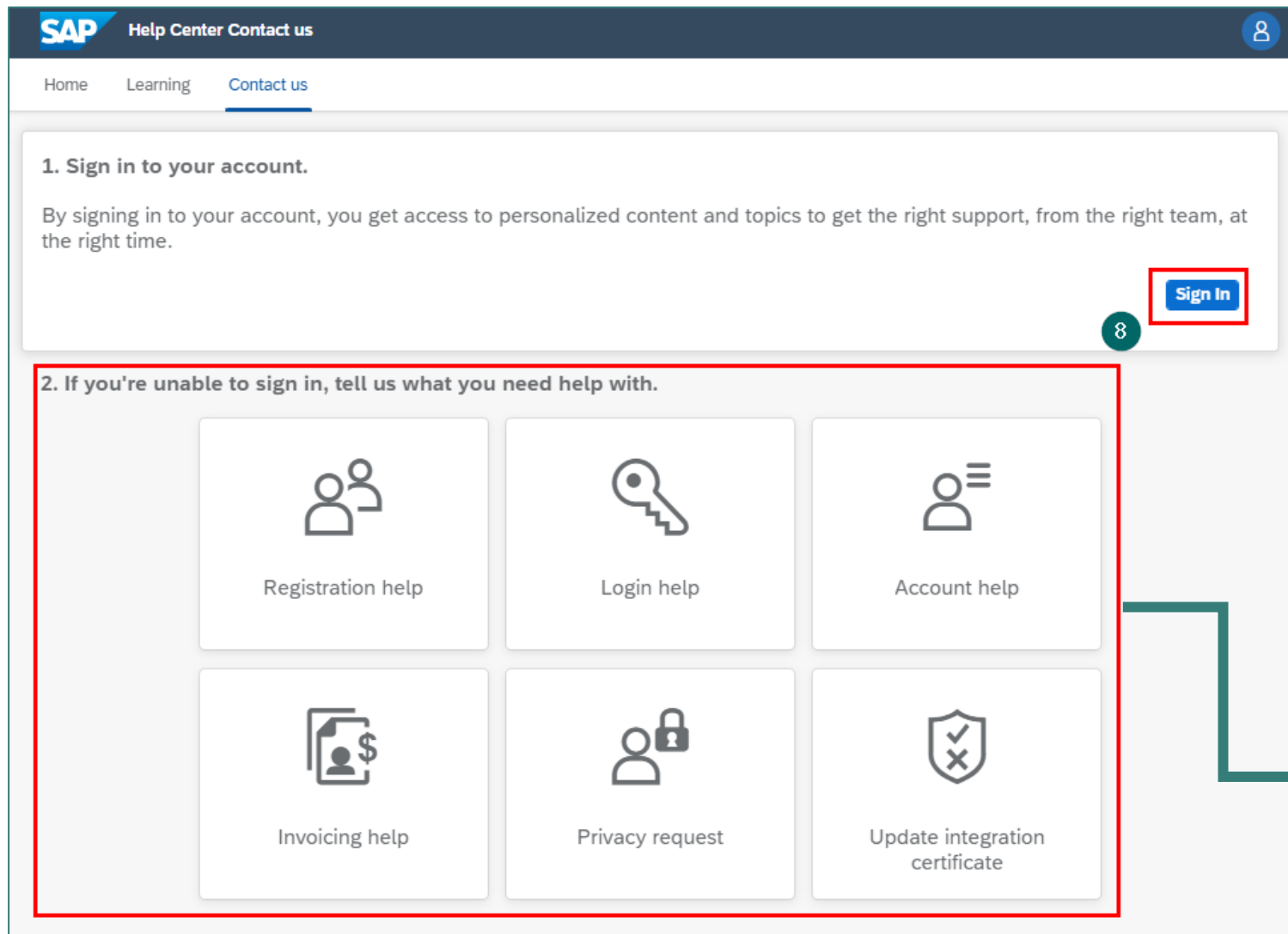
How do I access the former administrator's account? If the account administrator is still with your company, contact them by clicking [user initials] in the upper-right corner of the application and selecting Contact Administrator . If the account administrator is no longer with your company, but you have access to...

My account Contact account administrator

Mar 30, 2023

6. In the homepage, you enter a brief description of your question or issue to search for an answer.
7. If you cannot find what you're looking for, click on "Contact us" to create a case





8. Click on “Sign In” if you have an account (it’s easier to get the right support to your personalised content and topics)

OR

If you are unable to log in, choose one of the options that best suit your question or issue

- Login help
- Account help
- Invoicing help
- Privacy request
- Upgrade integration certificate

Registration help	Login help	Account help
<ul style="list-style-type: none"> <li>• Register a new account</li> <li>• Error while registering</li> <li>• Issue logging in</li> <li>• Find existing account</li> <li>• Access Sourcing event</li> <li>• Something else</li> </ul>	<ul style="list-style-type: none"> <li>• Didn't get an email after these steps</li> <li>• Reassign the administrator account</li> <li>• Account locked</li> <li>• Experiencing a different issue</li> </ul>	<ul style="list-style-type: none"> <li>• Reassign / transfer account admin</li> <li>• User access</li> <li>• Locked account</li> <li>• Downgrade Enterprise account to Standard</li> <li>• Merge multiple accounts</li> <li>• Delete / expire account</li> </ul>

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



Registration help



9 Login help



Account help

2. 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 didn't get an email after these steps

10 I need to reassign the administrator account

Account locked

I am experiencing a different issue

Is the current administrator still with your company?

Yes

11 No

Don't know

Do you have access to retrieve emails sent to the listed administrator's email address?

Yes

12 No

Don't know the email address

Contact support to have the administrator information changed. You will be required to provide the following:

- ANID number of your supplier account
- Previous administrator's full name
- Previous administrator's email address
- Name and email of a sub-user (if the account has sub-users)

Account security is important to SAP. Please be patient while our teams take the necessary steps to respond responsibly to your request.

Can't find what you're looking for?

13

Create a Case

For example, your account administrator is no longer with your company, and you have no access to his/her email address

9. Click on "Login help"

10. Select "I need to reassign the administrator account"

11. Select "No" if the account administrator is no longer with your company

12. Select "No" if you have no access to his/her email address

13. Click on "Create a Case" to get help from Ariba Support team

SAP

Help Center Contact us

8

Home

Learning

Contact us

14

1. Tell us what you need help with.

Subject: Login help

Full description: \* Affected items, expected results, etc.

3000 characters remaining

Attachment:

Top Recommendations:

How do I change the administrator user in my SAP Business Network supplier account?

How do I accept a customer's trading relationship request / invitation?

2. Provide your preferred contact details:

First name: \*

Last name: \*

User Name:

Company: \*

Email: \*

Phone: \*

Extension:

Confirm phone: \*

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

Recommendations\*

Search

How do I change the administrator user in my SAP Business Network supplier account?

How do I accept a customer's trading relationship request / invitation?

How to enable or disable multifactor authentication for login in SAP Business Network?

I forgot my username or password for my supplier account

What are the Enterprise Account levels and advantages of subscription fees?

How does SAP Business Network calculate the transaction service fee on my subscription invoice?

How do I create a purchase order-based invoice?

How do I create a non-PO invoice?

How do I pay my SAP Business Network bill?

How do I change the company name and/or address on my account?

How do I reset my password as a supplier?

Why is my account locked and how do I unlock it?

How do I update administrator information on SAP Business Network?

How do I contact SAP Business Network Customer Support as a supplier?

15 One last step


14. Fill out the form in as much detail as possible

15. Click on “One last step”

SAP Help Center Contact us

Home Learning **Contact us**

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.

Back **Submit** Cancel

16. Select the contact method

17. Click on “Submit”. Ariba Support will give you a call to follow up your question or issue based on the Estimated wait time

