

Supplier FAQs

Question: Why is my account locked and what can I do to unlock it?

Answer: You are entering the wrong username and password combination several times in a row. Account will be unlocked automatically after a few hours and you can try your username and password combination again at this point. Otherwise, follow this procedure to unlock your account immediately:

1. Click "Having trouble logging in?" on the login page.
2. Choose "forgot my password", and click "Continue".
3. Enter your username in the "Username" field, and click "Submit".
4. Ariba sends an email notification (to the address you used to register your Ariba account) containing instructions on how to reset your password. Click on the link in the password reset email.
5. Click "Submit".
6. Enter and confirm your new password on the "Password Reset" page.
7. Click "Submit".

Question: Why did the link in the password reset email expire?

Answer: The link in the password reset email notification expires in the following cases:

1. It has been 24 hours or more since you requested the password reset email. On the login page, click "Having trouble logging in?" to request for another new password reset email.
2. You already used the password reset link to reset your password. You'll need to request a new password reset email.
3. Your browser is not compatible with Ariba solutions. Make sure to use a browser version that is compatible with Ariba's sites. Key <https://supplier.ariba.com> and click "Supported browsers and plugins" at the bottom right of the page to access a list of currently supported browsers.

Question: How do I access the previous Company Administrator's account?

Answer:

1. If the Company Administrator is still with your company:

Request him/her to reassign the Administrator account to another user or change their user information to a different person.
2. If the Company administrator is no longer with your company, but you have access to the registered email:
 - a. Go to Ariba login page, click on "Having trouble logging in?" to request for a password reset.
 - b. After accessing the account, you can transfer the account administration role or reassign the Administrator account to yourself.
3. If the Company 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.

Supplier FAQs

Question: Why can't I receive the password reset email?

Answer:

1. The username you entered is in the wrong format, or it isn't associated with the email address you are checking. Username case-sensitive and is in the format of a full email address, but it can be associated with any email address you entered previously. Confirm that you are using the correct username and format:

- a. Go to Ariba login page.
- b. Click on "Having trouble logging in?".
- c. Choose I forgot my username, and click "Continue".
- d. Enter the email address associated with your account, and click "Submit".

◦You will receive an email that lists the exact format of the username associated with the email you entered.

2. You entered the correct username, but you still didn't receive the password reset email notification:

- a. The configured email address is different from the account you are checking.
- b. Your email address for your account may contain a typo if your Company Administrator created you as a user.
- c. You might have multiple accounts for your company, make sure you are attempting to access the correct account.
- d. Your email configuration or company's security settings might also prevent you from receiving the password reset email. To find out, check your junk mail folder or email filter settings to verify that automated emails from Ariba are not blocked from your email account.
- e. You might also need to whitelist Ariba's originating email address. If you do need help, ask your IT department to whitelist ordersender_prod@ansmtp.ariba.com.

Question: How do I resolve the following login error?

An unexpected error occurred. If you need assistance, Contact Ariba Customer Support with the Error Reference Number: ANERR - [error code]

Answer:

1. Delete the cookies and browsing history in your Internet browser.
2. Close all browser windows.
3. Open a new browser window, and try to log in again.

If the error persists after trying these steps, contact Ariba Customer Support.

Question: Why can't I received collaboration requests (*refers to request for submission of quotation*)?

Answer: Trading relationship with RWS is not yet established. You must register on the network and have a trading relationship before being able to do collaboration:

1. If you have an existing account, provide the account type and ANID to RWS.

If you are not a registered user of Ariba:

- a. Register for a new account using the link (supplier.ariba.com)

Supplier FAQs

b. Provide the account type (EA/SA) and ANID to RWS.

2. RWS will send a trading relationship email invitation. This email is an invitation to connect with RWS enabling you to start receiving orders and / or submitting invoices on the Ariba Network. Only the account administrator can click to use an existing account when establishing a trading relationship.

To accept the trading relationship request:

a. Click the link in the email that says Click here to proceed.

b. The invitation link then prompts you to Create New Account or Use Existing Account. Select the option which best reflects your situation. If you register with a new account, be sure to click the activation link in the email sent to you to verify your email address.

c. Once logged in, click Company Settings > Customer Relationships.

3. If necessary, select any Pending trading relationships and click Approve. If you would like current or future trading relationships to be automatically accepted, please ensure that this preference is selected at the top of the page.

Question: Why can't I find a purchase order?

Answer:

- Make sure that you have an active trading relationship with RWS and confirm that the order has been sent through Ariba.
- Confirm that the order has been sent to the correct account as it is possible that your company has multiple Ariba accounts and the order was sent to another one.
- If you received the order through email, look for an Ariba Network ID (ANID) in the email notification. Make sure this ANID matches the ANID of the current account. If the ANID is different, you will want to contact the administrator of that account to access the order or request Ariba Customer Support to check and find out the ANID for the account.
- Check with the Company Administrator to make sure you have the appropriate role and customer assignment to view the order.
- Check if the PO is sent to your email. You may have been invited to register on the Ariba Network through a purchase order, even though you already have an account.
- If you are using Standard Account, you can only see the last 200 documents but you can still access older purchase orders by retaining the email notifications from Ariba Network.

Question: Why is my invoice rejected by RWS?

Answer: Your invoice will be rejected if your Company is GST registered but you did not set up the legal profile in your AN profile accordingly. To set up the legal profile, please refer to Account Configuration guide which is available on the below link:

<https://www.rwsentosa.com/en/our-suppliers>

Supplier FAQs

Question: Why can't I find sourcing events?

Answer:

- **Check if you receive an event invitation:**

RWS Sourcing Buyers invite Suppliers to events by selecting each participant, so there is a chance that only one person from the company received an invitation. Only those who are invited to the event will have access. If you would like to request an invitation for yourself or additional people from your organization, you will need to contact the RWS Sourcing Buyer.

- **Check if you have log in to the correct account:**

You might have more than one Ariba account. If you have multiple accounts, make sure you are logged into the account that was invited.

- **Check if you are on the Ariba Sourcing platform:**

- If you see Ariba Network, Ariba Contracts and Ariba Discovery in the upper left corner, you are currently accessing another platform within your Ariba Commerce Cloud account and will not see the event here. Change this to Ariba Proposals and Questionnaires and this will take you to the Ariba Sourcing platform and show any events you have been invited to.

- **If you are directed to a blank page when you click on an event within your account:**

Security features on your computer might cause a blank page when accessing an event. Use the following steps to resolve this issue:

1. Check the URL on the blank or black page.
2. If the URL starts with "HTTP", change this to "HTTPS".
3. Navigate to the new page.
4. Accept any security warnings that appear in your browser.

- **Check if the RWS Sourcing Buyer only schedule the event for publishing rather than publish immediately:**

RWS Sourcing Buyer has the ability to schedule a publish time for their event, and until the scheduled time arrives you will be unable to see any event content. If you feel this may be in error because the RWS Sourcing Buyer has asked you to review the content, you will need to reach out to the RWS Sourcing Buyer directly.