

Responding to a Request for Proposal (RFP)

The only acceptable way of submitting prices

I. How to create a response to an RFP

1. Open the invitation e-mail that you received and **click the link included in the message** and register / log in to [Ariba Network Supplier](#). **If you are already a registered user, please use the username indicated in the message.**
(In case of issues, see III. Troubleshooting.)
2. Each SAP Ariba Sourcing page contains events and transactions for a single SAP Ariba Sourcing buyer you have a relationship with. If you have relationships with multiple buyers and want to see transactions from a different buyer, navigate to the **Buyer** tabs (located near the top left of the page) and click the tab for that buyer.
The **Events** table lists all of your current and past events for the buyer.
3. Select the required Event title and **Review Event Details**, Checklist and Contents.
4. **Review and Accept Prerequisites.**
5. In the selected Event navigate to the event **Checklist** in the left pane and click **Select Lots**.
6. On the Select Lots page, select the check boxes for the lots (or items) in which you want to participate, then click **Confirm Selected Lots**.
7. On the **Submit Response** page, enter prices and quantities. Click **Update Totals** to calculate extended prices or change values before submitting your response.
8. When you have completed your response, click **Submit Entire Response**. SAP Ariba shows a confirmation message.
9. Click **OK** to submit your response, then you'll see a confirmation message at the top of the page.

You can revise your response after submitting it if the event is in **Open** status. When the event ends, you'll see the words **Pending Selection** instead of the countdown clock. After the event reaches this status it no longer accepts responses.

II. How to revise an RFP response

1. In the selected Event click **Revise Response**. SAP Ariba shows a confirmation message.
2. Click **OK** to begin revising your response.
3. When you have completed revising your response, click **Submit Entire Response**. SAP Ariba shows a confirmation message.
4. Click **OK** to submit your response, then you'll see a confirmation message at the top of the page.

III. Troubleshooting in case of login failure

1. It is possible that buyers register a supplier contact person multiple times with different usernames. With multiple usernames, a simple way to ensure you can easily access each will be to link your user IDs.
Follow the instructions in the next pages.
2. If you see the following error message: *"We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account"*
Follow the instructions in the next pages.
3. If you do not have a username associated with the connected ANID, see this error message: *"Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID)"*
Follow the instructions in the next pages.
4. If you are still having issues accessing the event, see *"How do I contact Business Network Customer Support as a supplier?"*
Follow the instructions in the next pages.

III/1. Question

How do I use the **Link User IDs** option? How to link user IDs?

Answer

To optimize navigation between multiple user accounts, you can link your user IDs and switch easily between your accounts, following the steps below:

Log in to [Ariba Network Supplier](#). In the upper-right corner of the application, click **[user initials] > Link User IDs**.

- If you know the username and password for the account you wish to link:
 1. Enter the login information under the **No Approval Needed** heading.
 2. Click **Link Accounts**.
- If you do not know the username and password:
 1. Enter the username for the user account you wish to link to under the **Approval Needed** heading.
 2. Click **Send link request**.
 - This will send an email to that user with the option to accept your link request.

In order to switch to the user once it has been linked:

1. In the upper-right corner of the application, click **[user initials] > Switch Account**.
2. Click the **name** of the account holder. You must click the **[user name]** in order to switch to the user that has been linked. If you click anywhere else, it will not switch successfully.

Additional Information

Note that Link User IDs cannot be undone.

III/2. Issue

When trying to create an account through the invitation link sent by the buyer, the below warning is thrown:

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

Resolution

To avoid duplicate accounts being created please follow the steps below:

1. Click **Review Accounts**. From the following screen you can review other accounts that may be relevant to your company.
2. You can view the details of each account by clicking ... > **View Profile**.
3. If you are able to locate the correct account you can click **Contact Administrator**.
4. Fill in the required fields and click **Send Email**.
5. This will send an email to the administrator of the account with your contact information so they can contact you.

The administrator will need to add you as a user with the necessary permissions, so you can use that account to login through the invitation.

Alternatively, if none of the accounts shown seem relevant, click **Continue Account Creation**. The content of the buyer should now appear for you.

Cause

An account very similar to other ones that were created in the past is being created. Ariba shows this warning message to try to prevent users from creating duplicate accounts.

III/3. Issue

When I try to register to view a sourcing event, I get the following error message:

“Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) than the one you are trying to log into. To connect with this buyer company, you need to log into the already connected account. Please contact your company's account administrator and request that they create you as a new user under ANID (ANID).”

Resolution

- If you believe you already have a username associated with the connected ANID, please refer internally to your company's account administrator to confirm the correct username to use.
- If you do not have a username associated with the connected ANID, please follow these steps below to create a new username and access the event:
 1. Return to the previous page and click **Sign Up**
 2. Uncheck the box next to **Use my email as my username**
 3. Create a username that is different than your existing username
 - a. Usernames are not required to be valid email addresses, but they do have to look like them
 - b. Ex: If your email is first.lastname@company.com, use first.lastname1@company.com
 4. Enter a new password in the **New Password** and **Confirm Password** fields
 - a. Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters
 - b. You can use the same password as your existing account
 5. Review the **Terms of Use** and **SAP Ariba Privacy Statement** and select the box next to each indicating your acceptance
 6. Click **Skip review** > Check box for **I have read and I acknowledge the Cookie Notice** and click **Submit**

The event should now appear for you.

Cause

You are receiving this error because the username you are attempting to use is associated with an ANID that does not match the ANID currently connected to your company's profile that was invited to the event, which indicates that your organization has more than one ANID.

Additional Information

With multiple usernames, a simple way to ensure you can easily access each will be to link your user IDs.

If you are still having issues accessing the event, see How do I contact Business Network Customer Support as a supplier?

III/4. Question

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

Answer

- Click the help  icon in the upper-right corner of the application.
- Click **Support** (either in the bottom-right corner next to the  icon or at the top of the help menu).
- Click the **Contact us** tab.
- Enter a brief description of your question or issue in the **Start here to find your answer** field.
- Click the search  icon.

After searching, click on a topic based on our recommendations or a button about your question / issue under the **Choose from the options below to continue** section to learn more and get help. If you still need assistance after reviewing the steps provided:

- In the options provided for **What do you need help with?** Click **Something else** at the bottom.
- A bar on the bottom of the screen will appear **Can't find what you're looking for?** Click **Contact us** on the right.
- Fill out the form with as much detail as possible.
- Click **One last step** in the bottom-right.
- Select your contact method and click **Submit**.

If you don't see a **Can't find what you're looking for? Contact us** button, the question / issue you are searching for may require you to click through other options to ensure we can support your request.

Additional Information

The above steps are for the situation when you are able to login. In case you are not able to login, please follow the steps below.

- Access <https://supplier.ariba.com>.
- Repeat the step 1 to 3 mentioned at the beginning of **Answer** section.
- You will see **Register on Ariba Network, Reset my password, Forgot username, Unsubscribe** tabs.
- Select one and click on a button about your question/ issue under **Choose from the options below to continue** section to learn more and get help.

If you still need assistance after reviewing the steps provided, please select **Something else** and follow the steps at the end of **Answer** section.