



SUPPLIERS' GUIDE

COMMON ISSUES WITH LOGIN TO EVENTS

Content

Login-issues

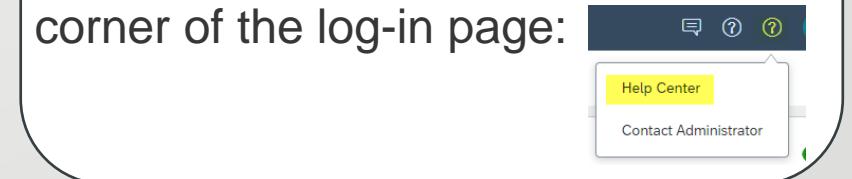
- 1. Find Ariba Help Center**
- 2. I forgot my username or password**
 - If you are a new user and never did an event with Arla via Ariba
 - if you are already registered with Arla as a supplier
- 3. The link in the e-mail does not work anymore**
- 4. I cannot see the event when I'm logged in**
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Need support on
technical issues?

SAP ARIBA SUPPORT

Search and find help or contact information for SAP Ariba by using the **Help Center** in upper right corner of the log-in page:



ARLA SUPPORT HOTLINE

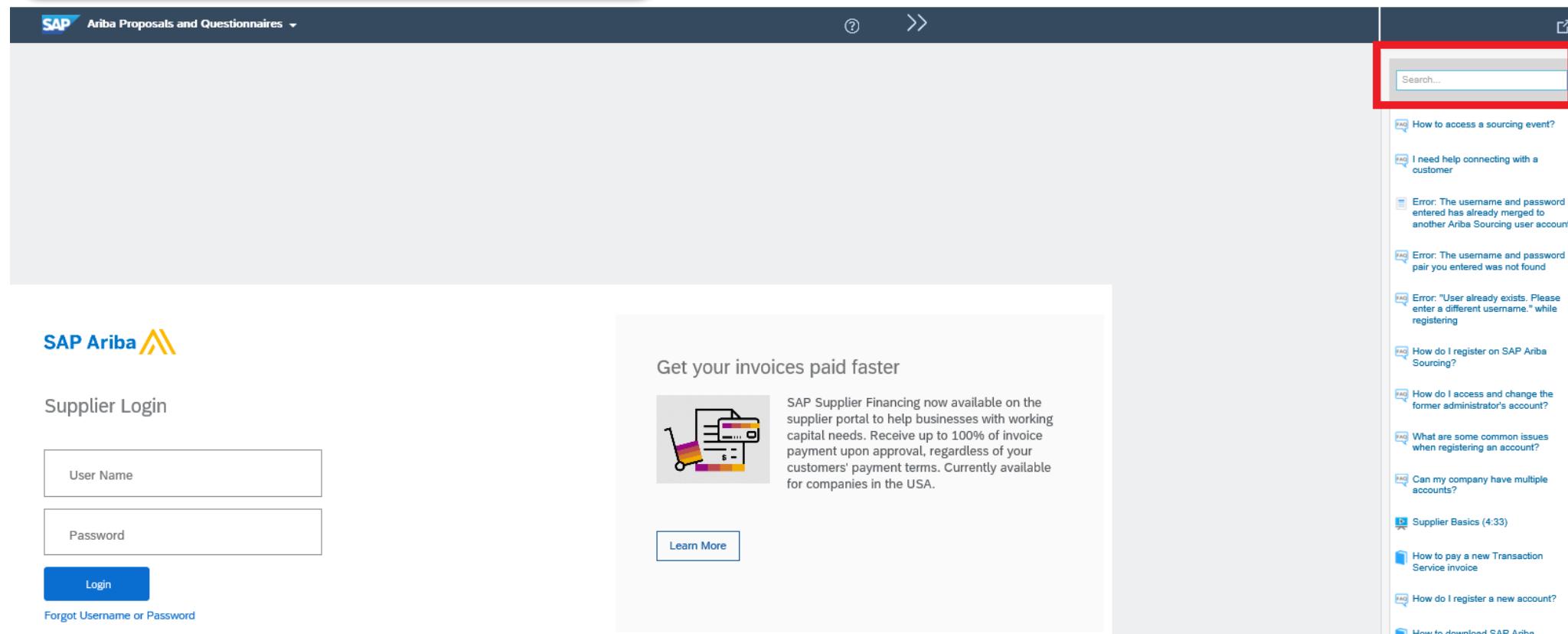
Event.support@arlafoods.com



1. Find Ariba Help Center for common issues

GOOD TO KNOW

You can find support on most common issues in Ariba Help Center!



The screenshot shows the SAP Ariba Help Center. A search bar in the top right corner is highlighted with a red box. To the right of the search bar is a sidebar containing a list of help topics. The topics include:

- How to access a sourcing event?
- I need help connecting with a customer
- Error: The username and password entered has already merged to another Ariba Sourcing user account
- Error: The username and password pair you entered was not found
- Error: "User already exists. Please enter a different username." while registering
- How do I register on SAP Ariba Sourcing?
- How do I access and change the former administrator's account?
- What are some common issues when registering an account?
- Can my company have multiple accounts?
- Supplier Basics (4:33)
- How to pay a new Transaction Service invoice
- How do I register a new account?
- How to download SAP Ariba

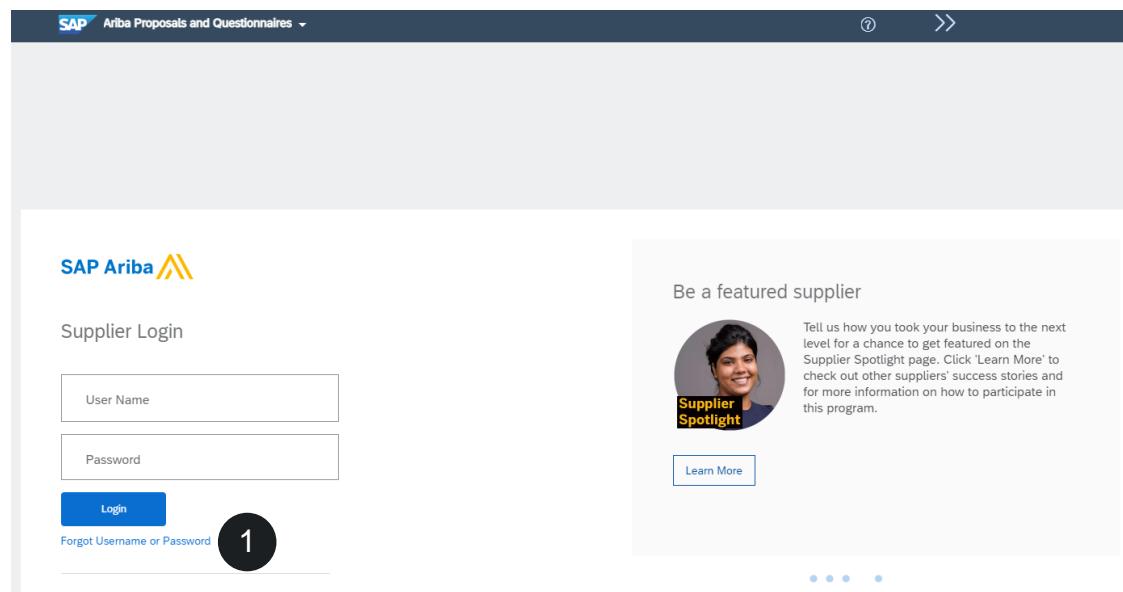
2a. I forgot my password: if you are a new user and never did an event with Arla via Ariba

GOOD TO KNOW

Your password is personal.

Therefore, Arla cannot help you access it.

However, we can generate a temporary password for you if you are already registered with Arla as a supplier



Forgot your username or password?

- 1 Click on the relevant link below the login-boxes

Please be patient and wait for the e-mail to arrive and give it some time after resetting your account. If you don't receive an e-mail, check your spam or junk mail folders.

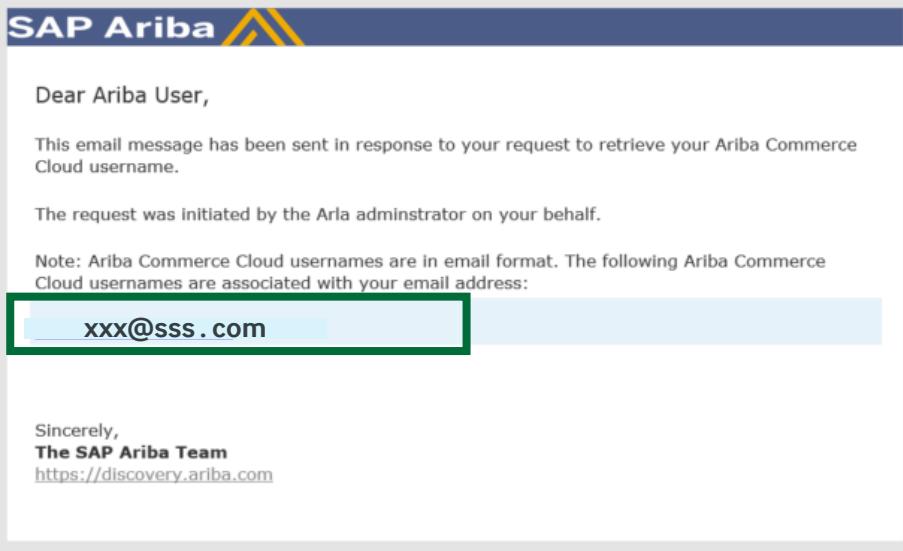
If you still have problems with your login, please reach out to Ariba support via the Help Center.

2b. I forgot my username or password: if you are already registered with Arla as a supplier

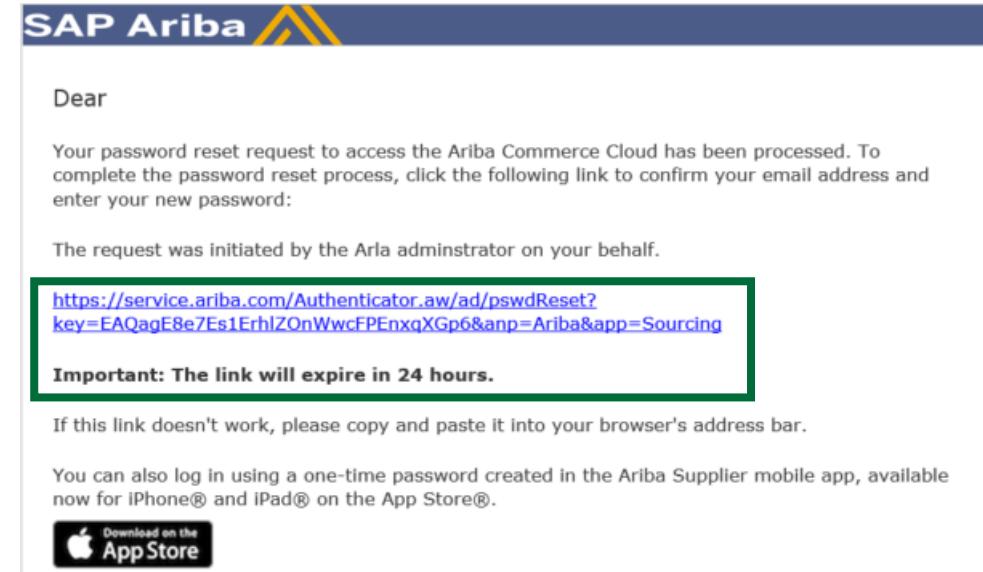
GOOD TO KNOW

Please write to event.support@arlafoods.com, and we will generate a new password for you

Forgot username?



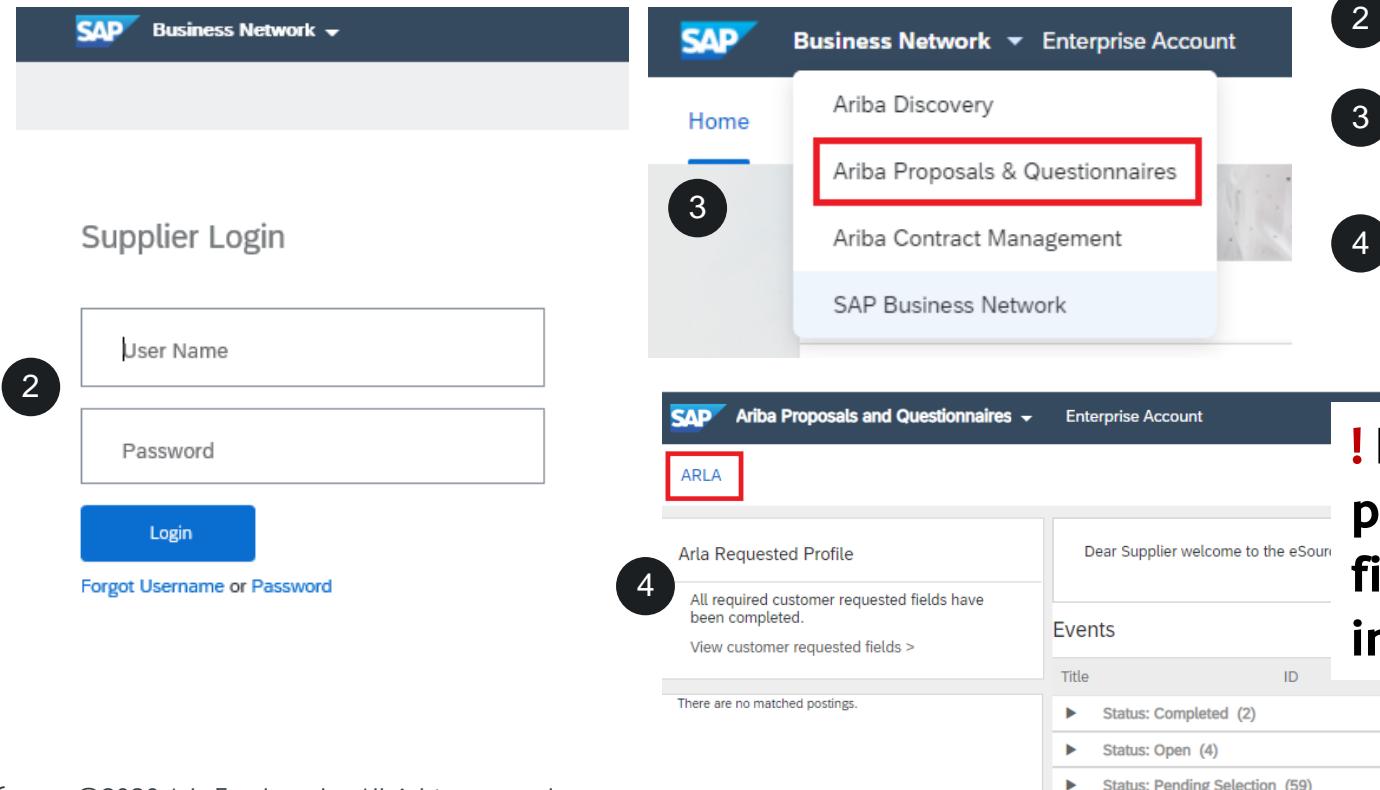
Forgot password?



3. The link in the e-mail does not work anymore

GOOD TO KNOW

The link in the e-mails only works for accessing the event for the first time.



Access events

- 1 In your address bar, enter “supplier.ariba.com”. When entering the address “supplier.ariba.com”, do not add “www” or “https”.
- 2 Log in with your existing username and password.
- 3 Once logged in, click the table icon on the top and then Proposals tab.
- 4 Click on the Arla customer tab. This page has the event content available for access.

! Please keep in mind that in order to participate in a sourcing event, you must first be invited. If you have not been invited, please reach out to the buyer.

4. I cannot see the event when I'm logged in

GOOD TO KNOW

There are a number of reasons you may not be seeing a sourcing event your company was invited to.

Here we listed the most common reasons.

1. Did you receive an event invitation?

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.

2. Did you 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.

3. Are you on the Ariba Sourcing platform?

If you see Ariba Network, Ariba Discovery, or Ariba Contracts in the upper left corner, you are currently accessing another platform within your Ariba Commerce Cloud account and will not see the event here. Click the table icon on the top and then **Proposals tab (see previous slide 6)**. This will take you to the Ariba Sourcing platform and show any events you have been invited to.

5. My company is already connected with a different ANID

GOOD TO KNOW

The guide can be found Ariba Help Center ([link](#))

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.

If you believe you already have a username associated with the connected ANID, please refer to your company's account administrator to confirm the correct username to use. Account administrator can be found via your settings.



Welcome,

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with Arla Foods amba on SAP Ariba.

Arla Foods amba uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by Arla Foods amba.

[Sign up](#)

Already have an account?

[Log in](#)

About Ariba Network

The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships registration, you will be able to:

- Respond more efficiently to your customer requests

- 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.
 - 1 Usernames are not required to be valid email addresses, but they do have to look like them.
 - 2 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.
 - 1 This password must be a minimum of eight characters with at least 1 number.
 - 2 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 **Register**

The event should now appear for you.

6. The username and password pair was not found

- 1 Your password contains part of your username.
- 2 Your browser is automatically filling in an invalid character or the incorrect username/password
- 3 You entered a username that is not currently valid for your account.
 - A. On the [Supplier Login page](#), click **Forgot Username**.
 - B. Enter in the email address that is registered to the account in the **Email Address** field and click **Submit**.
 - C. Check your email for a notification that contains a list of usernames associated with your email address.
- 4 You entered an incorrect password
 - A. On the [Supplier Login page](#), click **Password**.
 - B. Enter the email address that is registered to the account in the **Email Address** field and click **Submit**. SAP Ariba will send an email notification that contains instructions on how to reset your password to the email address you used to register your SAP Ariba account.
 - C. Click the link in the Password Reset notification email.
 - D. Enter and confirm your new password.
 - E. Click **Submit**.
- 5 You are not using a certified browser.
- 6 Your cookies have not been cleared.

[Go back to the start](#)

Thank you for participating!

See more information about Procurement in Arla at
www.arla.com/procurement