



SUPPLIERS' GUIDE

COMMON ISSUES WITH

LOGIN TO EVENTS

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Login-issues

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ARLA SUPPORT HOTLINE

Event.support@arlafoods.com



Need support on technical issues?

SAP ARIBA SUPPORT HOTLINE

Denmark	+45 4331 4903
Sweden	+46 (0) 20 160 5734
Germany	+49 (0) 800 101 1989
United Kingdom	+44 (0) 800 358 3556
All other countries	+45 4331 4903

1. Find Ariba Help Center for common issues

GOOD TO KNOW

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

The screenshot shows the SAP Ariba Sourcing website. The URL in the browser is <https://service.ariba.com/Sourcing.aw/124991010/aw?awh=r&awssk=0W1G0BYn&dard=1>. The page features the SAP Ariba logo and the text "Proposals Powered by Ariba Sourcing". A navigation menu is visible, with the "Help Center" link highlighted by a red rectangular box. Below the navigation, there is a "Supplier Login" section with input fields for "User Name" and "Password", a "Login" button, and a link for "Forgot Username or Password". To the right, there is a section titled "Stay informed: upcoming events" with a small image of two people at a computer and a "Learn More" button.

The screenshot shows the Ariba Help Center interface. At the top, there is a navigation bar with a back arrow and the text "Help Center". Below this is a search bar with the placeholder text "Search...". A list of frequently asked questions (FAQs) is displayed, including:

- Why can't I find an event?
- Participating in events (4:53)
- Does Ariba offer live webinar training?
- Error: "The username and password pair you entered was not found"
- Error: "The username and password entered has already merged to another Ariba Sourcing user account"



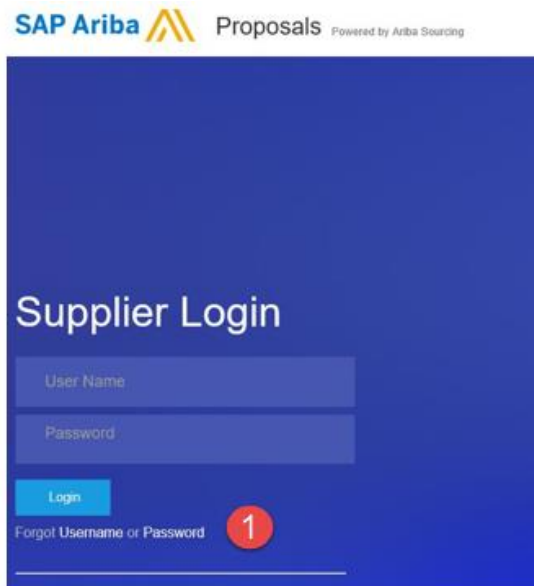
2a. I forgot my password: if you are a new user and never did an event with Arla via Ariba

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.

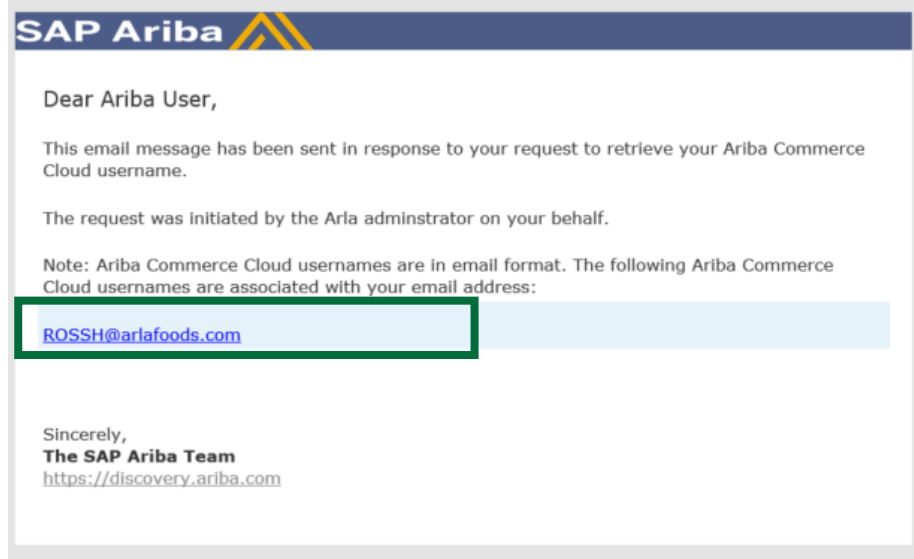
If you still have problems with your login, please reach out to Ariba support for help.

2a. 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?



SAP Ariba

Dear Ariba User,

This email message has been sent in response to your request to retrieve your Ariba Commerce Cloud username.

The request was initiated by the Arla administrator on your behalf.

Note: Ariba Commerce Cloud usernames are in email format. The following Ariba Commerce Cloud usernames are associated with your email address:

ROSSH@arlafoods.com

Sincerely,
The SAP Ariba Team
<https://discovery.ariba.com>

Forgot password?



SAP Ariba

Dear Roshan Shanavas,

Your password reset request to access the Ariba Commerce Cloud has been processed. To complete the password reset process, click the following link to confirm your email address and enter your new password:


The request was initiated by the Arla administrator on your behalf.

<https://service.ariba.com/Authenticator.aw/ad/pswdReset?key=EAQagE8e7Es1ErhIZOnWwcFPEnxqXGp6&anp=Ariba&app=Sourcing>

Important: The link will expire in 24 hours.

If this link doesn't work, please copy and paste it into your browser's address bar.

You can also log in using a one-time password created in the Ariba Supplier mobile app, available now for iPhone® and iPad® on the App Store®.



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

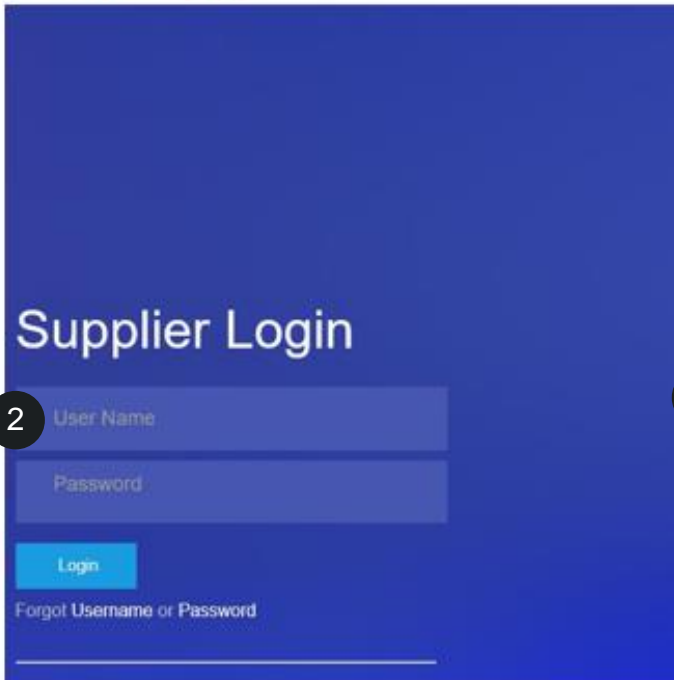
GOOD TO KNOW

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 user name 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.

SAP Ariba  Proposals Powered by Ariba Sourcing



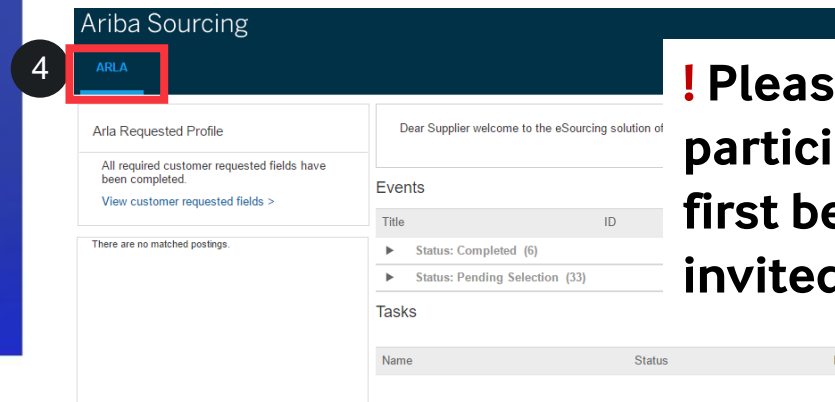
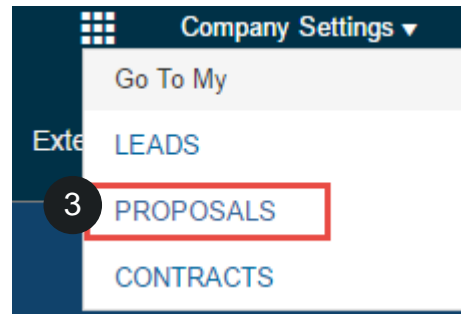
Supplier Login

2 User Name

Password

Login

Forgot Username or Password



4 Ariba Sourcing

ARLA

Arla Requested Profile

Dear Supplier welcome to the eSourcing solution of

Events

Title	ID
Status: Completed (6)	
Status: Pending Selection (33)	

Tasks

Name	Status	Du
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! 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 online in Ariba Exchange User Community [\(link\)](#)

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.

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.
 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.

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.

1

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

Go back to the start

Thank you for participating!

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