

Synlait

Ariba Network Frequently Asked Questions



The [online supplier Ariba Network support](#) and community is always just one click away.

Common questions and answers are below. If you can't find what you are looking for, contact your Synlait category manager, email ariba@synlait.com or use the above link for online support

Question	Answer
<p>What is Ariba?</p>	<p>Ariba, an SAP company, is the world’s business commerce network.</p> <p>Ariba combines industry leading cloud-based applications with the world's largest web-based trading community to help companies discover and collaborate with a global network of partners.</p> <p>Using the Ariba Network, businesses of all sizes can connect to their trading partners anywhere, at any time, from any application or device, to buy, sell, and manage their orders and relationships more efficiently and effectively than ever before.</p> <p>You can access your Ariba Network supplier account and other information about the Ariba Network with these links:</p> <ul style="list-style-type: none"> • Ariba Network supplier account • Ariba Network information • Ariba Supplier Member Program
<p>Why is Synlait asking suppliers to transact with them electronically?</p>	<p>Synlait wishes to move away from conducting commerce via hard copy and manually transmitted purchase orders, change orders, return orders, advance ship notices, invoices, and more.</p> <p>Synlait has selected the Ariba Network as the preferred platform for sending these documents.</p>
<p>What is the cost of Ariba?</p>	<p>Ariba standard accounts are free for suppliers.</p> <p>If you wish to make more use of Ariba’s greater functionality to support your business, choose an Enterprise account. An Enterprise account comes at a cost and is explained in detail with up-to-the-minute pricing here</p>
<p>Where do I find my Ariba Network ID (ANID) number?</p>	<p>Once you are logged into your SAP Ariba account, your account's ANID number will appear if you click your [user initials] in the upper-right corner of the application. It will be displayed below your [company name] in the drop-down box</p>
<p>What infrastructure do I need to use the Ariba Network?</p>	<p>A regular Internet connection and a web browser are the only requirements.</p>
<p>What browser versions are certified for SAP Ariba cloud solutions?</p>	<p>All the most common browsers are supported. Go to 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.</p>
<p>When will this change happen?</p>	<p>Suppliers will start to be migrated to Ariba from 1st August 2022. To ensure a smooth transition, and ensure the best support for you and Synlait, not all suppliers will move at once. We will let you know when it’s your turn.</p>
<p>Why did Synlait choose the Ariba Network?</p>	<p>The Ariba Network is the world’s largest trading partner community, home to more than 1.2 million companies, including more than half of the American Fortune 500.</p>

	<p>Ariba provides fast and efficient transmission, tracking, and processing of orders and invoices.</p>
<p>What do I do with invoices already sent to Synlait?</p>	<p>There is no further action needed at this time for invoices that were previously submitted to Synlait.</p>
<p>After Synlait goes live on the Ariba Network, should I begin to send an invoice through the Ariba Network?</p>	<p>For now, please keep emailing your invoices to accounts@synlait.com until instructed otherwise by Synlait.</p> <p>We'll need to establish an Ariba trading relationship before you can send invoices over the Ariba Network. You'll receive instructions for future invoicing at that time.</p>
<p>How do I register on the Ariba Network?</p>	<p>Ariba and Synlait are contacting suppliers in phases during the rollout and will send you an email when it is your turn to convert to the new process.</p> <p>This email will explain how to register on the Ariba Network and the steps you should take to create an Ariba Network account.</p> <p>Synlait's Ariba team will also contact and assist you individually throughout this process to ensure a smooth transition.</p> <p>→ Note: If you already have an Ariba Network account, you can use it to transact with Synlait.</p>
<p>How do I accept Synlait's customer trading relationship request / invitation?</p>	<p>A trading relationship invitation begins with an email sent by your customer (in this case, Synlait) and directed to either the ANID number of an existing account or a link to set up a new account.</p> <p>This email is an invitation to connect with your customer enabling you to start receiving orders and / or submitting invoices on the Ariba Network.</p> <p>Only the account administrator can click to use an existing account when establishing a trading relationship.</p> <p>To accept the trading relationship request:</p> <ol style="list-style-type: none"> 1. Click the link in the email that says Click here to proceed. 2. The invitation link then prompts you to Create New Account or Use Existing Account. Select the option which best reflects your situation. 3. Once logged in, click Account Settings icon > Settings > Customer Relationships > See your customer under your Current Relationship 4. If necessary, select any Pending trading relationships and click Approve. <p>Additional Information</p> <p>If this process was unsuccessful:</p> <ul style="list-style-type: none"> • Determine if the email link is outdated or still valid. • Check to make sure all customer requested surveys and tasks are completed. • Contact Synlait Ariba Support (ariba@synlait.com) if your buyer claims that orders have already been sent or for any additional help.

<p>What do I need to know when transacting with Synlait through the Ariba Network?</p>	<p>It is important to review the information, training materials, and reference documents provided on Synlait's Supplier Information Portal.</p> <p>To access the Supplier Information Portal:</p> <ul style="list-style-type: none"> • Log in to your Ariba Network production account • From the Administrator drop-down menu, select Customer Relationships • Locate Synlait and click the Supplier Information Portal link next to the Synlait name
<p>How do I link my existing Ariba account to Synlait?</p>	<p>Please follow these steps to connect your invitation from Synlait to your existing Commerce Cloud account Ariba Network identification (ANID):</p> <ol style="list-style-type: none"> 1. Within the email, please click the link to start the process of linking your account 2. Upon clicking this link, you will be directed to a "Welcome" page or an 'Enter Your Commerce Cloud Information' page 3. On either page, find the text highlighted in yellow and the yellow Login button. This will allow you to link to your already existing Ariba Commerce Cloud, Ariba Discovery or Ariba Network account 4. Type in your username and password in order to link your Cloud account to the proposal invitation received by Synlait. 5. This will cause the system to link your AN UserID to the Synlait site. 6. Your open Ariba project will be displayed from your Proposals tab in the top left-hand corner of your Sourcing Dashboard. 7. If you still have any questions on this process, you can contact Ariba support via email or ariba@synlait.com
<p>What if I don't want to participate?</p>	<p>Synlait is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible.</p> <p>Suppliers that are asked to participate are considered strategic to the ongoing business of Synlait and are expected to comply with this process change as a requirement for continuing to trade with us.</p> <p>There is no fee associated with setting a standard Ariba account.</p>
<p>When will we get PO's from Synlait</p>	<p>Each time we spend money with your company you will receive a PO in the Ariba mailbox (enterprise account) or in your company mailbox (standard account)</p>
<p>Can more than one person log in to Ariba?</p>	<p>Yes, Additional users can be added to the Ariba Network by going to Company Settings, Users, followed by 'Create'.</p>
<p>Can I receive notifications when an order is submitted through Ariba?</p>	<p>Yes. Examples of notifications include receipt of new and unconfirmed Order reminders, Service Entry Sheet status changes, Invoice rejection notifications and status changes, payment remittance etc. These are setup by you in your Ariba portal – refer to basic user guide</p>
<p>Can notifications be sent to multiple people within our organisation?</p>	<p>Yes, notifications can be sent to three email addresses which is administered under Company Settings, Notifications, followed by General, Network, Discovery and Sourcing & Contracts.</p>

What if we are concerned with the level of complexity?	Reach out to our category managers with your concerns and we will set up a meeting to discuss a solution for your business.
How secure is the Ariba Network?	<p>The Ariba Network uses Secure Hypertext Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers, and the Ariba Network.</p> <p>HTTPS is the standard for secure Internet communication and uses Secure Socket Layer (SSL) with RSA Labs encryption.</p> <p>Additionally, accounts on the Ariba Network are password protected.</p> <p>You can learn more about Ariba data security policies here.</p>
How do I receive remittance information?	A notification will be generated via email to the recipients noted under the Suppliers Company Settings in the Ariba Network which will contain a link to the respective remittance advice.
Can I view Ariba on my Mobile?	Yes. For more information on the Ariba mobile app. and step-by-step instructions for enabling it, please visit: SAP Ariba Supplier mobile app Manage e-commerce on the go Ariba Network SAP Ariba
How can I send an invoice in Ariba	Sending an invoice is quick and easy and will ensure that information is correct first time around and you will get paid correctly and on time. An online e-tutorial is available here
When can we send documents electronically	Documents can be attached to invoices, confirmations, Advanced Shipping Notice, Service Entry Sheets, and purchase orders right from the start of business onboarding.
When will we be able to log in to Ariba?	As soon as you are signed up to Ariba you can login and explore.
Where can I find more information?	For information on the features of the Ariba Network and to access webinars and other resources to get started, visit: Ariba Network for Suppliers: Smart Selling and Fulfillment SAP Ariba
Can my company have multiple Ariba accounts?	<p>Your company can have multiple Ariba accounts, depending on your business needs.</p> <p>For example, if your company has several locations around the world, you might want a separate account for each region. Each supplier entity can have separate Ariba accounts to transact with your customer.</p> <p>Most suppliers use one ANID worldwide as this is a cheaper option for Enterprise account suppliers.</p>
Error: "User already exists. Please enter a different username."	<p>You are receiving this message because the username you are entering is already associated with an Ariba Network, Ariba Discovery, or Ariba Sourcing supplier account.</p> <p>You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements.</p> <p>SAP Ariba requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if your username</p>

	<p>of example@ariba.com was not accepted, you can try using example1@ariba.com.</p> <p>Additional Information: If you would like to access an account that already exists, please use the following site to request a password reset for the registered username:</p> <p>https://supplier.ariba.com (Ariba Network, Ariba Sourcing, or Ariba Contracts)</p> <p>To reset your password, click Having trouble logging in? on the login page.</p>
How do I pick the best Product and Service Categories for my company? – Enterprise Account	<p>Picking the best Product and Service Categories helps customers find you by commodity. Consider the following when picking the best fit for your company:</p> <ul style="list-style-type: none">• Be general. Search as non-specifically as possible. For example, search "stands" instead of "wrought iron plant stands with dolphin designs" to help you efficiently pick a commodity.• Use laymen's terms. Your industry-specific knowledge and vocabulary helps you describe an individual product or service but can hinder how searchable you are by potential buyers or suppliers. Use terms that someone without specialised knowledge will be able to identify.• Utilise other spaces. Product and Service Categories aren't the end-all be-all of describing your needs or abilities. If you are creating a posting, use the posting body to outline the details of the products or services you are requesting.
How do I access and change the former administrator's account?	<p>If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different person.</p> <p>If the account administrator is no longer with your company, but you have access to the registered email:</p> <ol style="list-style-type: none">1. Use the Having trouble logging in? link on the login page to request a Password Reset.2. After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself. <p>If the account 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 Centre to change the administrator.</p> <p>You will be required to provide the ANID number of the account, the listed administrator name, and email address.</p> <p>Additional Information</p> <p>Account Reassignment requests go to a specific team within SAP Ariba Customer Support who will verify information and work with other users on the account if necessary.</p> <p>You will then be contacted with further instructions.</p>

How do I reassign my account to a co-worker?

The process of transferring the administrator role can be done in a couple of different ways depending in how the account and its sub users are currently set up.

To transfer the administrator role to an existing user:

1. In the upper right corner, [click Account Settings icon > Settings > Users](#).
2. [Select the user](#) who needs who will be the new administrator.
3. 3. Click [Make Administrator](#).
4. Select a new role for your [own user account](#) and [click Assign](#).
5. [Click OK](#) to transfer the account administrator role.

To update your account information:

1. In the upper right corner, [click Account Settings icon > My Account](#).
2. Update this page with the new administrator information in the User Account Information section. Remember to change the following:
 - [Username](#)
 - [User's full name](#)
 - [User email](#)
 - [Contact information](#)
3. [Click Save](#).

After either of these options are completed, you will also want to confirm that all [email notification settings are updated](#) as well, which includes those related to where purchase orders are sent if you use the account for orders and invoicing.

What does the future hold?

Synlait may work towards a number of future features that will make things even easier based on supplier feedback. Uploads of cXML, CSV and PDF files directly into Ariba, as well as EDI and order to invoice automations.