

GET READY ..

We are
Transforming
Contracts &
Procurement to
SAP Ariba



User guide for SASREF suppliers registered on the SAP Business Network

Most common errors during supplier's registration to SAP Business Network

- Can't log in to the account
- Questionnaire isn't visible in your account
- Can't log in with the credentials used previously during participation in Sourcing events
- Ariba Commerce Cloud window
- Account already merged when registering with an existing account
- Duplicate account warning
- Ariba Network Error (ANERR)
- Invoice creation issue for Material PO
- Invoice creation issue for Service PO
- How to open incognito window
- Duplicate username
- Password and username retrieve
- For any queries related to Ariba. Please reach out SupplierHelpDesk@sasref.com.sa

Can't to log in to Ariba

Problem description:

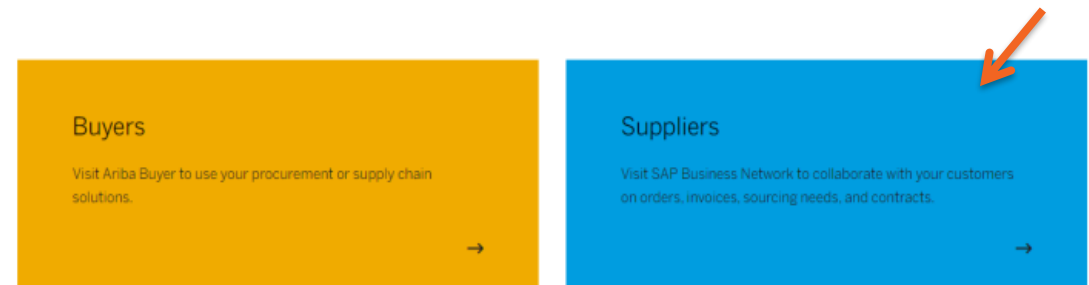
You can't log in to your Ariba account.

Problem solution:

- Check internally, if your company has an Ariba account and if you have right username or password to log in to the account.
- If you don't know the password or username, use Forgot Username or Password functionality to retrieve an access to the account.
- There's a possibility to log in to Ariba as a buyer. Be sure, you try to log in as a supplier. **Click here**, to be forwarded to Ariba Network Supplier login page.

SAP Ariba Login Page

Use these links for quick access to SAP Ariba apps for registered buyers, suppliers, and partners.



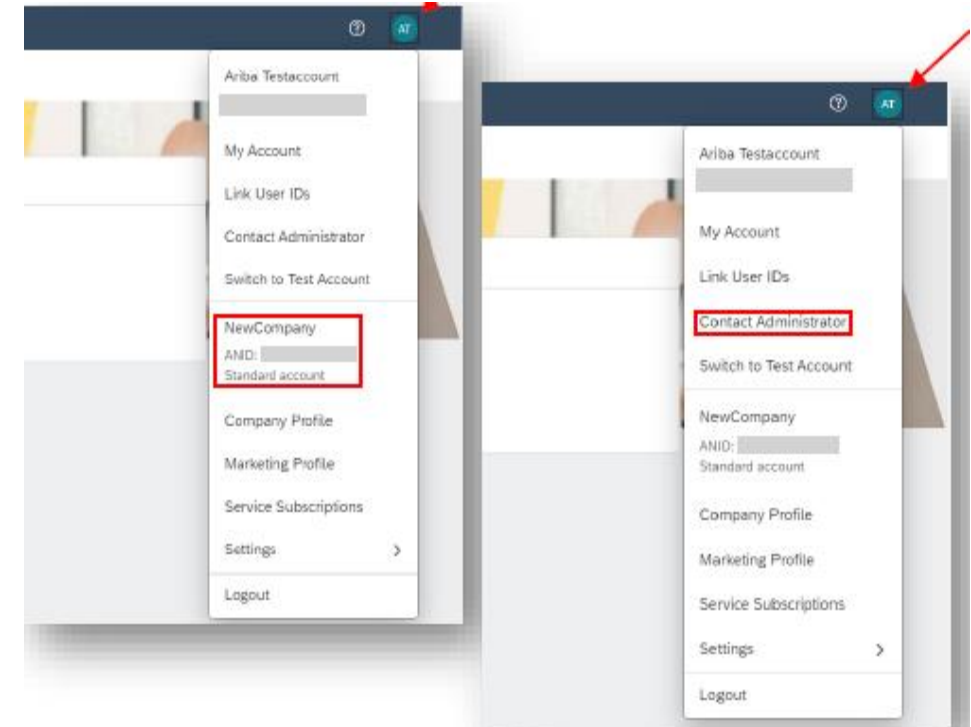
Questionnaire isn't visible in your Ariba account

Problem description:

Questionnaires aren't available on the Proposals and Questionnaires site in your account.

Problem solution:

- Did you start the registration with the link, which has been sent from SASREF Team? If not, please ask for support from SASREF.
- Check, if you're logged in to the correct Ariba account, which is related to SASREF. Click an icon with your initials in the right up corner to see an ANID of your account.
- Open in browser a new tab in incognito mode and log in to Ariba. Try to use another browser to log in to Ariba if problem will persist.
- Don't use password managers or ad-blockers.
- Only an administrator of the account can see a supplier registration questionnaire. Click Contact Administrator to check, who is an administrator of the account.



Can't log in with the credentials used previously during participation in Sourcing events

Problem description:

You can't log in to SAP Business Network and fill in the Supplier Registration Questionnaire, because you see an error Log in with the username and password that you have used previously...

Problem solution:

You activated an expired registration link. Check, if there's a new registration e-mail in your mailbox. If you can't find the link, send an e-mail to

SAP Ariba

Supplier Login

User Name

Password

Login

Forgot Username or Password

Log in with the username and password that you have used previously when you participated in sourcing events with SASREF. [Forgot Username or Forgot Password](#) if you don't remember this information.

Duplicate username

Problem description:

During new account creation process you see a notification !User already exists. Please enter a different username.

Problem solution:

This username belongs to another user in the system. Change slightly a username to create a new account as on the presented example. Username should be in e-mail format, but notifications from the system will be sent to your e-mail address.

NOTE: log in to Ariba with the username you- created during registration.

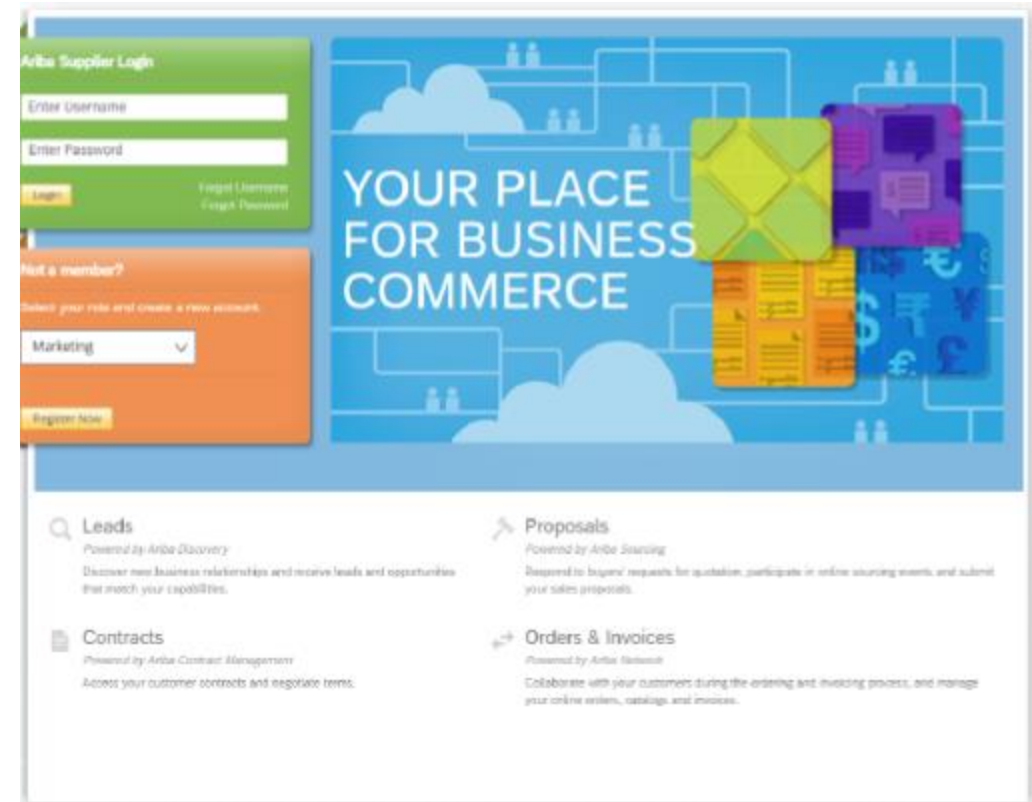
The image shows two screenshots of the SAP Business Network registration form, connected by a large green downward arrow. The top screenshot shows the 'Username' field with the value 'john.doe@gmail.com' highlighted in a red box. A red error message above the field states: '! User already exists. Please enter a different username.' The bottom screenshot shows the same form, but the 'Username' field now contains '1john.doe@gmail.com', also highlighted in a red box. The error message is no longer present. Both screenshots include fields for 'Name' (John Doe), 'Email' (defow33989@breazaim.com), and 'Password' (masked with asterisks). A checkbox for 'Use my email as my username' is present in both. To the right of the form, there is a link to the 'SAP Business Network Privacy Statement' and two informational icons. The bottom right of the bottom screenshot contains the text: 'Must be in email format(e.g john@newco.com)' and 'Passwords must contain a minimum of eight characters special characters.'

Problem description:

During registration process you see the Ariba Commerce Cloud window.

Problem solution:

- System shows this window when user fills in an account creation form too long. Try to create an account faster.
- Try to complete the registration in the incognito mode. Copy the registration link from the e-mail and paste in the browser in the incognito mode.



Account already merged when registering with an existing account

Problem description:

You want to use the existing account to establish the connection with SASREF, but you see an error notification !The username and password you entered has already merged to another Ariba Sourcing user account...

Problem solution:

This ANID has been already connected to the sourcing profile of SASREF. You can contact SASREF to check the profile your ANID has related to or you can create a new account. When you'll create a new account, change your username in the account creation form to distinguish two ANIDs.

! The username and password you entered has already merged to another Ariba Sourcing user account. Please enter another Ariba Commerce Cloud, Ariba Discovery, or Ariba Network username and password to merge to your Ariba Sourcing user account.

Username:*

Password:*

[Forgot Username](#)

[Forgot Password](#)

Duplicate account warning

Problem description:

When you click a button Create account after filling in new account creation form, you see a notification about potential existing accounts.

Problem solution:

Ariba shows this message to prevent creation of another account of your company. If you know administrator of existing account, you can contact send **SupplierHelpDesk@sasref.com.sa** with ANID of an existing account and provide administrator e-mail address to establish the connection between SASREF and this account. If you don't recognize any ANIDs mentioned on the list, continue account creation.

① Potential existing accounts

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

[Review accounts](#) [Skip review](#)

We noticed that your company may already register an Ariba Network account, please review the match results below, then:

- You can log in the account you are associated with
- Or, you can view the profile and contact the account administrator from there
- Or, if there is no match, you can [Continue Account Creation](#) and we will progress your registration
- Or, you can [Go back to previous page](#)

Match Based On

COMPANY NAME	E-MAIL ADDRESS	DUNS NO.	TAX ID	ADDRESS
	aribaconnection@gmail.com			Arabic Garden Hotel Helsinki Finland-1000000000, Finland 00001

1 search results found

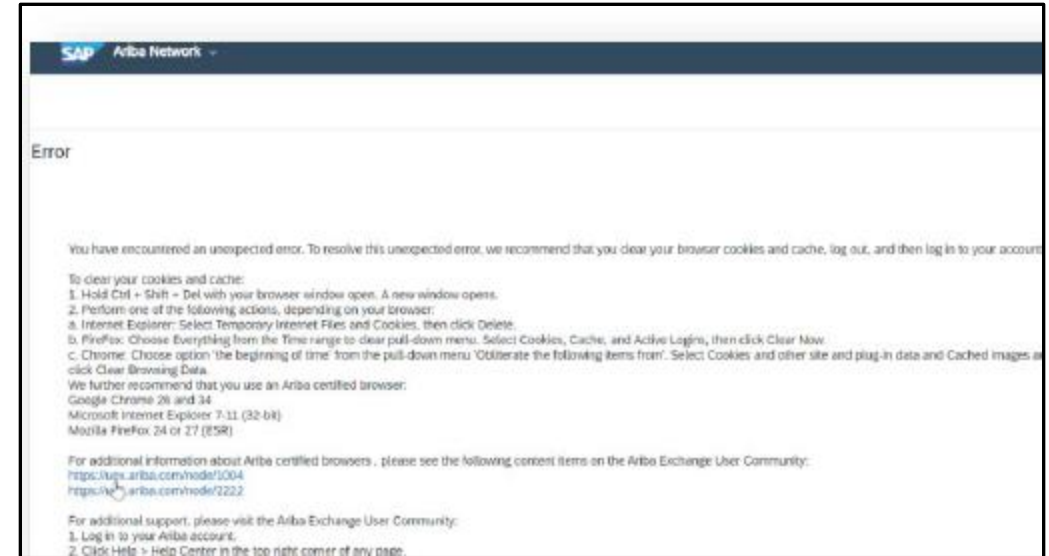
SUPPLIER NAME	COUNTRY	STATE	DUNS	SUPPLIER AND	ACTIONS
ARABIC GARDEN HOTEL	FIN		000000000000000000	000000000000000000	

Problem description:

During the registration process or after log in to your account you encountered an error with ANERR identification number.

Problem solution:

- Copy the registration link form the e-mail, which has been sent from Ariba and paste it to another browser.
- Copy the registration link form the e-mail, which has been sent from Ariba and paste it to the tab in incognito mode.
- Close all browser tabs except for Ariba tabs and reload the page.



Ariba Supplier Portal Login –Recover Username

- When supplier forget their Ariba Network supplier account User Name
 1. Access the URL:https://supplier.ariba.com or https://service.ariba.com/Supplier.aw
 2. Click on “Forget Username”

SAP Business Network

Supplier sign-in

Username

Next

[Forgot username](#)

New to SAP Business Network?
[Register Now](#) or [Learn more](#)

Do you want to be seen by businesses around the world?

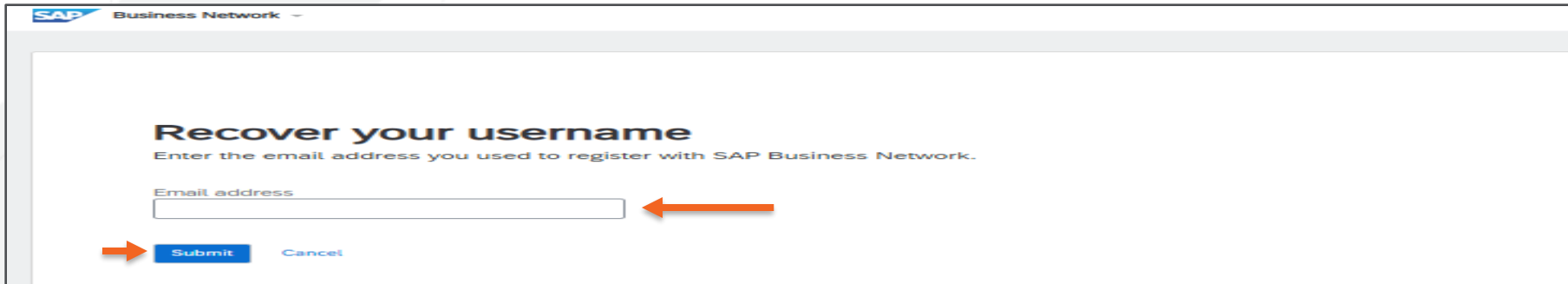
We will broadcast your story on SAP Business Network website and social media platforms, reaching out to new customers who can benefit from your experience.

[Learn More](#)

Supported browsers and plugins

Ariba Supplier Portal Login –Recover Username

3. Provide your registered email address in the “Email address” field
4. Click on “Submit” button.



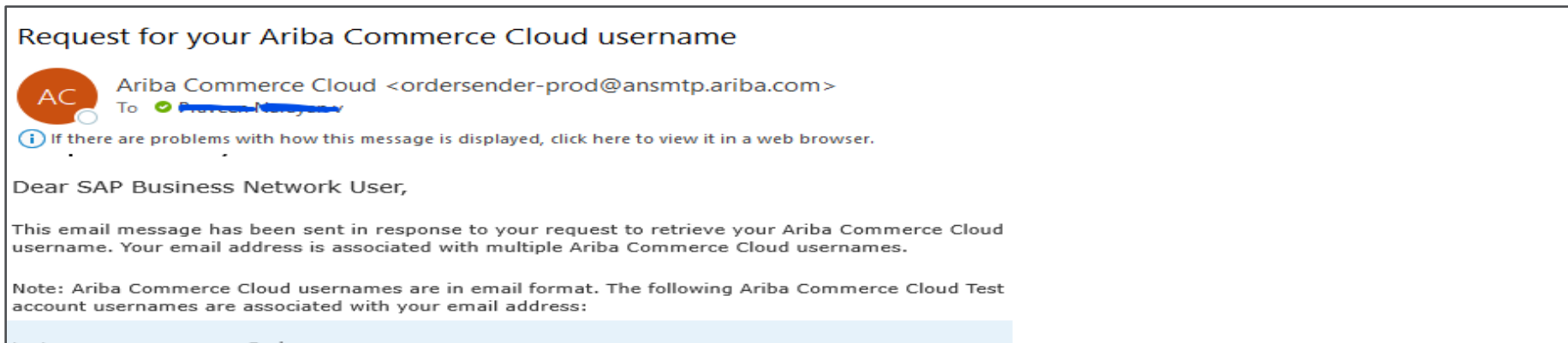
SAP Business Network

Recover your username

Enter the email address you used to register with SAP Business Network.

Email address

- Receive email notification with the Username for the supplier Ariba account



Request for your Ariba Commerce Cloud username

AC Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>
To: [\[Redacted\]](#)

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Dear SAP Business Network User,

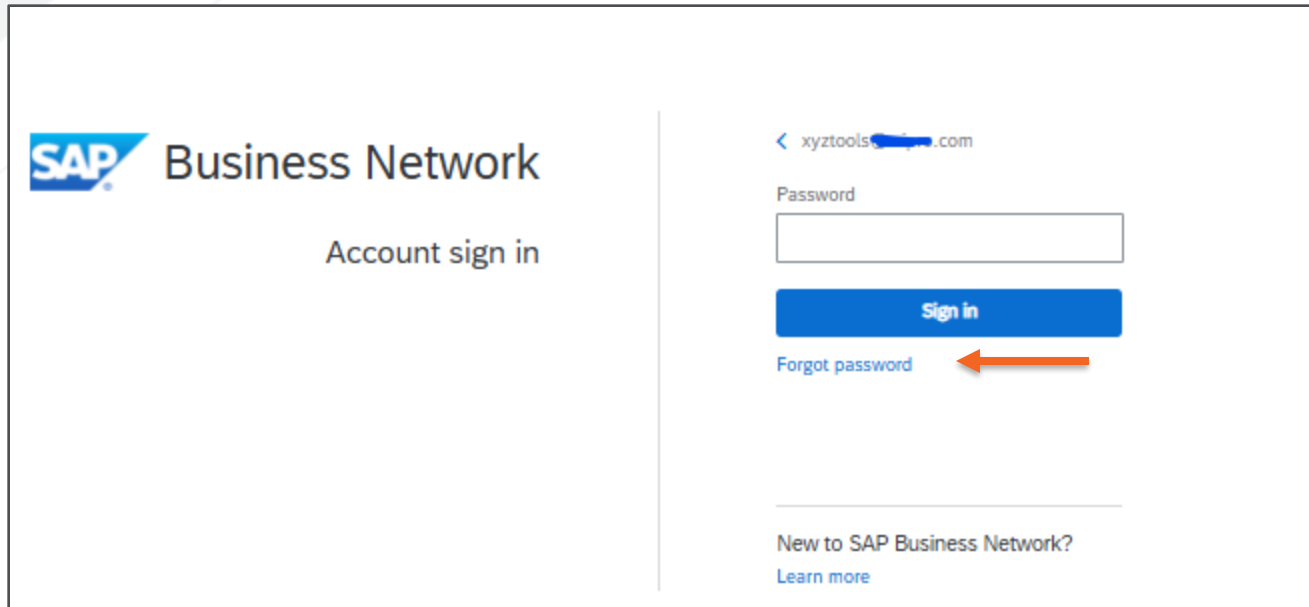
This email message has been sent in response to your request to retrieve your Ariba Commerce Cloud username. Your email address is associated with multiple Ariba Commerce Cloud usernames.

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

[\[Redacted\]](#)

Ariba Supplier Portal Login –Forgot Password

- When supplier forget their Ariba Network supplier account User Name
 1. Access the URL:https://supplier.ariba.com or https://service.ariba.com/Supplier.aw
 2. Key in Username and Click on “Next”
 3. Click on “Forgot Password”



SAP Business Network

Account sign in

< xyztools@xyz.com

Password

Sign in

[Forgot password](#) ←

New to SAP Business Network?

[Learn more](#)

Ariba Supplier Portal Login –Forgot Password

4. Provide your registered email address in the “Email address” field
5. Click on “Submit” button.

Reset your password

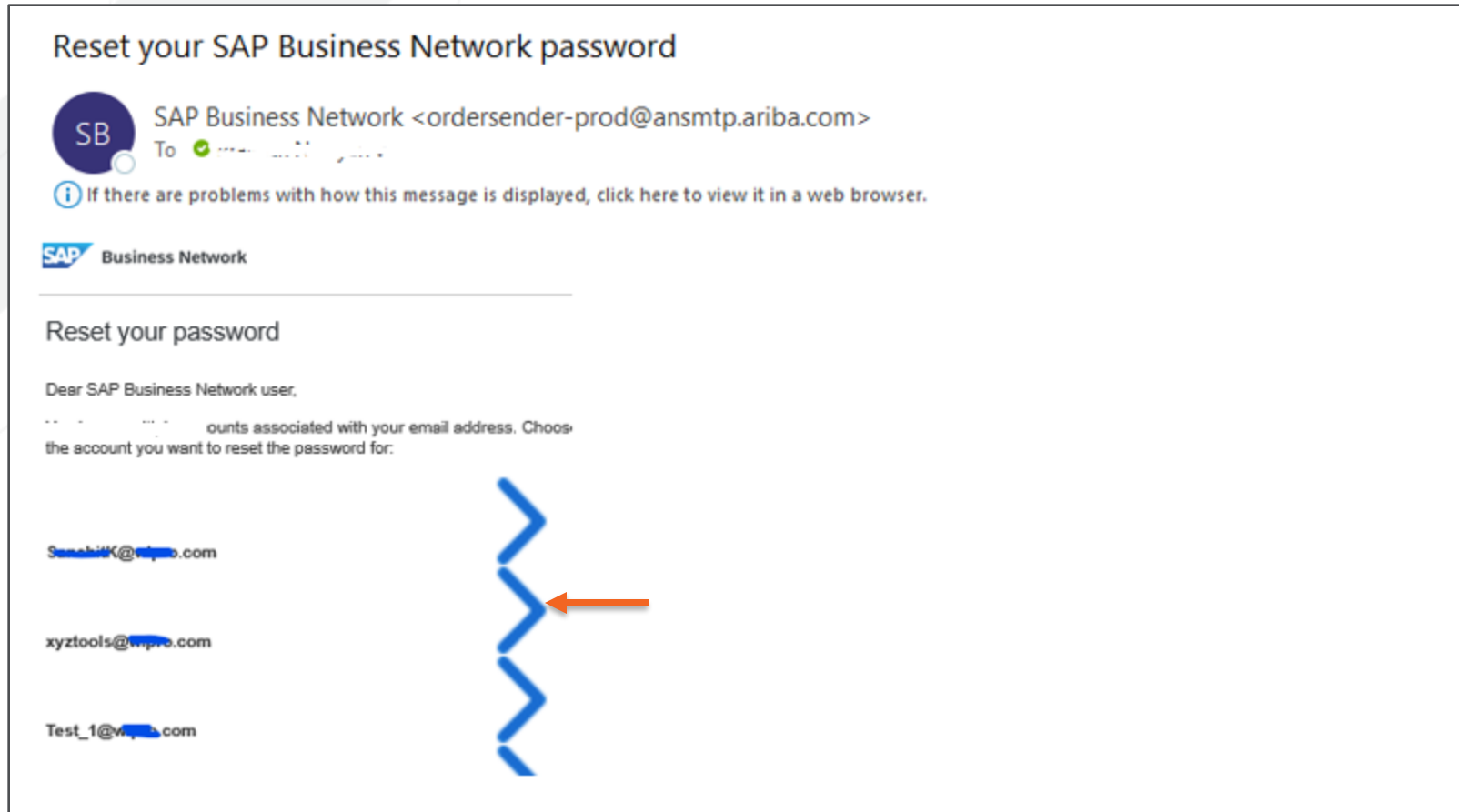
Enter the email address you used to register with SAP Business Network.

Email address

[Submit](#) [Cancel](#)

Ariba Supplier Portal Login –Forgot Password

6. Receive the reset password email to your registered email address.
7. Click on “>” button .



Ariba Supplier Portal Login –Forgot Password

8. Create new password
9. Click on “Submit” button.

Reset your password

Username

username@domain.com

New password

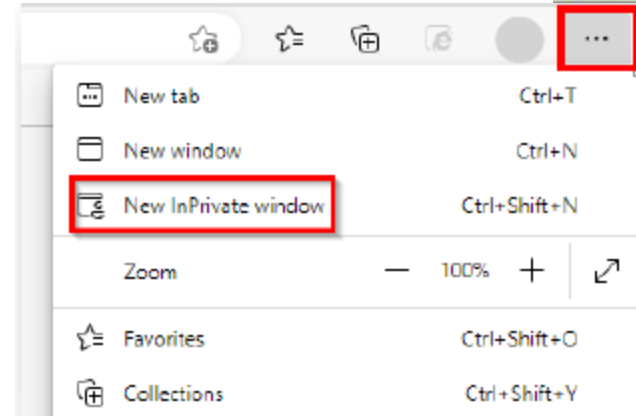
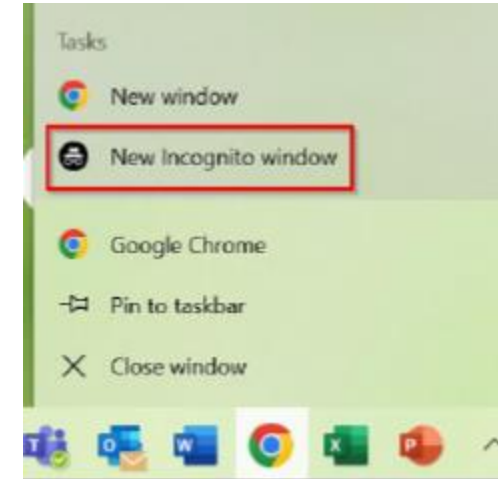


Confirm your password



How to open incognito window

1. Go to taskbar and find an icon of the browser you want to use.
2. Click with the right mouse button on the browser icon.
3. Choose New Incognito window option to open the browser in incognito mode.
4. Alternatively, you can go to browser you want to use and click a setup icon in the right up corner. Choose new InPrivate window option from the dropdown menu.



SAP Business Network Notifications configuration

As a supplier administrator, use this procedure to configure email addresses for a supplier account to receive certain kinds of email notifications.

Supplier accounts can receive email notifications for the following types of messages:

Document-specific messages

Purchase order-related messages.

Invoice-related messages

Default email notifications for all messages

1. At Ariba Home Page-Go to “Account Settings” top right corner of the Page (Initials)-> Select “Settings”

2. Click on “Notifications ” button

The screenshot displays the SAP Business Network user interface. At the top, there's a navigation bar with tabs like Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, Messages, and Assessments. A user profile dropdown is visible in the top right corner, showing the user's name 'Praveen V', email 'xyztools@wipro.com', and a 'Settings' button. The main content area features a dashboard with metrics such as 'Open postings', 'Matched Leads', 'Invited Leads', and 'Enablement Tasks'. Below this, there are widgets for 'Purchase orders' and 'Invoice aging'. The 'Account Settings' menu is open, showing options like 'Customer Relationships', 'Users', 'Notifications', 'Application Subscriptions', 'Account Registration', 'Generative AI', and 'Network Settings'.

3. Click on “Network” tab and tick the Check box for the notification for different transaction type to receive.

4. You can enter up to three comma-separated email addresses per field. Ensure that you have required user consents before adding email addresses for sending notifications.

Account Settings

SaveClose

Customer RelationshipsUsersNotificationsApplication SubscriptionsAccount RegistrationAPI managementGenerative AI

GeneralNetworkDiscoverySourcing & ContractsMessaging

Enter up to three comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications. The Preferred Language configured by the account administrator controls the language used in these notifications.

Electronic Order Routing

Type	Send notifications when...	To email addresses (one required)
Order	☒ Send a notification when orders are undeliverable.	* Abc@xyz.com
	☒ Send a notification when a new collaboration request against an existing order is received.	
	☒ Send notification for new purchase orders to suppliers.	
	☒ Send notification to suppliers when purchase orders are changed.	
	☒ Send a notification when orders are on hold due to non-payment of fee.	
	☒ Send a notification when orders are ready to invoice.	
Purchase Order Inquiry	☒ Send a notification when purchase order inquiries are received.	* Abc@xyz.com
	☒ Send a notification when purchase order inquiries are undeliverable.	
Time Sheet	☐ Send a notification when time sheets are undeliverable.	*
Pending Queue	☐ Send a notification when items delivered through pending queue are not acknowledged.	*
Order Confirmation Failure	☒ Send a notification when order confirmations are undeliverable.	* Abc@xyz.com

5. Tick the Check box for the notification for different transaction type to receive.
6. You can enter up to three comma-separated email addresses per field. Ensure that you have required user consents before adding email addresses for sending notifications.

Service Sheet

Type	Send notifications when...	To email addresses (one required)
Service Sheet Failure	☒ Send a notification when service sheets are undeliverable, rejected, or declined.	* Abc@xyz.com
	☒ Send a notification when service sheets are undeliverable, rejected, or declined to the user who created it.	
Service Sheet Status Change	☒ Send a notification when service sheet statuses change.	* Abc@xyz.com
	☒ Send a notification when service sheet statuses change to the user who created it.	

Electronic Invoice Routing

Type	Send notifications when...	To email addresses (one required)
Invoice	☒ Send a notification when invoices are received or updated.	* Abc@xyz.com
Invoice Failure	☒ Send a notification when invoices are undeliverable or rejected.	* Abc@xyz.com
Invoice Status Change	☒ Send a notification when invoice statuses change.	* Abc@xyz.com

7. Tick the Check box for the notification for different transaction type to receive.
8. You can enter up to three comma-separated email addresses per field. Ensure that you have required user consents before adding email addresses for sending notifications.

Ship Notice

Type	Send notifications when...	To email addresses (one required)
Ship Notice Failure	☒ Send a notification when ship notices are undeliverable.	Abc@xyz.com
Ship Notice Declined	☒ Send notification when a Declined Document status update request is received.	Abc@xyz.com
Ship Notice Accepted with Changes	☒ Send notification when an Accepted with Changes Document status update request is received.	Abc@xyz.com

Receipt

Type	Send notifications when...	To email addresses (one required)
Receipt	☒ Send a notification when a new receipt is received.	Abc@xyz.com

Broadcast Status Update Request

Type	Send notifications when...	To email addresses (one required)
Broadcast	☒ Send a notification when a Broadcast Status Update Request is received.	Abc@xyz.com

9. Tick the Check box for the notification for different transaction type to receive.
10. You can enter up to three comma-separated email addresses per field. Ensure that you have required user consents before adding email addresses for sending notifications.
11. Click on “Save” button and then “Close” button.

Settlement

Type	Send notifications when...	To email addresses (one required)
Payment Profile	☒ Send a notification when remittance addresses and payment profiles are changed.	Abc@xyz.com
Payment Remittance	☒ Send a notification when payment remittances are undeliverable or their statuses changed.	Abc@xyz.com
	☒ Send a notification when payment remittances or payment plans are received.	
Payment Remittance for Virtual Card	☐ Send a notification when payment remittances with virtual card are received.	Abc@xyz.com
Payment Remittance Status Updates	☒ Send a notification only when a payment remittance status changes to paid.	Abc@xyz.com
	☒ Send a notification only when a payment remittance status changes to failed.	
Payment Receipt Confirmation Request Status Updates	☒ Send a notification when the status of the payment receipt is updated.	Abc@xyz.com
	☒ Send a notification only when the payment receipt is rejected by the buyer.	

Planning Collaboration Updates

Type	Send notifications when...	To email addresses (one required)
Planning Collaboration Updates	☐ Send an immediate notification when buyers share planning collaboration updates.	Abc@xyz.com
	☐ Send a digest notification about planning collaborations at this frequency, in hours: 24 	

By entering this personal data, you acknowledge that you have authority to allow transfer of this personal data to Ariba for processing in the Ariba systems (hosted in various data centers globally) in accordance with the [Privacy Statement](#), the service agreement between your company and Ariba, and applicable law, and, if applicable, that any personal data from Russian citizens has been stored by your organization in a separate data repository residing within the Russian federation.

Save

Close



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

Resolution

1. Click the help  icon in the upper-right corner of the application.
2. Click **Support** at the top of the help menu.
3. Click the **Contact us** tab.
4. Enter a brief description of your question or issue in the **Start here to find your answer** field.
5. 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:

1. In the options provided for **What do you need help with?** Click **Something else** at the bottom.
2. A bar on the bottom of the screen will appear **Can't find what you're looking for?** Click **Create a Case** on the right.
3. Fill out the form with as much detail as possible.
4. Click **One last step** in the bottom-right.
5. 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.

Invoice upload issue for Material PO

Create Invoice button is disabled

Purchase Order: 8100000263

Create Order Confirmation ▾

Create Ship Notice

Create Invoice ▾

Order Detail

Order History



From:

Customer

Saudi Aramco Jubail Refinery Co.

Street 230-8890

Al Jubail Industrial City 35713

Saudi Arabia

Phone: +966(0) 13 357 2947

Fax: +966(0) 13 357 2089

To:

Test supplier.-TEST

Al Jubail

Jubail 32210

Saudi Arabia

Phone: +91 9999999090

Fax:

Email: A.Janakiraman@sasref.com.sa

Purchase Order

(New)

8100000263

Amount: 50,000.00 SAR

Version: 1

Track Order

Go to Item level and check if GRN received. If GRN is not updated reach out SASREF buyer contact

Line Items

Hide Item Details

Line #	No. Schedule Lines	Part # / Description	Customer Part #	Type	Return	Qty (Unit)	Need By	Unit Price	Subtotal	Tax	
1	1	PIPE MET API 5L-B STD DN700	000000002200005222	Material		100.000 (MTR)	11 Sep 2026	500.00 SAR	50,000.00 SAR	0.00 SAR	Summary
Status 100.000 Unconfirmed Control Keys Order Confirmation: required before shipping Ship Notice: allowed Invoice Verification Type: goods receipt											

Invoice upload issue for Service PO

Create Invoice button is disabled

Purchase Order: 4200019049

Done

Create Order Confirmation

Create Ship Notice

Create Service Sheet

Create Invoice

Download

Print

More

Order Detail

Order History

سأسرف

SASREF

From:

Customer

Saudi Aramco Jubail Refinery Co.

Street 230-8890

Al Jubail Industrial City 35713

Saudi Arabia

Phone: +966(0) 13 357 2947

Fax: +966(0) 13 357 2089

To:

Test supplier.-TEST

Al Jubail

Jubail 32210

Saudi Arabia

Phone: +91 9999999090

Fax:

Email: A.Janakiraman@sasref.com.sa

Purchase Order

(Confirmed)

4200019049

Amount: 383,950.35 SAR

Version: 1

Payment Terms

0.000% 45

Based on Goods Receipt -45 Days from entry date

Routing Status: Acknowledged

External Document Type: Release Order Serv. (ZRS)

Related Documents: SES2424200

OC12432145432

Contact Information

SES status should be in approved status. If not approved, then Invoice cannot be enabled. Reach out SASREF buyer contact for SES approval

Service Sheet: SES2424200

Create Invoice

Copy SES

Create Correction Service Sheet

Detail

History

Service Sheet

(Sent)

SES2424200

Date: 1 Jul 2026

Final Service Sheet: No

Purchase Order: 4200019049

Subtotal: 383,950.35 SAR

Service Start Date: 1 Jul 2026

Service End Date: 2 Jul 2026

From

Test supplier.-TEST

Test supplier.-TEST

Al Jubail

Jubail 32210

Saudi Arabia

To

Saudi Aramco Jubail Refinery Co.

SASREF Saudi Aramco Jubail Refinery - TEST

Street 230-8890

Al Jubail Industrial City 35713

Saudi Arabia

Address ID: 1111

Subtotal: 383,950.35 SAR

Public

Saudi Aramco Jubail Refinery (SASREF),PO Box 10088,31961 Al-Jubail, Saudi Arabia

Confidential

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Contact Us | SASREF

For supplier inquiries & support, please contact our Supplier Relations HelpDesk via below contact Email Address.

SupplierHelpDesk@sasref.com.sa

We are committed to maintaining effective collaboration and timely support for our suppliers and business partners. However, due to the high volume of inquiries received, response times may vary. Our team reviews and addresses communications in the order received and based on business priority, and we appreciate your patience and understanding.