

1. Revise Response (Supplier to edit the questionnaire)

Step 1: Login <http://supplier.ariba.com> using username and password.

Step 2: Click in ARIBA Network dropdown menu and select ARIBA proposals and questionnaire

Step 3: Under NEOM, click on supplier registration questionnaire link

Step 4: Click on Revise response option and click on OK

Step 5: Make the necessary changes

Step 6: Click on save and submit your entire response

2. Update Contacts (To get PO to different email id)

Step 1: Login <http://supplier.ariba.com> using username and password.

Step 2: Click on account setting icon at the top right corner

Step 3: Settings -> Electronic Order Routing

Step 4: Mention the email id to which the order should be received from NEOM

Step 5: Go to Invoice Routing tab and mention the email id here also

Please note that the supplier can mention multiple email ids with “,” (Comma) separator and maximum of 3 email ids are supported.

3. Forgot Username/Password

Step 1: click on forgot username/password from Ariba login page

Step 2: Give the registered email id and submit

The supplier will get the username details/password reset link by the email through which they can retain the credentials. If it doesn't work, supplier need to raise helpline request to Ariba.

4. To Raise Helpline request to Ariba

Step 1: Go to <http://supplier.ariba.com> on your browser.

Step 2: Click on the ‘?’ symbol to connect with help center (in top right corner)

Step 3: Go to ‘Contact us’ tab and the click on ‘Register on SAP business Network’ option in second question

Step 4: Click on ‘Something else’ in Question 3

Step 5: For Question- ‘What are you using SAP Business network for?’, Click on ‘Transacting documents purchase order, invoice’ option

Step 6: Select option- ‘Contact us’ at bottom right corner

Step 7: Fill in all mandatory fields marked as “*” in below form (First Name, Last Name, Company etc.) then press ‘one last step’ to choose the mode of contact as ‘phone’ so that the support person can contact you shortly to check the issue

5. Supplier to access Ariba proposals and questionnaires

Step 1: Login <http://supplier.ariba.com>

Step 2: Enter username and password

Step 3: Click in ARIBA Network dropdown menu and select proposals and questionnaire

Step 4: Under NEOM, click on supplier registration questionnaire

6. Supplier to amend Bank account

- Step 1: Login <http://supplier.ariba.com> using username and password.
- Step 2: Click in ARIBA Network dropdown menu and select proposals and questionnaire
- Step 3: Under NEOM, click on supplier registration questionnaire link
- Step 4: Click on Revise response option and click on OK
- Step 5: Go to Section 6, bank info
- Step 6: Make the requested changes in bank account details and click on save
- Step 7: Click on submit entire response.

7. Supplier to add new bank account

- Step 1: Login <http://supplier.ariba.com> using username and password.
- Step 2: Click in ARIBA Network dropdown menu and select proposals and questionnaire
- Step 3: Under NEOM, click on supplier registration questionnaire link
- Step 4: Click on Revise response option and click on OK
- Step 5: Go to Section 6, bank info
- Step 6: Click on Add bank info and fill the account details
- Step 7: Click on save and submit entire response

8. Error with Exception Encounter on Ariba screen (Unable to login)

Suppliers need to login Ariba from <http://supplier.ariba.com> after clearing cookies and caches from the browser (or) login from incognito mode of the browser

9. Unable to Create new Ariba account with signup option (Error: you already have an account)

- Step 1: click on Signup and fill all the details to create new Ariba account
 - Step 2: Tick the check boxes at the bottom and click on '**Create Account**'
 - Step 3: Select Review account from the dialogue box appeared
 - Step 4: Click on 'Continue Account Creation'
- Then the new Ariba account will get created and supplier will be able to view the questionnaire.

10. If Commodity is not updated and as per the earlier comms, please update to avoid deactivation of your account.

- Login into <http://supplier.ariba.com>
- 2. Enter Ariba user ID and password
 - 3. Click on the Ariba proposal and questionnaire
 - 4. Click on the supplier registration questionnaire
 - 5. Click on revise response
 - 6. Click on the OK
 - 7. Go to the question 4.8
 - 8. Update information
 - 9. Submit the entire response