



Supplier Onboarding Ariba User Guide

General Ariba Help Guide

For Suppliers

Click to navigate to the section:

01.	Overview.....	3
	• Document Purpose & Key.....	4
	• Key Terms Definitions.....	5
02.	IPG's Registration Invitation Email.....	6
	• Can't find the invitation email?.....	7
03.	Log In Issues.....	9
	• Having log in issues?.....	10
	• Forgot your Ariba Network username or password?.....	12
04.	Homepage Navigation.....	13
	• Ariba Network homepage.....	14
	• Change your company's profile visibility settings.....	16
05.	Access IPG's Questionnaires.....	18
	• Can't find IPG's questionnaires?.....	19
	• Need to access IPG's supplier help center?.....	20
06.	Ask IPG business- or form-related questions.....	21
	• Need to communicate with IPG for registration form questions?.....	22
07.	Request Assistance from SAP Ariba Support.....	24
	• Need technical assistance from SAP Ariba?.....	25

Overview

Purpose of this Document

Document Purpose:

The purpose of this document is to provide detailed guidance for IPG's suppliers to navigate the supplier onboarding portal (SAP Ariba Network) and complete the various supplier onboarding forms from the system:

- ▶ External Registration Form
- ▶ Certificates
- ▶ Risk Assessments
- ▶ Self-reporting any information updates through the SAP Ariba Network

Document Structure:

Each form has its own section outlining step-by-step directions and supplemental screenshots to successfully register to become a new supplier with IPG.

Also included in this document is a section for suppliers to reach out to Ariba in the event they have questions or run into any technical issues.

Scenario

A role-based scenario, providing an overview of the objectives from an operational business perspective

Instructions

Detailed instructions of the testing process, including visual depictions of the steps to help walk testing participants through the process

Key

#	Required	This process step is critical and should be completed before proceeding to the next step
#	Optional	This process step is not critical for the end-to-end process
#	Conditional	This process step is informed by a predecessor. It may or may not appear depending how driving questions are answered
?	Help tip	Footnotes or additional information that may be helpful to understand how certain functionality works in the solution

Supplier Registration: Key Terms Definition

Key Term	Definition
US Domestic Third party	Supplier is based in the U.S. providing goods / services to IPG
Foreign Supplier	Supplier is based outside of the U.S providing goods / services to IPG; undergoes Comply Tax review
US Domestic Individual Person	Supplier is an individual person providing goods / services to IPG and using a social security # (SSN); Worker Classification is required and may be eligible to be set up as a temp employee of the Agency instead of as a Supplier
Supplier Registration	IPG leverages the SAP Ariba Network to onboard new suppliers. Suppliers will provide key information such as bank info, tax IDs, diversity classification, etc. to register as a supplier with IPG
Comply	Foreign suppliers registering to become a supplier with IPG will undergo this tax process. When the supplier receives an email to register with IPG, directions will be provided to complete and upload their W-8 form while registering
Category Classification	The category/-ies best associated with the product / service the supplier is providing to IPG
Diversity Certificates / Certifications	Suppliers may hold certifications related to diversity classifications. If applicable, the supplier will receive separate certificate questionnaires (one per certification) to complete. This process will not delay the registration process

IPG's Registration Invitation Email

Can't find the invitation email?

- 1 Look out for an email with the following characteristics:

From: IPG Corporate

Subject: Invitation: Register to become a supplier with [IPG Agency]



- 2 If you are having issues locating this email, **please ensure you check any junk, spam or trash folders for this email.**

NOTE: The “Click Here” link provided in this email is critical in ensuring suppliers can log in or sign up for an Ariba Network account. From there, the supplier will be taken to the Registration form to complete.

PLEASE BE SURE TO ACCESS ARIBA THROUGH THE EMAIL LINK.

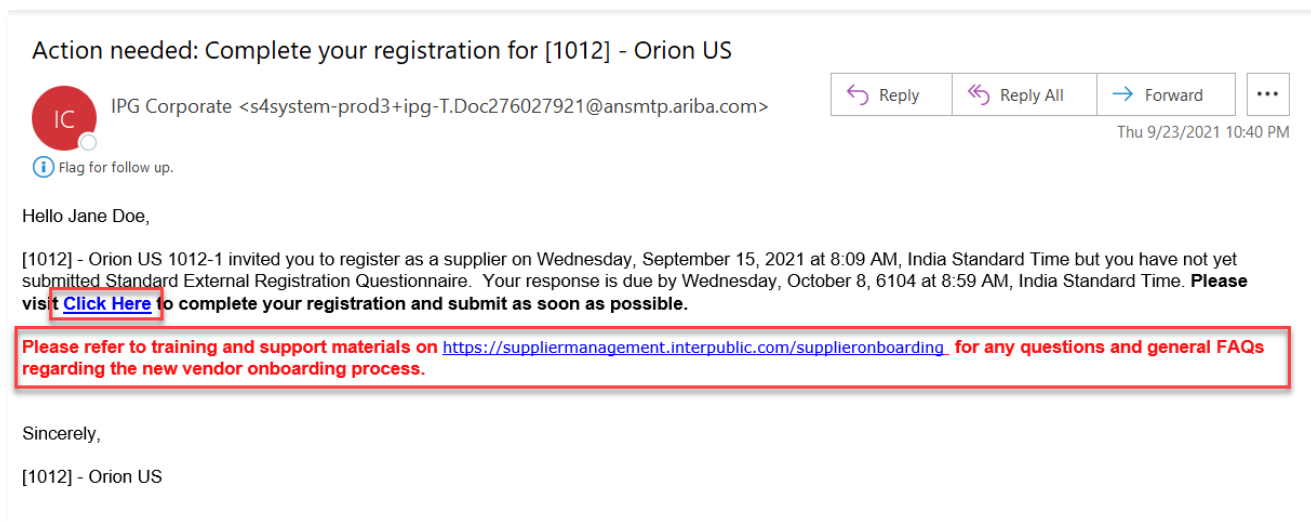
Can't find the invitation email?

- The supplier will also receive daily reminder emails for each day the Registration form is not complete and submitted back to IPG.

Look out for an email with the following characteristics:

From: IPG Corporate

Subject: Action needed: Complete your registration for [IPG Agency]



- This email also has the “Click Here” link to provide the supplier access to the Ariba Network. The supplier can complete IPG’s registration form by clicking through this link.

PLEASE BE SURE TO ACCESS Ariba THROUGH THE EMAIL LINK.

- The supplier has **3 weeks** to complete the form and submit their information. After 3 weeks, the supplier will need to follow up with IPG to ask to be reinvited. Please work with your IPG contact.

Log In Issues

Having log in issues?

Error: Account already merged to another Ariba Sourcing user account

Did you receive this error message when trying to enter your existing Ariba Network login credentials?

! 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](#)

If so, it could be that your Ariba Network login credentials already exist, but are linked to another Ariba Network account.

Option 1: Merge accounts

- 1
- If you have the option, you may merge your and new account under one account.
- 2
- This will ensure you can log in to all your accounts using one username and password and switch between multiple accounts.
- 3
- If you'd like to approve and verify the account linkage, enter the existing username under the **Approval Needed** section to send the request to the account's associated email address.

SAP Ariba Proposals and Questionnaires Standard Account Upgrade TEST MODE

Link User IDs

If you have multiple user accounts, you can link your user IDs together. By linking your user IDs you can:

- Log in to all your accounts using one username and password
- Switch between your multiple accounts

2

APPROVAL NEEDED

Send a link request to another account. After the request is approved by the other account, the two accounts will be linked.

Username: *

Send link request

3

NO APPROVAL NEEDED

Enter the username and password of another account to which you want to link.

Username: *

Password: *

Link accounts

Required

Optional

Conditional

? Help Tip

IPG | 10

Having log in issues?

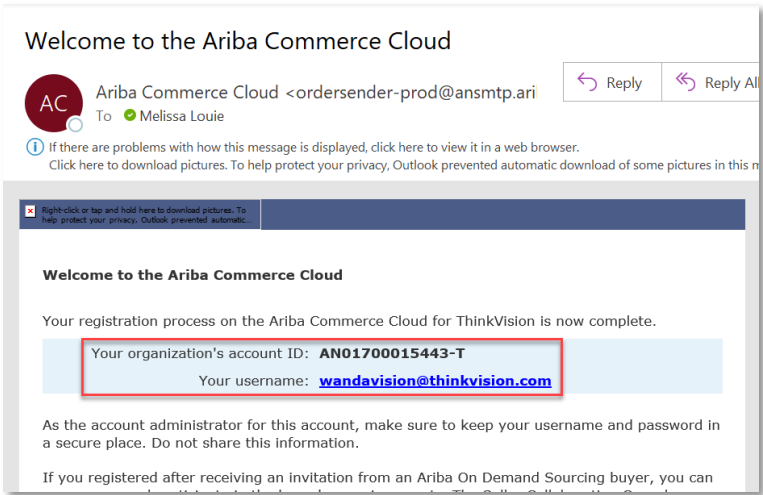
Error: Account already merged to another Ariba Sourcing user account

Option 2: Ask IPG to re-invite you to generate a new link

- 1 Sometimes there are instances where IPG's Ariba Buyer account needs to be linked with the supplier's Ariba Network account. If you continue to encounter issues, ask you IPG contact to re-invite you.
- 2 This will generate a new Ariba link, which you should be able to use to access IPG's registration form.

After creating an account – The supplier contact will receive an email from the Ariba Network confirming the supplier's Ariba Network account ID and username.

The supplier contact's username will be in this email, which may be helpful for future reference.



- 1 Another resource available is to navigate to <http://supplier.ariba.com/> to access the login page.
- 2 There are options to recover **Username** or **Password**, click the corresponding **Forgot Username or Password** links and enter the email address used to register with the Ariba Network.

Supplier Login

User Name

Password

Login

Forgot Username or Password

Recover your username

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

Email address

Submit

Cancel

Reset your password


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

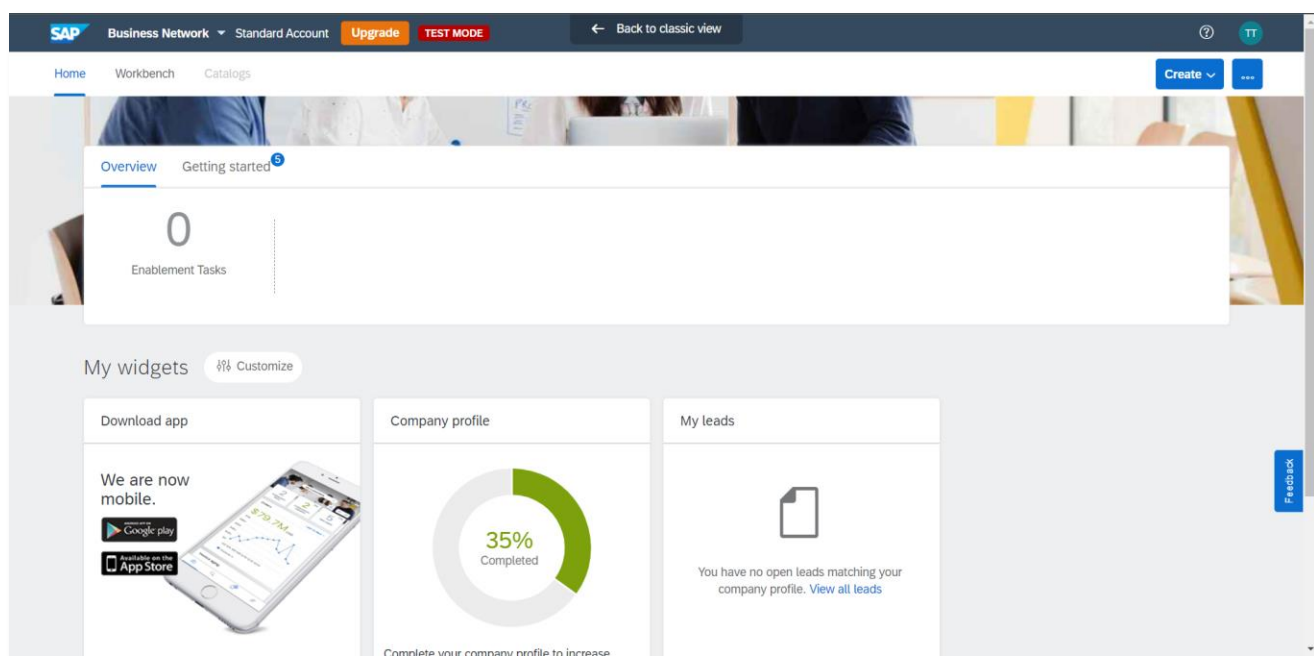
Email address

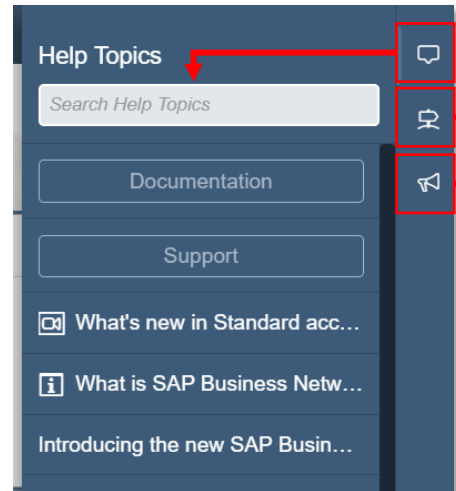
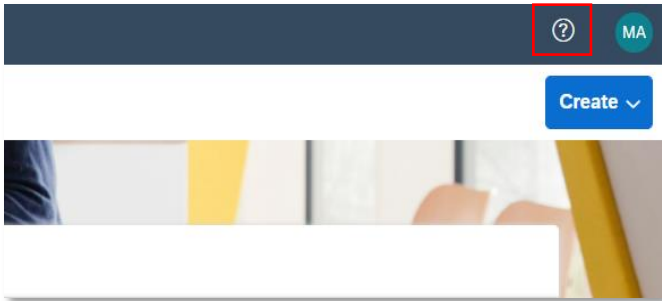
Submit


Cancel

Homepage Navigation

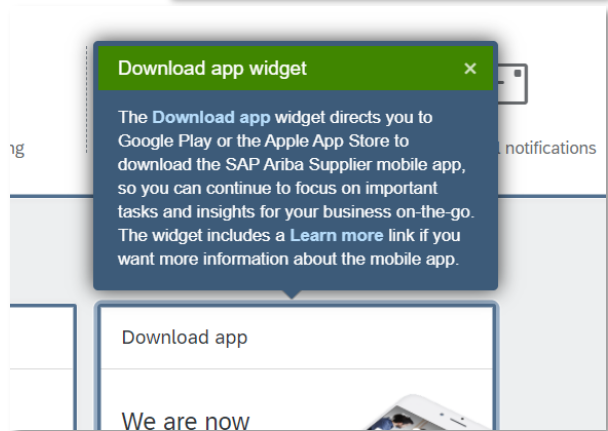
- 1 Upon logging in, suppliers will be brought to their homepage dashboard. Suppliers can access several resources for additional assistance such as:
 - ▶ Search Ariba's database for answers to questions
 - ▶ View frequently asked questions from other suppliers
 - ▶ Set their company's profile visibility settings
- 2 To access help resources, click on the **help button**:  in the top right corner of the homepage.



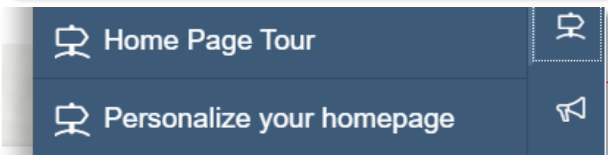



- 1 Search for different **Help Topics** by clicking on this icon: . Help topics are organized based on the page the supplier is currently on.

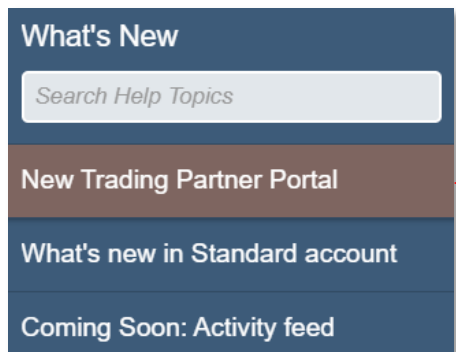
E.g. from the homepage, homepage navigation topics are available to search. If the supplier is operating within the registration form, they will see topics related to that.



- 2 For **Guided Tours** of the homepage, click on this icon: 



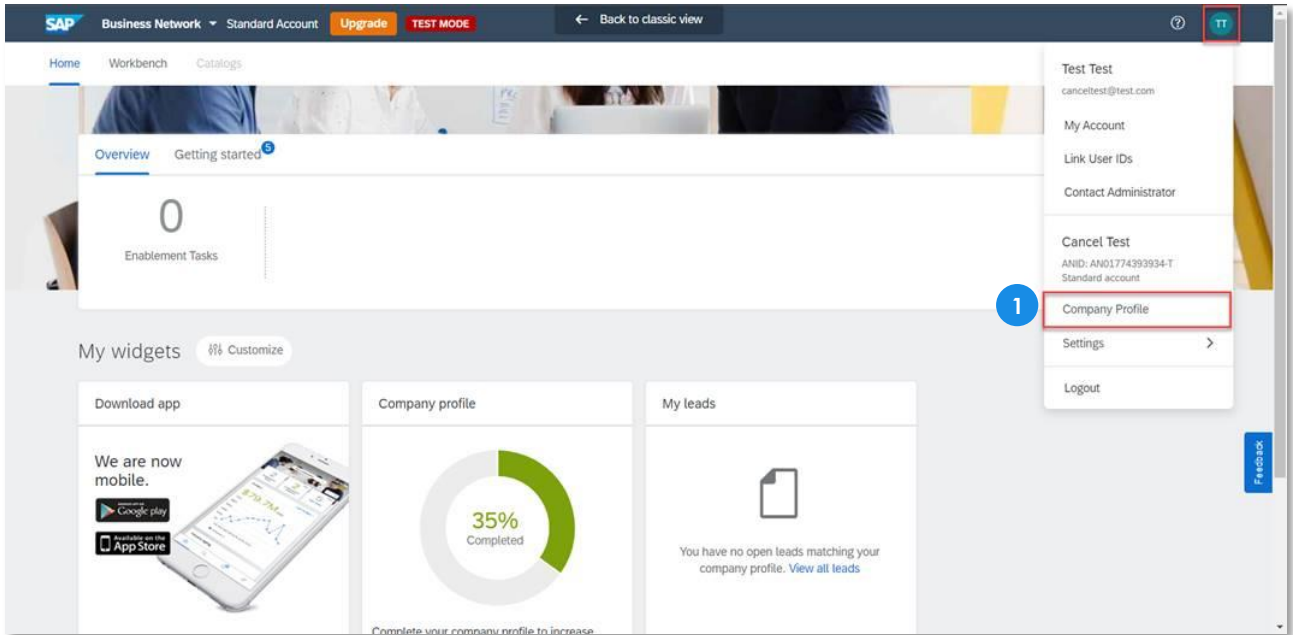
- 3 For new features, click on this icon:  in the right-hand panel.



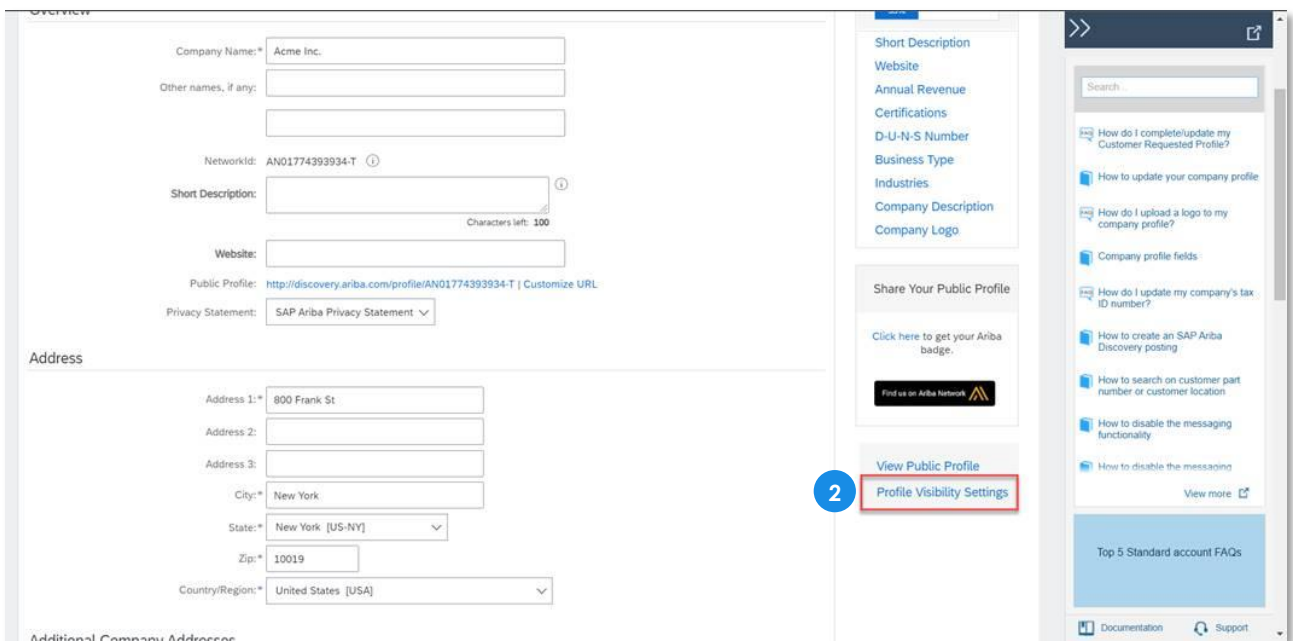
Change your company's profile visibility settings

Suppliers have the option to adjust their company's profile visibility settings. Other potential customers may be able to search for your company based on the type of goods or services your company provides, potentially generating more business.

- 1 To change these settings, click on your initials in the top right. Then, click **Company Profile**.



- 2 Scroll down a bit. On the right-hand side, click **Profile Visibility Settings**.



Change your company's profile visibility settings

- 3 Read through the different options to modify the company's profile visibility on the Ariba Network. Check or toggle your preferences accordingly.
- 4 Once done, click **OK** to save your profile preferences.

All buying organizations on Ariba Network can view your organization's basic profile. To attract valuable customers and enable your existing customers to plan effectively, ensure that your profile information is complete and accurate. Select options to make your business profile visible to all buying organizations or to allow potential new customers to contact you.

Supplier Profile Visibility for Ariba Discovery and Ariba Network

3 Choose whether your company will appear in search results when Ariba Discovery users and Ariba Network buyers or suppliers search for suppliers. To increase your company's visibility for new business opportunities, make sure this option is unchecked.

☒ Do not expose my company in search results on Ariba Discovery and Ariba Network ⓘ

Extended Profile Visibility

Each Ariba Network configuration area allows you to provide additional information about your business transaction capabilities and preferences. Select who can view this information, referred to as your extended profile:

☐ Make my extended profile available to all Ariba Network buying organizations

☒ Make my extended profile available ONLY to my current and pending Ariba Network customers

Expose My Activity Statistics

Choose whether you want to share your company's transactional information on Ariba solutions with Ariba Discovery users.

☒ Do not expose my Ariba Sourcing activity statistics

☒ Do not expose my Ariba Network activity statistics

☒ Do not expose my Ariba Discovery activity statistics

Contact My Company

Choose whether buying organizations can send you a direct message using Ariba Discovery and whether other supplier users can contact your account administrator when they register or perform an existing supplier search. This safe and secure method of communication conceals email addresses from inquirers and tracks all communication in a central location. You receive an email notification when you receive a new message.

☒ Do not allow buyers to contact my company using Ariba Discovery

☐ Allow other suppliers to contact my account administrator

Search

Supplier Basics (4/33)

How do I complete/update my Customer Requested Profile?

What browser versions are certified for SAP Ariba cloud solutions?

How do I see Ariba applications in a different language?

After you register

Introduction to the dashboard (11/47)

How to access a sourcing event?

How do I submit an invoice from a Standard account?

How do I process an order in my Ariba Network Standard account?

View more

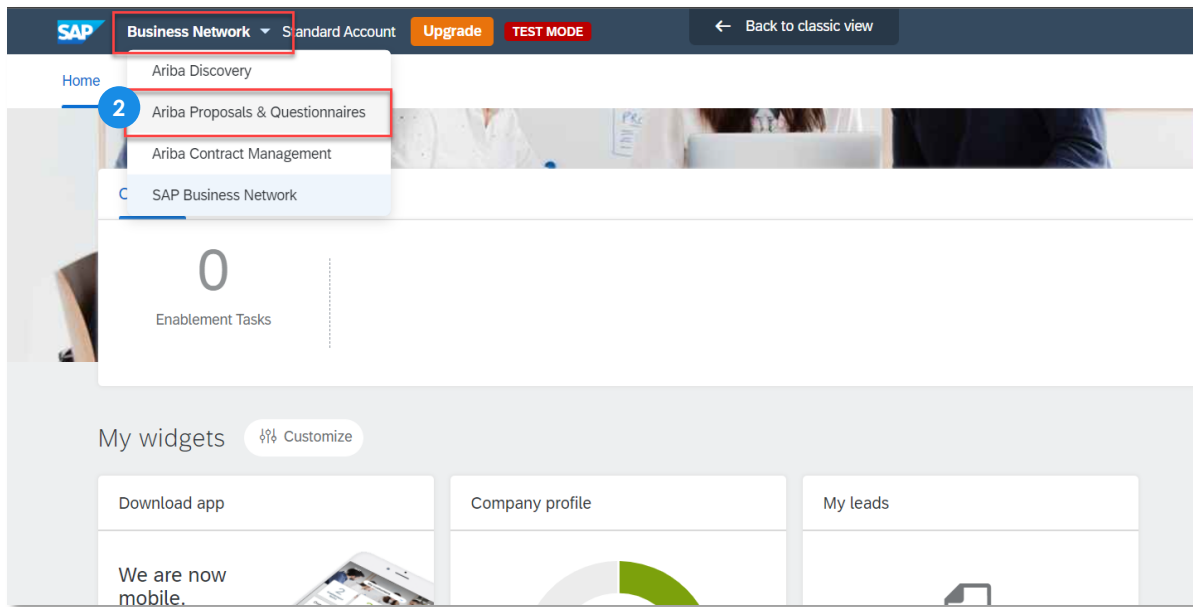
Top 5 Standard account FAQs

Documentation Support

Access IPG's Questionnaires

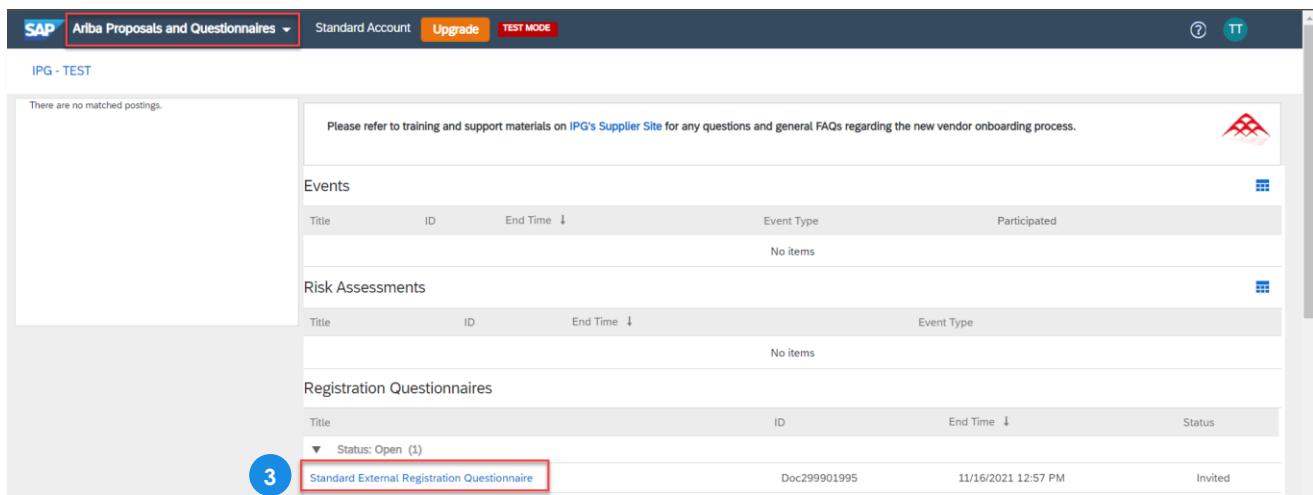
Can't find IPG's questionnaires?

- 1 The **SAP Business Network homepage** is the default after the supplier logs in.
- 2 To access all supplier onboarding documents, toggle on the **Business Network** dropdown and click into the **Ariba Proposals & Questionnaires** tab.



- 3 This will bring you to all questionnaires IPG has sent you for onboarding. Forms you may see include:

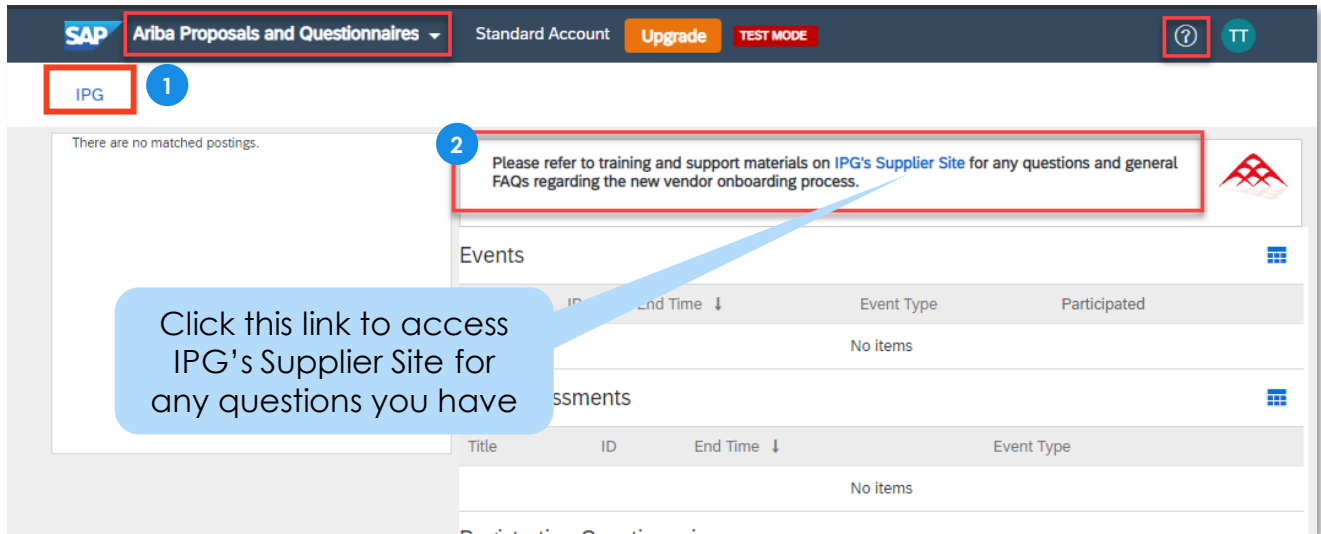
- ▶ Standard External Registration Questionnaire
- ▶ Diversity Certificate Questionnaires (if applicable)
- ▶ Risk Control Assessments (if applicable)
- ▶ Bank Modular Questionnaires (if applicable)



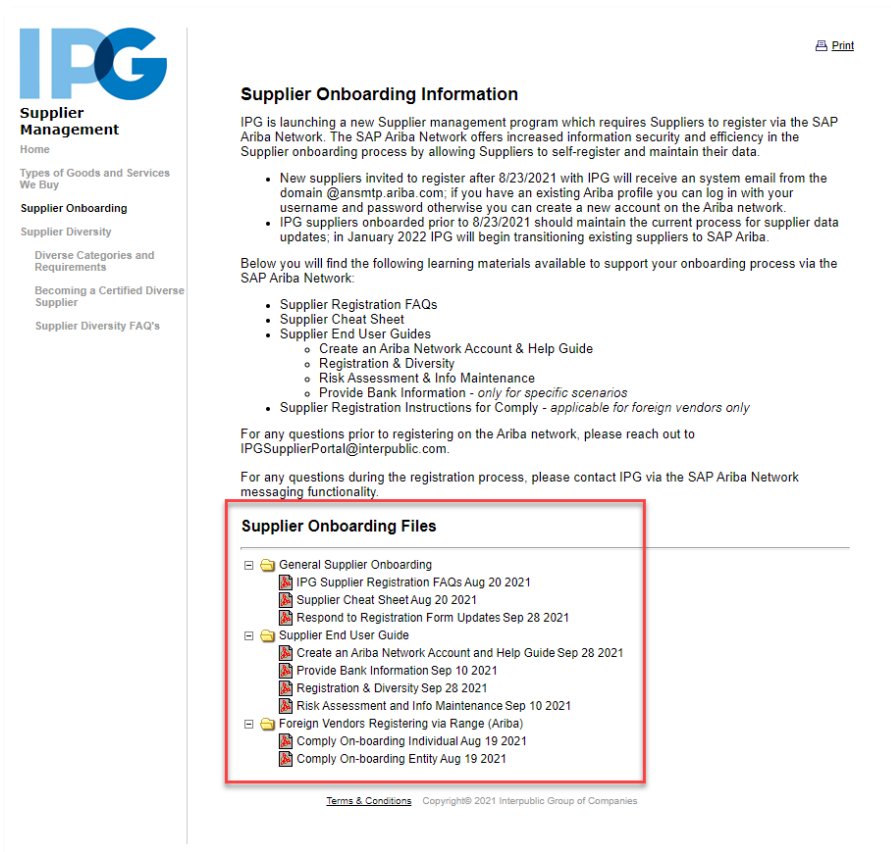
Need to access IPG's supplier help center?

IPG has a variety of resources available to their suppliers to help them through the onboarding process.

- 1 To access, make sure you're on the **Ariba Proposals and Questionnaires** tab. If you have multiple customers on using the Ariba Network, ensure you have clicked on the **IPG** tab:



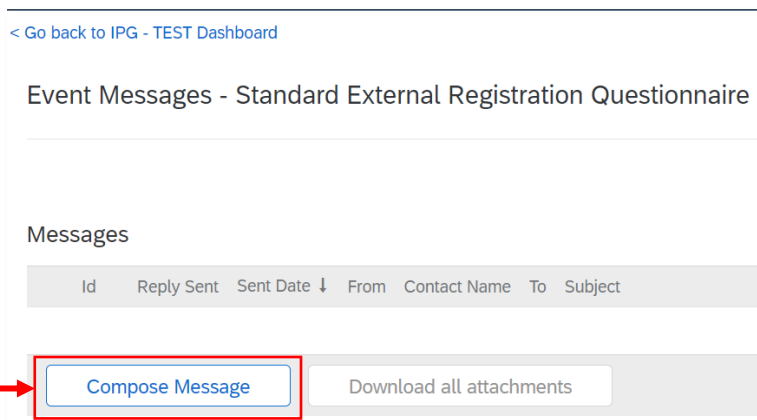
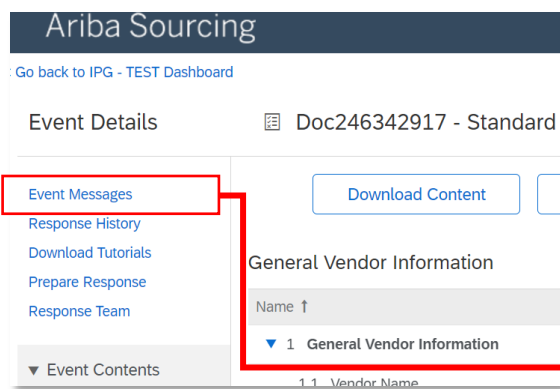
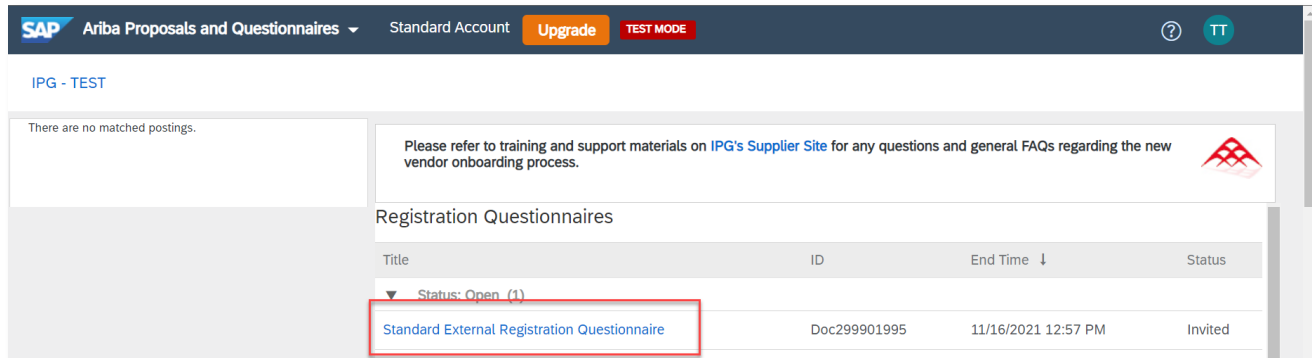
- 2 In the top banner, there is a link to IPG's external supplier site with instructions on how to register and complete any onboarding processes IPG has.



Ask Questions to IPG

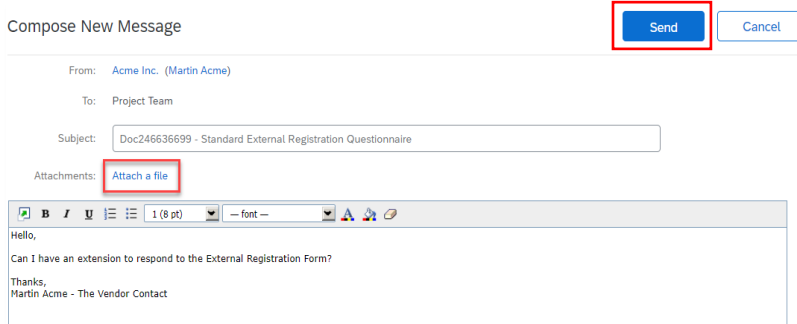
Need to communicate with IPG for registration form questions?

- 1 If you're unsure on how to answer a specific question or field within one of IPG's forms, click into the **Questionnaire/Form** you have a question about. Then, click **Event Messages**.

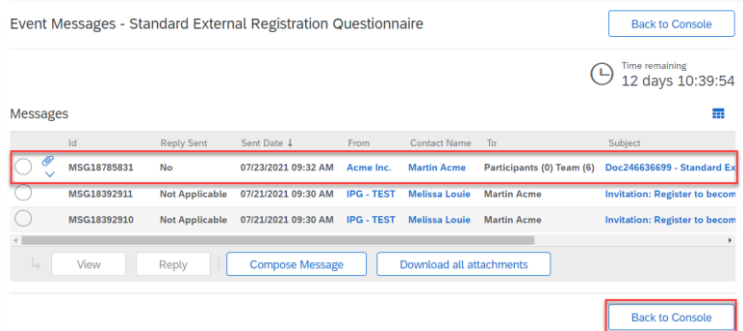


- 2 This will lead you to Event Messages where you can view old messages or **Compose Message** for new questions you might have for IPG.

- 3 After clicking on **Compose Message**, check necessary details like subject. Files can also be attached by clicking on the corresponding blue link. Once done, make sure to click the **Send** button. IPG will receive a notification email.

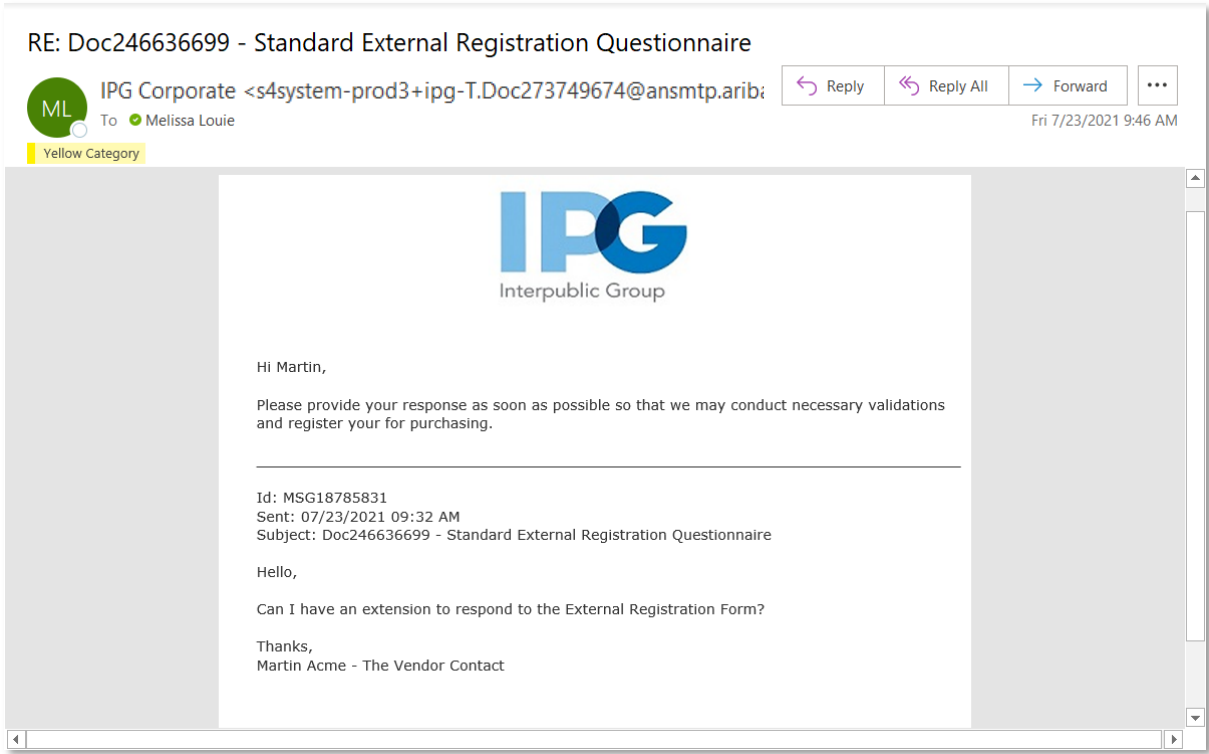


- 4 After the message is sent, view all the sent/received messages. Then to go back to the dashboard, click **Back to Console**.





The supplier will be notified by email when IPG responds to your message:

The supplier can always check the **Event Messages** site on the Ariba Network manually as well to see status of replied messages.



Request Assistance from SAP Ariba Support

Need technical assistance from Ariba?

- 1 For help with specific topics related to the Ariba Network, your profile, or technical issue, use the **help button** at the top right of the screen:  
- 2 Search Ariba documentation and FAQ pages by **typing in and searching your issue**.
- 3 If the documentation is not helpful click **Support** at the bottom of the page.
- 4 The supplier has options to reach out to Ariba directly and further search for more documentation.
- 5 After clicking on the **Support** link, another window will open up.
- 6 Search more specifically in the **search box** or click **Contact Us** to start talking to an SAP Ariba representative.

