



SAP Ariba 

Ariba Network Duplicate Account Check Feature

Through document details during ad-hoc collaboration request

PUBLIC

What is Ariba Network Duplicate Account Check Feature?

This feature adds a duplicate account check in the Ariba Network account registration process for both standard and enterprise accounts. A user may also search for existing supplier accounts directly from the login page.

What are the key benefits for this feature?

1. Reduction in duplicate account records which makes it easier for buyers to engage with suppliers.
2. Supplier-side account management can improve.

Duplicate Account Check through document details during ad-hoc collaboration request

If a supplier receives a Purchase Order, a Sourcing invitation or any other ad-hoc collaboration request, and clicks the action link (for example: “Process Order” button), then Ariba Network will now automatically run a duplicate check based on the supplier details from the document and display any matching accounts. If the supplier recognizes any of the accounts as their own, then they can directly login with their existing username and password. Otherwise they can contact the account admin*.

- 1- Click the action link on the request you received and then click on “Review Accounts”
- 2- If you found your company in the result section, click on the three dots (ooo) to view the account profile and contact the admin
- 3- If you still want to create a new account click on “Go back to previous page” and continue to “Sign Up” for a new Ariba Account

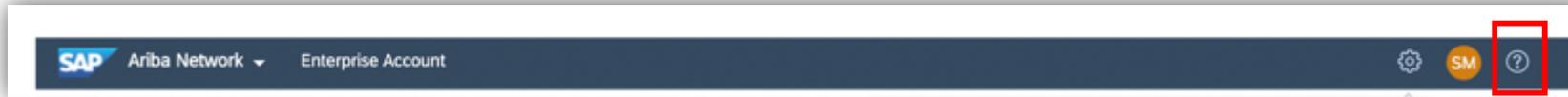
The image illustrates the process of checking for duplicate accounts on Ariba Network. It shows an email notification from a buyer, the Ariba Network interface where the user can review accounts, and the results of a duplicate check. The results table shows 10 search results found, including 'Ariba ABCD Germany SE', 'Ariba ABCD Spain SE', and 'Ariba ABCD'. The 'Log in' link is highlighted in the actions column of the table.

| Supplier name | Country | State | DUNS | Supplier ANID | Count of relationships | Actions |
|-----------------------|---------|-------|-----------|---------------|------------------------|---------|
| Ariba ABCD Germany SE | DEU | - | - | AN02000169151 | 1 | Log in |
| Ariba ABCD Spain SE | ESP | - | 123459999 | AN02000169152 | 1 | Log in |
| Ariba ABCD | ESP | - | - | AN02000169347 | 0 | Log in |

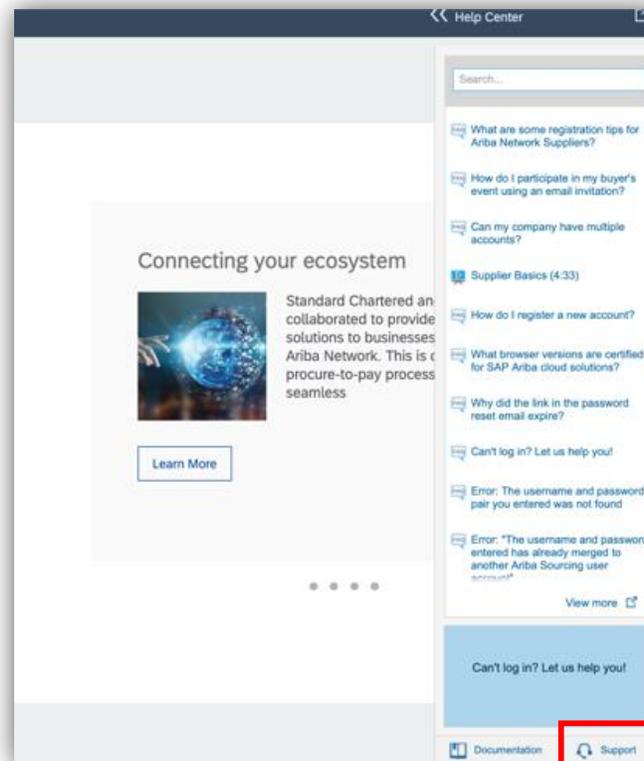
* If you don't know the admin for the account, please refer to page 4 to contact global support to figure out the admin details.

How to contact global support?

1. Go to ARIBA Log in page (supplier.ariba.com)
2. On top right side, click on “?” icon



3. Click on the support button at the bottom of the page



How to contact global support?

4. Write login issue in the message (For example: Cant open account)

Support Center

I need help with

Examples:
Account Reassignment
Login/Password Reset
Becoming a user
Registration

5. Select “No” for all the suggested options until the option to “Get Help by Phone” appears & click on that

Support Center

I need help with

Can't log in? Let us help you!
How do I contact SAP Ariba Customer Support as a supplier?
How to access the help center in a new window
Browsing content in the help center
Overview of the help center

Service Alert
Some SAP Ariba suppliers are experiencing an unexpected error within the "My Subscriptions" tab. This is a known issue and our technical team is working to fix the issue. We apologize for the inconvenience.

Contact SAP Ariba Customer Support
Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.

Does the message "User already exists. Please enter a different username" appear?

Does the message "DUNS number already exists" appear?

Does the message "You must enter the username and password associated with your account" appear?

Can't find what you are looking for? Let us help you.
Choose your communication preference:

Estimated wait in minutes: 3

How to contact global support?

6. fill in all mandatory fields marked as “*” in below form then press submit.

The screenshot shows the 'SAP Ariba Phone Support' form within the 'Ariba Exchange User Community' interface. The form is titled 'SAP Ariba Phone Support' and includes a sub-header 'Provide the following information, and the next available specialist will call you.' The form is divided into two main sections: 'Problem Description' and 'Contact Information'. The 'Problem Description' section has a 'Short Description' field with the value 'po'. The 'Contact Information' section includes fields for 'First Name', 'Last Name', 'User ID', 'Company', 'Email', and 'Phone'. The 'Phone' section is further divided into 'Country' (a dropdown menu with 'Please Select' selected), 'Country Code' (a field with '###' as a placeholder), 'Area Code' (a field), 'Number' (a field with an asterisk indicating it is mandatory), and 'Extension' (a field). Below the phone fields are two radio buttons: 'My phone number is correct.' (selected) and 'Do not record this phone call.'. There is also an 'Ariba Network ID' field. At the bottom of the form, there is a disclaimer: 'You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.' and a checkbox for 'I agree'. The form also features a 'Submit' button and a 'Cancel' button. The footer of the page includes the SAP Ariba logo and links for 'Community Privacy Policy', 'Participation Agreement', 'Security Disclosure', and 'Legal Notices'.

7. You will receive a call after few minutes from ARIBA Support

8. Advise them that you need the access to the account on urgent basis

Thank you.