



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

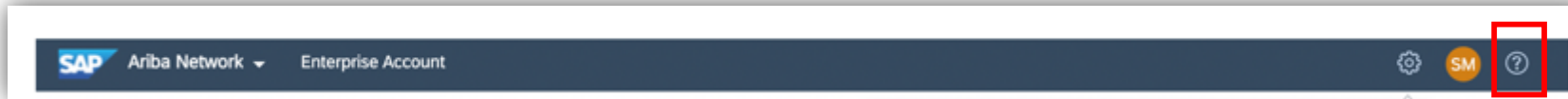
The first screenshot shows an email from "Buyer Olaf Standard" with a "Process order" button highlighted by a red box and the number 1. The second screenshot shows the Ariba Network "Join your customer on Ariba Network!" page with a "Review accounts" button highlighted by a red box and the number 1. The third screenshot shows the "Review duplicate Account" page with a table of search results. The first result, "Ariba ABCD Germany SE", has a three-dot menu icon highlighted by a red box and the number 2. A red box also highlights the "Log in" and "View profile and Contact admin" links in the actions column.

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

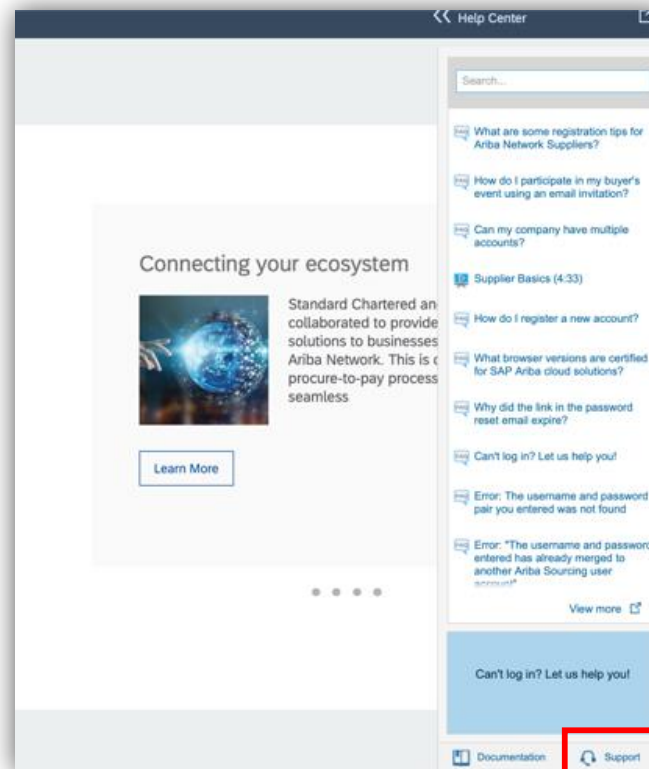
\* If you don't know the admin for the account, please refer to page 4 to contact global support to figure out the admin details.

# How to contact global support?

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

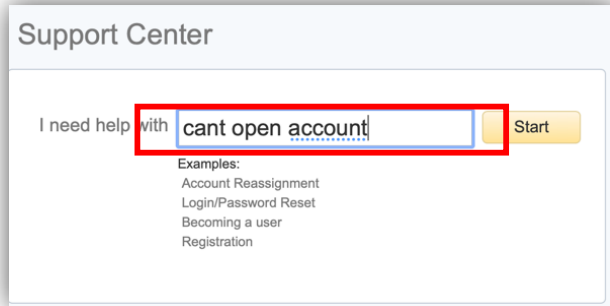


3. Click on the support button at the bottom of the page



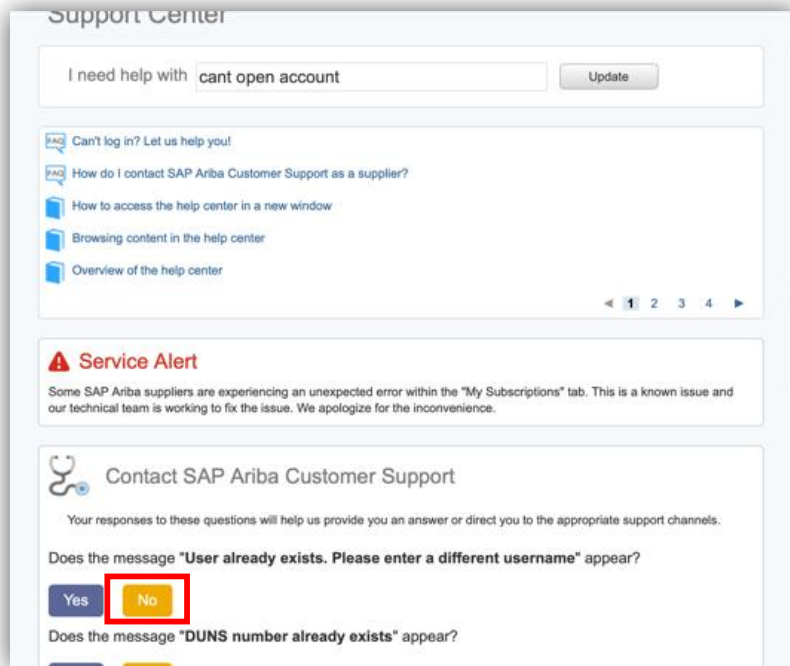
# How to contact global support?

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

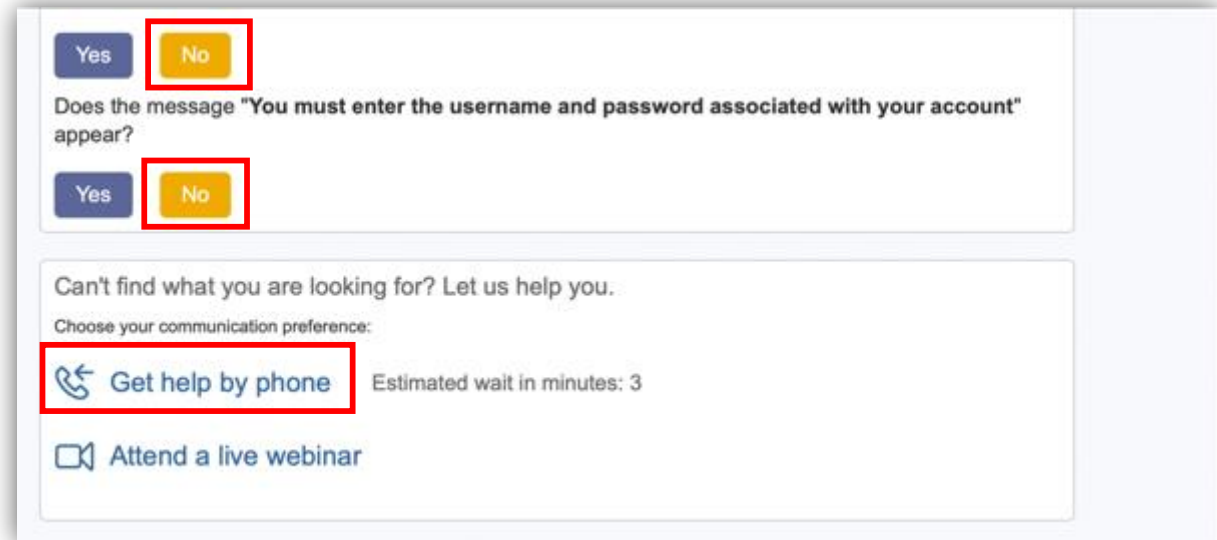


The screenshot shows the 'Support Center' header and a form titled 'I need help with'. The input field contains the text 'cant open account' and is highlighted with a red rectangle. To the right of the input field is a yellow 'Start' button. Below the input field, there is a section titled 'Examples:' with a list of common issues: 'Account Reassignment', 'Login/Password Reset', 'Becoming a user', and 'Registration'.

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



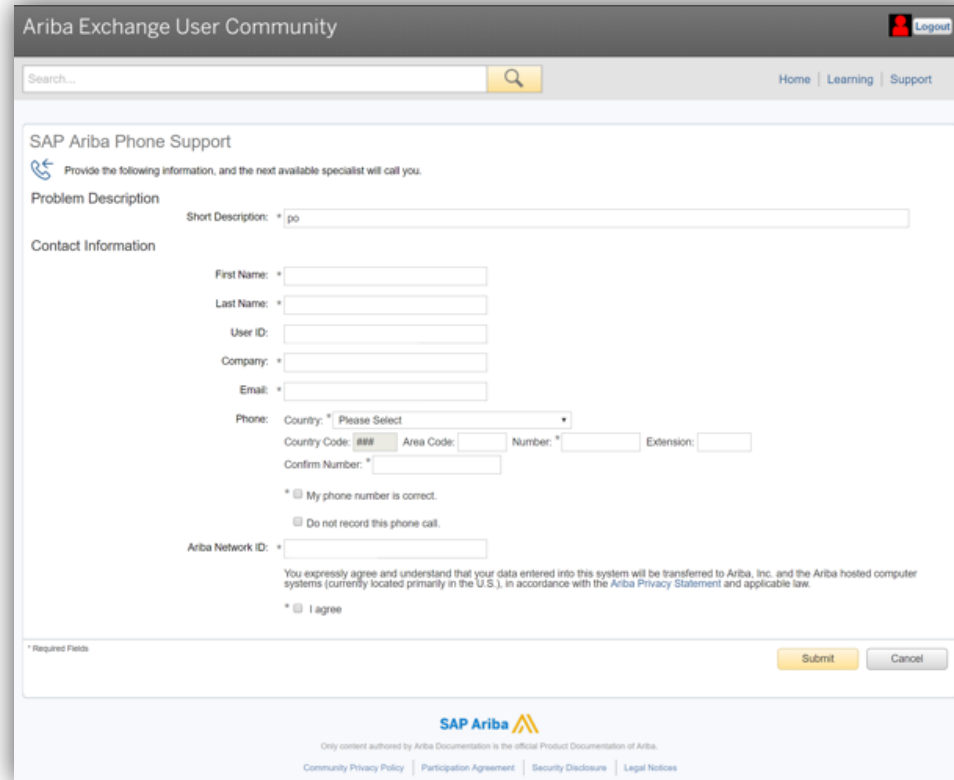
This screenshot shows the search results for 'cant open account'. At the top, there is a search bar with the text 'cant open account' and an 'Update' button. Below the search bar, there is a list of suggested topics: 'Can't log in? Let us help you!', 'How do I contact SAP Ariba Customer Support as a supplier?', 'How to access the help center in a new window', 'Browsing content in the help center', and 'Overview of the help center'. Below the list, there is a 'Service Alert' section with a red triangle icon and a message about an unexpected error. At the bottom, there is a 'Contact SAP Ariba Customer Support' section with a stethoscope icon and a message about the user's responses. The 'No' button for the question 'Does the message "User already exists. Please enter a different username" appear?' is highlighted with a red rectangle.



This screenshot shows the communication preference selection screen. It has two sections. The first section asks 'Does the message "You must enter the username and password associated with your account" appear?' and has 'Yes' and 'No' buttons, with the 'No' button highlighted by a red rectangle. The second section asks 'Can't find what you are looking for? Let us help you.' and has a 'Choose your communication preference:' label. Below this, there are two options: 'Get help by phone' (with a telephone icon) and 'Attend a live webinar' (with a video camera icon). The 'Get help by phone' option is highlighted with a red rectangle and includes the text '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 text '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), 'Country Code' (a field with '###'), 'Area Code' (a field), 'Number' (a field with an asterisk), and 'Extension' (a field). There is also a 'Confirm Number' field. Below the phone fields, there are two checkboxes: 'My phone number is correct.' and 'Do not record this phone call.' The 'Ariba Network ID' field is also present. 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.' Below the disclaimer is a checkbox labeled 'I agree'. At the bottom right of the form, there are 'Submit' and 'Cancel' buttons. The footer of the page includes the 'SAP Ariba' logo and links to 'Community Privacy Policy', 'Participation Agreement', 'Security Disclosure', and 'Legal Notices'.

Ariba Exchange User Community

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SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: \* po

Contact Information

First Name: \*

Last Name: \*

User ID:

Company: \*

Email: \*

Phone: Country: \* Please Select

Country Code: ### Area Code: Number: \* Extension:

Confirm Number: \*

☐ My phone number is correct.

☐ Do not record this phone call.

Ariba Network ID: \*

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.

☐ I agree

\* Required Fields

Submit Cancel

SAP Ariba

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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.