



## SAP Ariba Frequently Asked Questions for Suppliers

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## 1. New Procurement system

### **Why is CBH changing its procurement system?**

CBH is consolidating its multiple, disparate procurement systems into one platform, SAP Ariba, to integrate our end-to-end procurement process, and to significantly enhance our engagement and transaction efficiency with our suppliers.

### **Why did CBH select SAP Ariba?**

SAP Ariba was chosen as a best in class, holistic Procurement solution, ranked in top quadrant by Gartner. It is widely used by iconic WA organisations including Bankwest, Western Power, Fortescue Metals Group (FMG), Rio Tinto and Synergy.

## 2. Registering on the Ariba Network

### **How do I register to become a CBH supplier?**

You can register by completing the [Supplier Self-Registration Form](#) on the CBH website. Upon completing the Supplier Self-Registration Form, you will receive an automated email notification from the Ariba Network inviting you to complete a questionnaire. For further information on how to register, please access the [Ariba Supplier Registration Guide](#).

### **Do I have to pay a fee to access the Ariba Network?**

No, suppliers can access the Ariba Network free of charge with a Standard account.

### **What do I do if I have misplaced my password to access the Ariba Network?**

Firstly, make sure you have the correct email address associated with your account before you reset or recover your password. This address might also be your username, but sometimes they can be different. It would also be a good idea to decide on your new password. It needs to be between eight (8) to 16 characters long and include at least one number.

Once you have those two things, follow these steps:

1. Visit the [supplier login page](http://supplier.ariba.com) - <http://supplier.ariba.com>
2. Under the login button, locate the phrase "Having trouble logging in?" Click on it.
3. Select one of the three options provided on the next page. You can recover your username, reset your password, or log in with a one-time password using the Ariba Network Supplier mobile app. Then click "Continue."
4. If you choose to recover your username or reset your password, enter your e-mail address on the next screen and submit.
5. Watch your e-mail inbox for a message with further information and instructions. If you don't receive an e-mail from us after a few minutes, check your spam or junk mail folders to see if it's in there. And make sure you entered the correct email address you used to register on Ariba Network. If you have more than one address, repeat this process using another.
6. Once you've entered the correct email address, the message you receive in your inbox will either provide your username or provide a link for resetting your password.
7. To reset your password, click on the link in the e-mail, enter your new password, and submit.

You should then receive a confirmation page stating that the password was successfully updated and offer you a link to login to your account.

### **Can I get an invitation resent to another individual (user id) in my organisation?**

Yes. Please contact the CBH Ariba Support Team at [aribasupport@cbh.com.au](mailto:aribasupport@cbh.com.au).

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## **What happens if I have misplaced the email invitation from CBH?**

If you have already registered for an Ariba Network Standard Account and misplace the email invitation from CBH, then contact [aribasupport@cbh.com.au](mailto:aribasupport@cbh.com.au).

## **I have tried to open the registration link, but it is showing up as expired – why is this?**

The Supplier Registration Questionnaire is open for 30 days for suppliers to complete. If the link has expired, please contact [aribasupport@cbh.com.au](mailto:aribasupport@cbh.com.au), and you will be re-invited to register. Once re-invited, you will receive a new email (valid for 30 days) to complete the Supplier Registration Questionnaire.

## **How do I reassign a new Ariba Administrator, due to an employee leaving the company?**

You will need to contact Ariba Technical Support. Please download the [Request a Call Back from Ariba Helpdesk](#) on how to request a call back from the Ariba Helpdesk. Otherwise, watch this [short video](#) and learn how to switch account administrators on the Ariba Network.

## **I have previously emailed my banking details and insurances through to CBH Procurement, do I need to submit this information again?**

Yes, you will need to submit your banking and insurance details upon registration to the Ariba Network.

## **When registering to the Ariba Network I am unable to find a suitable option in the list of UNSPSC categories, how should I proceed?**

If you're unable to locate an exact match for the goods/services you provide, then please select the closest match from the options available. Once you reach the CBH registration phase you will be able to choose from a bespoke category list that accurately represents the goods and services CBH procures. Note: The Ariba Network category you select will have no impact on your opportunity to participate in CBH RFP events.

## **Can you have multiple users on the Ariba Network?**

Yes. On your Ariba Network account, if you select 'Users, under Company Settings -> Account Settings, you will have an option to 'Create user'. This is also where you can edit or remove roles, as well as resetting passwords.

## **How do I access my SAP Ariba Network Identification Number (ID)?**

1. Visit the [supplier login page](http://supplier.ariba.com) - <http://supplier.ariba.com>
2. Under the login button, locate 'Is your company registered' and click on 'Search'
3. Complete the relevant fields and select Search

## **3. Responding to a Sourcing RFx Event**

### **I have a question regarding a specific Sourcing RFx Event?**

If you have a question regarding a specific RFx Event, then please contact the nominated CBH Event Owner in accordance with the [RFx Terms and Conditions \(Bidder Agreement\)](#).

### **I can't access the documents or screen / question content in the published Sourcing RFx Event?**

Ensure that you have accepted the [RFx Terms and Conditions \(Bidder Agreement\)](#). Until you accept these terms and conditions the system will lock down functionality and you will be unable to access relevant information and documents.

### **I have submitted a RFx Response, can I update my RFx Response?**

Yes, provided that you upload a revised RFx Response prior to the end date and time of the RFx Event, then you may update your response.

## **4. Completing the Ariba Network Registration Questionnaire**

### **I have received the CBH Questionnaire but require these details from another individual within my organisation. Can I forward the questionnaire to them?**

No, unfortunately questionnaires cannot be forwarded to another individual.

However, there is an option to export the questionnaire to a spreadsheet. Click on the  icon in the top right of the form and select **Export to Excel -> Export all Rows**. You can then email the questionnaire to another individual within your organisation.

## **I have submitted my Registration Questionnaire; how can I update it?**

If you have submitted the Registration Questionnaire and it has been successfully approved, then you will be able to locate the questionnaire on your Ariba Network dashboard. You can access it by simply clicking on the approved questionnaire a box will appear labelled 'Revise Response'. This will open the Registration questionnaire for you to update your details. Once submitted, a CBH representative will be notified to review and approve the changes.

## **I submitted the CBH Questionnaire (Supplier Financial Information Request) but did not get a confirmation email (similar to the one I received when I registered). Do I need to submit the questionnaire again?**

As a supplier, the only confirmation email you will receive for submitting a questionnaire will be for the Registration Questionnaire. On your Ariba Network dashboard, the CBH Questionnaire will appear with the status 'Pending Approval'. It is also worth noting that confirmation emails will not be received for any questionnaires besides for the initial Registration questionnaire.

## **My banking details have changed, how do I update them?**

Once a questionnaire has been approved, the status will be updated on the Ariba Network. Once opening the submitted and approved questionnaire, a box will appear '**Revise Response**'. By selecting this, the questionnaire will be editable and allow for you to update your details. This will then be sent to the correct CBH representative to approve. For guidance on how to update your banking details, download the [Ariba Supplier Registration Guide](#).

## **5. Transacting with CBH on the Ariba Network**

### **My company has an existing Supply Agreement with CBH, does this supersede the CBH Purchase Order (PO) Terms and Conditions?**

No. Your existing Supply Agreement with CBH will take priority over the CBH PO terms to the extent that the transaction applies to that Purchase Order. We seek your acceptance to our PO Terms and Conditions for transactions that fall outside the scope of the agreed Supply Agreement.

### **I'm on the SAP Ariba Network, does this mean that all my purchase orders will flow through the Ariba Network?**

At this stage, CBH has only implemented the Ariba Sourcing Module; which allows all suppliers to participate in CBH RFx events. The Ariba Buying & Invoicing modules will be implemented in mid-2020. We will notify you of further updates closer to the date.

## **6. Ariba Network Accounts & Pricing**

### **What can I do with an Ariba Network Standard Account?**

The Ariba Network Standard Account allows suppliers to transact an unlimited number of documents such as orders; full and partial order confirmation; ship notices; and service entry sheets. For a full list of the Ariba Network Standard Account capabilities, visit [SAP Ariba Network Accounts and Pricing](#).

### **Do I have to upgrade to an Ariba Network Enterprise Account?**

There is no need to upgrade to an Ariba Network Enterprise Account, unless you are ready for advanced capabilities such as support for catalogues, backend integration or to manage larger document volumes through online access. Please note that you may be subject to fees if you upgrade from an Ariba Network Standard Account to an Ariba Network Enterprise Account.

### **What is the difference between the Ariba Network Standard Account and the Ariba Network Enterprise Account?**

Standard Accounts are free, easy-to-use accounts that allow suppliers to exchange an unlimited number of basic documents such as purchase orders, order confirmations, invoices, and view status of their orders.

Enterprise Accounts offers suppliers greater functionality and support but are subject to fees depending on transaction volume.

To select the right network for you, visit [SAP Ariba Network Accounts and Pricing](#).



**I have an Ariba Network Account, however, CBH is not listed on my Ariba Sourcing Page. How can I link CBH to my account?**

To link CBH to your Ariba account, you will need to receive an email invitation from CBH. To request an email invitation, contact [aribasupport@cbh.com.au](mailto:aribasupport@cbh.com.au). For guidance on how to register, download the [Ariba Supplier Registration Guide](#).

**Can I have an Ariba Network Standard Account for one buyer, but an Ariba Network Enterprise Account for another?**

Yes, it is possible to have a separate account for each buyer (with a different Ariba Network ID and log in details), or you can consolidate all customer relationships under one account.

## 7. Ariba Support

**Who do I contact if I have any questions or concerns?**

For general enquiries about becoming a CBH Supplier and the Ariba Network, email [aribasupport@cbh.com.au](mailto:aribasupport@cbh.com.au).

**Who do I contact for Ariba Technical Support?**

Please download the [Request a Call Back from Ariba Helpdesk](#) on how to request a call back from the Ariba Helpdesk. This guide also goes through a number of common issues such as problems with your forgotten password, or if you need to reassign an Ariba Administrator access due to an employee leaving the company.