You've tried to access the event…

Issues with accessing an event will be related to a small number of problems that can be easily overcome and this page will give the most common solutions

If you've tried to access the event from the invitation email sent directly to you from Aviva and you receive this error:

Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) than the one you are trying to log into. To connect with this buyer company, you need to log into the already connected account. Please contact your company's account administrator and request that they create you as a new user under ANID (ANID).

It means you are trying to log in with a username that is connected to an Ariba account which is different to the one already connected to Aviva and you need to follow the advice given here to create an additional username:
https://support.ariba.com/item/view/139440

If you're trying to access the event from an invitation that has been forwarded to you by a colleague or by logging directly into Ariba and you cannot see the event, you will need to contact Aviva and request we add you to the event and send you an invitation email directly

Sometimes there can be browser issues – where possible use Google Chrome to access Ariba and if errors persist, open the invitation link in an Incognito window (Chrome) or InPrivate window (Microsoft Edge)

For further guidance and useful information, please view the rest of this guide…

AVIVA

Aviva Supplier
Event Support Guide

Hello from Aviva Procurement!

Aviva uses SAP Ariba to collaborate with suppliers on events such as RFx, risk questionnaires etc [(more about SAP)](#)

When Aviva needs you to respond to an event, we will send you an email with an invitation link which you can use to sign up/log in into Ariba and see the event

This guide will help you with the process from invitation, dealing with any issues accessing the event, how to communicate with Aviva during the event and how to get further help – click the links on the right to jump to a specific section of this guide

[Before you receive the invitation](#)

[After you receive the invitation](#)

[Useful information & problem solving](#)

[How to contact Ariba support](#)

AVIVA

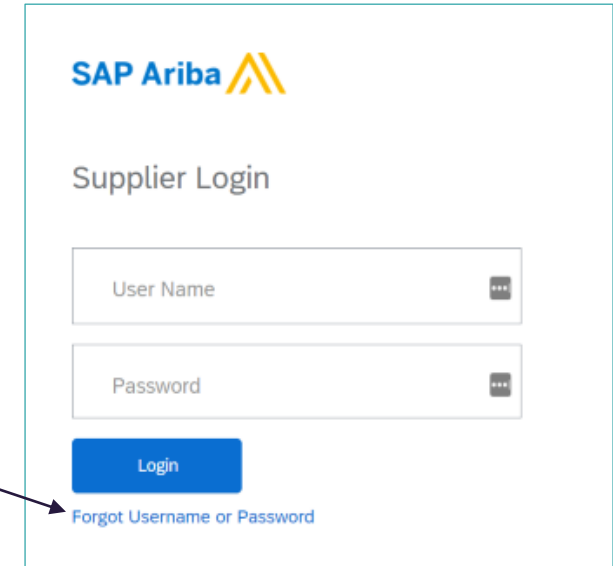# Before you receive the invitation

AVIVA

Steps you can take before you receive the event invitation

Check your Ariba login is working - you can log into the proposals and questionnaires section of Ariba by visiting https://proposals.seller.ariba.com

If you have forgotten your credentials, follow the Forgot Username or Password links underneath the Login button – these are two links so click the word "Username" or "Password" depending on which you need to recover

Further help can be obtained here:

- Password: https://support.ariba.com/item/view/169854

- Username: https://support.ariba.com/item/view/181951

SAP Ariba
Supplier Login
User Name
Password
Login
Forgot Username or Password

If you are not sure you have an Ariba login but you know your organisation does already have an Ariba account, you can ask your Ariba Account Administrator to check – they can create a username for you and send you a password reset

If you are unsure if your organisation already has an Ariba account, this link explains how you can find out: Do I have an account? Does my company have an existing account?

AVIVA

After you receive the invitation

AVIVA

Access the event (do not forward this invitation!)

- The invitation email will come from a named Aviva contact but will show as coming from an Ariba address (e.g. .ariba.com) and looks something like this (depending on the event type to which you have been invited)

- Access the event by clicking "Click Here"

- You'll then see the Sign up/Log In screen (see next page) or the supplier login screen (see log in problems)

- **Do not forward the email to a colleague as they will not be able to use the same link – instead contact Aviva and ask we send the invitation to your colleague directly**

AVIVA

Welcome, Supplier Bidding Team.

Aviva plc has registered you on their Ariba Spend Management site and invited you to participate in the following event: Aviva Tender. The event starts on Monday and ends on Friday.

Click Here to access this event. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can access this event.

NOTE: This link is only valid for 30 days. Make sure to register on the Ariba Commerce Cloud before the link expires. After you register on the Ariba Commerce Cloud, you can no longer use this link.

If you have questions about this event, contact The Aviva Category Manager via e-mail at categorymanager@aviva.com.

If you do not want to respond to this event, Click Here. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.

We look forward to working with you!

Thank You,

Aviva plc

AVIVA

Log into or sign up for an Ariba Network account

Have a question? Click here to see a Quick Start guide.

Sign up as a supplier with **Aviva - TEST** on SAP Ariba.

Aviva - TEST uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by Aviva - TEST.

Sign up

Already have an account? **Log in**

About Ariba Network

The Ariba Network is your entryway to all your ~~~ to manage all of your customer relati~~~ using. Once you have completed the registration, you will be a~~~

- Respond more efficiently to your custo~~~
- Work more quickly with your customers~~~
- Strengthen your relationships with cust~~~
- Review pending sourcing events for multiple buyers with one login
- Apply your Company Profile across Ariba Network, Ariba Discovery and Ariba Sourcing activities

Moving to the Ariba Network allows you to log into a single location to manage:

- All your Ariba customer relationships
- All your event actions, tasks and transactions
- Your profile information
- All your registration activities
- Your contact and user administrative tasks

If you already have an existing SAP Ariba account, select Log in and enter your credentials – if you see an error message then the following slide has guidance on next steps

If you don't have an Ariba Network account, click the "Sign up" button to create a FREE Standard account and see the section "Registration on the Ariba Network".

If your organization is already connected to Aviva via Ariba and for which you don't have an Ariba username, you can use also the "Sign up" button
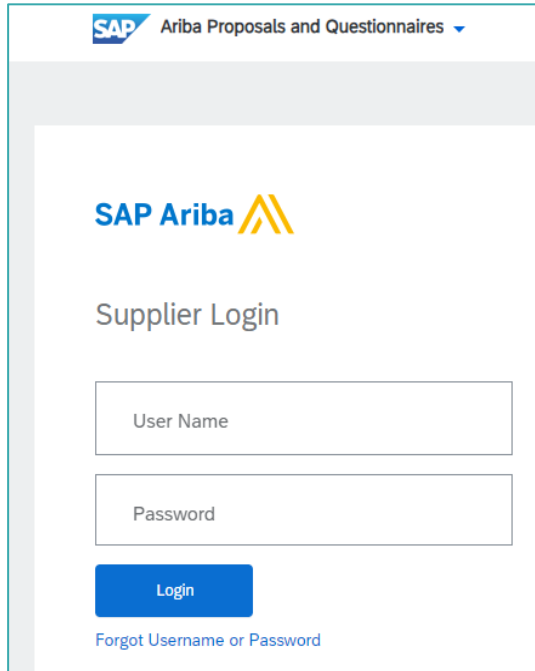
AVIVA

Log in problems

If you have clicked "Log in" and entered your Ariba username but then got this message:

Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) than the one you are trying to log into. To connect with this buyer company, you need to log into the already connected account. Please contact your company's account administrator and request that they create you as a new user under ANID (ANID).

it's likely due to your username being connected to an Ariba account that is not the one currently linked to Aviva

You need to create a unique username for the Ariba account that is already connected to Aviva. Click cancel then click "Sign up" and follow these instructions on how to create an additional username:
https://support.ariba.com/item/view/139440

SAP Ariba Proposals and Questionnaires ▾

SAP Ariba ⋀⋀

Supplier Login

| User Name |

| Password |

Login

Forgot Username or Password

If after clicking the link in the invitation email you see the Supplier Login screen, this means Ariba has recognised that your email is linked to a username under an Ariba Network account already hooked to Aviva. You can recover the username and password by clicking either the word Username or Password under the Login button – more info on recovering username/password is available on this slide

AVIVA

You have accessed the event by logging in

- Once you have logged in you will see the event to which you have been invited and you can start answering the questions
- You can add colleagues via the Response Team method
- You can save your progress at any point by clicking "Save Draft"
- You can navigate to your dashboard by clicking the link in the top left corner of the screen "Go back to Aviva plc dashboard" and here you may find further questionnaires on your dashboard for completion

For further hints and tips on responding to an event, finding the event later etc., please see the section "Useful information and problem solving"

AVIVA

Registering on the SAP Ariba Network if you don't have an account

AVIVA

SAP Ariba sign up

Company information

Indicates a required field

Company Name:* Aviva Test Supplier 2020

Country/Region:* United Kingdom [GBR]

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

Address:* 123 Street

Line 2

Line 3

Line 4

City:* City 1

State:* Select
! Required field

Postal Code:* AB1 2CD

After using the "Sign Up" button you will be redirected to the SAP Ariba sign-up page where you will be asked to enter your company and user information

User account information

Indicates a required field

SAP Ariba Privacy Statement

Name:* First Name | Last Name

Email:* jameslusher@gmail.com

☐ Use my email as my username

Username:* newuser@aviva.com

Must be in email format(e.g john@newco.com) ⓘ

Password:* Enter Password

Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters. ⓘ

Repeat Password

Language: English

The language used when Ariba sends you configurable notifications. This is different than your web b...

Email orders to:* newuser@aviva.com

Customers may send you their orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

The registered user will act as the account administrator. You can add additional users later via the account configuration section. Please note that each account can only have one admin user

Click here if you receive an error saying the username already exists

AVIVA

SAP Ariba privacy statement

Add more specific information about your business

Review and agree to the Terms of Use and accept the SAP Ariba Privacy Statement

Click **"Create account and continue"** then move to the next slide

Duplicate check and final setup

After submitting your SAP Ariba account creation request, the system will use your company name, email address and the postal address to check for duplicate accounts which can be seen by clicking "Review accounts". If this reveals an existing account that you would like to use instead of creating a new one, please contact your account administrator to set you up as a sub user and if you follow this route, return to the event invitation link and click Login rather than Sign up

If you want to continue with the account creation regardless of possible duplicates, please proceed by clicking "Skip Review"

(i) Potential existing accounts

We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.

Review accounts   Skip review
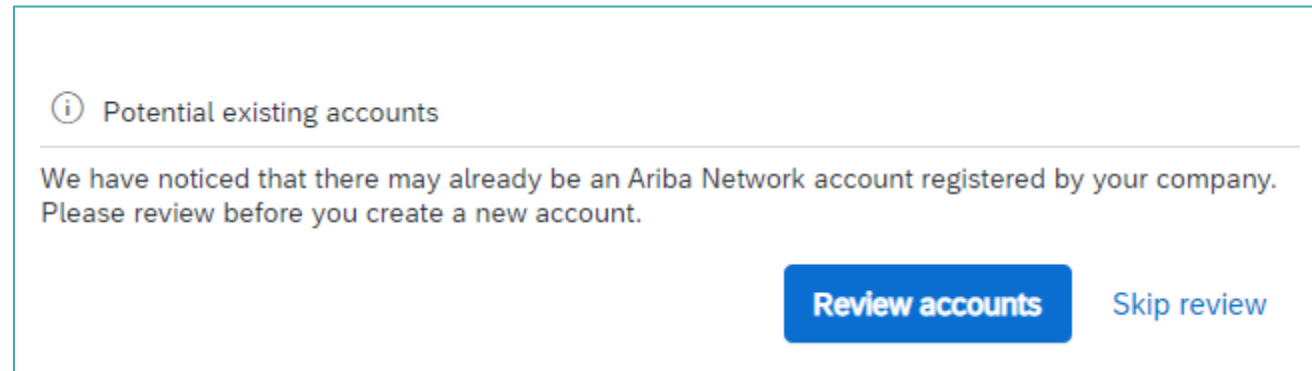
If you set up a new account or you're added as a sub-user, you will receive an email from Ariba Commerce Cloud with confirmation of your ANID and username

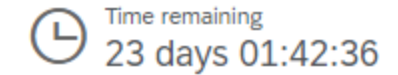The email will also contain important information about setting up and making full use of your Ariba Network account

Useful information & problem solving

AVIVA

Useful Information

Click Event Messages (towards top left of the screen when in the event) to send/receive messages to and from Aviva	Event Messages
The time remaining before the event closes is shown on the top right of the screen	Time remaining 23 days 01:42:36
To find the event again after you have logged out of Ariba, see this slide	Find the event again
To add additional respondents to the event, see this slide	Adding additional respondents
Help can be found from this link and then select the Ariba Sourcing tile	https://support.ariba.com/help
If you suspect the Ariba emails are being blocked by your IT department, please give them this link and ask they unblock emails as per the instructions	Ariba Email Domain Details

AVIVA

Find the event again

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

Home

Events

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
Aviva Tender	Doc4263128997	16/11/2023 15:20	RFP	No

Risk Assessments

Title	ID	End Time ↓		Event Type
		No items		

Registration Questionnaires

Title	ID	End Time ↓	Status
		No items	

Qualification Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
			No items		

Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
			No items		

To return to the event, go to https://proposals.seller.ariba.com

or navigate to "Ariba Proposals And Questionnaires" from any other Ariba Network page via the drop-down menu in the top left-hand corner of the screen

SAP Ariba Proposals and Questionnaires ▾

AVIVA F

There are

SAP Business Network Discovery

Ariba Proposals And Questionnaires

Ariba Contracts

SAP Business Network

AVIVA

# Adding colleagues to the Response Team

If you want colleagues to have access to the same event, you can add them via the "Response Team" options that can be found within the event and towards the top left of the screen
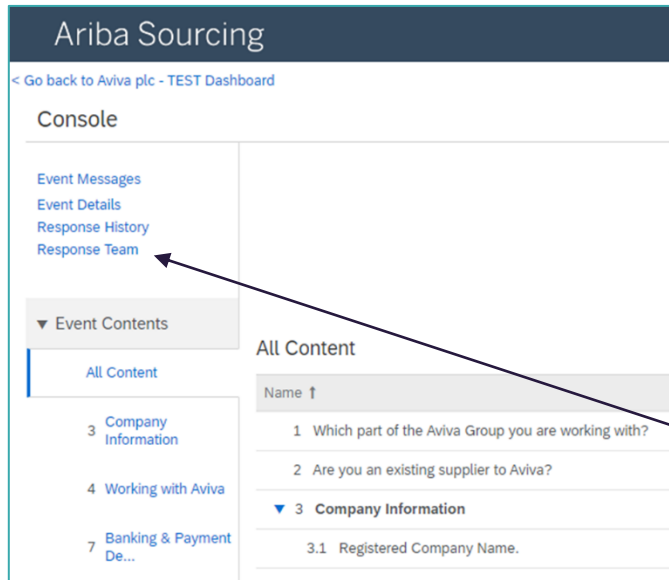
Click on 'Response Team' and add the required team member. If the team member is not available in the drop down, then contact your Account Administrator for this ANID to add a new user.

Once you have added colleagues to the Response Team, they will see the event in their dashboards when they log into Ariba

To see who the Account Administrator is, return to the dashboard then click your initials on the top-right of the screen and you'll see an option of "Contact Administrator"
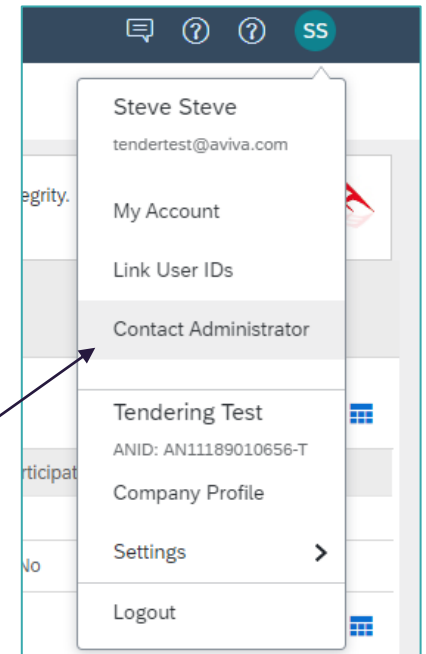
How to contact Ariba support

AVIVA

Further help from Ariba

Help can be accessed here and without the need to be logged into the Ariba application:

https://support.ariba.com/help

If you need to contact Aviva, please initially email the contact who have already been speaking with, otherwise please email supplierregistration@aviva.com (UK and Ireland) or supplierenablementca@aviva.com (Canada) and include the nature of your query in the subject line
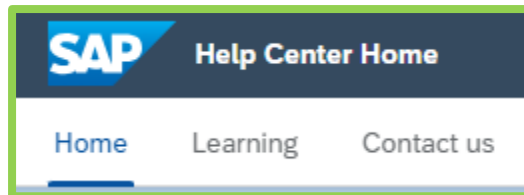
The following pages explain how to contact Ariba for further support

AVIVA

To contact Ariba for 1-1 assistance, whether you are connected to your supplier account on the Ariba Network, or from the page https://proposals.seller.ariba.com, you can access the Ariba support team in just a few steps:

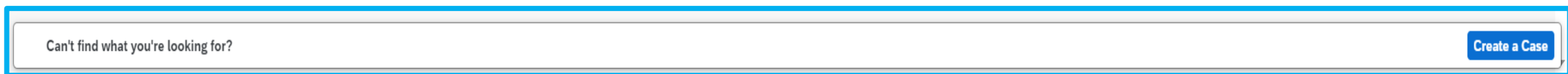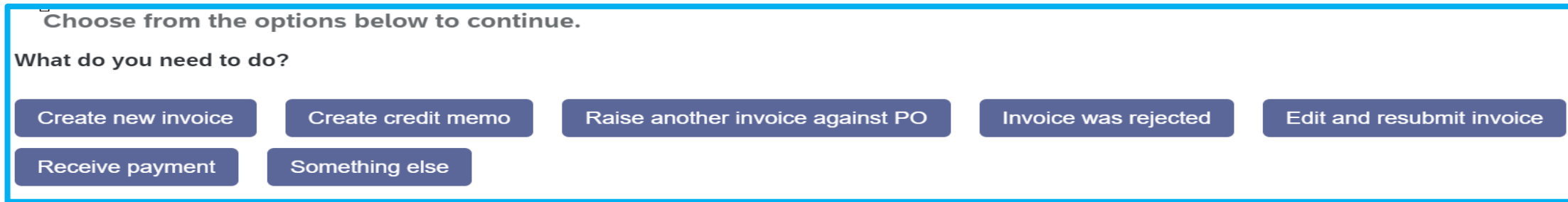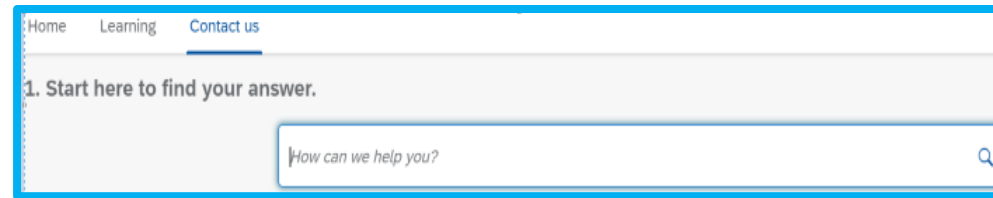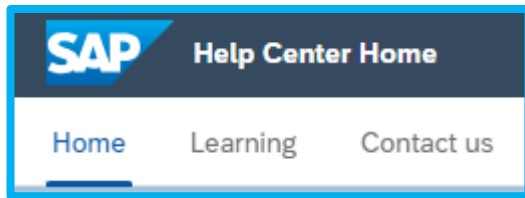**1 –** In the top-right corner of your screen, click on the "help" symbol to open the Help Centre.
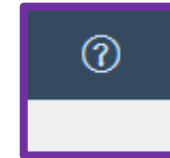
2 – On the Help Centre Home page, search for the topic of your query. You can also use the "Learning" tab to access short demo videos.

SAP Help Center Home

Home   Learning   Contact us

How can we help you?

add user

Try "cancel order", "email notifications", "user authorization"

AVIVA
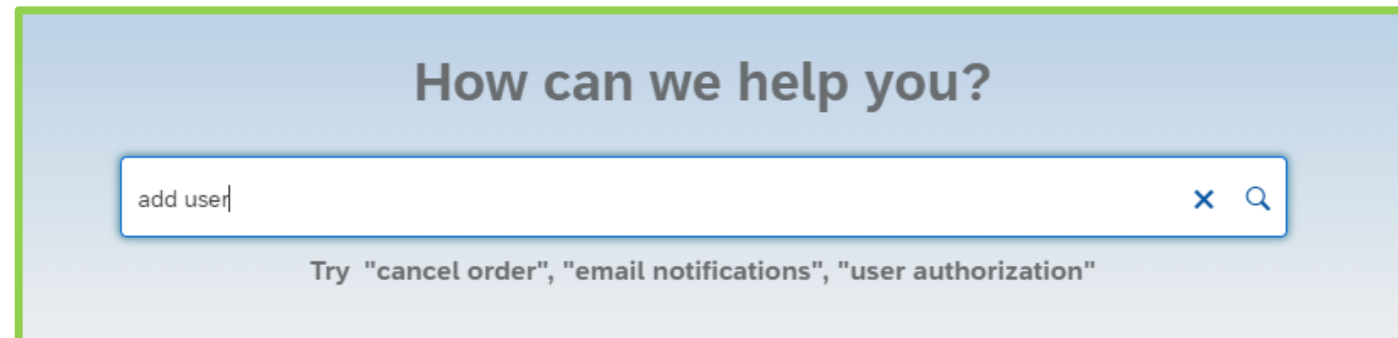
3 – Click on the "Contact us" Tab and fill in your question into the search field. A few extra questions might appear to direct you further. If you don't see the answer you are looking for, click "Something else" and then on the bottom click the blue button called "Create a Case".

You are then presented with the opportunity to contact the Ariba support team through the channel of your choice. Some options might differ depending on the type of account you are using

SAP Help Center Home

Home   Learning   Contact us

Home   Learning   Contact us

1. Start here to find your answer.

How can we help you?

Choose from the options below to continue.

What do you need to do?

Create new invoice   Create credit memo   Raise another invoice against PO   Invoice was rejected   Edit and resubmit invoice

Receive payment   Something else

Can't find what you're looking for?   Create a Case

- Fill in the mandatory fields and click "One Last Step" to be put in contact with an Ariba team member – you will be given a choice of contact options: