

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 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](#)

Before you receive the
invitation

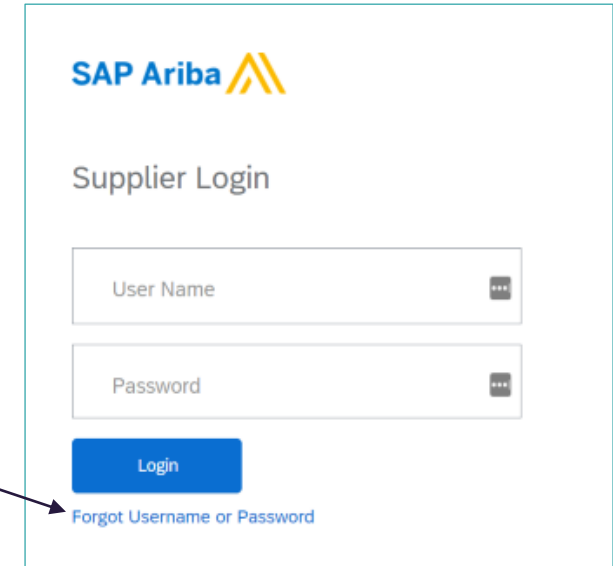
Steps you can take before you receive the event invitation


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?](#)

After you receive the
invitation

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**



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

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

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

About Ariba Network

The Ariba Network is your entryway to all your procurement activities. Once you have completed the registration, you will be able to manage all of your customer relationships.

- Respond more efficiently to your customers
- Work more quickly with your customers
- Strengthen your relationships with customers
- 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

Log in problems

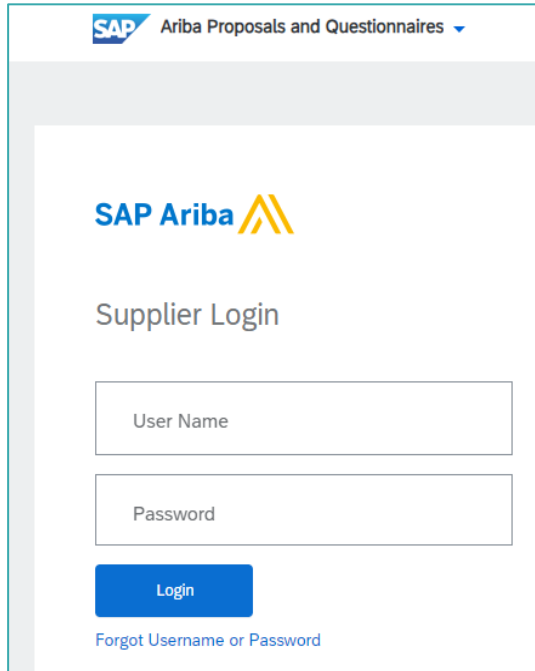
If you have clicked “Log in” and entered your Ariba username but then got this message:

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](#)

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

Ariba Sourcing

Go back to Aviva plc - TEST Dashboard

Event Details Doc4263128997 - Aviva Tender

Time remaining: 29 days 23:28:56

Event Message
Download Texts

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in the event.

Download Content Review Prerequisites Decline to Respond Print Event Information

Checked

1. Review Event Details

2. Review and Accept Prerequisites

3. Submit Response

Event Contents

All Content

1. AVIVA REQUIREMENTS

2. TERMS OF PURCHASE

3. COMMERCIAL REQUIREMENTS

4. VERIFICATION OF EXIST

5. Pricing

AVIVA'S REQUIREMENTS

Item 1

1. AVIVA'S REQUIREMENTS

1.1. REQUEST FOR PROPOSAL

1.1.1. Dear Name

I Request for Proposal for the Supply of.....

Aviva will be to request proposals for the supply of..... an overview of this opportunity is provided in section Opportunity Overview. The request is subject to the Terms of Proposal (Section 2.1.0), for and to be provided in accordance with the Specification (Section 4).

Aviva does not bind itself to accept the lowest or any Offer and reserves the right to accept a proposal either in whole or in part, each bid being for this purpose treated as proposed separately unless otherwise stated.

Any contract or arrangement to purchase resulting from this requirement shall be subject to the proposed Terms and Conditions of Contract detailed in section 2.2.

Proposals must be submitted no later than 12:00 noon.....

Prior to submission of Proposals, suppliers should contact me, to discuss our requirements and how they may best be achieved.

If any of the above named documents are missing please contact the undersigned immediately.

Yours sincerely

Name
Title
Organisation

1.1.2. Overview of Aviva

Next Section: TERMS OF PURCHASE

For further hints and tips on responding to an event, finding the event later etc., please see the section [“Useful information and problem solving”](#)

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

SAP Ariba sign up

Company information

Company Name: * Aviva Test Supplier 2020

Country/Region: * United Kingdom [GBR]

Address: * 123 Street

Line 2

Line 3

Line 4

City: * City 1

State: * Select

! Required field

Postal Code: * AB1 2CD

* Indicates a required field

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.

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

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](#)

User account information

Name: * First Name Last Name

Email: * jameslusher@gmail.com

Use my email as my username

Username: * newuser@aviva.com

Password: * Enter Password

Repeat Password

Language: English

Email orders to: * newuser@aviva.com

* Indicates a required field

[SAP Ariba Privacy Statement](#)

Must be in email format(e.g john@newco.com) ⓘ
Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters. ⓘ

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

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.

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

Tell us more about your business

Product and Service Categories:* -or- [Browse](#)

Ship-to or Service Locations:* -or- [Browse](#)

Tax ID: Enter your Company Tax ID number.

Vat ID: Enter your company's five to twelve-digit value added tax identification number. Do not enter dashes.

DUNS Number: Enter the nine-digit number issued by Dun & Bradstreet. By default, DUNS number is appended with "-T" in test account. ⓘ

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.

By clicking the Create account and continue button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian federation.

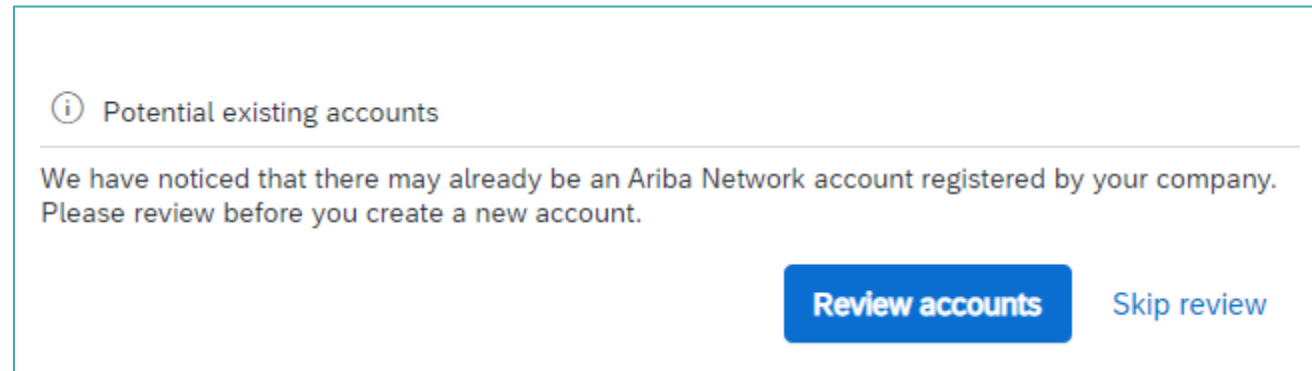
I have read and agree to the [Terms of Use](#)

I have read and agree to the [SAP Ariba Privacy Statement](#)

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”



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

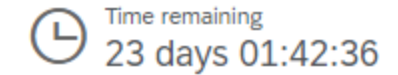
Useful information & problem solving

Useful Information

Click Event Messages (towards top left of the screen when in the event) to send/receive messages to and from Aviva

A rectangular button with a light blue border and the text "Event Messages" inside.

The time remaining before the event closes is shown on the top right of the screen

A rectangular box containing a clock icon, the text "Time remaining", and a timer showing "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](#)

Find the event again

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



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

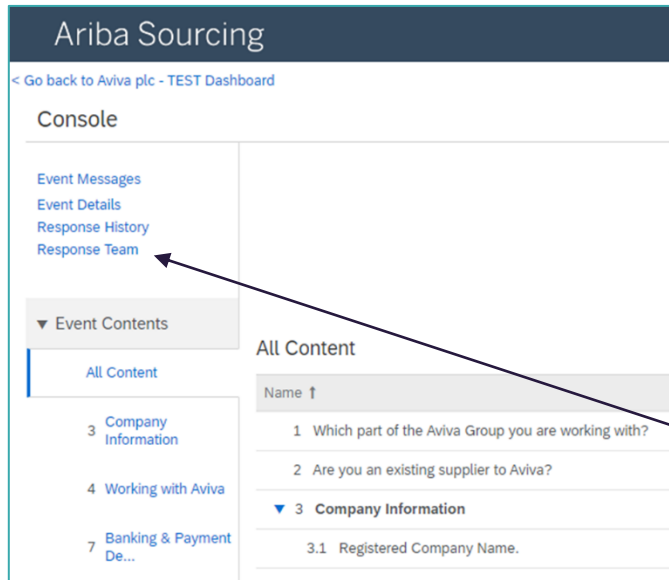
Title	ID	End Time ↓	Commodity	Regions	Status
No items					

SAP Ariba Proposals and Questionnaires ▾

- SAP Business Network Discovery
- Ariba Proposals And Questionnaires
- Ariba Contracts
- SAP Business Network

Adding colleagues to the Response Team

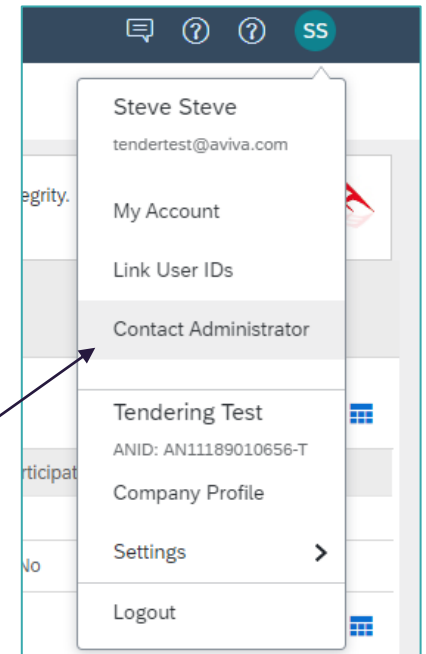
If you want colleagues to have access to the same event, you can add them via the “Response Team” options that can be found within the event and towards the top left of the screen



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

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>

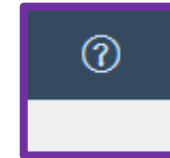
If you need to contact Aviva, please initially email the contact who have already been speaking with, otherwise please email supplierregistration@aviva.com (UK and Ireland) or supplierenablementca@aviva.com (Canada) and include the nature of your query in the subject line

The following pages explain how to contact Ariba for further support

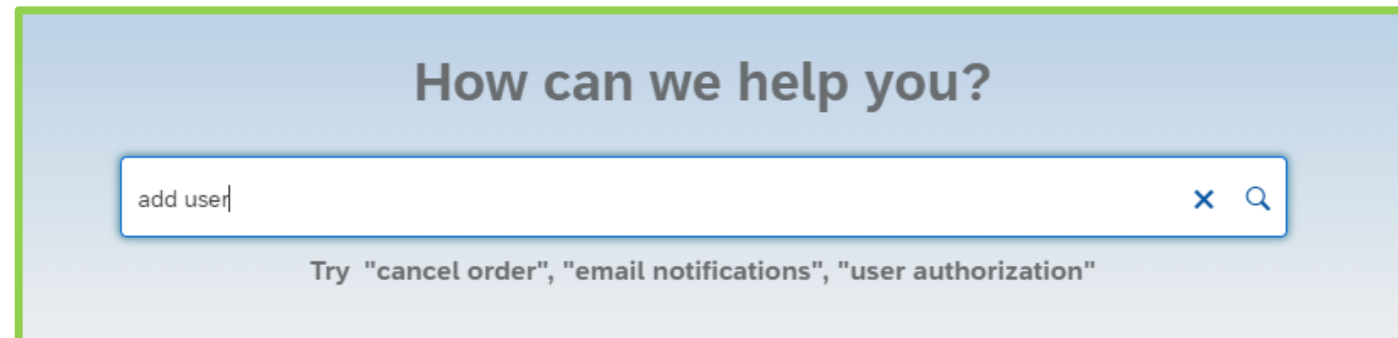
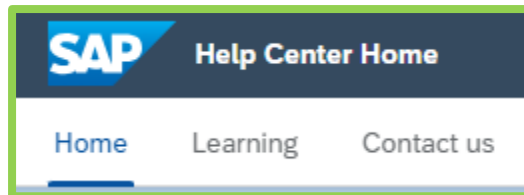
Ariba Network supplier support - 1 of 3

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.



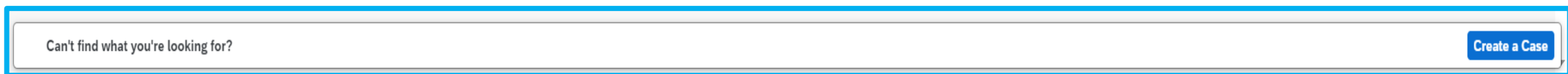
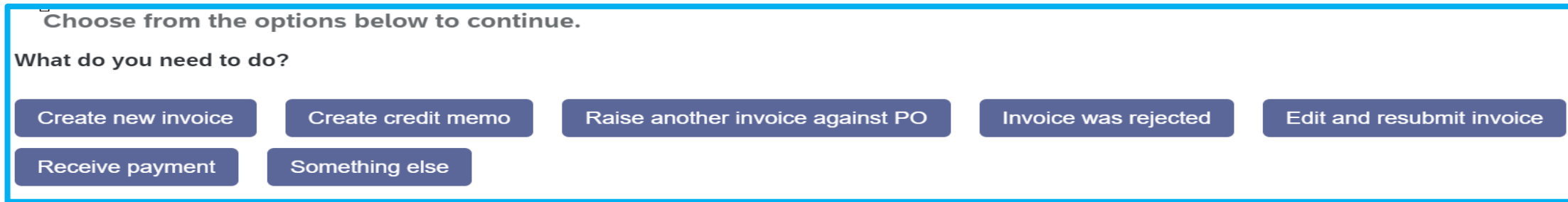
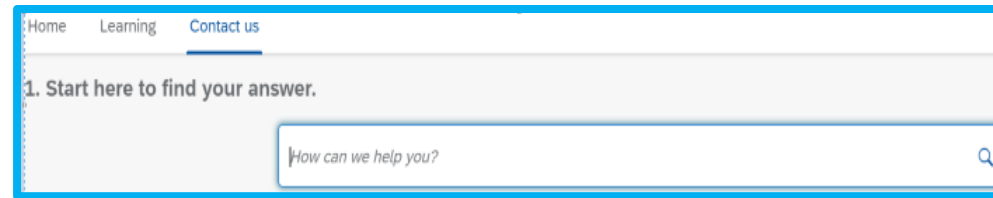
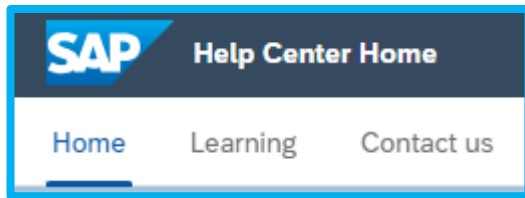
2 - On the Help Centre Home page, search for the topic of your query. You can also use the “Learning” tab to access short demo videos.



Ariba Network supplier support - 2 of 3

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



Ariba Network supplier support - 3 of 3

- 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:

Requested language of support: English [Change?](#)
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject: *

Full description: * *Affected items, expected results, etc.*
3000 characters remaining

Attachment:

Issue type: * Administration

Issue area: * Change administrator

Document or Event Number:

Company that invited you:

Choose this contact method for the fastest resolution of your issue:

Recommended
Live chat: [open](#)
You will chat with the same product expert that would normally work your case, soon after you click "Submit."
Estimated wait time in minutes: 3

Other methods you may choose:

Phone
A support engineer will respond to your case by phone.
Estimated wait time in minutes: 2
 Do not record my phone call.

Webform
A support engineer will respond to your case by email.
To receive communications, add itsm.notification-service@sap.com to your allow list.