

# Aviva Supplier Registration - Support Guide



# Aviva supplier registration support guide

This Guide gives an overview of the steps to take once you receive an invitation to complete the Aviva Supplier Registration Questionnaire on the Ariba Network.



The [Ariba](#) Network



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# What is the Aviva supplier registration questionnaire?

# Hello from the Aviva supplier registration team!

## What's changing?

- Aviva has implemented a **Supplier Portal on the Ariba Network**, which is integrated into our existing Ariba suite of tools.
- We now have a single **global supplier database** and we will use the portal to **onboard new suppliers and maintain details for existing suppliers**.
- We are asking all Aviva suppliers to sign up to the **Supplier Portal** as part of doing business with Aviva; its **free** and easy to use.
- Once you are **registered and approved**, we will then be able to consider you first for future work.

## What you need to do

- You will receive an invitation from **Ariba KIOSK** to register with Aviva on the Ariba Network.
- Click on the link in the invitation email and it will take you to the **registration questionnaire**. You will be asked to provide information such as your company address and banking details.
- If you already have an active Ariba Network account, you have the option of using your existing credentials to set up a trading relationship with Aviva, or you can create an additional Ariba Network account for Aviva.
- **Note:** If you are not the right recipient for the invitation please let us know by sending an email to [supplierregistration@aviva.com](mailto:supplierregistration@aviva.com) (UK & Ireland) or [supplierenablementca@aviva.com](mailto:supplierenablementca@aviva.com) (Canada). All we need is an alternate name, email address and phone number, then we will do the rest!

# Hello from the Aviva supplier registration team!

## What to do if you need support

- This Guide is designed to answer many of your questions and walk you through the registration process. [There is also a dedicated Help section.](#)
- Alternatively you can contact [Ariba Customer Support](#) online.
- If you have questions about the registration questionnaire itself, please contact [supplierregistration@aviva.com](mailto:supplierregistration@aviva.com) (UK and Ireland) or [supplierenablementca@aviva.com](mailto:supplierenablementca@aviva.com) (Canada) and include the nature of your query in the subject line.

# The Ariba Network



# Ariba Network and your account options

## Why use the Ariba Network?

- **Enhanced collaboration** and the ability to manage your commercial relationship with us via one single digital platform.
- **The ability to create, own and manage your digital supplier profile** - enabling electronic trade with Aviva and potentially other buyer organisations that are Ariba Network enabled.
- Greater **visibility and transparency of the status of business transactions** (e.g. supplier communications, notifications), **sourcing events and opportunities**.
- Greater visibility of our **end-to-end** procurement process.
- Access to a free Standard account or you can choose to upgrade to an Enterprise account – fees will apply but it is not a requirement to have an Enterprise account to do business with us Aviva
  - If you believe you may benefit from the additional features available as part of an Enterprise account subscription, please speak directly to Ariba to upgrade.



Features	Standard Account	Enterprise Account
Access	Email notifications	Online dashboard
Company Profile	✓	✓
Purchase Order, Order Confirmation, Ship Notice, Service Entry Sheet, (Non-PO) Invoice, Credit Memo	✓	✓
Electronic Catalogs	✓	✓
Invoice status	Email notifications	Outbox with easy access from any browser
Legal Archive	Email notification and online download	<ul style="list-style-type: none"> <li>• Long-term invoice archiving for global compliance (regional restrictions apply)</li> <li>• Mass download invoices for local archiving</li> </ul>
Ariba Support	Online Help Centre	<ul style="list-style-type: none"> <li>• Support via phone, chat, or email</li> <li>• Access to enablement experts for onboarding support</li> <li>• Technical support for configuration and integration</li> <li>• Online educational training courses</li> </ul>
Integration	✗	✓
Reporting	✗	✓
Multiple customer relationships	✓	✓
Multi users	✓	✓
Mobile App	✓	✓
Ariba Discovery	✓ Fees may apply. <a href="#">Click here</a> for more information.	✓ Fees may apply. <a href="#">Click here</a> for more information.
Fees	FREE	Fees may apply, <a href="#">See complete details</a> .

# Registration questionnaire walkthrough



# Registration questionnaire walkthrough

The following pages give an overview of the steps to take once you receive an email invitation to register with Aviva on the Ariba Network Supplier Portal.

The invitation email

Registration on the Ariba Network

Completing the Aviva supplier registration questionnaire

# The invitation email



# Step 1 – Email invitation

## Register as a supplier with Aviva plc - TEST

Hello!

The Aviva Team has invited you to register to become a supplier with Aviva plc - TEST. Start by creating an account with Ariba Network. It's free.

Aviva plc - TEST uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If Aviva Test Supplier 2020 already has an account with Ariba Network, sign in with your username and password.

[Click Here](#) to create account now

Please follow the link provided in the invitation email.  
If you already have an Ariba Network account, clicking on the link will add the Aviva registration form to your account.

# Step 2 – Log into or create 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

If you don't have an Ariba Network account, click the "Sign Up" button to create a FREE Standard account.

Already have an account?

Log in

If you already have an existing Ariba Network account, you can log in using your credentials.

About Ariba Network

The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships and supplier activities regardless of which Ariba solution your customers are using. Once you have completed the registration, you will be able to:

- Respond more efficiently to your customer requests
- Work more quickly with your customers in all stages of workflow approval
- Strengthen your relationships with customers using an Ariba Network solution
- 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

# Registration on the Ariba Network

# Step 3a – Ariba Network sign up

## Company information

\* Indicates a required field

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

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 Ariba Network sign-up page where you will be asked to enter your company 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 for a video on switching Ariba Network account Administrators](#)

[Click here for a video on managing your users and roles on Ariba Network](#)

## 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

Password: \* Enter Password

Repeat Password

Language: English

Email orders to: \* newuser@aviva.com

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.

# Step 3b – 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.

## 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](#)

Create account and continue

Cancel

# Step 3c – Duplicate check and final setup

After submitting your SAP Ariba Network Account creation request, the system will use your company name, email address and the postal address to check for duplicate 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. If you follow this route, then you can return to Step 2 and Login rather than Sign up.

If you want to continue with the account creation regardless of possible duplicates, please proceed with “Skip Review”.

## 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.

# Completing the **Ariba** supplier registration questionnaire

# Step 4a – Complete the Aviva registration form

Once you have your Ariba Network Account set up, the system will re-direct you to the supplier registration questionnaire.

The questionnaire has conditional questions, and all required fields are marked with an \*.

If you don't have all the required information on hand click "Save draft" and return later. Otherwise, once you are done click "Submit Entire Response".

Console Doc2599170349 - Aviva Supplier Registration Questionnaire Time remaining  
29 days 23:38:41

Event Messages  
Event Details  
Response History  
Response Team

▼ Event Contents

- All Content
- 3 Company Information
- 4 Working with Aviva
- 7 Banking & Payment De...

All Content ⌵ | ⬆

Name ↑	
1 Which part of the Aviva Group you are working with?	* Aviva UK ▾
2 Are you an existing supplier to Aviva?	* Yes ▾
▶ 3 Company Information	
▶ 4 Working with Aviva	
5 You are a current supplier to Aviva and we already have your Banking Details in our payments system. Aviva is now giving all suppliers ownership and control to maintain their own details.	
Please review the pre-loaded data for your organisation. If all details are correct and no changes are necessary then confirm here that no changes have been made and submit this Registration form.	
If any changes or updates are required, or if you have a new set of banking information that you need to add, then make the changes below and also indicate here that a change has been made. We will then update our payment system.	* Bank Details have been updated ▾
All changes to banking information must be done via this registration form. Aviva will no longer process change requests submitted in any other way.	
▶ 7 Banking & Payment Details	

(\*) indicates a required field

[Submit Entire Response](#) | [Save draft](#) | [Compose Message](#) | [Excel Import](#)

# Step 4b – Find the supplier registration form 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.



### Events

Title	ID	End Time ↓	Event Type	Participated
No items				

### Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
<a href="#">Aviva Supplier Registration Questionnaire</a>	Doc2599170349	7/10/2020 20:38	Invited

### Qualification Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
No items					

To return to the registration form, 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 each screen.



# Step 5 – Registered!

After you have submitted the supplier registration questionnaire it will flow to the Aviva supplier registration team who will perform some basic checks. If everything is okay they will approve your registration.

- If there are any issues, a member of the Aviva team will contact you via the Ariba Network to confirm what needs to be updated or corrected.
- Shortly after your registration is approved you will receive a Trading Relationship Request (TRR) invitation. The trading relationship will mean that Aviva can send you purchase orders and you can send us invoices!
  - It is possible that you already have a trading relationship prior to completing the supplier registration questionnaire.
  - In the future if you need make changes to the details on the supplier registration questionnaire you can access the form in the same place and 'Revise Response'.

You have submitted a response for this event. Thank you for participating.

Revise Response



This questionnaire includes either different content, saved answers, or both. To view the current content, edit draft answers, complete the questionnaire, and submit it, click Revise Response.

## All Content

Name ↑	
1 Which part of the Aviva Group you are working with?	Aviva UK
2 Are you an existing supplier to Aviva?	No
<b>▼ 3 Company Information</b>	
3.1 Registered Company Name	Aviva Test Supplier 2020

# Ariba Network account configuration



# Account configuration

Now that you have set up your Ariba Network Account and completed the Aviva supplier registration questionnaire it is time to perform some important account configuration steps to ensure you are set up for success!

In SAP Ariba, **administrators** and **users** have different roles:

- **Administrators** have the following responsibilities:
  - Account configuration and management – registering new accounts in the SAP Ariba Network
  - Handle account login issues and act as the primary contact for their company's Ariba Network users
  - Create new roles in Ariba system
  - **The individual that creates / registers a new Ariba Network account automatically becomes the account administrator. All notifications will be sent to the email address that they capture for that account.**
- A **user** has the following attributes in SAP Ariba :
  - Users can have different roles concerning procurement and supply chain processes
  - Users can update their profile in Ariba
  - User can configuring notifications and workflows based on roles and responsibilities that the administrator assigns to them

# Account configuration – Create users and roles

1. **Click** the button top-right of your Ariba Network page, then **Settings** and finally **Users**. The Account Settings page will load.
2. **Click** on the Manage Roles tab and then the **Create Role** icon (see No.3 + symbol) and type in the Name and a Description for the Role. **Add Permissions to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.  
**Note: For Proposal and contract access role, Buyers must approve the request. To create Users, click on the Manage Users tab and then the Create User icon (see No.3 + symbol) and add all relevant information about the user including name and contact information.**
4. **Select** a role in the Role Assignment section and click "Done". You can add up to 250 users to your Ariba Network account. Once completed, click Save.

The screenshot displays the 'Account Settings' page with the 'Manage Roles' tab selected. A 'Create Role' button is highlighted with a red circle and the number 3. Below, a table lists existing roles, with 'PROFILE\_MGMT\_ROLE, +5' selected. A 'Role Assignment' dialog is open, showing a table with a checked box for the 'AR' role. A separate inset shows the 'Users' menu with a 'Create User' icon (a plus sign) highlighted with a red circle and the number 1. Another inset shows the 'Create Role' form with a 'Create Role' button highlighted with a red circle and the number 3. A fourth inset shows the 'Role Assignment' dialog with a 'Done' button highlighted with a red circle and the number 4.

Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>	test-doreen.reid5@aviva.com	doreen.reid@aviva.com	Doreen	Reid	No	PROFILE_MGMT_ROLE, +5	All(1)	Yes	

Name	Description	
<input checked="" type="checkbox"/>	AR	AR

# Account configuration – Enhanced user functionality

1. To access the User Account Navigator, **click** on your name in the top right-hand corner. From here you will be able to:
  - Quickly access your personal user account information and settings
  - Link your multiple user accounts
  - Switch to your test account

**Note:** After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.

2. **Click** on “My Account” to view your user settings.
3. **Click** “Complete” or update all required fields marked by an asterisk. **Note:** If you change your username or password, remember to use it at your next login.
4. **Hide** personal information (if necessary) by checking the box in the Contact Information Preferences section.

The screenshot displays the user account configuration interface. At the top right, a user profile dropdown menu is open, showing the name 'Ramyashree P' and options: 'My Account', 'Link User IDs', 'Contact Administrator', and 'Logout'. A red circle '1' is placed over the user's name in the top right corner. Below this, the 'My Account' section is visible, with 'Account Settings' and 'Account Information' sub-sections. A red circle '2' is placed over the 'My Account' option in the dropdown menu. The 'Account Settings' section includes a 'Change Password' link, which is highlighted with a red circle '3'. The 'Security' section includes a 'Secret Question' field with the text 'What is the last name of your first boss?' and a 'Secret Answer' field with a red circle '4'.

# Account configuration – Email notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

1. **Click** on “Notifications” under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but **DO NOT** include spaces between the emails.

The screenshot displays the 'Account Settings' page with the 'Notifications' tab selected. A dropdown menu is open, showing 'Notifications' selected. The 'Electronic Order Routing' section is visible, with a table of notification types and their corresponding checkboxes. The 'To email addresses' field is also visible, showing three email addresses.

Type	Send notifications when...	To email addresses (one req...)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverab	junk@phoenix.ariba.com
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when a new collaboration re	junk@phoenix.ariba.com
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquir	junk@phoenix.ariba.com
Time Sheet	<input type="checkbox"/> Send a notification when purchase order inquir	junk@phoenix.ariba.com
Pending Queue	<input type="checkbox"/> Send a notification when time sheets are unde	junk@phoenix.ariba.com
Pending Queue	<input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.	junk@phoenix.ariba.com

**Note:** If you will be **out of the office**, make sure your auto-reply messages contains one of the following phrases: Out of office, OOTO, on vacation, on holiday, out of town, away from the office, away until, out of the country, at an off site meeting.

This will prevent the Ariba Network from failing orders sent to mailboxes responding using an auto-reply feature. It will also ensure that the order is captured in the order history log.

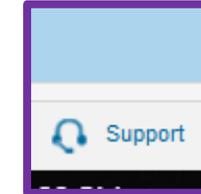
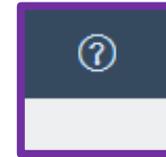
# How to contact the Ariba supplier support team?



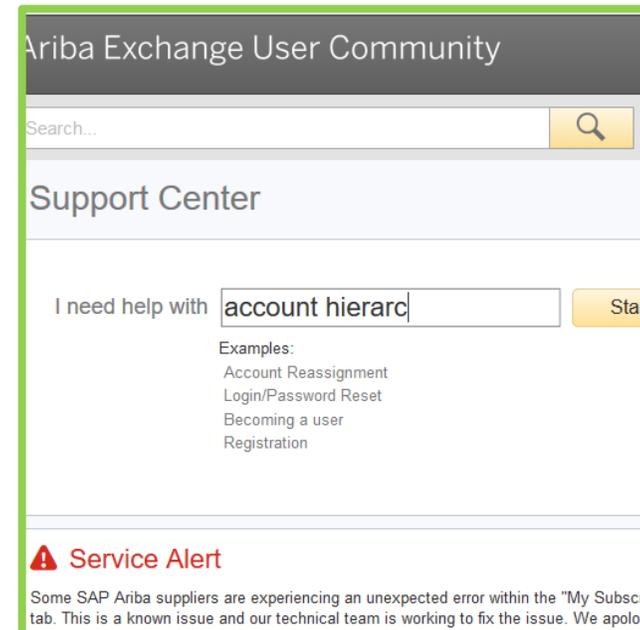
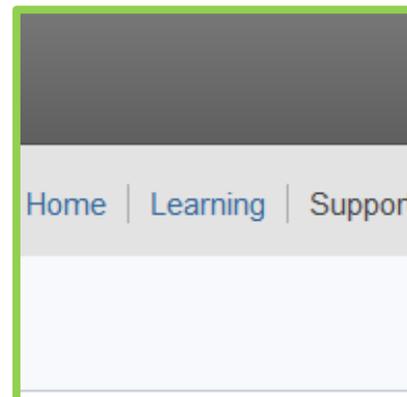
# Ariba Network supplier support – 1 of 3

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, then click on “Support” at the bottom of the side bar.



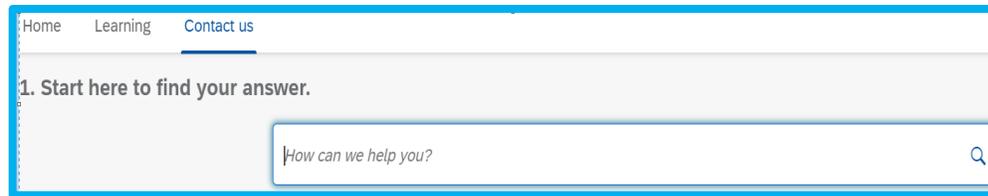
**2** - On the Ariba Exchange User Community page, search for the topic of your query. You can also use the “Learning” tab to access short demo videos.



# 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. On the bottom click the blue button called “Contact us”.

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



**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?

Contact us

# Ariba Network supplier support – 3 of 3

## Help by live chat

Fill in the mandatory fields and click “Start Chat” to be put in contact with an Ariba team member

The screenshot shows the SAP Ariba Customer Support live chat registration form. It includes a search bar, a 'Recommendation' sidebar with various help links, and a main form with the following fields: Full Name, You can call me, Email (pre-filled with 'supplierwithaquery@sap.com'), Phone, and Initial Question (pre-filled with 'partial confirmation'). A privacy notice and an 'I agree' checkbox are also present. A 'Start Chat' button is at the bottom right.

## Help by phone

Fill in the mandatory fields and click “Submit” to receive a call back in the language of your choice

The screenshot shows the SAP Ariba Customer Support phone callback registration form. It includes a search bar, a 'Recommendation' sidebar, and a main form with the following fields: Problem Description (Short Description and Details), Contact Information (First Name, Last Name, User ID, Company, Email), Requested Language, Phone (Country, Area Code, Number, Extension), and Confirm Phone Number. There are checkboxes for 'My phone number is correct', 'Do not record this phone call', and 'I agree'. An 'Ariba Network ID' field is also present. A 'Submit' button is at the bottom right.

## Live webinar

Open our Success Sessions portal and register to one of our upcoming webinars on a variety of topics

The screenshot shows the SAP Ariba Success Sessions portal. It features the SAP Ariba logo, the text 'Success Sessions Presented By: SAP Ariba Customer Support', and a list of upcoming webinars. The webinars listed are: 'Introduction to the Ariba Discovery', 'Introduction to Ariba Discovery', and 'Supplier Success Sessions Invoicing'. Each webinar entry includes a 'WEBCAST' icon, a date, and a time.

# Forgot your username or password?



## Supplier Login

[Forgot Username or Password](#)

If you cannot remember your username and/or password you can trigger a reminder by visiting <https://proposals.seller.ariba.com> and following the Forgot Username or Password links underneath the Login button

# Further help guides from Ariba

Ariba has a selection of supplier user guides which you will find useful:

[Ariba YouTube Channel](#)

[Ariba supplier support centre](#)

[https://support.ariba.com/Adapt/Ariba Network Supplier Training/#/](https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/#/)