



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



[Registration](#) questionnaire walkthrough



Account [configuration](#)



Ariba [support](#)

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 SAP 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 Administrator** 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 (UK & Ireland) or 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 (UK and Ireland) or 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	• Long-term invoice archiving for global compliance (regional restrictions apply) • Mass download invoices for local archiving
Ariba Support	Online Help Centre	• Support via phone, chat, or email • Access to enablement experts for onboarding support • Technical support for configuration and integration • Online educational training courses
Integration	✗	✓
Reporting	✗	✓
Multiple customer relationships	✓	✓
Multi users	✓	✓
Mobile App	✓	✓
Ariba Discovery	✓ Fees may apply. Click here for more information.	✓ Fees may apply. Click here for more information.
Fees	FREE	Fees may apply, See complete details .

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 2 - Log into or create an Ariba Network account

The email will arrive with the Subject: Invitation: Register to become a supplier with Aviva plc

Please follow the link provided in the invitation email.



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 PLC already has an account with Ariba Network, sign in with your username and password.

[Click Here](#) to sign in

If you have any questions about supplier registration please email

You are receiving this email because your customer, Aviva plc - TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Aviva plc - TEST.

Offices | [Data Policy](#) | [Contact Us](#) | [Customer Support](#)

Powered by [SAP Ariba](#)

If you already have an existing Ariba Network account, you can log in using your credentials and then see [Step 4a - Complete the Aviva registration form](#)



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 PLC already has an account with Ariba Network, sign in with your username and password.

[Click Here](#) to create account now

If you have any questions please contact

You are receiving this email because your customer, Aviva plc - TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Aviva plc - TEST.

Offices | [Data Policy](#) | [Contact Us](#) | [Customer Support](#)

Powered by [SAP Ariba](#)

If you don't have an Ariba Network account, click the "Sign Up" button to create a FREE Standard account and continue to [Step 3a - Ariba Network sign up](#)



Registration on the Ariba Network

Benefits of a business relationship on SAP Business Network

1. Digitalize your business

Collaborate with your customer on the same secure network, while improving efficiency with paperless processes

2. Ensure sustainability and compliance

Keep your business information up to date, share certifications, and assessments with customers

3. Simplify the sales cycle

Participate in Sourcing events and e-auctions

4. Explore new business opportunities

Find leads from buyers searching for your services and products to keep their supply chain running

[Learn more](#)

[About this invitation](#)



Connect with Aviva - TEST on SAP Business Network to collaborate.

Invited by [Aviva plc - TEST](#)

We found existing accounts based on the information in the invite. Please review.

[Review accounts](#)

or

[Use existing account](#)



[Create new account](#)



Based on your name, email address and company details the SAP Business Network will attempt to match you to existing profiles.

This screen will give you the opportunity to review potential matches and then either reuse an existing account or create a new one

Step 3a - Ariba Network sign up



Create an account to connect and collaborate with Aviva - TEST on SAP Business Network

Company information [?](#)

DUNS number

[Don't know your DUNS number?](#)

Company (legal) name *

Country/Region *

Address line 1 *

Address line 2

Address line 3

Address line 4

City *

State *

Postal code *

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 help on switching Ariba Network account Administrators](#)

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

Administrator account information [?](#)

First name *

Required field

Last name *

Required field

Email *

☐ Use my email as my username

Username *

Required field

Password *

Repeat password *

☒ I have read and agree with the [Terms of Use](#).

☒ I hereby agree that SAP Business Network will make parts of my Personal Data (as defined in the [Privacy Statement](#)) accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings.

Please see the [Privacy Statement](#) to learn how we process personal data.

☐ I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

Create account

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 again.

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 “Continue account creation”.



Create an account to connect and collaborate with Aviva - TEST on SAP Business Network

We found existing accounts based on the information you entered. Please review.

[Review accounts](#)

or

[Continue account creation](#)

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

On the login screen, if you have forgotten your username or password, see [here](#) for help

Once you have your Ariba Network Account set up or you have logged in with an existing account, the system will re-direct you to the Aviva Supplier Registration Questionnaire.

The questionnaire has conditional questions, and all required fields are marked with an *. Ensure question 6 has been changed so that the bank details section appears.

If you don't have all the required information to 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.

All changes to banking information must be done via this registration form. Aviva will no longer process change requests submitted in any other way.

* Bank Details have been updated

▶ 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)			
Aviva Supplier Registration Questionnaire	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.



Ariba Proposals and Questionnaires ▼

AVIVA P

There are 1

SAP Business Network Discovery

Ariba Proposals And Questionnaires

Ariba Contracts

SAP Business Network

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 click '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
▼ 3 Company Information	
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 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 'Users' tab selected. The 'Manage Roles' sub-tab is active, showing a 'Create Role' button with a red circle and a plus sign (labeled 3). Below this, a table lists existing roles, including 'PROFILE_MGMT_ROLE, +5'. The 'Manage Users' sub-tab is also visible, showing a 'Create User' button with a red circle and a plus sign (labeled 3). A sidebar on the left shows the 'Users' menu item highlighted with a red box (labeled 1). The 'Role Assignment' section at the bottom shows a table with a role 'AR' selected with a checkmark (labeled 4).

Account Settings

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

Manage Roles Manage Users Manage User Authentication Revoked Users More...

Users (1)

☐ Enable assignment of orders to users with limited access to Ariba Network. ⓘ

Filter

Users (You can only search on one attribute at a time)

Username Enter username

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

Role Assignment

	Name	Description
☒	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 illustrates the Aviva User Account Navigator interface. At the top right, a user profile dropdown menu is open, showing the user's name 'Ramyashree P' and options: 'My Account', 'Link User IDs', 'Contact Administrator', and 'Logout'. A red circle with the number '1' highlights the user's name. Below this, a 'My Account' settings page is shown. It has two sections: 'Account Settings' and 'Account Information'. The 'Account Settings' section includes a 'Change Password' link and a note that an asterisk indicates a required field. The 'Account Information' section contains fields for Username, Email Address, First Name, Middle Name, Last Name, and Business Role. The 'Security' section includes fields for Secret Question, Secret Answer, and Confirm Secret Answer. A red circle with the number '2' highlights the 'My Account' link in the dropdown. A red circle with the number '3' highlights the 'Change Password' link. A red circle with the number '4' highlights the 'Secret Answer' field. The interface is clean and modern, with a dark blue header and a light gray background.

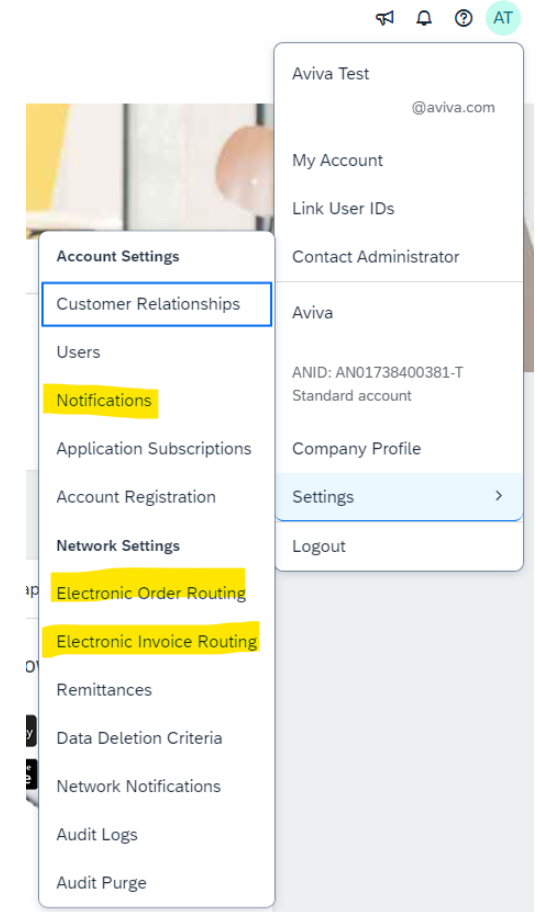
Account configuration - Email notifications

The Notifications, Electronic Order Routing and Electronic Invoice Routing sections allow you to configure where email notifications should be sent, and some time spent here will enable you to ensure the right person receives the email notifications. To access:

1. **Click** on your initials top-right of the screen then click “Settings”
2. In turn, click on **Notifications, Electronic Order Routing and Electronic Invoice Routing**
3. In each section you can enter the relevant email addresses

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.



Stay secure. Enable MFA on SAP Ariba now

What is MFA and why enable it on SAP Ariba?

Multi-Factor Authentication (MFA) adds an extra layer of security to your SAP Ariba account by requiring a second form of verification—such as a code from an authenticator app—alongside your password.

Aviva asks its suppliers to enable MFA on their Ariba accounts as soon as possible.

Benefits to You as a Supplier:

- Protect your account from unauthorised access—even if your password is compromised.
- Safeguard sensitive business data and transactions with Aviva and other customers.
- Meet rising security expectations across the SAP Business Network.
- Reduces the risk of supplier account compromise.
- Helps protect our shared supply chain from fraud and cyber threats.
- Supports compliance with internal and industry security standards.

How to Enable MFA on SAP Ariba:

[This guide from SAP](#) shows you the steps to enable MFA on your Ariba account (the link will open a PDF document).

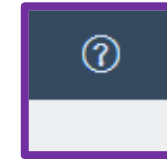
How to contact the
Ariba supplier support
team?

Ariba Network supplier support - 1 of 3

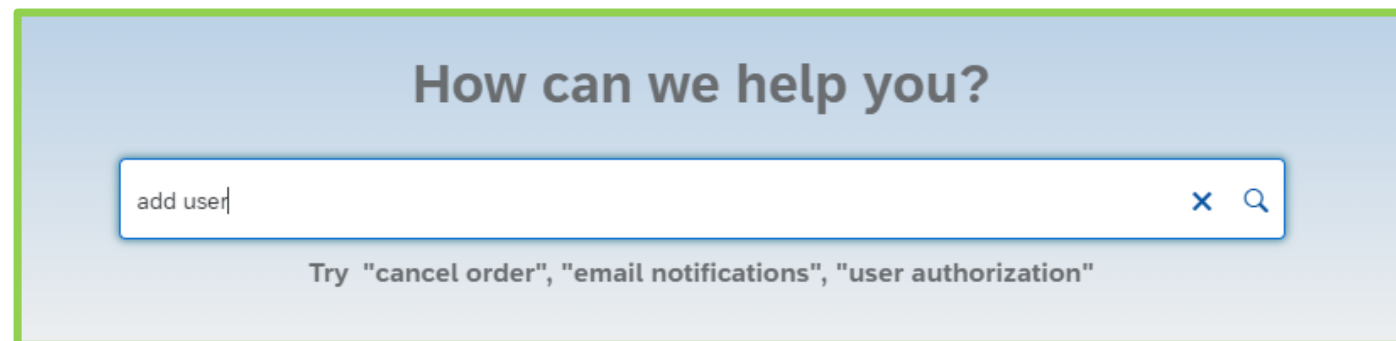
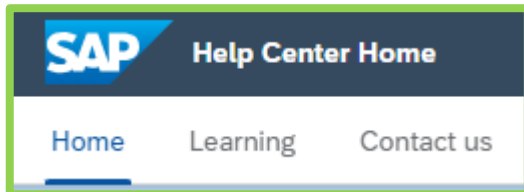
Ariba has online guides to help here <https://support.ariba.com/help>

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.



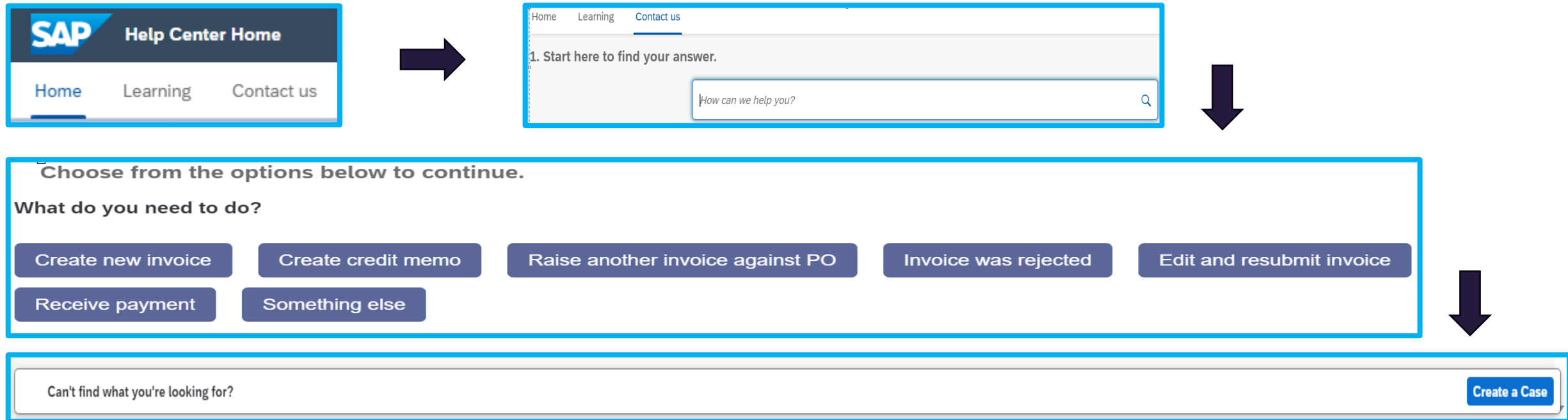
2 - On the Help Centre Home page, search for the topic of your query. You can also use the “Learning” tab to access short demo videos.



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.*

Attachment: 

Issue type: * Administration 

Issue area: * Change administrator 

Document or Event Number:

Company that invited you:

3000 characters remaining

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.

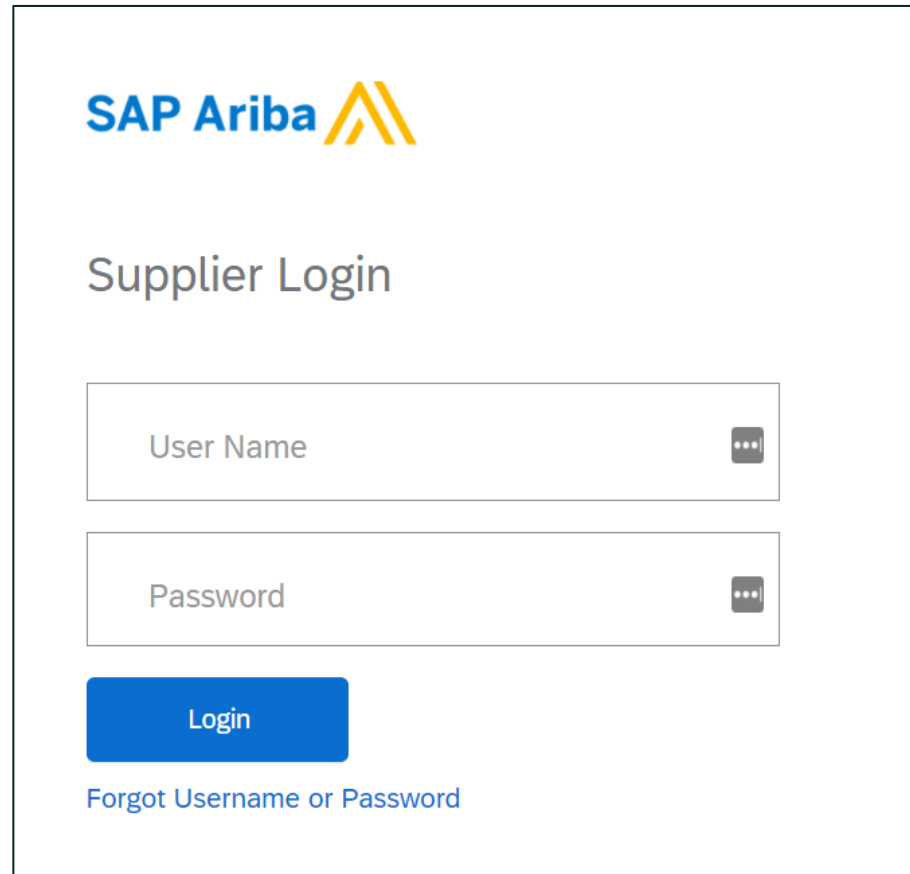
☐ 

Webform

A support engineer will respond to your case by email.

To receive communications, add itsm.notification-service@sap.com to your allow list.

Forgot your username or password?



The image shows a screenshot of the SAP Ariba Supplier Login page. At the top left is the SAP Ariba logo. Below it is the text 'Supplier Login'. There are two input fields: 'User Name' and 'Password', each with a small icon on the right. Below the input fields is a blue 'Login' button. At the bottom of the form is a link that says 'Forgot Username or Password'.

SAP Ariba

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

If you have forgotten your credentials, follow the Forgot Username or Password links underneath the Login button at <https://proposals.seller.ariba.com/> – 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>