

Supplier Registration Manual

SAP Business Network



Dear Ariba User

To support you in the development of activities within the SAP Business Network system, this guide presents the description of the process required to create an Ariba Network account.

The objective of this guide is to understand the registration process to be enabled with your client VITRO. We hope this manual will be useful to you. If you have any suggestions or queries, please indicate them to the support channel habilitacionproveedores@vitro.com

Sincerely,



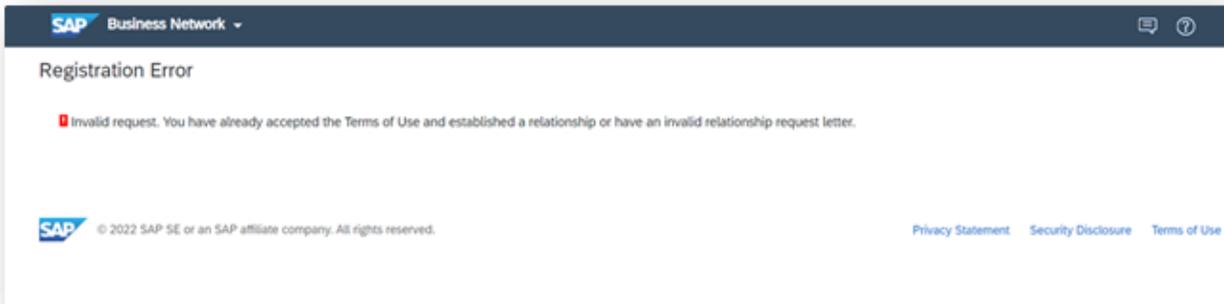
Table of Contents

<i>Frequent Questions</i>	4
1. An invalid relationship error has occurred. What should I do in this case?	4
2. How can I confirm the relationship with the client Vitro?	5
3. I have completed registration, why can't I see my Purchase Orders? _	6
4. Add additional users	7
5. How can I change the account manager's contact?.....	10
6. What means the DUNS number?	11
<i>Recommendations</i>	12

Frequent Questions

1. An invalid relationship error has occurred. What should I do in this case?

You may encounter an unexpected error when accessing Ariba. This may be due to either having already responded to the business relationship request or experiencing an internet connection issue. Therefore, you should clear your browser's cookies and cache.



Here's how to troubleshoot this issue:

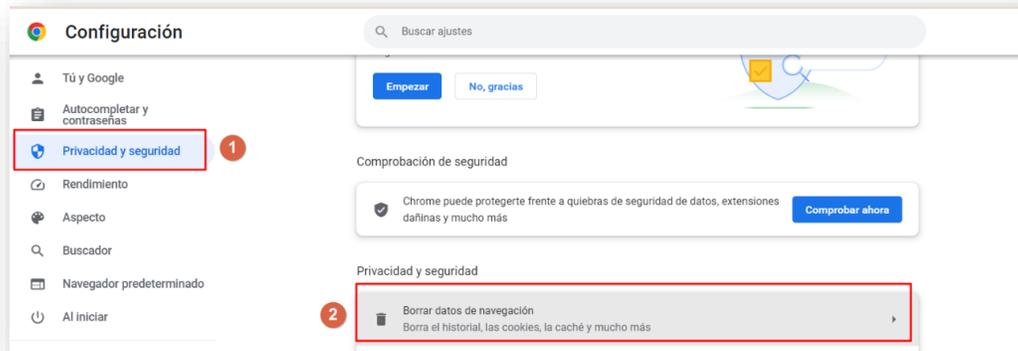
If you are using Microsoft Edge:

1. Go to Settings and More (three dots at the top right corner of the browser).
2. Settings (Gear icon) > Privacy, Search, and Services.
3. Choose what to clear under "Clear browsing data" > Clear browsing data now.
4. Select the time range from the list.
5. Check Cookies and other site data > Clear now.



- If you use Chrome:

1. In the upper right corner click on settings (three dots)
2. More tools > Clear browsing data
3. Choose a time interval > To clear everything, select all periods
4. Check the boxes next to "Cookies and other site data" and "Cached images and files" > Clear data

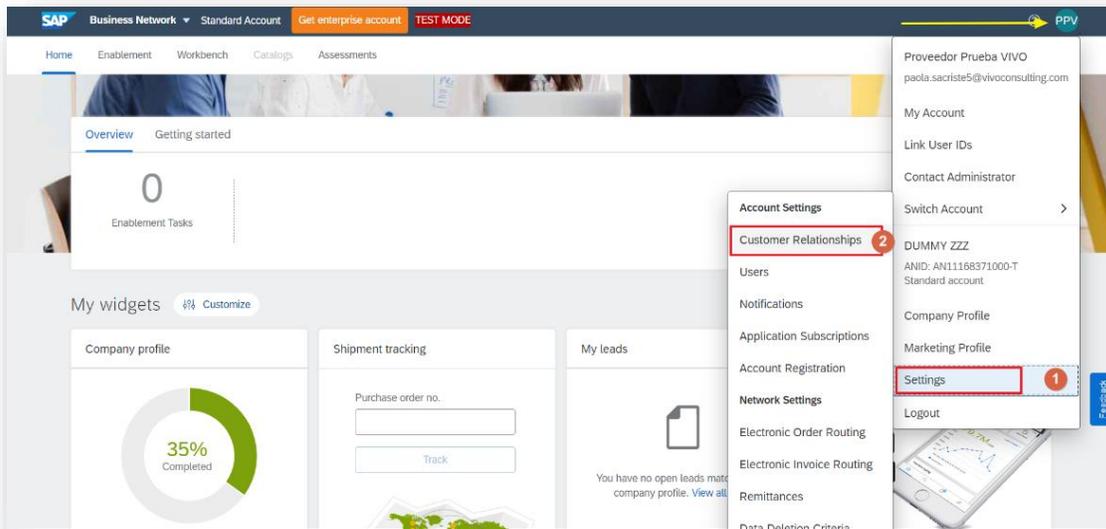


*Once done, you can enter again from the invitation received to your email

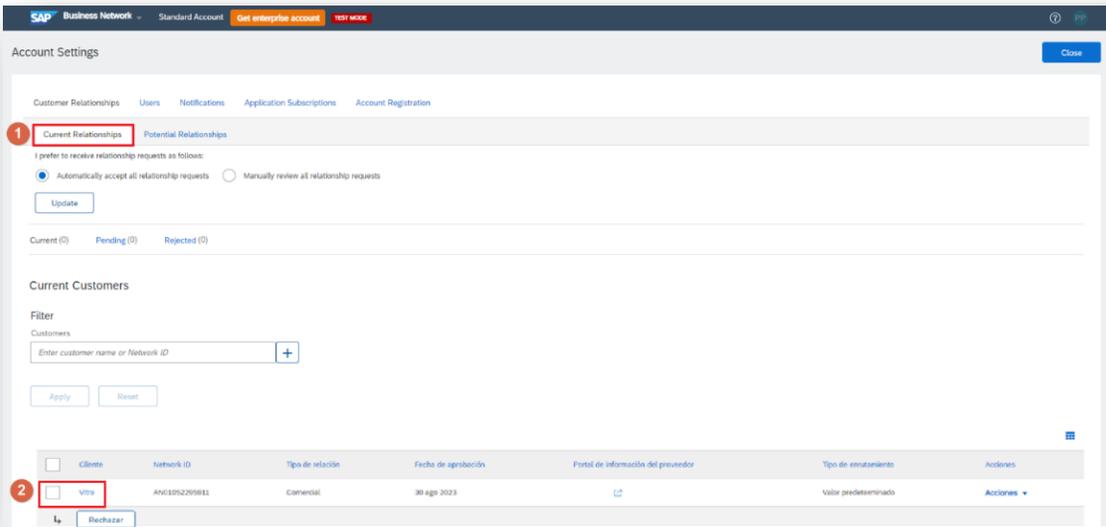
2. How can I confirm the relationship with the client Vitro?

1. We must click on the initials of our account; we find it in the upper right corner.
2. We will be redirected to the configuration part

3. We must click on "Customer Relations"



- 4. Verify at the bottom that our client should appear "Vitro"
- 5. Once the review is completed, click "Close"



3. I have completed registration, why can't I see my Purchase Orders? _

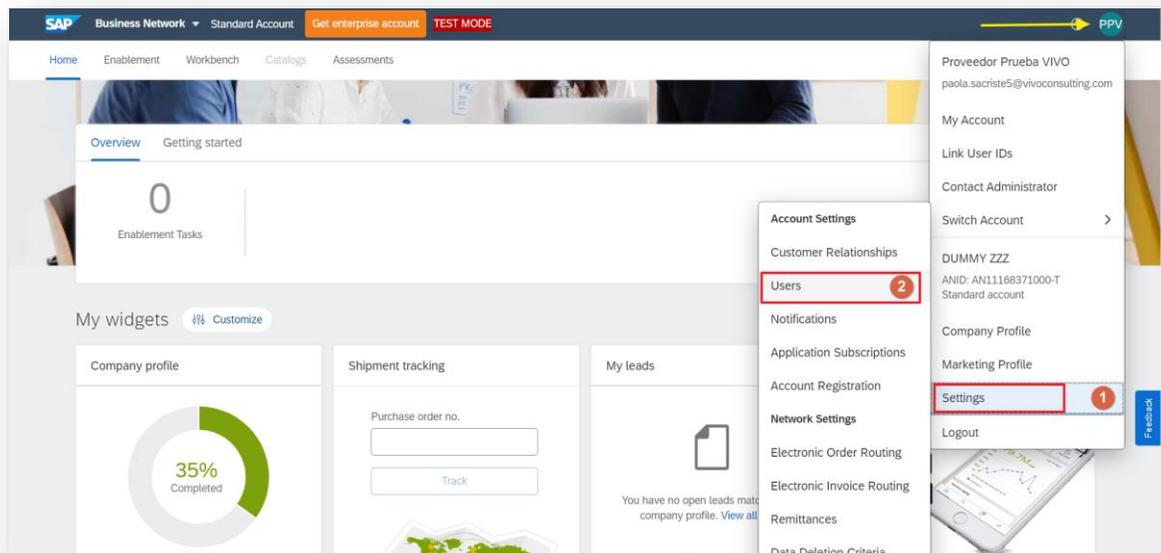
You must wait for VITRO to send you a purchase order through the Ariba platform (ordersender-prod@ansmp.ariba.com) and select the "Process order" button.



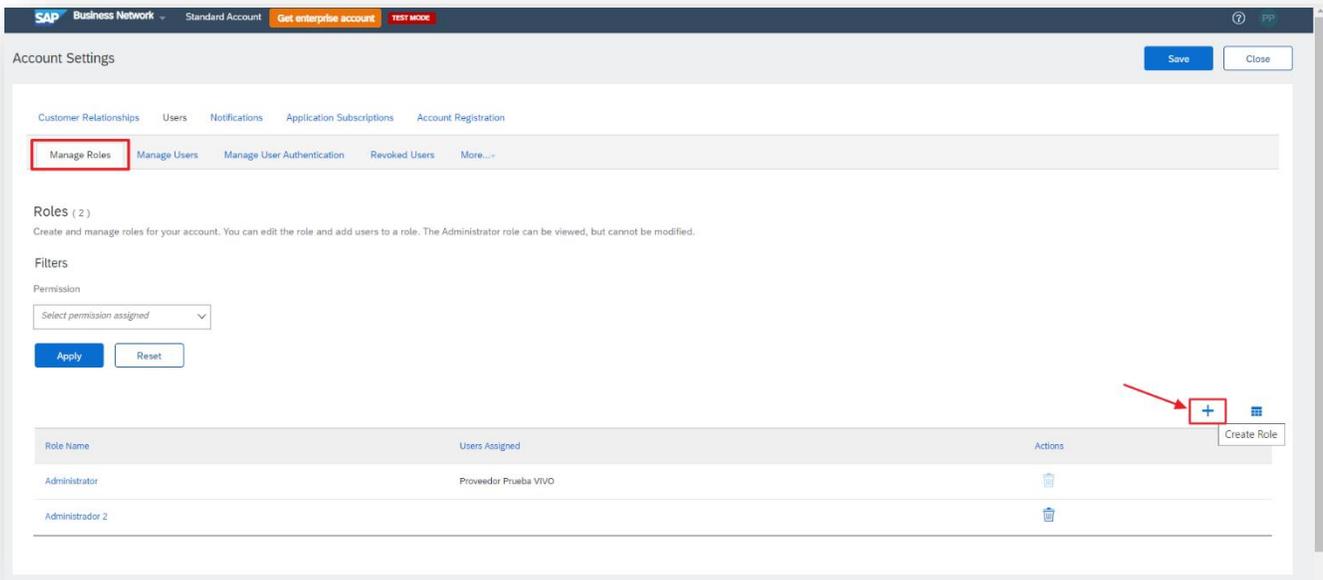
Your buyer will tell you when a purchase order will be sent depending on the need.

4. Add additional users

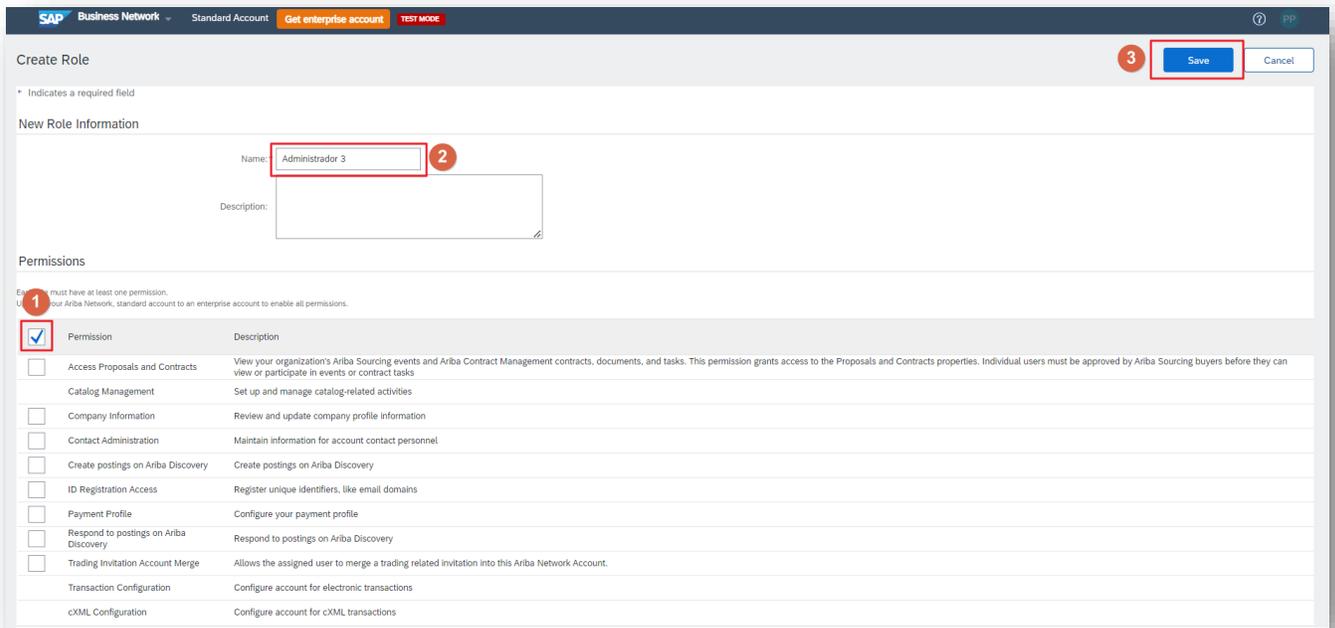
1. Log in to SAP Ariba
2. Select the initials at the top right > Settings > Users



3. Select Manage Users > Create User



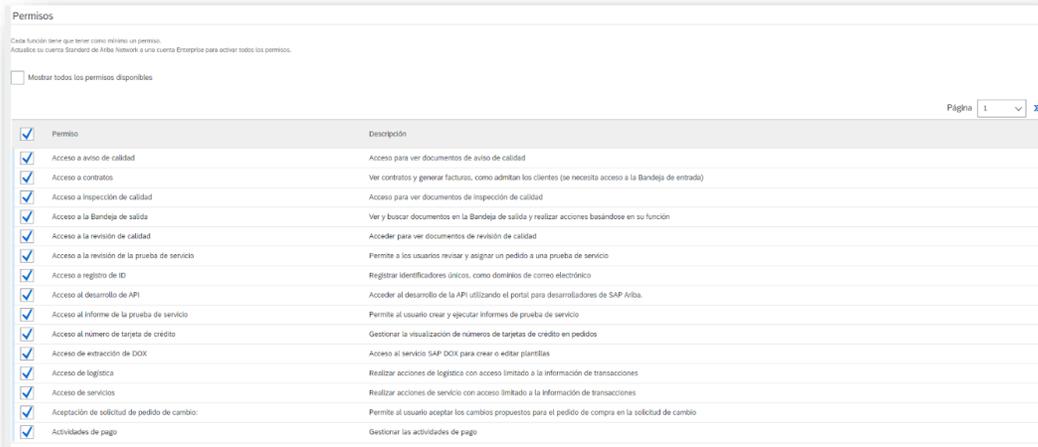
4. Complete the required fields marked with asterisks



5. In the role assignment section select Create role

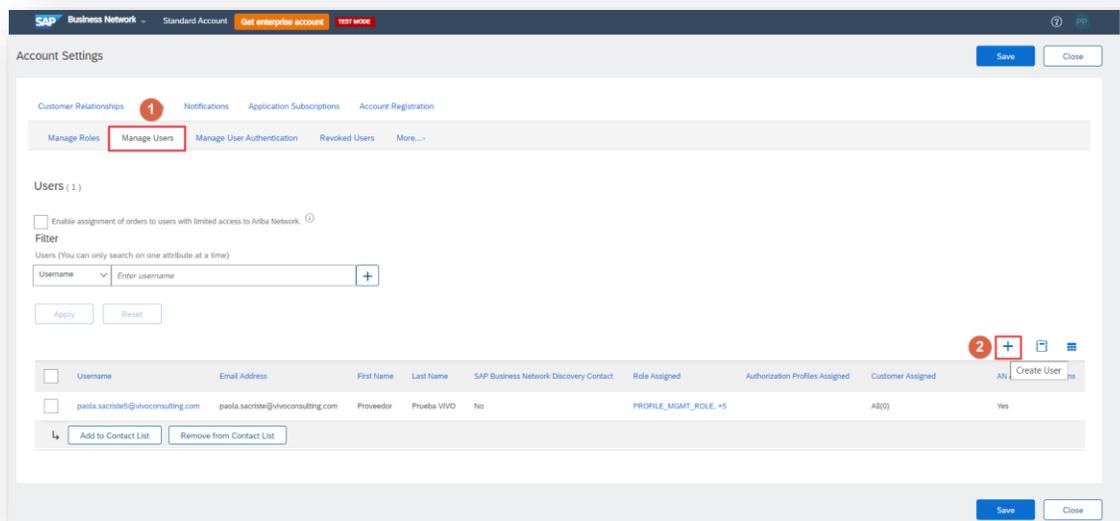
6. Assign permissions name > Select the permissions to add > Save

Note: if you want to add all the permissions, directly select the "Permissions" box



Go to the Manage Users tab

7. Click the "+" to add a user



8. Complete the required fields

Note: the user must have email format

9. Select the created permission

10. Click "Save"

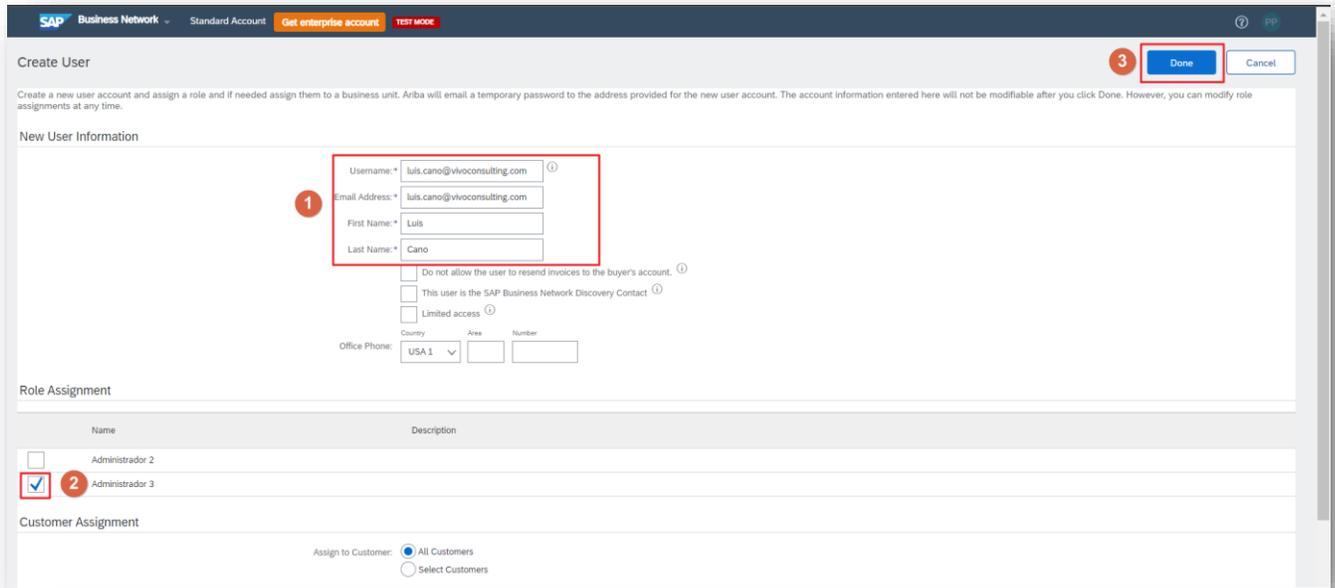


Image No.38: Registration of additional users.

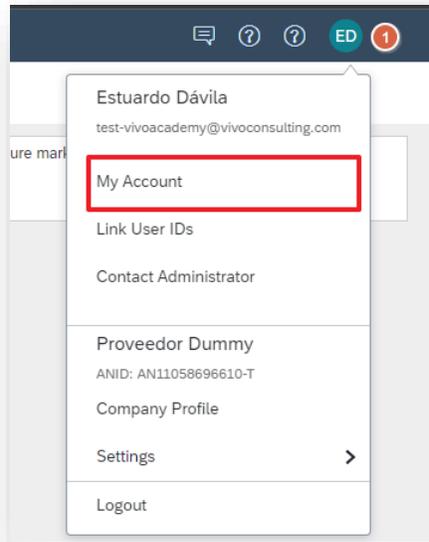
11. The user will receive a notification to their email to [Register](#) in the system

5. How can I change the account manager's contact?

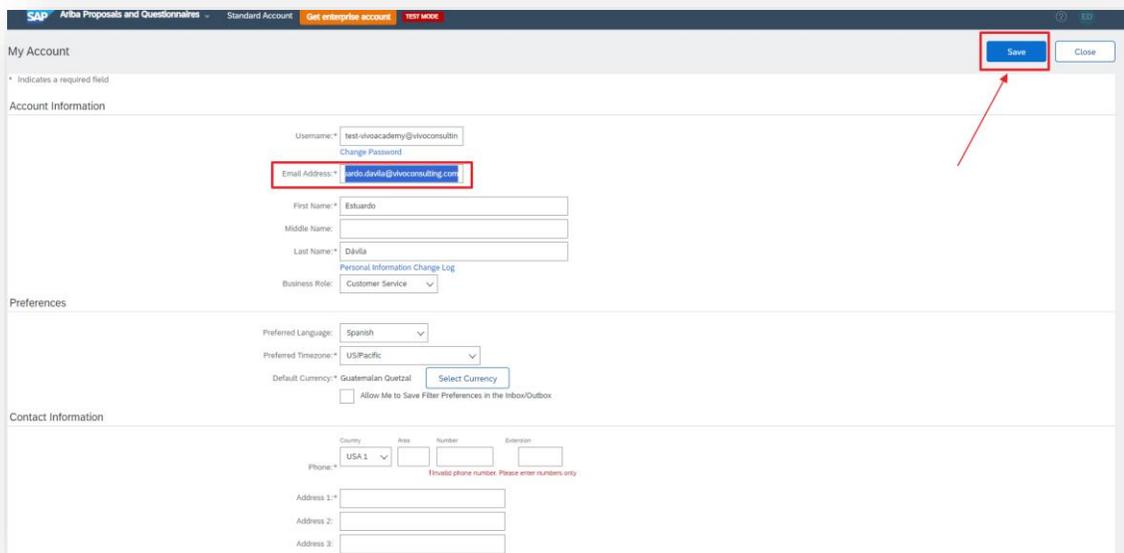
If the person managing the Ariba account needs to be updated, it must be done as follows.

Note: This change must be made from the administrator user, so it is recommended to execute this change before user exit.

1. On the Ariba home page, select the initials in the upper right corner > My Account



2. In the email section, enter the new email and Save the changes.



6. What means the DUNS number?

The DUNS number is an optional, unique identifier used to universally represent a company throughout the world. This code provides a standardized way of identifying organizations and makes it easier to track them in commercial and financial transactions on a global level.

Recommendations

- To optimize the registration and trading process, the suggested internet browser is **Microsoft Edge** in its current version.
- Write down your username and password in a safe and easily accessible place. It can be supported by the password manager of the Microsoft Edge or Google Chrome browser.
- Verify that Ariba system notifications are not directed to the “Junk” or “Spam” folder. If so, you need to validate that you don't have Ariba admin blocked as a sender.
- Messages sent by Ariba will be sent with a sender called “Ariba Admin”.