



Supplier Ariba Navigation Guide

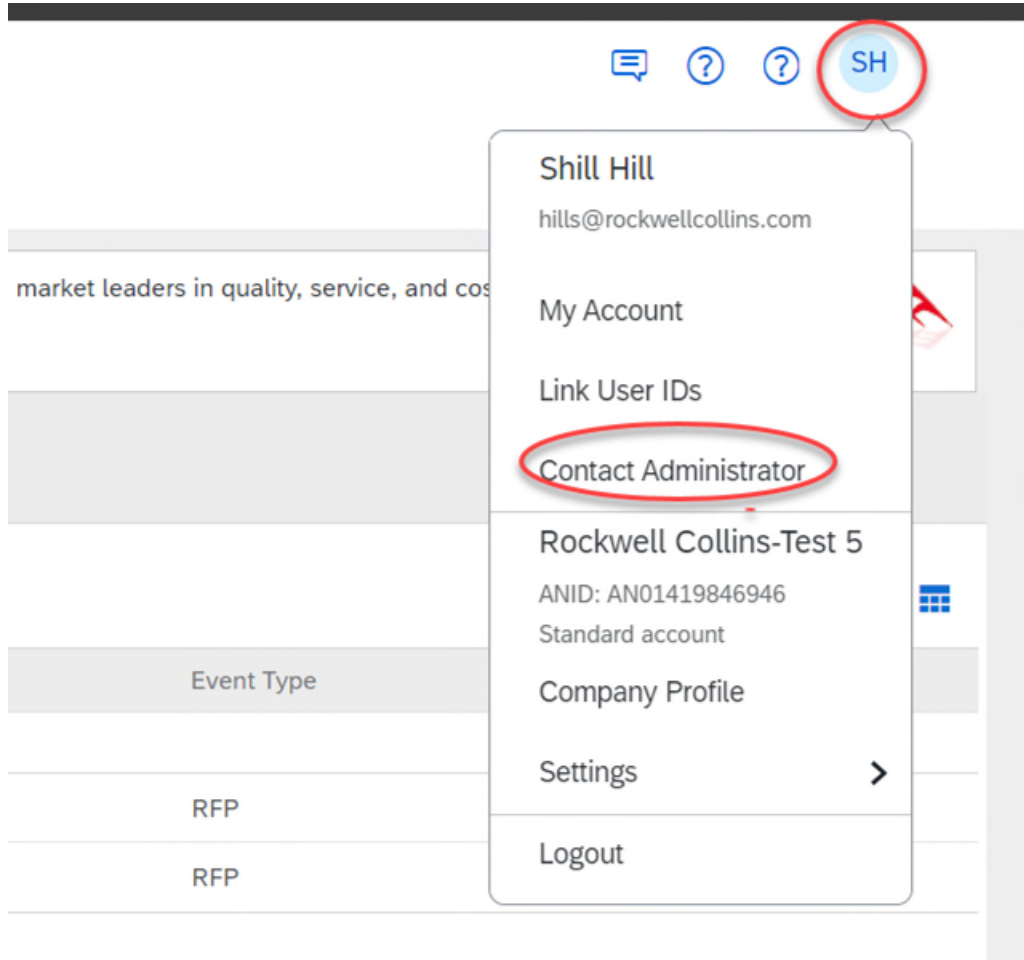
Use the following Table of contents to troubleshoot common issues navigating Collins Ariba

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HOW TO CHECK WHO THE ACCOUNT ADMINISTRATOR IS

1. Login to your Ariba account (<http://supplier.ariba.com/>)
2. Click on initials in the upper right then on contact administrator to see who your admin is



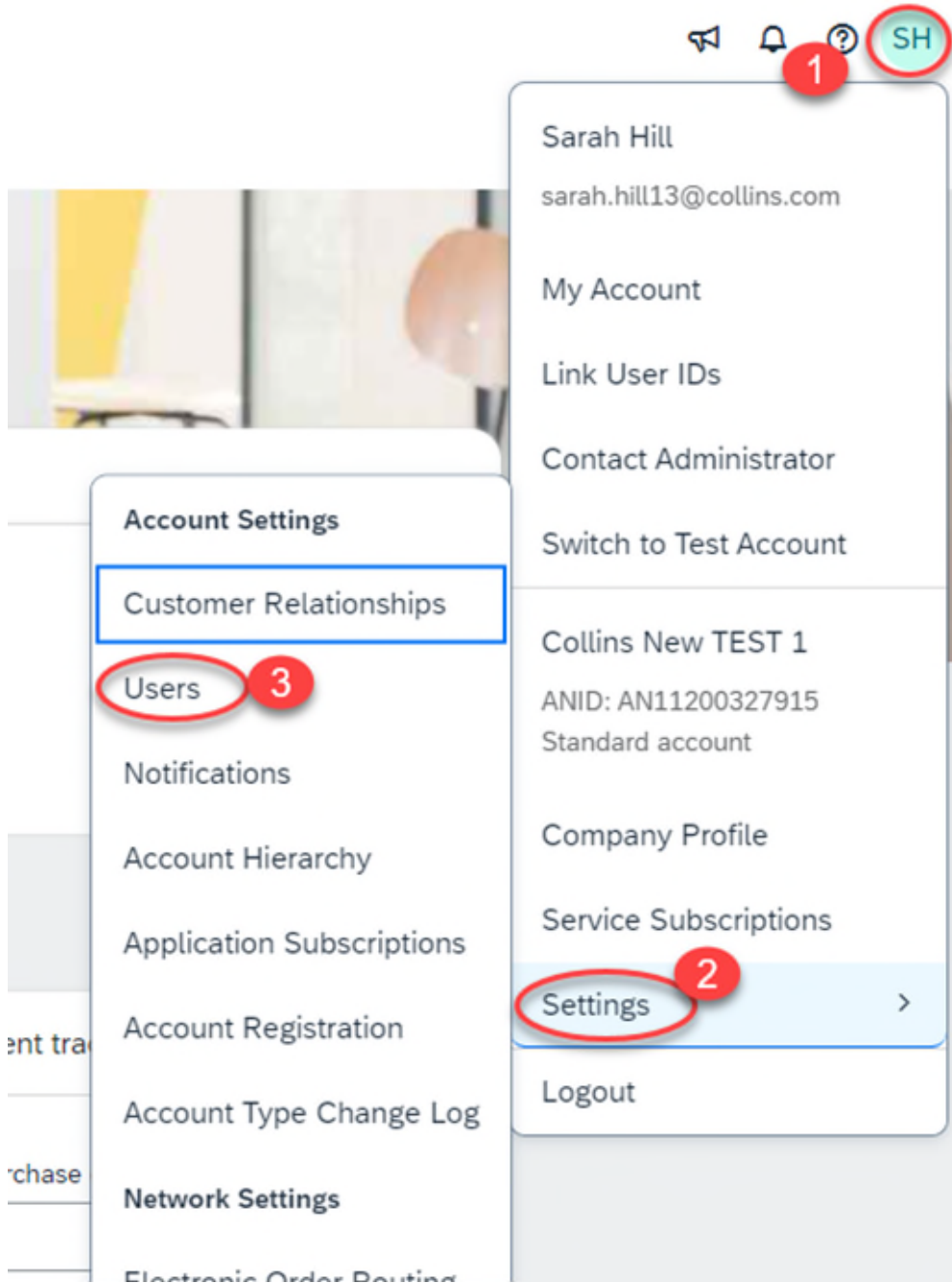
The screenshot shows the Ariba user interface. In the top right corner, there are three circular icons: a message icon, a question mark icon, and a user profile icon with the initials 'SH'. The 'SH' icon is circled in red. A dropdown menu is open from this icon, listing several options. The option 'Contact Administrator' is circled in red. Below the dropdown, a table is visible with columns for 'Event Type' and 'RFP'.

Event Type	RFP
	RFP
	RFP

TRANSFERRING THE ADMINISTRATOR ROLE

(Use case: If the current administrator is still current with the company and has access to Ariba)

1. Login to your Ariba account (<http://supplier.ariba.com/>)
2. Click on your initials in the upper right and then on setting and finally users



3. Go to manage users, if the user has not been approved approve them (you will see Manage Unapproved Users in your list of headers). Go to that tab, Check the box next to the username and click approve. Then check yes on the pop up.

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration Account Type Change L

Manage Roles Manage Users **Manage Unapproved Users** Manage User Authentication More...▼

Approve users created from Sourcing migration. Once the users are approved, you can manage the users in Manage Users and assign additional roles to the users.

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Role Assigned
<input checked="" type="checkbox"/>	sarah.hill14@collins.com	sarah.hill@collins.com	Sarah	Hill	Proposals and Contracts A

↳ **Approve** Delete

APPROVE USER

Are you certain you want to approve the user(s)?

Yes No

4. Go to Manage users and then to actions next to the user you want to make the admin. Click Make Administrator

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

Users (2)

Enable assignment of orders to users with limited access to SAP Business Network. ⓘ

Filter

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

Username ▼ Enter username

Apply Reset

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>	sarah.hill13@collins.com	sarah.hill@collins.com	Sarah	Hill	No	MARKETPLACE_SUPPLIER_MASTERACCOUNT. +7	All(0)	All(0)	Yes	
<input type="checkbox"/>	sarah.hill14@collins.com	sarah.hill@collins.com	Sarah	Hill	No	Proposals and Contracts Access	All(0)	All(0)	Yes	Actions ▼ Edit Delete Make Administrator

↳ Add to Contact List Remove from Contact List

5. Check the box next to the Assign a role and click assign and then okay on the next warning pop up about transferring Admin rights to the new users and hit okay. The admin role will be transferred to the new user.


The image shows two screenshots of a software interface. The top screenshot is titled "Assign a Role" and contains a table with the following data:

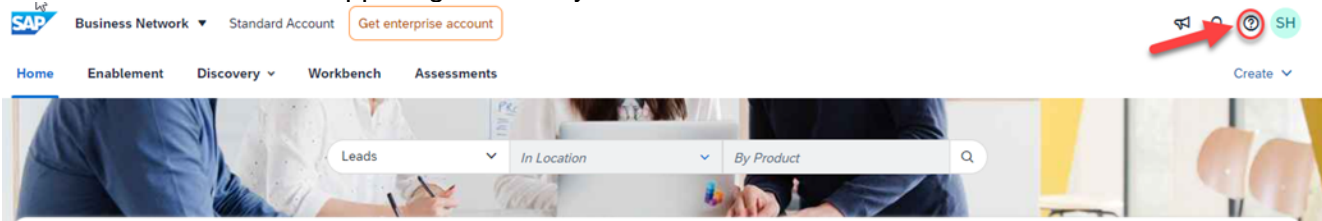
Name	Description
<input checked="" type="checkbox"/> Proposals and Contracts Access	Access Proposals and Contracts

The bottom screenshot is titled "Assign a New Administrator" and displays a warning message: "WARNING: You are about to transfer your administrator role to Sarah Hill. After you assign the administrator role to another user, you will be logged out of your account." Both screenshots have red circles highlighting the "Assign" and "OK" buttons respectively.

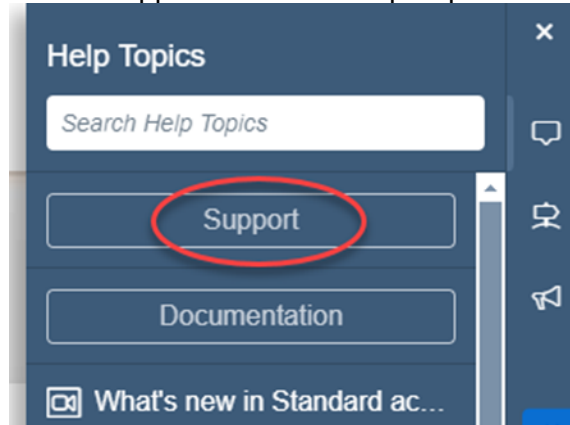
ARIBA CUSTOMER SUPPORT – ADMIN UPDATE REQUEST

(use case: if the current administrator has left the company)

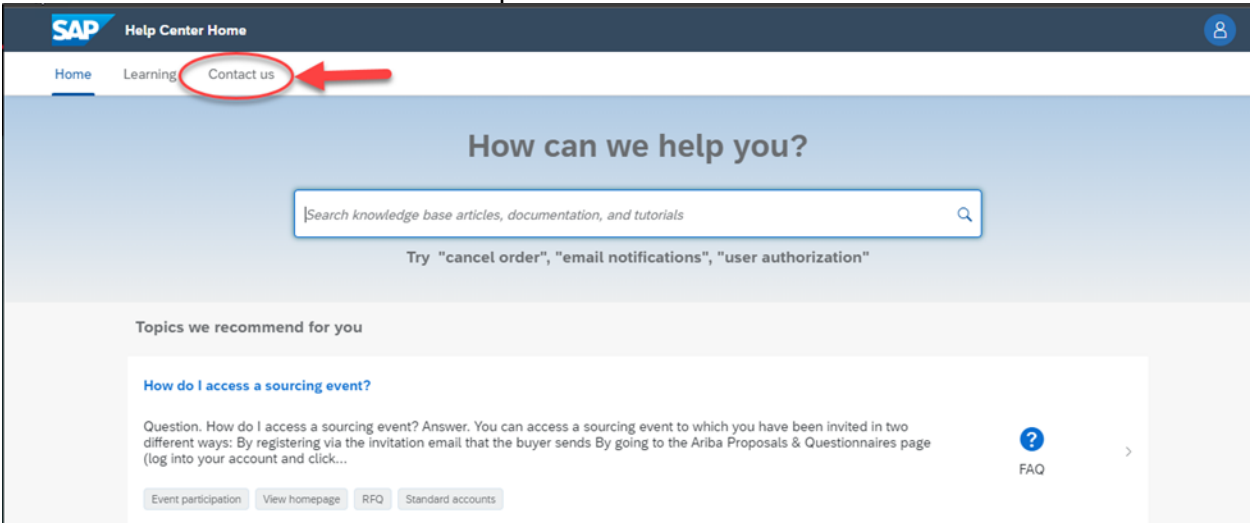
1. Browse to Ariba (supplier.ariba.com) and login
2. Click on the  in the upper right next to your initials



3. Click support under the Help Topics Banner



4. Click contact us when the window opens



5. Type in **“change admin”** and then hit enter. This will bring up #3 at the bottom of the screen and here click yes if you are changing the admin.

SAP Help Center Contact us 👤

Home Learning **Contact us**

1. Start here to find your answer.

✕ 🔍

2. Browse below for our AI-based recommendations*

<p>How do I change a user's role in the SAP Ariba API Developer Portal? Question How do I change a user's role in the SAP Ariba API Developer Portal?? Answer A user with Organization Admin rights can set the roles for other users in their organization.? Follow these steps: Login to the SAP Ariba API D</p>	<p>FAQ Apr 2, 2022</p>
<p>How do I change an email message template? I would like to update the template of an email sent to my users from SAP Fieldglass Sign into your SAP Fieldglass account Click Admin Configuration (Gear icon in the top right) > Email Message Template Locate and open the templ</p>	<p>FAQ Oct 20, 2022</p>
<p>Information for new Supplier Administrators I am a new supplier administrator user and want to learn how to set up and manage our SAP Fieldglass supplier account What do I need to know as a supplier administrator? Are there supplier administrator references? Supplier Administrator Guid</p>	<p>FAQ Oct 20, 2022</p>
<p>How to change password policy I need to review the password policy for my company I need to change the password requirements for my company Buyer and supplier administrators can update the policy: Sign into your account Click Admin configuration (gear icon in the to</p>	<p>FAQ Oct 20, 2022</p>
<p>Why is my report blank? When I run a report I get data, but when others run it, it is blank Show Data For is set to My Own and the Run as User is set to Administrator, Fieldglass. Since the admin will not have any items created or assigned to them the report is bl</p>	<p>Support Note Oct 6, 2022</p>

*Powered by SAP Incident Solution Matching

3. Choose from the options below to continue.

Do you need to reassign the account administrator?

Yes No Don't know

6. This will cause 2 more questions to appear, answer no to both if your admin is not with your company and if you don't have access to their email, then click 'Create a Case' on the bottom right, if you don't see it scroll down.

Home Learning [Contact us](#)

Administrator, Fieldglass. Since the admin will not have any items created or assigned to them the report is bl

*Powered by SAP Incident Solution Matching

3. Choose from the options below to continue.

Do you need to reassign the account administrator?

Yes No Don't know

Is your current administrator still with your company?

Yes No Don't know

Do you have access to retrieve emails sent to the listed administrator's email?

Yes No Don't know the email

Contact support to have the administrator information changed. You will be required to provide the following:

- ANID (Ariba Network Identification) number of your supplier account
- Previous administrator's full name
- Previous administrator's email address
- Name and email of a sub-user (if the account has sub-users)

Account security is important to SAP. Please be patient while our teams take the necessary steps to respond responsibly to your request.

Can't find what you're looking for? [Create a Case](#)

7. The following screen will appear, please complete all starred sections, and follow prompts/directions to submit a 'case' for Ariba Support to contact/assist you directly.

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: *

3000 characters remaining

Attachment:

Issue type: *

Issue area: *

PO/Invoice Number:

Top Recommendations:

- [How do I change a user's role in the SAP Ariba API Developer Portal?](#)
- [How do I change an email message template?](#)

2. How does this impact your normal business processes?

Business Impact: *

3. Please review your contact information for correctness:

Recommendations*

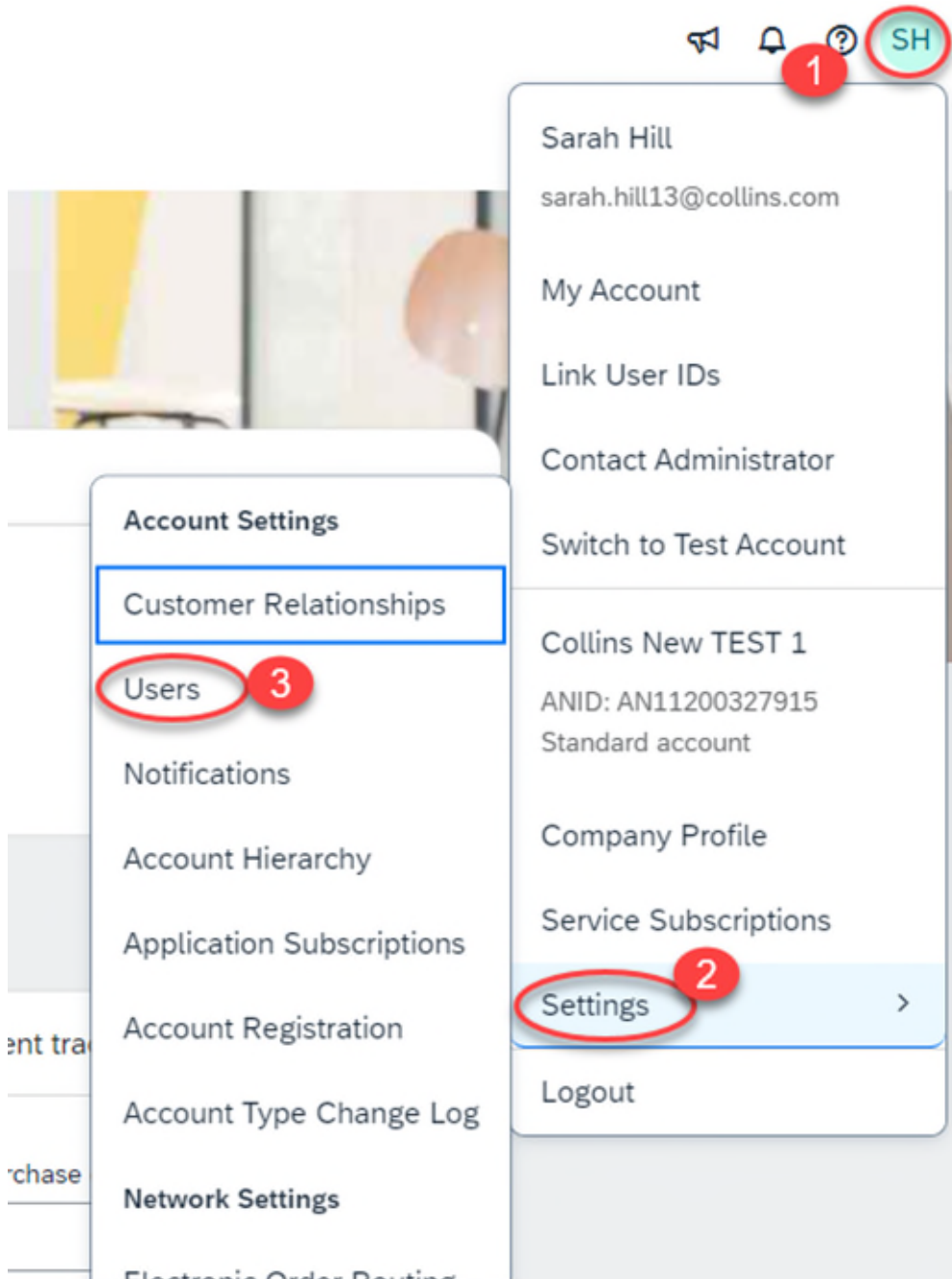
- [How do I change a user's role in the SAP Ariba API Developer Portal?](#)
- [How do I change an email message template?](#)
- [Information for new Supplier Administrators](#)
- [How to change password policy](#)
- [Why is my report blank?](#)
- [How to change supplier company contact person](#)
- [When editing the ShortName of a catalog item in Catalog Manager, why are my changes not saved?](#)
- [How to update SOW template rules](#)
- [Why user is not able to access SM Admin page?](#)
- [How can I enable CIG in Ariba?](#)
- [OpenAPI : Why do we receive 403 error: Access Denied. Please contact your Organization admin](#)
- [Catalog Too Large status for catalog upload](#)
- [Error: Define error message for Security ID, in case of mismatch](#)
- [OpenAPI: How to add my own API to the developer](#)

[One last step](#)

CREATING ROLES IN ARIBA (ADMINISTRATOR)

(Use case: allows other users to see and edit the supplier profile)

1. Login to your Ariba account (<http://supplier.ariba.com/>)
2. Click on your initials in the upper right and then on setting and finally users



3. If the user has not been approved approve them first you will see Manage Unapproved Users in your list of headers. Go to that tab, Check the box next to the username and click approve. Then check yes on the pop up. Otherwise skip to #4

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration Account Type Change L

Manage Roles Manage Users **Manage Unapproved Users** Manage User Authentication More...>

Approve users created from Sourcing migration. Once the users are approved, you can manage the users in Manage Users and assign additional roles to the users.

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Role Assigned
<input type="checkbox"/>	sarah.hill14@collins.com	sarah.hill@collins.com	Sarah	Hill	Proposals and Contracts Ac

↳ **Approve** Delete

APPROVE USER

Are you certain you want to approve the user(s)?

Yes No

- In Manage roles click the + on the lower right above to add a new role
- Type in a name for the new role (To edit the profile you will need company information). Description is optional.

Create Role

 Indicates a required field

New Role Information

Name:

Description:

Permissions

Each role must have at least one permission.
Upgrade your SAP Business Network, standard account to an enterprise account to enable all permissions.

<input type="checkbox"/>	Permission	Description
<input type="checkbox"/>	Access Proposals and Contracts	View your organization's Ariba Sourcing events and Ariba Contract Management contract Contracts properties. Individual users must be approved by Ariba Sourcing buyers before
<input type="checkbox"/>	Account Hierarchy Administration	Manage your accounts to link and sign on to a child account
<input type="checkbox"/>	Catalog Management	Set up and manage catalog-related activities
<input type="checkbox"/>	Child Account Access	Sign on to access a child account
<input checked="" type="checkbox"/>	Company Information	Review and update company profile information
<input type="checkbox"/>	Contact Administration	Maintain information for account contact personnel
<input type="checkbox"/>	Create postings on Ariba Discovery	Create postings on Ariba Discovery
<input type="checkbox"/>	ID Registration Access	Register unique identifiers, like email domains
<input type="checkbox"/>	Payment Profile	Configure your payment profile
<input type="checkbox"/>	Premium Membership and Services Management	Manage your premium service subscriptions
<input type="checkbox"/>	Respond to postings on Ariba Discovery	Respond to postings on Ariba Discovery

6. Scroll down and then hit the pull to add a user


Account Configuration Configure account for electronic transactions

cXML Configuration Configure account for cXML transactions

Assign Users (0)

You can add users to this role.

<input type="checkbox"/>	Username ¹	Email Address	First Name	Last Name	Role Assigned
No users assigned yet.					



7. In the popup you can hit the carrot next to username to search by different criteria. Then hit the + to add the user's info

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

Username +

Username
Email Address
First or Last Name

Reset

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

Username +

Search Reset

8. Hit search then put a check next to the user's name and hit Add and save

Search and Add Users

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

Username +

sarah.hill14 x

Search **1** Reset

Search Results (1)

<input checked="" type="checkbox"/>	Username	Email Address	Role Assigned
<input checked="" type="checkbox"/> 2	sarah.hill14@collins.com	sarah.hill@collins.com	Proposals and Contracts Access

Add and Save **3**

9. Finally hit save and the new role will be assigned

Assign Users (1)

You can add users to this role.

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Role Assigned
<input type="checkbox"/>	sarah.hill14@collins.com	sarah.hill@collins.com	Sarah	Hill	Proposals and Contracts Access

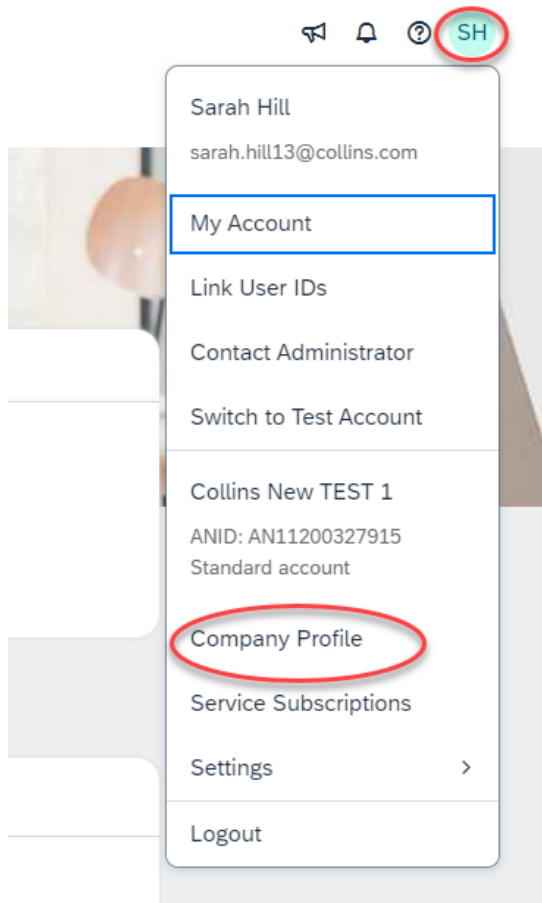
Remove

Save Cancel

COMPLETING THE CUSTOMER REQUESTED QUESTIONS

(Use case: Can only be done once a user is the administrator)

1. Login to your Ariba account (supplier.ariba.com).
 - **Note:** If you are having password issues, click the “Forgot Username or Password” link.
2. Click on your initials in the circle in the upper right, then on company profile
Note: If you don't see “Company Profile” or are unable to follow the steps below click on “Contact Administrator” to see who your admin is and contact them to make the required updates



3. Click on Business information

Company Profile

Rockwell C
www.rockwellcollins.co

test

Employees
10

Business Type
-

Supplier Legal Form
Corporation

Product and Service Categories

- Aerospace cockpit in

Credentials

Certifications

4. Click on Customer Requested

Additional Information

Additional Addresses Business Contacts Certifications (1) **Customer Requested** Additional Documents

Financial Information

5. Click on Collins Aerospace and a popup profile questionnaire will appear (this may take 10-15 seconds). You may also click the “Save as Draft” button if you want to save your work and complete it at a different time.

- Review and complete all of the questions.
- Click the “Save as Draft” button to ensure your answers are saved properly.
- There is a 30-minute inactivity timeout in Ariba. Please make sure to “Save as Draft” often!
- Finally, click the “Submit” button

Note: If you are a supplier who needs to be on-site to carry out services, please select "Onsite Service Provider/Contractor" for question 2.23 Applicable Business Type.

Additional Information

Additional Addresses Business Contacts Certifications

* Indicates a required field

Sourcing Customer List

Customer

Collins Aerospace

Collins Aerospace Requested Profile

* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer.

Save as Draft Submit

Changes you make below may be subject to approval before they are accepted.

Question

1 Instructions for Supplier

Welcome to the Collins Aerospace Ariba profile questionnaire. This is an online supplier registration and update portal for potential or current suppliers for Collins Aerospace.

Who needs to complete this form?

- New, potential suppliers for Collins Aerospace
- Existing suppliers that need to update existing company information
- Existing suppliers who were deactivated (due to lack of use)

Please provide a response to the questions below. Fields with an asterisk (*) are required. If a required field is not applicable to your company, please indicate "NA" for your response. Please note that some questions are conditional, so the questions may not appear in numeric order.

Save your answers periodically by clicking "Save as Draft" at the top right corner of the screen. If you are inactive for 30 minutes, you will be logged out and will lose any unsaved work. When you have completed the questionnaire, click "Submit".

If you are a new supplier, Collins Aerospace will then evaluate your company as a potential supplier. Collins Aerospace will notify you company of our approval or disapproval. If you are an existing supplier, Collins Aerospace will review the

6. If you're still having difficulties registering or answering the questionnaire, you may contact the Collins Ariba team by calling the helpdesk number for the supplier portal listed [here](#) for your respective country. You may also reach out to the SAP Ariba Support website available [here](#), then click on the Question Mark to open Help Center. You may contact the Ariba Support team by clicking "Support" at the bottom of the Help Center.