

ARIBA NETWORK: FREQUENTLY ASKED QUESTIONS



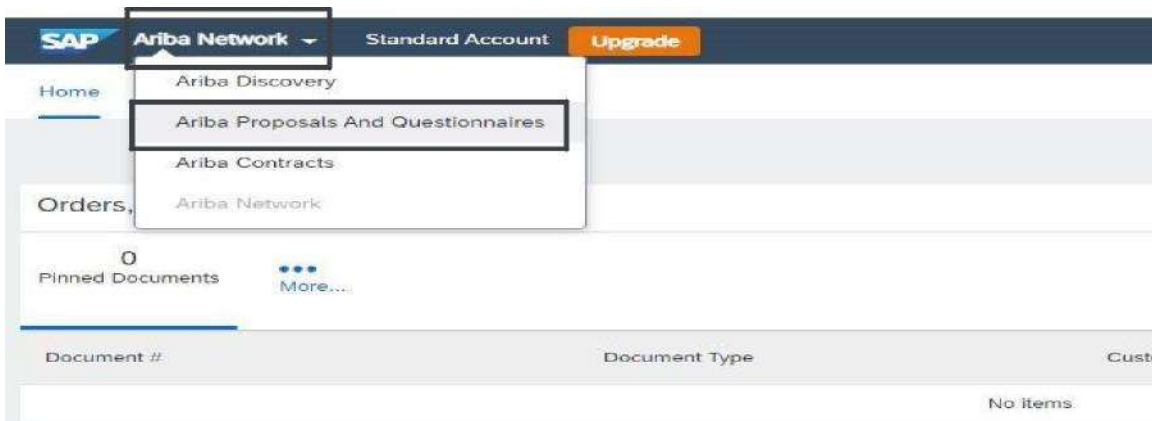
CONTENTS

I am already registered with the Ariba Network, how do I complete the Lion supplier registration?	1
I am receiving an error message advising that my company already has a logon.....	2
How do I log into to the Ariba Network to amend my supplier details?.....	3
How do I update my insurance documentation in Ariba?.....	4
I can't find a specific Product or Service Category when registering on Ariba	5
Who can I contact if I require assistance navigating the Ariba application?	5

I am already registered with the Ariba Network, how do I complete the Lion supplier registration?

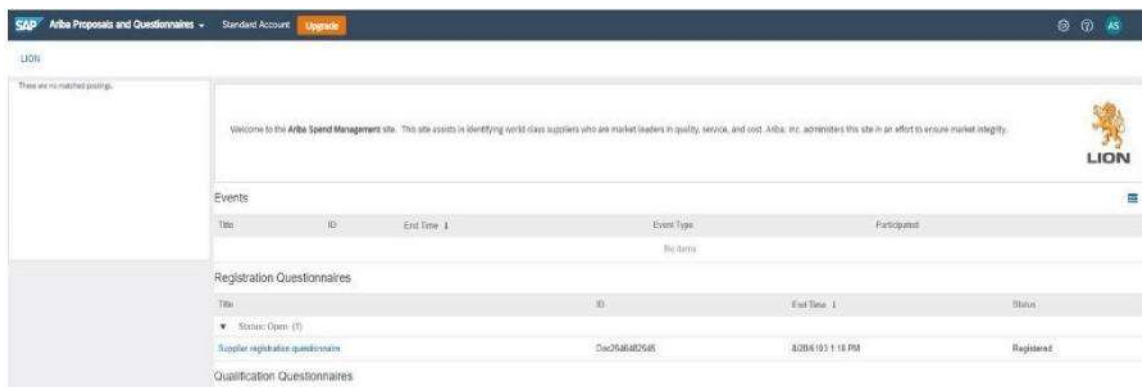
Click on the link you received in the email from Lion and logon to the Ariba Network using your existing login credentials. Follow the below steps to complete the Lion onboarding questionnaire:

Select: [Ariba Network](#) > [Ariba Proposals and Questionnaires](#)





The Lion Supplier Registration Questionnaire will be displayed.



I am receiving an error message advising that my company already has a logon

If your company already has an Ariba Network account, you can request your username or reset your password by following the steps below:

[Select > Having trouble logging in?](#)

The image shows the 'Supplier Login' form. It includes a 'User Name' input field with a black border, the 'SAP Ariba' logo, the text 'Supplier Login', a 'Password' input field, a blue 'Login' button, and a 'Having trouble logging in?' link with a red border.



Choose one of the below options:

Having trouble logging in?

Please select one:

I forgot my username.

I forgot my password.

I want to log in with a one-time password using the Ariba Supplier mobile app. [Learn more](#)

Typically, you should receive an email from Ariba within 30 mins providing a response, including links to assist you log into the application.

If you don't receive an email, please email SupplierCentral@lionco.com providing your company name and a brief description of the issue so this can be investigated.

How do I log into the Ariba Network to amend my supplier details?

Updating supplier details such as remittance advice email address, change of office address or bank details can be actioned online by following the steps below:

Open a new google or IE (internet explorer) session and type: supplier.ariba.com

Login using your Ariba credentials

Select **Ariba Network > Ariba Proposals and Questionnaires** as detailed above

Click on the Supplier registration questionnaire link

Registration Questionnaires	
Title	ID
▼ Status: Open (1)	
Supplier registration questionnaire	Doc2546482545

Select: **Revise Response** at the top of the page





How do I update my insurance documentation in Ariba?

Open a new google or IE (internet explorer) session and type: supplier.ariba.com

Login using your Ariba credentials

Select: [Ariba Network](#) > [Ariba Proposals and Questionnaires](#) as detailed above

Click on the Questionnaire link for insurance

Click Revise Response

Questionnaires		
Title	ID	End Time ↓
▼ Status: Completed (1)		
Administration and support services Questionnaire	Doc2590594850	9/2/2020 12:22 PM

Click on Details next to the insurance option you need to update

All Content

Name ↑	
▼ 1 Financial and Insurance	
1.1 Financial service activities	* Yes ▼
1.2 Please attach Public & Product Liability Insurance document	* Yes ▼ Details
1.6 Insurance	* No ▼

(*) indicates a required field

Update the form with the new insurance details and upload any documentation to support these changes



1.2 Please attach Public & Product Liability Insurance

Enter details for **Certificate**. Enter the location of a file to add as an **A**

Certificate Type: **Public & Product liability**

Issuer: *

Year of Publication: *

Certificate Number: *

Certificate Location: *

Effective Date: *

Expiration Date: *

Attachment: * [Delete](#)

No file chosen

Or drop file here

Description:

I can't find a specific Product or Service Category when registering on Ariba

You may not find a match that is 100% accurate due to the global registration process. Choose a Product or Service Category that is the best fit.

Who can I contact if I require assistance navigating the Ariba application?

Ariba Supplier onboarding - SupplierCentral@lionco.com