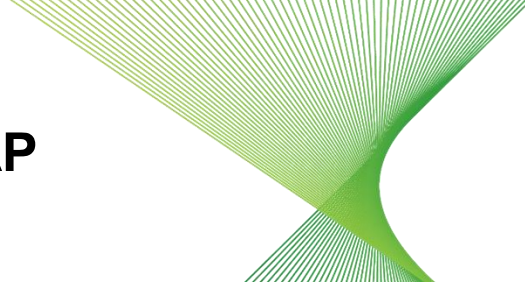


Quick Tips / Troubleshooting SAP Ariba for our Suppliers



1. Having trouble accessing your Ariba account?

1. Before you click on the email link to access the tender, please **clear your browser history** and use **google chrome** as the internet option when opening.
2. Check your **spam folder** for an email from @au.cloud.ariba.com
3. Check if the **firewall** has blocked the email
4. Add aribasystem emails to **trusted senders**.

2. Accessing the Sourcing Event Page

To access the Sourcing Event Page, click on the email link and follow the below steps:

1. Click on invitation email link, then log on to SAP Ariba using Microsoft Edge (using current Account username/password with Ariba or create new account with Ariba before you can click on this email link)
2. If you are creating new SAP Ariba account, (SAP Ariba created and forgot, please say YES, if you have more than one account then select the current account that you are using or ignore if you want to create new account with Ariba)
3. Review and select an account. If the link to the sourcing event page is not available, please log off and log on.
4. When you log back on you should be able to see sourcing link (under registration questionnaire if you are Transgrid supplier). If you still cannot see it, try clearing all history and cookies.
5. Click on the email link again and if it is not working, please request Transgrid personnel to send the new email link again.
6. Click on the link and log on to SAP Ariba again and now you should be able to see the email link to the Sourcing Event Page

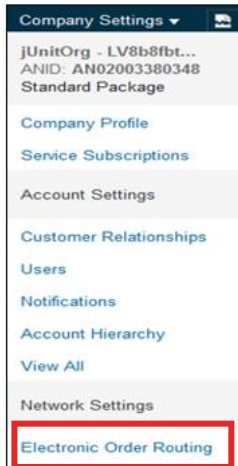
3. Have you filled in all responses?

1. Log into your SAP Ariba account
2. If you have **multiple companies**, you work with in Ariba make sure **Transgrid is selected**.
3. Select Sourcing Event and you should see a list of items you can upload your documents against.
4. There are four sections that require your response:
 - Part 1 – Commercial RFx intro – checklist completion and sign off
 - Part 2 – sign off on commercial conditions – or upload it blank if you have departures listed in Part 5
 - Part 4 – pricing schedules
 - Part 5 – Technical response schedules (if you want to include supporting documentation e.g., insurance certificates, additional proposal information, please put everything together in one zip file before you are ready to upload as you can only load one file per item)
5. Once all files are uploaded you can submit your response and then you should receive a message on screen that this has been successful.

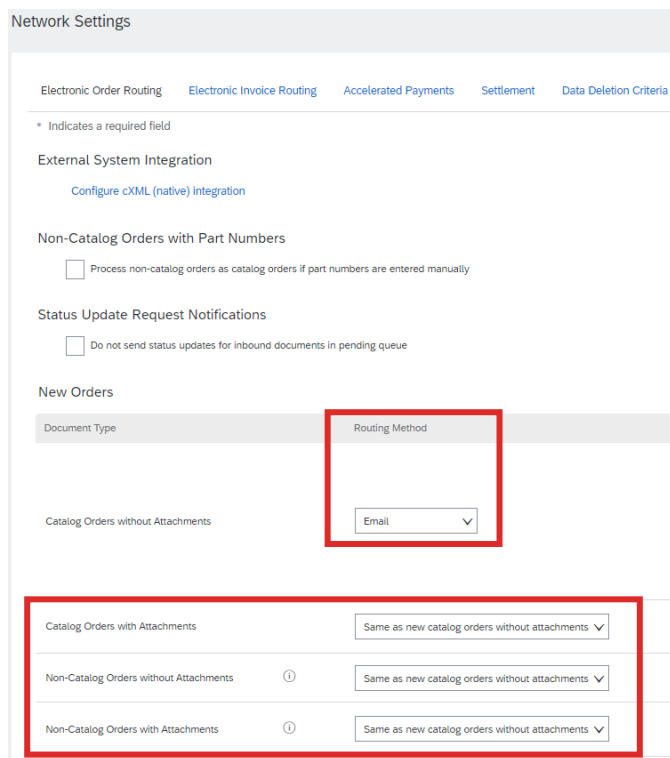
4. How to add/delete or update your Contact details in ibuy

SAP Ariba allows the supplier to only have one primary email. You are welcome to add five other emails from your end by following the below steps:

1. In the top right corner of the application, click [user initials] > Settings and select **Electronic Order Routing**.



2. Under the **Routing Method** column, select **Email** from the drop-down menu. Ensure that all other subsequent routing method options are set as “**Same as new catalog orders without attachments**” to use the same setting as the first. Alternatively, select email for each of them as applicable.



Network Settings

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement | Data Deletion Criteria

* Indicates a required field

External System Integration

[Configure cXML \(native\) integration](#)

Non-Catalog Orders with Part Numbers

Process non-catalog orders as catalog orders if part numbers are entered manually

Status Update Request Notifications

Do not send status updates for inbound documents in pending queue

New Orders

Document Type	Routing Method
Catalog Orders without Attachments	Email
Catalog Orders with Attachments	Same as new catalog orders without attachments
Non-Catalog Orders without Attachments ⓘ	Same as new catalog orders without attachments
Non-Catalog Orders with Attachments ⓘ	Same as new catalog orders without attachments

3. Enter up to **five email addresses** separated by commas in the Email address box.

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	<div style="border: 2px solid red; padding: 5px;"> Email address: test@abc.com.test2@abc.com.test3@abc.com ⓘ <input type="checkbox"/> Attach cXML document in the email message <input checked="" type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments". <input type="checkbox"/> Attach PDF document in the email message </div>
Catalog Orders with Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Email ⚠ Attachments will be included in the order.
Non-Catalog Orders without Attachments ⓘ	Same as new catalog orders without attachments	Current Routing method for new orders: Email
Non-Catalog Orders with Attachments ⓘ	Same as new catalog orders without attachments	Current Routing method for new orders: Email ⚠ Attachments will be included in the order.

4. Select any **additional options** you would like to enable for the email message.
5. Click **Save**.

If you require assistance please do not hesitate to call our **Procurement Systems and Operations** team on 02 9620 0140 or email Procurement.Enquiries@transgrid.com.au.