



Motiva
Supplier Onboarding Guide



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SECTION 1: CREATING A SUPPLIER ACCOUNT



Lesson 1: Creating a Supplier Account

OPEN THE EMAIL REGISTRATION INVITE YOU HAVE RECEIVED FROM MOTIVA

Motiva Enterprises LLC

Welcome, Jose Altuve.

Motiva Enterprises LLC has registered you as a user on their Ariba Spend Management site. Before you can access Motiva Enterprises LLC's events, you must register on the Ariba Commerce Cloud.

[Click Here](#) to register on the Ariba Commerce Cloud and access your account.

1

Open the email and navigate to the **Click Here** hyperlink

1

Lesson 1: Creating a Supplier Account

THE HYPERLINK WILL LEAD YOU TO THE SAP ARIBA NETWORK/COMMERCE CLOUD PAGE

Have a question? [Click here to see a Quick Start guide.](#)

3

Welcome to the Ariba Network. A password reset request was issued from **Motiva Enterprises LLC - TEST** site.

Motiva Enterprises LLC - TEST uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by Motiva Enterprises LLC - TEST

Sign up

1

Already have an account?

Log in

2

About Ariba Network

The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships and supplier activities regardless of which Ariba solution your customers are using. Once you have completed the registration, you will be able to:

- Respond more efficiently to your customer requests
- Work more quickly with your customers in all stages of workflow approval
- Strengthen your relationships with customers using an Ariba Network solution
- Review pending sourcing events for multiple buyers with one login
- Apply your Company Profile across Ariba Network, Ariba Discovery and Ariba Sourcing activities

Moving to the Ariba Network allows you to log into a single location to manage:

- All your Ariba customer relationships
- All your event actions, tasks and transactions
- Your profile information
- All your registration activities
- Your contact and user administrative tasks

1

If you don't have your SAP Ariba Network Account yet, click on the **Sign Up** button to start a new registration.

2

If you already have your SAP Ariba Network Account created (for example, if you already have an ANID assigned to you), click on the **Log In** button and enter your User ID and password.

3

In case of any questions or support needed, please view the **Quick Start Guide** first.

Lesson 1: Creating a Supplier Account

CREATE A NEW ACCOUNT OR ENTER EXISTING CREDENTIALS

Ariba Supplier Login

Enter Username

Enter Password

Login 1

Forgot Username
Forgot Password

Not a member?

Select your role and create a new account.

Marketing

Register Now 2

YOUR PLACE FOR BUSINESS COMMERCE

1


If you already have Ariba Network credentials, this will be where you **Log In**

2

If you are new to the Ariba Network, select your role and click **Register Now**

Lesson 1: Creating a Supplier Account

FOLLOW THE STEPS IN THE REGISTRATION SCREEN AND COMPLETE MANDATORY FIELDS

 **SAP Business Network**

Create a free company account to connect with your customers on SAP Business Network

Company information ?

Company (legal) name *
Motiva Test Supplier 2022

Country/Region *
United States [USA]

Address line 1 *
1234 W 34th Street

Address line 2

Address line 3

City *
Houston

1

Administrator account information ?

First name *
Jose

Last name *
Altuve

Email *
Alain.Castellanos@Motiva.com

Use my email as my username

Password *
.....

Repeat password *
.....

Business role *
Finance

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

I hereby agree that SAP Business Network will make parts of my (company) information 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

3

Create account

1

Verify your **Company Information** and make changes, if needed. Complete all of the mandatory fields

2

View and accept the Terms of Use, as well as the Privacy Statement

3

After completion, click on **Create Account**

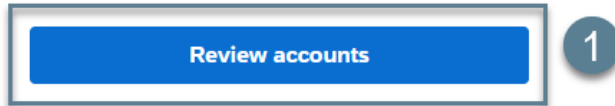
Lesson 1: Creating a Supplier Account

IN CASE THERE ARE POTENTIAL EXISTING ACCOUNTS, A MESSAGE FOR A DUPLICATE CHECK WILL APPEAR ON YOUR SCREEN

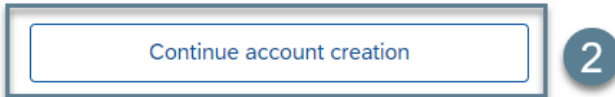


Create a free company account to connect with your customers on SAP Business Network

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



or



1

Click on **Review Accounts** to find any potential duplicate accounts for your company

2

Click on **Continue Account Creation** if there are no matching accounts

Lesson 1: Creating a Supplier Account

CONFIRM YOUR EMAIL ADDRESS

Please confirm your email address

1

Check your email at Alain.Castellanos@Motiva.com and follow the steps in the email to confirm your email address in the next **72 hours**.

Confirm your email

Dear Jose,

Thank you for joining SAP Business Network. To finish signing up, you just need to confirm that we have the correct email.

Confirm email

2

Link expires: Sunday, Apr 24, 2022, 08:36 AM PDT

3

1

Check your email account to **confirm your email address** – make sure to do this within 72 hours

2

Click the **Confirm email** button

3

The **date and time of expiration** will appear within your email

Lesson 1: Creating a Supplier Account

PROVIDE YOUR PRODUCT/SERVICE CATEGORIES, AS WELL AS YOUR SHIP-TO/SERVICE LOCATIONS

Almost done! We just need a little bit more information.

Please provide the information below and you will be discovered by more customers looking for companies like yours.

1

Product and Service Categories

 - or - [Browse](#)

Ship-to or Service Locations

 - or - [Browse](#)

2

1

Enter your **products or service categories**, as well as your **ship-to or service locations**

2

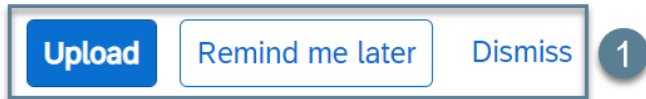
Click **Submit** or **Remind me later** to continue

Lesson 1: Creating a Supplier Account

PROVIDE YOUR SALES TAX EXEMPTION CERTIFICATE OR DIRECT PAY PERMIT

Provide sales tax exemption certificate or Direct Pay Permit

Does your company want to provide a U.S. sales tax exemption certificate or Direct Pay Permit for your purchases from Ariba, Inc.? If yes, please upload all applicable U.S. sales tax exemption certificates or Direct Pay Permits.

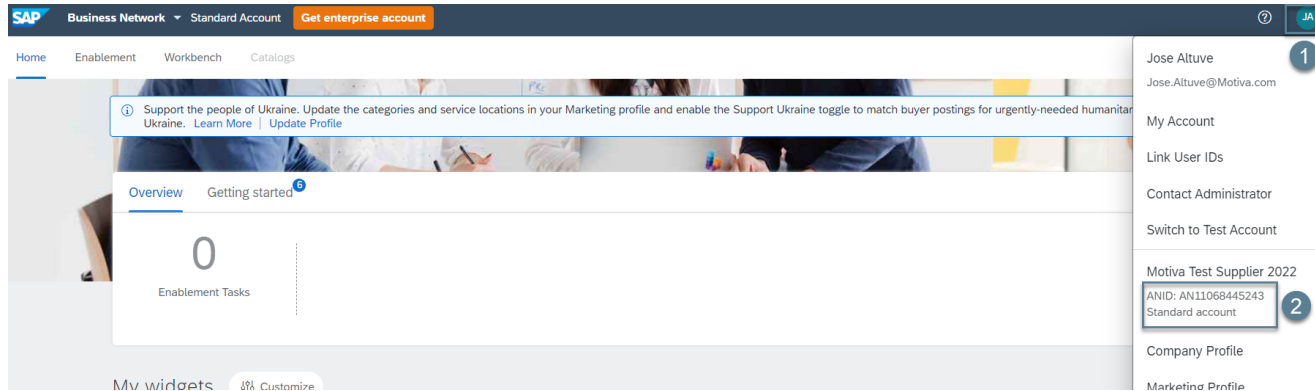


1

If you choose, **upload your sales tax exemption certificate or direct pay permit**, then click Upload or Remind me later

Lesson 1: Creating a Supplier Account

SAVE YOUR ANID (ARIBA NETWORK ID)



1

Once your account is created, **click the initials** on the top-right corner of your screen

2

Please save your **ANID (Ariba Network ID)** and your **username**, as it may be useful for you in the future



SECTION 2: COMPLETING THE MOTIVA SUPPLIER PROFILE QUESTIONNAIRE (SPQ)

Lesson 2: Completing the Supplier Profile Questionnaire (SPQ)

NAVIGATE TO THE ARIBA PROPOSALS & QUESTIONNAIRES MODULE IN YOUR ACCOUNT

SAP Ariba Proposals and Questionnaires Standard Account MW

MOTIVA ENTERPRISES LLC

Motiva Enterprises LLC Requested Profile

All required customer requested fields have been completed.

[View customer requested fields >](#)

Public Profile Completeness

30%

Enter a short description to reach 45% >

1 lead matches your company profile

[View Matched Leads](#)

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.

[Home](#)

Events

Title	ID	End Time ↓	Event Type	Participated
No items				

Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
No items					

Tasks

Name	Status	Due Date	Completion Date	Alert
No items				

1

Click the **View customer requested fields** to the left of the page.

2

Lesson 2: Completing the Supplier Profile Questionnaire (SPQ)

COMPLETE YOUR ARIBA PROFILE AND SUPPLIER PROFILE QUESTIONNAIRE

Company Profile

Basic (3) Business (2) Marketing (3) Contacts Certifications (1) **Customer Requested** Additional Documents

* Indicates a required field

Sourcing Customer List

Customer	Customer Requested Profile Information
Motiva Enterprises LLC	Complete

1

Navigate through the **tabs** that show how many mandatory questions are missing

Note: The Motiva SPQ will be in the "Customer Requested" tab. Click "Motiva Enterprises LLC to access the questionnaire".

2

Complete all of the mandatory questions

Important: On the supplier profile questionnaire, please make sure to click **Submit** in order to send it to Motiva successfully

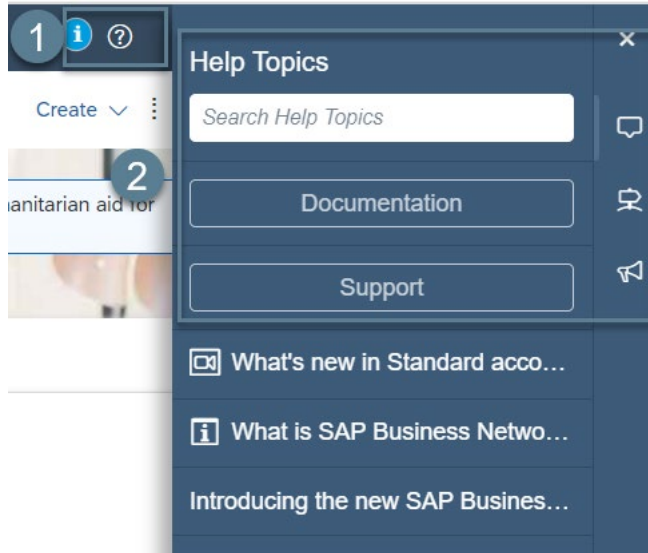


SECTION 3: SAP ARIBA HELP AND SUPPORT



Lesson 3: SAP Ariba Help and Support

NAVIGATE TO THE HELP AND SUPPORT SECTION WITHIN YOUR ARIBA NETWORK PROFILE



1

If you find that you need help, you have the **support/help icon** at the top-right corner of your dashboard

2

Search for help topics or click on the **Support** button

Lesson 3: SAP Ariba Help and Support

SEARCH FOR HELP TOPICS OR START THE PROCESS FOR CONTACTING Ariba SUPPORT

SAP Help Center Home

Home Learning Contact us **2**

How can we help you?

1 How do I submit a bid?

Try "cancel order", "email notifications", "user authorization"

News highlights

- Resolution to the Invalid Phone Number/Contact Information Error
- We are live! New Release for Help Center 09 April 2022

1

Type a brief summary of the issue you are encountering

2

You also have the option of contacting Ariba Support by clicking the **Contact us** button if you do not find a solution to your issue

Lesson 3: SAP Ariba Help and Support

BEGIN THE PROCESS OF CONTACTING ARIBA SUPPORT

The screenshot shows the SAP Ariba Help and Support interface. At the top, there are navigation links for Home, Learning, and Contact us. Below the navigation is a search bar with the text "How to submit a bid" and a magnifying glass icon. A circular callout with the number "1" points to the search bar. Below the search bar is a section titled "2. Browse below for our AI-based recommendations*". This section contains a list of recommendations, each with a question, an answer, and a date. The recommendations are: "How do I import/revise my response/bids to a sourcing event/questionnaire?" (FAQ, Feb 18, 2021), "How do I navigate through the Checklist to submit my response?" (FAQ, Sep 24, 2021), "How do I confirm that my response/bid was successfully submitted?" (FAQ, Feb 18, 2021), and "Error: Your value for item X, 'Price' must be equal to or lower than the ceiling value XXX USD" (Support Note, Apr 2, 2021). At the bottom right of the recommendations list, there is a circular callout with the number "2" and a blue button labeled "Contact us".

Home Learning **Contact us**

1. Start here to find your answer.

1 How to submit a bid

2. Browse below for our AI-based recommendations*

How do I import/revise my response/bids to a sourcing event/questionnaire?
Question How do I import/revise my response/bids to a sourcing event/questionnaire? Answer You can import alternative response/bids to the event/questionnaire only upon submitting your primary response/bid. Once you have submitted your
FAQ Feb 18, 2021

How do I navigate through the Checklist to submit my response?
Question How do I navigate through the Checklist to submit my response? Answer You navigate through the Checklist on the left side of the event by clicking each step in numerical order. Here are a few guidelines about the
FAQ Sep 24, 2021

How do I confirm that my response/bid was successfully submitted?
Question How do I confirm that my response/bid was successfully submitted? Answer When you click Submit Entire Response or Submit Bid and the system accepts your submission, you see a message at the top of your screen stating You hav
FAQ Feb 18, 2021

Error: Your value for item X, 'Price' must be equal to or lower than the ceiling value XXX USD
Issue Supplier users are facing the issue below when trying to submit their bids: Your value for item X, 'Price' must be equal to or
Support Note Apr 2, 2021

2 **Contact us**

1


If you select the Contact us option, **type in a brief description** of the issue

2

Click the blue **Contact us** button on the bottom-right corner of the screen if you don't find the answer to the issue

Lesson 3: SAP Ariba Help and Support

COMPLETE THE REQUIRED CONTACT INFORMATION FIELDS

SAP Help Center Contact us 

Home Learning **Contact us**

3. Please review your contact information for correctness:


First name: *

Last name: *

Username:

Company: *

Email: *

Phone: * 

Extension:


Confirm phone: *








My phone number is correct.

Ariba Network ID: *

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

Recommendations*



-  How do I access the test account?
-  How do I create my test account?
-  Why am I receiving this error "You cannot login to view documents using a non-standalone test account. Please use an Ariba Network standalone test account."
-  How do I create a purchase order in my test account?
-  As a buyer, how do I create a test supplier account?
-  How do I test my connection in Ariba CIG?
-  How do I test using Test Central in CIG?

1

Fill in the required fields within the screen to give the Ariba support agent the correct contact information

2

Click the blue **One last step** button on the bottom-right corner of the screen

2

One last step


Lesson 3: SAP Ariba Help and Support

CHOOSE YOUR CONTACT METHOD

SAP Help Center Contact us

Home Learning Contact us

Choose this contact method for the fastest resolution of your issue:

 **Recommended**

Email 1

A support engineer will respond to your case by email.

1

Depending on the issue type, the **corresponding contact method** will show on the screen, and you will be contacted by an Ariba support engineer