



Motiva
Supplier Bidding 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**

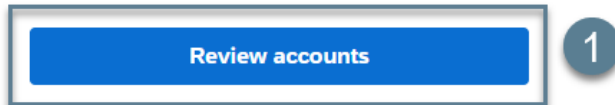
Lesson 1: Creating a Supplier Account

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

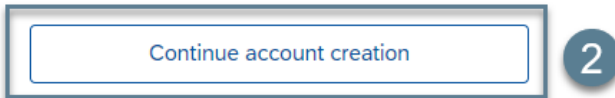


Create a free company account to connect with your customers on SAP Business Network

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

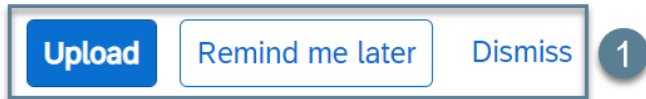
Click **Submit** or **Remind me later** to continue

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)

The screenshot displays the SAP Business Network interface. At the top, there is a navigation bar with 'SAP Business Network', 'Standard Account', and a 'Get enterprise account' button. Below this, a navigation menu includes 'Home', 'Enablement', 'Workbench', and 'Catalogs'. A notification banner reads: 'Support the people of Ukraine. Update the categories and service locations in your Marketing profile and enable the Support Ukraine toggle to match buyer postings for urgently-needed humanitarian aid. Learn More | Update Profile'. The main content area shows 'Overview' and 'Getting started' tabs, with a large '0' indicating 'Enablement Tasks'. On the right, a user profile dropdown menu is open, listing 'Jose Altuve', 'Jose.Altuve@Motiva.com', 'My Account', 'Link User IDs', 'Contact Administrator', and 'Switch to Test Account'. Below these options, the account details for 'Motiva Test Supplier 2022' are shown, with the 'ANID: AN11068445243' and 'Standard account' highlighted by a red box and a '2' in a circle. The user's name 'Jose Altuve' is also highlighted by a red box and a '1' in a circle. At the bottom left, there is a 'My widgets' section with a 'Customize' button.

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: PARTICIPATING IN SOURCING EVENTS



Lesson 2: Participating in Sourcing Events

YOU WILL RECEIVE AN EMAIL WITH AN INVITATION TO PARTICIPATE IN MOTIVA'S SOURCING EVENT

Motiva Enterprises LLC

Welcome, Jose Altuve.

Motiva Enterprises LLC has registered you on their Ariba Spend Management site and invited you to participate in the following event: Test RFP - Motiva. The event starts on Thursday, April 21, 2022 at 11:39 AM, Central Daylight Time and ends on Friday, April 22, 2022 at 5:39 PM, Central Daylight Time.

[Click Here](#) ¹ to access this event. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can access this event.

NOTE: This link is only valid for 30 days. Make sure to register on the Ariba Commerce Cloud before the link expires. After you register on the Ariba Commerce Cloud, you can no longer use this link.

If you have questions about this event, contact Alain Castellanos via telephone at or via e-mail at alain.castellanos@Motiva.Com.

If you do not want to respond to this event, [Click Here](#). You must register on

1

Within the email you receive to participate in Motiva's sourcing event, navigate to the **Click Here** hyperlink

Lesson 2: Participating in Sourcing Events

FIND AND ENTER THE ONLINE SOURCING EVENT

Arriba Proposals and Questionnaires Standard Account **Upgrade** TEST MODE

MOTIVA ENTERPRISES LLC

Motiva Enterprises LLC Requested Profile

Welcome to the **Arriba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Arriba, Inc. administers this site in an effort to ensure market integrity.

Your customer has requested that you complete **62** additional profile fields.
[Enter Now >](#)

Public Profile Completeness
35%
[Enter a short description to reach 45% >](#)

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
RFP - Test	Doc3460849543	4/22/2022 8:05 PM	RFP	No
▼ Status: Pending Selection (1)				
Marketing 76 brand east coast RFP	Doc3388740034	3/8/2022 9:14 AM	RFP	Yes

1

Within open events in your dashboard, **click the hyperlink** to take you to the Motiva sourcing event

Note: Remember to make sure that you're in the "Arriba Proposals and Questionnaires" module

Lesson 2: Participating in Sourcing Events

REVIEW THE PREREQUISITES TO PARTICIPATE OR DECLINE TO RESPOND

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

Download Content

Review Prerequisites

Decline to Respond

Print Event Information

All Content

Name ↑	Price	Quantity	Extended Price
1 Line Item Test Less... -		20 each	
test			

Event Overview and Timing Rules

Owner: [Alain Castellanos](#) ⓘ

Currency: US Dollar

Event Type: RFP

Publish time: 4/21/2022 2:05 PM

Due date: 4/22/2022 8:05 PM

1

You must **review and accept the prerequisites** to participate in the event and continue

2

If you do not wish to participate in the online sourcing event, click on **Decline to Respond** and provide a reason for declining

Lesson 2: Participating in Sourcing Events

REVIEW AND ACCEPT/DENY THE TERMS OF THE AGREEMENT FOR THE SOURCING EVENT

6. Ethical Conduct. All parties will prohibit unethical behavior and are expected to notify the Site Owner by contacting the appropriate project team if they witness practices that are counter-productive to the fair operation of the On-Line Event. If Participant experiences any difficulties during a live On-Line Event, Participant must notify Site Owner immediately.

7. Export Control. All parties who use this Site hosted by Ariba, Inc. agree to comply with all applicable export control and sanctions laws, including the laws of the US, EU and Germany.

8. Survival. The terms and conditions of this Bidder Agreement shall survive completion of the On-Line Event.

BA v1.1 19Aug05

I accept the terms of this agreement.

1

I do not accept the terms of this agreement.

2

OK

Cancel

1

If you wish to participate in the event, review the prerequisites and click **I accept the terms of this agreement**

2

Press **OK** to continue into the sourcing event

Lesson 2: Participating in Sourcing Events

CONFIRM THE LOTS/LINE ITEMS FOR PARTICIPATION

Doc3460849543 - RFP - Test

Cancel

Choose the lots in which you will participate. You can cancel your intention to participate in a lot until you submit a response for that lot; once you submit a response you [More](#)

Select Lots/Line Items

Select Using Excel

Lots Available for Bidding



<input checked="" type="checkbox"/>	Name
<input checked="" type="checkbox"/>	1 Line Item Test test

Confirm Selected Lots/Line Items

1

Confirm the line items/lots that you'd like to participate by **checking the boxes** to the left of the lots

2

Click on **Confirm Selected Lots/Line Items** to continue

Lesson 2: Participating in Sourcing Events

SUBMITTING A RESPONSE FOR A MOTIVA SOURCING EVENT

Doc3460849543 - RFP - Test

Time remaining
1 day 05:43:20

All Content

Name ↑	Price	Quantity	Extended Price
1 Line Item Test	Less... <input type="text"/> * <input type="text"/> USD	20 each	
test			

(*) indicates a required field

5 4 3 2

- 1 **Complete** the responses required in the event
- 2 Click **Compose Message** if you have a question or need additional information for the event
- 3 Click **Save draft** if you wish to leave the event and come back later for completion
- 4 Click on **Update Totals** to see the total cost calculation
- 5 When you are ready to submit your bid(s), click on **Submit Entire Response**

Lesson 2: Participating in Sourcing Events

REVISING A RESPONSE TO A MOTIVA SOURCING EVENT

RFP Doc3460849543 - RFP - Test

Time remaining
1 day 05:35:41

✓ Your response has been submitted. Thank you for participating in the event.

1

Revise Response

All Content



Name ↑	Price	Quantity	Extended Price
1 Line Item Test	Less... - \$200.00 USD	20 each	\$4,000.00 USD

test

Compose Message

1

Click on **Revise Response** and repeat the steps from the previous slide and click **Submit entire response** again to send your updated bid(s)

Lesson 2: Participating in Sourcing Events

YOU CAN ALSO USE THE EXCEL IMPORT FUNCTION TO UPLOAD YOUR BIDS FROM EXCEL



Import Response from Excel

Done

This page allows you to export and import event content and submit bids. It is not intended to add attachments. To add attachments, return to the previous page and click the link to browse for an attachment.

- Step 1.** Click "Download Content" to download and review your event in an Excel Spreadsheet.
Skip this step if you wish to import a previously downloaded file. If you want to start over, click "Download Original Excel Bid Sheets".

Download Content 2

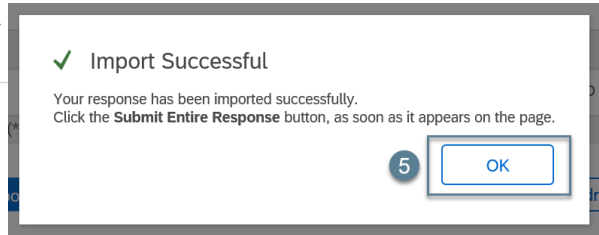
- Step 2.** Declare your intention to respond and enter your response in the Excel spreadsheet and save the file to your computer.

- Step 3.** Locate the saved Excel file on your computer using the Browse button.

Or drop file here 3

- Step 4.** Click **Upload** to import the contents of the Excel file to your event.
Note: Values in the Excel file will overwrite and delete any values you may have entered in your saved response.

Upload 4



1

Click on **Excel Import**

2

Click on **Download Content**. An Excel file will be downloaded to your computer. Review the excel file and populate the information required. Yellow cells are **mandatory**, while white cells are **optional**. Save your changes.

3

Choose the file from your computer or use the **drag & drop function**

4

Click on the **Upload** button

5

A message confirming your success will appear. Click OK

Lesson 2: Participating in Sourcing Events

NAVIGATE TO THE HOMEPAGE AND SCROLL TO EVENTS TO SEE THE STATUS

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1) 1				
RFP - Test	Doc3460849543	4/22/2022 8:05 PM	RFP	Yes 2
▼ Status: Pending Selection (1)				
Marketing 76 brand east coast RFP	Doc3388740034	3/8/2022 9:14 AM	RFP	Yes

1

Under the events section, you can see the event under the **Open** status. This means that the event is still open and you're able to revise your response

- When time is up, the event details will be visible under the **Pending Selection** status
- When the event is awarded, it will move to the **Closed** status

2

After a response is submitted, the status in the "Participated" column changes to **Yes**

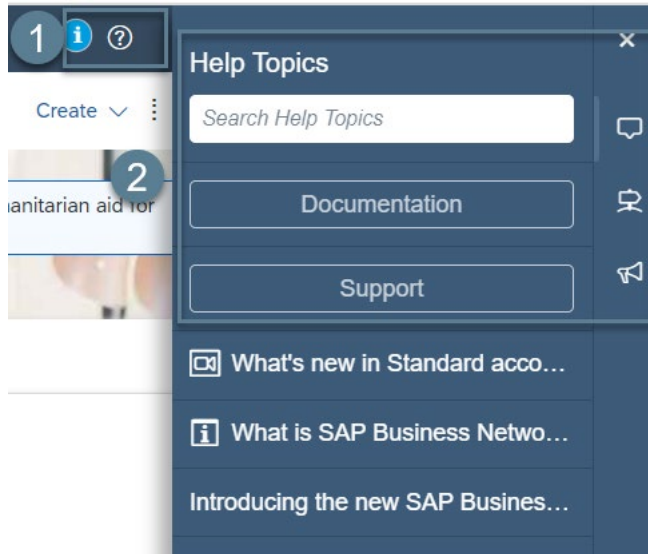


SECTION 3: SAP ARIBA HELP AND SUPPORT



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 section titled "1. Start here to find your answer." which contains a search bar with the text "How to submit a bid" and a magnifying glass icon. Below the search bar is a section titled "2. Browse below for our AI-based recommendations*" which lists several FAQ items and a support note. At the bottom right of the page, there is a "Contact us" button. A blue circle with the number "2" is overlaid on the bottom right corner of the screenshot, pointing to the "Contact us" button.

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

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

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

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

Can't find what you're looking for?

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