

Frequently Asked Questions – Onboarding - SCC (SAP Business Network)

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Overview

FAQ for SCC Onboarding Capability (Account, Login, Registration etc.)

Details

What is the cost for using SAP Ariba SSC Network Service?

Molex is sponsoring the cost associated with Enterprise Accounts when you transact with Molex, including Portal and B2B integration. The account allows suppliers to transact an unlimited number of documents such as orders; full and partial order confirmation; ship notices; Quality notifications, invoices. You could be responsible for fees incurred when doing business with other Customers.

Why do companies implement SAP Ariba SCC

Reduced inbound delivery processing (up to 50% FTE less in warehouse receiving area); reduced overall procurement time; Share-real time information with Molex, review orders, invoices, payment status and tap network-generated intelligence to achieve complete supply-chain visibility.

What browser versions should be used for SAP Ariba?

go to <https://supplier.ariba.com> and click Supported browsers and plugins at the bottom right of the page to access a list of currently supported browsers click **Supported Browsers**.

What is an ANID number?

An Ariba Network Identification (ANID) number is a unique identifier of an Ariba Network account. Suppliers may maintain multiple ANIDs for various reasons.

Can my company have multiple Ariba accounts?

Your company can have multiple Ariba accounts, depending on your business needs. For example, if your company has several locations around the world, you might want a separate account for each region.

Additional Information Consider the below item when deciding whether to have more than one account:

Administrators: For each account, *you can have only one account administrator*, but the account administrator can provide access to multiple users. All users from your company have their own Username and Password to access the account.

Where do I find my Ariba Network ID (ANID) number?

Your account's ANID number appears under **Account Settings icon** in the top right. It is also visible at the bottom of every page, to the right of your company's name.

Additional Information

- If you are unable to access your account (unknown Username and / or Password) and the registered email address is accessible, please reset the password. The email you receive will reveal the Username and allow you to reset the password.
- If you are unable to access your account (unknown Username and / or Password) and the registered email address is no longer valid or accessible, please contact your customer; they have your ANID on record and can share it with you on request.
- Your ANID number acts as your company's account number in the Ariba system. It is used for a variety of tasks, including • Helping Ariba Customer Support locate your account • Establishing trading relationships with buyers • Merging/logging into private accounts • Linking accounts.

How do I accept your customer trading relationship request / invitation?

A trading relationship invitation begins with an email sent by your customer and directed to either the ANID number of an existing account or a link to set up a new account. This email is an invitation to connect with your customer enabling you to start receiving orders and / or submitting invoices on the Ariba Network. Only the account administrator can click to use an existing account when establishing a trading relationship.

To accept the trading relationship request:

1. Click the link in the email that says **Click here to proceed**.
2. The invitation link then prompts you to **Create New Account or Use Existing Account**. Select the option which best reflects your situation.
3. Once logged in, click Account Settings icon > **Settings > Customer Relationships > See your customer under your Current Relationship**
4. If necessary, select any Pending trading relationships and click Approve.

Additional Information

If this process was unsuccessful:

- Determine if the email link is outdated or still valid.
- Check to make sure all customer requested surveys and tasks are completed.
- Contact Ariba Support if your buyer claims that orders have already been sent or for any additional help.

Who should have the Role of the Ariba Network Account Administrator?

After the supplier complete registration, Ariba Network **creates a single default role named Administrator**.

- The Administrator role is automatically linked to the username and login that you entered during registration.
- The Administrator role should be assigned to the individual at your organization who is responsible for setting configuration options, managing supplier relationships and contacts, and maintaining the account over time.
- The Administrator serves as the primary point of contact for users with questions or problems.

Can my account have more than one administrator?

Only one user can be named the administrator of your account. Sub-users can be granted all permissions to give them access to everything on the account with the exception of the Users page. Only the account administrator can manage users and roles.

Additional Information

If you are the current administrator, you can reassign the administrator role to another user in your company's account. If you need to become the administrator, contact your account administrator to reassign the role.

Error: "User already exists. Please enter a different username."

You are receiving this message because the username you are entering is already associated with an Ariba Network, Ariba Discovery, or Ariba Sourcing supplier account. You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements.

- If you would like to access the account that already exists, please use the following site to request a password reset for the registered username: <https://supplier.ariba.com> (Ariba Network, Ariba Sourcing, or Ariba Contracts) To reset your password, click **Having trouble logging in?** on the login page.

How do I access and change the former administrator's account?

If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different person.

If the account administrator is no longer with your company, but you have access to the registered email:

1. Use the Having trouble logging in? link on the login page to request a Password Reset.
2. After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself.

If the account administrator is no longer with your company and there is no access to the email address on file:

1. contact SAP Ariba Customer Support via the Support Center to change the administrator.
2. You will be required to provide the ANID number of the account, the listed administrator name, and email address.

Additional Information

Account Reassignment requests go to a specific team within SAP Ariba Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.

How do I access a Quick start Checklist

This quick-start guide will help you set up your Ariba Network account so you can begin transacting electronically with customers across the entire market-to-cash cycle. By taking these steps to join the world's largest trading partner community, you'll be able to quickly and easily find buyers ready to buy, improve customer retention, accelerate the sales cycle, and predict and apply cash.

[ANQuickStart.pdf \(sap.com\)](https://help.sap.com/doc/d8afd4f3a8c2451c920f7dec9358621a/cloud/en-US/ANQuickStart.pdf) (<https://help.sap.com/doc/d8afd4f3a8c2451c920f7dec9358621a/cloud/en-US/ANQuickStart.pdf>)

What if I do not want to participate?

Molex is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible. Suppliers that are asked to participate are considered strategic for ongoing business and are thus expected to comply with this process change as a requirement for continuing the relationship.

Supplier Support:

Whether you have just been invited by a to join the SAP Ariba SCC network and need resources to help get started, or you need information on billing and payments, or if you are just looking to further your connections with Molex, we are here to help. Access our **HELP!** resources or feel free to contact us at SCCollaboration@molex.com (<mailto:SCCollaboration@molex.com>).



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