



Ariba SLP Supplier FAQs

1. What do I do if I click on “have an existing account” and SAP finds there are multiple Ariba Network IDs (ANID) for me to select from and I’m not sure which to choose?

The screenshot shows a web browser window with the URL <https://portal.us.bn.cloud.ariba.com/onboarding/portal/review>. The page title is "Review matched accounts". Below the title, it says "Your company may already have an account. Please review the accounts in the table below." There are search criteria filters for "Company Name" and "E-mail address". The main section is titled "Top recommendations (3)" and displays three account cards. Each card shows a company logo, a "Best Match" badge, and a table of match criteria.

Match Criteria	Match Status
Email domain	✓
USA	✗
CA	✗
DUNS number	✗

Each card also has a "Contact administrator" button at the bottom.

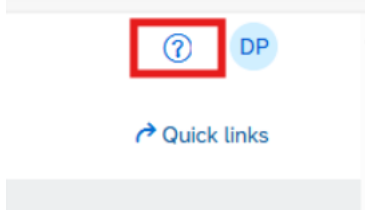
Review each account. If there is one you feel “is” or “could be” your company, click “Contact Administrator”.

- a. This will send an email to the administrator advising them of next steps.
- b. If you don’t hear back from the admin, you have 2 choices.
 - i. Open a ticket with Ariba to change the administrator to yourself or someone else who can fulfill this function

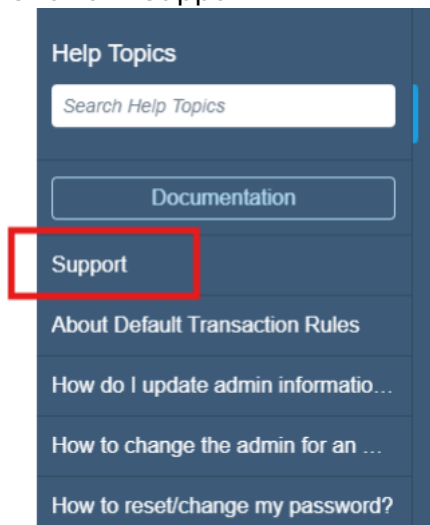
- ii. Create a new profile, by going back to the beginning page and clicking “Create New Account”. *Please leave the DUNs number blank, or it will trigger a response to contact your administrator again.*

2. How do I create an Ariba support ticket?

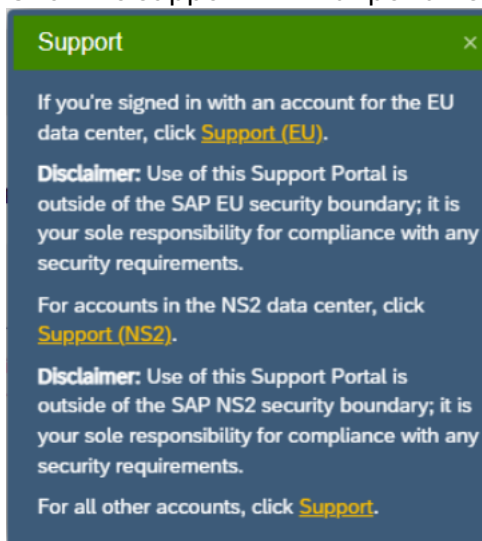
- a. Click on the question mark next to your initials in the top right corner.



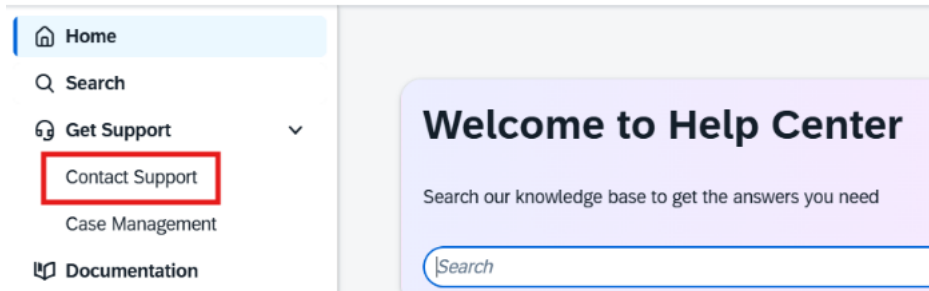
- b. Click on “Support”



- c. Click the support link that pertains to your company.



- d. Click “Contact support”



- e. Fill in the fields and a ticket is created

Contact Support

3. **How do I make changes to a questionnaire that has already been submitted (e.g., updates to my Viasat Supplier Registration form, US Government Reps and Certs, Supplier Quality Survey)?**
 - a. Login to the [SAP Business Network](#).
 - b. Navigate to the questionnaire that you'd like to update.
 - c. Confirm the status. You can only revise the questionnaire if the status is in Open or Pending Resubmit. If your status is Pending Approval, you will not be able to update it.
 - d. Click on the questionnaire to edit it.
 - e. Click Revise Response.
 - f. Click OK.
 - g. Review and/or update the questionnaire, then click Submit Entire Response.

4. **I received a link to complete Viasat's Supplier Registration, US Gov Reps & Certs, or Supplier Quality Survey, but it should be directed to a different point of contact. What do I do?**

Please email supplierenablement@viasat.com with the details on what form you are needing sent to a different contact, and the first name, last name, and email address of the new contact.

5. Why do I need to sign up for the SAP Business Network to complete Viasat's various supplier forms (e.g., Registration, Govt. Reps and Certs, Supplier Quality Survey)?

Viasat requires that its potential and existing suppliers register on the SAP Business Network to complete various supplier forms (e.g., Registration, Govt Reps and Certs, Supplier Quality Survey). Registering for the SAP Business Network or linking your existing account, and completing the necessary documents, is essential to ensure timely onboarding, efficient transactions, and compliance with our procurement policies. By registering on the network, you will be able to:

1. Manage your own supplier data and efficiently update data for all customers at once
2. Get qualified or requalified to provide goods and services to support Viasat's US government business
3. Get qualified or requalified to provide custom goods and services to Viasat

Once forms are completed, you will be able to easily update your information, avoiding having to fill out forms from scratch again.

6. What link do suppliers use to login to the SAP Business Network Portal?

Suppliers must use the link in the registration or questionnaire email they received from Viasat. Upon clicking that link, it will take them to the SAP Business Network Portal to either sign in or sign up. The link in the Viasat invitation email creates the link between their Ariba account and Viasat, so going through the link from the initial email is necessary. Once they're connected to Viasat, going forward they can just login to their account using the general link [here](#).