IPS / SAP ARIBA SUPPLIER PORTAL FAQS

QUERY	ACTION
1. I cannot access the RFQ/ event via the email I received?	Step 1: The supplier is to check if he/ she has more than one email address (user ID) linked to the IPS and must select a preferred email address. This amendment must done via the Central Supplier Database (CSD) as the preferred email address on this system pulls through to the WCSEB which feeds into the IPS. Step 2: If the RFQ/ event is linked to the incorrect email address due to the supplier having more than one user ID on the IPS, kindly make use of the self-help options presented on the supplier portal homepage by clicking on the help ⓘ icon on the top right corner of the page and then proceed to click on 'support' OR contact ☎ Ariba International helpdesk 0800 981 709, choose option 4 and then option 1.
2. I cannot log in to the Ariba Supplier Portal?	Step 1: The Ariba supplier portal link is; https://www.ariba.com/support/supplier-support Step 2: Kindly make use of the self-help options presented on the supplier portal homepage by clicking on the help ⓘ icon on the top right corner of the page and then proceed to click on 'support' OR contact ☎ Ariba International helpdesk 0800 981 709, choose option 4 and then option 1.
3. How do I reset my password on the IPS?	Step 1: Kindly make use of the self-help options presented on the supplier portal homepage by clicking on the help ⓘ icon on the top right corner of the page and then proceed to click on 'support' OR contact ☎ Ariba International helpdesk 0800 981 709, choose option 4 and then option 1.
4. My company does not appear on the IPS even though I have registered on the WCSEB?	Step 1: Please check that you do not have another company that uses the same email address as the User ID. The IPS system does not allow for duplicate login IDs. Please use an alternative email address for your second company and amend this via the CSD.