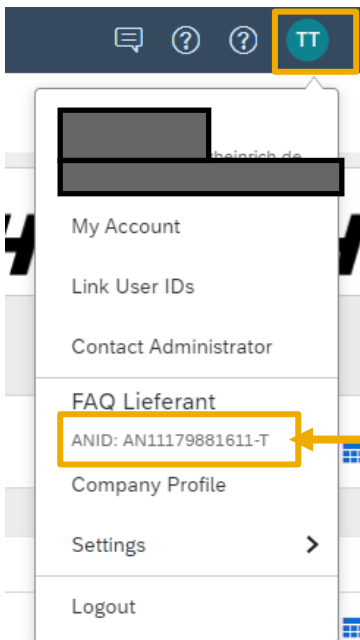


Quick FAQs Supplier

In this document you will find the most frequently asked questions and answers about using SAP Ariba. For questions beyond this, please contact ariba-procurement@jungheinrich.de incl. screenshots



—0 | General - How do I see which account I use?



Once you have logged into your Ariba account, you can click on your user in the top right corner.

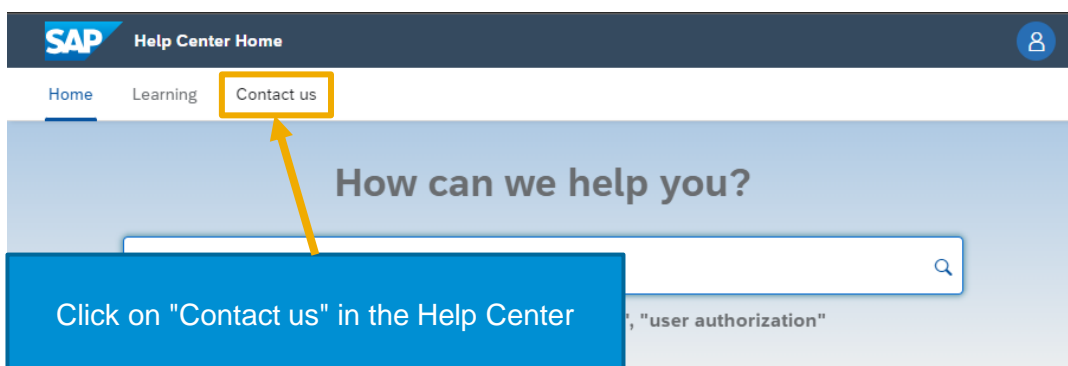
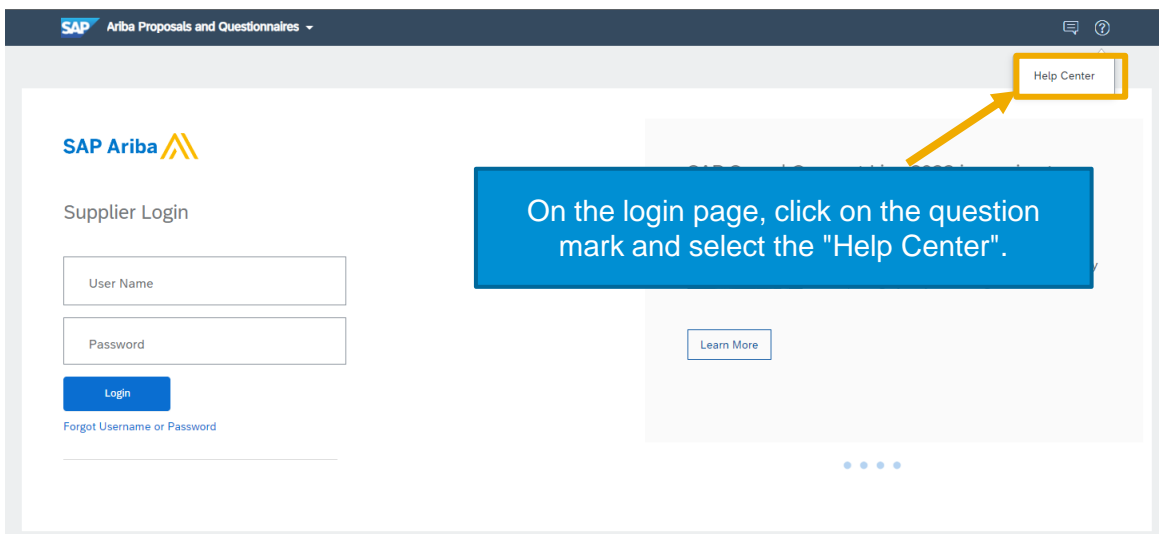
There you will find your ANID, which is assigned to your company Ariba account. The link to Jungheinrich is established via this ANID.

- The link to Jungheinrich is made via the ANID.
- If an account is linked to Jungheinrich, it is not possible to access Jungheinrich questionnaires or sourcing events with another account (different ANID)
- If you want to use an account other than the one linked at the beginning, please contact ariba-procurement@jungheinrich.de.


Quick FAQs Lieferant

—1 | How can I log in? - Login not possible even with forgotten password function.


We do not have access to supplier access data at Jungheinrich. If the forgotten password function does not work, a ticket must be opened with Ariba Support.




Quick FAQs Supplier




Register on SAP Business Network



Reset my password



Forgot username



Unsubscribe

3. Choose the reason for your request. To reset your password, click **Forgot username** and click **Submit**. SAP Business Network sends an email notification that contains your username or instructions on how to reset your password to the email address you used to register your account. If you didn't receive these instructions, [click here to troubleshoot](#).

3. Click the link in the Password Reset notification email.

4. Enter and confirm your new password.

5. Click **Submit**. SAP Business Network displays a confirmation page, indicating that your password has been updated.

I need to reassign the administrator account

I need help accessing a sourcing event

I am experiencing a different issue

Can't find what you're looking for?

Create a Case

Now create a case specifying your ANID. We recommend selecting the telephone callback. Experience shows that this takes place within a few minutes.

Quick FAQs Supplier

—2 | How do I use an existing Ariba account?



If your company already has an Ariba account, you can also use it for your collaboration with Jungheinrich. Please make sure that you are not yet connected to any other account with Jungheinrich (see point 0).

Sign up as a supplier with **Jungheinrich - TEST** on SAP Ariba.

Jungheinrich - TEST uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by Jungheinrich - TEST.

[Sign up](#)

Already have an account?

[Log in](#)

After opening the link in the email, select "log in". Here you can log in with your existing Ariba credentials.

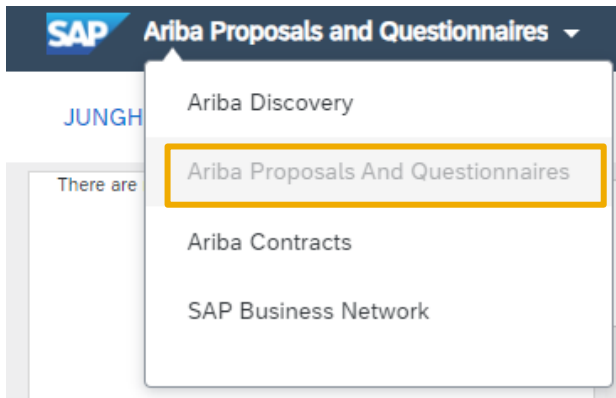
Quick FAQs Supplier

—3 | How do I see the announcement/questionnaire? - these do not appear.



1. Please check if you are using Microsoft Edge or Google Chrome as your browser, other browsers may have display problems.
2. Please check whether you have logged in with the account that was initially connected to Jungheinrich.
3. Please select "Proposals and Questionnaires".

If it still does not work, please contact ariba-procurement@jungheinrich.de with your ANID (see point 0) including a screenshot of the entire browser window.



Quick FAQs Supplier

—4 | How can we log in if the contact person has changed and the login data is not available?



If you have the ANID, please proceed as described in point 1.

If you do not have any information about it, you can easily create a new Ariba account. To do this, select "Register".

Sign up as a supplier with **Jungheinrich - TEST** on SAP Ariba.

Jungheinrich - TEST uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by Jungheinrich - TEST.

Sign up

Already have an account?

Log in

—5 | Further Questions



For questions beyond this, please contact ariba-procurement@jungheinrich.de including screenshots.