

Can't access a RFP/RFI from Elia or 50Hertz? Here are the most recurring issues and how to solve them:

Root causes:

1. You are connected to another Ariba account.
2. The invitation was sent to another user of the same Ariba account.
3. You first need to update the Registration form from Elia Group before being able to access any other documents.
4. When you try to create a new Ariba account, you receive the message that there is already one Ariba account existing.
5. The buyer can't find the new user that was created on your Supplier Ariba account.

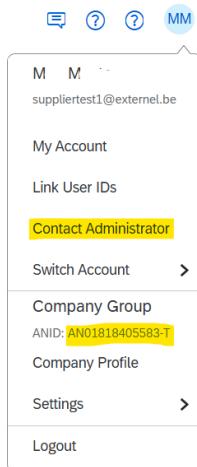
Solutions:

1. You are connected to another Ariba account:

You can't see our documents if your Ariba account is not connected to us. You can find the number of your account and your Ariba Network ID (AN ID) when you click on your initials in the top right corner.

Reach out to the responsible buyers at Elia/50Hertz and ask them to check which AN ID is connected to us:

- If we are not yet connected to any Ariba account, you can simply use the link from the invitation to make the connection with your account.
- If we are already connected to another Ariba account, you need to create a user on this Ariba account ANxxxxxxxx with which we are connected, as we can only be connected to 1 Ariba account at the time. To do that, you need to contact the Ariba account administrator of this other account. If you want to make a link between these 2 Ariba accounts, there is a functionality in Ariba called "Accounts Hierarchy", here some information about this topic: [How do I create an account hierarchy?](#)



2. The invitation was sent to another user of the same Ariba account:

The invitations from the Buyers are linked to specific users and the other users can't see the documents, even if they are using the same Ariba account ANxxxxxxxxxx. Reach out to the responsible buyer to check which user(s) of your Ariba account have been invited. They can invite the missing users if needed.

3. You first need to update the Registration form from Elia Group before being able to access any other document:

When you go to the “Ariba Proposals & Questionnaires” page, if you see the below message, it means that you need to update the registration form before being able to access any other document:

In this situation, you can follow these instructions (see text or screenshots):

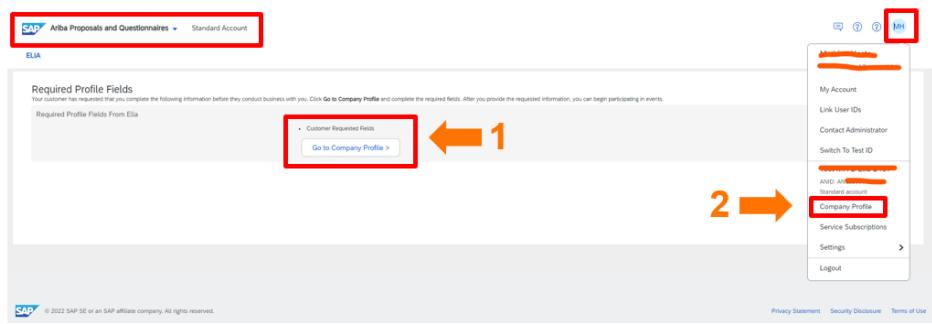
- a. *Log in to your Ariba account via the login page: [Ariba Sourcing Supplier](#)*
- b. *Click on your initials (top right corner) and click on “company profile” (you need to have administrator authorizations for this).*
- c. *Click on the left on the section "customers requested fields" – scroll down a little bit if needed.*
- d. *Open the Elia form and fill it in.*

Fill in and submit the form

The Elia registration form is located in the **company profile**.

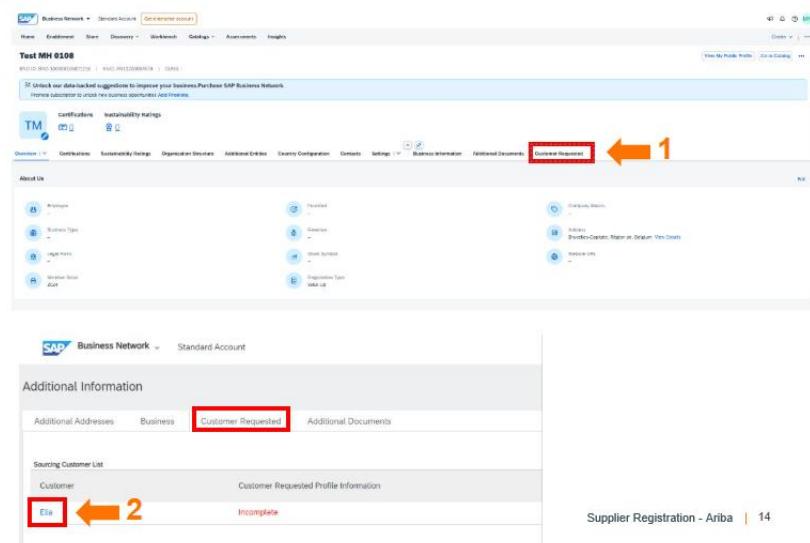
You can get there with 2 options:

1. On the top left corner, click on the arrow and select “**Ariba Proposals and Questionnaires**”. On the “Elia” tab, click on “**Go to company profile**”
2. On the top right corner, click on “**your initials**” and select “**company profile**”. You need to have admin access for this step.

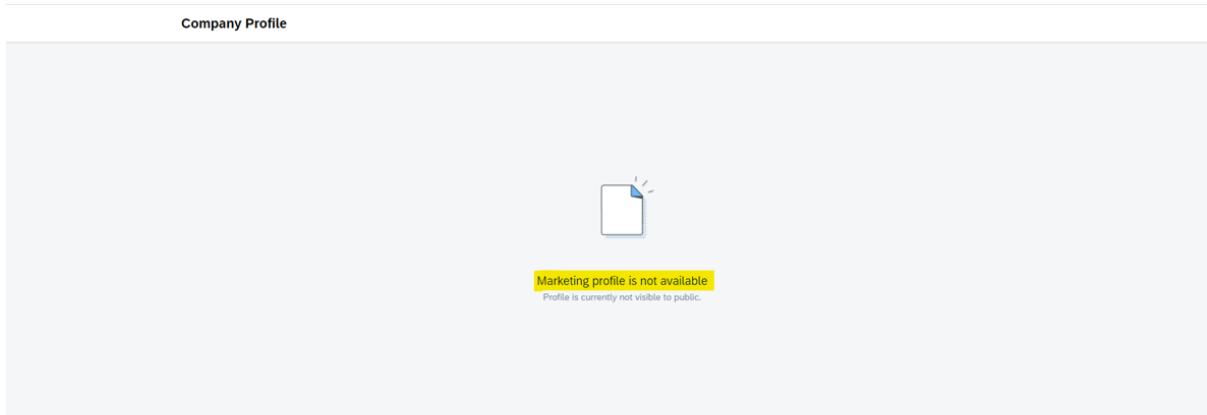


Fill in and submit the form

1. Once you are on your company profile, click on the tab “**Customer Requested**”.
2. Click on “**Elia**” to open the registration form.



If your user doesn't have administrator authorizations, you will receive an error when clicking on “company profile” → “Marketing profile is not available”:



To know who the admin of your Ariba account is, you can click on your initials (top right corner) and click on “contact administrator”. If the administrator is obsolete and needs to be changed, you can do the necessary with these instructions: [How do I change the administrator user in my Ariba supplier account?](#)

4. When you try to create a new Ariba account, you receive the message that there is already one Ariba account existing:

When you have finished filling in your company data to create a new Ariba account, the system will automatically do a check of potential duplicate accounts. You might receive this:

 Potential existing accounts

We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.

[Review accounts](#)

[Skip review](#)

For us, what matters is that you are only using 1 Ariba account with us. The easiest for you, the better. Most of the time, it is easier to create a new account. But if you want to retrieve another Ariba other account (because you know the admin, because it is actively used, or for another reason), you must contact the responsible admin of this account, so the responsible admin can create a new user for you. If the admin is no longer working for your company, it is possible for you to retrieve the account by contacting Ariba Helpdesk and become the new administrator: [How do I change the administrator user in my SAP Business Network supplier account?](#)

5. The buyer can't find the new user that was created on your Supplier Ariba account

When you add a new user to your Ariba account, it takes few minutes / hours before being synchronized with the users that we see on our side. If the new user is not shown directly, our responsible buyer should recheck the next day.

Still need help? Contact Purchasing Support