

Tata Steel Ariba Platform

Requesting support from the
SAP Ariba Help Center

Version 1.0 d.d. November 23rd 2020



In this pack it is explained

- How you can get help from SAP Ariba Help Center **before** you have logged into Ariba
- How can get help from Ariba
 - by **e-mail**
 - by **phone** (call-to-connect)
- How you can access the Ariba **learning hub**



Reaching out to Ariba for support

The screenshot shows the SAP Ariba login page. The header includes the SAP logo and 'Ariba Proposals and Questionnaires'. The main content area is titled 'Aanmelding leverancier' and contains a login form with fields for 'Gebruikersnaam' and 'Wachtwoord', an 'Aanmelden' button, and a link for 'Gebruikersnaam of wachtwoord vergeten'. A blue box highlights the login form with the text 'Fill out your login credentials'. In the top right corner, there is a 'Helpcentrum' button with a question mark icon, which is highlighted with a red box. A red arrow points from this icon to a text box that reads: 'Before you log into SAP Ariba (and also if you are already in SAP Ariba) you can reach out to Ariba for support clicking on the “question mark” at the right end top.' The footer contains the SAP logo, copyright information, and links for 'SAP Ariba-privacyverklaring', 'Bekendmaking over veiligheid', and 'Gebruiksvoorwaarden'.

If you do not have to login to get access to Ariba Support. If you have logged in the SAP Ariba the help functionality remains the same.

Getting Ariba support on your question(s)

How can we help you?

You can type in key-words here

Content will appear in the screen below


OR Click on Support after which enclosed screen will appear

Click on the drop down arrow to select the language of choice to be applied on the SAP Ariba screens

Type in key word (s) on the content you are looking for and press start

Searching for help in the Ariba online Help Center






The screenshot shows the SAP Ariba Help Center search interface. At the top, there is a navigation bar with 'Home', 'Learning', and 'Support'. Below this is a search bar with the text 'I need help with' and a dropdown menu showing 'Connecting to Ariba'. To the right of the search bar is an 'Update' button. A red box highlights the search bar and the 'Update' button, with a text box stating: 'Based on your key words Ariba provides an overview of Search results'. Below the search bar, the search results for 'Connecting to Ariba' are displayed. A red box highlights the search results, which include: 'How suppliers connect to Ariba Network', 'Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) message', 'How to download an Excel workbook template for requisitions from SAP Ariba Connect', 'I need help connecting with a customer', and 'Enhancement to the connectivity tool'. Below the search results, there is a section titled 'Can't find what you are looking for? Let us help you.' with the text 'Choose your communication preference:'. A red box highlights the 'Get help by email' and 'Get help by phone' options, with a text box stating: 'If you do not find what you are looking for you can connect via e-mail or phone with the Ariba Help Center'. The 'Get help by phone' option includes the text 'Estimated wait in minutes for non-bidding call: 39'. The 'Attend a live webinar' option is also visible.

SAP Ariba  Help Center

Home Learning Support




I need help with

Search results for **Connecting to Ariba**

-  How suppliers connect to Ariba Network
-  Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) message
-  How to download an Excel workbook template for requisitions from SAP Ariba Connect
-  I need help connecting with a customer
-  Enhancement to the connectivity tool

Can't find what you are looking for? Let us help you.

Choose your communication preference:

-  Get help by email
-  Get help by phone Estimated wait in minutes for non-bidding call: 39
-  Attend a live webinar

Get help by email



SAP Ariba Email Support

Please add customer_support_sr_update@sap.com to your Safe Sender List. For a faster response, choose p

Problem Description

Short Description: *

Problem Type: * **Please Select**

Details: *

Field to provide details on the problem at hand

For fast resolution, please include all relevant details in your case. For example:

- A detailed description of the issue including full navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to replicate the issue.
- Attach screenshots or recordings of the issue.

File Attachment 1:

Document or Event No.:

Company that invited you:

Contact Information

Your Ariba reference ID if at hand

First Name: *

Last Name: *

Company: *

Email: *

Phone: * Extension:

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.

I agree

Recommendations*

Search

- Why does task not appear in the "To Do" portlet on the dashboard?
- How do users customize the columns in the To Do List or customize the To Do filters?
- Why does a composing receipt not appear in a user's To Do portlet?
- Why does a to do task appear on my dashboard after taking the necessary action?
- Document still missing from user's To-Do list after adding user to approval group
- Why does the To Do graph show 0 items while there are IR documents pending approval in the To Do List?
- The To Do Action Tile displays "Loading..."
- Why am I unable to see all of the items in my To Do list?
- How do I give users access to do certain tasks in my company's SAP Ariba Procurement application?
- Why is the original template owner of a To Do task being reassigned to a single user in the registration phase of an

Selection provide on your initial key words

Ariba of event reference if available

Option to upload a document

Your Ariba reference ID if at hand

Your contact details



If all information is provided press [Submit]

Get help by phone

Get help by phone

Get help by phone Estimated wait in minutes for non-bidding call: 39

If you select Get help by phone SAP Ariba tells you the estimated waiting time before you get called back.

SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: * Connecting to Ariba

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Details: *

Contact Information

First Name: *
 Last Name: *
 Company: *
 Email: *

Requested Language: English Select a different language from the Home tab.

Phone: * +1 201-555-0123 Extension:

Confirm Phone Number: *

My phone number is correct.
 Do not record this phone call.

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.

I agree

Recommendations*

Search

- How do I update where my purchase orders are sent?
- I need help connecting with a customer
- How do I resolve the "Issue encountered" error when connecting to or from ACC?
- Cannot connect to Ariba SN
- OpenAPI: Are we affected when there is a Certificate renewal on Developer Portal?
- What are Ariba's password requirements and access standards?
- System error when recalculating tax on invoice reconciliation
- Issue connecting to certs1.ariba.com from PI system using shared secret
- What are some common supplier login issues?
- Oracle 12.1.3 (Non-Fusion) connector for Ariba Network

Only select YES if you require support in a live event (auction, RPP etc.)

Your contact details

Your Ariba reference ID if at hand

Submit Cancel

If all information is provided press [Submit]

SAP Ariba Learning Hub

Type your key word or question

SAP Ariba Help Center

Home Learning Support

Search...

2

Product Documentation

- ▶ Administration
- ▶ Application Help
- ▶ Development
- ▼ Getting Started
 - ▶ Introduction to Ariba Network
 - ▼ Registration and logging in
 - Before you register
 - How to register as a supplier on Ariba Network
 - After you register
 - How to create and reset passwords
 - How to retrieve usernames
 - ▶ Registration and logging in
- ▶ Ariba Network - Supplier help roadmap
- ▶ Managing your user account
 - Ariba Network quick start guide
- ▶ Integration
- ▶ Reference
- ▶ User Guides
- ▶ What's New

Tutorials

- Send an invoice from a light account (4:13)
- Send an order confirmation (4:54)
- What is PunchOut? (6:29)
- Accept a customer relationship (1:42)
- Create a customer contact (1:50)
- What are electronic catalogs? (4:53)
- Configure your payment and bank information (2:08)
- Credit memos (2:24)
- Register and send an order confirmation (4:10)
- Send a line-item credit memo (2:20)
- Change your account administrator (1:36)
- Send a PO-based invoice (4:35)
- Send a ship notice (3:08)
- Send a header-level credit memo (1:58)
- View a payment (2:10)
- Create a catalog (5:23)
- Add a new user (3:12)
- Publish a catalog (3:11)
- Invoices (3:10)
- Overview of Ariba Network (4:07)
- Send a non-PO invoice (3:37)
- View a purchase order (4:00)
- Update a catalog (1:20)
- What is cXML business integration? (6:30)
- Participating in auctions (7:13)
- Responding to prerequisite questions (2:20)
- Responding to RFPs (3:46)
- Supplier Basics (4:33)
- Introduction to the dashboard (11:47)
- Custom Excel bidding (2:25)
- Responding to RFIs (2:51)
- Participating in events (4:53)
- Having trouble logging in (2:03)

SAP Ariba

In the Ariba Learning Hub you can find all kind of supporting documentation to help you

An example....

The screenshot shows the SAP Ariba Help Center interface. At the top, there is a search bar and navigation links for Home, Learning, and Support. The main content area is titled 'How to register as a supplier on Ariba Network' and includes a description, context, note, and procedure. A left sidebar shows a tree view of product documentation with 'How to register as a supplier on Ariba Network' selected.

SAP Ariba Help Center Search...

Home Learning Support

← Back

Learning Center > Product Documentation

Product Documentation

- ▶ Administration
- ▶ Application Help
- ▶ Development
- ▶ Getting Started
 - ▼ Registration and logging in
 - Before you register
 - **How to register as a supplier on Ariba Network**
 - After you register
 - How to create and reset passwords
 - How to retrieve usernames
 - ▶ Registration and logging in
- ▶ Integration
- ▶ Reference
- ▶ User Guides
- ▶ What's New

How to register as a supplier on Ariba Network 0 likes · 707 views · edited Aug 13 2020 ◀ Previous Next ▶

Describes how suppliers can register as sellers on the Ariba Network.

You register an Ariba Network account in order to transact with your customers and potentially find new business opportunities.

Context

Note

To avoid potential confusion, Ariba Network checks for duplicate accounts as part of the registration process. This applies to both standard and enterprise accounts as well as accounts created in SAP Ariba Discovery (so called walk up registrations).

Suppliers can register non-public email domains to get notified whenever a new account is created or a relationship is established using this email domain.

Procedure

- You can use one of the following methods to register a new or existing seller account on Ariba Network:
 - If you received an email invitation from a buying organization, click the link in the email message. When Ariba Network shows the welcome page, do one of the following:
 - If you already have an account, click **Log in**.
 - If you don't already have an account, click **Sign up**.
 - If you received a purchase order welcome letter that contains a temporary ID and secure code, you can use a web browser to go to the web address contained in the welcome letter. Enter your temporary ID and secure code to activate the account. After you activate your account, the temporary ID becomes your username.
 - If you received a purchase order or other first-time document from your customer, click the action button in the email, such as **Process order**. From the landing page, choose **Sign up** to register a free, standard account, or choose **Log in** to add the document to your existing Ariba Network account.

Note

You must be the account administrator to move the document to an existing account.

- If you didn't receive an invitation, you can use a web browser to go to supplier.ariba.com. Click **Register Now** to register a free, standard account on Ariba Network.

2. Follow the steps in the registration wizard.

Ariba Network asks for basic information about your business, such as your company name, address, and email address. You also create a username and password.

The wizard performs automatic address validation to detect and correct any wrong or misspelled portion of a mailing address. A pop up window shows a recommendation, which you can accept or reject.

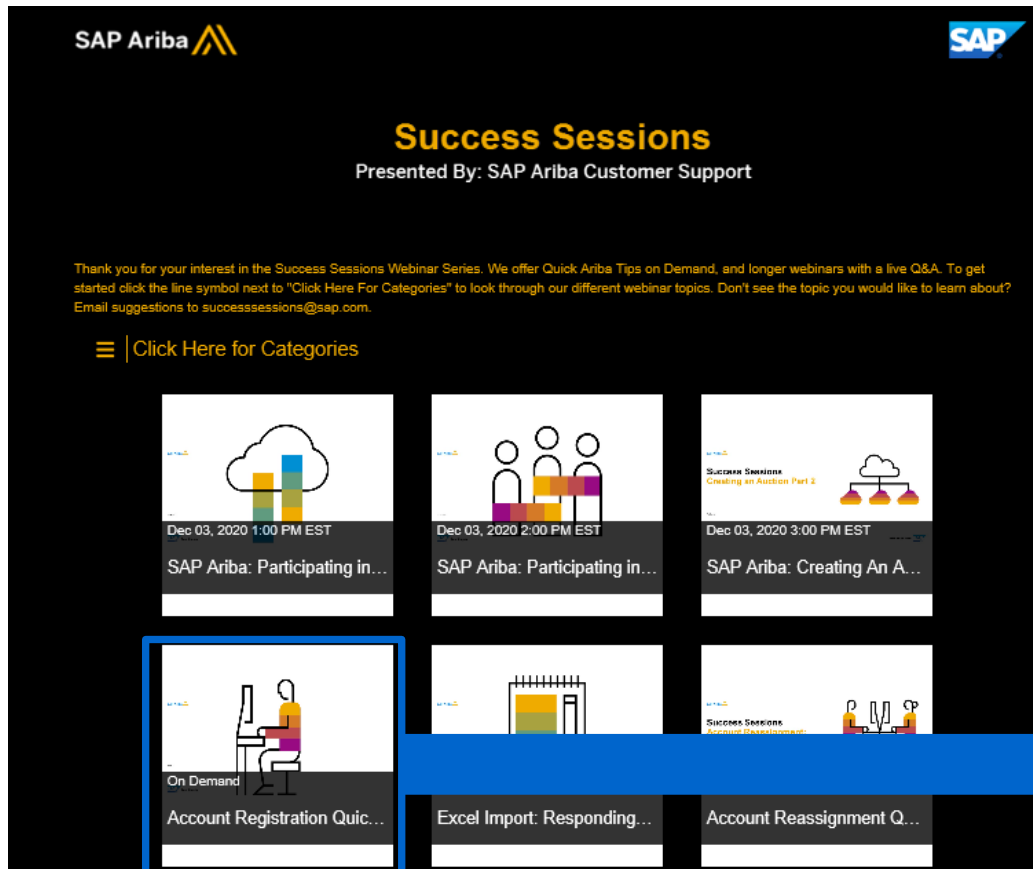
There is a ISO-based country-specific drop-down list for state/province in the address section of the supplier profile. Select from the drop-down list (where available) instead of entering free text.


Note

The person whose name is entered in the user account information section becomes the account administrator automatically. Account administrators can transfer the administrator role to another user later.

Attend Ariba webinars

 Attend a live webinar




SAP Ariba 

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Presented By: SAP Ariba Customer Support

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Dec 03, 2020 1:00 PM EST
SAP Ariba: Participating in...

Dec 03, 2020 2:00 PM EST
SAP Ariba: Participating in...

Dec 03, 2020 3:00 PM EST
SAP Ariba: Creating An A...

On Demand
Account Registration Quic...

Excel Import: Responding...

Account Reassignment Q...

Registration

 First Name *

 Last Name *

 Email *

 Job Title *

 Company *

 Industry *

 Country Code *

 Work Phone *

 Country *

The data controller of your personal information provided on the registration form is SAP America, Inc., 3999 West Chester Pike, Newtown Square 19073-2305, United States. The description of the data processing is provided in the [SAP Privacy Statement](#).

* Denotes required.

You can attend a (live) webinar by registering via the tiles in the screen