



# Help Hub



[4.1 Help and video tutorials \(official documentation by SAP\)](#)

[4.2 Request Help from SAP](#)

[4.3 FAQ](#)

## 4.1 Help and video tutorials (official documentation by SAP)

---

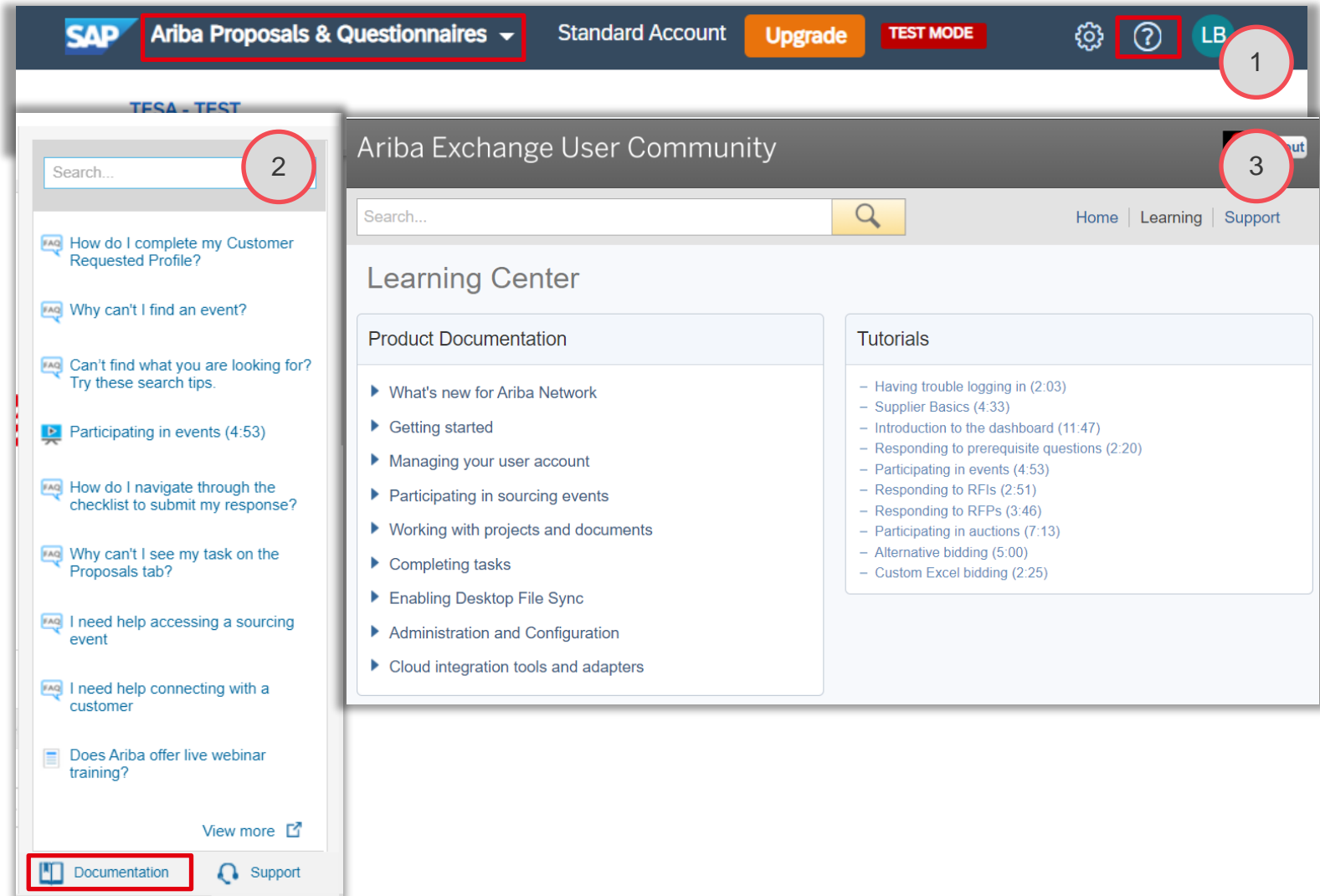
# 4.1 Help and video tutorials (official documentation by SAP)

## ARIBA EXCHANGE USER COMMUNITY

Supplier Network users have access to Ariba Exchange User Community **Learning Center**.

Here you can find the latest guides for SAP Ariba.

1. Open SAP Ariba Proposals & Questionnaires. Click on **Help** button
2. Search tab with the most popular questions appears. Click on Documentation icon
3. Learning center is opened. Here you can find video tutorials and product documentation grouped by topics.



# 4.1 Help and video tutorials (official documentation by SAP)

## ARIBA EXCHANGE USER COMMUNITY

Here is a quick links to the video tutorials:

[Having trouble logging in \(2:03\)](#)

[Supplier Basics \(4:33\)](#)

[Responding to prerequisite questions \(2:20\)](#)

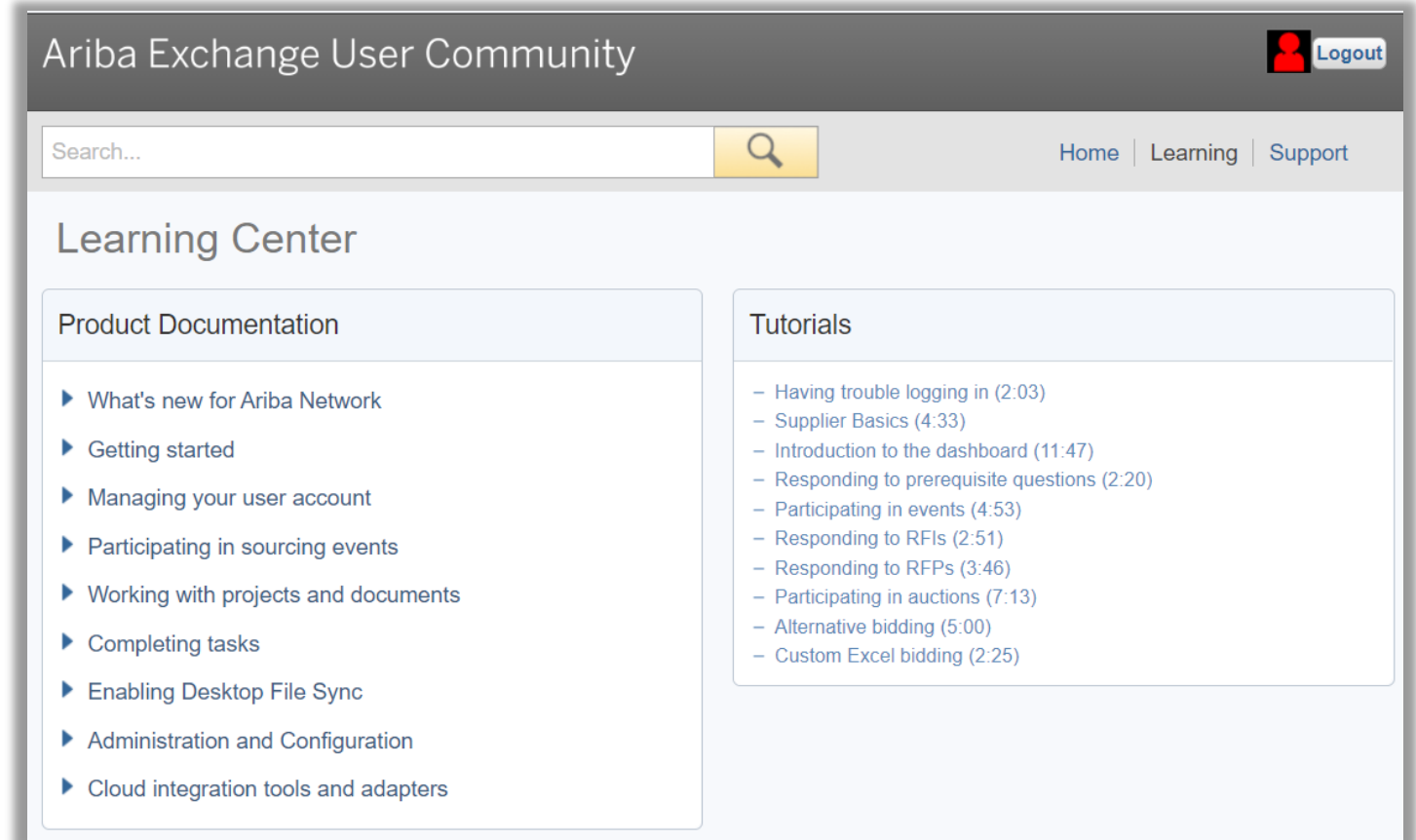
[Participating in events \(4:53\)](#)

[Responding to RFIs \(2:51\)](#)

[Responding to RFPs \(3:46\)](#)

[Participating in auctions \(7:13\)](#)

**Note:** if you have problems to open this Videos please go to Learning Center



The screenshot shows the Ariba Exchange User Community Learning Center interface. At the top, there is a search bar with the text "Search..." and a magnifying glass icon. To the right of the search bar are navigation links for "Home", "Learning", and "Support". A "Logout" button is visible in the top right corner. The main content area is titled "Learning Center" and is divided into two columns. The left column is titled "Product Documentation" and contains a list of topics with blue arrow icons: "What's new for Ariba Network", "Getting started", "Managing your user account", "Participating in sourcing events", "Working with projects and documents", "Completing tasks", "Enabling Desktop File Sync", "Administration and Configuration", and "Cloud integration tools and adapters". The right column is titled "Tutorials" and contains a list of video tutorials with their durations: "Having trouble logging in (2:03)", "Supplier Basics (4:33)", "Introduction to the dashboard (11:47)", "Responding to prerequisite questions (2:20)", "Participating in events (4:53)", "Responding to RFIs (2:51)", "Responding to RFPs (3:46)", "Participating in auctions (7:13)", "Alternative bidding (5:00)", and "Custom Excel bidding (2:25)".

# 4.1 Help and video tutorials (official documentation by SAP)

## USEFUL LINKS

1. Manage your documents effectively with an Ariba Network enterprise account:

<https://blogs.sap.com/2019/08/23/manage-your-documents-effectively-with-ariba-network-enterprise-accounts/>

2. New capabilities to manage your Ariba Network IDs:

<https://blogs.sap.com/2019/12/05/new-capabilities-to-manage-your-ariba-network-ids/>

3. Managing your Ariba Network customer relationships and linked child accounts

<https://blogs.sap.com/2020/03/09/managing-your-ariba-network-customer-relationships-and-linked-child-accounts/>

4. The latest information about upcoming releases

<https://support.ariba.com/item/view/140688%E2%80%8B>



## 4.2 Request Help from SAP



## 4.2 Request Help from SAP

### REQUEST SUPPORT FROM SAP ARIBA

Having issues with access or events participation?

#### Text Instruction

Step-by-step instruction:

<https://support.ariba.com/item/view/KB0397352>

#### Video Instruction

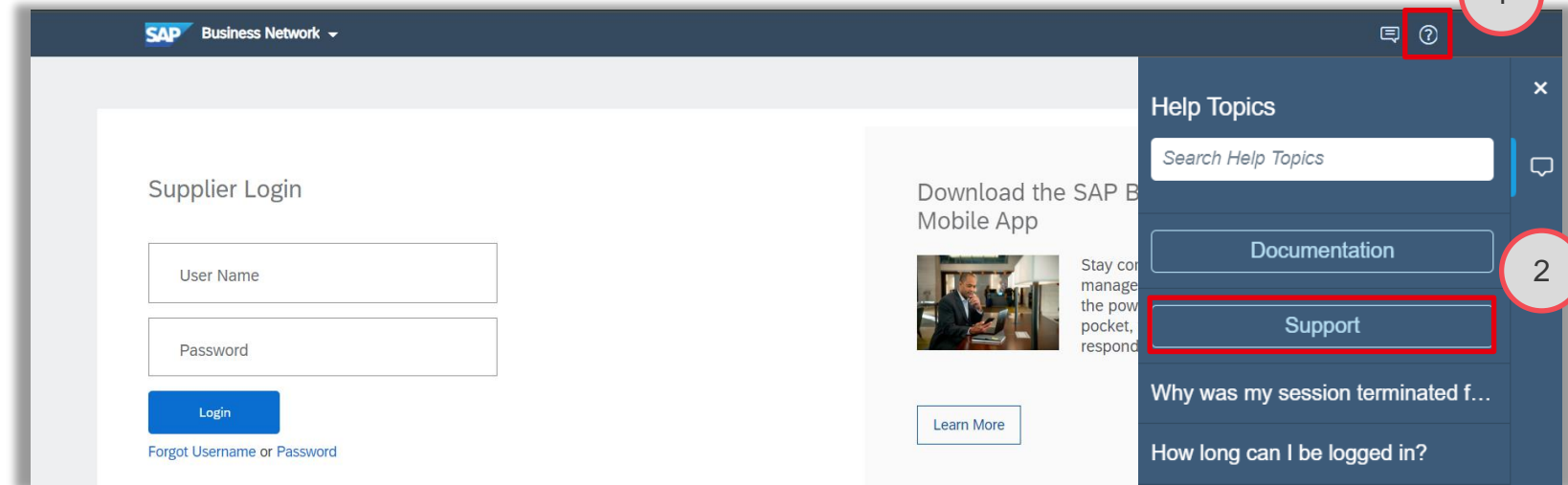
Video instruction:

<https://support.ariba.com/item/view/202508>

### Step-By-Step Instruction

Navigate to <https://supplier.ariba.com>

1. Click on **Help** button
2. Click **Support** button in the appeared window





## 4.2 Request Help from SAP

### REQUEST SUPPORT FROM SAP ARIBA

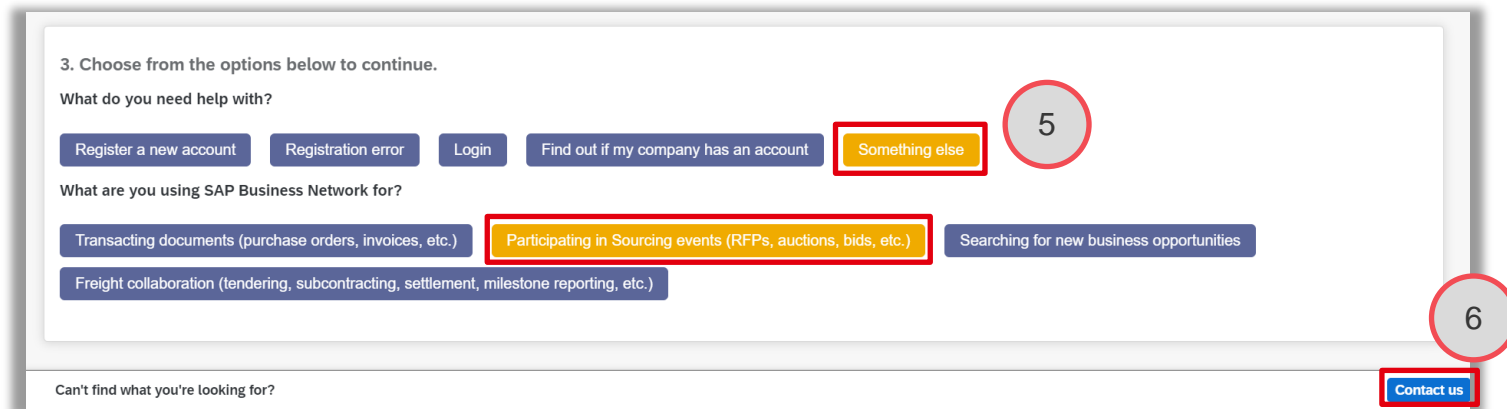
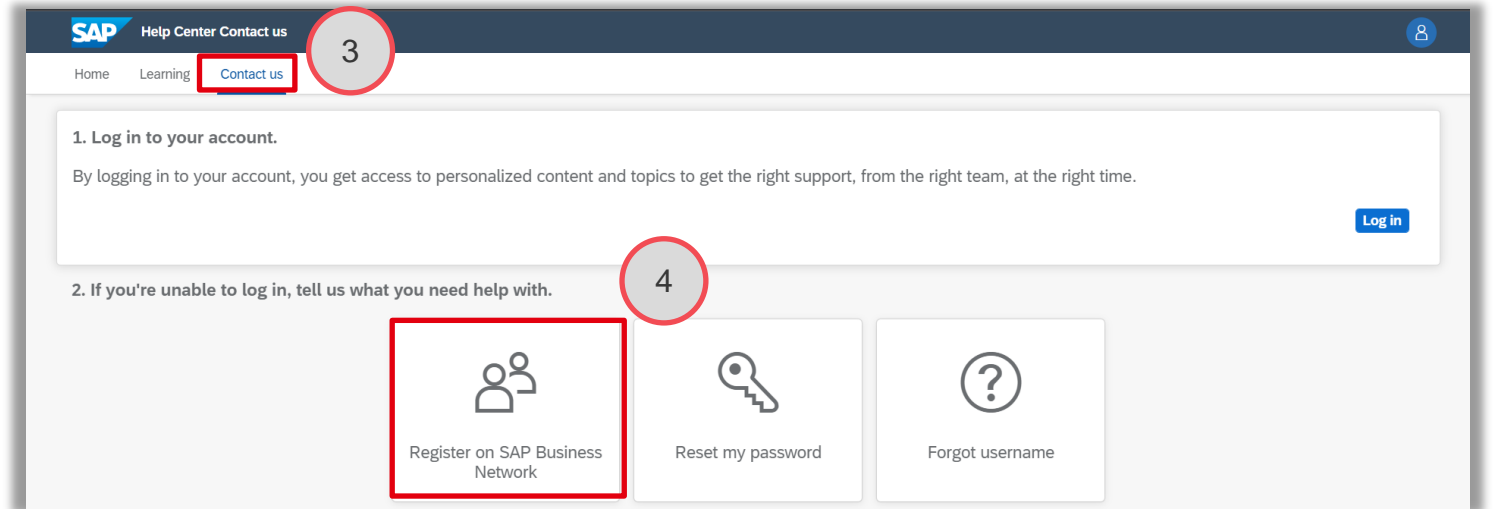
3. Navigate to **Contact Us** tab

4. Click on **Register on SAP Business Network**

5. **Scroll down** the page

and select options:  
**Something else >**  
**Participating in Sourcing Events**  
**(RFPs, auctions, bids, etc.)**

6. Click on **Contact Us** button



# 4.2 Request Help from SAP

## REQUEST SUPPORT FROM SAP ARIBA



- 7. Fill out all the details in the form describing the issue you have and contact data.
- 8. Click on the **One last step** button.

SAP Help Center Contact us

Home Learning Contact us

Requested language of support: English [Change?](#)  
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

7

1. Tell us what you need help with.

Subject:

Full description: \*   
3000 characters remaining

Attachment:  [+](#)

Top Recommendations:

- [How do I register a new account?](#)
- [How do I register on SAP Ariba Sourcing?](#)

2. Please review your contact information for correctness:

First name: \*

Last name: \*

Username:

Company: \*

Email: \*

Phone: \*  [+](#)

Extension:

Confirm phone: \*

My phone number is correct.

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 [SAP Ariba Privacy Statement](#) and applicable law.

I agree

via Apparent Financing by SAP

- [Error: "User already exists. Please enter a different username." while registering](#)
- [Does the SAP Business Network Supplier Mobile App save any enterprise data to my device?](#)
- [As a carrier, how can I report an incident?](#)
- [Why do suppliers need to enter their revenue for SAP Supplier Financing?](#)
- [Supplier is not receiving Remittance documents by email](#)
- [What happens when I set the distance unit of measure?](#)
- [Ariba Invoice Status is not updated to REJECTED when Parked Invoice is deleted from S/4](#)
- [Is the User Management app relevant for all carriers?](#)
- [How do I change the local time zone?](#)
- [How do I register my email domain and get notified when a new user registers with the same domain?](#)
- [Error: "One or more of the awarded suppliers do not have a valid vendor key associated with them. Please update the Vendor Keys at the Organization profile."](#)
- [How does Ariba Network determine a potential supplier duplicate account?](#)
- [How do I create a user on the SAP Logistics Business Network?](#)
- [Can I customize reports in the Business Network?](#)
- [I have received new invitations for connections. Is there a stipulated time frame within which I must respond to these invitations?](#)
- [Supplier Management event emails are not being sent. How can we fix this?](#)
- [What are the integration options for Supplier to integrate with Ariba Network?](#)

**One last step**

8

## 4.2 Request Help from SAP

### REQUEST SUPPORT FROM SAP ARIBA

7. Select the contact method you want to use:
  - For the phone option you will see the **estimated wait time in minutes**.
8. Click on the **Submit** button and wait for SAP Ariba representative to contact you.

The screenshot shows the SAP Help Center 'Contact us' page. The navigation bar includes 'Home', 'Learning', and 'Contact us'. The main content area is titled 'Choose this contact method for the fastest resolution of your issue:'. There are two options: 'Phone' and 'Email'. The 'Phone' option is selected and highlighted with a red box, and a red circle with the number '9' is around the text 'Choose this contact method'. Below the 'Phone' option, there is a text box showing 'Estimated wait time in minutes: 2' and a checkbox for 'Do not record my phone call.'. The 'Email' option is unselected. At the bottom right, there are three buttons: 'Back', 'Submit' (highlighted with a red box), and 'Cancel'. A red circle with the number '10' is around the 'Submit' button.

## 4.3 FAQ



### **Q: What is standard account capability on Ariba Network?**

A: Ariba Network, standard account capability is a way to automate business with any buyer. Support for most transaction types allows you to meet your buyer's compliance requirements. You have the option to upgrade to an enterprise account (fees paid by Intel) at any time, if you need advanced capabilities such as catalogs, integration, or full access to inbox/outbox features.

### **Q: What if I have already signed up for Ariba Network? Can I switch to standard account?**

A: If you are already using Ariba Network with a buyer, we recommend you continue using this transaction method. There is no direct way to change an Ariba Network subscription (enterprise account) to a standard account.



More information about Ariba Network supplier account you can find at official SAP Ariba website: <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>

**Q: Am I required to register on Ariba Network to use standard account?**

A: Yes. You will be sent an interactive email from your buyer. To respond you must register for a free standard account. This free account is not the same as an enterprise Ariba Network account. You only need to upgrade to an enterprise account on Ariba Network when you determine that you desire the additional functionality.

**Q: What should I do if my registration confirmation link is expired?**

A: If the confirmation link expired immediately after receiving the email, please log in to your account directly at <https://supplier-2.ariba.com>. If you are unable to access your account, you can request to resend the confirmation email.

More information about Ariba Network supplier account you can find at official SAP Ariba website: <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>





Thank you for your attention!

