

Help Hub

TOPICS OVERVIEW 4. 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
- Search tab with the most popular questions appears. Click on Documentation icon
- Learning center is opened. Here you can find video tutorials and product documentation grouped by topics.

SAP Ariba Proposals &	Questionnaires - Standard Account	ade TEST MODE	@ 🛛 🖷 📊	
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Search 2	Ariba Exchange User Community		3 "	
	Search	Q	Home Learning Support	
Requested Profile?	Learning Center			
🛺 Why can't I find an event?	Product Decumentation	Tutoriale		
Can't find what you are looking for? Try these search tips.	What's new for Ariba Network	Having trouble log Supplier Basics (4	ging in (2:03)	
Participating in events (4:53)	Getting started	 Introduction to the Responding to pro- 	dashboard (11:47)	
How do I navigate through the checklist to submit my response?	 Managing your user account Participating in sourcing events Working with projects and documents 	Responding to pre- Participating in eve Responding to RFI Responding to RFI Responding to RFI	ents (4:53) Is (2:51) Ps (3:46)	
Why can't I see my task on the Proposals tab?	 Completing tasks 	 Alternative bidding (5:00) Custom Excel bidding (2:25) 		
I need help accessing a sourcing event	Enabling Desktop File SyncAdministration and Configuration			
I need help connecting with a customer	Cloud integration tools and adapters]		
Does Ariba offer live webinar training?				
View more				
Documentation 🜔 Support				

4.1 Help and video tutorials (official documentation by SAP) ARIBA EXCHANGE USER COMMUNITY

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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

Ariba Exchange User Community	Logout
Search	Home Learning Support
Learning Center	
Product Documentation	Tutorials
 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 Cloud integration tools and adapters 	 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) 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-effectivelywith-ariba-network-enterprise-accounts/

2. New capabilities to manage your Ariba Network IDs:

https://blogs.sap.com/2019/12/05/new-capabilities-to-manage-yourariba-network-ids/

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

https://blogs.sap.com/2020/03/09/managing-your-ariba-networkcustomer-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

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

SAP Business Network -		
	Help Topics	ĸ
Supplier Login	Search Help Topics	ק
User Name	Mobile App Stay cor manage Documentation	2
Password	the pow pocket, respond	1
Login	Why was my session terminated f	
Forgot Username or Password	How long can I be logged in?	



- 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

Help Center Contact us Home Learning Contact us				(
1. Log in to your account.				
By logging in to your account, you get account	ess to personalized content and	topics to get the right support, fr	rom the right team, at the right t	time.
		\frown		Log in
2. If you're unable to log in, tell us what	you need help with.	4		
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		Bosot my password	Foundation	





- 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.

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Subject: Register on SAP Business Network Full description* Affected items, expected results, etc.	Tell us what you nee	d help with.	\mathbf{U}	?	Does the SAP Business Network Supplier Mobile App save any enterprise data to my device?
Full description * Attachment:	Subject:	Register on SAP Business Network		1	As a carrier, how can I report an incident?
Jobs characters remaining Attachment: Image: Image	Full description: *	Affected items, expected results, etc.		1	Why do suppliers need to enter their revenue for SAP Supplier Financing?
Attachment: ① Vexture ① What happens when 1 set the distance unit of measure? Or Precommendations: ② What happens when 1 set the distance unit of measure? Image: Precision in the distance of the distance unit of measure? Please review your contact information for correctness: First name: * Last name: * Last name: * Username: Company: * Confirm phone: * Phow do I create a user on the SAP Logistics Business Extension: Confirm phone: * Wup hone number is correct. Ariba Network ID: You expressly agree and understand that your data entered into this system will be transferred to Ariba. Privacy Statement and apprivacy Statement and appr		3000 characters remaining			Supplier is not receiving Remittance documents by email
Top Recommendations: Ariba Invoice Status is not updated to REJECTED when Parked Invoice is deleted from S4. Ariba Invoice is deleted from S4. Is the User Management app relevant for all carriers? Is the User Management app relevant for all carriers? How do I register on SAP Ariba Sourcing? Please review your contact information for correctness: First name: Last name: Last name: Last name: Last name: Company: Email: Phone: 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 head computer systems (currently located primarily in the US.), in accordance with the SAP Anba Phixacy Statement and application profiles the second to these invitations? 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? 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? What are the integration options for Supplier to integrate with Ariba Network? 	Attachment:			1	What happens when I set the distance unit of measure?
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My phone number is correct. I have received new invitations for connections. Is there a stipulated time frame within which I must respond to these invitations? 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. Largee I have received new invitations?	Confirm phone: *			0	Can I customize reports in the Business Network?
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				?	What are the integration options for Supplier to integrate with Ariba Network?



- 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.

SAP Help Center Contact us	8
Home Learning Contact us	
Choose this contact method 9 astest resolution of your issue: Choose this contact method astest resolution of your issue: Recommended Phone A support engineer will respond to your case by phone. Estimated wait time in minutes: 2 Do not record my phone call.	
Other methods you may choose:	
Email	
A support engineer will respond to your case by email.	10
	Back Submit Cancel





4.3 FAQ

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



4.3 FAQ



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 <u>https://supplier-2.ariba.com</u>. 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: <u>https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing</u>





Thank you for your attention!

