

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 Upgra	TEST MODE		
TESA - TEST				
Search 2	Ariba Exchange User Community		3 ^{ut}	
	Search	Q	Home Learning Support	
How do I complete my Customer Requested Profile?	Learning Center			
🜉 Why can't I find an event?	Product Documentation	Tutorials		
Can't find what you are looking for? Try these search tips.	What's new for Ariba Network	 Having trouble log Supplier Basics (4 		
Participating in events (4:53)	Getting started	- Introduction to the		
How do I navigate through the checklist to submit my response?	 Managing your user account Participating in sourcing events 	 Participating in events (4:53) Responding to RFIs (2:51) Responding to RFPs (3:46) 		
Why can't I see my task on the Proposals tab?	 Working with projects and documents Completing tasks 	 Participating in auctions (7:13) Alternative bidding (5:00) Custom Excel bidding (2:25) 		
I need help accessing a sourcing event	 Enabling Desktop File Sync Administration 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 +		E 0	
	+	Help Topics	×
Supplier Login	Download the SAP B	Search Help Topics	₽
User Name	Mobile App Stay cor manage	Documentation	2
Password	the pow pocket, respond	Support	
Login		Why was my session terminated f	
Forgot Username or Password	Learn More	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				E
1. Log in to your account.				
By logging in to your account, you get acce	ess to personalized content and	topics to get the right support, fr	rom the right team, at the right t	
		\frown		Log in
2. If you're unable to log in, tell us what	you need help with.	4		
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- 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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			0	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.

Help Center Contact us	8
Home Learning Contact us	
Choose this contact method 9 astest resolution of your issue: Choose this contact method Choose this contact me	
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!

