Guide to Buyer' Resources for suppliers, SAP Business Network Connect, Help Center and How to create a case for support

Content page

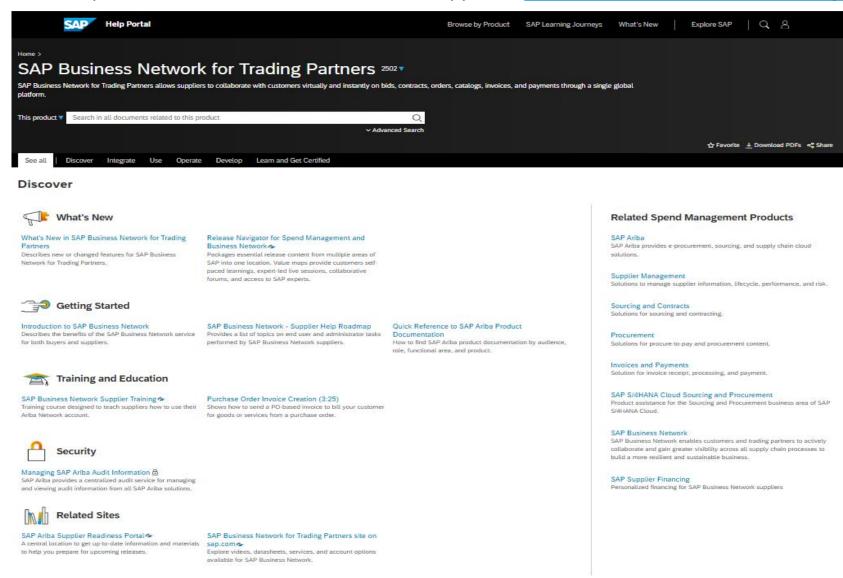# Standard Account Vs. Enterprise Account Support On Ariba Network

Please take note of the respective level of support for Standard account vs Enterprise account

For Standard account suppliers, Ariba Support provide wide range of support documents, guides and information for Standard Account suppliers' on various help portals, refer to next slides for more details

Features	Standard Account	Enterprise Account
Access	Email notifications/workbench	Online dashboard/workbench
Company Profile	✓	✓
Purchase Order, Order confirmation (full & partial), Ship Notice, Service Entry Sheet, (Non-PO) Invoice, Credit Memo	✓	✓
Electronic Catalogs	✓ Self-service only	✓
Document status	Email notifications/workbench	Online dashboard/workbench
Legal Archive	Email notification and online download	• Long-term invoice archiving for global compliance (Regional restrictions apply) • Capability to mass download invoices for local archiving
Ariba Support	Online Help Center	• Support via phone, chat, or email • Direct access to enablement experts for onboarding assistance • Technical support for configuration and integration assistance • Online educational training courses
Integration	✗	✓
Reporting	✗	✓
Multiple customer relationships	✓	✓
Multi users	✓	✓
Mobile App	✓	✓
Ariba Discovery	✓ Fees may apply to respond to leads. Click here for more information.	✓ Fees may apply to respond to leads. Click here for more information.
Fees	FREE	Fees may apply, See complete details.

SAP Business Network Resources – SAP Help Portal for Suppliers
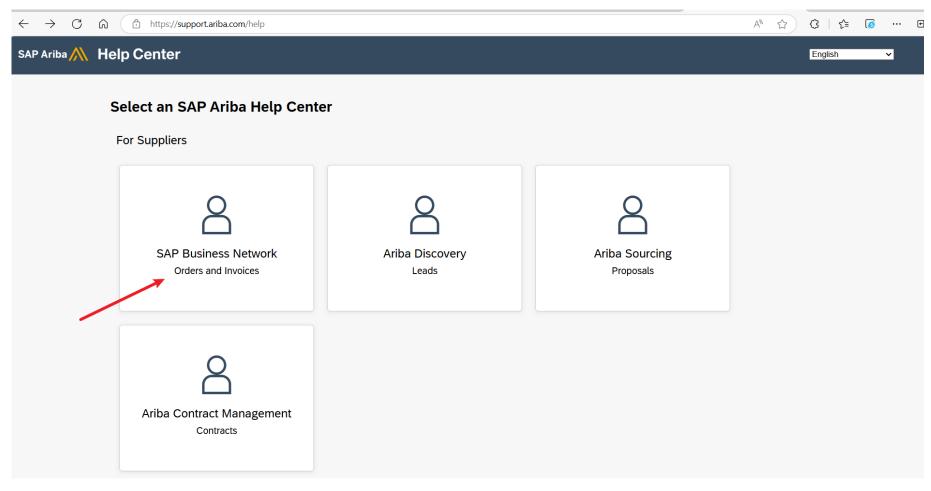
SAP Help Portal for SAP Business Network Suppliers: **SAP Business Network for Suppliers | SAP Help Portal**

SAP Ariba Help Center

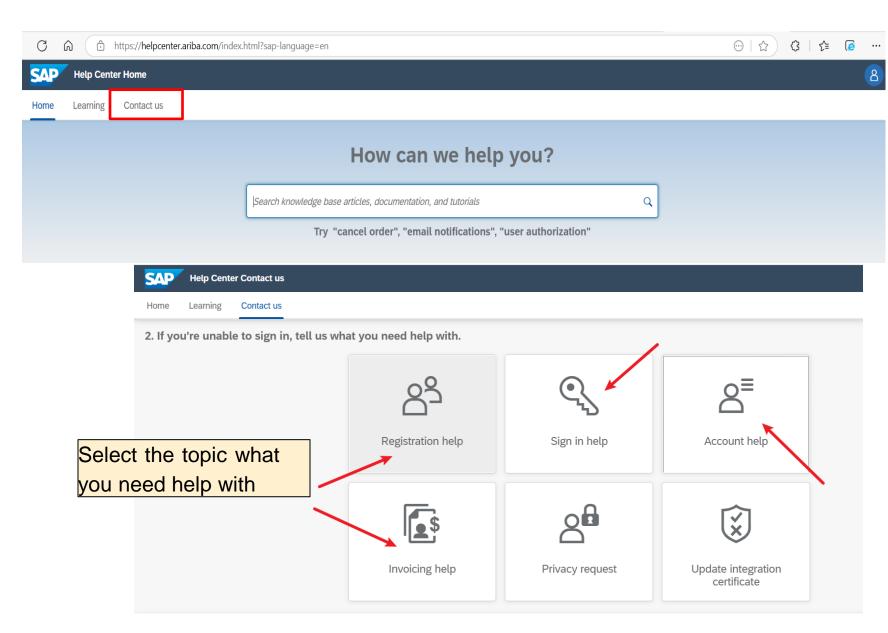Suppliers can search for help articles or support notes in [SAP Ariba Help Center](#)

This is also Standard Account suppliers' self-help portal. Use the online help center to find documentation, training videos and user recommendations or tips.

How to create a support ticket from SAP Ariba Help Center

Standard accounts suppliers are encouraged to utilize online Help Portal and Buyer training videos prior to raising a Support ticket.
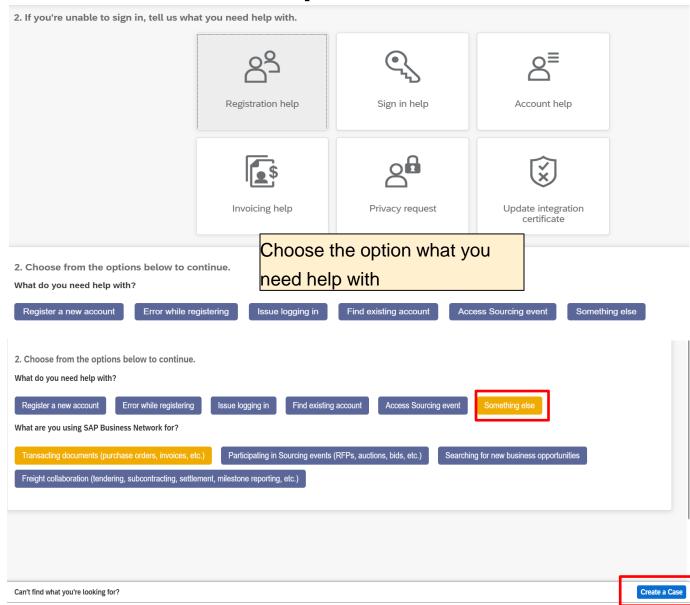
Suppliers will be prompted to Help Center Home Page, select "Contact Us"

Select the topic what you need help with.

https://helpcenter.ariba.com/index.html?sap-language=en

SAP Help Center Home

Home   Learning   Contact us

How can we help you?

Search knowledge base articles, documentation, and tutorials

Try "cancel order", "email notifications", "user authorization"

SAP Help Center Contact us

Home   Learning   Contact us

2. If you're unable to sign in, tell us what you need help with.

Registration help

Sign in help

Account help

Select the topic what you need help with

Invoicing help

Privacy request

Update integration certificate

How to create a support ticket from SAP Ariba Help Center

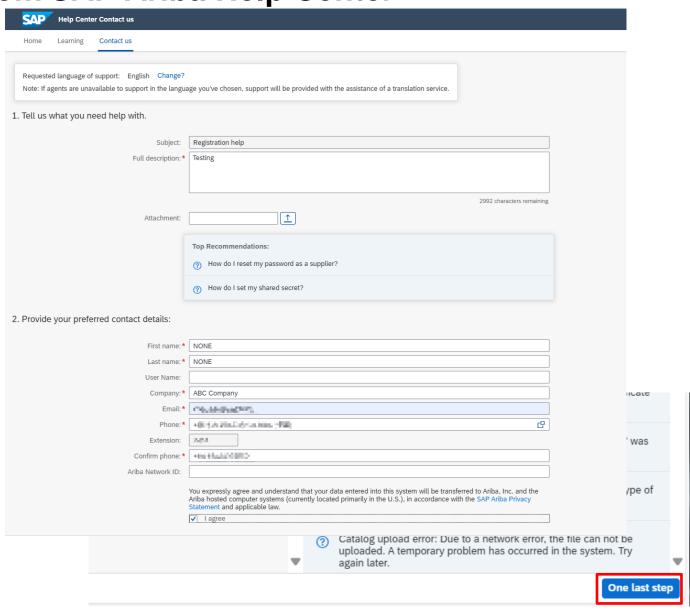The options will appear and choose the one what you need help with.

If there is no suitable option, please click "Something else", following options displayed will lead to the "Create a Case" button, click this button to continue.

How to create a support ticket from SAP Ariba Help Center

Fill in all mandatory fields to descript what you need help with and provide your preferred contact details.

Select "One last step" and proceed to the final step.
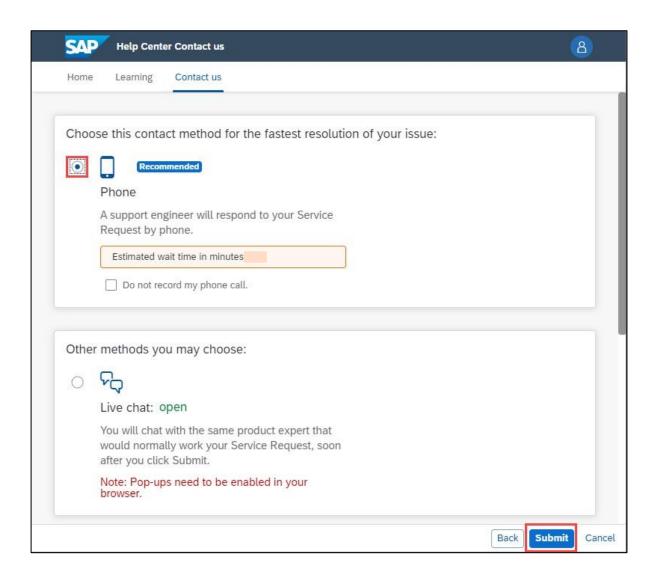
How to create a support ticket from SAP Ariba Help Center

Choose a contact method via phone, email or Live chat.

Support team will call back to phone number or email address provided in this step.

Click "Submit"

How to contact Help Center for log-in issues

If suppliers have trouble resetting password or retrieving username, contact Help center from log-in page Supplier Login

Enter your Ariba account user name, then click "Next"

Access Help Center by clicking "Help" button at the top right, then choose "Support" option to continue.

How to contact Help Center for log-in issues

Go to Welcome page and choose "Supplier Business Network for Trading Partners" option

Click "Contact Us"

How to contact Help Center for log-in issues

Select the topic what you need help with.

The options will appear and choose the one what you need help with.

If there is no suitable option, please click "Something else", following options displayed will lead to the "Create a Case" button, click this button to continue.

SAP Help Center Contact us

Home   Learning   Contact us

2. If you're unable to sign in, tell us what you need help with.

| Registration help | Sign in help | Account help |
| Invoicing help | Privacy request | Update integration certificate |

Select the topic what you need help with.

What do you need help with?

Register a new account | Error while registering | Issue logging in | Find existing account | Access Sourcing event | Something else

What are you using SAP Business Network for?

Transacting documents (purchase orders, invoices, etc.) | Participating in Sourcing events (RFPs, auctions, bids, etc.) | Searching for new business opportunities

Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)

Can't find what you're looking for?   Create a Case

How to create a support ticket from SAP Ariba Help Center

Fill in all mandatory fields to descript what you need help with and provide your preferred contact details.

Select "One last step" and proceed to the final step.

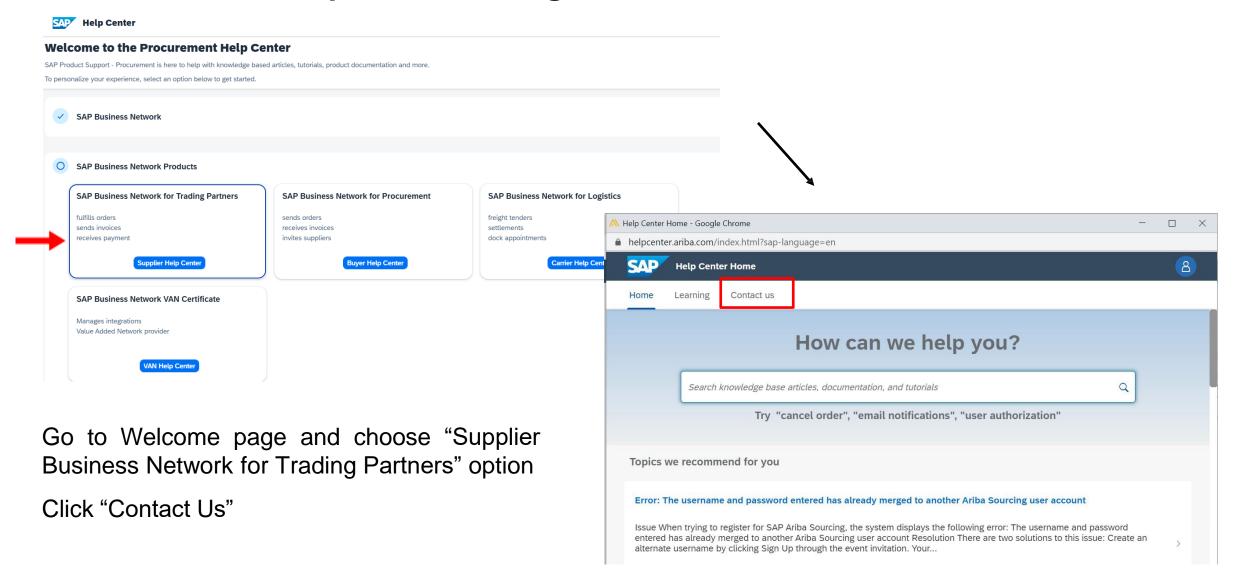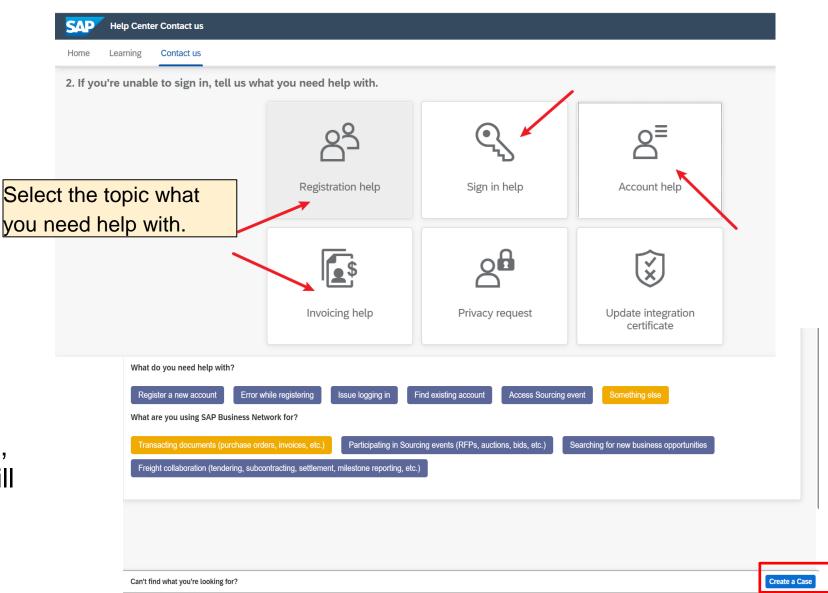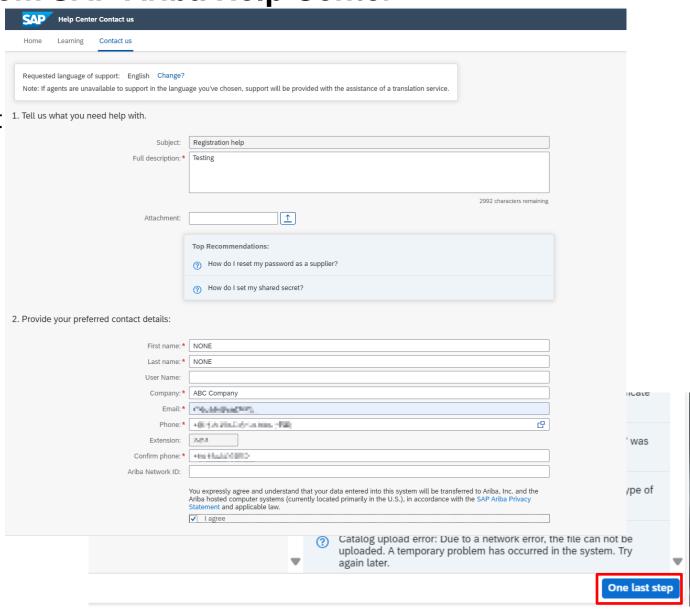# How to contact Help Center for log-in issues

Choose a contact method via phone, email or Live chat.
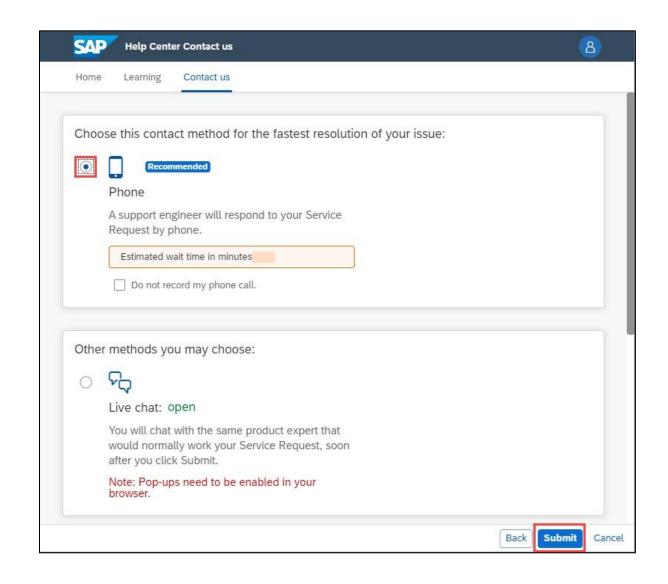
Support team will call back to phone number or email address provided in this step.

Click "Submit"

Recommended information to provide when Supplier raise Support ticket to request for Account Administrator Transfer

In case supplier account's administrator has left the organization, supplier would need to raise a support ticket to request for transfer of administrator.

Below is information that suppliers are recommended to provide in the ticket

1. Mention in **ticket subject**: Request to transfer account administrator because current administrator already left the organization

2. In the **ticket description/ details**, mention:
    a) Supplier's account ANID
    b) Current account administrator name and email address: the current admin whom already left the company
    c) New account administrator name and email address that they would like to transfer to.
    d) A valid contact number for verification purpose.

Ariba Support will call supplier to verify this admin transfer once you raise a ticket. Please look out for overseas call.

Note: To ensure the security of our suppliers' accounts, account reassignment requests go through an additional approval process that would take between 7-30 days

Customer Interaction Center: Hotline - Email - Chat

If you require immediate assistance for technical issues or to report an error please contact your local customer interaction center via our 24x7 telephone service.

Please look up the respective hotline number in your country in this file

SAP Customer
Interaction Center

For Singapore suppliers, Ariba Hotline is +6567231024

(Note: waiting time is subjected to actual volume of incoming call and availability of Ariba Specialists)

SAP Business Network

Thank you.