

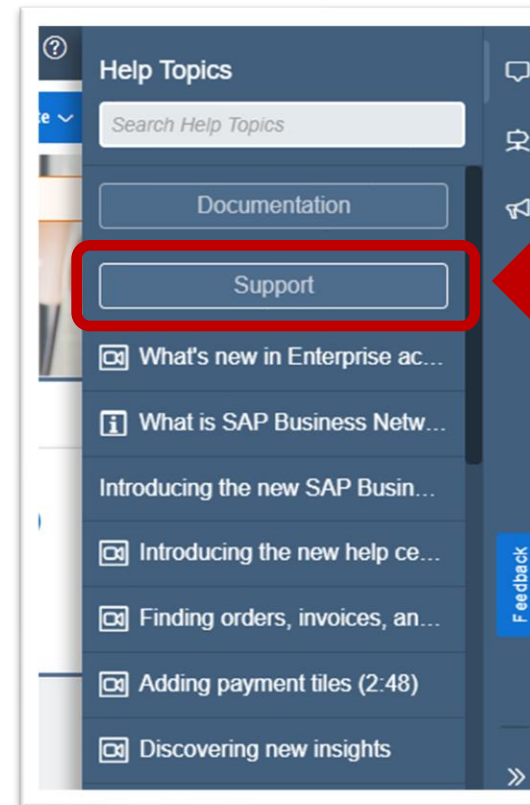
Supplier Access to SAP Ariba Support and Access to Help Center Documentation, Tutorials and Training

PUBLIC

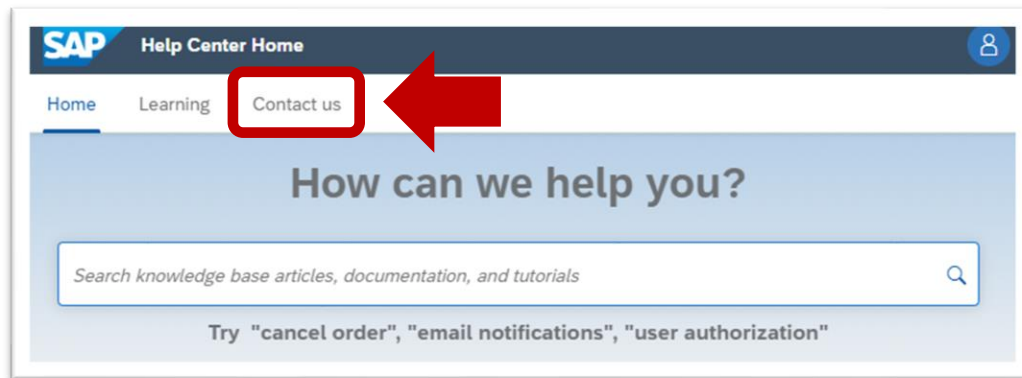
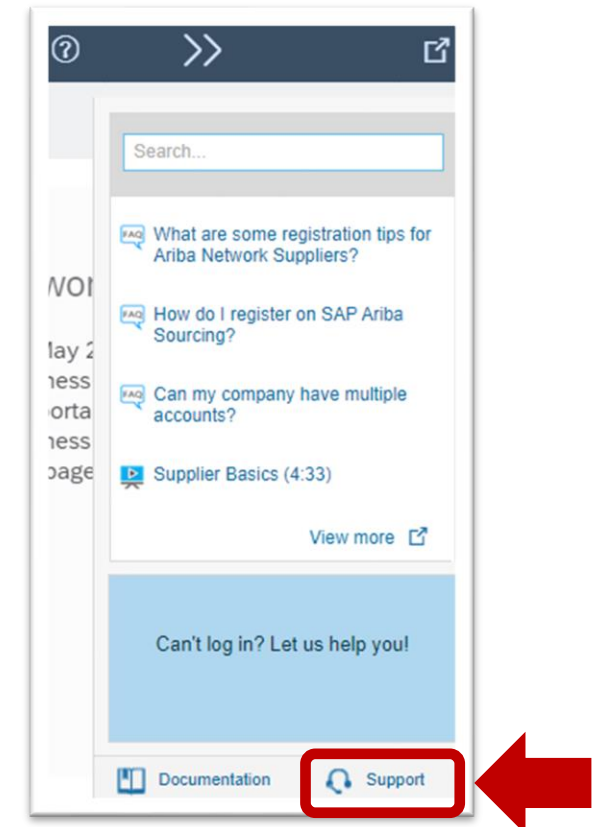
Access Help Center (1 of 4)

Supplier log-in page: <https://service.ariba.com/Supplier.aw/>

- 1) From the [log-in page](#) or after logging in, click on the **Help icon** in the **upper right corner** of the page.
- 2) Click on **Support** at either the **top** or **bottom** of the slide-out pane.
- 3) The **Help Center** will open in a new tab or window.
Click **Contact us**.



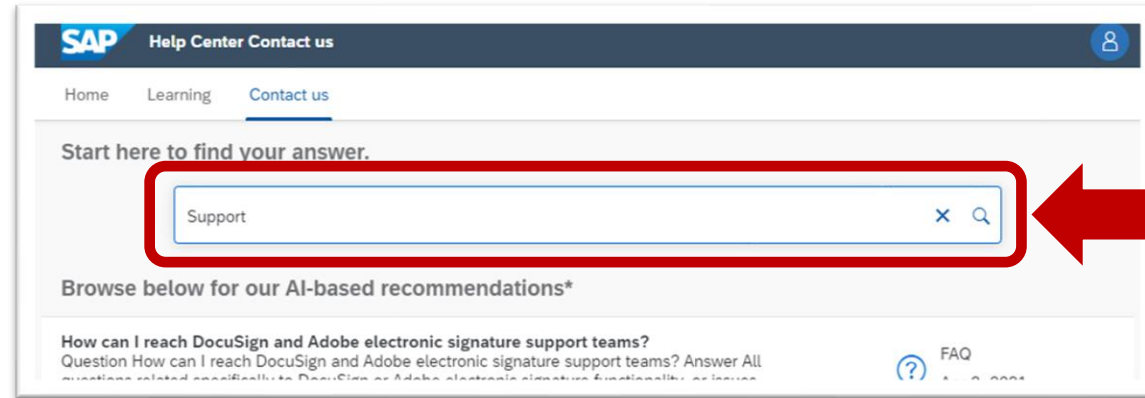
Or



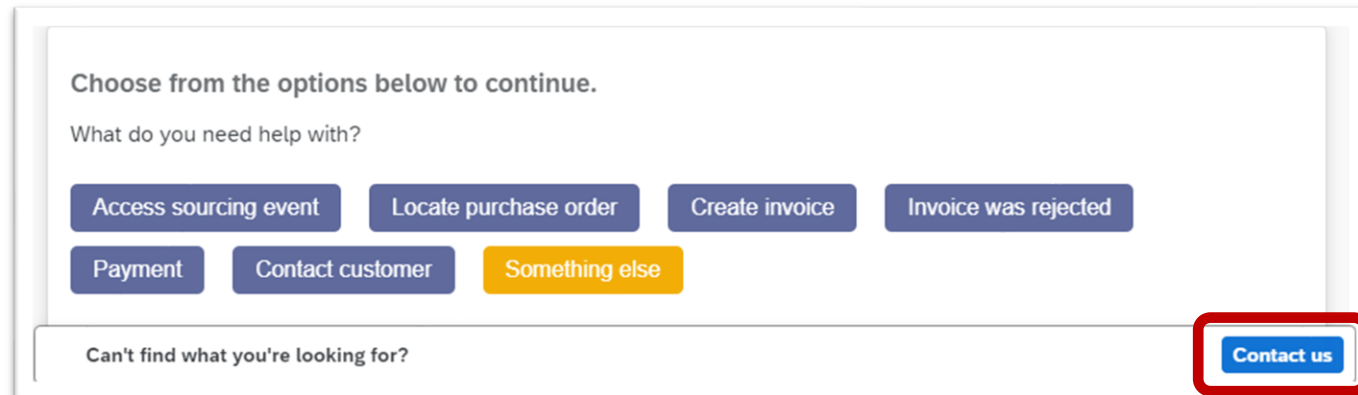
Click [here](#) for a video of this process

Search for your topic (2 of 4)

- 4) **Input your topic**, then press Enter on your keyboard or click on the magnifying glass icon to search.



- 5) **Below the search results**, click on **Something else** then click the blue **Contact us** button in the lower right corner.



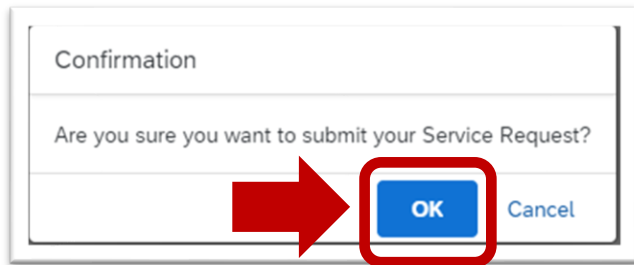
Complete the online form (3 of 4)

- 6) Complete the online form for all **required fields** noted with a **red asterisk ***.
- 7) The **Issue type** will cause different selections for the **Issue area**.
- 8) **Optionally** select one or more of your customers.
- 9) Remember to check the box to **confirm your telephone number is correct**.
- 10) Click the **One last step blue button** in the **bottom right corner** of the page.

The screenshot shows the SAP Help Center 'Contact us' form. The form is titled 'SAP Help Center Contact us' and has a navigation bar with 'Home', 'Learning', and 'Contact us'. The main content area is divided into several sections. At the top, there is a 'Requested language of support' section with 'English' selected and a 'Change?' link. Below this is a note: 'Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.' The main form area is titled '1. Tell us what you need help with.' and contains several fields: 'Subject' (required, with a red asterisk), 'Full description' (required, with a red asterisk), 'Attachment', 'Issue type' (required, with a red asterisk), 'Issue area' (required, with a red asterisk), 'Affected buyers', 'PO/Invoice Number', 'Business impact' (required, with a red asterisk), 'First name' (required, with a red asterisk), 'Last name' (required, with a red asterisk), 'Username', 'Company' (required, with a red asterisk), 'Email' (required, with a red asterisk), 'Phone' (required, with a red asterisk), 'Extension', and 'Confirm phone' (required, with a red asterisk). There is a checkbox for 'My phone number is correct.' and a blue button labeled 'One last step' in the bottom right corner. The form also includes a 'Recommendations' section on the right with a search bar and several links. A red arrow points to the 'Issue type' dropdown menu, which is open and showing 'Administration' selected. A yellow arrow points to the 'Affected buyers' dropdown menu, which is open and showing 'ANQA Test Account' and 'Ariba' as options. A red box highlights the 'My phone number is correct' checkbox, with a red arrow pointing to it. A large blue button labeled 'One last step' is in the bottom right corner, with a red arrow pointing to it.

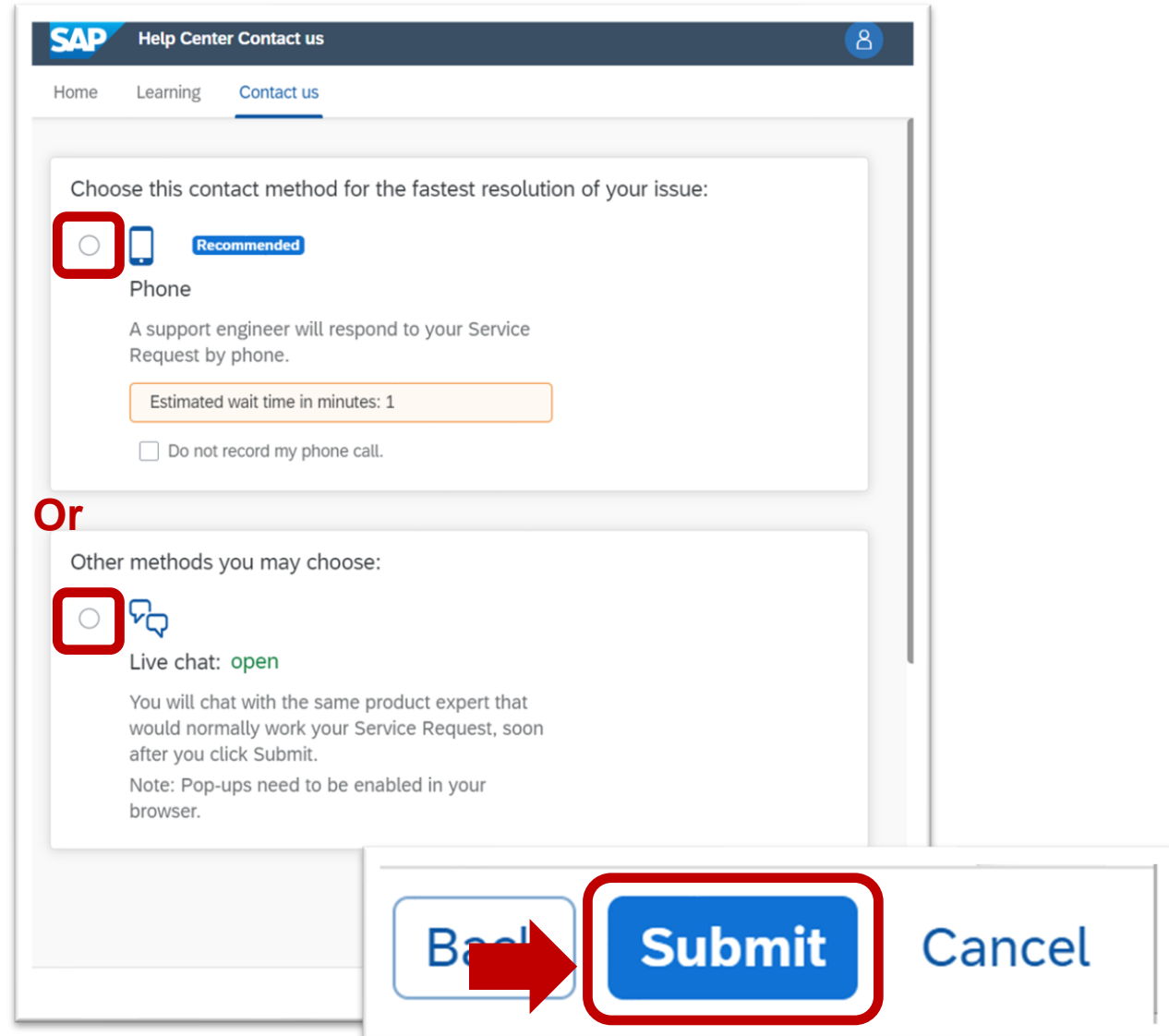
Submit request for assistance (4 of 4)

- 11) Select **one** contact method.
- 12) Click the **blue Submit button** in the **bottom right corner**.
- 13) Click **Ok** to confirm.



Click [here](#) for a video of this process

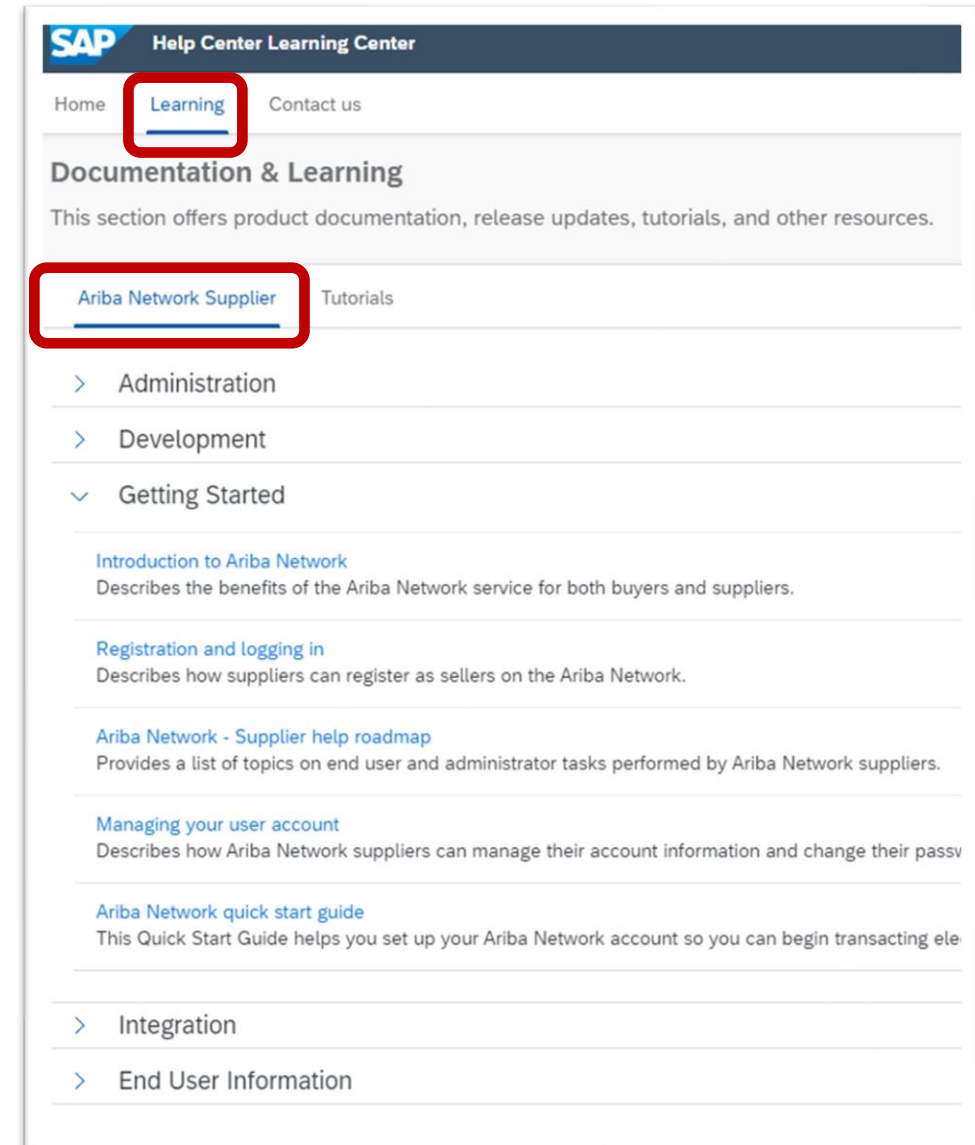
The following slides provide information on other resources available from the Help Center



Help Center Documentation and Learning: Documentation

Additional resources

- From **Learning** → **Ariba Network Supplier**, click topics to expand for links to formal documentation from [Help.sap.com](https://help.sap.com) → [Ariba Network for Suppliers](https://help.sap.com)



The screenshot shows the SAP Help Center Learning Center interface. The top navigation bar includes 'Home', 'Learning' (highlighted with a red box), and 'Contact us'. Below this is the 'Documentation & Learning' section, which states: 'This section offers product documentation, release updates, tutorials, and other resources.' Underneath, there is a sub-section for 'Ariba Network Supplier' (also highlighted with a red box) and 'Tutorials'. The 'Getting Started' category is expanded, showing several links with brief descriptions:

- [Introduction to Ariba Network](#): Describes the benefits of the Ariba Network service for both buyers and suppliers.
- [Registration and logging in](#): Describes how suppliers can register as sellers on the Ariba Network.
- [Ariba Network - Supplier help roadmap](#): Provides a list of topics on end user and administrator tasks performed by Ariba Network suppliers.
- [Managing your user account](#): Describes how Ariba Network suppliers can manage their account information and change their password.
- [Ariba Network quick start guide](#): This Quick Start Guide helps you set up your Ariba Network account so you can begin transacting electronically.

Other categories shown include 'Administration', 'Development', 'Integration', and 'End User Information'.

Help Center Documentation and Learning: Tutorial Videos

Additional resources

- From **Learning** → **Tutorials**, click topics to expand for links to targeted videos

The screenshot displays the SAP Help Center Learning Center interface. At the top, the SAP logo and 'Help Center Learning Center' are visible. Below the header, there are navigation links for 'Home', 'Learning', and 'Contact us'. The 'Learning' link is highlighted with a red box. Underneath, the 'Documentation & Learning' section is shown, with a description: 'This section offers product documentation, release updates, tutorials, and other resources.' Below this, there is a sub-section for 'Ariba Network Supplier' with a 'Tutorials' link highlighted by a red box. A list of tutorial topics follows, including 'Ariba Network tutorials for suppliers', 'SAP Ariba Strategic Sourcing tutorials for suppliers', and several video links with durations: 'Having trouble logging in (2:03)', 'Supplier Basics (4:33)', 'Introduction to the dashboard (11:47)', 'Responding to prerequisite questions (2:20)', and 'Participating in events (4:53)'.

Help Center Search: Training

Additional resources

- Search for **Training** to access the **FAQ** with link to the [multilingual Supplier Training site](#)

Ariba Network Supplier Training

This training course is designed to assist Suppliers using their Ariba Network Account.

- Your Ariba Network Account**: A short overview of what Ariba Network is, why to use it and what types of supplier accounts exist.
- Account Administration**: Here is how to get started in creating an Ariba Network Account and setting it up properly.
- Transacting on Ariba Network**: How to respond to different types of Purchase Orders, and how to handle invoicing on Ariba Network.
- Advanced Functionalities**: Go beyond the typical Procure-to-Pay with these features, including Collaboration Request, Discount Management and Quote Automation.
- Regional Variations**: Find out how Ariba Network adapts some fields and rules for legal compliance in your country.
- Support Resources**: Assistance is everywhere - how can we help you?

Select Language Below

English	French
Spanish	German
Portuguese	Chinese
Japanese	Thai

SAP

Home Learning Contact us

training

47 results for training

Ariba Network Supplier Training

SAP

Home Learning Contact us

193873 - Ariba Network Supplier Training

FAQ

Question

How can I receive additional Ariba Network training for suppliers?

Answer

There is additional [training for suppliers](#) using the Ariba Network available.

Additional Information

Some of the topics included in the Ariba Network Supplier training are:

- Account Types
 - Standard and Enterprise
- Account Configuration and Administration
 - Company Profile
 - Email Notifications
 - Adding Users
 - Managing Multiple Accounts
- Transacting on Ariba Network
 - Purchase Order Management
 - Order Confirmations and Ship Notices
 - Service Entry Sheets
 - Invoices
- Advanced Functionalities

Thank you.

Follow us



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