

SAP Ariba's Help Center

For suppliers to Vattenfall



Content

Vattenfall has begun to implement SAP Ariba as our main sourcing and tendering tool for the organization. Registration in Ariba Network is therefore necessary to interact with Vattenfall buyers and participate in sourcing events (eg. tenders, RFI, RFP, RFX).

This guide describes what support you, as a supplier, can get directly from Ariba via their Help Center.

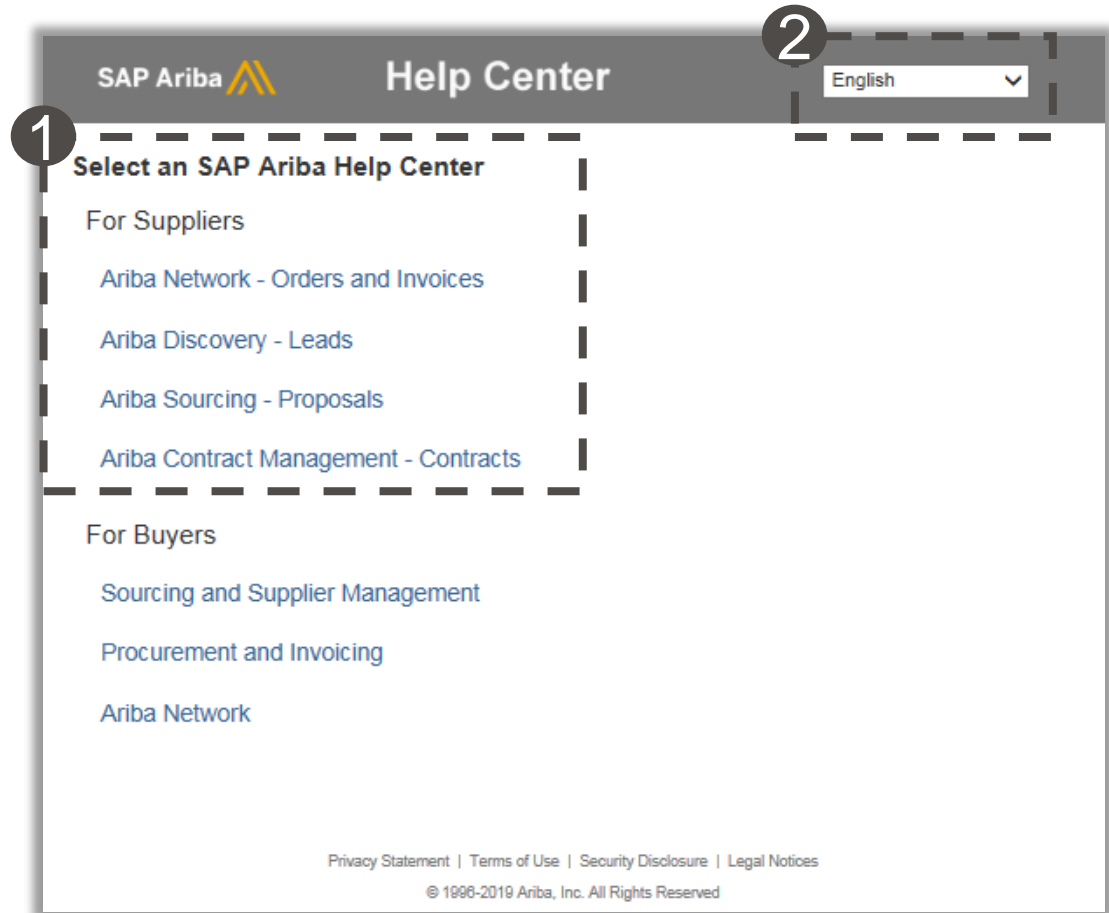
SAP Ariba's Help Center

SAP Ariba's [Help Center](#)

As a supplier, you can turn directly to SAP Ariba for support.

1 Gå till [hjälpcenter](#) och välj vilket delområde som passar bäst in på det du behöver hjälp med

2 If necessary, change language **here** (24 languages supported)




User Community

The screenshot shows the Ariba Exchange User Community homepage. At the top, there is a header with the title 'Ariba Exchange User Community' and a language dropdown set to 'English'. Below the header is a search bar (callout 1) and navigation links for 'Home', 'Learning', and 'Support'. The main content area is titled 'User Community Home' and features a 'Popular Topics' section (callout 2) with a 'Sort by: Relevance' dropdown. This section lists several topics, including 'Does Ariba offer live webinar training?' and two error messages related to login. To the right of the popular topics, there are links to the 'Learning Center' (callout 3) and 'Support Center' (callout 4), along with 'Additional Resources' like 'cXML User's Guide' and 'cXML Release Notes'.

- 1 Use the **Search Box** to find what you need help with
- 2 You can also scroll down to popular topics other suppliers typically search for
- 3 **The Learning Center** contains a library of video-guides and user manuals.
- 4 You also have the option to get support with a specific issue via phone

Support Center


Ariba Exchange User Community


Search... 


[Home](#) | [Learning](#) | [Support](#)


Support Center


1 I need help with

 Where is my password reset email?

 How do I participate in my buyer's event using an email invitation?


 Supplier Basics (4:33)


 Why can't I get emails from Ariba?


 How do I register a new account?

2 Can't find what you are looking for? Let us help you.

Choose your communication preference:

 [Get help by email](#)

 [Get help by phone](#) Estimated wait in minutes for non-bidding call: 4


 [Attend a live webinar](#)

SAP Cloud Trust Center
Information and latest notifications about product issues and planned downtime.
[Check status](#)


- 1 Searching for a term in the **Help Center** will result in a number of suggestions
- 2 If that is still not helpful, you can request to get help via email, via phone and register to participate in a live webinar

Get support via Phone

Ariba Exchange User Community

Search...  [Home](#) | [Learning](#) | [Support](#)

SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

1 Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
☐ Yes ☐ No

2 Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Requested Language: **English** [Select a different language from the Home tab.](#)

Phone: * Extension:

Confirm Number: *

* ☐ My phone number is correct.

☐ Do not record this phone call.

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

* ☐ I agree

* Required Fields

3

- 1 Provide a short description of your issue
- 2 Provide your contact-details and requested language for support
- 3 Click on **Submit**

Support

SAP Ariba's [Help Center](#)

- Here is where you get help with technical questions such as browser issues, login, etc.
- There is also a **Learning Center** with a collection of video guides, user manuals and other training material.
- You can also get support via email, phone and sign up to participate in live webinars

