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.
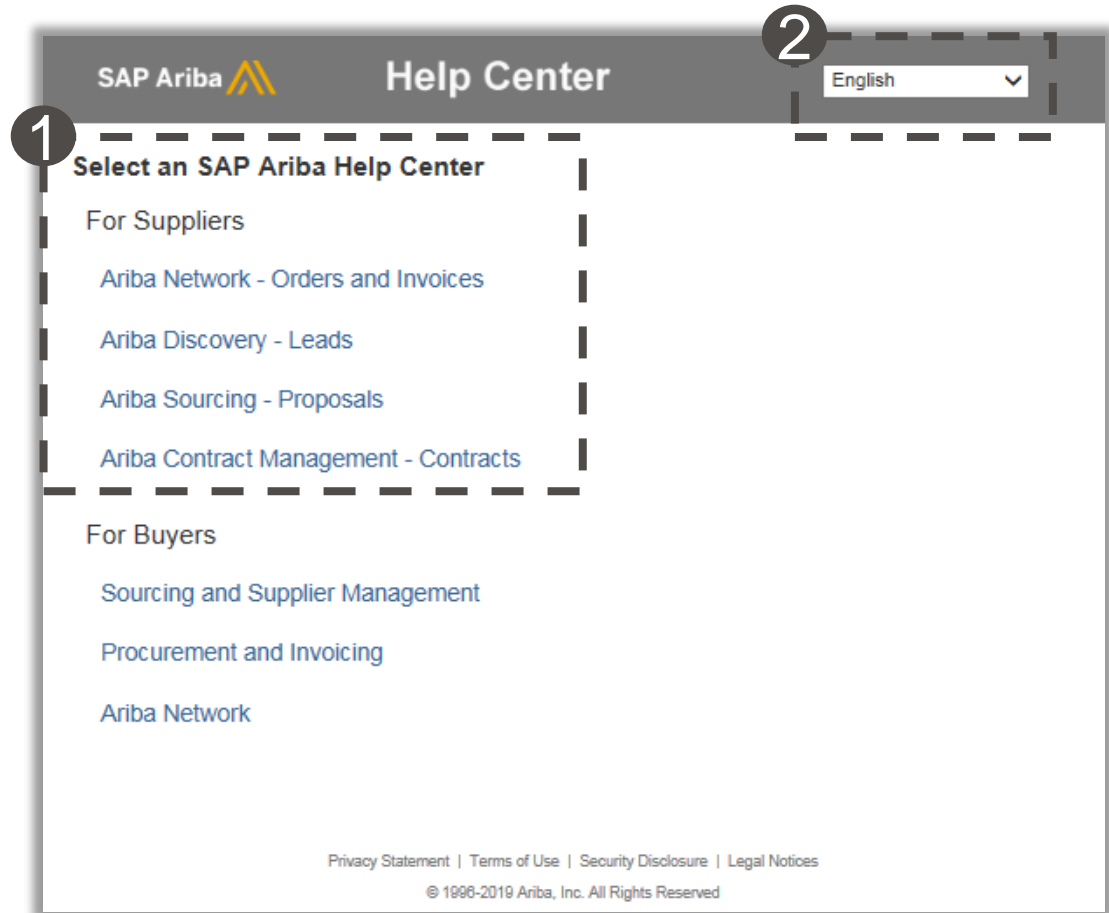
SAP Ariba's Help Center

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

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

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

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Get support via Phone

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

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