

# Program Maestro: North America TC2 Supplier Enablement Help Guide

Last Update: July 13, 2018



Question	Contact
<b>Ariba Supplier Enablement Support</b> For inquiries on: <ul style="list-style-type: none"> <li>• Invalid Supplier AN</li> <li>• Any Ariba Login/Access Issues</li> <li>• Ariba Fee Structure questions</li> <li>• Account configuration questions/issues</li> </ul>	E-mail <a href="mailto:CargillNAEnablement@ariba.com">CargillNAEnablement@ariba.com</a>  If you forget your Ariba password, go to <a href="#">Ariba</a> => click Forgot Password; follow the steps listed.
<b>Ariba Supplier Online Support</b> Online self-help for suppliers <ul style="list-style-type: none"> <li>• Training on how to execute a transaction</li> <li>• Ariba Network not working</li> <li>• Forgot your Password</li> </ul>	Go to <a href="http://supplier.ariba.com">http://supplier.ariba.com</a> <ul style="list-style-type: none"> <li>• Email, Chat, or phone support available to you by going to the help center.</li> <li>• Click the <b>Help</b> link in top right corner. Click <b>Help Center</b> and go to <b>Support</b> section.</li> <li>• Search for any topic you would like to know more about. If none of the articles answer your query, click on <b>Create Online Service Request</b> button to contact our Customer Support team.</li> <li>• Fill out the web form. Select Problem Type. Note <i>Cargill</i> in the <b>Issue Description</b>.</li> </ul>
<b>Cargill's Master Guide – Ariba Network Supplier Guide</b>  The purpose of this guide is to help suppliers understand the business processes required by Cargill via the Ariba Network.	<a href="#">Read the Cargill Ariba Network Supplier Guide (link to PDF)</a>
<b>Cost and Value of Ariba</b>	Go to <a href="#">Ariba Network website</a> for additional information on AN and to calculate the value of AN and talk to Ariba about any questions they have
<b>Upcoming Ariba Supplier Training Offerings</b>	Go to the <a href="#">Announcements</a> section of <a href="#">Supplier Central</a> for registration links to upcoming trainings.
<b>Recorded Supplier Training Links</b>	Go to the <a href="#">Announcements</a> section of <a href="#">Supplier Central</a> for links to recorded trainings.

<b>Invoice cancellations:</b>	<ul style="list-style-type: none"> <li>• Invoice cancellations can be done automatically within Ariba using the cancel invoice feature for materials.</li> <li>• If a service invoice needs to be cancelled or a credit memo created against a service, the supplier must reach out to their buyer.</li> </ul>
<b>eCommerce</b> <ul style="list-style-type: none"> <li>• What is eCommerce?</li> <li>• How does eCommerce work with Cargill?</li> </ul>	Go to <a href="http://www.Cargill.com/suppliercentral">www.Cargill.com/suppliercentral</a> <ul style="list-style-type: none"> <li>• Click the 'Understanding Ariba' Section</li> </ul>
<b>Cargill AN supplier would like to change their ANID</b>	Contact : <a href="mailto:CSSP_NASUPPLIERENABLEMENT@CARGILL.COM">CSSP_NASUPPLIERENABLEMENT@CARGILL.COM</a>