



thrive™

# Supplier Support

SAP Ariba Sourcing

# Login – account scenarios

Event invitation is sent by Cargill - follow the link in the invitation e-mail

Company and contact person are not registered in Ariba at all

Click **Sign up** on the welcome page. You continue to register an Ariba account that will be linked with your buyer and you can participate in the event. As the first registered user, you will become the account administrator for your company's account (this can be changed).

Company and contact person are registered for Cargill

If you have used Ariba before and have already accessed an event for the buyer-specific account, click the **Log in** link to continue. Log in with your Ariba username and password in order to participate in the event.

Company and contact person are registered for other buyer(s)

If you already have an existing Ariba Network, Ariba Discovery, or Ariba Sourcing supplier account, but you have not accessed any events for the inviting buyer's site, use the **Log in** link. After clicking the link, log in with your existing account to move your information to the specific buyer's site.

Company is registered for Cargill but contact person is not

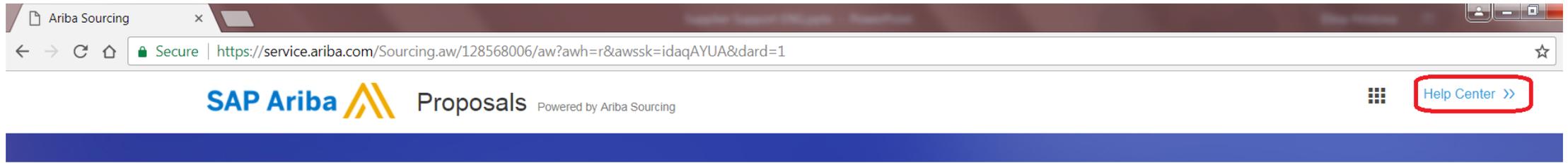
Click **Sign up** on the welcome page. You continue to register an Ariba account that will be linked to your company. Your company account's administrator may have to approve your profile.

Any other situation or issues logging in

Contact Ariba Customer Support through the Help Center at the right-hand side of your screen

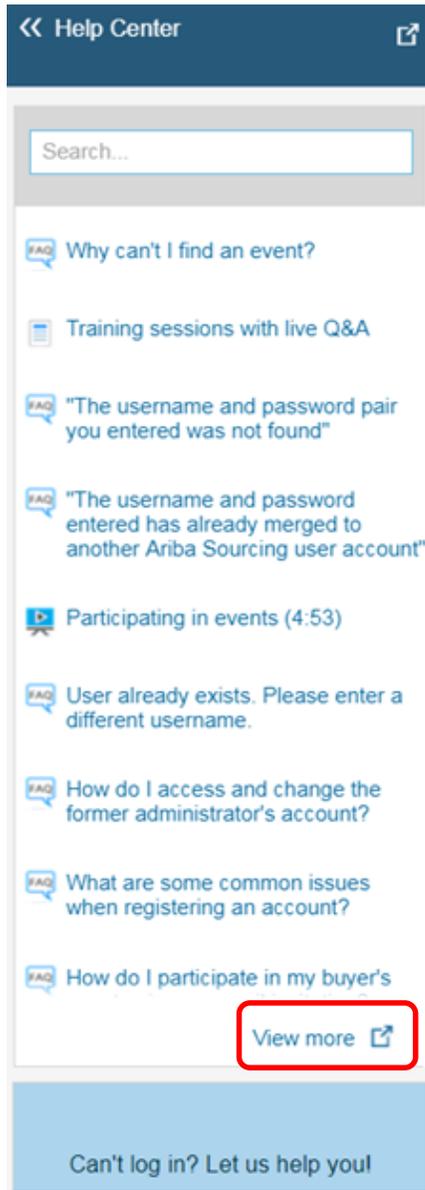
# Tutorials and FAQ

SAP Ariba provides many training materials, short video tutorials on specific topics and frequently asked questions on their website. When you follow the link from the sourcing event invitation you received from Cargill, even before logging in you can access Help Center at the upper right corner of your screen. Click on the Help Center button to expand the help section.

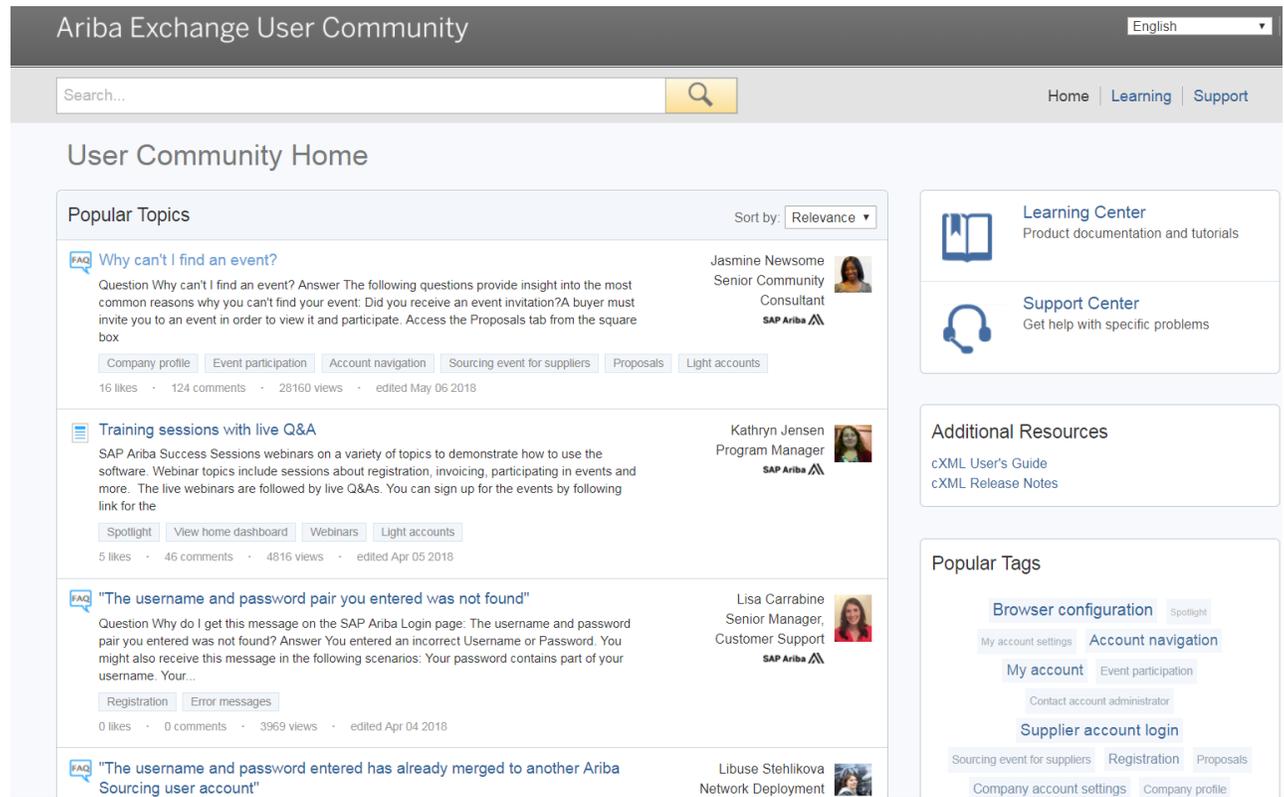


The site interface, as well as the help materials, are in the language you web browser is set to. Help desk support is also available in various languages and if you submit a call request, it picks up your browser setting and provides you service in it (if available).

A bigger number of materials and FAQ are available in English language.

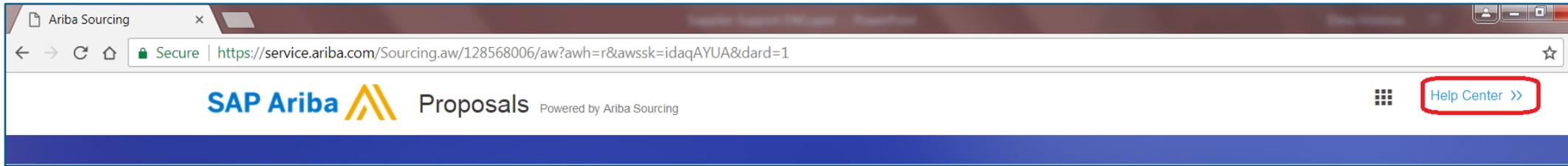


You will see some suggested materials there or you can press View more to open the whole help section.

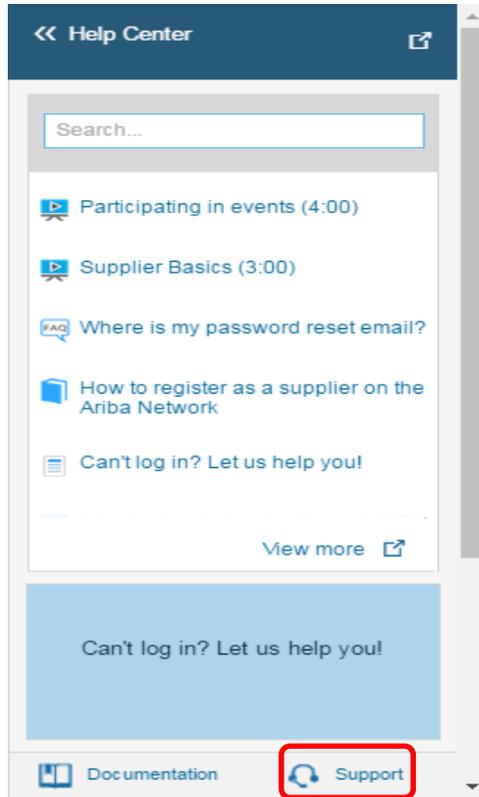


# Get Support from SAP Ariba Help Desk

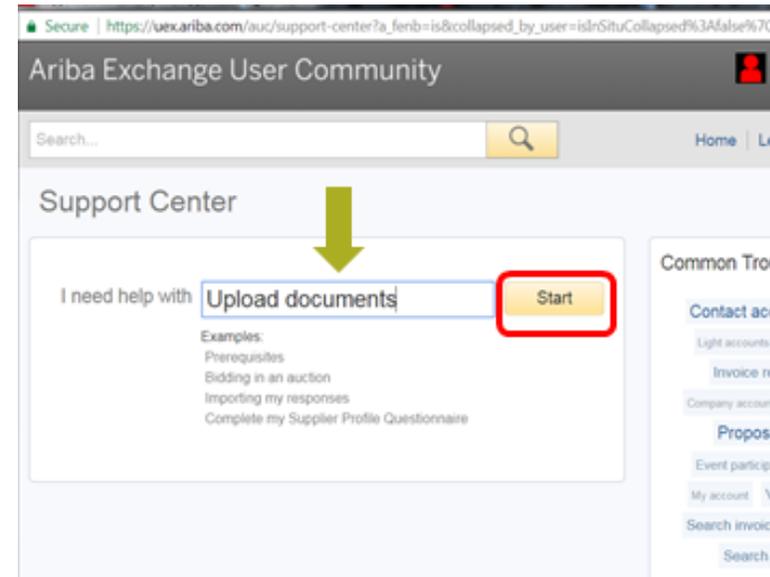
1. Click on the "Help Center" button located in the upper right of your screen



2. Click in the "Support" button



3. Write a short description of your problem (or any random word) and then click on Start



## 4. Choose your communication preference

The screenshot shows the Ariba Exchange User Community Support Center. At the top, there is a search bar with the text "Search..." and a magnifying glass icon. To the right of the search bar are links for "Home", "Learning", and "Support". Below the search bar, the page title "Ariba Exchange User Community" is displayed. The main content area is titled "Support Center" and contains a search input field with the text "I need help with upload documents" and an "Update" button. Below this, there are three search results: "Ariba helps trading partners ensure invoice authenticity and integrity", "After you register", and "SAP Ariba technical requirements [PDF]". A section titled "Can't find what you are looking for? Let us help you." contains the text "Choose your communication preference:" followed by three options: "Get help by email", "Get help by phone" (with a note "Estimated wait in minutes for non-bidding call: 2"), and "Attend a live webinar". To the right of the search results, there is a "Common Troubleshooting Tags" section with various tags such as "Company account settings", "Event participation", "My account settings", "Spotlight", "Contact account administrator", "Registration", "Proposals", "Browser configuration", "Supplier account login", "Company profile", "Light accounts", "Welcome user", "Account navigation", "Sourcing event for suppliers", and "My account". At the bottom right, there is a "trust.ariba.com" section with the text "Information and latest notifications about product issues and planned downtime." and a "Check status" link.

By email



Get help by email

By phone



Get help by phone

Estimated wait in minutes for non-bidding call: 2



Attend a live webinar

## Phone Support

Fill all \*required fields and click on Submit

### SAP Ariba Phone Support

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

#### Problem Description

Short Description: \*

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

#### Contact Information

First Name: \*

Last Name: \*

Company: \*

Email: \*

Phone: Country: \*

Country Code:  Area Code:  Number: \*  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.

\* Required Fields

You will receive a confirmation email.

# Email Support

Fill all \*required fields and click on Submit

You will receive a confirmation email.

## SAP Ariba Email Support



A Procurement Operations Specialist will reply via email. Please add [customer\\_support\\_sr\\_update@sap.com](mailto:customer_support_sr_update@sap.com) to your Safe Sender List to make sure you receive our email. If you wish to speak with someone, choose [Get Help By Phone](#).

### Problem Description

Short Description: \*

Problem Type: \*

Details: \*

For fast resolution, please include all relevant details in your case. For example:

- A detailed description of the issue including full navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to replicate the issue.
- Attach screenshots or recordings of the issue.

File Attachment 1:  No file chosen

Document or Event #:

Company that invited you:

### Contact Information

First Name: \*

Last Name: \*

Company: \*

Email: \*

Phone: Country: \*

Country Code:  Area Code:  Number: \*  Extension:

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.

\* Required Fields



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