


Cargill

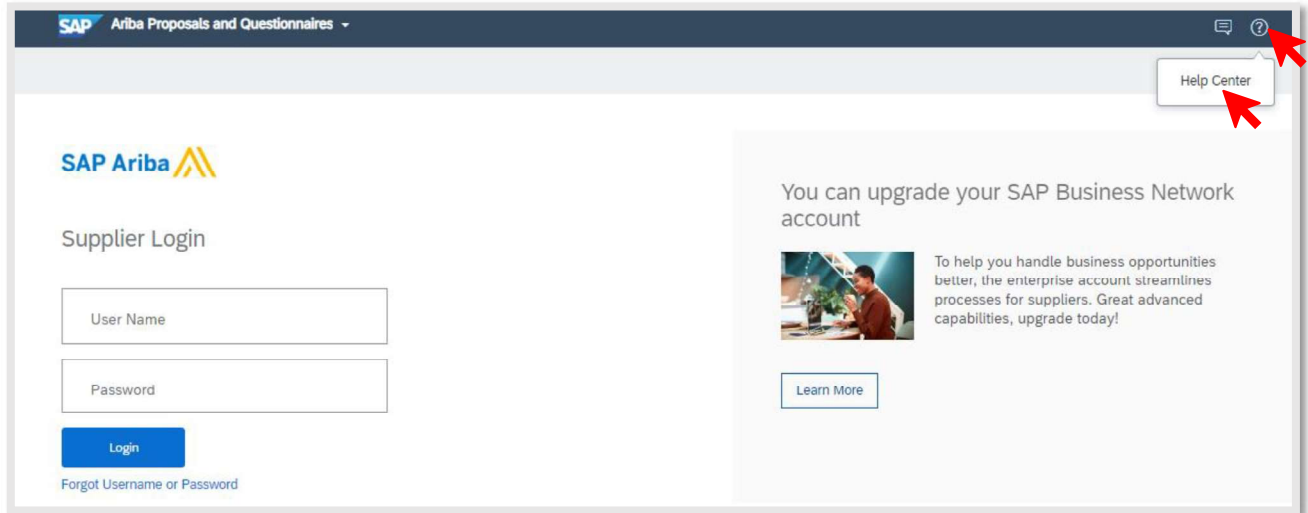
Ariba Help Center

Supplier training material

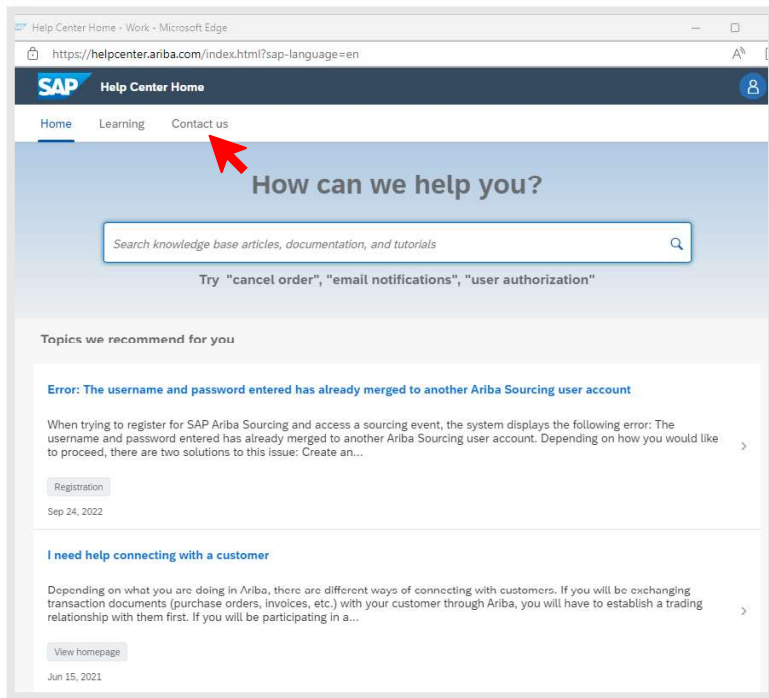
Sourcing Solutions
9-11-2023

If you haven't logged in/signed up to Ariba Proposals and Questionnaires yet, and you need support

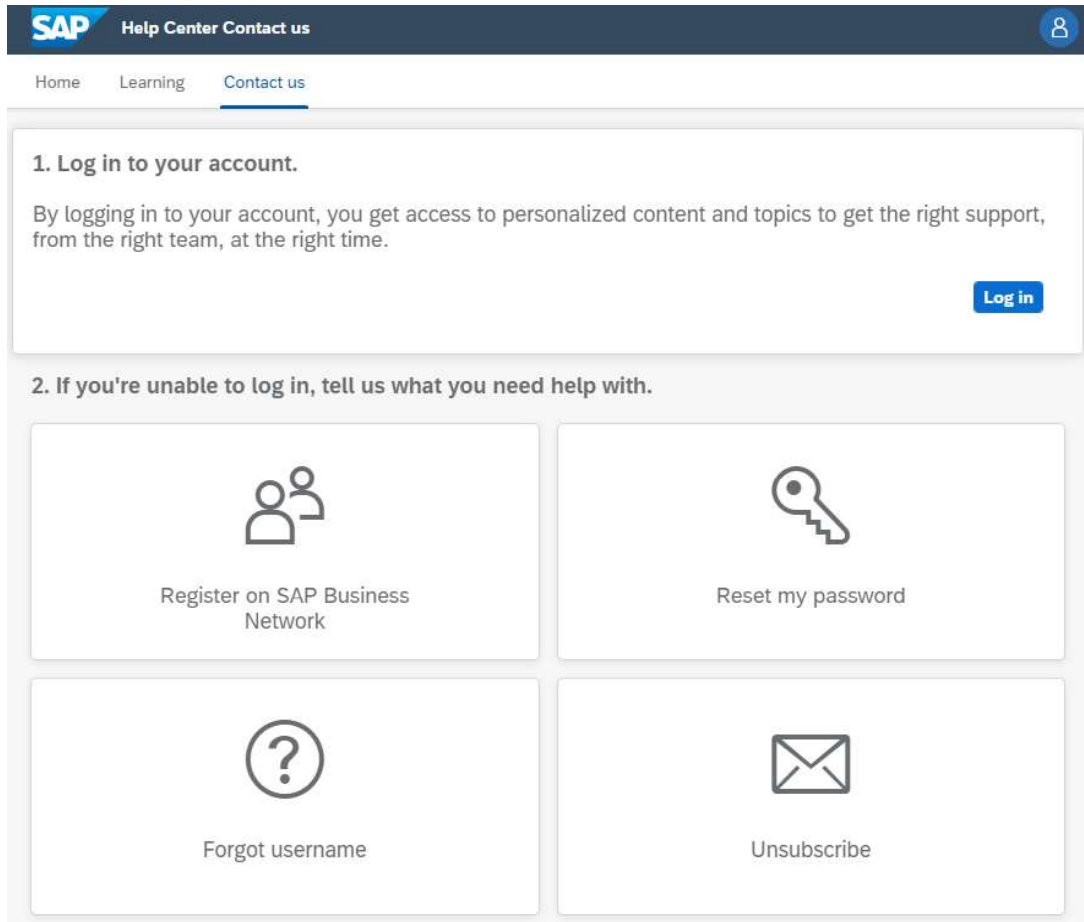
1. Open Ariba Proposals and Questionnaires using this [link](#)
2. Navigate to the top right corner of the page and click on the Help  icon and select **Help Center**




3. A pop-up window will appear. Click on the **Contact us** tab

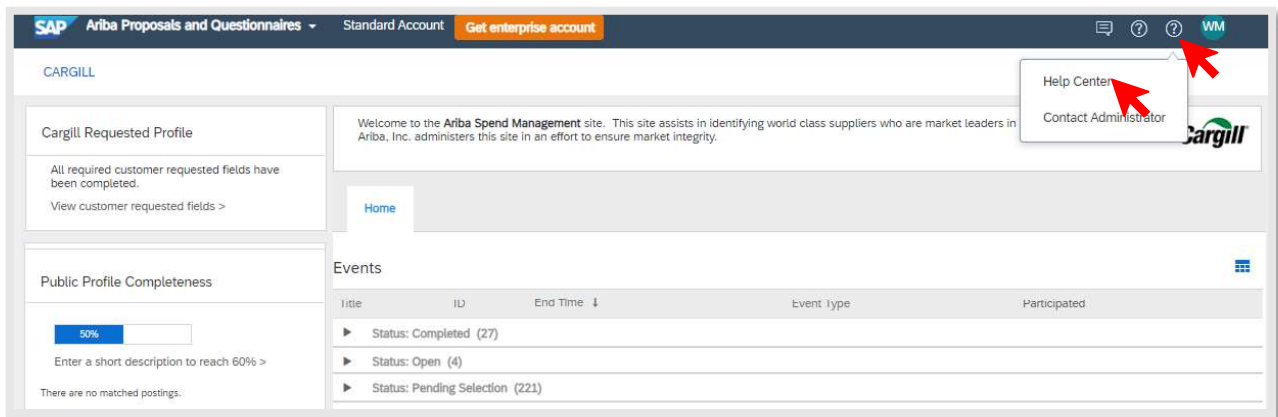


4. Click on one of the options that appears:
 - a. If you have an account, login in section 1 and get access to personalized content and event-specific support.
 - b. If you are unable to login or don't have an account yet, select one of the other available options in section 2.

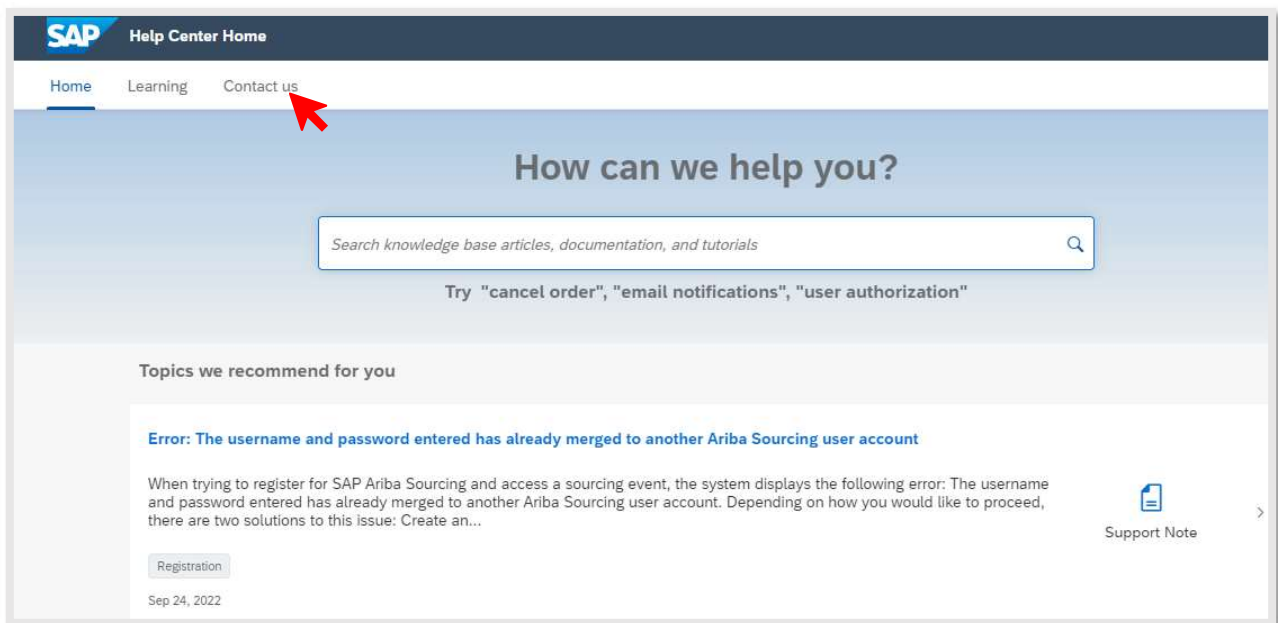


If you have already logged in to Ariba Proposals and Questionnaires, and you need support

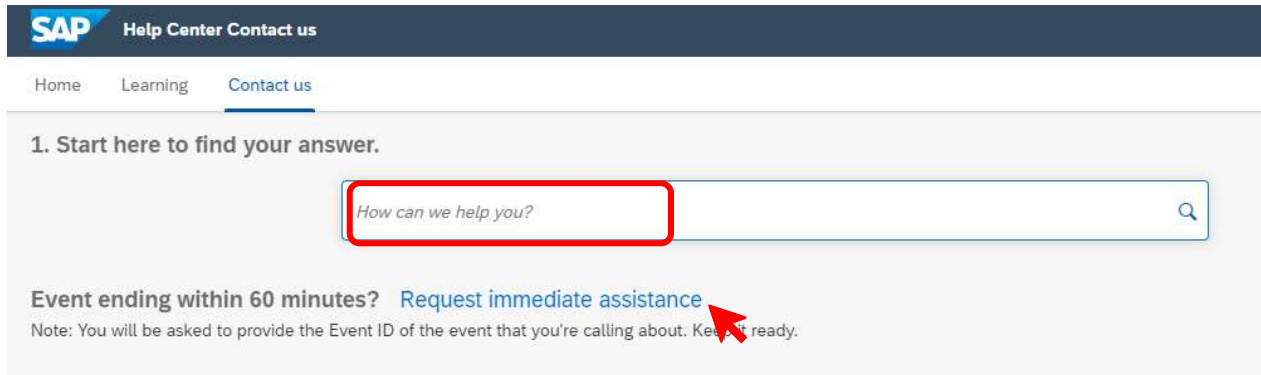
1. After logging in to Ariba Proposals and Questionnaires using this [link](#), navigate to the top right corner of your page and click on the Help  icon and select **Help Center**



2. Navigate to the **Contact us** tab in the page that you will be redirected to.




3. Type your issue in the **search box** or click on the **Request Immediate Assistance** link if your event is ending within 60 minutes.



SAP Help Center Contact us

Home Learning **Contact us**

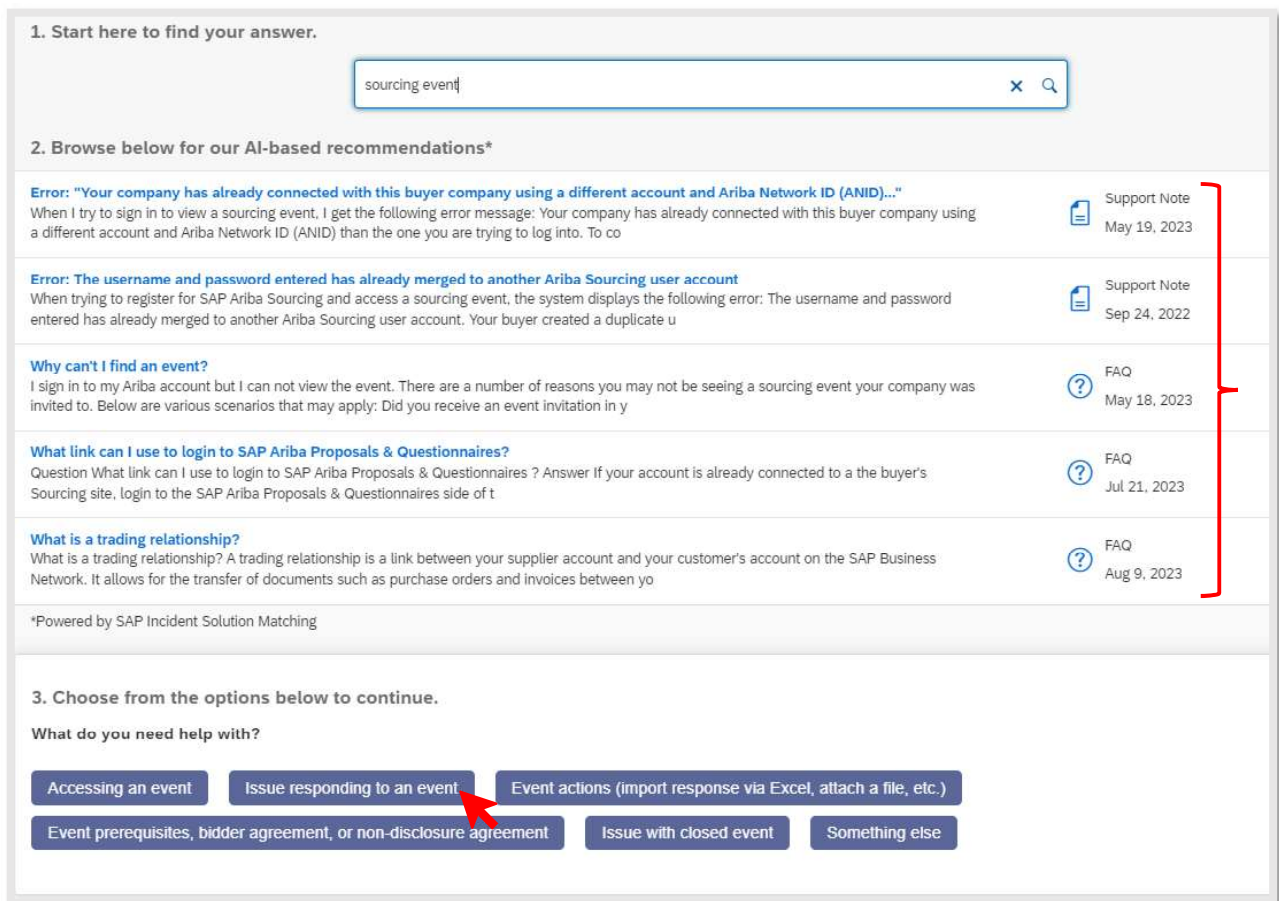
1. Start here to find your answer.

How can we help you? 



Event ending within 60 minutes? [Request immediate assistance](#)

Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.






4. If you have typed an issue in the search box, there are several ways to proceed:
 - a. browse the FAQs, articles or support notes that appear in section 2 or,
 - b. click on one of the options in section 3, to specify the type of help you request and receive more details.



1. Start here to find your answer.

sourcing event  

2. Browse below for our AI-based recommendations*

Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID)..." When I try to sign in to view a sourcing event, I get the following error message: Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) than the one you are trying to log into. To co	 Support Note May 19, 2023
Error: The username and password entered has already merged to another Ariba Sourcing user account When trying to register for SAP Ariba Sourcing and access a sourcing event, the system displays the following error: The username and password entered has already merged to another Ariba Sourcing user account. Your buyer created a duplicate u	 Support Note Sep 24, 2022
Why can't I find an event? I sign in to my Ariba account but I can not view the event. There are a number of reasons you may not be seeing a sourcing event your company was invited to. Below are various scenarios that may apply: Did you receive an event invitation in y	 FAQ May 18, 2023
What link can I use to login to SAP Ariba Proposals & Questionnaires? Question What link can I use to login to SAP Ariba Proposals & Questionnaires ? Answer If your account is already connected to a the buyer's Sourcing site, login to the SAP Ariba Proposals & Questionnaires side of t	 FAQ Jul 21, 2023
What is a trading relationship? What is a trading relationship? A trading relationship is a link between your supplier account and your customer's account on the SAP Business Network. It allows for the transfer of documents such as purchase orders and invoices between yo	 FAQ Aug 9, 2023

*Powered by SAP Incident Solution Matching

3. Choose from the options below to continue.

What do you need help with?

5. Additional questions may appear for you to answer to provide you with more specific information. Depending on your answer different solutions will be presented to you.

3. Choose from the options below to continue.

What do you need help with?

Accessing an event Issue responding to an event Event actions (import response via Excel, attach a file, etc.)

Event prerequisites, bidder agreement, or non-disclosure agreement Issue with closed event Something else

Are you able to see the event on your dashboard?

Yes No

6. If you can't find what you are looking for, or the options that appear do not match with your issue, you may click on the **Something else** option, that will allow you to **create a case** with Ariba Support. Click on the **Create a case** button at the bottom of the page.

3. Choose from the options below to continue.

What do you need help with?

Accessing an event Issue responding to an event Event actions (import response via Excel, attach a file, etc.)

Event prerequisites, bidder agreement, or non-disclosure agreement Issue with closed event Something else

Are you able to see the event on your dashboard?

Yes No

Is the event open for response?

Yes No

What is your exact issue?

Blank white pop-up after opening event Can't find content/content is missing from event I have a question about information or content provided in an event

Unable to submit response Something else

Event ending within 60 minutes? [Request immediate assistance](#)
Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.

Can't find what you're looking for? [Create a Case](#)

7. A form will appear, prompting you to provide information of what you need help with. At the top of the form, you can select if support should be provided to you in a language different than English. If so, click on the **Change** link.

Requested language of support: English [Change?](#)

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

8. The form is divided in 3 sections:

- a. **Section 1** – full description of the issue you are experiencing, issue type and area (drop-down menus to select from), event number, the company that invited you. Though only some questions are marked as mandatory with an *, make sure to provide additional event details and attach any screenshots that might allow the issue to be resolved faster.

1. Tell us what you need help with.

Subject: * sourcing event

Full description: * Even though I am able to open the event, I can't seem to be able to submit my response. The details are as follows.....Please find attached a screenshot of the step that I have trouble with

2811 characters remaining

Attachment:

Issue type: * Event participation

Issue area: * Answering questions

Document or Event Number: Doc98877656449

Company that invited you: Cargill

Top Recommendations:

- [? Why can't I find an event?](#)
- [Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID \(ANID\)..."](#)

- b. **Section 2** – does the issue impact your business (drop-down menu to select from), meaning how urgent the issue is.

2. How does this impact your normal business processes?

Business Impact: * Affecting but not stopping critical functionality

Please elaborate: * The event closes in 2 days and I need to make sure I am able to submit my answers

2919 characters remaining

- c. **Section 3** – your contact details for Ariba to be able to contact you for resolving the issue or additional clarifications. Your existing Ariba Network ID will be automatically populated. Don't forget to acknowledge that your phone number is correct.

3. Provide your preferred contact details:


First name: * Adam

Last name: * Smith

Username:


Company: * ABC Ltd.

Email: * adam_smith@abc.com

Phone: * +1 201-555-5556 United States 

Extension:

Confirm phone: * +12015555556

My phone number is correct. 

Ariba Network ID: * AN01479753239

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

9. Once you have completed the form, click on the **One last step** button at the bottom left corner of the page.

3. Provide your preferred contact details:


First name: * Adam

Last name: * Smith

Username:

Company: * ABC Ltd.

Email: * adam_smith@abc.com

Phone: * +1 201-555-5556 United States 

Extension:


Confirm phone: * +12015555556

My phone number is correct.

Ariba Network ID: * AN01479753239

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).


- What does the orange triangle next to a prerequisite question in an event mean?
- How do I navigate through the Checklist to submit my response?
- How do I contact support as a supplier?
- How do I compose a message in a Sourcing Event / Questionnaire?
- Why am I only seeing the welcome banner on the buyer's dashboard and not the list of events or questionnaires in the Ariba Proposals and Questionnaires page?
- Why can't I respond to a sourcing event?
- What should I do if my prerequisite response is rejected by a buyer?
- Why can't I see newly added questions in an event I've already responded to?
- How do I import/revise my response/bids to a sourcing event/questionnaire?
- How do I respond to a sourcing event?
- How do I register on SAP Ariba Sourcing to participate in events?

One last step 

10. Choose one of the available contact options: **phone support** (recommended option), as well as **live chat** or **email support**. Select the preferred method of Ariba contacting you and click on the **Submit** button at the bottom of the page.

Home Learning Contact us

Choose this contact method for the fastest resolution of your issue:


 **Recommended**
Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 5


Do not record my phone call.

Other methods you may choose:

 Live chat: [open](#)

You will chat with the same product expert that would normally work your case, soon after you click "Submit."

Note: Pop-ups need to be enabled in your browser.

 Email

A support engineer will respond to your case by email.

To receive communications, add itsm.notification-service@sap.com to your allow list.

Back **Submit** Cancel