Cargill

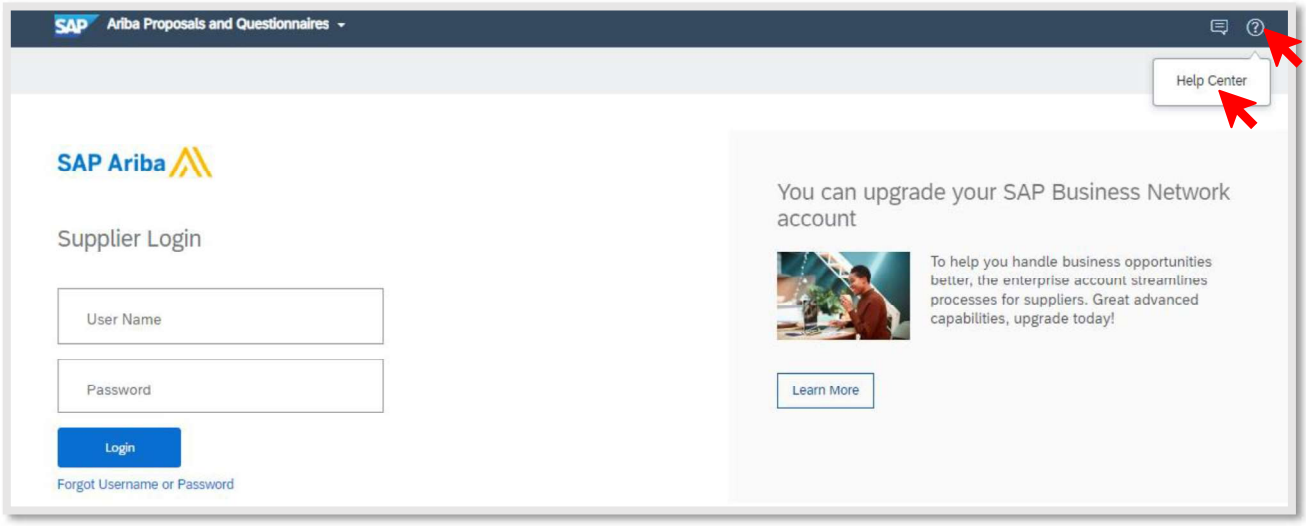
Ariba Help Center

Supplier training material

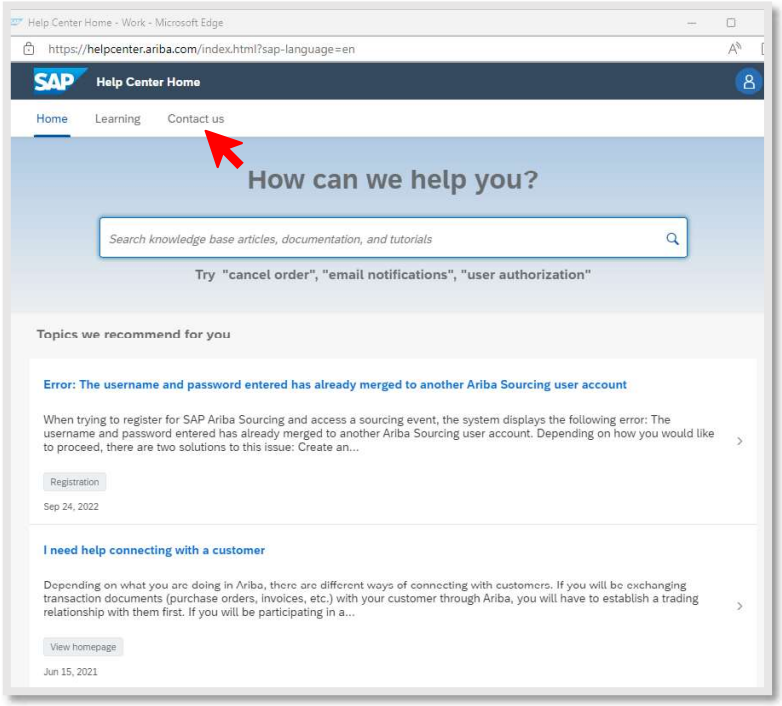
Sourcing Solutions
9-11-2023

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

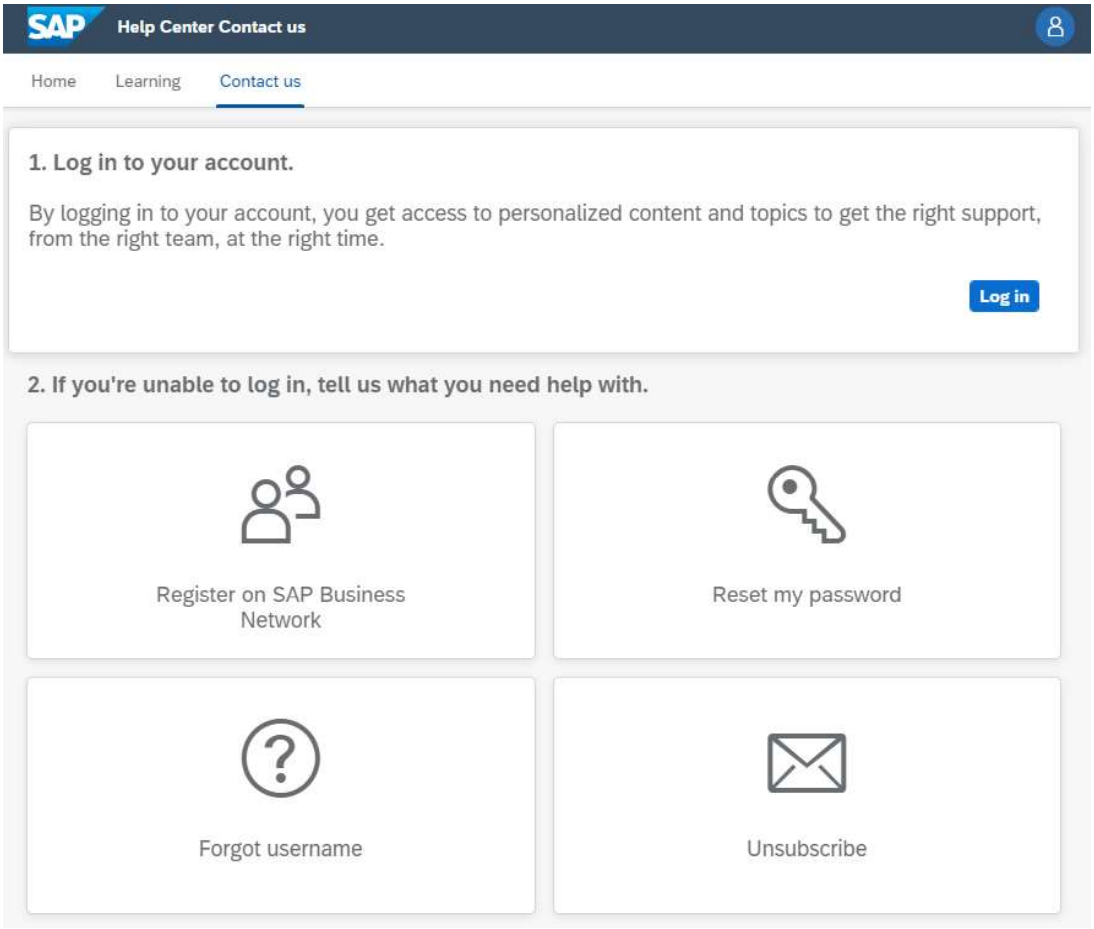
1. Open Ariba Proposals and Questionnaires using this link
2. Navigate to the top right corner of the page and click on the Help icon and select **Help Center**



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

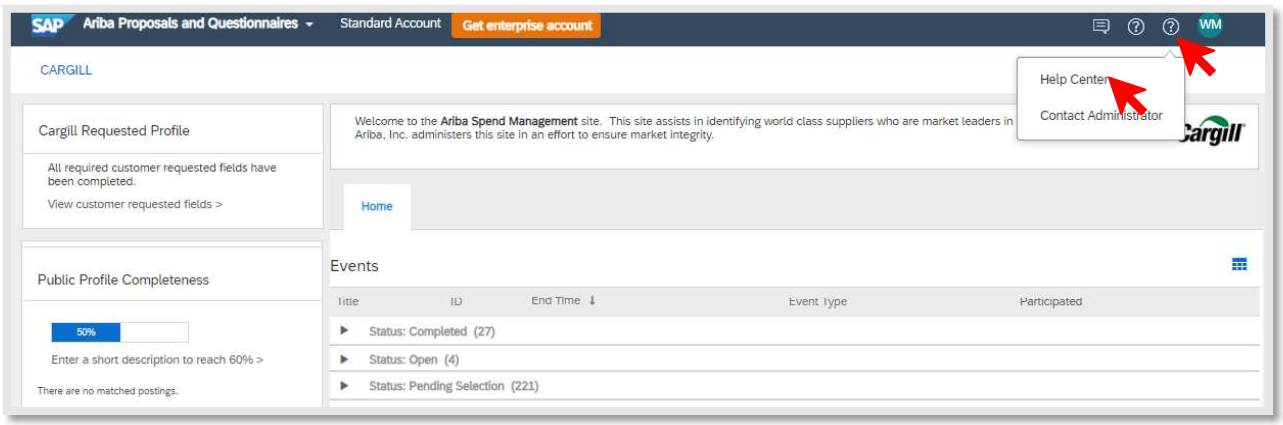


4. Click on one of the options that appears:
    a. If you have an account, login in section 1 and get access to personalized content and event-specific support.
    b. If you are unable to login or don't have an account yet, select one of the other available options in section 2.

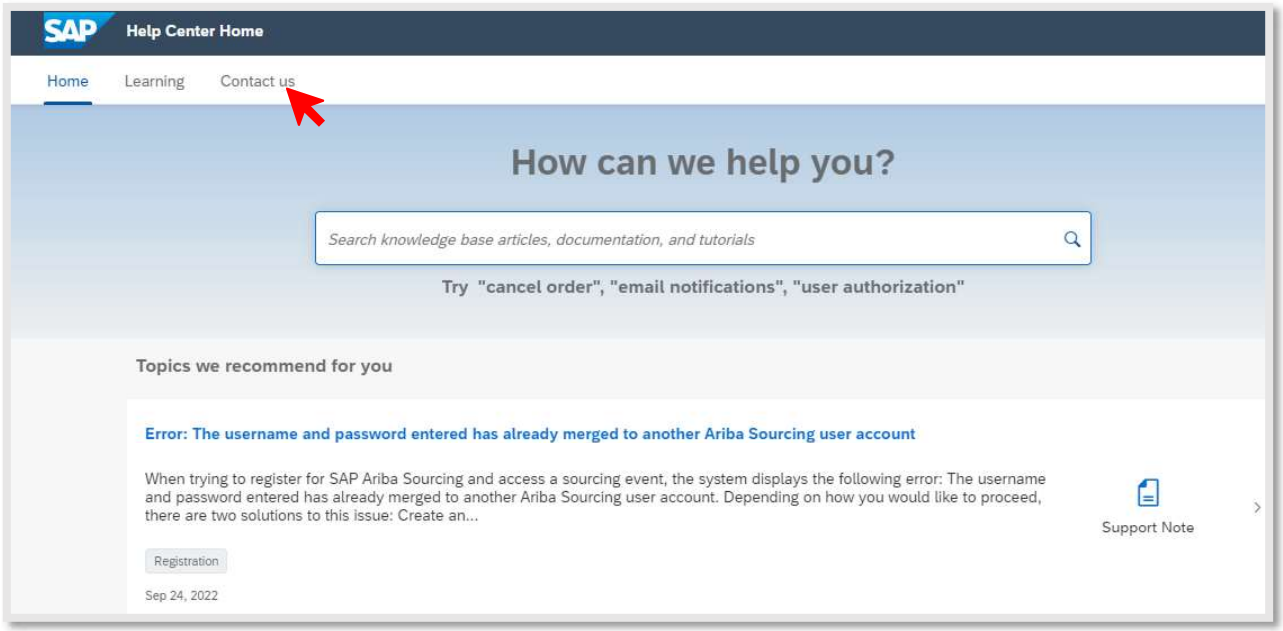


If you have already logged in to Ariba Proposals and Questionnaires, and you need support

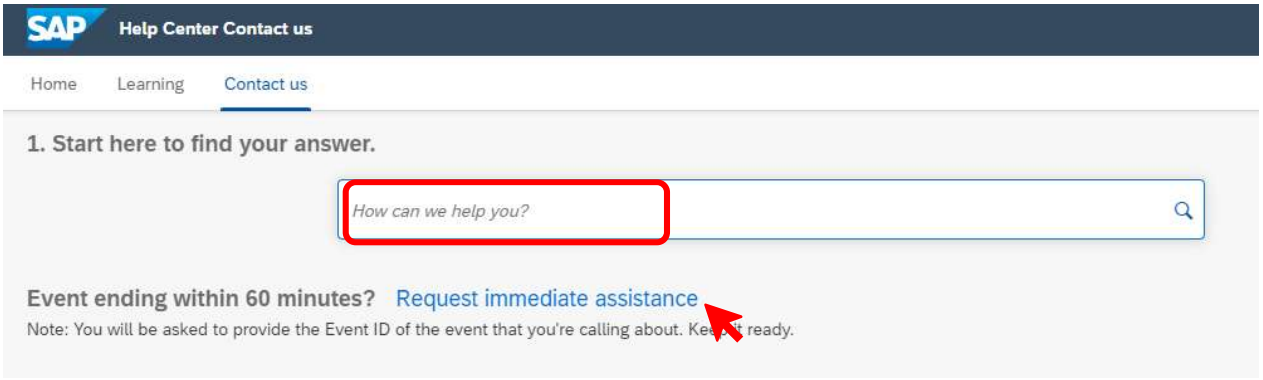
1. After logging in to Ariba Proposals and Questionnaires using this link, navigate to the top right corner of your page and click on the Help icon and select **Help Center**



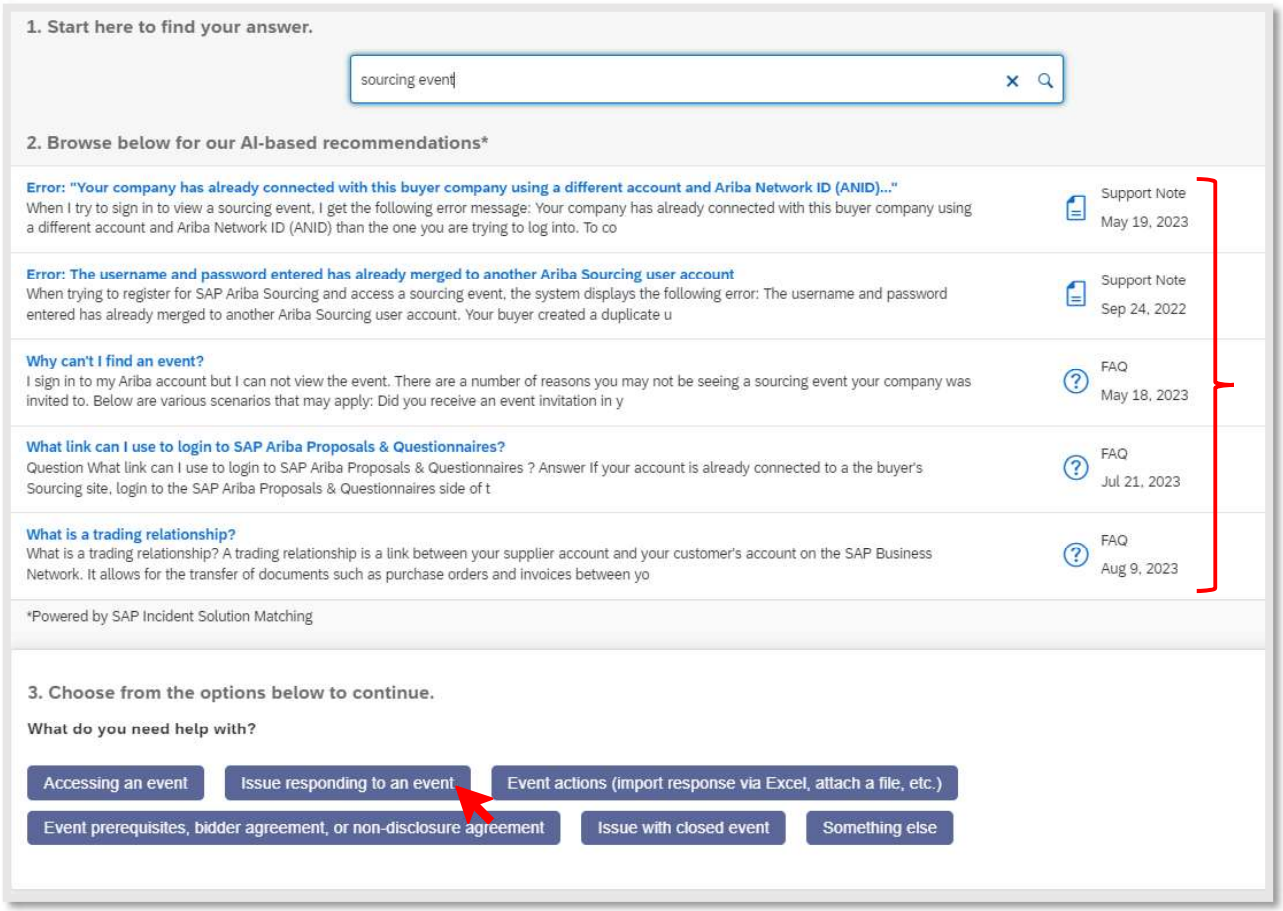
2. Navigate to the **Contact us** tab in the page that you will be redirected to.



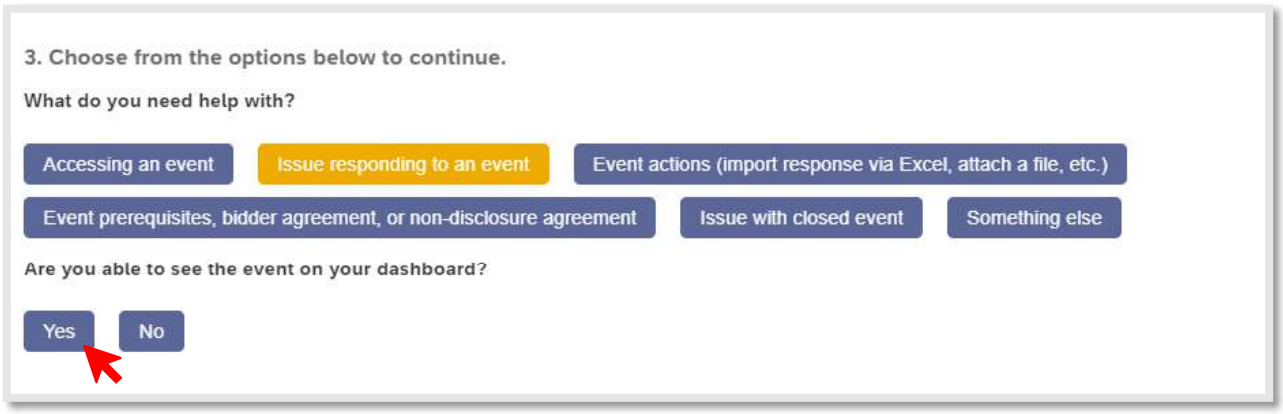
3. Type your issue in the **search** box **or** click on the **Request Immediate Assistance** link if your event is ending within 60 minutes.



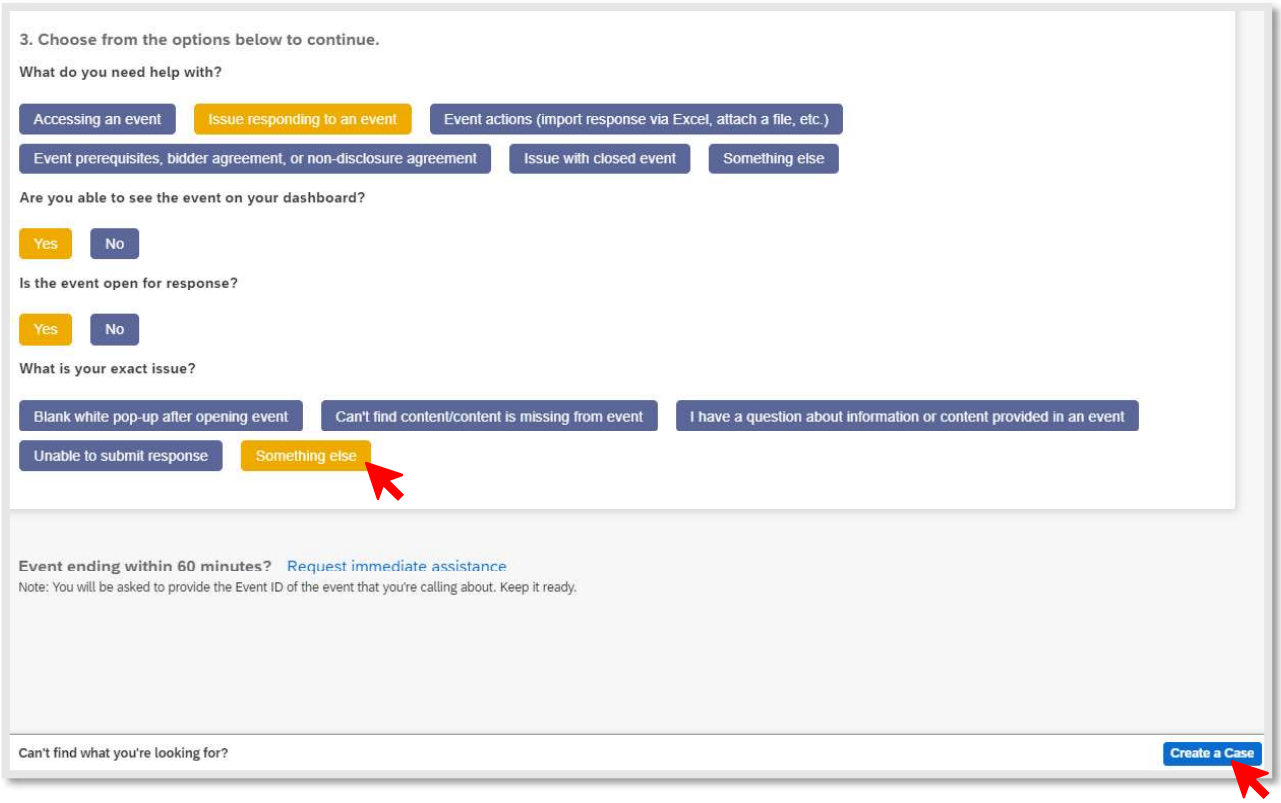
4. If you have typed an issue in the search box, there are several ways to proceed:
    a. browse the FAQs, articles or support notes that appear in section 2 or,
    b. click on one of the options in section 3, to specify the type of help you request and receive more details.



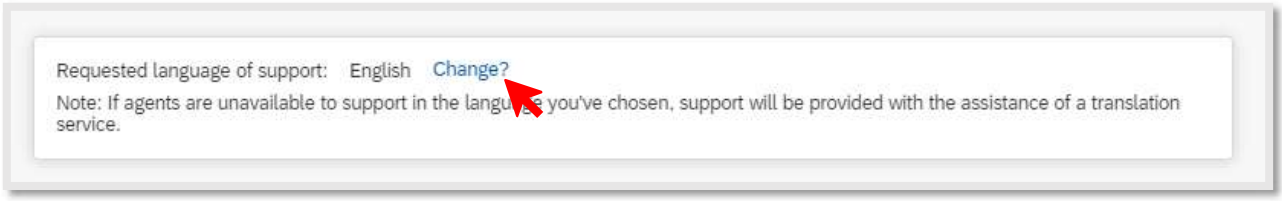
5. Additional questions may appear for you to answer to provide you with more specific information. Depending on your answer different solutions will be presented to you.



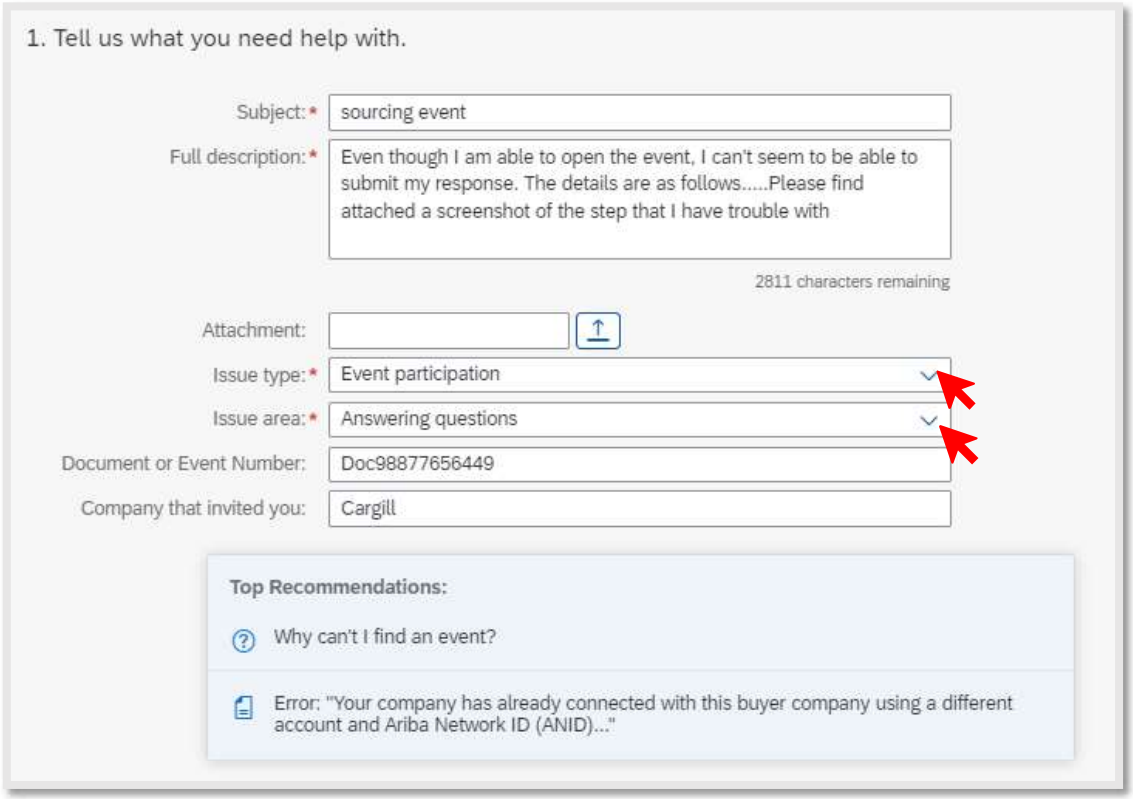
6. If you can't find what you are looking for, or the options that appear do not match with your issue, you may click on the **Something else** option, that will allow you to **create a case** with Ariba Support. Click on the **Create a case** button at the bottom of the page.



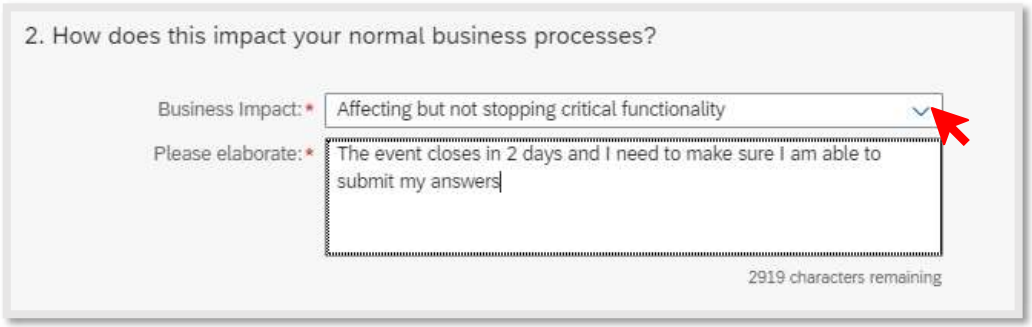
7. A form will appear, prompting you to provide information of what you need help with. At the top of the form, you can select if support should be provided to you in a language different than English. If so, click on the **Change** link.



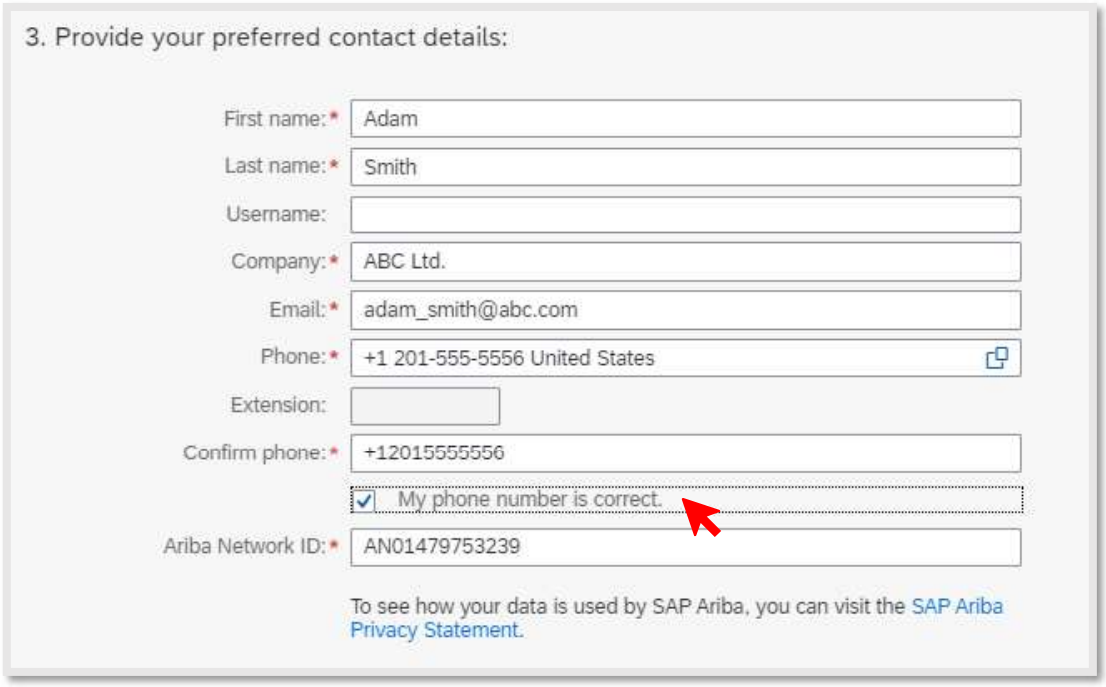
8. The form is divided in 3 sections:
    a. **Section 1** – full description of the issue you are experiencing, issue type and area (drop-down menus to select from), event number, the company that invited you. Though only some questions are marked as mandatory with an *, make sure to provide additional event details and attach any screenshots that might allow the issue to be resolved faster.



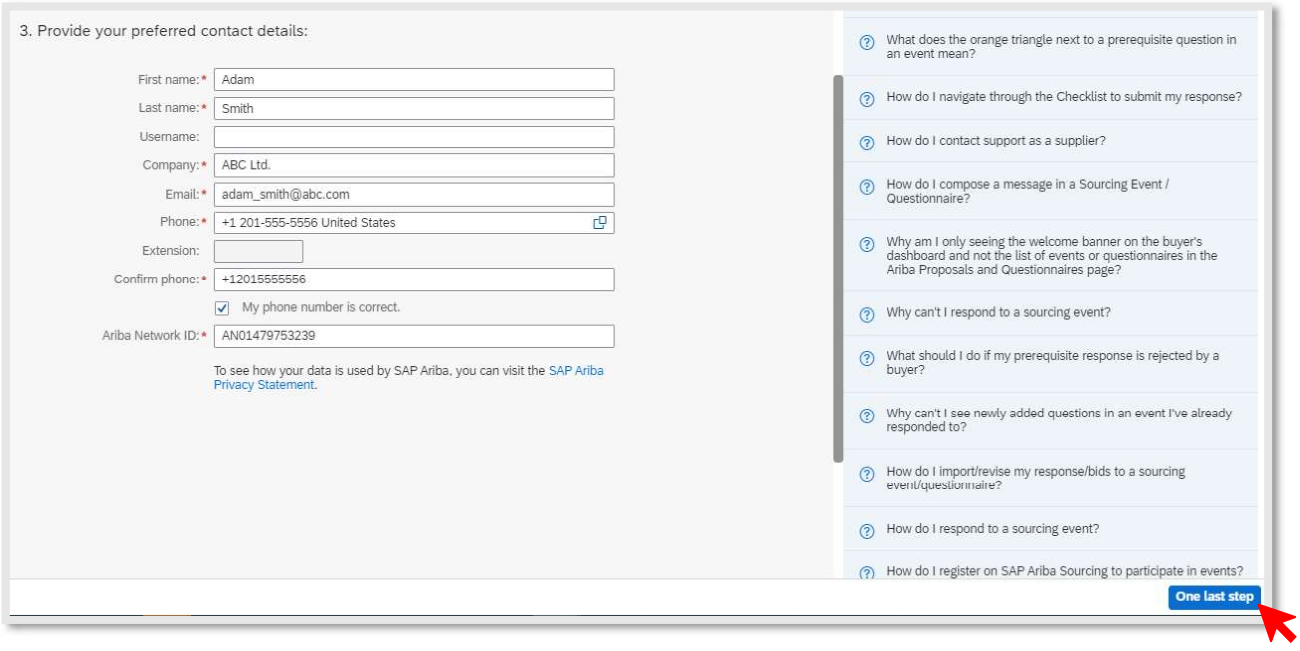
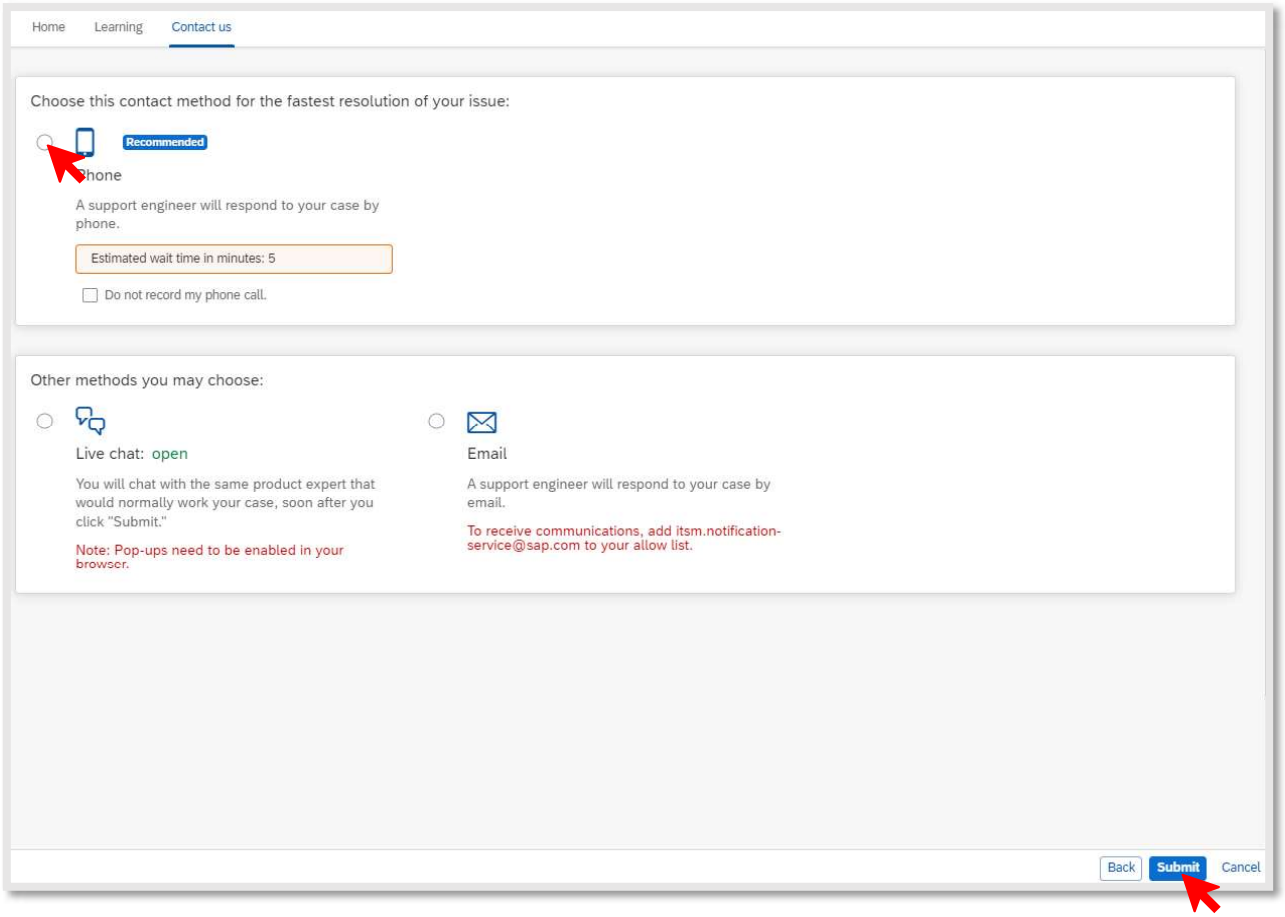
    b. **Section 2** – does the issue impact your business (drop-down menu to select from), meaning how urgent the issue is.



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.



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



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.