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

Ariba Proposals and Questionnaires +	貝 ②
	Help Center
SAP Ariba	You can upgrade your SAP Business Network
Supplier Login	To help you handle business opportunities better, the enterprise account streamlines
User Name	processes for suppliers. Great advanced capabilities, upgrade today!
Password	Learn More
Login Forgot Username or Password	

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

Help Cente	r Hame - Work - Microsoft Edge	
) https:	//helpcenter.ariba.com/index.html?sap-language=en	A٩
SAP	Help Center Home	
Home	Learning Contact us	
	How can we help you?	
	Search knowledge base articles, documentation, and tutorials Q	
	Try "cancel order", "email notifications", "user authorization"	
Topics	we recommend for you	
	we recommend for you The username and password entered has already merged to another Ariba Sourcing user account	
Error: When userna		3
Error: When userna	The username and password entered has already merged to another Ariba Sourcing user account riging to register for SAP Ariba Sourcing and access a sourcing event, the system displays the following error: The me and password entered has already merged to another Ariba Sourcing user account. Depending on how you would like eed, there are two solutions to this issue: Create an	2
Error: When userna to proc	The username and password entered has already merged to another Ariba Sourcing user account trying to register for SAP Ariba Sourcing and access a sourcing event, the system displays the following error: The me and password entered has already merged to another Ariba Sourcing user account. Depending on how you would like eed, there are two solutions to this issue: Create an	c
Error: When to proc Registr Sep 24,	The username and password entered has already merged to another Ariba Sourcing user account trying to register for SAP Ariba Sourcing and access a sourcing event, the system displays the following error: The me and password entered has already merged to another Ariba Sourcing user account. Depending on how you would like eed, there are two solutions to this issue: Create an	2
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Error: When i userna to proc Registr Sep 24, I need Depen transat relation	The username and password entered has already merged to another Ariba Sourcing user account rrying to register for SAP Ariba Sourcing and access a sourcing event, the system displays the following error: The me and password entered has already merged to another Ariba Sourcing user account. Depending on how you would like eed, there are two solutions to this issue: Create an aton 2022 help connecting with a customer ding on what you are doing in Ariba, there are different ways of connecting with customers. If you will be exchanging tion documents (purchase orders, invoices, etc.) with your customer through Ariba, you will have to establish a trading	с с

- 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.

SAP Help Center Contact us	<u>(8</u> )
Home Learning Contact us	
<b>1. Log in to your account.</b> By logging in to your account, you get access to perso from the right team, at the right time.	onalized content and topics to get the right support,
2. If you're unable to log in, tell us what you need	help with.
Register on SAP Business Network	Reset my password
Forgot username	Unsubscribe

## 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 <u>link</u>, navigate to the top right

corner of your page and click on the Help icon and select **Help Center** 

Ariba Proposals and Questionnaires	Standard Account     Get enterprise account	
CARGILL		Help Center
Cargill Requested Profile	Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in Ariba, Inc. administers this site in an effort to ensure market integrity.	Contact Administrator
All required customer requested fields have been completed.		
View customer requested fields >	Home	
Public Profile Completeness	Events	-
ubite i ronte completeness	Inte ID End Time 4 Event Type	Participated
50%	<ul> <li>Status: Completed (27)</li> </ul>	
Enter a short description to reach 60% >	<ul> <li>Status: Open (4)</li> </ul>	
There are no matched postings.	<ul> <li>Status: Pending Selection (221)</li> </ul>	

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

SAP	Help Center Home	
Home	Learning Contact us	
	How can we help you?	
	Search knowledge base articles, documentation, and tutorials Q	
	Try "cancel order", "email notifications", "user authorization"	
	Topics we recommend for you	
	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. Depending on how you would like to proceed, there are two solutions to this issue: Create an	
	Registration	
	ne Barrason	

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 Cent	ter Contact us	
Home	Learning	Contact us	
1. Star	t here to fi	ind your answer.	
		How can we help you?	٩
		thin 60 minutes? Request immediate assistance d to provide the Event ID of the event that you're calling about. Kee, 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	× Q	
2. Browse below for our Al-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	ſ	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	ſ	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	C	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	C	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	C	FAQ Aug 9, 2023
*Powered by SAP Incident Solution Matching		
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		

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 op What do you need help v	otions below to continue. with?		
Accessing an event	Issue responding to an event	Event actions (import response via Exe	cel, attach a file, etc.)
Event prerequisites, bid	der agreement, or non-disclosure aç	greement Issue with closed event	Something else
Are you able to see the e	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 What do you need help with?	continue.		
Accessing an event Issue responding	ng to an event Event actions (import response via	Excel, attach a file, etc.)	
Event prerequisites, bidder agreement, or	-	Something else	
Are you able to see the event on your das	nboard ?		
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 Someth	ng else		
Event ending within 60 minutes? Re Note: You will be asked to provide the Event ID of the			
Can't find what you're looking for?			Create a Case
san china mar you re tooking for :			Create a Cast

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 suppor	English Change?	
Note: If agents are unavailable service.	support in the language you've chosen, support will be provided with the assistance of a	translatior

- 8. The form is divided in 3 sections:
  - a. Section 1 full description of the issue you are experiencing, issue type and area (dropdown 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.

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 followsPlease find attached a screenshot of the step that I have trouble with	
	2811 characters remaining	
Attachment:	<u>     1     1     1     1     1     1     1     1 </u>	
Issue type:*	Event participation	
Issue area: *	Answering questions ~	
Document or Event Number:	Doc98877656449	5
Company that invited you:	Cargill	

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

Business Impact: *	Affecting but not stopping critical functionality	$\sim$
Please elaborate:*	The event closes in 2 days and I need to make sure I am submit my answers	able to

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.

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

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 c	ontact details:	What does the orange triangle next to a prerequisite question in an event mean?
First name:*	Adam	
Last name:*	Smith	How do I navigate through the Checklist to submit my response?
Username:		How do I contact support as a supplier?
Company:*	ABC Ltd.	
Email:*	adam_smith@abc.com	(7) How do I compose a message in a Sourcing Event / Questionnaire?
Phone:* Extension: Confirm phone:*	+1 201-555-5556 United States	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?
	My phone number is correct.	Why can't I respond to a sourcing event?
Ariba Network ID:*	AN01479753239 To see how your data is used by SAP Ariba, you can visit the SAP Ariba Privacy Statement.	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?
		O How do I respond to a sourcing event?
		How do I register on SAP Ariba Sourcing to participate in events?
		One last step

 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				
Choo	use this contact method for the fastest resolution	of you	issue:		
	Chone A support engineer will respond to your case by phone. Estimated wait time in minutes: 5				
	Do not record my phone call.				
Other	r methods you may choose:				
0	Ŷ	0	$\boxtimes$		
	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 browscr.		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