

# Ariba supplier support

SAP Ariba Sourcing (Proposals & Questionnaires)



# Purpose

This guide has been created by Cargill and SAP Ariba for your reference, as you respond to Cargill's sourcing events.

This guide is especially suitable for **resolving Ariba account issues(login/registration) and contacting Ariba support, for event (RFI, RFP, Auction) related guidance.**



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Supplier Support Guide

A green thought bubble with a white border and a small tail pointing towards the man on the left. It contains white text.

Hey, Cargill invited me to participate in a sourcing event on Ariba but I have a technical issue. Do you know who should I contact for support?

A green thought bubble with a white border and a small tail pointing towards the man on the right. It contains white text.

It would depend on the issue itself. You should contact either Cargill, our company Ariba admin or Ariba directly. Let me show you how to choose.



# Who should suppliers contact when they need assistance?



## Contact Cargill's buyer for:

- Expired invitation links
- Inviting another user from same company
- Specific questions about event content
- Requesting additional time to respond to an event and/or reopening lots for bidding
- Unlinking supplier users (and ANIDs)



## Contact Supplier Admin for:

- Account access
- Requesting additional permissions
- Changing company settings
- Updating user information
- When receiving an error referring to your admin



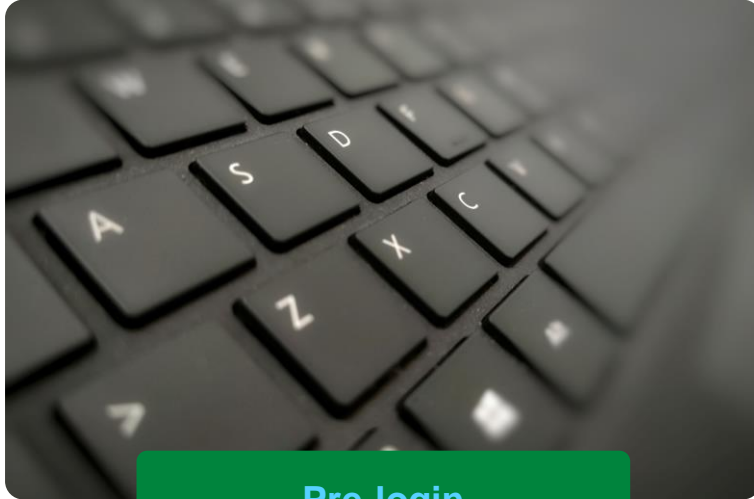
## Contact SAP Ariba Support for:

- Most account access issues (including admin reassignment)
- Most "how-to" scenarios related to account configuration and administration
- Technical errors (i.e. ANERR messages)



# SAP Ariba supplier support scenarios

There are 3 options for a supplier to request support from SAP Ariba, when the issue needs to be addressed by them:



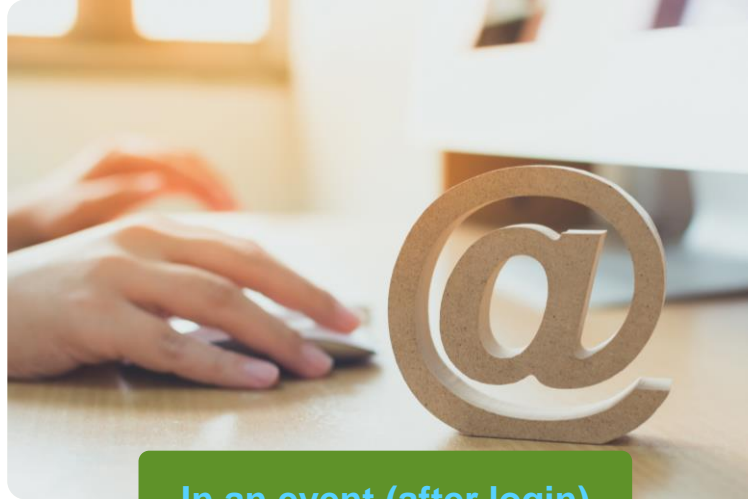
Pre-login

**When supplier is unable to login or register**

Means of communication with Ariba after raising a ticket:

- **Live chat**

Supplier Support Guide



In an event (after login)

**When supplier has logged in but faces technical issues**

Means of communication with Ariba after raising a ticket:

- **Live chat**
- **Request-a-call**
- **Webform (communication via email)**
- **Ask a peer expert**



Immediate help prior to event closure (EDM)

**When supplier has logged in and immediate assistance is needed for a competitive event (ending within 60 mins)**

Means of communication with Ariba after raising a ticket:

- **Request-a-call**
- **Direct call**





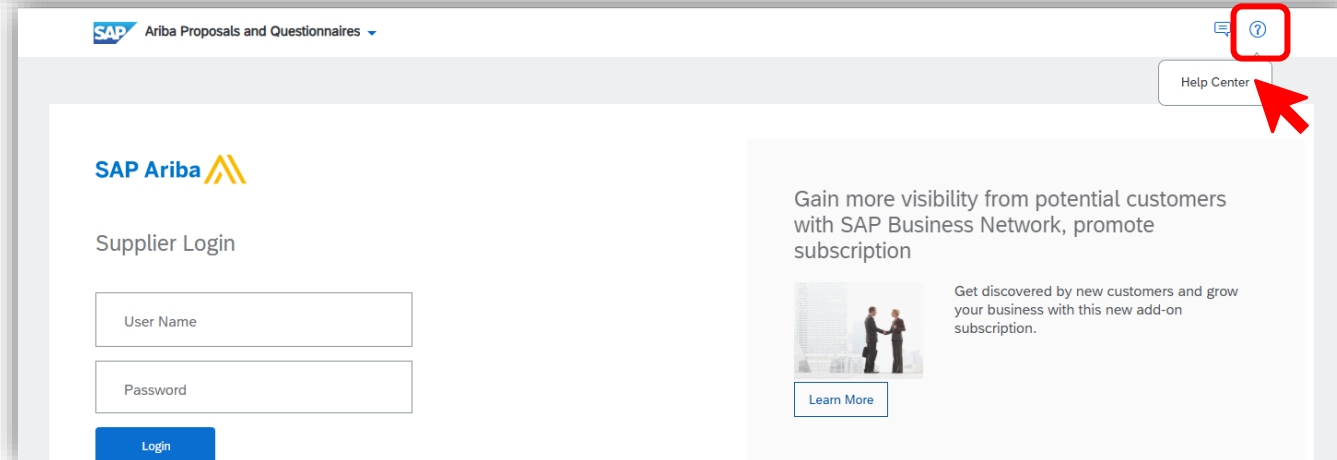
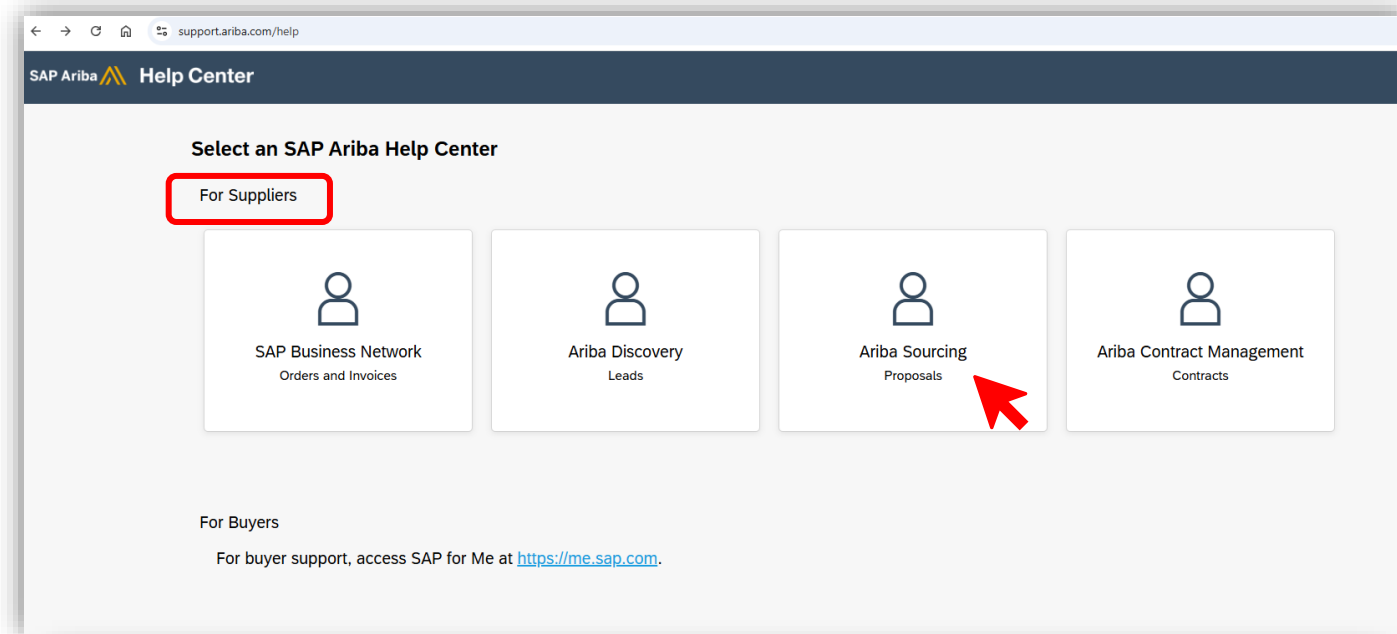
# Pre-login support

For login or registration issues



# Access the Ariba Help Center

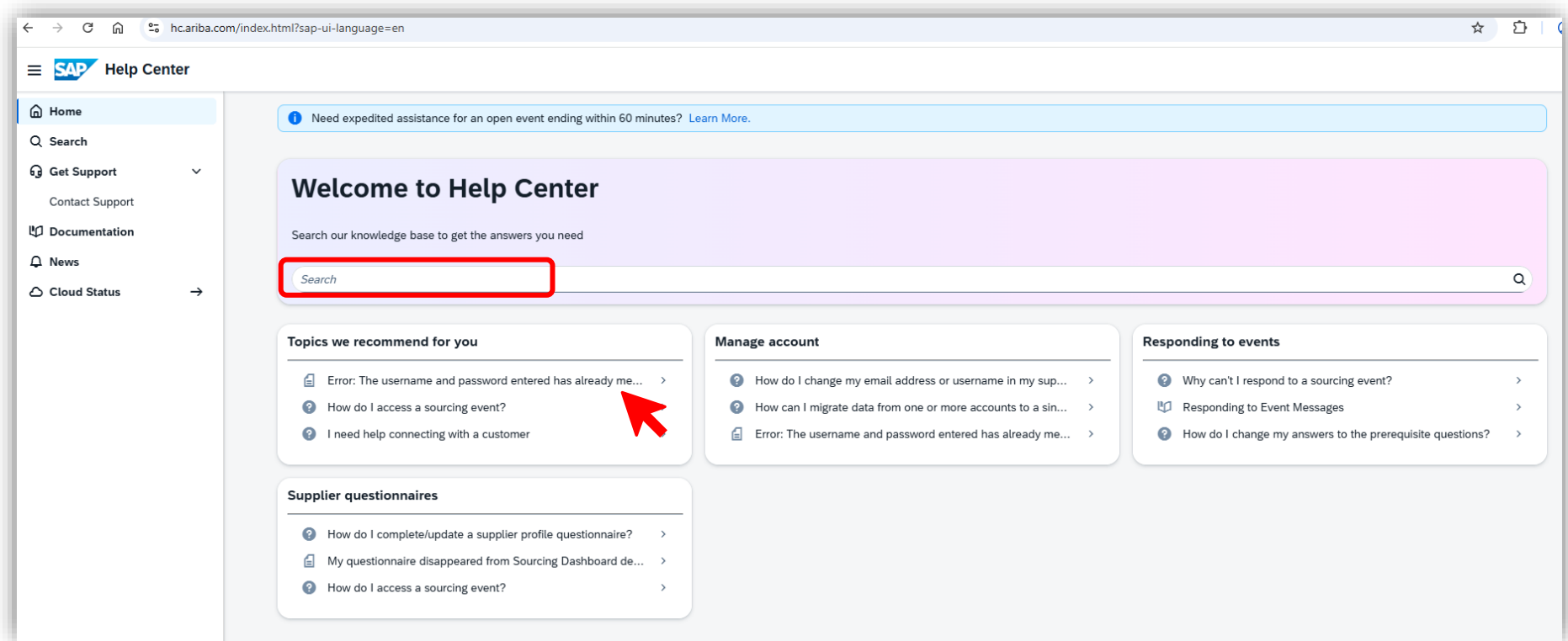
- Open **Ariba Help Center** page using this [link](#) and select **Ariba Sourcing** from the menu in the „For Suppliers“ section
- Alternatively, if you are in the **Ariba Proposals and Questionnaires** [login page](#), click on the ? icon at the top right, and select **Help Center**



Supplier Support Guide

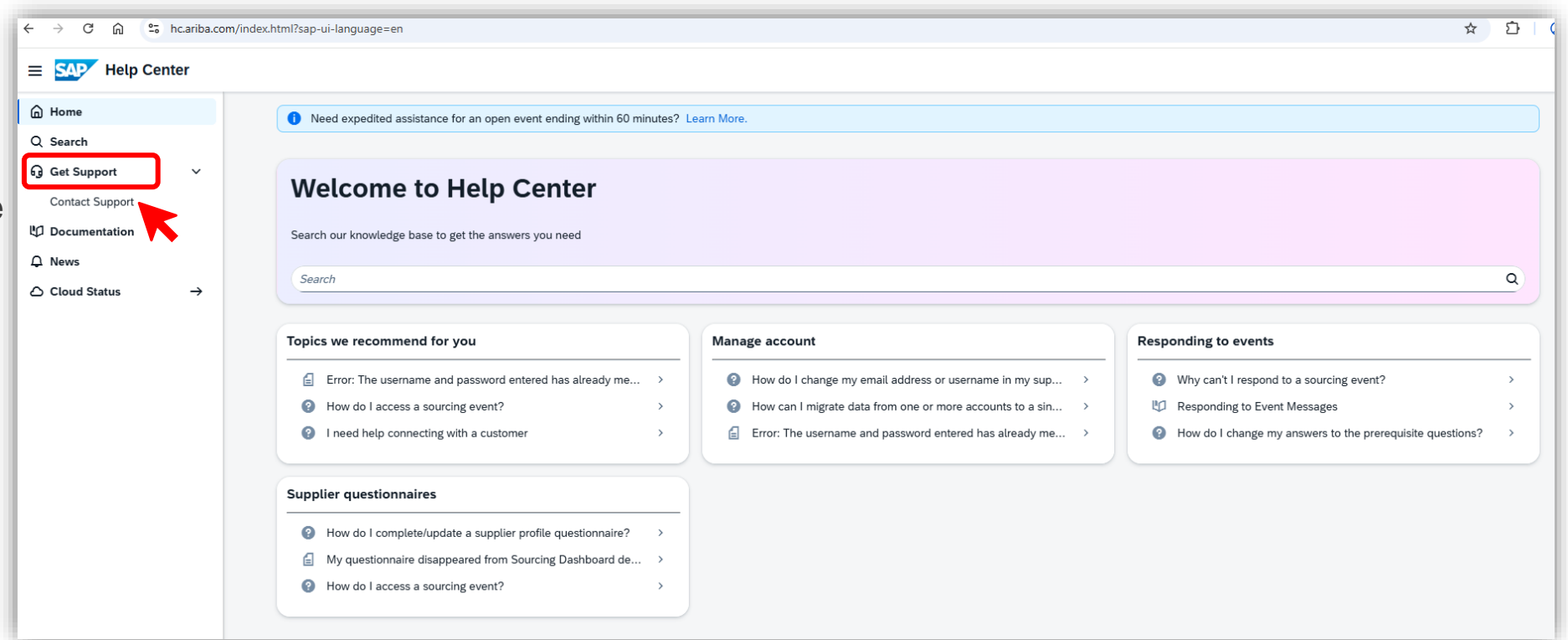
# Ariba Help Center – Welcome page

Utilize the already available resolutions to the most common technical issues, by typing in the **search box** at the top, or choosing from the **sourcing event-related topics or errors** displaying in the respective **sections**.



# Ariba Help Center – Contact support to raise a ticket

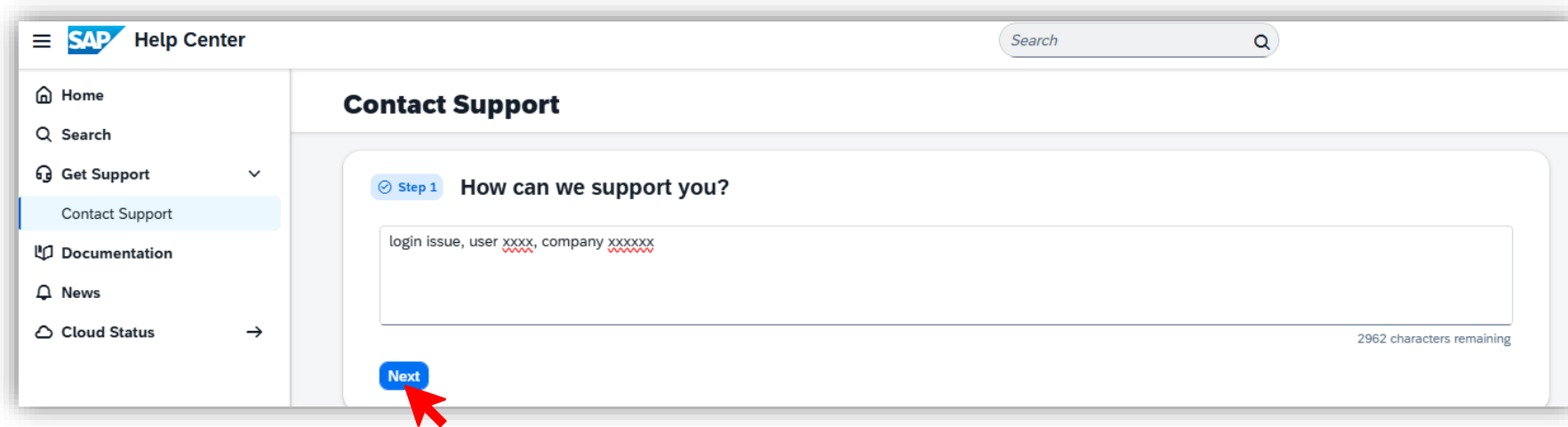
If you are unable to resolve your issue with the available information, navigate to the **Contact Support** option in the **Get Support** menu to the left.



# Contact Support – Raising a ticket - Step 1

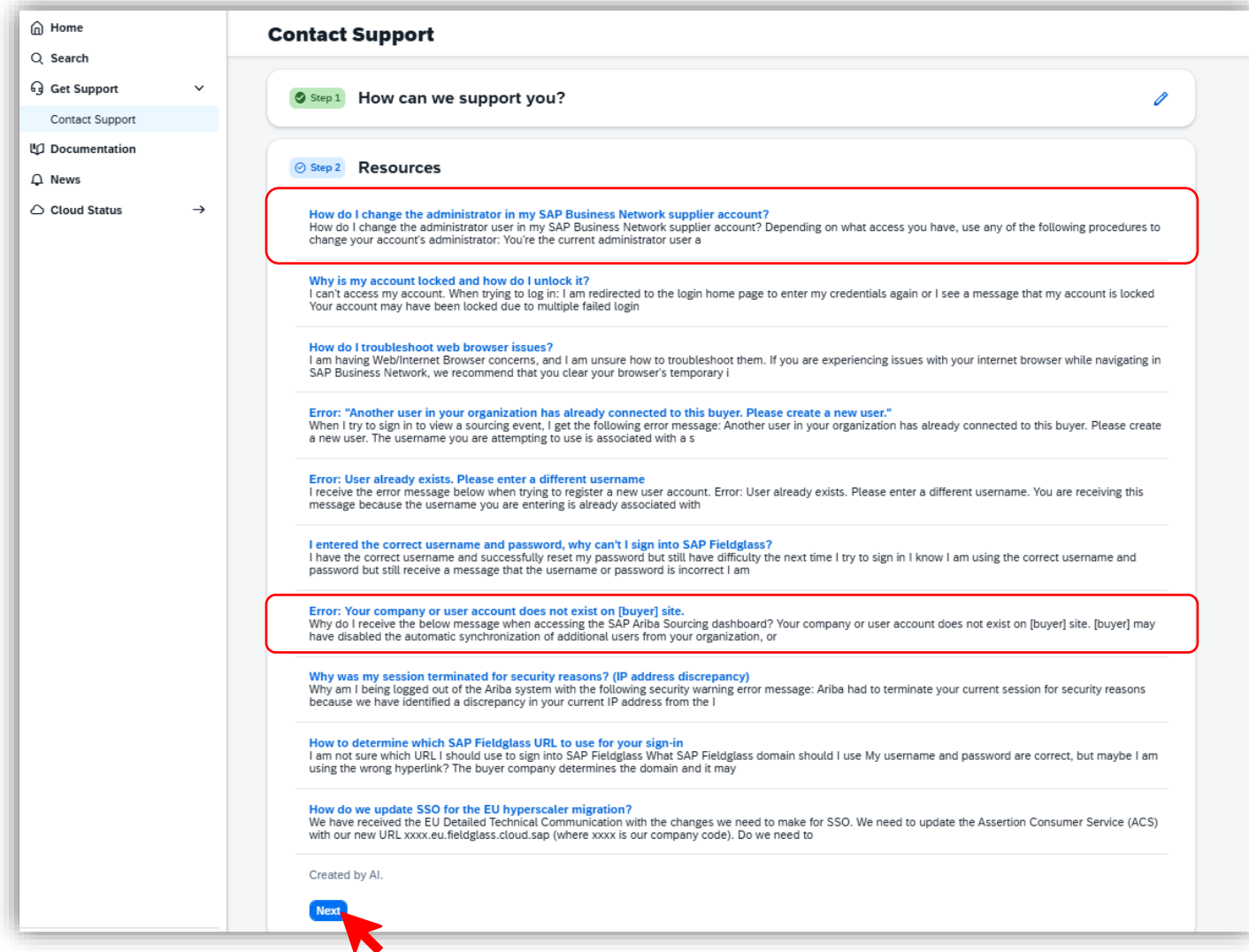
**Step 1** – provide a **description of your issue** and any relevant information, and click on **Next**.

Depending on the description provided, additional questions may or may not appear below the description box. Some technical issues appear after login, so if you are facing a login or registration issue, leading to raising the ticket, be precise with the description.



# Contact Support – Raising a ticket - Step 2

**Step 2** - dedicated to available resources you can use to resolve your issue. Review them, as they are proposed based on the description you gave in Step 1. If these resources don't help with your issue, click on **Next** to proceed.



The screenshot shows the SAP Contact Support interface. On the left is a navigation menu with options: Home, Search, Get Support (expanded to show Contact Support), Documentation, News, and Cloud Status. The main content area is titled 'Contact Support' and shows 'Step 1' completed and 'Step 2 Resources' active. A red box highlights the first resource: 'How do I change the administrator in my SAP Business Network supplier account?'. Below it are several other resources, including 'Why is my account locked and how do I unlock it?', 'How do I troubleshoot web browser issues?', and several error messages. A second red box highlights the error message: 'Error: Your company or user account does not exist on [buyer] site.'. At the bottom of the resources list, there is a 'Next' button with a red arrow pointing to it. The footer of the interface says 'Created by AI.'



# Contact Support – Raising a ticket - Step 3

**Step 3 – fill in the mandatory fields (\*), as well as the optional, if possible, to provide more clarity on the issue. The more details shared, the better. You may upload a screenshot of the issue you are facing, in the dedicated space. Click on **Next**.**

The screenshot shows the SAP Help Center interface for raising a support ticket. The page title is 'Contact Support' and the current step is 'Step 3: Confirm the details'. The form contains the following fields and sections:

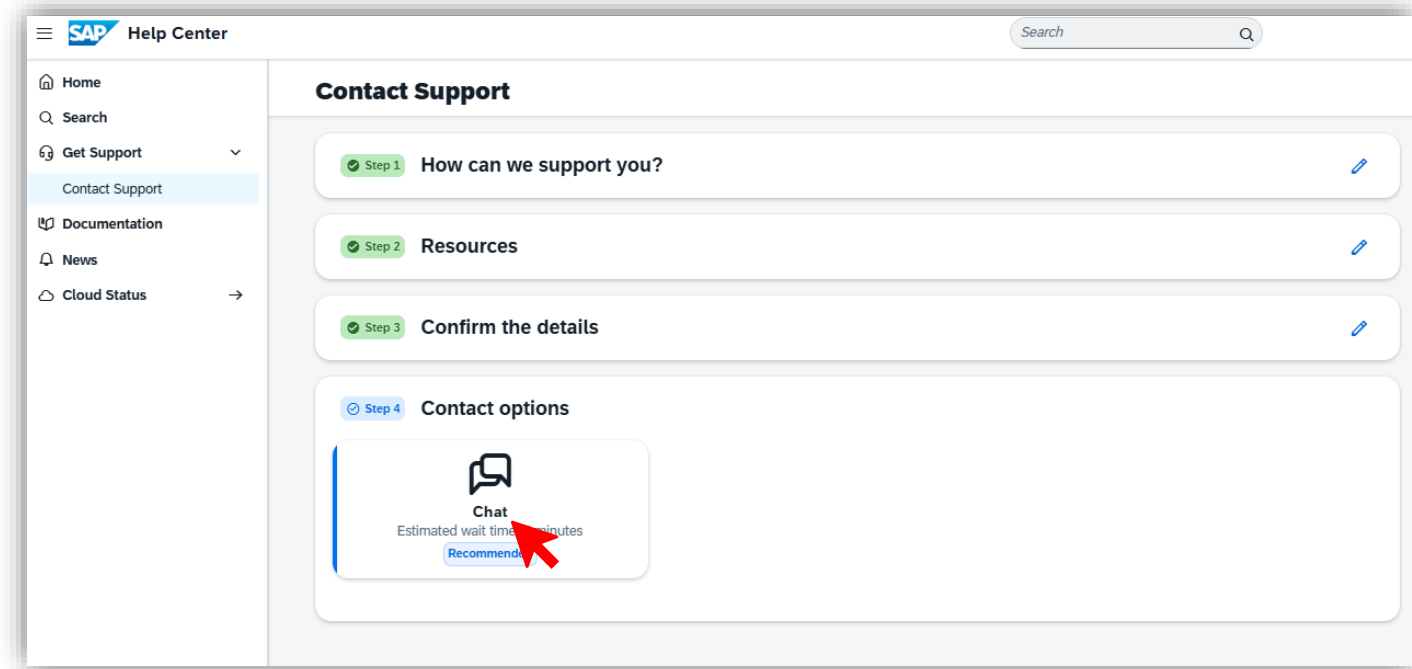
- Subject:** A text input field containing 'Can't login to Ariba to event Docxxxxxxxx'.
- Describe your issue or question and steps to reproduce:** A large text area containing 'login issue, user xxxx, company xxxxxx' and a '2962 characters remaining' indicator.
- Top Recommendations:** A light blue box containing two suggestions: 'Why can't I find an event?' and 'Error: "Another user in your organization has already connected to this buyer. Please create a new user."'.
- Confirm your issue:** A dropdown menu with 'Login' selected.
- Select an issue area:** A dropdown menu with 'Password reset' selected.
- Attachments:** A notification states 'The combined size of attachments must not exceed 20MB.' Below this, there are two upload options: one with a file named 'account issue.png' and another labeled 'Choose a file for upload'.
- Document number(s):** A text input field containing 'Docxxxxxxxx'.
- Company that invited you:** A text input field containing 'Cargill'.
- How does this impact your business:** A dropdown menu with 'Little or none: how-to or information request' selected.
- Next:** A blue button at the bottom right of the form, highlighted with a red arrow.



# Contact Support – Raising a ticket - Step 4

## Step 4 – Choose the Chat

option that displays, so that you can communicate directly with an Ariba support agent. You will receive a ticket ID and can use it if follow up is needed.





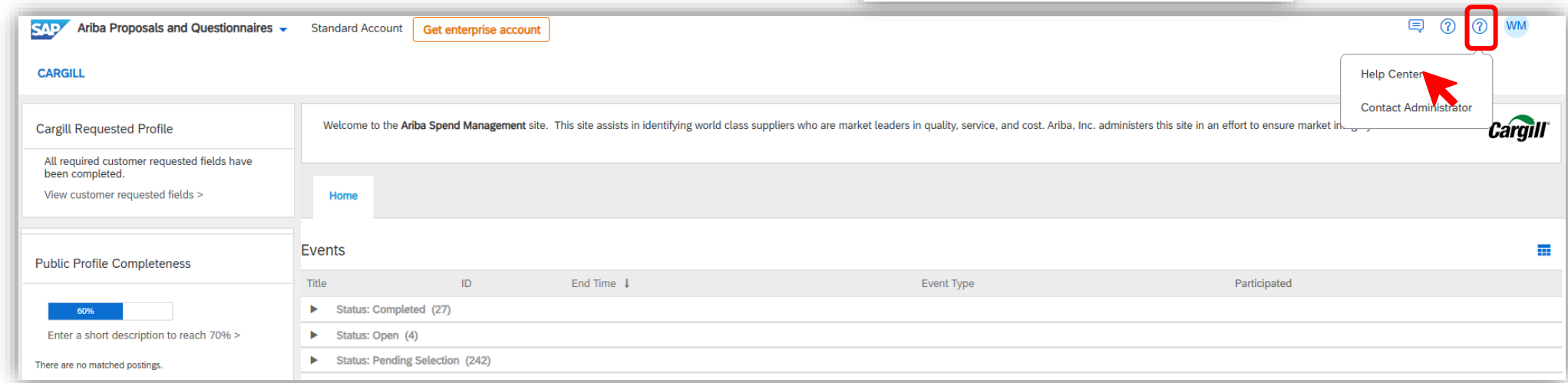
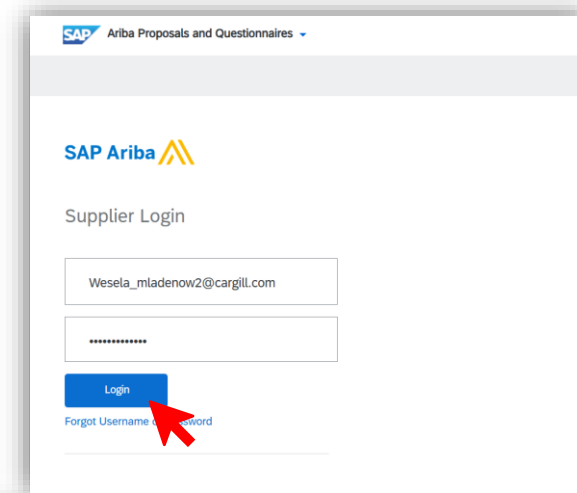
# In an event support (after login)

For technical issues after successful login



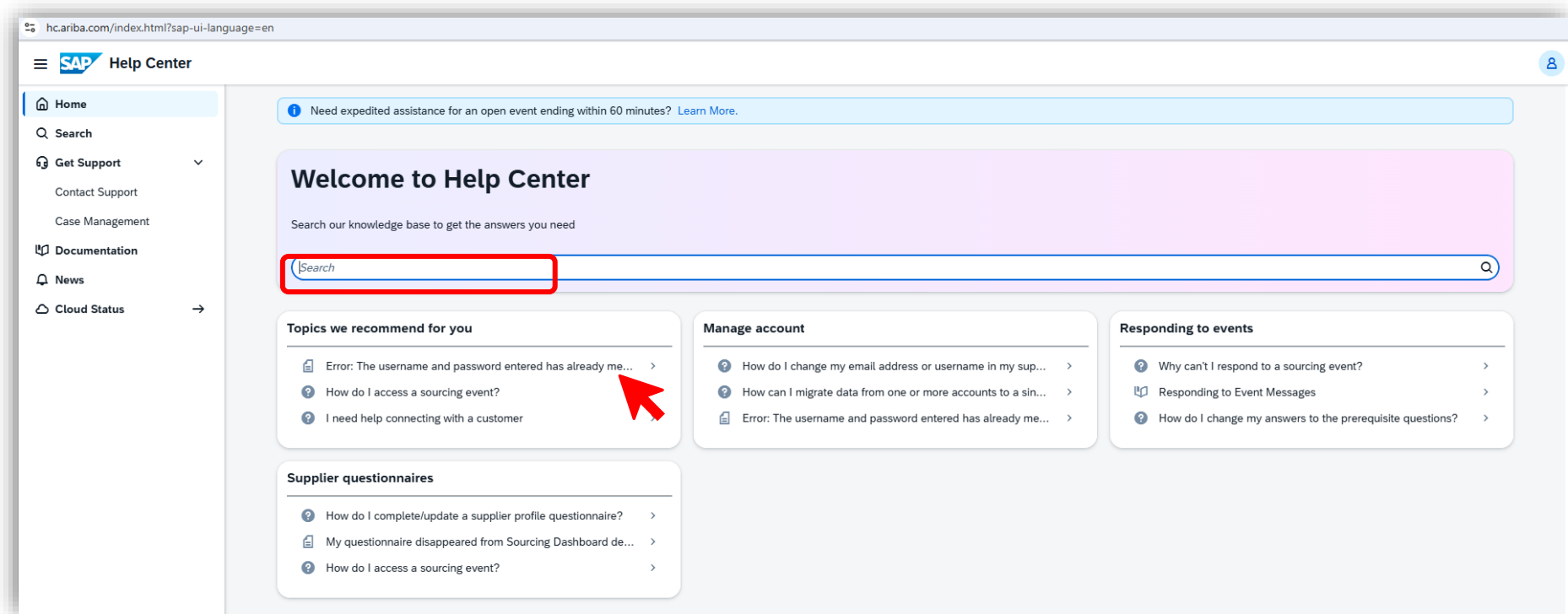
# Login to Ariba and navigate to Help Center

After a successful login to **Ariba Proposals and Questionnaires** using this [link](#), navigate to the **Help Center** by clicking on the ? icon at the top right. A new tab will appear in your browser.



# Ariba Help Center – Welcome page

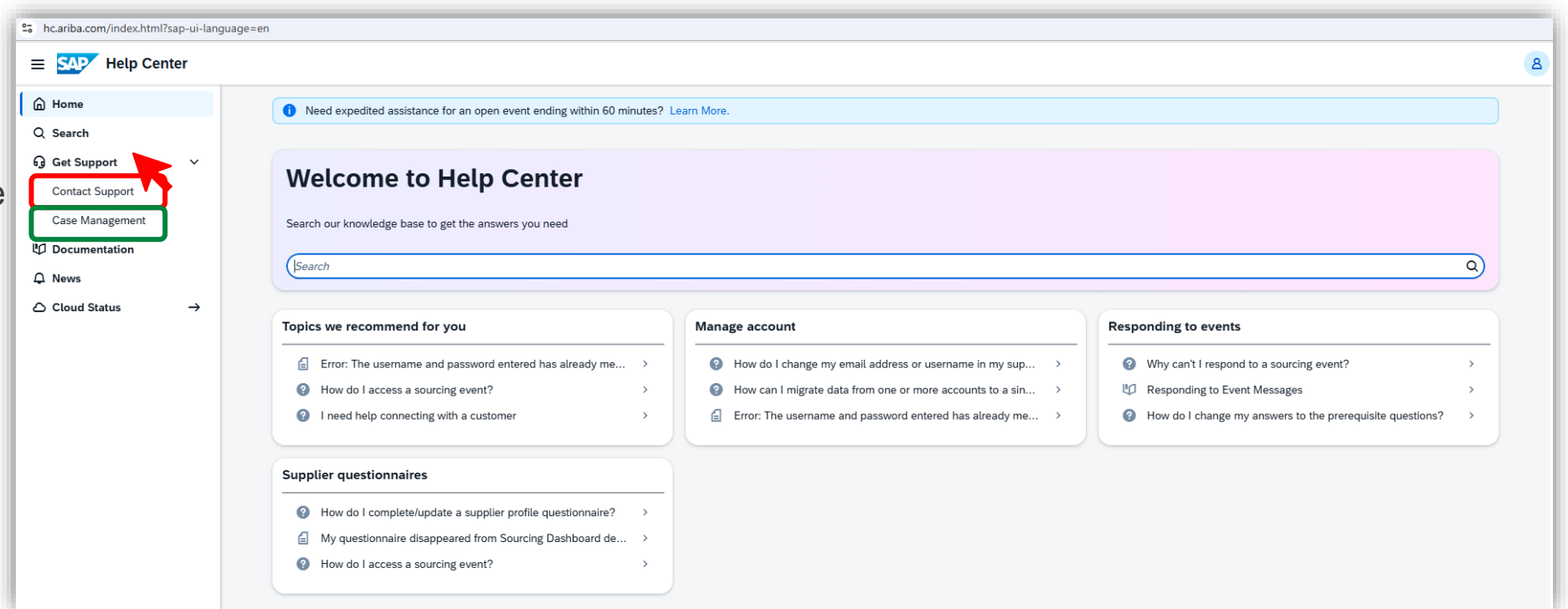
Utilize the already available resolutions to the most common technical issues, by typing in the **search box** at the top, or choosing from the **sourcing event-related topics or errors** displaying in the respective **sections**.



# Ariba Help Center – Contact support to raise a ticket

If you are unable to resolve your issue with the available information, navigate to the **Contact Support** option in the **Get Support** menu at the left.

Since you are raising a ticket after login, note that all tickets raised and their respective updates, will be visible in the **Case Management** section.



# Contact Support – step 1

**Step 1** – provide a **description of your issue**, adding the event ID (**DocID**) and any relevant information, and click on **Next**.

Depending on your description, additional questions may or may not appear. Select the one that matches your issue the most. Alternatively, select **“Something else”**. Click on **Next Step**.

SAP Help Center

Search

Home

Search

Get Support

Contact Support

Documentation

News

Cloud Status

### Contact Support

Step 1 How can we support you?

I have an issue accessing event DocXXXXXXXXXX, receiving an error saying my marketing profile isn't complete. Attached is the error message...

2857 characters remaining

Next

Step 1 How can we support you?

I have an issue accessing event DocXXXXXXXXXX, receiving an error saying my marketing profile isn't complete. Attached is the error message...

2857 characters remaining

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

Next Step

# Contact Support – step 2

**Step 2** - dedicated to available resources you can use to resolve your issue. Review them, as they are proposed based on the description you gave in Step 1. If these resources don't help with your issue, click on **Next** to proceed.

SAP Help Center

Search

Home

Search

Get Support

Contact Support

Documentation

News

Cloud Status

## Contact Support

Step 1 How can we support you?

Step 2 Resources

**How do I complete/update a supplier profile questionnaire?**  
Where can I find the Customer Requested Profile section? How do I complete the Customer Requested Profile? How do I update an SPQ? To complete/update a supplier profile questionnaire: In the upper-right corner of the application, click on

**Why can't I find an event?**  
Why can't I find a sourcing event that I was invited to? Why can't I access an event? There are a number of reasons why you may not be seeing a sourcing event your company was invited to. Perform the below troubleshooting steps to deter

**Error: "Marketing profile is not available"**  
Error: "Marketing profile is not available" Profile is currently not visible to Public. You encounter this error message when the user does not have the permission Company Information that is required to access any supplier's Comp

**How do I contact the account administrator for my company?**  
How do I contact the account administrator for my company? To view your administrator's contact information, follow the below steps: Ensure you are signed in to your SAP Business Network account. In the upper right corner, click

**Error: "Another user in your organization has already connected to this buyer. Please create a new user."**  
When I try to sign in to view a sourcing event, I get the following error message: Another user in your organization has already connected to this buyer. Please create a new user. The username you are attempting to use is associated with a s

Created by AI.

Next



# Contact Support – Raising a ticket - Step 3

**Step 3 – fill in the mandatory fields (\*), as well as the optional, if possible, to provide more clarity on the issue. The more details shared, the better. You may upload a screenshot of the issue you are facing, in the dedicated space. Click on **Next**.**

The screenshot shows the SAP Help Center interface for raising a support ticket. The page title is "Contact Support" and the current step is "Step 3 Confirm the details". The form contains the following fields and options:

- Subject:** Marketing profile error appears when accessing Ariba for Cargill
- Describe your issue or question and steps to reproduce:** I have an issue accessing event Docxxxxxxxxxxxx, receiving an error saying my marketing profile isn't complete. Attached is the error message... (2856 characters remaining)
- Confirm your issue:** Accessing or finding an event
- Select an issue area:** Error message
- Attachments:** account issue.png (with a note: "The combined size of attachments must not exceed 20MB.")
- Document number(s):** Docxxxxxxxxxxxx
- Company that invited you:** Cargill
- How does this impact your business:** Affected: business tasks are impacted due to system functionality or process

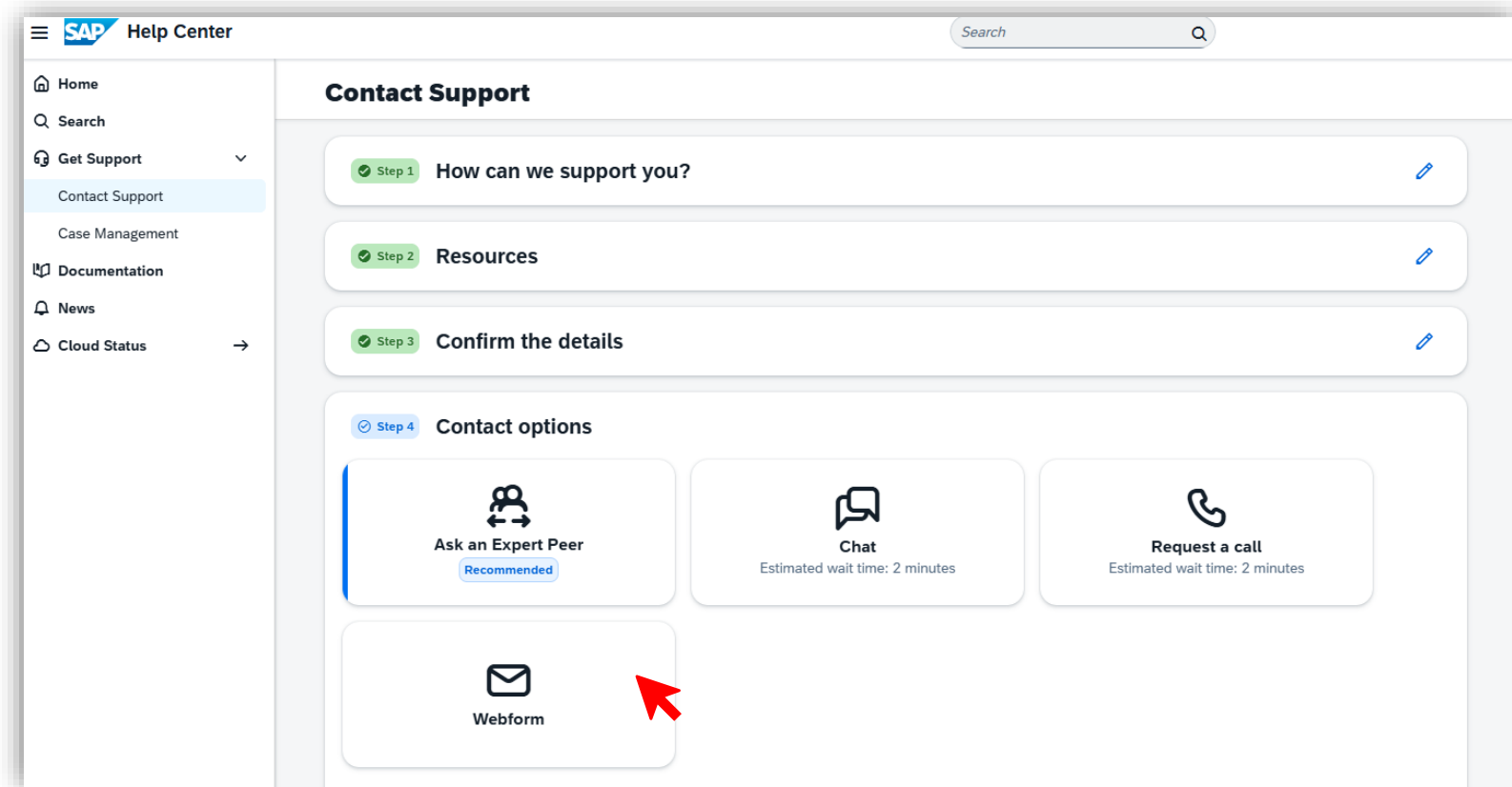
A red arrow points to the "Next" button at the bottom of the form.



# Contact Support – Raising a ticket - Step 4

**Step 4** – Choose one of options that displays, that is most suitable for you, so that you can communicate directly with an Ariba support agent or an expert peer.

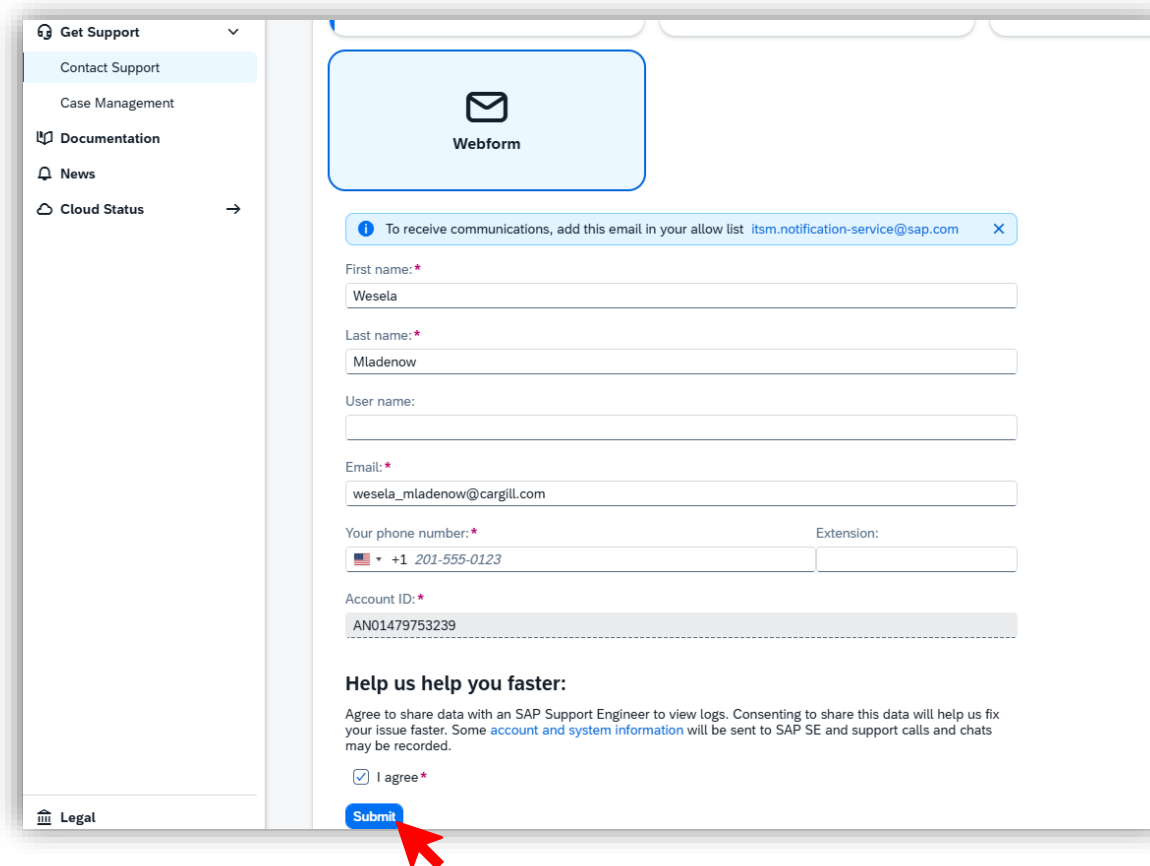
- **Ask an expert peer** – connect via chat with a vetted, qualified external expert
- **Chat** – live chat with an Ariba agent
- **Request a call** – call with an Ariba agent
- **Webform** – email communication with an Ariba agent



# Contact Support – Raising a ticket - Step 4

**Step 4** – Type your contact details in the respective fields, agree to the terms at the bottom and click on the **Submit** button.

You will receive a ticket ID, that you can monitor in the Case Management tab and use for follow-ups.



The screenshot displays the SAP Support 'Webform' interface. On the left is a navigation menu with options: 'Get Support', 'Contact Support', 'Case Management', 'Documentation', 'News', and 'Cloud Status'. The main content area is titled 'Webform' and contains the following fields: 'First name:' (filled with 'Wesela'), 'Last name:' (filled with 'Mladenow'), 'User name:', 'Email:' (filled with 'wesela\_mladenow@cargill.com'), 'Your phone number:' (filled with '+1 201-555-0123') and 'Extension:', and 'Account ID:' (filled with 'AN01479753239'). Below the fields is a consent section titled 'Help us help you faster:' with a checkbox for 'I agree' which is checked. A red arrow points to the 'Submit' button at the bottom of the form.





# Immediate help for competitive events

For expedite assistance during auctions and  
competitive RFPs (after login)



# Immediate assistance button in a competitive event

A competitive event may be an auction or a competitive RFP.

When the competitive event's bid time is less than 60 minutes, the **Request Immediate Assistance** button appears at the top of the screen, next to the countdown clock in the event.

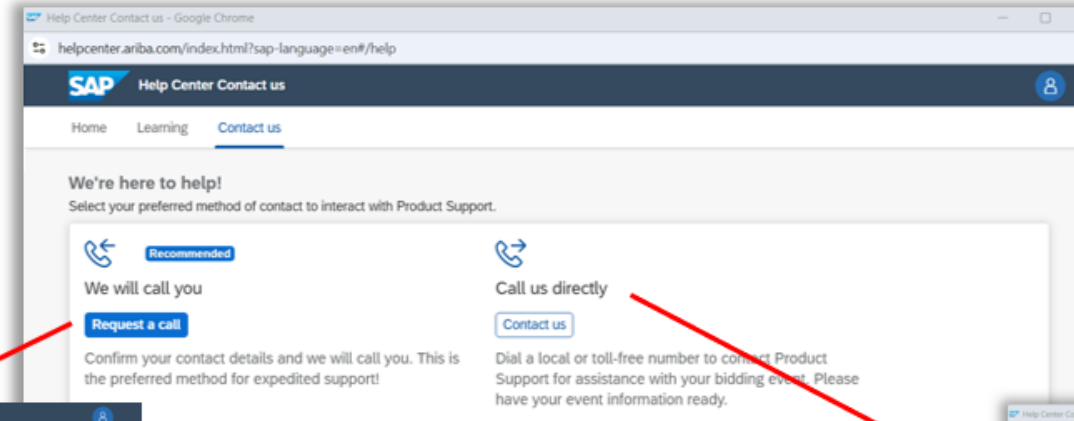
The screenshot displays the Ariba Sourcing interface for a competitive event titled "Doc5080353093 - Supplier Help RFP". The top navigation bar includes "Company Settings", "Matthew Morrissey", "Feedback", "Help", and "Messages". A "Request Immediate Assistance" button is highlighted with a red box, positioned next to a countdown clock showing "00:54:08" with the text "Time remaining in open bidding". Below the button, a yellow banner states "You must submit answers to questions before you begin bidding." The main content area is titled "All Content" and features a table with columns for "Name", "Rank", "Price", "Quantity", and "Extended Price". The table lists two sections: "1 Commercial Terms" and "2 Pricing". Under "1 Commercial Terms", there is a row "1.1 Answer this question" with a dropdown menu set to "Unspecified". Under "2 Pricing", there is a row "2.1 Widget" with a quantity of "100 each". A note at the bottom of the table states "(\*) indicates a required field". The bottom of the interface contains several action buttons: "Submit Entire Response", "Update Totals", "Save draft", "Compose Message", and "Excel Import".



# Immediate assistance feature – call options

After clicking on this button, the supplier has the option to either request a **call back (recommended)** or to **call the support team** directly. Select the preferred option, fill in the necessary details and submit.

The **call-back** option opens a form to capture the caller's contact details.



The **direct-dial** option opens a form that shows the number to call and information to have readily available.

A screenshot of the 'Request a call' form. At the top, it says 'Requested language of support: English' with a 'Change?' link. Below that, it says 'Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.'. The main section is titled '1. Provide your preferred contact details:'. It contains several input fields: 'First name' (Kate), 'Last name' (Voorhees), 'Email' (kate.voorhees@sap.com), and 'Phone'. There is also an 'Extension' field and a checkbox for 'Do not record my phone call.'. At the bottom, there is a link to the 'SAP Ariba Privacy Statement'.A screenshot of the 'Call us directly' form. It starts with 'Select your country' and a dropdown menu showing 'United States'. Below that, it displays the phone number '+1-833-968-8674' and the passcode '165879'. There is a 'Passcode valid' indicator. The form includes 'Instructions' and a 'Note' about the passcode expiring. At the bottom right, there are 'OK' and 'Cancel' buttons.

# Supplier FAQs - General

- [How do I contact SAP Business Network Customer Support as a supplier?](#)
- [How do I contact my customer?](#)
- [What are some common issues when registering an account?](#)
- [How can I link my user IDs to optimize navigation between multiple user accounts?](#)
- [How do I update my email notification preferences?](#)
- [How do I contact the account administrator for my company?](#)
- [How do I access and change the former administrator's account?](#)
- [How can I change the administrator for an account I cannot access?](#)
- [How do I reset my password as a supplier?](#)
- [Where is my password reset email?](#)
- [How do I troubleshoot web browser issues?](#)



# Supplier FAQs – Sourcing Event Access

- [How do I register on SAP Ariba Sourcing to participate in events?](#)
- [Why can't I find an event?](#)
- [How do I access a sourcing event?](#)
- [Error: "Your company has already connected with this buyer company using a different account and SAP Business Network ID \(ANID\)..."](#)
- [Error: The username and password pair you entered was not found](#)
- [Error: The username and password entered has already merged to another Ariba Sourcing user account](#)
- [Error: The link you clicked has expired. Please contact your Project Owner and request that they resend you the event invitation email.](#)
- [Error: "Marketing profile is not available"](#)
- [How do I ask for more time to respond to an event?](#)



The Cargill logo is centered on a dark green background. It features a white, stylized wave-like graphic above the word "Cargill". The word "Cargill" is written in a bold, italicized, sans-serif font. A registered trademark symbol (®) is located at the bottom right of the word.

***Cargill***®