



HOW TO GET HELP

SAP Ariba Supplier User Guide

RESPECT, CARE
AND DELIVER |



A INTRODUCTION AND
BACKGROUND

B IMPLATS SAP ARIBA SUPPLIER
SUPPORT HELP DESK

C CONTACTING SAP ARIBA DIRECTLY –
WITH USER CREDENTIALS

D CONTACTING SAP ARIBA DIRECTLY –
WITH NO USER CREDENTIALS

INTRODUCTION AND BACKGROUND

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- Impala Platinum Holdings Limited (Implats) uses **SAP Ariba** to manage its supplier management, sourcing and contract management processes across its South African operations
- The solution automates the way Suppliers transact and interact with Implats
- This has improved and simplified engagements with our valued suppliers, resulting in a better supplier experience
- SAP Ariba is used to exchange electronic sourcing and contract documents, and enables Suppliers to self-register and maintain their supplier profile data
- This user guide covers how suppliers can get support and help

INTRODUCTION TO THE SAP BUSINESS NETWORK

A



The **SAP Business Network** connects suppliers with customers, enabling them to do business together.

Implats uses the SAP Business Network to collaborate with suppliers, enabling effective sourcing of goods and services, supplier registration and contract management.

The SAP Business Network is the **new method for suppliers to transact** and exchange procurement information with Implats, including RFQs, RFIs and RFPs.

INTRODUCTION TO THE SAP BUSINESS NETWORK

A

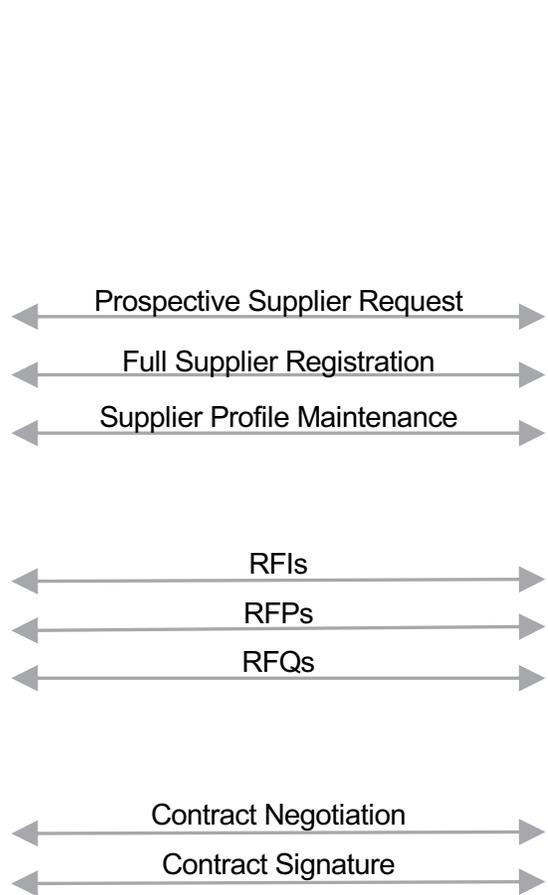
IMPLATS
EXCELLENCE IN PGMs

SAP Ariba

Supplier Lifecycle and Performance

Sourcing

Contract Management



SAP
Business Network

SUPPLIER

Suppliers

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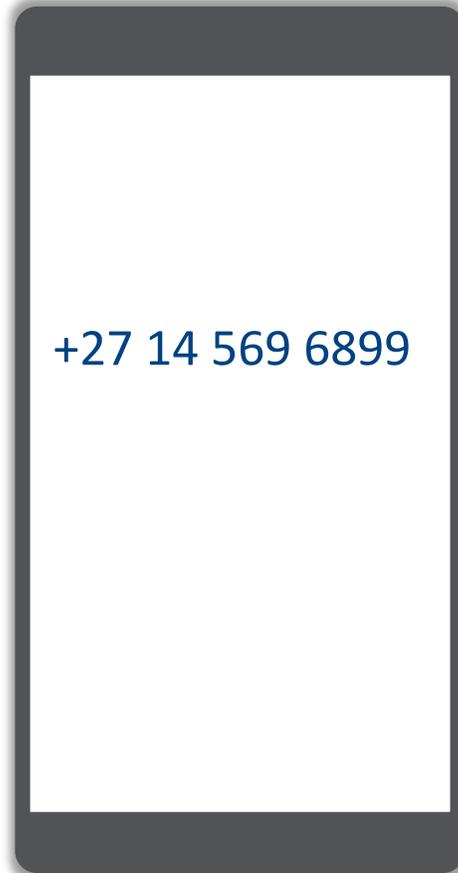
C CONTACTING SAP ARIBA DIRECTLY –
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IMPLATS SUPPORT AND HELP LINES



Use the contact details shown here to reach the Implats Supplier Support Helpdesk, which is open Monday to Friday from 07:30 to 15:30 Monday to Friday, excluding all South African Public Holidays.



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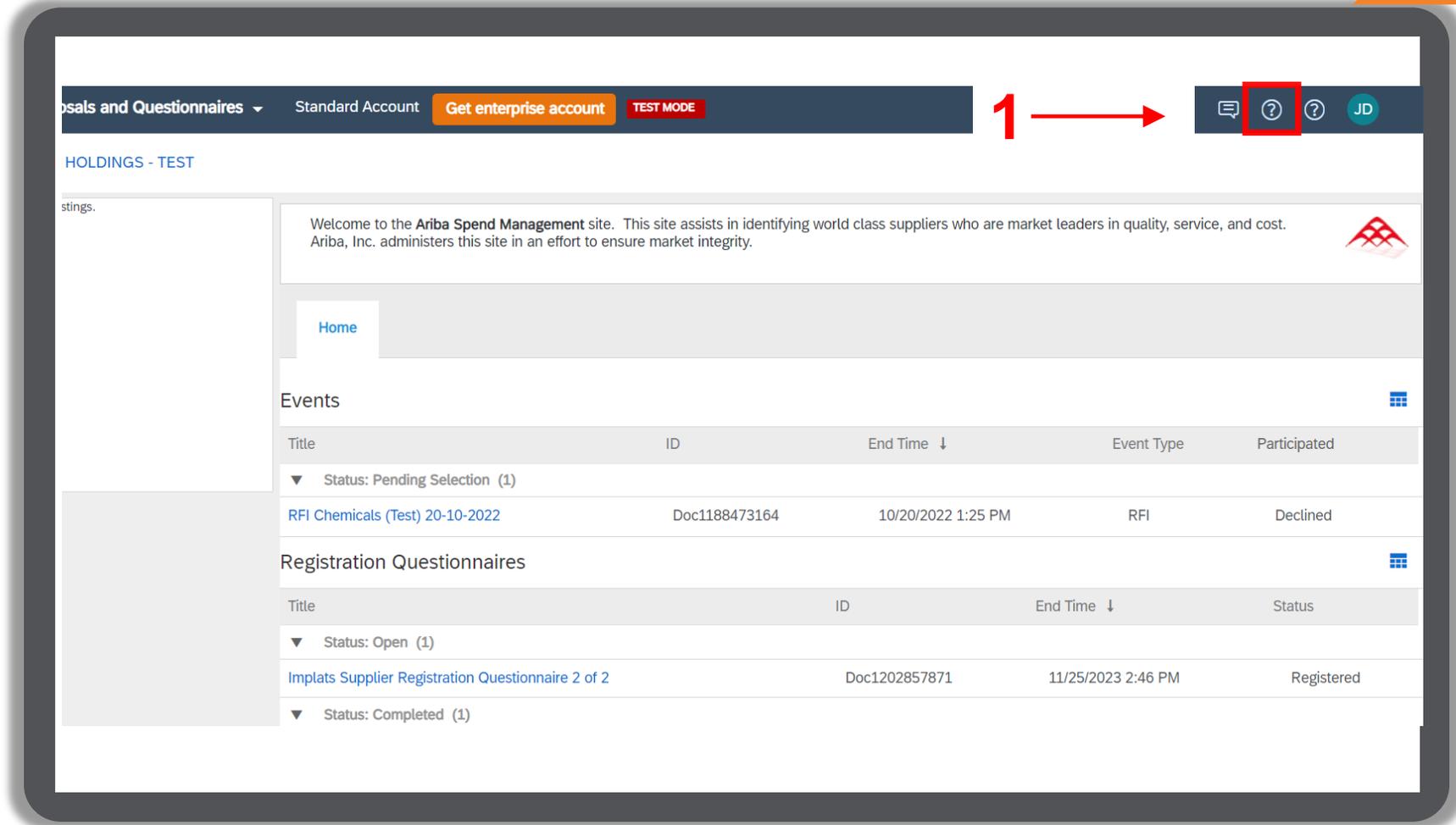
D CONTACTING SAP ARIBA DIRECTLY –
WITH NO USER CREDENTIALS

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)



To contact SAP Ariba Support directly when you are already logged in, follow these steps:

1. Login to the **SAP Business Network**, and from the Home page Click on the **first “?” help icon**.



Proposals and Questionnaires Standard Account Get enterprise account TEST MODE

1 →

HOLDINGS - TEST

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

Home

Events

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Pending Selection (1)				
RFI Chemicals (Test) 20-10-2022	Doc1188473164	10/20/2022 1:25 PM	RFI	Declined

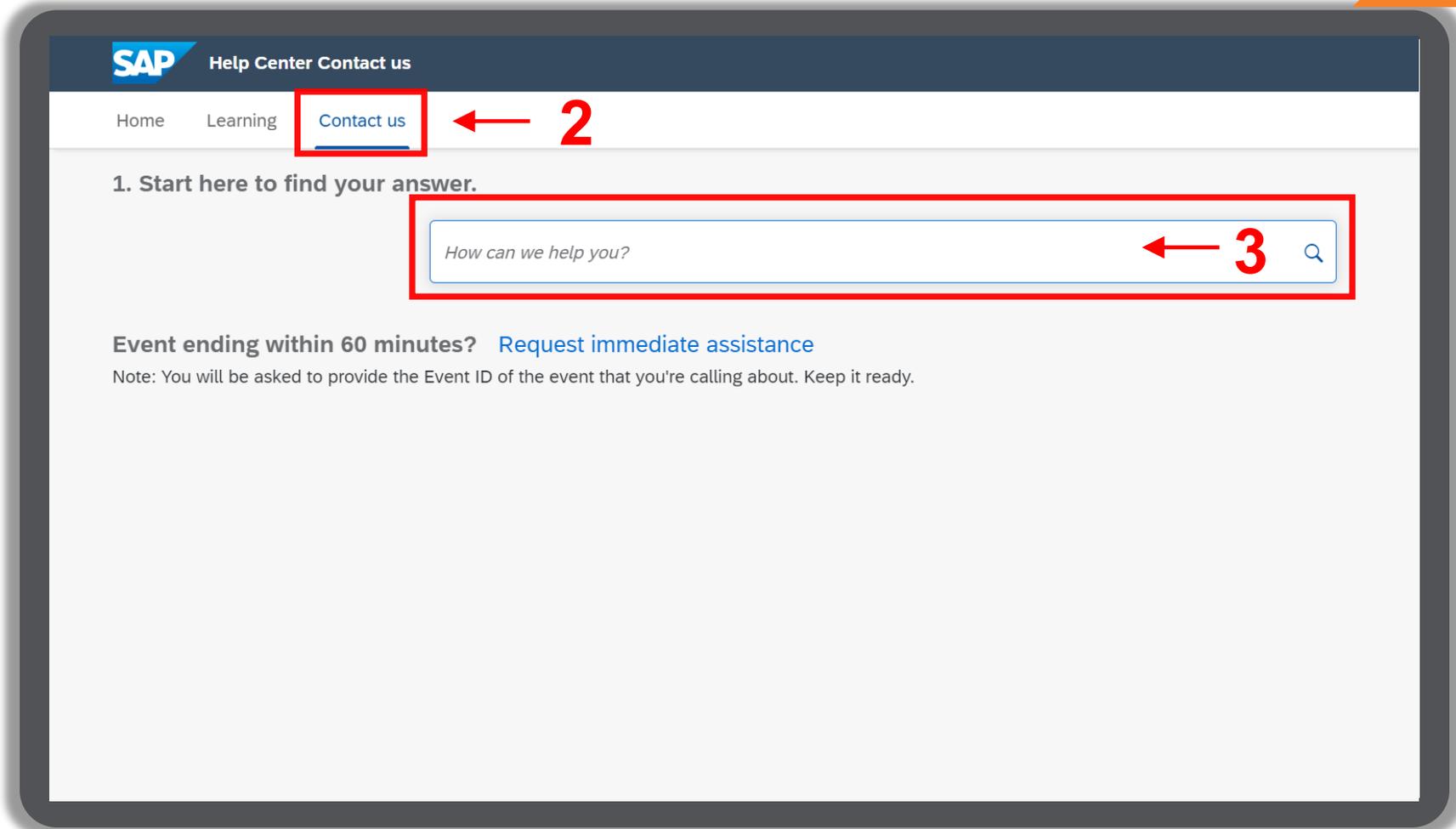
Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Implats Supplier Registration Questionnaire 2 of 2	Doc1202857871	11/25/2023 2:46 PM	Registered
▼ Status: Completed (1)			

CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

You will then be redirected to the following screen

2. Select the “**Contact us**” tab
3. Enter a brief description of what you need help with, and Click on the Search button



SAP Help Center Contact us

Home Learning **Contact us** ← 2

1. Start here to find your answer.

How can we help you? ← 3

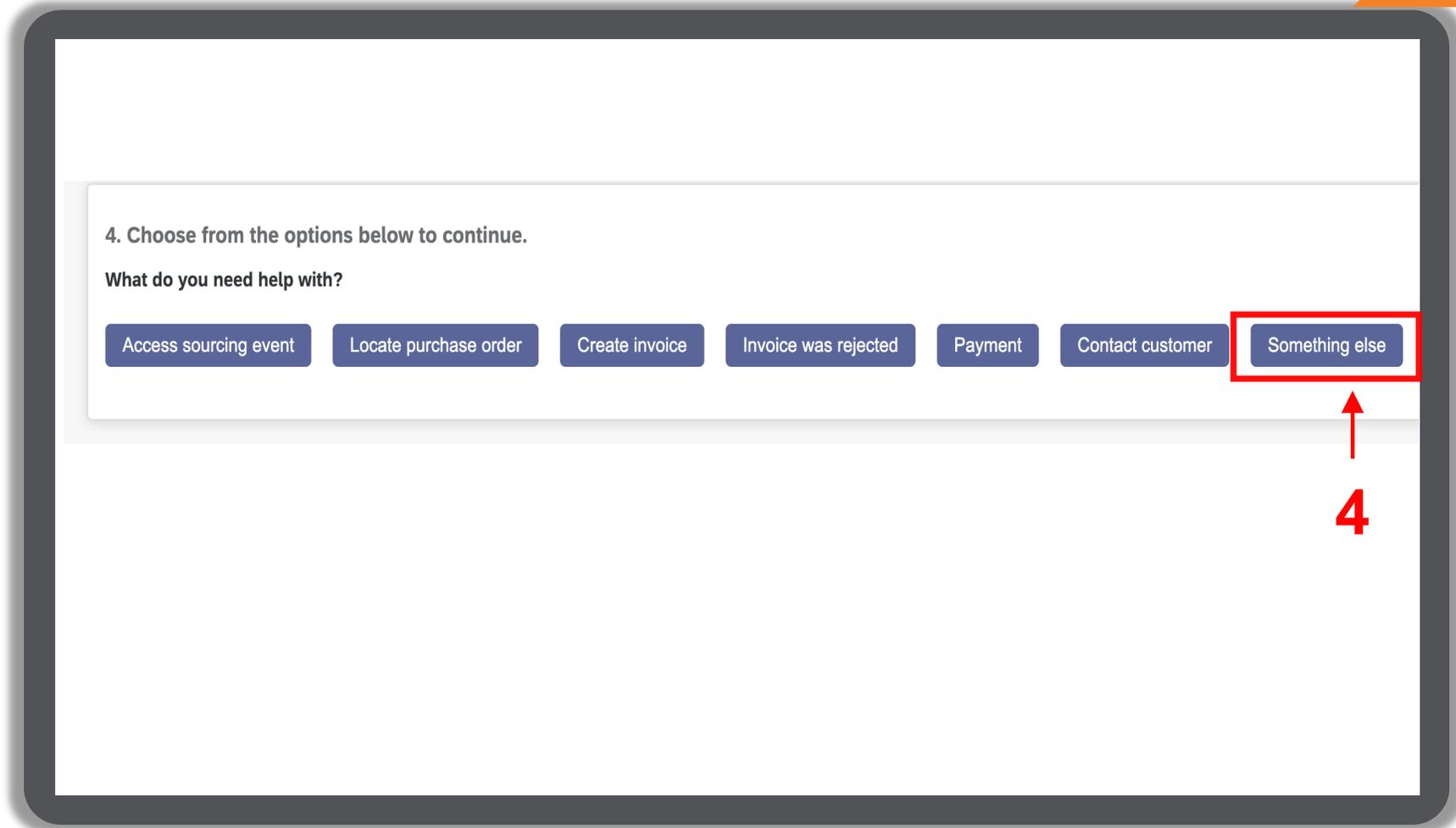
Event ending within 60 minutes? [Request immediate assistance](#)

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

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)



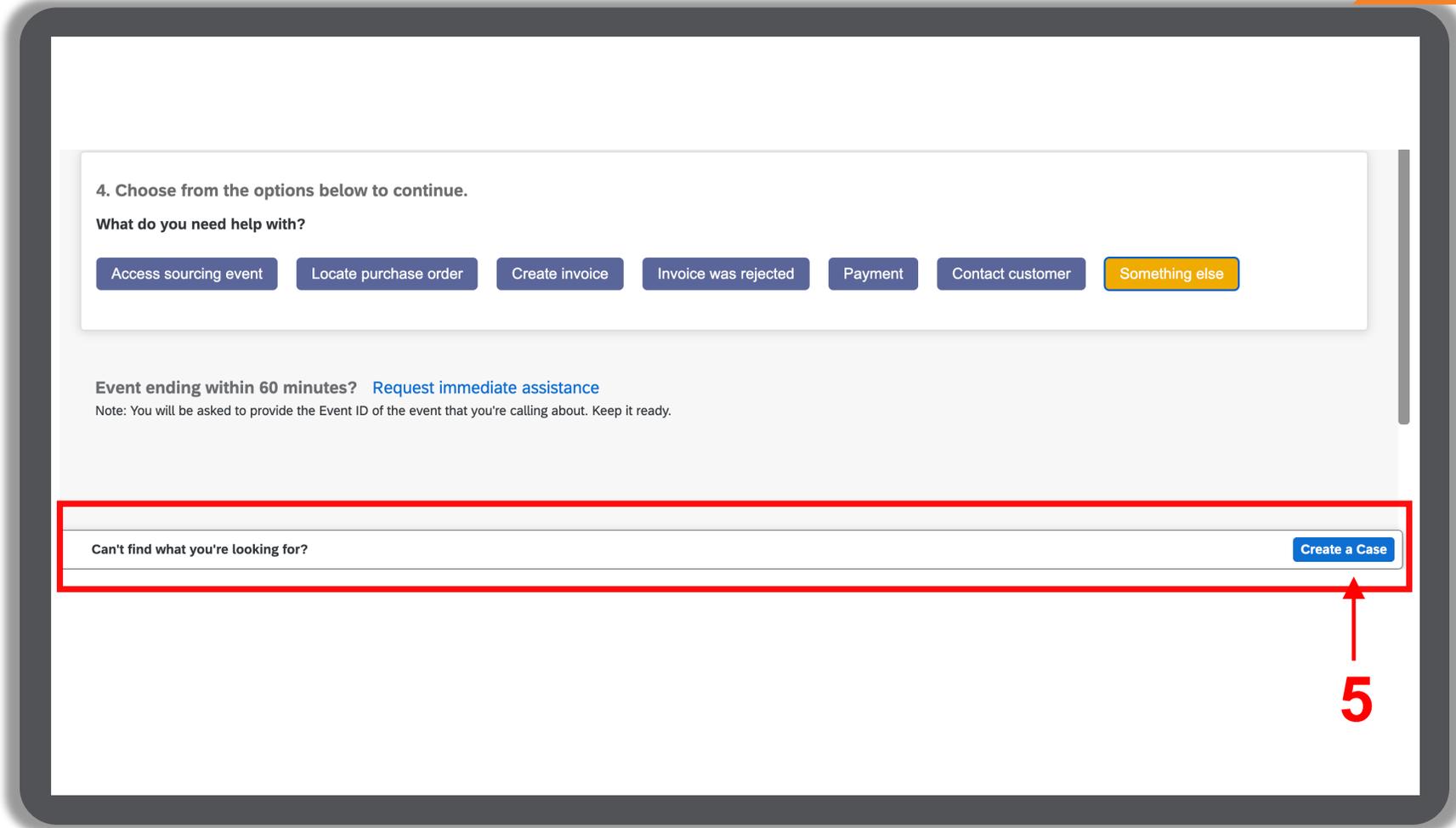
4. Scroll down the screen and click on **“Something Else”**.



CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)



5. A bar will appear at the bottom of the screen. Click on **“Create a Case”**



4. Choose from the options below to continue.

What do you need help with?

Access sourcing event Locate purchase order Create invoice Invoice was rejected Payment Contact customer 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.

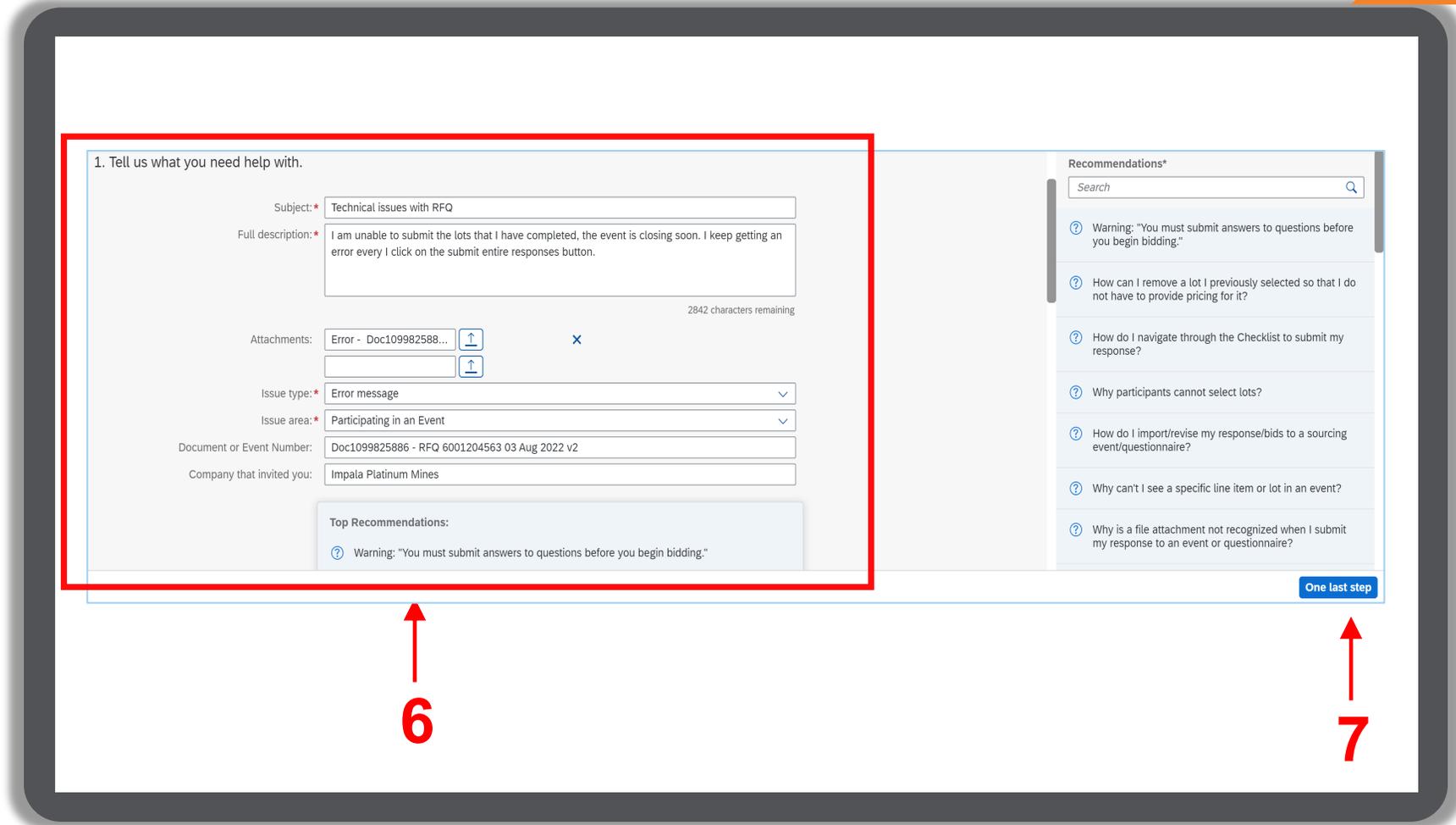
Can't find what you're looking for? [Create a Case](#)

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CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)



6. Fill in the form with as much detail on the issue you as possible. Attach screenshots of the error if possible.
7. Click “One last step”.



1. Tell us what you need help with.

Subject: * Technical issues with RFQ

Full description: * I am unable to submit the lots that I have completed, the event is closing soon. I keep getting an error every I click on the submit entire responses button.

2842 characters remaining

Attachments: Error - Doc109982588... [upload icon] [close icon]

Issue type: * Error message

Issue area: * Participating in an Event

Document or Event Number: Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

Company that invited you: Impala Platinum Mines

Top Recommendations:

- Warning: "You must submit answers to questions before you begin bidding."

Recommendations*

Search [input] [search icon]

- Warning: "You must submit answers to questions before you begin bidding."
- How can I remove a lot I previously selected so that I do not have to provide pricing for it?
- How do I navigate through the Checklist to submit my response?
- Why participants cannot select lots?
- How do I import/revise my response/bids to a sourcing event/questionnaire?
- Why can't I see a specific line item or lot in an event?
- Why is a file attachment not recognized when I submit my response to an event or questionnaire?

One last step

CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)



8. Review your contact information for correctness.

9. Click “One last step”.

3. Please review your contact information for correctness:

First name: *	<input type="text" value="Zozibini"/>
Last name: *	<input type="text" value="Thulo"/>
Username:	<input type="text" value="zozibini.thulo@codeblack.com"/>
Company: *	<input type="text" value="Code Black Office Furniture Pty Ltd"/>
Email: *	<input type="text" value="phindile.manana@sap.com"/>
Phone: *	<input type="text" value="+27 11 656 0000 South Africa"/>
Extension:	<input type="text"/>
Confirm phone: *	<input type="text" value="0116560000"/>
	<input checked="" type="checkbox"/> My phone number is correct.
Ariba Network ID: *	<input type="text" value="AN11149198792-T"/>

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

8 ↑

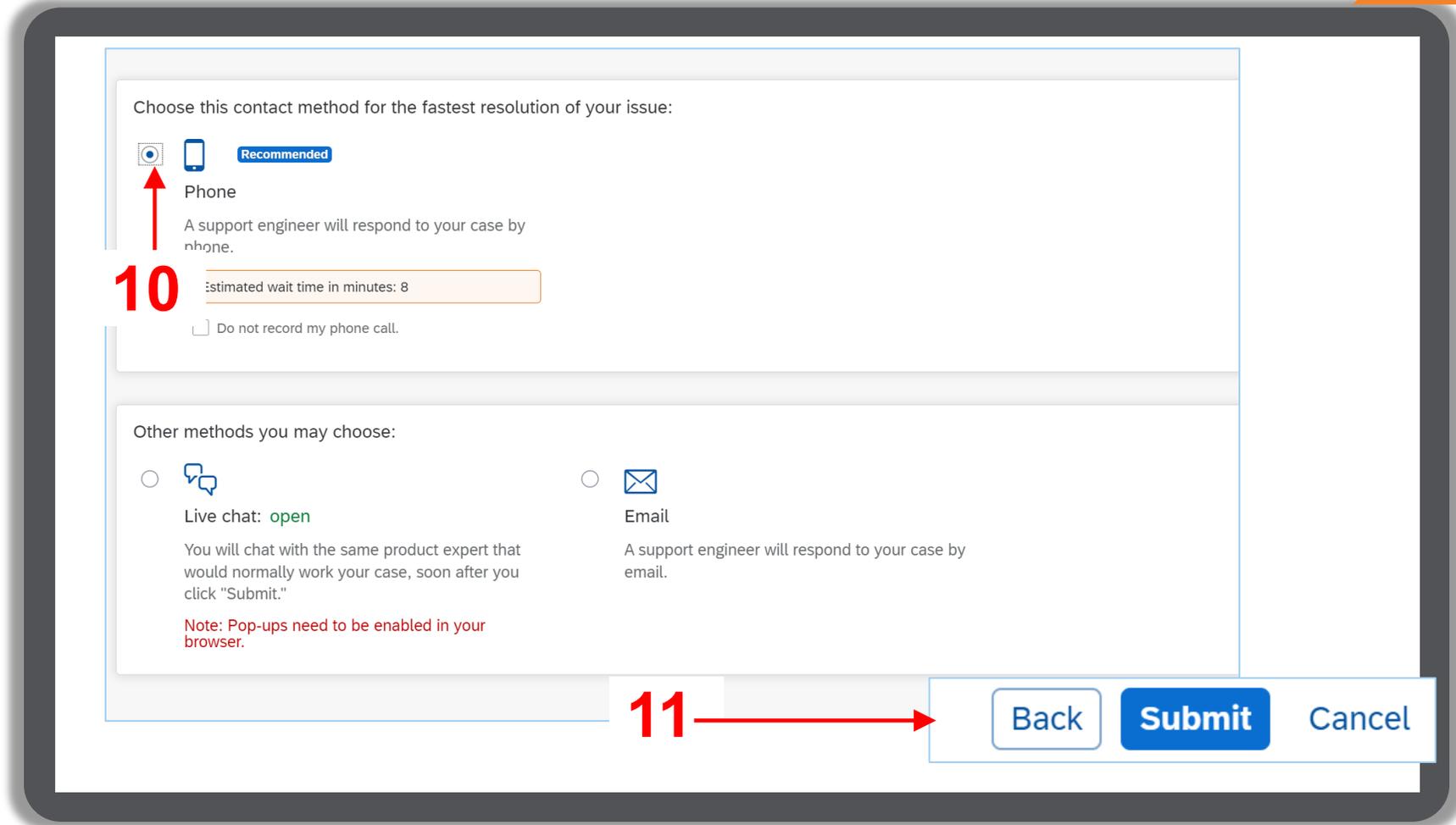
9 →

CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)



10. Select your method of contact.

11. Click “**Submit**”.



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

 **Recommended**
Phone
A support engineer will respond to your case by phone.
10 Estimated wait time in minutes: 8
 Do not record my phone call.

Other methods you may choose:

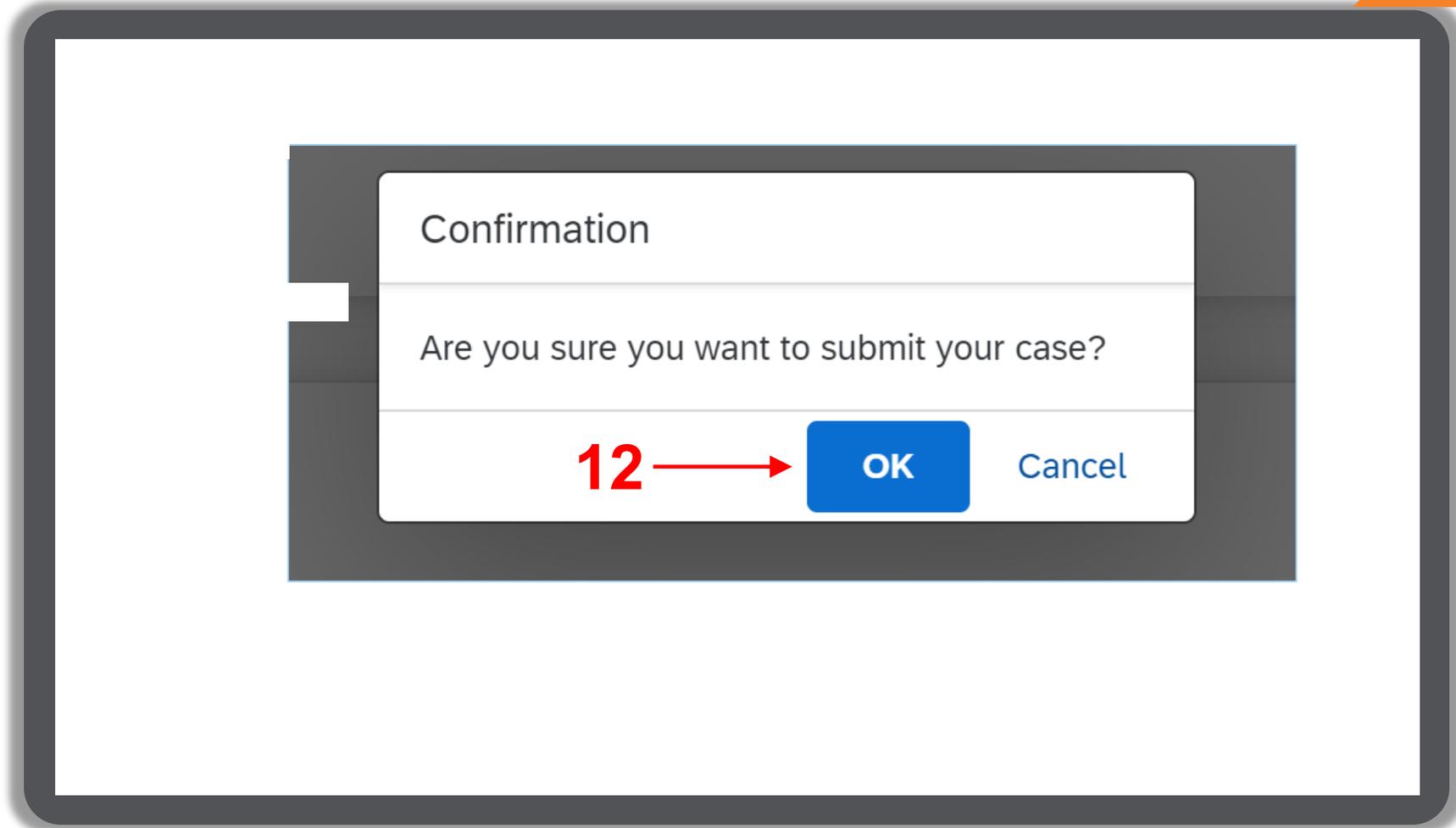
 Live chat: [open](#)
You will chat with the same product expert that would normally work your case, soon after you click "Submit."
Note: Pop-ups need to be enabled in your browser.

 Email
A support engineer will respond to your case by email.

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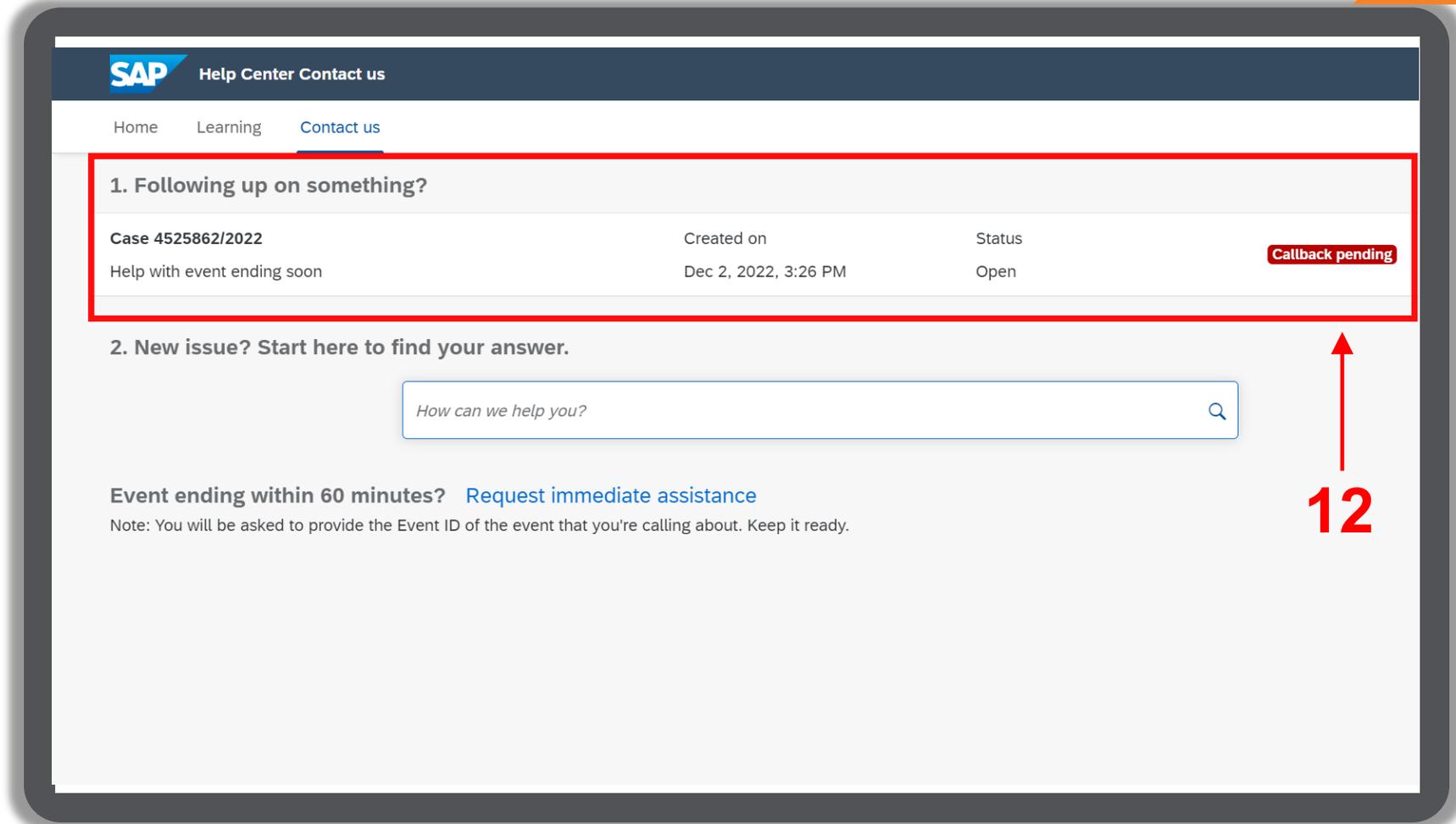
CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

12. Confirm your intention to submit by clicking "**OK**". You will receive an email notification advising you of your ticket details.



CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

13. Once you have submitted your ticket the following screen will appear showing you the status of your query or request.



SAP Help Center Contact us

Home Learning Contact us

1. Following up on something?

Case 4525862/2022	Created on	Status	
Help with event ending soon	Dec 2, 2022, 3:26 PM	Open	Callback pending

2. New issue? 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.

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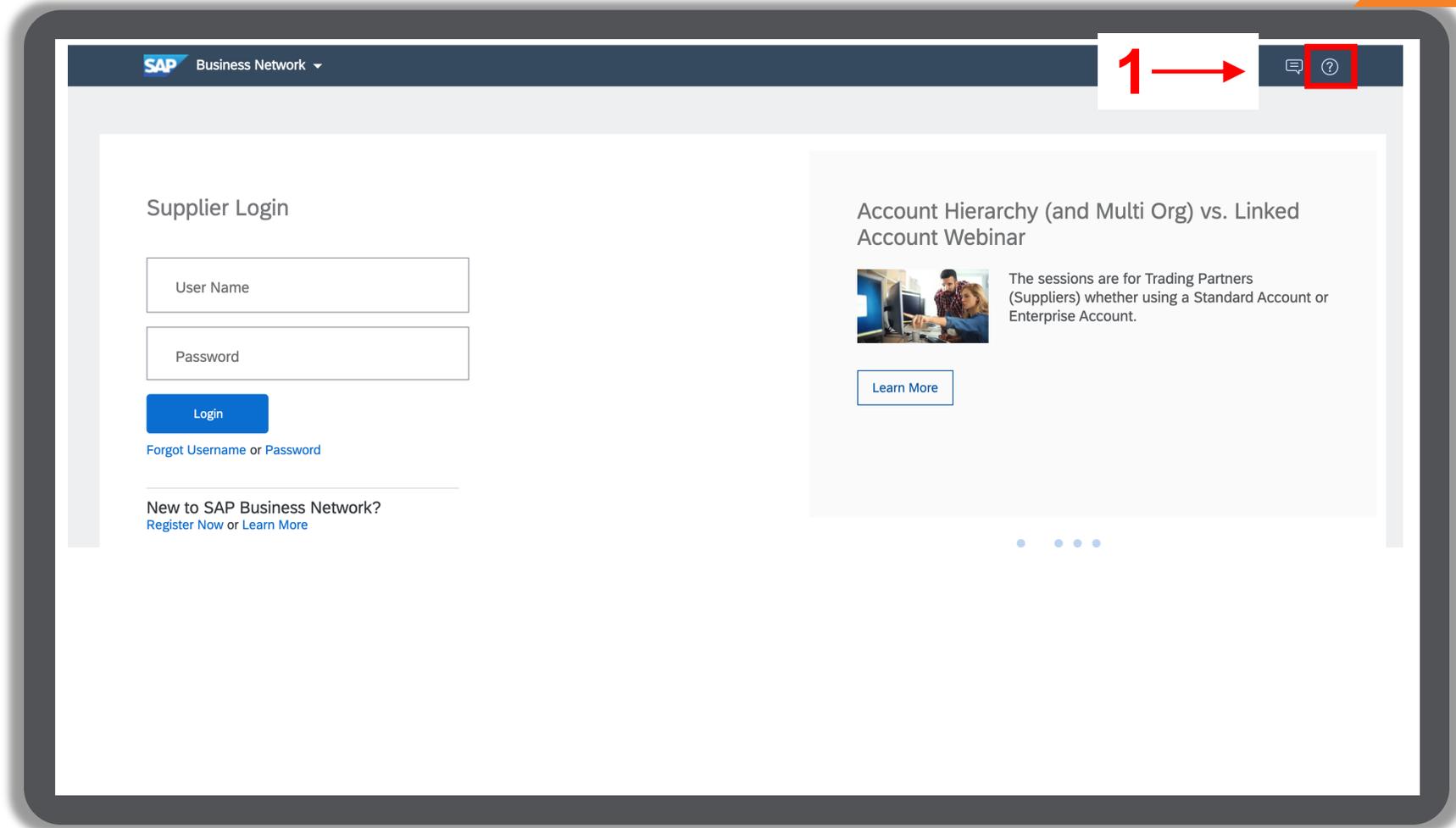
D CONTACTING SAP ARIBA DIRECTLY –
WITH NO USER CREDENTIALS

CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

To contact SAP Ariba Support when you do not have any login credentials to your account, follow these steps:

1. Access the **SAP Business Network** Supplier login page.

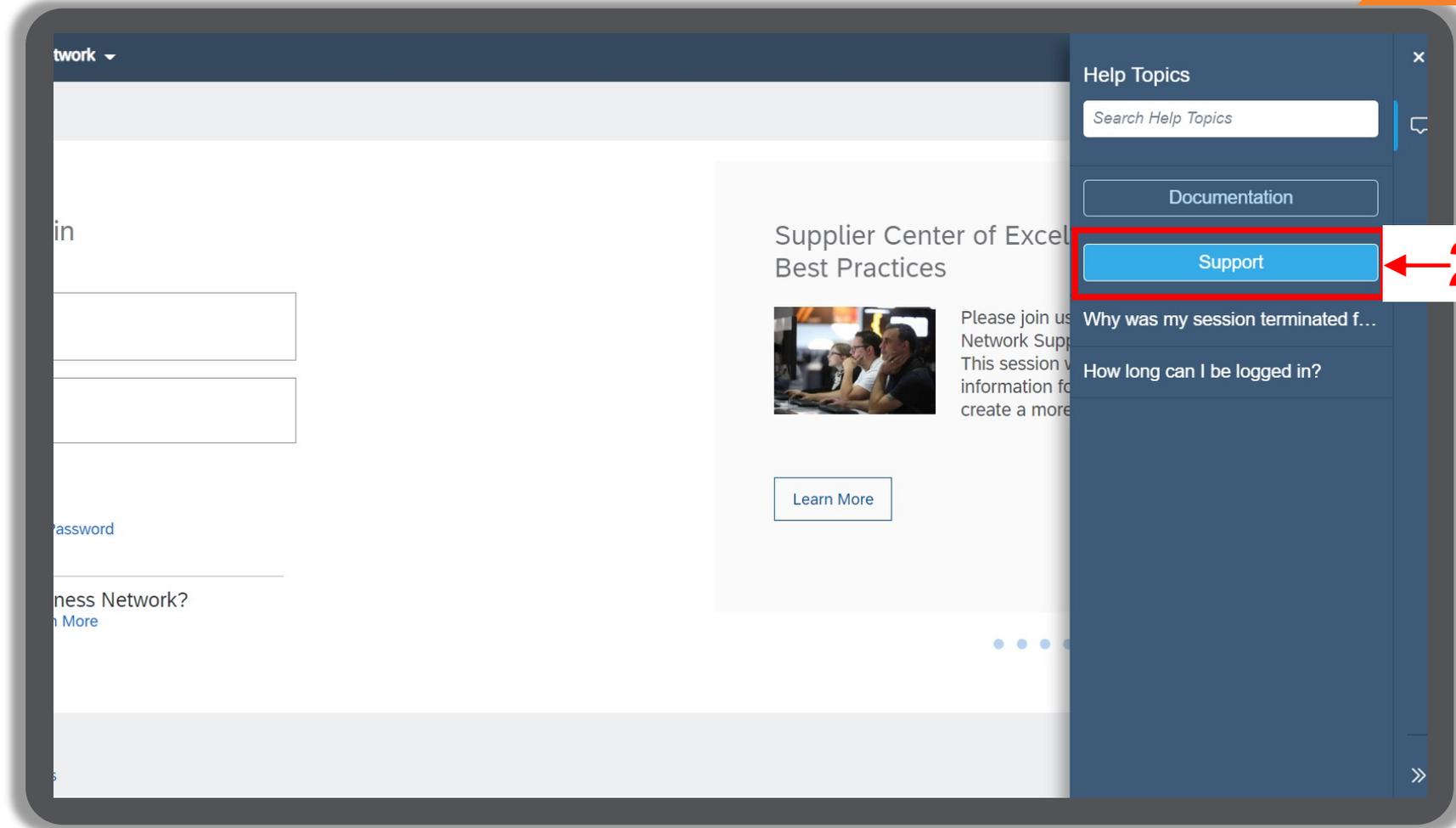
Click on the “?” help icon



CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

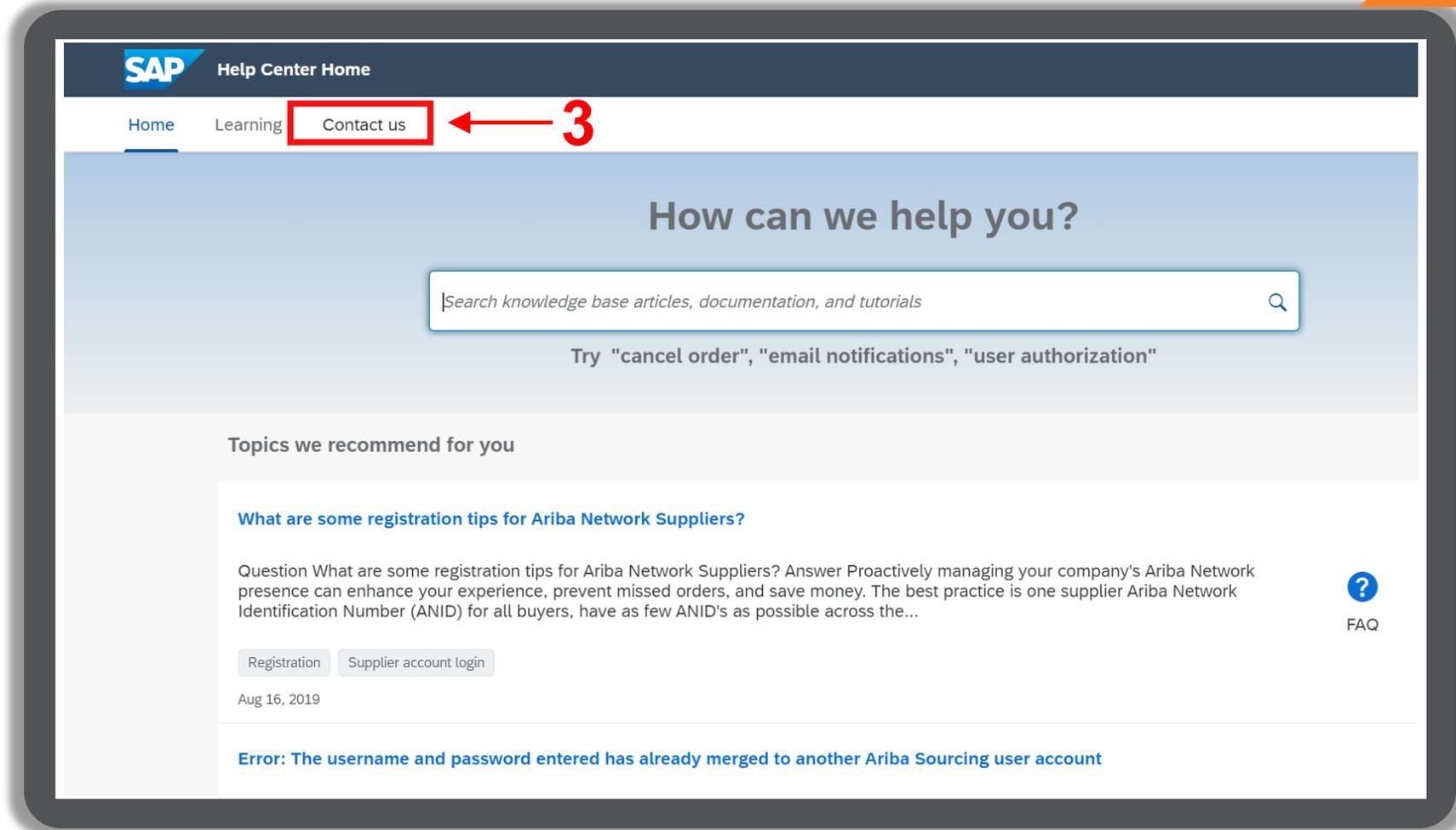


2. Click “Support”.



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

3. Click “Contact us”.



SAP Help Center Home

Home Learning **Contact us** ← 3

How can we help you?

Search knowledge base articles, documentation, and tutorials

Try "cancel order", "email notifications", "user authorization"

Topics we recommend for you

What are some registration tips for Ariba Network Suppliers?

Question What are some registration tips for Ariba Network Suppliers? Answer Proactively managing your company's Ariba Network presence can enhance your experience, prevent missed orders, and save money. The best practice is one supplier Ariba Network Identification Number (ANID) for all buyers, have as few ANID's as possible across the...

Registration Supplier account login

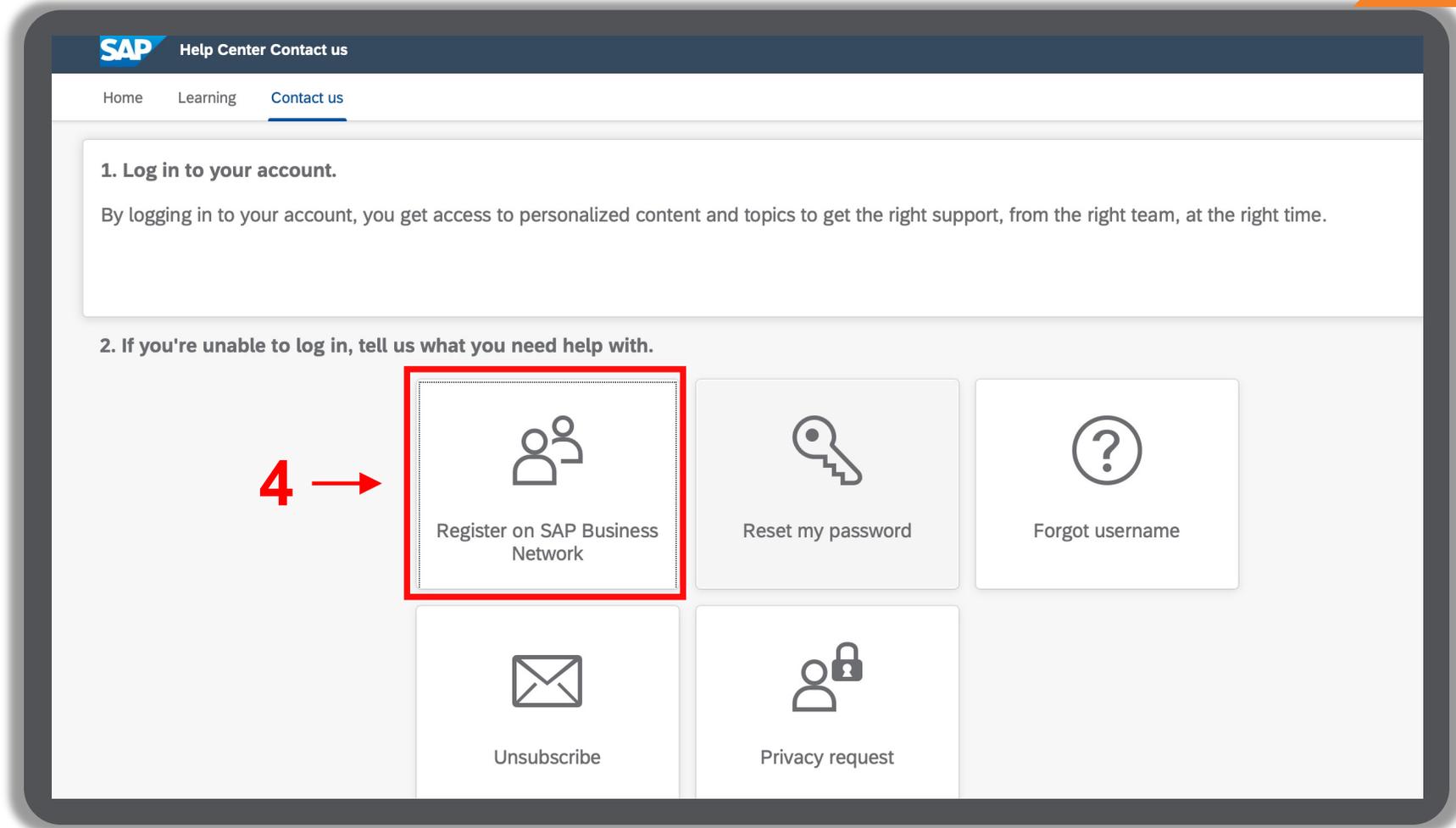
Aug 16, 2019

Error: The username and password entered has already merged to another Ariba Sourcing user account

CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)



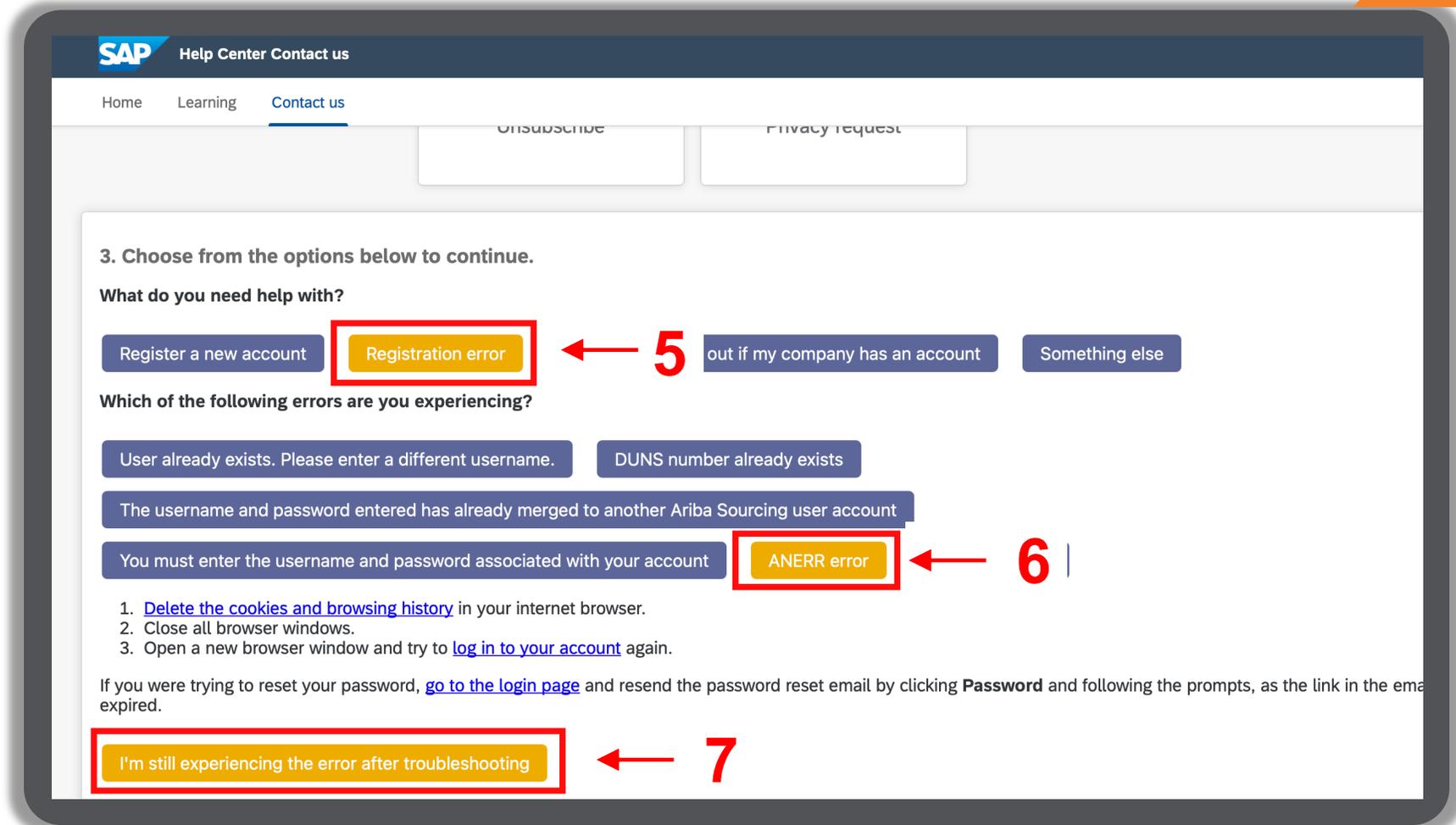
4. Click “Register on SAP Business Network”.



CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)



5. Click “Registration error”.
6. Click “ANERR error”.
7. Click “I’m still experiencing the error after troubleshooting”.



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Unsubscribe Privacy request

3. Choose from the options below to continue.

What do you need help with?

Register a new account **Registration error** ← 5 out if my company has an account Something else

Which of the following errors are you experiencing?

User already exists. Please enter a different username. DUNS number already exists

The username and password entered has already merged to another Ariba Sourcing user account

You must enter the username and password associated with your account **ANERR error** ← 6

1. [Delete the cookies and browsing history](#) in your internet browser.
2. Close all browser windows.
3. Open a new browser window and try to [log in to your account](#) again.

If you were trying to reset your password, [go to the login page](#) and resend the password reset email by clicking **Password** and following the prompts, as the link in the email expired.

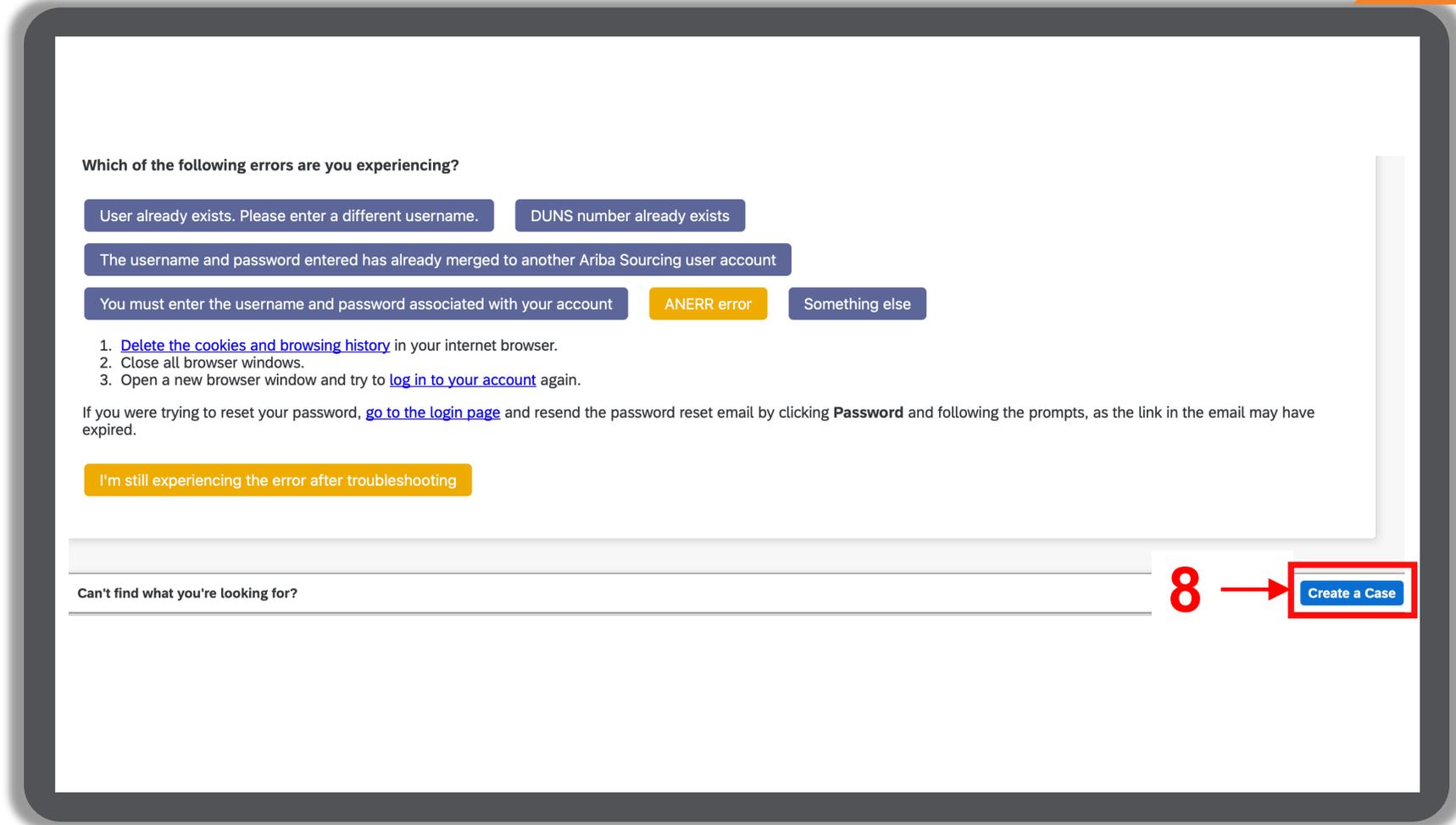
I'm still experiencing the error after troubleshooting ← 7

CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)



8. After clicking “I’m still experiencing the error” a pop up will appear at the bottom of your screen.

Click “Create a Case”.



Which of the following errors are you experiencing?

User already exists. Please enter a different username. DUNS number already exists

The username and password entered has already merged to another Ariba Sourcing user account

You must enter the username and password associated with your account ANERR error Something else

1. [Delete the cookies and browsing history](#) in your internet browser.
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I'm still experiencing the error after troubleshooting

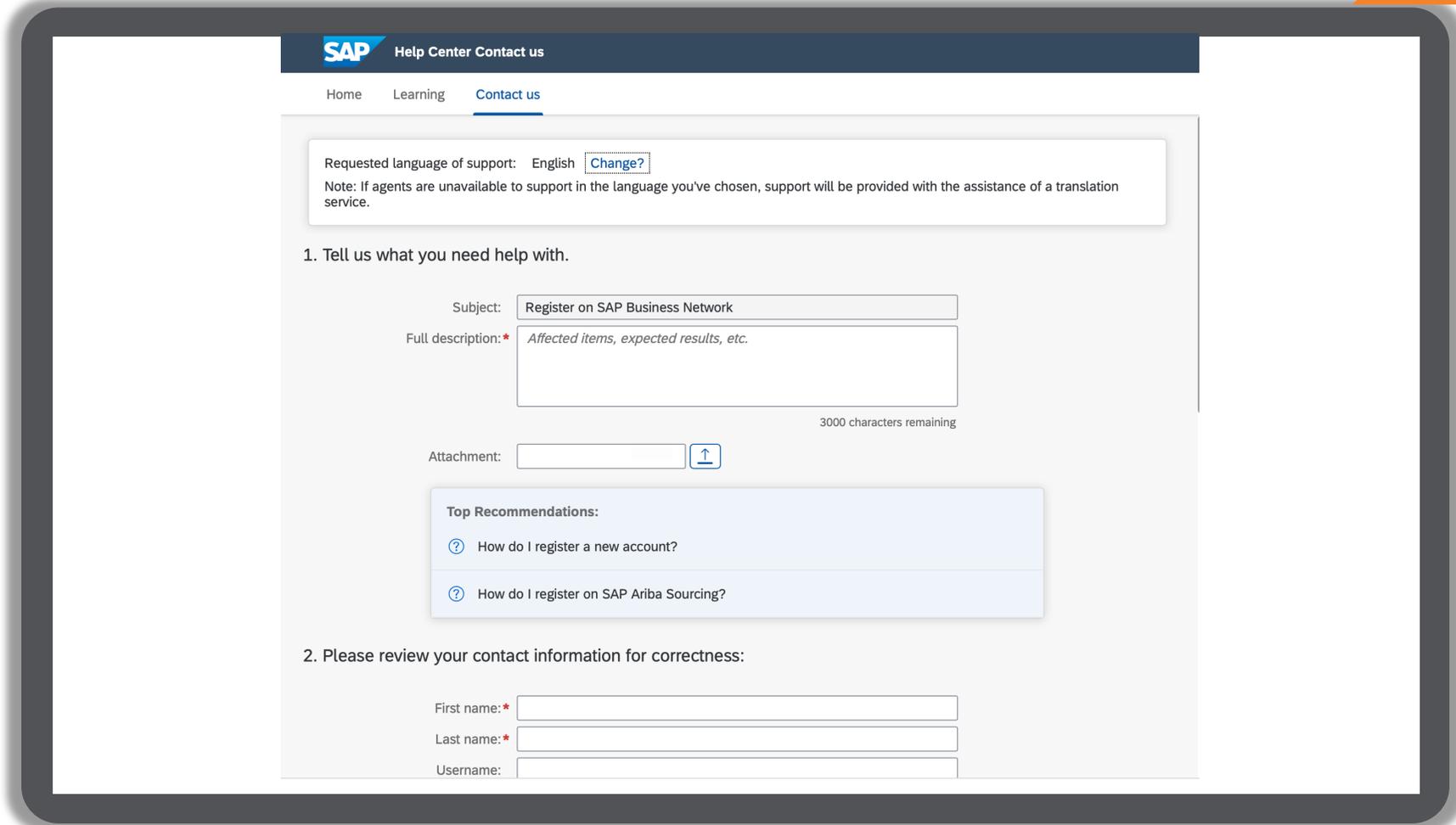
Can't find what you're looking for? **8** → **Create a Case**

CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

9. Complete the form and submit your SAP Ariba Support case ticket.

To change your user Administrator in SAP Ariba, you must provide the following:

- **ANID** (Ariba Network Identification) number) of your supplier account. The Implats Helpdesk can assist with this number if you do not have it.
- Previous administrator's **full name**
- Previous administrator's **email address**
- Name and email of a sub-user (if the account has sub-users)



SAP Help Center Contact us

Home Learning Contact us

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.

1. Tell us what you need help with.

Subject: Register on SAP Business Network

Full description: * Affected items, expected results, etc.

3000 characters remaining

Attachment: 

Top Recommendations:

- [How do I register a new account?](#)
- [How do I register on SAP Ariba Sourcing?](#)

2. Please review your contact information for correctness:

First name: *

Last name: *

Username:



Thank you !

HOW TO GET HELP

SAP Ariba Supplier User Guide

RESPECT, CARE
AND DELIVER |

