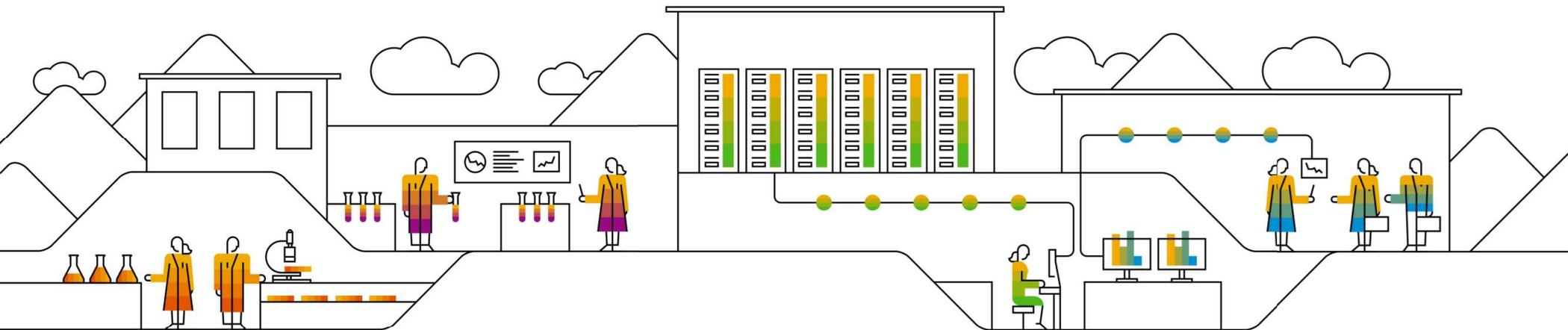


Help Center 2.0 for Suppliers



Help Center 2.0

Home experience for Suppliers

The screenshot shows the SAP Help Center Home page for Suppliers. At the top, there is a dark blue navigation bar with the SAP logo and the text 'Help Center Home'. Below this, a light blue banner contains the heading 'How can we help you?' and a search bar with the placeholder text 'Search knowledge base articles, documentation, and tutorials'. Below the search bar, there is a suggestion: 'Try "cancel order", "email notifications", "user authorization"'. The main content area is divided into two sections. The first section, 'Find answers from your buyers', features three cards, each with a placeholder image and the text 'Buyer company name'. A 'See More' link is located below these cards. The second section, 'Topics we recommend for you', lists three articles. The first article is titled 'Does Ariba offer webinar training?' and includes a 'Support Note' icon. The second article is titled 'I need help connecting with a customer' and includes a 'FAQ' icon. The third article is titled 'I need help accessing a sourcing event' and includes a question mark icon.

1. Navigation bar offering Home, Learning, and Contact us
2. Search powered by *Elasticsearch*
3. Published Supplier Information Portals that are accessible only if a Supplier has a Trading Relationship and the Buyer has a published Supplier Information Portal
4. Support articles and Product Documentation that is personalized to where the user was in the SAP Ariba product

Help Center 2.0

Learning experience for Suppliers

SAP Help Center Learning Center

Home [Learning](#) Contact us

Documentation & Learning

This section offers product documentation, release updates, tutorials, and other resources.

- [Ariba Network Supplier](#) Tutorials
 - > Administration
 - > Development
 - > Getting Started
 - > Integration
 - > End User Information
- [Certificate Update Portal](#)
- [Supplier Release Readiness](#)
- [Success Sessions](#)

On-demand quick tips and longer webcasts

[Watch now](#)

[Terms of Use](#) [Copyright](#) [Security Disclosure](#) [Privacy](#) [Impressum](#)

1. Browsable Product Documentation content from help.sap.com
2. Quick access to certificate update dates and historical changes
3. Quick access to the Supplier Release Readiness portal that delivers content to Suppliers on a quarterly basis to prepare for upcoming releases
4. On-demand Success Sessions hosted by SAP Ariba Product Support that deep dive in to features and functionality of the Network

Help Center 2.0

Contact us experience for Suppliers

1 Following up on something?

Service Request 139663	Created on	Status
[test for HC 2.0] Invoice	Apr 26, 2021, 8:41 AM	Closed

2 New issue? 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.

1. Quick access to see and follow up on "open" and recently "closed" Service Requests. Click in to the Service Request to follow up via phone, chat, or email (subject to availability)
2. Need help with a new issue? Start with kicking off a search with our AI-based Recommendation Engine and engage with our Guided Assistance intention matching algorithm to find your answers
3. [Sourcing Suppliers only] Have an event ending in 60 minutes or less and you need help as soon as possible? Access the priority line and engage with our Market Integrity Specialists

Help Center 2.0

Contact us experience for Suppliers

< SAP Help Center Contact us

Home Learning Contact us

New issue? Start here to create a Service Request.

Invoice

Answer this to help us tailor your support experience

What do you need to do?

Create new invoice Create credit memo **Raise another invoice against PO** Invoice was rejected Edit and resubmit invoice

Receive payment Something else

When creating an invoice on the Ariba Network, the **Include** column allows you to add or remove each individual line item on the invoice. Line items that you have already invoiced for the full amount or the partial amount display a gray toggle icon in the **Include** column. These line items are not included on the invoice by default.

However, you can add these line items to the invoice by clicking the gray toggle icon , which causes a green toggle icon to appear. You can edit the **Quantity** and **Unit Price** fields for the included items to update the invoice subtotal.

Additional Information

To add tax, shipping, discounts or comments to an invoice, please see ["How do I add tax, special handling, discounts, payment terms, or comments to an invoice?"](#) for instructions.

Browse below for our AI-based recommendations* (our support agents use them too!)

What does each routing status and invoice status mean?
Question What does each routing status and invoice status mean? Answer When viewing invoices in your Outbox , you can use the Routing Status and Invoice Status fields to determine whether your customer received the invoice and FAQ Apr 29, 2020

How do I edit and resubmit a failed or rejected invoice?
Question How do I edit and resubmit an invoice that I've sent? Answer If you need to change information on an invoice you've already submitted, the invoice must have a status of Failed or Rejected . To update the invoice details and FAQ Apr 29, 2020

How do I cancel or delete an invoice or credit memo?
Question How do I cancel, delete, void, obsolete an invoice or that I've sent? Can I delete an invoice? Answer Invoices cannot be deleted from FAQ

Continue to next step

1. Guided Assistance walks you through a Q&A based experience to deliver the answers you need
2. Our AI-based recommendations are matched to the words in your search and how our agents match up our users questions to our content items. This is a powerful engine that even our Support agents use to multiply our knowledge
3. Can't find your answer? Click the blue "Continue to next step" to engage with Support

Help Center 2.0

Contact us experience for Suppliers

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:*

Full description:*

Attachments:

Issue type:*

Issue area:*

Document or Event Number:

Company that invited you:

Top Recommendations:

- How do I contact SAP Ariba Customer Support as a supplier?
- As a buyer, how do I get help by phone?

2. How does this impact your normal business processes?

Business Impact:*

3. Please review your contact information for correctness:

Recommendations*

Search

- How do I contact SAP Ariba Customer Support as a supplier?
- As a buyer, how do I get help by phone?
- Configuring Fields When Creating Event Within a Full Project
- Why can I not submit a pre-bid for an event?
- SAP transport fails for CI9 update - AN CI9 SP01 HF3
- Do I have to award all items in my event in order to complete it?
- Why can't I find an event?
- How can I determine if a parameter in the Intelligent Configuration Manager has dependencies or pre-requisites?
- Why is my Requisition not showing on Procurement Operations Desk?
- The status of my account is Registered, but I do not see any events in the buyer's events dashboard. Why?
- How do I delete my bid(s) in an auction?
- Why does my bank information/ACH have a status of Unverified?
- How do I request a direct line for my event?

One last step

1. Full description gives you an opportunity to explain your issue in your own words and provide as much information as possible for Support to help you with your issue or question with speed and accuracy
2. As you complete the form, our Recommendations will adjust and provide different content as we learn more about your issue
3. Add up to four attachments to depict your issue
4. Select your issue type that categorizes your question or issue. The Issue area further categorizes your question or issue. We will use this information to recommend a Support channel and route your request to the right team to support you
5. Business impact helps us further route your request to the right team and informs us of the criticality of your request.

Help Center 2.0

Contact us experience for Suppliers

SAP Help Center Contact us

Home Learning Contact us

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

Recommended

Phone

A support engineer will respond to your Service Request by phone.

Estimated wait time in minutes: 2

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 Service Request, soon after you click Submit.

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

Email

A support engineer will respond to your Service Request by email.

2

1. Based on the information provided in the previous screen, we will customize the recommended channel to what our users have told us. Because this is a dynamic recommendation, users may be recommended Phone over Email or even Chat depending on the language, Support availability, and issue.
2. Select your method of contact and click “Submit” and we will be in contact with you. If you forgot to add an attachment, click “Back” and add it.