TAFE NSW Ariba Network Supplier Training

Quick Reference Guide:

How to Access Ariba Support without Logging into an Account

September 2023

Hyams Beach, South Region
Wandi Wandian Country, traditional lands of the Jerrinja people

TAFE NSW acknowledges Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the Land, Rivers and Sea. We acknowledge and pay our respects to Elders; past, present and emerging of all Nations.
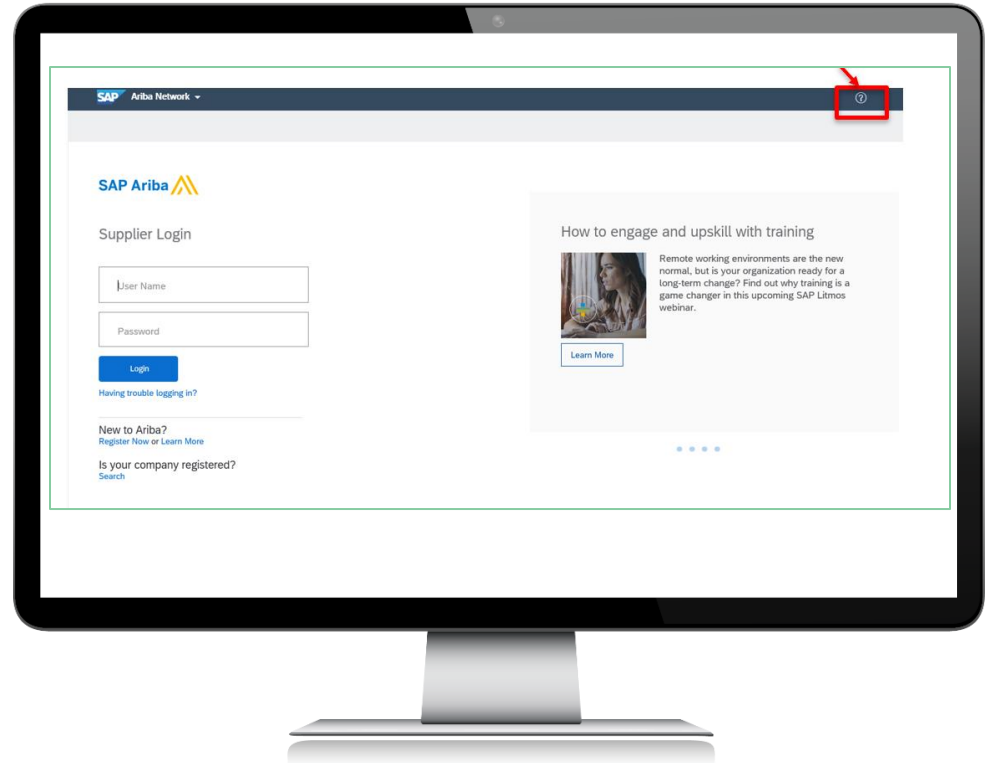
Topic
Audience
Background

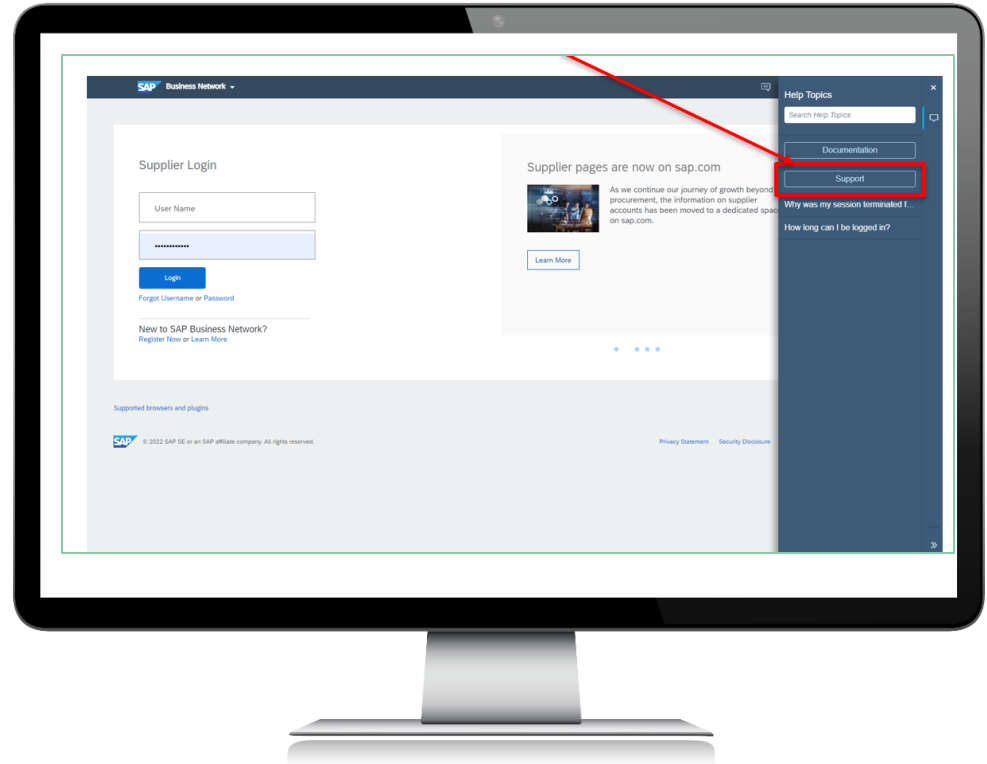| QRG Topic	**This Quick Reference Guide (QRG) will advise how to receive Customer Support in Ariba without logging into your Ariba Network Account.**
Audience	Existing or new suppliers who are transacting on the Ariba Network. There is a separate QRG for suppliers that need to contact SAP Ariba for help with accessing a tender/sourcing event.
Background	This process is used to seek support through the Help Centre on the Ariba Network without having to log into your Ariba Network Account, if your company has one. If you **do not have** an Ariba Network ID, or can't remember your username (email address format) or password, you will be able to seek support outside the Ariba login process by clicking on the Help Centre from the login page. If you need help with accessing a Sourcing Event, please refer to the QRG for obtaining assistance in that situation.

Step 1

Go to the Ariba Supplier Log in Page: https://service.ariba.com/Supplier.aw/.
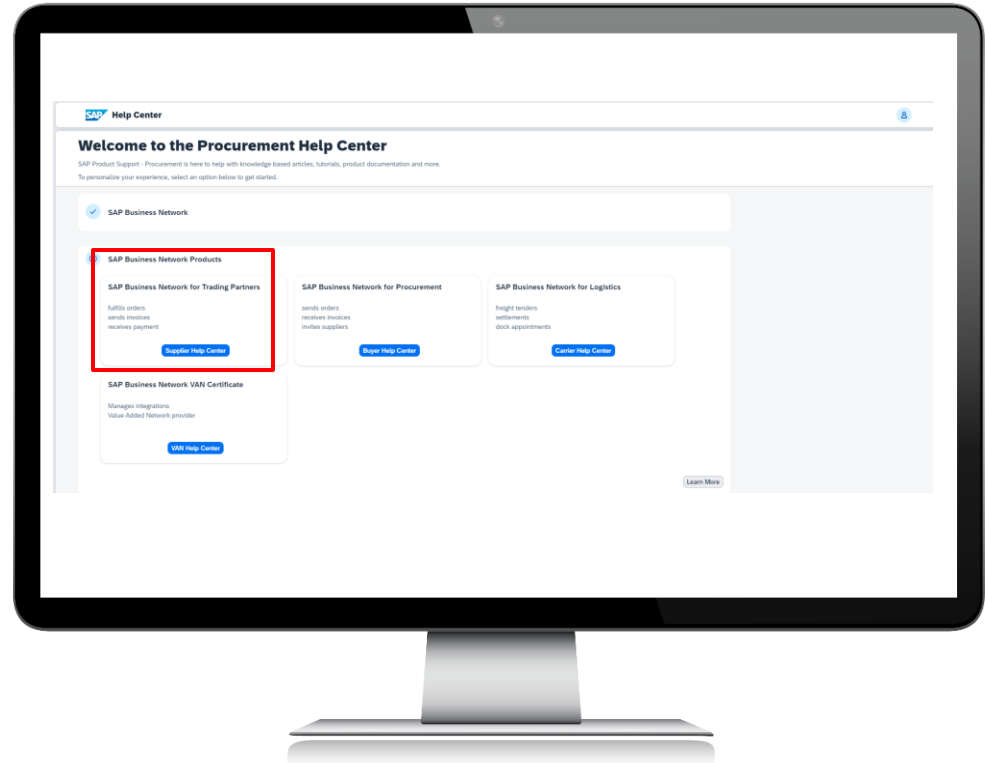Click on the help (?) icon.

Step 2

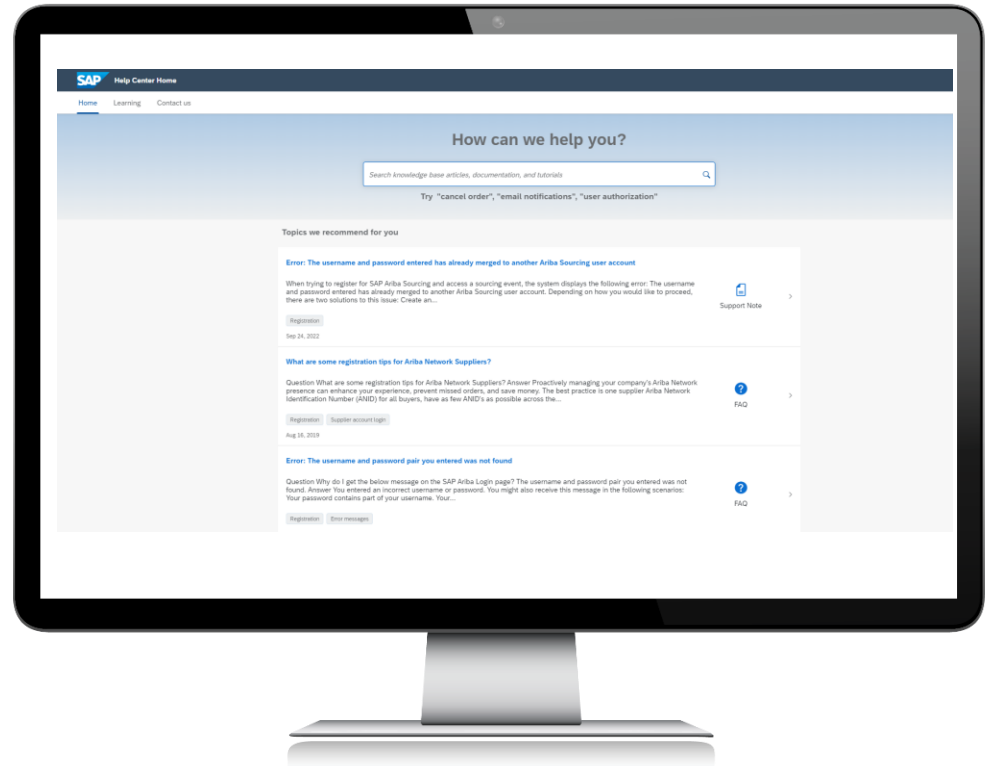The screen below will appear. Click on the word '*Support.*'

Step 3

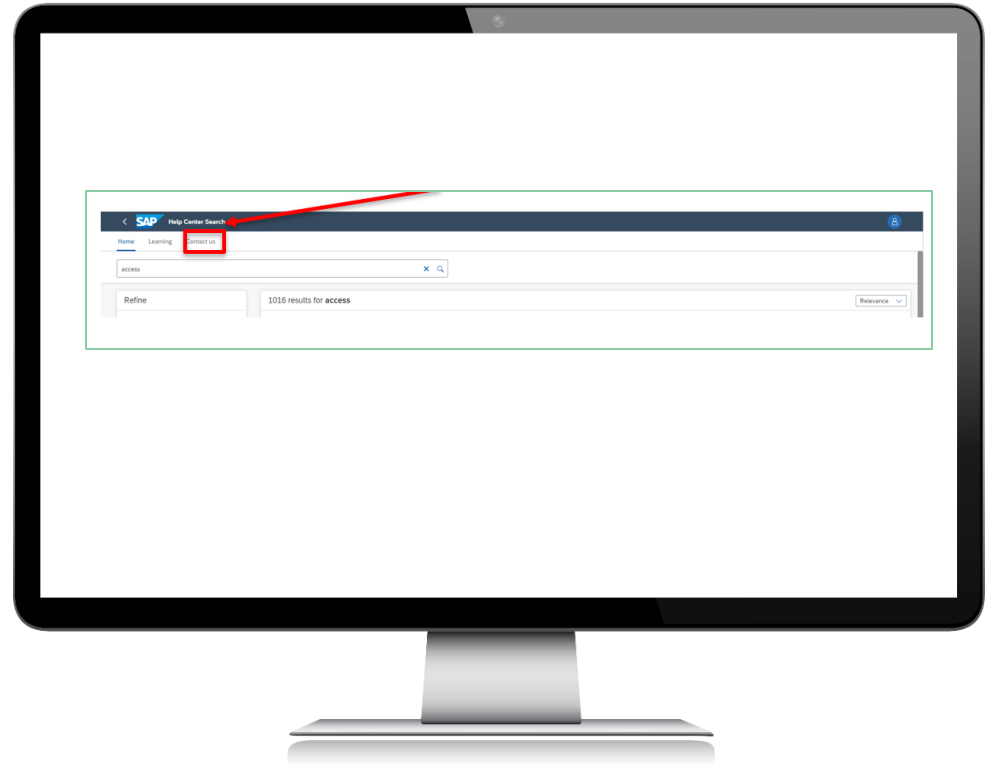If the screen below will appears, click on '**Supplier Help Center**.'

Step 4

If the screen below appears and you have a general question, type the question into the search field and press '*Enter*' on your keyboard or click the ***magnifying glass***. Links will then appear for various supporting documents. If none of these answer your question, move to the next Step.

Step 5

If none of the information is helpful, or if you want someone to contact you from SAP Ariba, click '***Contact Us***' on the top left-hand side of the screen.

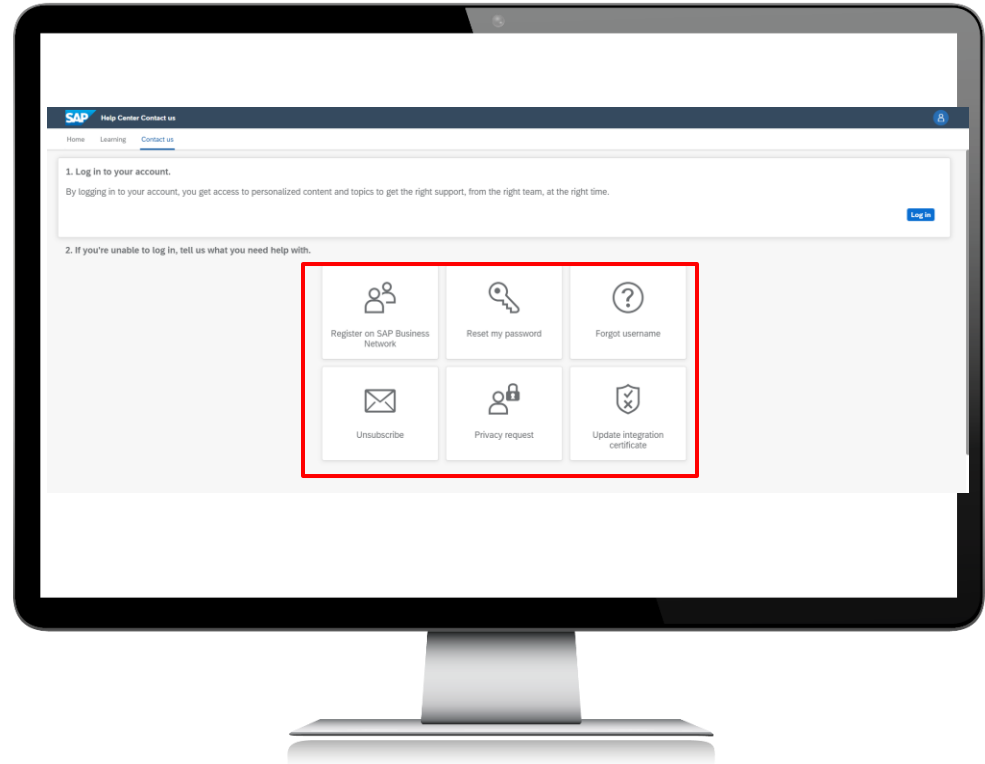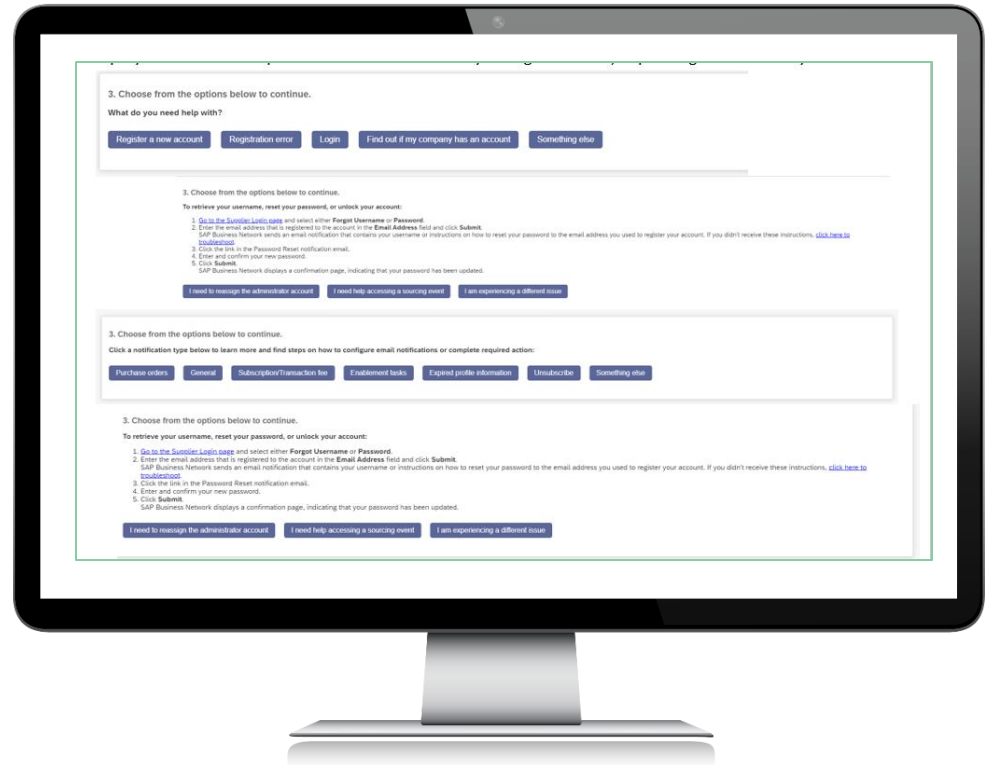# Step 6

The screen below will appear. Since this Quick Reference Guide is about getting Ariba Support without logging in, ignore *item number 1,* and look at the tile options for *item number 2* in the screen, and select the one that most closely matches your enquiry.
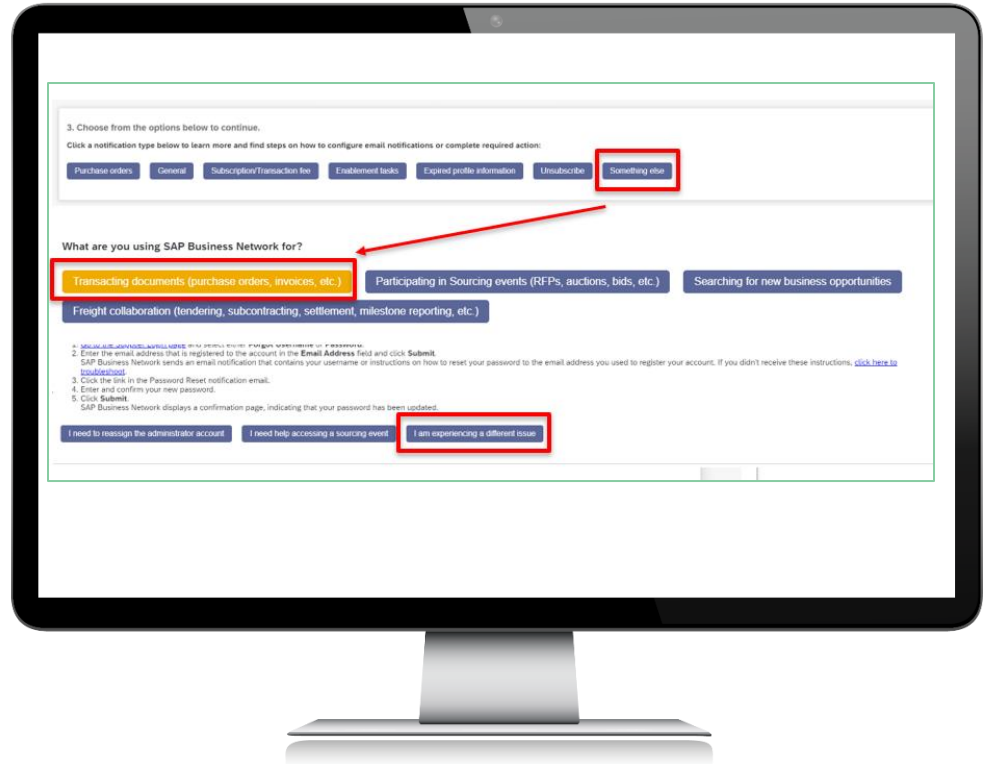
Step 7

Once you click on the tile most relevant to your enquiry, you will receive further options. The screen will look different depending on which tile you selected from the previous screen. Below are examples of the different screens you might come to, depending on which tile you clicked from the previous screen.
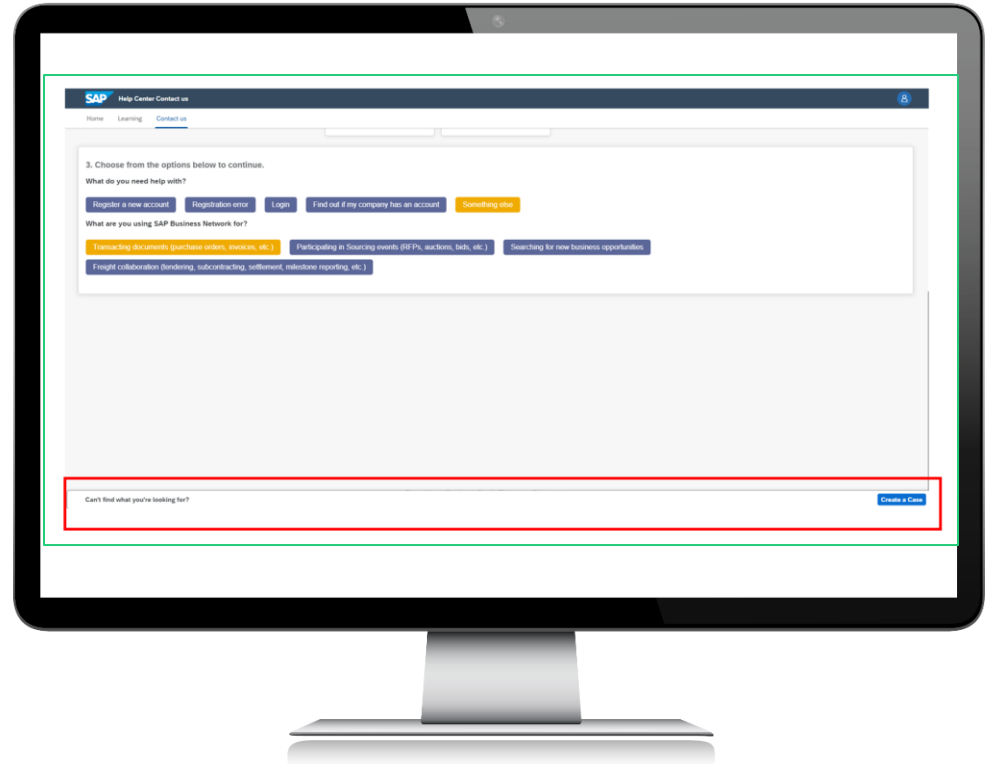
Step 8

You now need to select whichever of these two options appears on your screen:
- **Something else (and then pick whichever of the next options best suit your enquiry)**
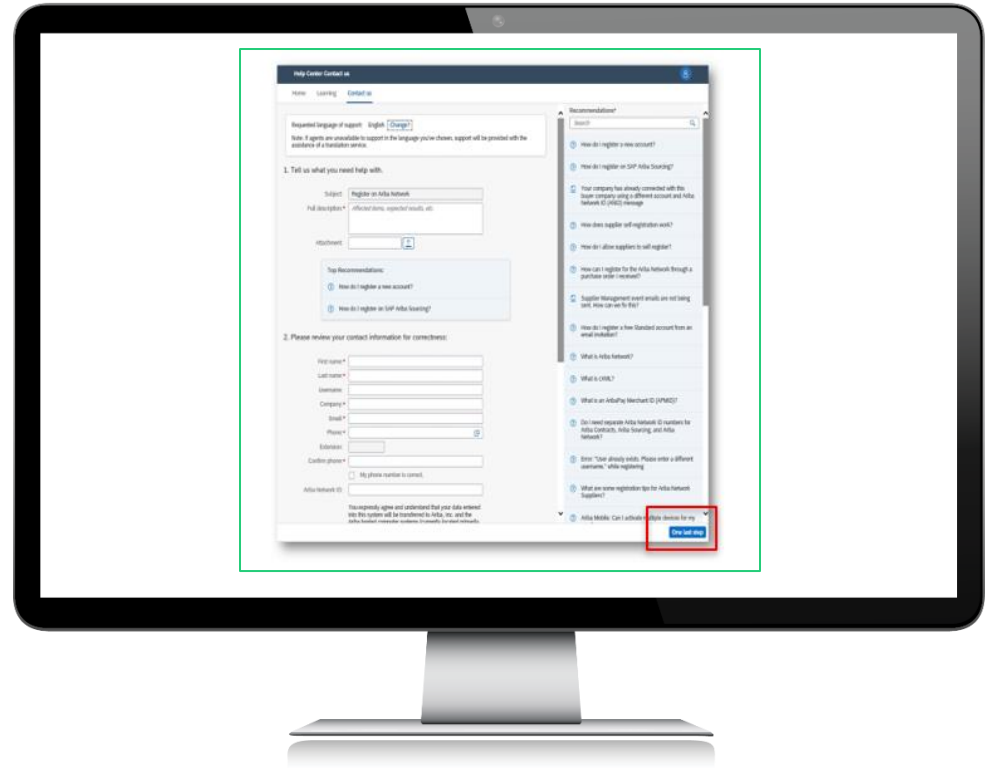- **I am experiencing a different issue**

Step 9

Again, you may get a different screen depending on whether you selected 'Something else or 'I am experiencing a different issue.'
dialogue box will appear at the bottom of the screen. Click on '***Create a Case***.'

Step 9

A Help Centre Contact Form will appear. You will need to complete all the mandatory fields, and then click on 'One last step' at the bottom right-hand side of the screen.
The 'One last step' button allows you to select the relevant option to receive assistance. This will generally be via email, but in the case of problems with accessing a tender, you may be offered support via a phone call within a few minutes.

Further assistance

For help with:	Contact
Invoicing TAFE NSW	- Call 1300 823 343 - Press Option 2 for 'Finance' - Press Option 3 for 'Accounts Payable and Supplier Accounts – Unpaid Invoices'
Help with SAP Ariba from TAFE NSW	- Call 1300 823 343 - Press Option 2 for 'Finance' - Then Press Option 2 for 'Help with SAP Ariba' - Alternatively, you can email suppliers@tafensw.edu.au.
TAFE NSW Supplier Resources Hub Website	Click the following link to visit the Supplier Resources – Hub TAFE NSW.

Thank you