



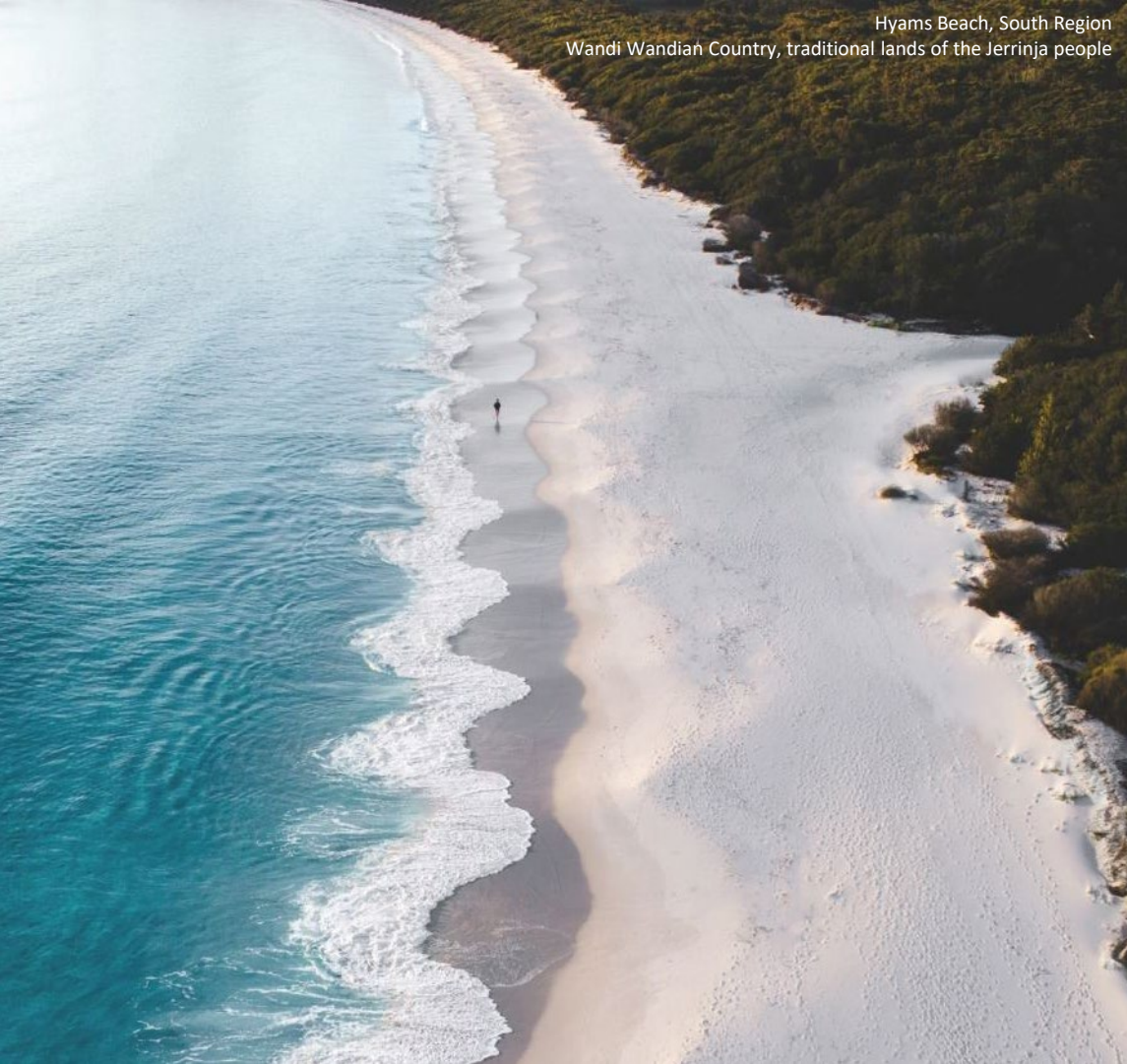
# TAFE NSW Ariba Network Supplier Training

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Quick Reference Guide:

How to get help to access a TAFE NSW  
Sourcing Opportunity in SAP Ariba

October 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.

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# Topic Audience Background

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QRG Topic	This Quick Reference Guide (QRG) will tell you how to get help to access a TAFE NSW Sourcing Opportunity in SAP Ariba
Audience	Suppliers who have been invited to TAFE NSW sourcing opportunity.
Background	<p>TAFE NSW uses SAP Ariba as its preferred eProcurement Solution. All restricted tenders are released via SAP Ariba, and suppliers must access the opportunity in a SAP Ariba account. The SAP Ariba account can be an existing one, or a new one established for the purpose of responding to the sourcing opportunity.</p> <p>This QRG will provide suppliers with the information they need to get assistance if they are experiencing difficulties in accessing the opportunity via SAP Ariba.</p>

## Seek assistance from SAP Ariba as soon as you experience any difficulties accessing the tender

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Please contact SAP Ariba directly to explain the issue you are experiencing.

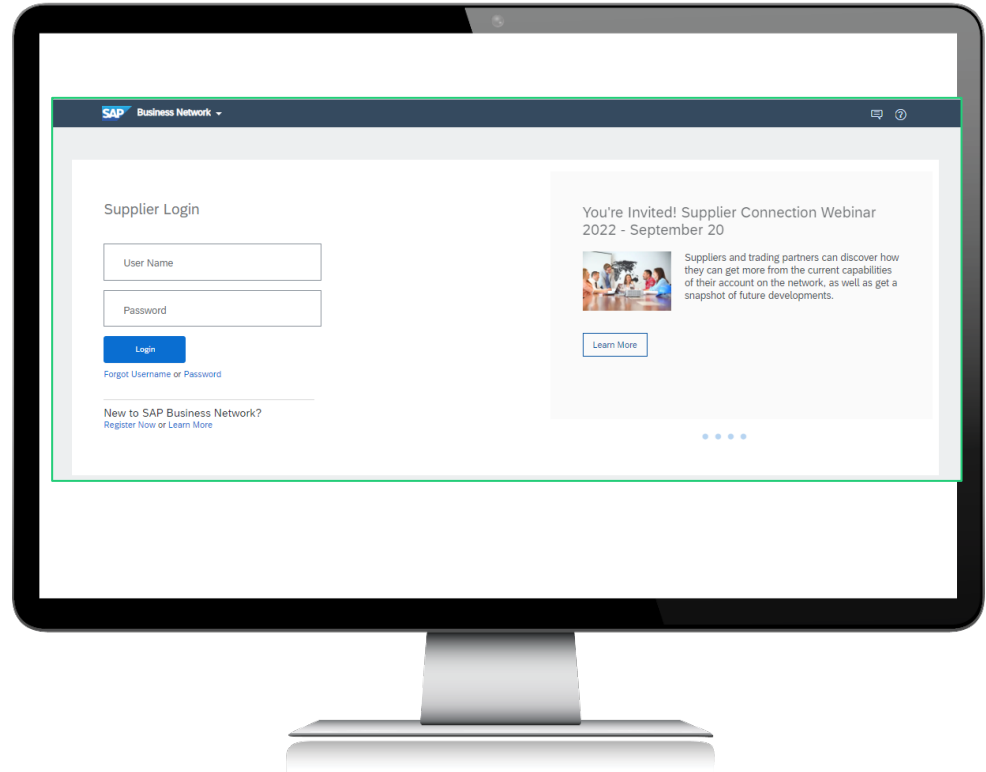
To do this, you will need to use the 'Help' Function to see a range of self-help options and/or to raise a Case for assistance.

The following slides will explain the process for requesting assistance from SAP Ariba.

# Step 1

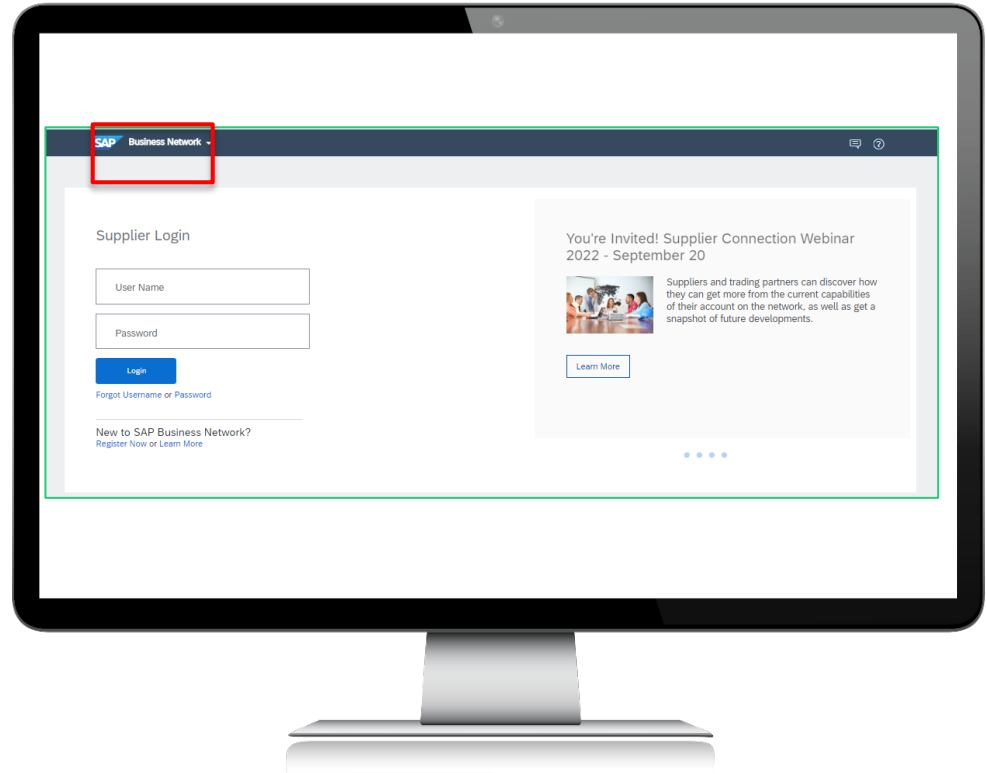
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Open this URL on your browser:  
**<https://service.ariba.com/Supplier.aw/>**  
You can also find this URL by searching  
*'Ariba supplier log in'* on your web browser.



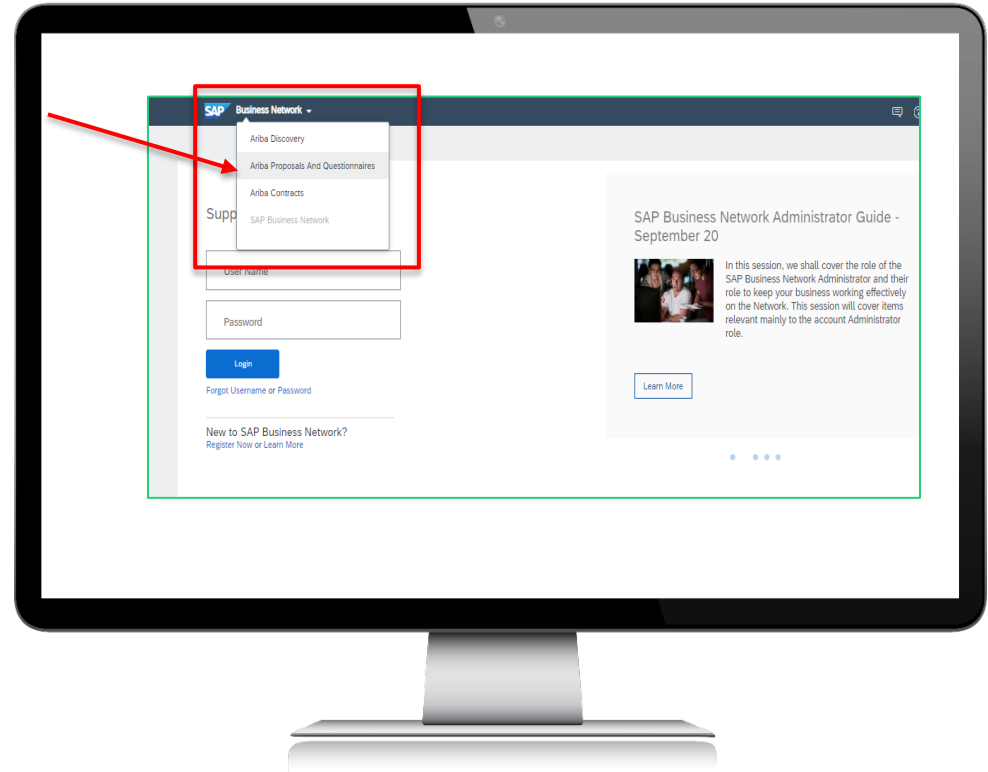
Find the '**Business Network**' dropdown box on the top left of the screen.

## Step 2



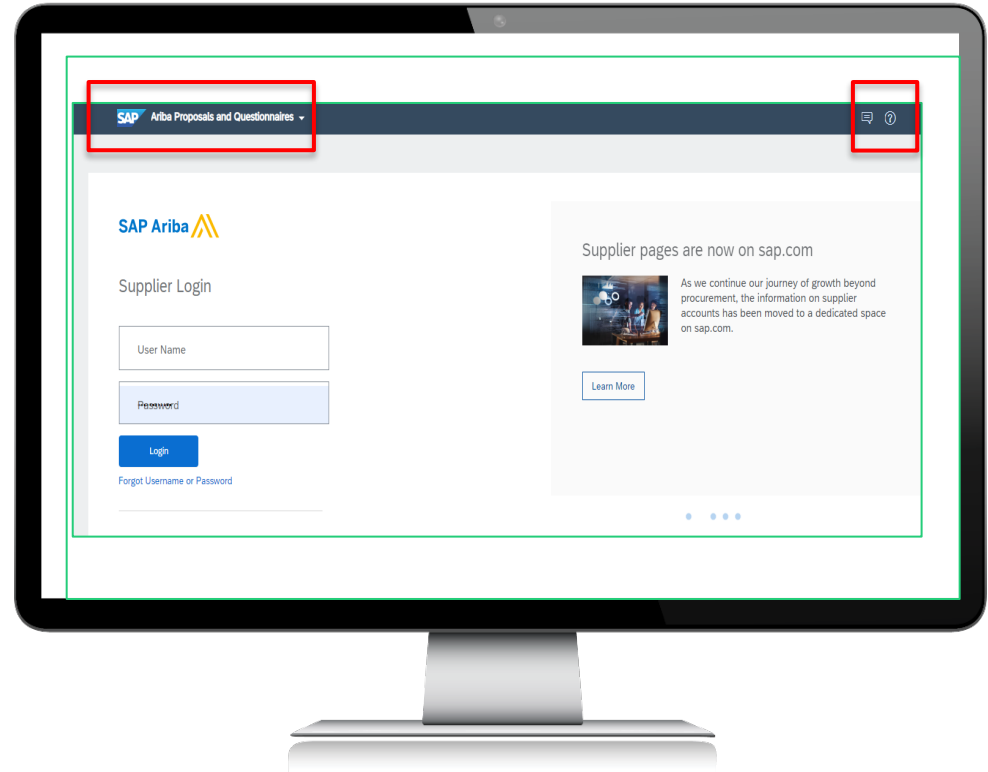
Select **'Ariba Proposals and Questionnaires'** from the dropdown list.

## Step 3



Once you are in the '*Ariba Proposals And Questionnaires*' section, click on the '*Help*' (?) symbol at the top right-hand corner.

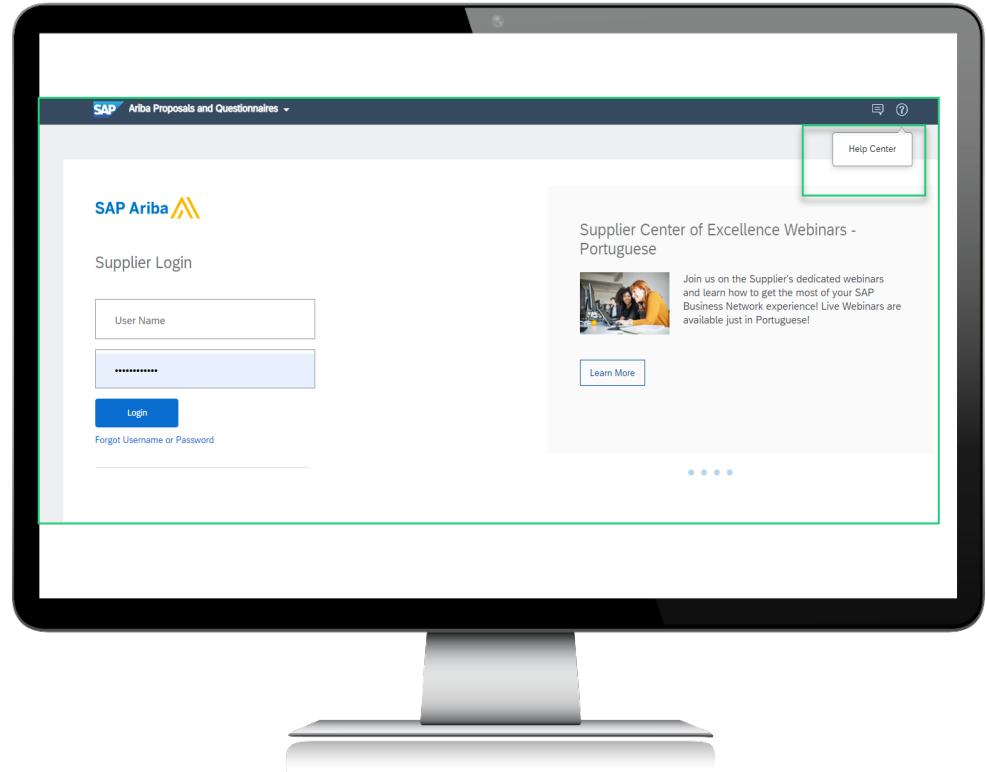
## Step 4





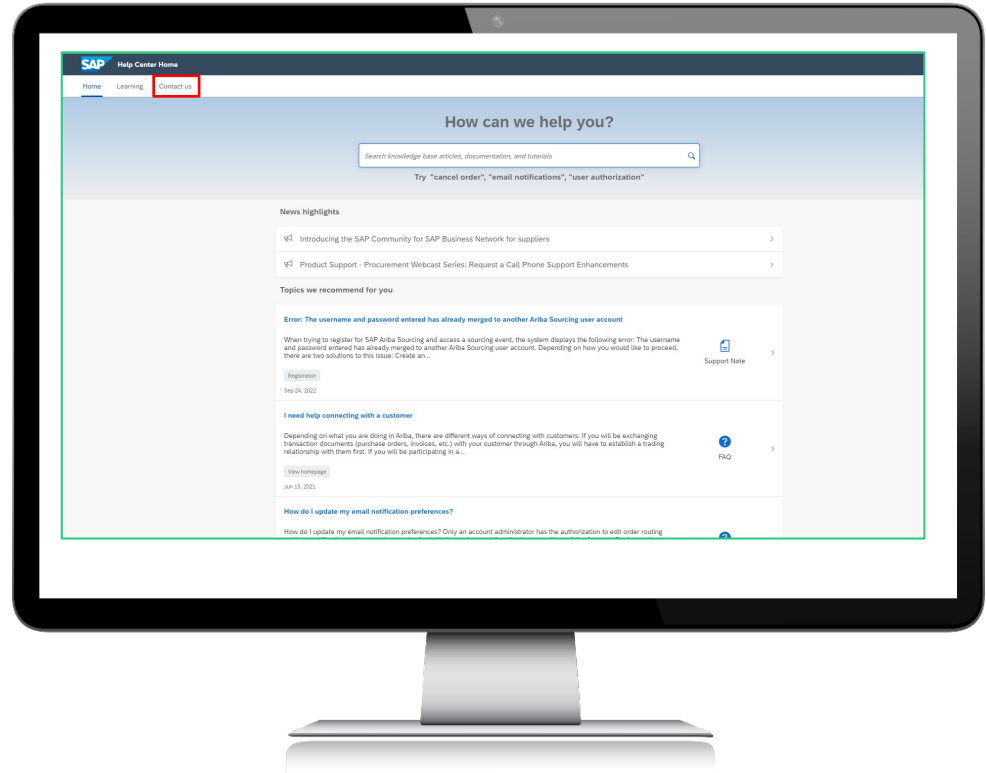
# Step 5

Next, click on *'Help Centre.'*



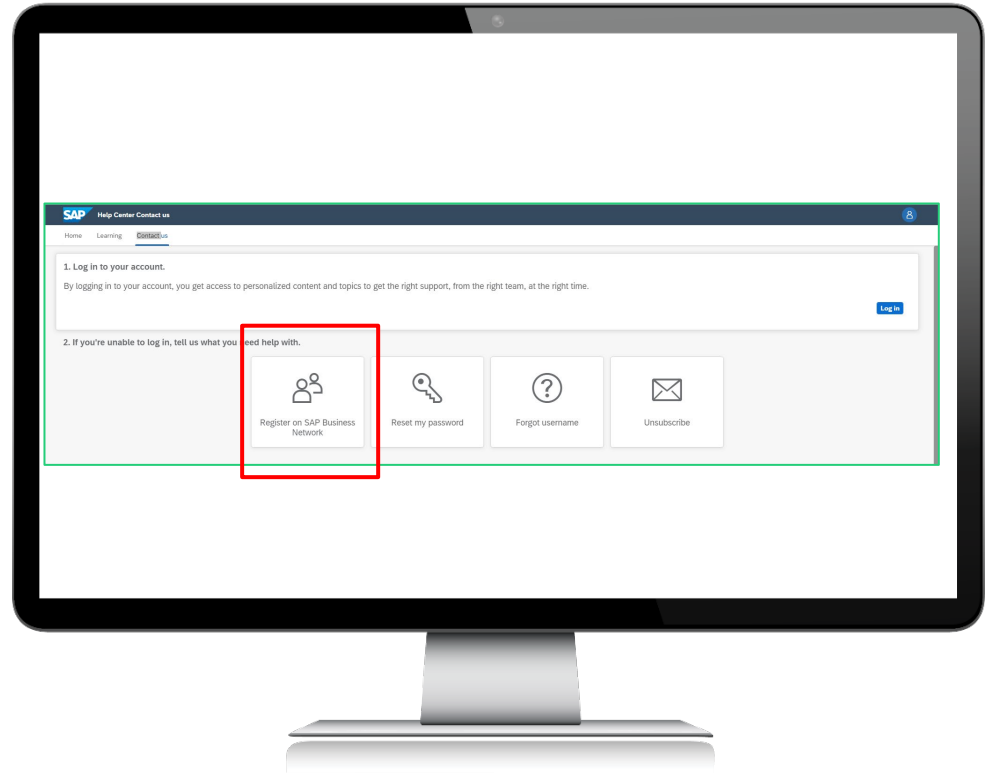
The screen below will appear, with several suggested topics. If none of these topics are helpful, select '**Contact us**' at the top left of the screen.

## Step 6



The screen below will appear, with more suggestions. Select '**Register on SAP Business Network**' to get to the next screen.

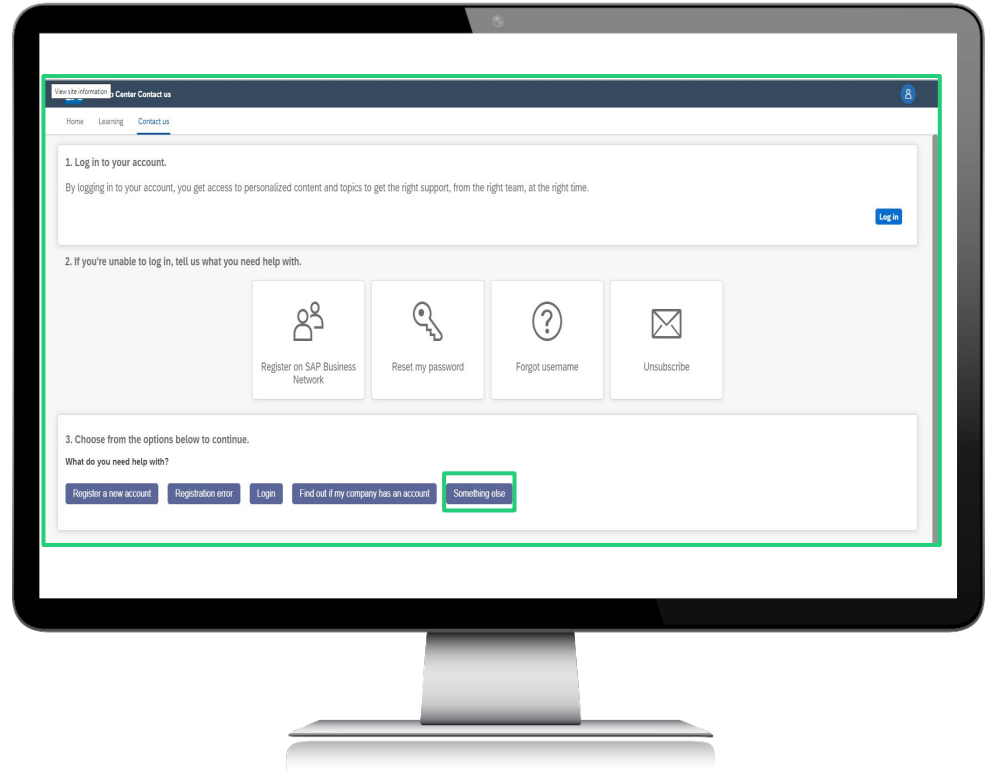
## Step 7



## Step 8

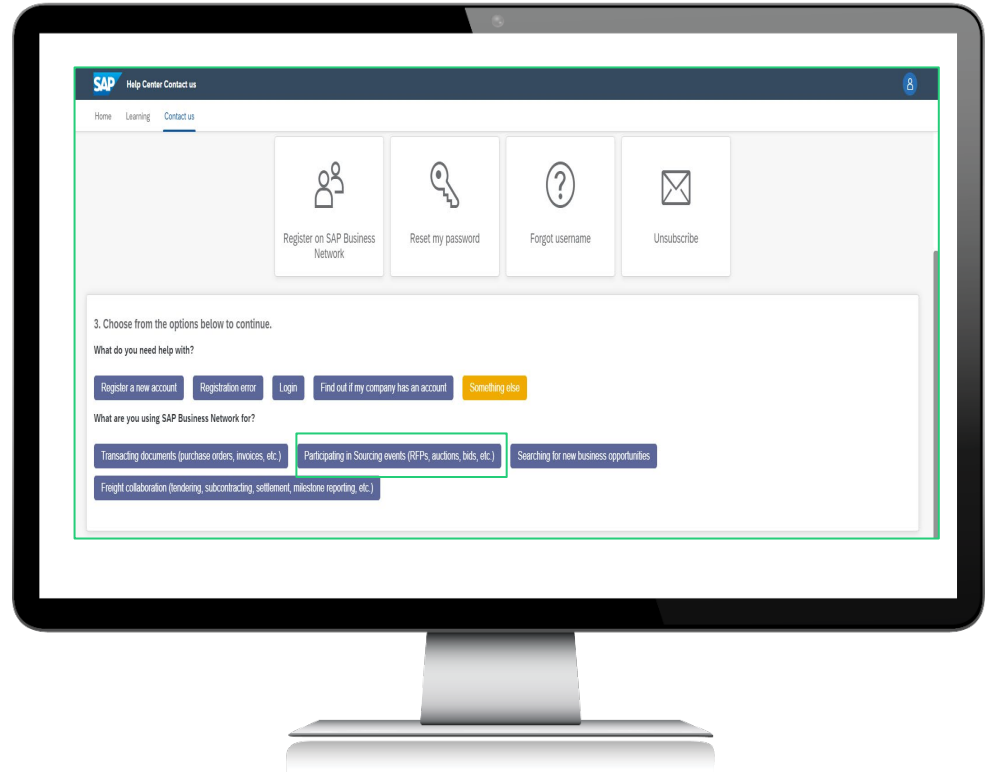
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The screen below will appear.  
Select '**Something else.**'



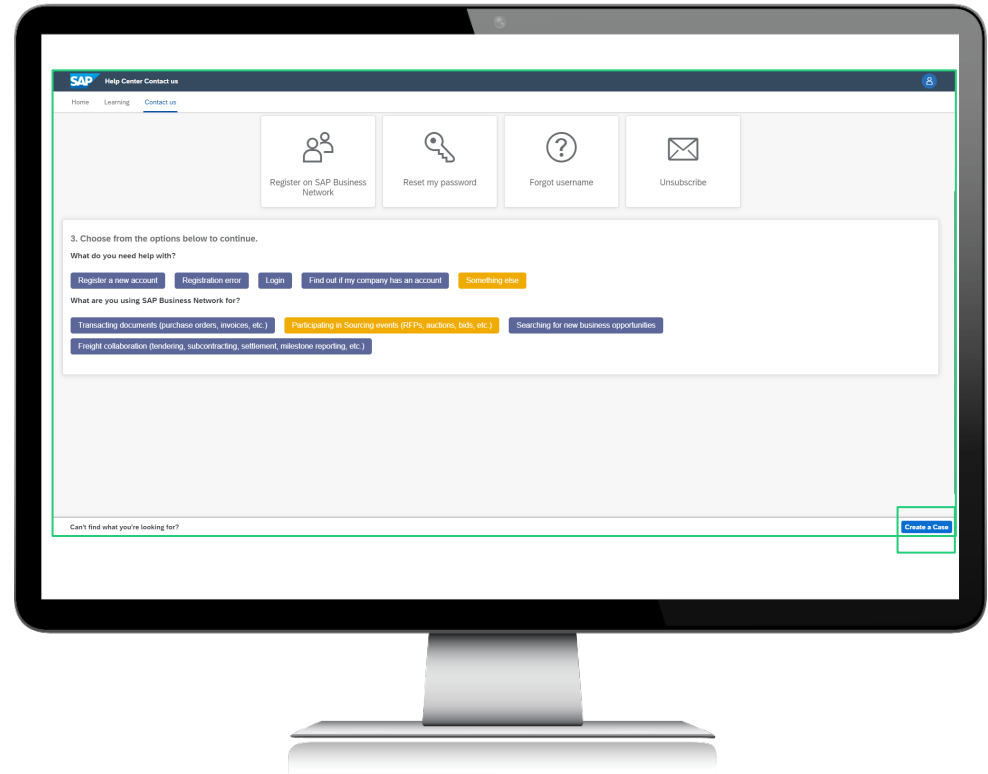
## Step 9

The screen below will appear.  
Select '**Participating in Sourcing events (RFPs, auctions, bids, etc.)**'



## Step 10

The screen below will appear.  
Select '**Create a Case**' at the bottom right-hand corner of the screen.



# Step 11

The screen below will appear. Complete all the fields, and then Select '**One last step**' at the bottom right-hand corner of the screen.

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:

Document or Event Number:

Company that invited you:

Top Recommendations:

- How do I register a new account?
- How do I contact SAP Business Network Customer Support as a supplier?

2. Provide your preferred contact details:

First name:

Last name:

Username:

Company:

Email:

Phone:

Extension:

Recommendations:

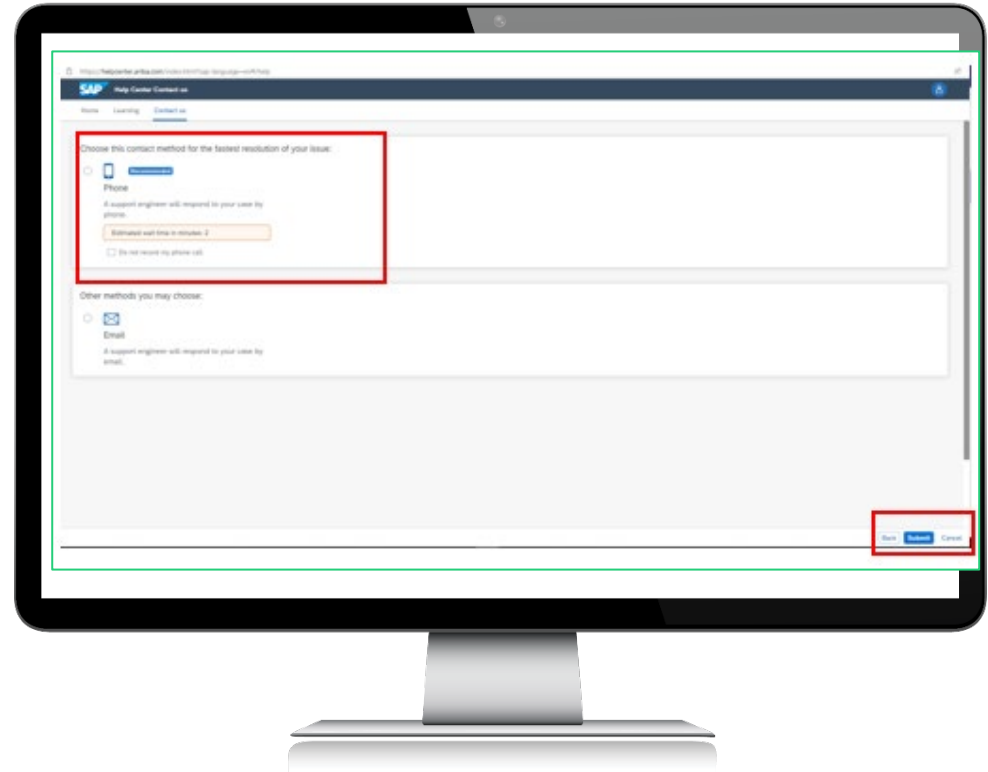
- How do I register a new account?
- How do I contact SAP Business Network Customer Support as a supplier?
- How do I pay my SAP Business Network bill?
- How do I downgrade my fully enabled account to a Standard account?
- How can I process a purchase order/relationship request if it was sent to a temporary account?
- How do I contact support as a supplier?
- How do I retrieve my username?
- Where is my password reset email?
- When will my invoice be paid? (Enterprise users)
- How do I reenable/inactivate my expired account?
- What are the Enterprise Account levels and advantages of subscription fees?
- When will my invoice be paid? (Standard users)
- How do I contact my buyer?
- How do I register a free Standard account from an email invitation?

One last step

To get assistance in the fastest way, select '**Phone**' as the way SAP Ariba should contact you. Then select '**Submit**.'

You will normally receive a phone call within two minutes.


## Step 12





You can contact TAFE NSW if SAP Ariba cannot solve your issue in a timely manner.

If SAP Ariba is unable to solve your issue in a timely manner, please contact the TAFE NSW Sourcing Manager, whose email address is provided in the event invitation email event – refer below.

 **TAFE** NSW CHECKOUT

Welcome, [redacted]

TAFE Checkout has registered you on their Ariba Spend Management site and invited you to participate in the following event: [redacted]. The event starts on Wednesday, 24 August 2022 at 18:45, Pacific Daylight Time and ends on Sunday, 11 September 2022 at 17:00, Pacific Daylight Time.

[Click Here](#) to access this event. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can access this event.

NOTE: This link is only valid for 30 days. Make sure to register on the Ariba Commerce Cloud before the link expires. After you register on the Ariba Commerce Cloud, you can no longer use this link.

If you have questions about this event, contact [redacted] via e-mail at [redacted]@TAFENSW.EDU.AU.

If you do not want to respond to this event, [Click Here](#). You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.

We look forward to working with you!

Thank You,

TAFE Checkout

TAFE Checkout sourcing site, Event Doc494177664: IAT - Provision of Commercial Advisory Services, Realm: tafecheckout, Message ID: MSG52879043, [Click Here](#)

Ariba, Inc. 3420 Hillview Ave, Palo Alto, CA 94304, USA

[Data Policy](#) | [Contact Us](#) | [Customer Support](#)

## Further assistance

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For help with:	Contact
Invoicing TAFE NSW	<ul style="list-style-type: none"><li>▪ Call 1300 823 343</li><li>▪ Press Option 2 for 'Finance'</li><li>▪ Press Option 3 for 'Accounts Payable and Supplier Accounts – Unpaid Invoices'</li></ul>
Help with SAP Ariba from TAFE NSW	<ul style="list-style-type: none"><li>▪ Call 1300 823 343</li><li>▪ Press Option 2 for 'Finance'</li><li>▪ Then Press Option 2 for 'Help with SAP Ariba'</li><li>▪ Alternatively, you can email <a href="mailto:suppliers@tafensw.edu.au">suppliers@tafensw.edu.au</a>.</li></ul>
TAFE NSW Supplier Resources Hub Website	<ul style="list-style-type: none"><li>▪ Click the following link to visit the <a href="#">Supplier Resources – Hub TAFE NSW</a>.</li></ul>

**Thank you**

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