

## **TAFE NSW Ariba Network Supplier Training**

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.

### Topic Audience Background

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	<ul> <li>TAFE NSW uses SAP Ariba as its preferred eProcurement</li> <li>Solution. All restricted tenders are released via SAP Ariba, and</li> <li>suppliers must access the opportunity in a SAP Ariba account.</li> <li>The SAP Ariba account can be an existing one, or a new one</li> <li>established for the purpose of responding to the sourcing</li> <li>opportunity.</li> <li>This QRG will provide suppliers with the information they need</li> <li>to get assistance if they are experiencing difficulties in accessing</li> <li>the opportunity via SAP Ariba.</li> </ul>

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

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.

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.

SAP Business Network -	
Supplier Login User Name Password Login Foret Username or Password	You're Invited! Supplier Connection Webinar 2022 - September 20 Suppliers and trading partners can discover h they can get more from the current capabilitie of their account on the network, as well as get anapahot of huture developments.
New to SAP Business Network? Register Now or Learn More	••••

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



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



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

SAP Ariba 📉	Supplier pages are now on sap.com
Supplier Login	As we continue our journey of growth beyond procurrent. the information on supplier accounts has been moved to a dedicated space
User Name	on sap.com.
Pessword	
Forgot Username or Password	

### Next, click on 'Help Centre.'

Ariba Proposals and Questionnaires +	
	Help Cente
SAP Ariba 📉	Supplier Center of Excellence Webinars -
Supplier Login	Portuguese Join us on the Supplier's dedicated webinars
User Name	and learn how to get the most of your SAP Business Network experience! Live Webinars a available just in Portuguese!
	Learn More
Login	
Forgot Username or Password	

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.

Home	Learning	Contact us			
			How can we help you?		
			Search knowledge base articles, documentation, and tutorials Q		
			Try "cancel order", "email notifications", "user authorization"		
			News highlights		
			91 Introducing the SAP Community for SAP Business Network for suppliers	*	
			91 Product Support - Procurement Webcast Series: Request a Call Phone Support Enhancements	5	
			Topics we recommend for you		
			Error: The semane and password entered has already merged to another Arbia Sourcing user account. When hypit angles of SSP Adda backing and accounts association of the patient displaying the history enter. The semane and accounts displaying the second merged space of the displaying accounts associated by the patient displaying accounts associated and accounts as		
			There are too solutions to this loads: Chalas an	>	
			I need help connecting with a customer Depending on what you are done in Arba. There are different ways of connectine with customers. If you will be exchanging		
			trainaction documents (purchase orders, invoices, etc.) with you' customer through Arita, you will have to establish a trading PAQ relationship with them first. If you will be participating in a	>	
			Am 15, 2021		
			How do i update my email notification preferences?		

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

Help Center Contact us Home Learning DottBackus 1. Log in to your account.					1
By logging in to your account, you get a 2. If you're unable to log in, tell us wh	cess to personalized content and topics to ,	get the right support, from the rig	ht team, at the right time.		Login
	8 Register on SAP Business Network	Reset my password	<b>Porgot username</b>	Unsubscribe	
		]			

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

					Login
z. Ir you re unable to tog in, tell us wr		() L	?		
	Register on SAP Business Network	Reset my password	Forgot username	Unsubscribe	
3. Choose from the options below to What do you need help with?	continue.	nu has an account	naka		
	r sie oor minj compo				

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

		(L)	?	$\square$	
	Register on SAP Business Network	Reset my password	Forgot username	Unsubscribe	
What do you need help with?					
Register a new account Re	rgistration error Login Find out if my corr	ipany has an account Somethin	n else		
What are you using SAP Business	Network for?				
Transacting documents (purchas	e orders, invoices, etc.) Participating in Sourcin	g events (RFPs, auctions, bids, etc.)	Searching for new business op	portunities	
Freight collaboration (tendering, s	ubcontracting, settlement, milestone reporting, etc.)		]		

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



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

Home Learning Contact us		
		Recommendations*
Requested language of support: English Cha	1997	Search
Note: If agents are unavailable to support in the	anguage you've chosen, support will be provided with the assistance of a translation service.	
		W How do I register a new account?
1. Teit us what you need help with.		How do I contact SNP Business Network Customer Support supplie?
Subject	Register on SAP Business Network	
Full description	Affected items, expected results, etc.	How do I pay my SAP Business Network bill?
		How do I downgrade my fully enabled account to a Standa
		account?
	3000 characters remaining	How can I process a purchase orderivelationship request if I
Atachment		sent to a temporary account?
Document or Event Number		When do I contact support as a supplier?
Company that invited you		(9) How do I retrieve my username?
	Top Recommendations:	0
	() How do I register a new account?	Where is my password reset email?
		When will my invoice be paid? (Enterprise users)
	How do I contact SAP Business Network Customer Support as a supplier?	-
2 Provide your preferred contact details		How do I reenable/reinstate/reactivate my expired account?
		What are the Enterprise Account levels and advantages of subsplitting face?
First name		awadu (provi retta)
Last name	•	When will my invoice be paid? (Standard users)
Usename		How do I contact my buyer?
Company	•	
Emal	·	How do I register a free Standard account from an email ineltation?
Phone	•	

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.

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tion larving Estation	
Choose this contact method for the fasted resolution of your issue:	
Description of the end	
Other methods you may choose:	

### 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.



# Further assistance

For help with:	Contact
Invoicing TAFE NSW	<ul> <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> <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 <u>suppliers@tafensw.edu.au</u>.</li> </ul>
TAFE NSW Supplier Resources Hub Website	<ul> <li>Click the following link to visit the <u>Supplier Resources –</u> <u>Hub TAFE NSW</u>.</li> </ul>

# Thank you

