umicore
materials for a better life

Supplier guidelines

SAP Ariba Support

Table of content

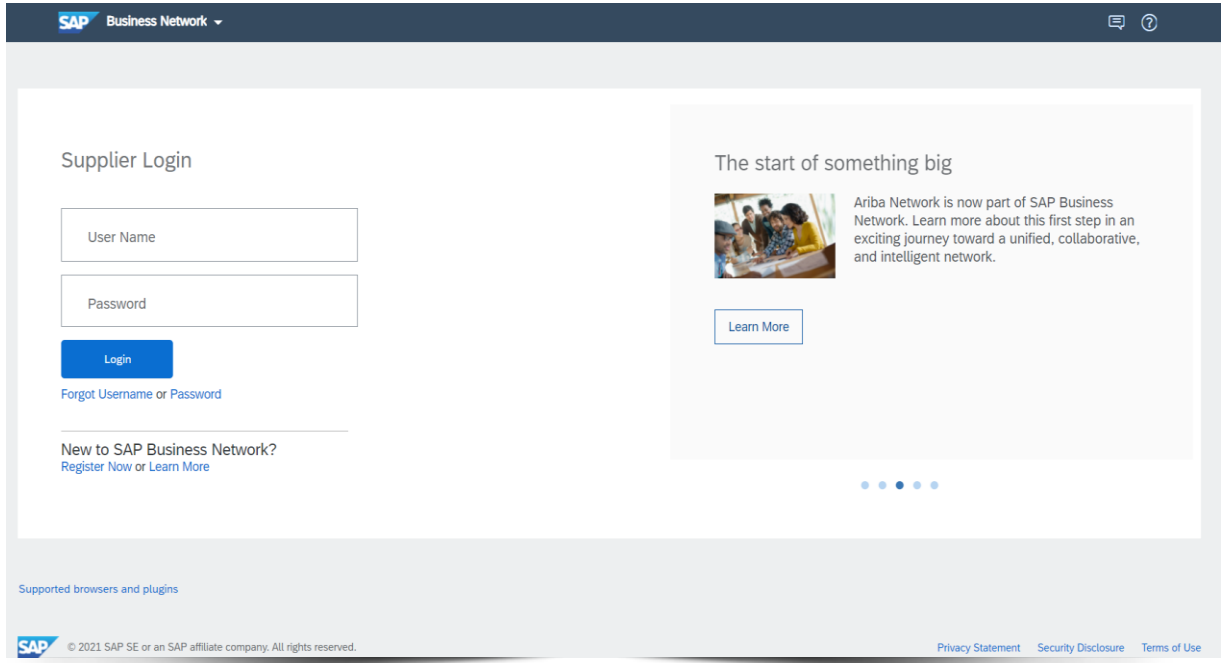
Browse to the SAP Ariba Network Portal

Navigate to the SAP Ariba Help Center

Get SAP Ariba Support

SAP Ariba Learning Hub

Browse to the SAP Ariba Network Portal

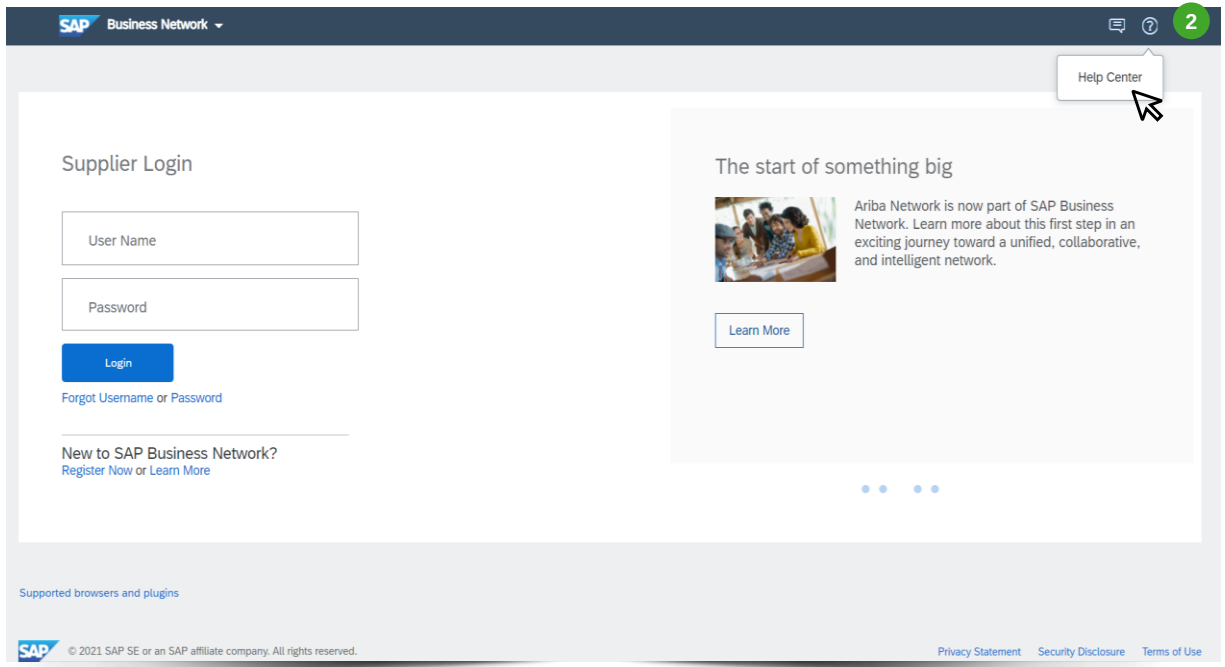


1. Browse to http://supplier.ariba.com.

Additional information

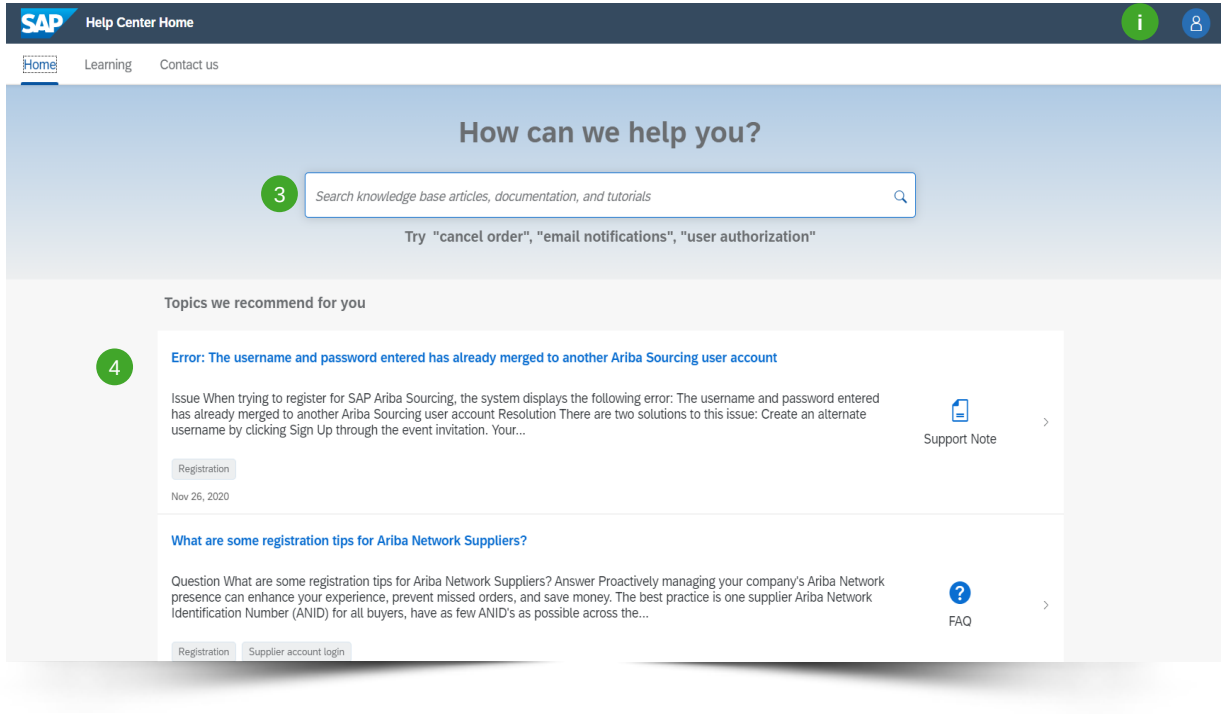
i You do not have to login to get access to the SAP Ariba Help Center. If you have logged in, the functionalities of the SAP Ariba Help Center remain the same.

Navigate to the SAP Ariba Help Center



2 On the login page, go to **Help**, indicated by the icon "? in the top right corner and click on **Help Center**.

Get SAP Ariba Support

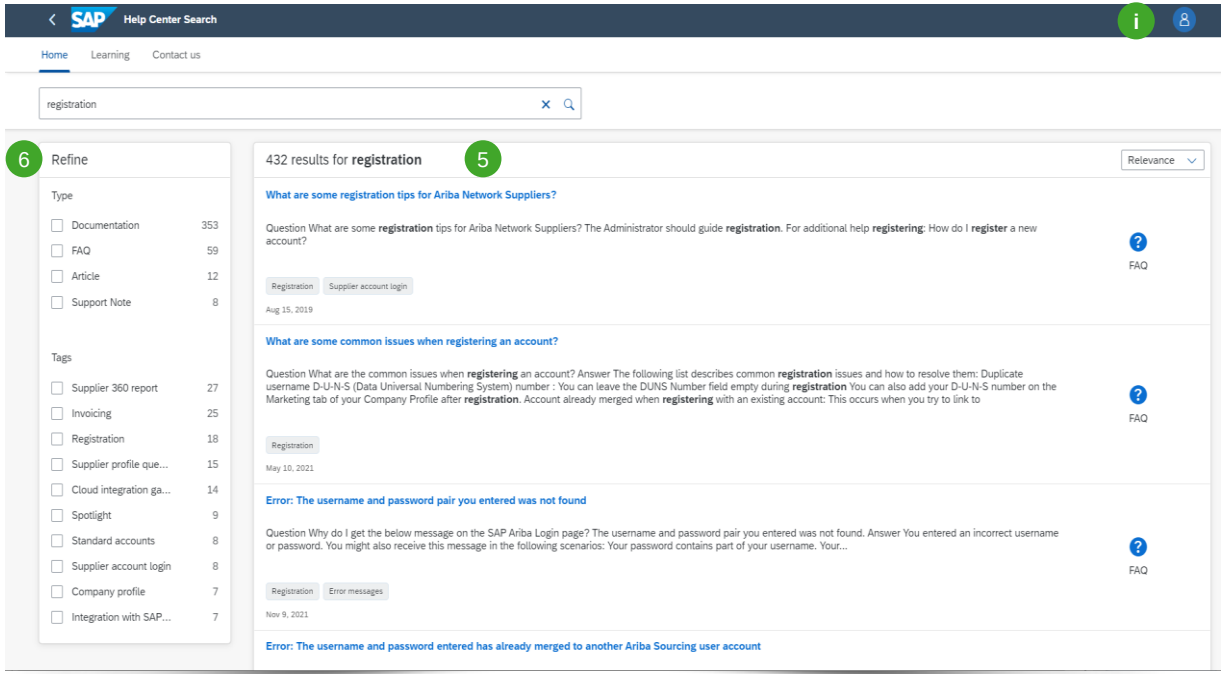


3. Search in the SAP Ariba FAQ database by entering specific keywords in the search bar. The content, based on your keywords, will appear on a new page.
4. Topics that may be interesting for you are recommended in the list below.

<u>Additional information</u>

i You can change the language of the Help Center by clicking on the icon Go to Settings > Language. **Please note that the chosen language will impact the number of results shown!** We therefore highly recommend using English as the default language.

Get SAP Ariba Support



5 The content, based on your keywords, will appear in the list below. Here you will find an overview of your search results.

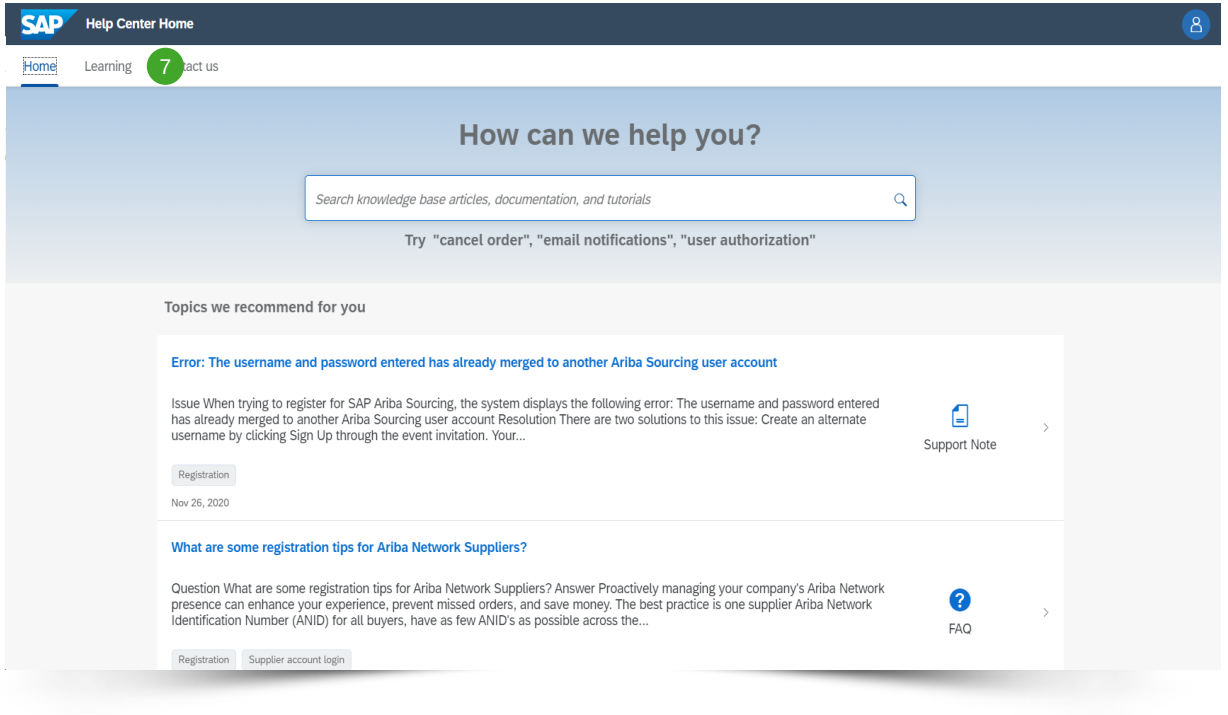
6 You can refine your search results by using the filters in the left navigation pane.

Additional information

i Based on your standard language, the number of search results may differ. You can change the language of the Help Center by clicking on the icon Go to Settings > Language.

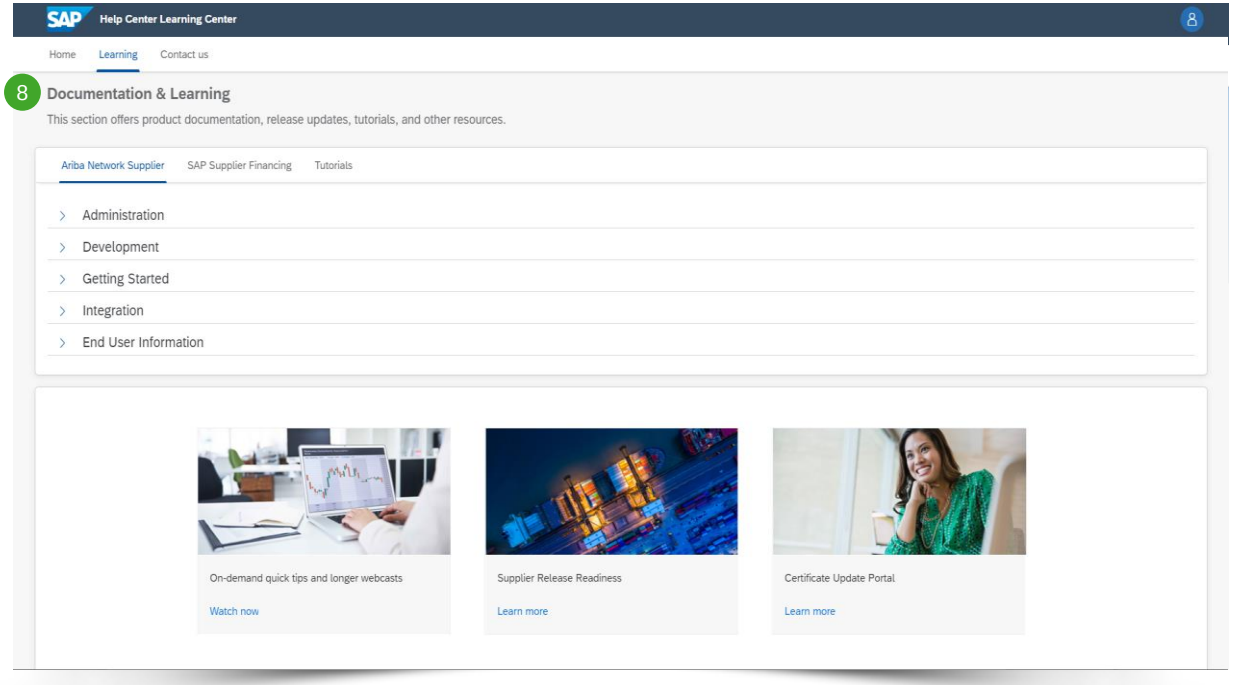
i If you do not find what you are looking in the database and you would like to request support from SAP, we kindly refer to the SAP Ariba Help Center Contact Documentation on the Supplier Zone.

SAP Ariba Learning Hub



7 Go to the tab header and click on **Learning** to find all kinds of supporting documentation provided by SAP Ariba.

SAP Ariba Learning Hub



8 The **Learning** section offers:

- Product documentation
- Release updates
- Tutorials
- Other resources

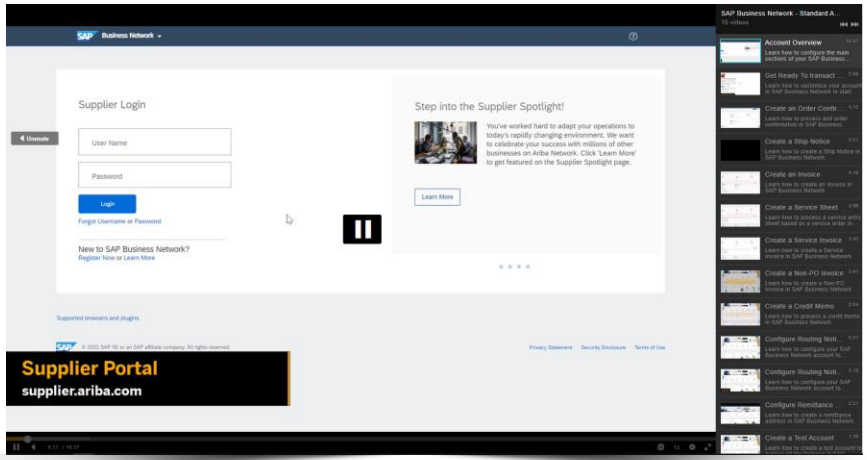
SAP Business Network Help Resources

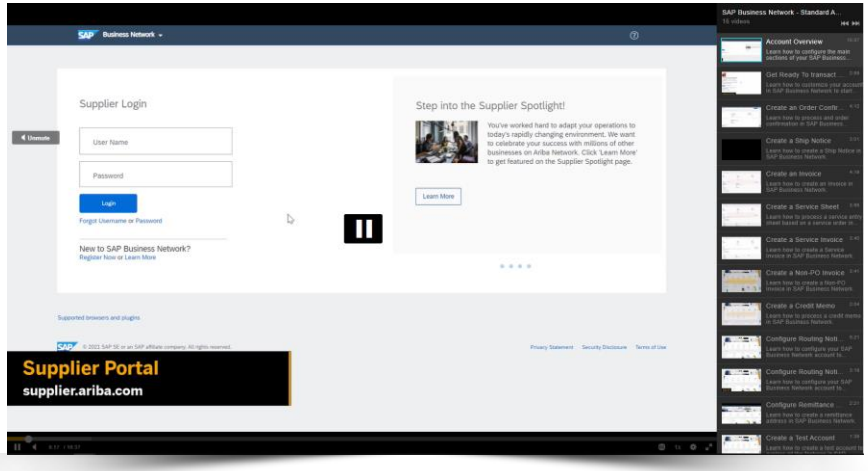
Useful Links

1. SAP Business Network Terms of Use - http://service.ariba.com/Authenticator.aw/ad/termsCenter
2. SAP Business Network Supplier Pricing page - http://www.ariba.com/suppliers/ariba-network-fulfillment/pricing
3. SAP Trust center -https://www.sap.com/about/trust-center/cloud-service-status.html#sap-ariba
4. General Data Protection Regulation (GDPR) https://www.ariba.com/gdpr
5. Discovery - http://www.ariba.com/solutions/discovery-for-suppliers.cfm
6. Legal Disclosure -https://www.ariba.com/legal/impressum

Looking for video material?

Please visit the below link to access the available video material on how to act on the SAP Business Network:





Click here for English

Click here for French

For additional information:

- Please consult our Umicore SAP Ariba supplier zone
- Reach out to your Umicore contact person
- Send an email to our Ariba support team (ariba.supplier.support@umicore.com)

umicore

materials for a better life