

SAP Ariba at BASF

March 2022



1. SAP Ariba Help Center

- Contact Ariba Customer Support
- Access Ariba Documentation and FAQ
- Find Ariba Tutorial Videos

Agenda

1. SAP Ariba Help Center

■ In the Ariba Help Center you can:

- **Contact Ariba Customer Support**
- **Access Ariba Documentation and frequently asked questions (FAQs)**
- **Find Ariba Tutorial Videos**

■ The two most important videos are:

- [Participating in events](#)
- [Responding to RFPs](#)

Access SAP Ariba Help Center

- The Help Center is available on the top right corner of your SAP Ariba Cloud Application

The screenshot shows the SAP Ariba interface. In the top right corner, there is a navigation bar with several icons. A green circle with the number '1' highlights the Help Center icon. A dropdown menu is open, showing 'Help Center', 'Events', and 'Contact Us'. A green circle with the number '2' highlights the 'Events' option. Below the navigation bar, there is a light blue banner with a welcome message and a list of services. Below the banner, there is a table titled 'Events' with columns for Title, ID, End Time, Event Type, and Participated. The table contains three rows of event data.

Welcome to SAP Ariba platform for BASF - Supplier collaboration!

BASF Procurement is pleased to interact with you in the SAP Ariba platform. This platform will give you the opportunity to access different collaboration modules with BASF:

- SPS: for Qualification and Sourcing; in the future for Contract management;
- VIP: for operational procurement, as for an example purchase order or invoice handling;
- Catalog processes;
- Discount Pro - Early payment proposals.

It is a strategic decision of BASF Procurement to develop Supplier collaboration - strategic and operational - in the cloud with SAP Ariba as a partner. Here you can find information about how BASF SE uses your personal data as controller.

Thanks in advance for your support.

Events

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Abgeschlossen (5)				
OA1-21-168_K1003 Waschkolonne_LU	Doc826112606	28/1/2022 08:00	Ausschreibung	No
OA1-21-142_Behälter B8106_LU	Doc778341632	19/11/2021 16:00	Ausschreibung	Declined
OA1-21-095 K1455 Füllköberkolonne LU	Doc706342922	20/9/2021 10:00	Ausschreibung	Declined

Ariba Learning - Documentation and FAQ

Help Center Home - Work - Microsoft Edge
https://helpcenter.ariba.com/index.html?sap-language=en

SAP Help Center Home

Home Learning Contact us

How can we help you?

Search knowledge base articles, documentation, and tutorials

Try "cancel order", "email notifications", "user authorization"

3


Topics we recommend for you

Procurement operations desk for sourcing solutions
Procurement operations desk for sourcing solutions This guide is for SAP Ariba administrators and users who configure and use the procurement operations desk capability in SAP Ariba Sourcing. The procurement operations desk capability in SAP Ariba Sourcing helps operational sourcing agents to manage their tasks associated with multiple sourcing...
New feature
Nov 13, 2021
Documentation

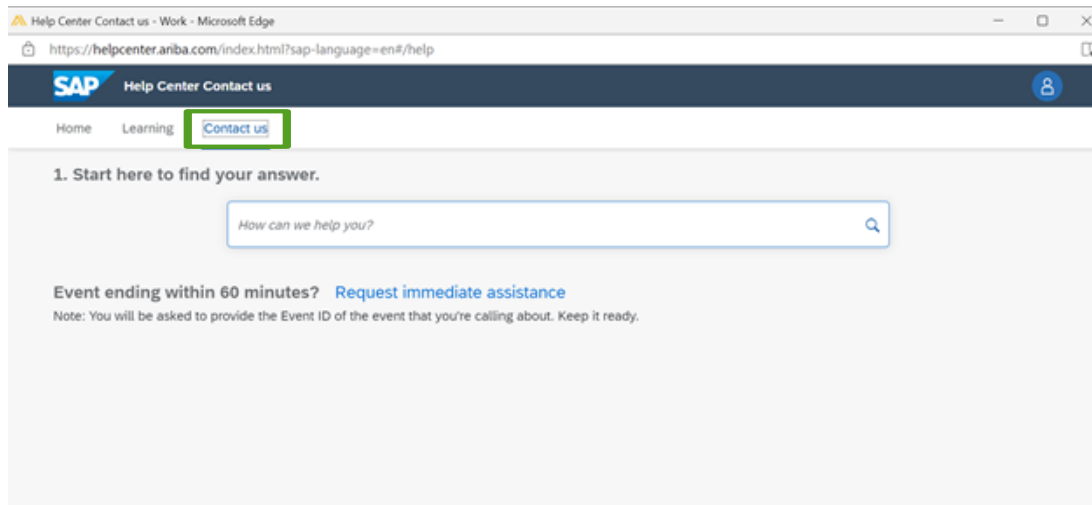
Event management guide
User Guides How to create and manage SAP Ariba Sourcing events.
Sourcing event
Dec 10, 2021
Documentation

Event management guide
Event management guide This guide is for SAP Ariba users who create, manage, and award SAP Ariba Sourcing events. Buyers create sourcing events to collect business and pricing information from suppliers. Read this guide if you're a procurement professional who: Creates Request for Information (RFI) events to explore solutions to...
Nov 13, 2021
Documentation

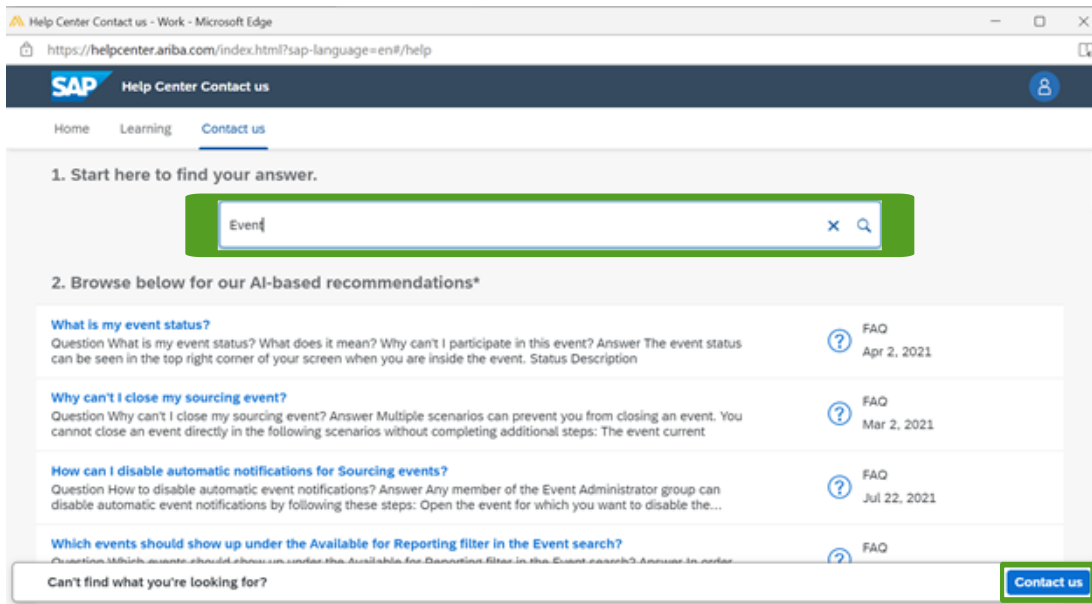
How to accept the bidder agreement and complete event prerequisites
How to accept the bidder agreement and complete event prerequisites Procedure if you are not already viewing the event, open the Events table for a buyer. Click the event name in the Events table. Click Review Prerequisites. SAP Ariba displays the Review and Accept Prerequisites page. Note To...
Event bidder agreement Review prerequisites
Nov 13, 2021
Documentation

Insert the topic you need help with and click on  and you will be able to access FAQ, tutorials, articles and multiple types of documentation

7 cbhUWhi5 fJVU 7 i ghca Yf' Gi ddcfh



Mci WUb Ugc VYWt bHUYX Vmi
5 fJVUzWJW 'cb' 7 cbhUWhi g''



Type your issue and click on
"Contact us" on the bottom of
the page

Contact Ariba Customer Support

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:

Attachment: [+](#)

Issue type:

Issue area:

Top Recommendations:

- What is my event status?
- Why can't I close my sourcing event?

2. How does this impact your normal business processes?

Business Impact:

3. Please review your contact information for correctness:

First name:

Last name:

Username:

Company:

Email:

Phone:

[One last step](#)

6 You need to provide complete information about the issue and contact details

Help Center Contact us - Work - Microsoft Edge

https://helpcenter.ariba.com/index.html?sap-language=enf/help

SAP Help Center Contact us

Home Learning Contact us

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

[Recommended](#)

Email

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

Other methods you may choose:

Phone

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

Estimated wait time in minutes: 2

Do not record my phone call.

[Back](#) [Submit](#) [Cancel](#)

7 You can also choose which is the best way to be contacted by Ariba

 **BASF**

We create chemistry