

SAP Ariba at BASF

Ludwigshafen, March 2019



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

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The screenshot shows the SAP Ariba Sourcing interface. The top navigation bar includes 'Ariba Sourcing', 'Test Mode', 'Company Settings', and a user profile icon. A 'Help Center' button is highlighted in the top right corner with a green box and the number '1'. A second green box with the number '2' is positioned above a help center sidebar on the right side of the page. The sidebar contains a search bar and a list of help topics such as 'Do I contact Ariba or my customer when I have a question or issue?', 'Why can't I find an event?', and 'How can I upload my proposal?'. The main content area displays a welcome message, a list of events with columns for Title, ID, End Time, and Event Type, and a registration questionnaires section.

Ariba Sourcing Test Mode Company Settings Help Center

BASF GROUP - TEST

BASF Group - TEST Requested Profile

All required customer requested fields have been completed.
[View customer requested fields >](#)

Public Profile Completeness

15%
Enter commodities to reach 35% >

10329 leads match your company profile
[View Matched Leads](#)

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.

Thanks in advance for your support.

Events

Title	ID	End Time ↓	Event Type
▼ Status: Completed (2)			
RFP Hand tools for LU	Doc83342729	26/7/2017 17:30	RFP
RFP template	Doc83343904	26/7/2017 17:30	RFP
▼ Status: Open (2)			
RFP Round 2 train113	Doc83656400	10/8/2017 11:05	RFP
Round 2	Doc83569697	10/8/2017 11:05	RFP
▼ Status: Pending Selection (1)			
RFP CLS	Doc83338816	26/7/2017 17:34	RFP

Registration Questionnaires

Search...

- Do I contact Ariba or my customer when I have a question or issue?
- Why can't I find an event?
- Participating in events (4:00)
- How can I upload my proposal?
- How do I go to my events?
- How do you submit a proposal through Ariba? We are submitting our first Ariba proposal, but I can't find a tab that says "submit..."
- Why can't I see my task on the Proposals tab?
- How do I tell if I won the bid?
- Hello, I have been trying to access the tender for an event, but it's not showing at all on the events list. Can you please solve...
- Can I see information I submitted into an event once an event has been finalized and closed out?

[View more](#)

Contact Ariba Customer Support

Ariba Exchange User Community Karl Otto Logout

Search... Home | Learning **Support**

Support Center

I need help with **4 Insert the topic you need help with and click Update**

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- FAQ How can I view my bid ranking in an auction?
- where can I find my auction?
- About participating in auctions
- Auction is not open
- FAQ How do I delete a bid from a live auction?

Common Troubleshooting Tags

- Search invoices
- Browser configuration
- Invoice rejection messages
- Proposals
- Account navigation
- Light accounts
- View home dashboard
- My account settings
- Event participation
- Supplier account login
- My account
- Search purchase orders
- Event content
- Spotlight
- Contact account administrator

trust.ariba.com
Information and latest notifications about product issues and planned downtime.
[Check status](#)

Can't find what you are looking for? Let us help you.


Choose your communication preference:

- Get help by email
- Get help by live chat**
- Get help by phone
- Attend a live webinar

5 You can get help by different channels e.g. click on Get help by phone.

Contact Ariba Customer Support

SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: *

Last Name: *

User ID:

Company: *

Email: *

Enter your phone number

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Phone: Country: *

Country Code: Area Code: Number: * Extension:

Confirm Number: *

* My phone number is correct.

Do not record this phone call.

Ariba Network ID: *

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [Ariba Privacy Statement](#) and applicable law.

Required Fields

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Ariba Learning – Documentation and FAQ's

The screenshot displays the Ariba Exchange User Community interface. At the top, the header reads "Ariba Exchange User Community" with a user profile icon and a "Logout" button. Below the header is a search bar containing the word "auction" and a magnifying glass icon. To the right of the search bar are navigation links for "Home", "Learning", and "S...". A green arrow points from the "Learning" link towards the right. Below the search bar is a "Back" button and an "Ask Community" button. On the left side, there is a "Refine" section with filters for "Type" (Q&A, Product Documentation, FAQ, Article, Tutorial), "Role" (User, Administrator), and "Tags" (Auctions, Submit prebids, Event participation, Select lots, Event responses). The main content area shows "109 results for auction" with a "Sort by: Relevance" dropdown. Three results are visible: 1. "How can I view my bid ranking in an auction?" by Jian Lai, Team Lead, Customer Support, SAP Ariba. 2. "where can I find my auction?" by David Burns. 3. "About participating in auctions" by Ariba Documentation, Learning Center > Product Documentation. A fourth result, "Auction is not open" by vijay patel, is partially visible at the bottom.

Access Ariba Product Documentation, FAQ's, Articles and Tutorials

 **BASF**

We create chemistry