



SAP Ariba 

SAP Ariba Help Center 2.0

continuous innovation to deliver support when and where you need it

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About the “Help Center 2.0” product

Background Information:

- SAP Ariba Product Support works to deliver a delightful customer experience with interacting with content, human-like features, and contacting our global support teams to solve the questions and issues our users are facing. To continue to deliver on a delightful experience, we are continuing to innovate with Help Center 2.0.

Business Problem:

- Currently, segments of our user base find it hard to navigate the current version of Help Center 2.0 and with the growth sustained year over year, we need to do better to get our users the information required for their business to run optimally.
- Product Support redirects 10% of our Supplier requests to their Customers for business specific processes which increases frustration levels.

About the “Help Center 2.0” product

Solution Details:

SAP Ariba has reimagined how our Buyers and Suppliers get help and assistance using our products. Our goal is simple: to empower you to find the help you need with the least effort, so you can derive the business value you expect from your SAP Ariba investment. We’ve been carefully listening to you in numerous research engagements to prioritize improvement opportunities in our current Help Center.

User Interface changes

Home, is still the place for users to search all content and consume topics recommended for them based on where they are in the SAP Ariba application. **New features are listed below:**

- [Suppliers with trading relationships] Suppliers are now able to gain quick access to registered Supplier Information Portals published by their Buyers. The goal is to provide quick access to Buyer specific content and processes directly in Help Center so Suppliers can get the information they need quickly without having to navigate through the Ariba Network product.
- *Elasticsearch* for contextual recommendations with lesser dependency on search queries.
- Search suggestions with hints to help users quickly construct complex queries.

About the “Help Center 2.0” product

Learning, is quick access to Product Documentation hosted on help.sap.com pre-filtered based on the users persona (Supplier or Buyer) and product. **New features are listed below:**

- Buyers now have access to Supplier Product Documentation directly in Help Center.
- [Suppliers only] Quick access to the Supplier Release Portal to consume information regarding upcoming features and functionality.
- [Buyers only] Access to Best Practice Center webcasts to learn and grow knowledge for various product lines.
- [Buyers and Suppliers] Certificate Update Portal provides the ability for users to access and learn when certificates are changing for Ariba applications by data center.

About the “Help Center 2.0” product

Contact us, formally the Support tab, is the new beginning interaction point to contact SAP Ariba Customer Support. Users will continue to be able to engage with our Recommendations and Guided Assistance flows to get the answers they need even before engaging with a live agent. **New features are listed below:**

- Enhanced usability of machine learning algorithms.
- [Sourcing Suppliers only] Quick access to support with events that are ending in 60 minutes or less.
- If assistance is still required and available for the account type/product line, users will be first prompted with a unified form to explain, categorize, and communicate the issue and business impact.
- [Supplier only] Affected Buyers – a selectable list that provides the established trading relationships on a Supplier’s account. This information helps Support gain a full picture of the issue and even helps with routing the request.
- Issue type – top level categorization of the issue the user is facing.
- Issue area – second level categorization to better recommend channels and route the request to the correct team to handle.
- Business impact – the users opportunity to help Support better understand the impact to the users business.
- Recommended channel with intelligent routing: Based on the information provided, we will recommend a channel to help our users get the right support, from the right team, at the right time.

Help Center 2.0 for Suppliers



Help Center 2.0

Home experience for Suppliers

The screenshot shows the SAP Help Center Home page for Suppliers. The page features a dark blue header with the SAP logo and the text "Help Center Home". Below the header is a navigation bar with links for "Home", "Learning", and "Contact us". A large light blue banner contains the heading "How can we help you?" and a search bar with the placeholder text "Search knowledge base articles, documentation, and tutorials". Below the search bar is a suggestion prompt: "Try 'cancel order', 'email notifications', 'user authorization'". The main content area is titled "Find answers from your buyers" and displays three placeholder cards for buyer company names. Below this is a "See More" link. The "Topics we recommend for you" section lists three articles: "Does Ariba offer webinar training?", "I need help connecting with a customer", and "I need help accessing a sourcing event". Each article includes a brief description, a date, and a "Support Note" or "FAQ" icon.

1. Navigation bar offering Home, Learning, and Contact us
2. Search powered by *Elasticsearch*
3. Published Supplier Information Portals that are accessible only if a Supplier has a Trading Relationship and the Buyer has a published Supplier Information Portal
4. Support articles and Product Documentation that is personalized to where the user was in the SAP Ariba product

1. Navigation bar offering Home, Learning, and Contact us
2. Search powered by *Elasticsearch*
3. Published Supplier Information Portals that are accessible only if a Supplier has a Trading Relationship and the Buyer has a published Supplier Information Portal
4. Support articles and Product Documentation that is personalized to where the user was in the SAP Ariba product

Help Center 2.0

Learning experience for Suppliers

SAP Help Center Learning Center

Home **Learning** Contact us

Documentation & Learning

This section offers product documentation, release updates, tutorials, and other resources.

- 1** Ariba Network Supplier Tutorials
 - > Administration
 - > Development
 - > Getting Started
 - > Integration
 - > End User Information
- 2** Certificate Update Portal
- 3** Supplier Release Readiness
- 4** Success Sessions
 - On-demand quick tips and longer webcasts
 - [Watch now](#)

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1. Browsable Product Documentation content from help.sap.com
2. Quick access to certificate update dates and historical changes
3. Quick access to the Supplier Release Readiness portal that delivers content to Suppliers on a quarterly basis to prepare for upcoming releases
4. On-demand Success Sessions hosted by SAP Ariba Product Support that deep dive in to features and functionality of the Network

Help Center 2.0

Contact us experience for Suppliers

1 Following up on something?

Service Request 139663	Created on	Status
[test for HC 2.0] Invoice	Apr 26, 2021, 8:41 AM	Closed

2 New issue? Start here to find your answer.

How can we help you?

3 Event ending within 60 minutes? [Request immediate assistance](#)
Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.

1. Quick access to see and follow up on "open" and recently "closed" Service Requests. Click in to the Service Request to follow up via phone, chat, or email (subject to availability)
2. Need help with a new issue? Start with kicking off a search with our AI-based Recommendation Engine and engage with our Guided Assistance intention matching algorithm to find your answers
3. [Sourcing Suppliers only] Have an event ending in 60 minutes or less and you need help as soon as possible? Access the priority line and engage with our Market Integrity Specialists

Help Center 2.0

Contact us experience for Suppliers

< SAP Help Center Contact us

Home Learning Contact us

New issue? Start here to create a Service Request.

Invoice

Answer this to help us tailor your support experience

What do you need to do?

Create new invoice Create credit memo **Raise another invoice against PO** Invoice was rejected Edit and resubmit invoice

Receive payment Something else

When creating an invoice on the Ariba Network, the **Include** column allows you to add or remove each individual line item on the invoice.

Line items that you have already invoiced for the full amount or the partial amount display a gray toggle icon in the **Include** column. These line items are not included on the invoice by default.

However, you can add these line items to the invoice by clicking the gray toggle icon, which causes a green toggle icon to appear. You can edit the **Quantity** and **Unit Price** fields for the included items to update the invoice subtotal.

Additional Information

To add tax, shipping, discounts or comments to an invoice, please see "[How do I add tax, special handling, discounts, payment terms, or comments to an invoice?](#)" for instructions.

Browse below for our AI-based recommendations* (our support agents use them too!)

What does each routing status and invoice status mean?
Question What does each routing status and invoice status mean? Answer When viewing invoices in your Outbox , you can use the Routing Status and Invoice Status fields to determine whether your customer received the invoice and

How do I edit and resubmit a failed or rejected invoice?
Question How do I edit and resubmit an invoice that I've sent? Answer If you need to change information on an invoice you've already submitted, the invoice must have a status of Failed or Rejected . To update the invoice details and

How do I cancel or delete an invoice or credit memo?
Question How do I cancel/ delete/ void/ obsolete an invoice or that I've sent? Can I delete an invoice? Answer Invoices cannot be deleted from

Continue to next step

1. Guided Assistance walks you through a Q&A based experience to deliver the answers you need
2. Our AI-based recommendations are matched to the words in your search and how our agents match up our users questions to our content items. This is a powerful engine that even our Support agents use to multiply our knowledge
3. Can't find your answer? Click the blue "Continue to next step" to engage with Support

Help Center 2.0

Contact us experience for Suppliers

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:*

Attachments:

Issue type:*

Issue area:*

Document or Event Number:

Company that invited you:

Top Recommendations:

- How do I contact SAP Ariba Customer Support as a supplier?
- As a buyer, how do I get help by phone?

2. How does this impact your normal business processes?

Business Impact:*

3. Please review your contact information for correctness:

Recommendations*

Search

- How do I contact SAP Ariba Customer Support as a supplier?
- As a buyer, how do I get help by phone?
- Configuring Fields When Creating Event Within a Full Project
- Why can I not submit a pre-bid for an event?
- SAP transport fails for CI9 update - AN CI9 SP01 HF3
- Do I have to award all items in my event in order to complete it?
- Why can't I find an event?
- How can I determine if a parameter in the Intelligent Configuration Manager has dependencies or pre-requisites?
- Why is my Requisition not showing on Procurement Operations Desk?
- The status of my account is Registered, but I do not see any events in the buyer's events dashboard. Why?
- How do I delete my bid(s) in an auction?
- Why does my bank information/ACH have a status of Unverified?
- How do I request a direct line for my event?

One last step

1. Full description gives you an opportunity to explain your issue in your own words and provide as much information as possible for Support to help you with your issue or question with speed and accuracy
2. As you complete the form, our Recommendations will adjust and provide different content as we learn more about your issue
3. Add up to four attachments to depict your issue
4. Select your issue type that categorizes your question or issue. The Issue area further categorizes your question or issue. We will use this information to recommend a Support channel and route your request to the right team to support you
5. Business impact helps us further route your request to the right team and informs us of the criticality of your request.

Help Center 2.0

Contact us experience for Suppliers

1

3. Please review your contact information for correctness:

First name: *

Last name: *

Username:

Company: *

Email: *

Phone: *

Extension:

Confirm phone: *

My phone number is correct.

Ariba Network ID: *

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

[Terms of Use](#) [Copyright](#) [Security Disclosure](#) [Privacy](#) [Impressum](#)

2

One last step

1. Complete your contact information. Support will use this to contact you regarding your request, so please validate and make sure it's correct!
2. Click "One last step" to see recommended channels of support


Help Center 2.0

Contact us experience for Suppliers


SAP Help Center Contact us


Home Learning **Contact us**

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

 **Recommended**
Phone
A support engineer will respond to your Service Request by phone.
Estimated wait time in minutes: 2
 Do not record my phone call.

Other methods you may choose:

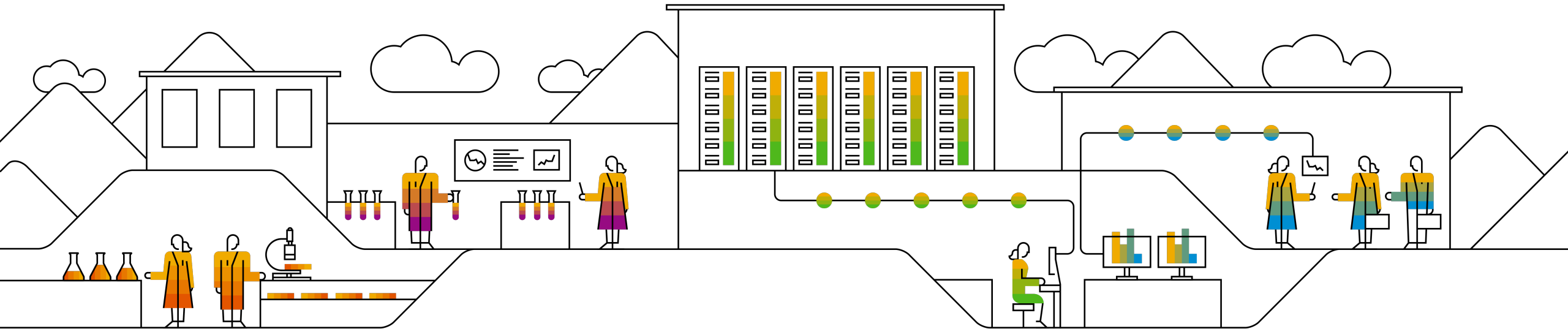
 Live chat: [open](#)
You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.
Note: Pop-ups need to be enabled in your browser.

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

2

1. Based on the information provided in the previous screen, we will customize the recommended channel to what our users have told us. Because this is a dynamic recommendation, users may be recommended Phone over Email or even Chat depending on the language, Support availability, and issue.
2. Select your method of contact and click “Submit” and we will be in contact with you. If you forgot to add an attachment, click “Back” and add it.

Help Center 2.0 for Buyers



Help Center 2.0

Home experience for Buyers

1 Home Learning Contact us

How can we help you?

Search knowledge base articles, documentation, and tutorials

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

Topics we recommend for you

Does Ariba offer webinar training?
Question Does Ariba offer webinar training? Where can I find training for Ariba Products? Answer Ariba hosts webinars on a variety of topics that show you how to use the software. Webinar topics include sessions about registration, invoicing, participating in events and more. You can sign up for the events...
Spotlight View homepage Webinars Standard accounts
Support Note
Mar 25 2021

I need help accessing a sourcing event
You can access a sourcing event to which you have been invited in two ways: Through the invitation email the buyer sends By going to the Proposals page (click app drop-down menu in the upper-left corner of the application and select Proposals .) If the event you are looking for...
Event participation View homepage RFQ Standard accounts
FAQ
Apr 29 2020

How do I register on SAP Ariba Sourcing?
Question How do I register on SAP Ariba Sourcing? Answer Once you receive an invite from the buyer, follow the Click Here link: If you do not have an SAP Ariba account: Click Sign Up Fill in the required fields Click Create Account Continue (do not press enter on your...
Registration Supplier account login Standard accounts
FAQ
Feb 18 2021

1. Navigation bar offering Home, Learning, and Contact us
2. Search powered by *Elasticsearch*
3. Support articles and Product Documentation that is personalized to where the user was in the SAP Ariba product

Help Center 2.0

Learning experience for Buyers

SAP Help Center Learning Center

Home [Learning](#) Contact us

Documentation & Learning

This section offers product documentation, release updates, tutorials, and other resources.

1 [Sourcing and Supplier Management](#) [Cloud Integration](#) [API Reference](#) [Tutorials](#)

Version: 2104 Released: 16 Apr 2021 19:38 PM Pacific Hot Fix: 24 Apr 2021 05:38 AM Pacific

- > Administration
- > End User Information
- > Getting Started
- > Integration
- > Reference
- > User Guides

2 [Release Updates](#)

3 [Best Practice Center Webcast Library](#)

4 [Certificate Update Portal](#)

1. Browsable Product Documentation content from help.sap.com
2. Quick access to the Release Readiness portal that delivers content to prepare for upcoming releases
3. Best Practice Center providing on-demand webcasts that encourage discovery and building knowledge of an end user
4. Quick access to certificate update dates and historical changes

Help Center 2.0

Contact us experience for Buyers

1 Following up on something?

Service Request 139663	Created on	Status
[test for HC 2.0] Invoice	Apr 26, 2021, 8:41 AM	Closed

2 New issue? Start here to find your answer.

edit event

3 Browse below for our AI-based recommendations* (our support agents use them too!)

- What is my event status?**
Question What is my event status? What does it mean? Why can't I participate in this event? Answer The event status can be seen in the top right corner of your screen when you are inside the event. Status Description
FAQ Apr 2, 2021
- How can I edit the title of an event?**
Question How can I edit or change an event title? Answer To change the title of an event, please follow the steps below: Search for the document Click Actions > Edit (skip this step if you have not published the event yet)
FAQ Mar 10, 2021
- Error: You cannot create or edit a Participant Response Team for organizations added before the event was last published.**
Question Why I am receiving the below error while trying to create a Response Team in a published event ? Error: You cannot create or edit a Participant Response Team for organizations added before the event was last published. Answer
Support Note Jan 20, 2021
- Can you edit the currency in an event?**
Question Can you edit the currency in an event? Answer If an event is in Draft status and was never published, you will be able to change the currency by following these steps: Open the Event. Click on Actions > Edit. G
FAQ Jan 22, 2021
- How do I change the Test Project value from Yes to No or vice versa in sourcing events?**
Question How do I change the Test Project value from Yes to No or vice versa in sourcing events? Answer You can change the value of the Test Project field in sourcing events by searching by their Title or Doc Id and following
FAQ Oct 13, 2020

*Powered by SAP Incident Solution Matching

4 Choose from the options below to continue.

What do you need help with?

Set up Direct Line Get added as a project owner Add user to project team Extend, reduce, or reopen event

Take over auction administration Give your permissions to another user temporarily Something else

5 Can't find what you're looking for? [Contact us](#)

1. Quick access to see and follow up on "open" and recently "closed" Service Requests. Click in to the Service Request to follow up via phone, chat, or email (subject to availability)
2. Need help with a new issue? Start with kicking off a search with our AI-based Recommendation Engine and engage with our Guided Assistance intention matching algorithm to find your answers
3. Guided Assistance walks you through a Q&A based experience to deliver the answers you need
4. Our AI-based recommendations are matched to the words in your search and how our agents match up our users questions to our content items. This is a powerful engine that even our Support agents use to multiply our knowledge
5. Can't find your answer? Click the blue "Continue to next step" to engage with Support

Help Center 2.0

Contact us experience for Buyers

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.

1 Subject: *

2 Full description: *

3 Attachment:

Issue type: *

Issue area: *

Top Recommendations:

- What roles can I assign to my project team members?
- How do I add an "Attach a File" link to my event?

2. How does this impact your normal business processes?

Business Impact: *

3. Please review your contact information for correctness:

4 First name: *

Last name: *

Username:

Company: *

Email: *

Phone: *

6 [One last step](#)

Recommendations*

Search

- What roles can I assign to my project team members?
- How do I add an "Attach a File" link to my event?
- How do I invite participants to my event?
- How do I invite a supplier to a published event?
- How do I reset event access for a supplier?
- Error: You cannot create or edit a Participant Response Team for organizations added before the event was last published.
- How to upload or add attachments to the Supplier Profile Questionnaire - SPQ
- How do I manage or edit an Ariba Discovery posting in Ariba Sourcing?
- How do I enter a starting bid for a supplier in my event?
- How do I create a conditional question in an event?
- How do I add a new supplier user to an existing supplier organization in an event?
- How do I select Commodity Code as an Answer Type for a Question in an Event?
- I cannot submit the response of my event/questionnaire because I do not have the answer for the mandatory field Attach a file
- Where can add new users or edit user details?
- How do I attach multiple files when responding to a question in an event or questionnaire?

Full description gives you an opportunity to explain your issue in your own words and provide as much information as possible for Support to help you with your issue or question with speed and accuracy

As you complete the form, our Recommendations will adjust and provide different content as we learn more about your issue

Select your issue type that categorizes your question or issue. The Issue area further categorizes your question or issue. We will use this information to recommend a Support channel and route your request to the right team to support you

Business impact helps us further route your request to the right team and informs us of the criticality of your request.

Complete your contact information. Support will use this to contact you regarding your request, so please validate and make sure it's correct!

Click "One last step" to see recommended channels of support


Help Center 2.0

Contact us experience for Buyers

SAP Help Center Contact us

Home Learning **Contact us**

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

 **Recommended**


Phone

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

Estimated wait time in minutes: 2

Do not record my phone call.

Other methods you may choose:



Email

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

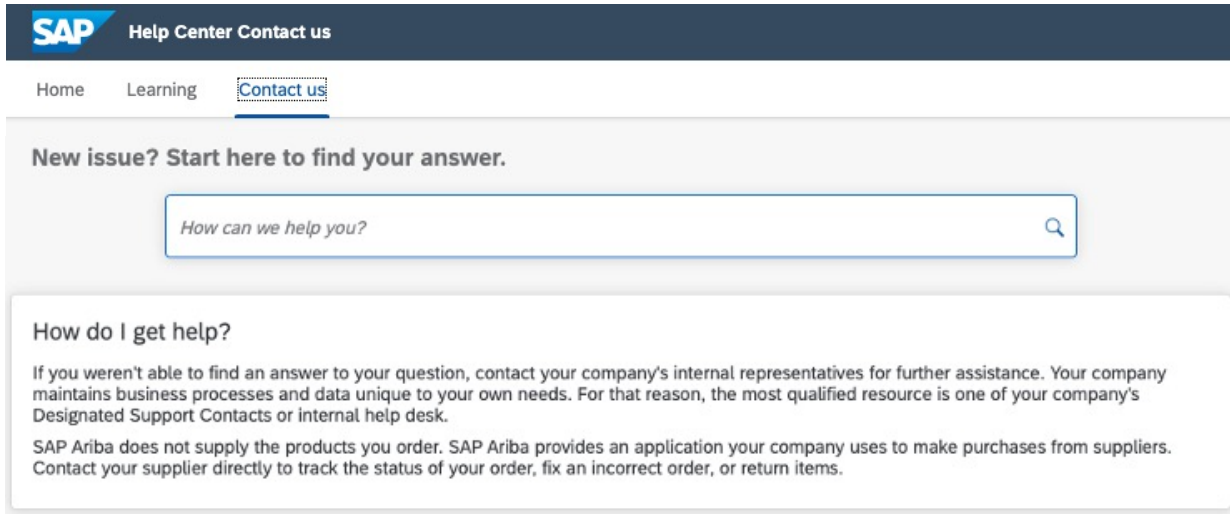
[Terms of Use](#) [Copyright](#) [Security Disclosure](#) [Privacy](#) [Impressum](#)

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

1. Based on the information provided in the previous screen, we will customize the recommended channel to what our users have told us. Because this is a dynamic recommendation, users may be recommended Phone over Email depending on the language, Support availability, and issue.
2. Select your method of contact and click “Submit” and we will be in contact with you. If you forgot to add an attachment, click “Back” and add it.

Help Center 2.0

Contact us experience for Buyers – custom channel or no access to SAP Ariba Product Support



SAP Help Center Contact us

Home Learning Contact us

New issue? Start here to find your answer.

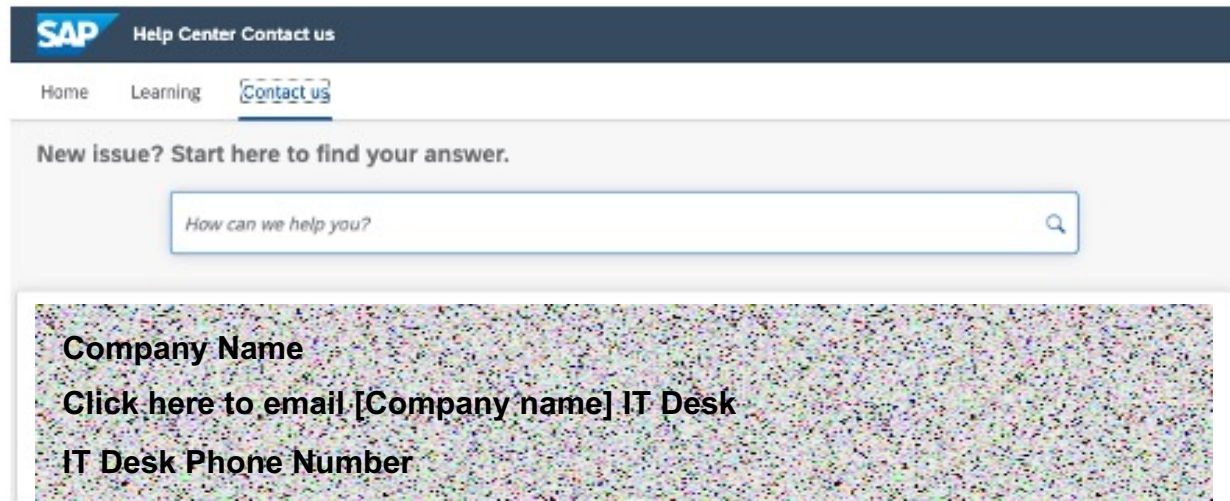
How can we help you?

How do I get help?

If you weren't able to find an answer to your question, contact your company's internal representatives for further assistance. Your company maintains business processes and data unique to your own needs. For that reason, the most qualified resource is one of your company's Designated Support Contacts or internal help desk.

SAP Ariba does not supply the products you order. SAP Ariba provides an application your company uses to make purchases from suppliers. Contact your supplier directly to track the status of your order, fix an incorrect order, or return items.

1. Some of our Customers would like to direct their end users to their internal support teams. We've worked with their SAP Ariba Customer Engagement Executives or their Preferred Care managers to customize these messages.
2. Users can still engage with any available Guided Assistance or find answers with our AI-based Recommendations.



SAP Help Center Contact us

Home Learning Contact us

New issue? Start here to find your answer.

How can we help you?

Company Name

Click here to email [Company name] IT Desk

IT Desk Phone Number

Thank you.

Kate Voorhees, SAP Ariba Product Support Strategy & Planning

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