

# Guide to SATS' Resources for suppliers, Ariba Connect, Help Center and How to create a case for support



Minh Nha Ho, SAP

Public



# Content page

1. [SATS resources for suppliers' information and training](#)
2. [Standard Account Vs. Enterprise Account Support On Ariba Network](#)
3. SAP Ariba Resources guides:
  - [SAP Help Portal for Suppliers](#)
  - [SAP Ariba Resources – Help Center](#)
  - [SAP Ariba Resources – SAP Ariba Connect](#)
4. [How to create a case \(previously called service request\) from Ariba Connect](#)
5. [How to contact Help Center for log-in issues](#)
6. [Recommended information to provide when Supplier raise Support ticket to request for Account Administrator Transfer](#)

# SATS Resources for Suppliers: information and training

In collaboration with SAP, SATS have carefully prepared and built resources and contents to help provide suppliers with necessary information, guides and demonstration on how to transact with SATS on Ariba Network.

Suppliers are encouraged to leverage on these contents.

1. SATS Suppliers Information Portal (SIP): [SATS Ltd. Supplier Information Portal \(ariba.com\)](https://ariba.com/sats-supplier-information-portal)
2. SATS Suppliers FAQ pdf document: [SATS Ltd. - Supplier FAQ \(ariba.com\)](https://ariba.com/sats-supplier-faq)
3. SATS FAQ portal including more guides and screenshots on specific topics, easily referenced and followed: [SATS - Frequently Asked Question \(FAQ\) and Support Documents \(ariba.com\)](https://ariba.com/sats-faq)

Refer to next page for helpful training videos including actual screen demonstration for SATS suppliers' easy reference, watch anytime at suppliers' convenience

# SATS Resources for Suppliers: information and training

Helpful training videos including screen demonstration for suppliers' easy reference, watch anytime at suppliers' convenience to learn:

- How to configure and navigate on your Supplier Ariba Network account
- How to transact with SATS on Ariba Network

Resources	Direct link	Resource type
<b>For Standard account suppliers</b> Standard accounts suppliers are encouraged to utilize the ready content prepared as the first go-to point	<a href="#">SATS Standard Account Summit Video</a>	Video
	<a href="#">SATS Standard Account Functional Training Video</a>	Video
	<a href="#">SATS Ltd. Standard Account Supplier Summit Deck (ariba.com)</a>	PDF guide
	<a href="#">Ariba Network Standard Account general information</a>	Ariba official website
	<a href="#">Ariba Network Standard account self-help video tutorials series</a>	Ariba official website and videos
<b>For Enterprise account suppliers</b>	<a href="#">SATS Ltd. Enterprise Account Functional Training Video (ariba.com)</a>	Video
	<a href="#">Subscriptions and Pricing for Enterprise Account</a>	Ariba official website
<b>Non-Purchase order training video</b>	<a href="#">SATS Ltd. Non-Purchase Order Functional Training Video (ariba.com)</a>	Video

# Standard Account Vs. Enterprise Account Support On Ariba Network

Please take note of the respective level of support for Standard account vs Enterprise account

For Standard account suppliers, Ariba Support provide wide range of support documents, guides and information for Standard Account suppliers' on various help portals, refer to next slides for more details

Features	Standard Account	Enterprise Account
Access	Email notifications/workbench	Online dashboard/workbench
Company Profile	✓	✓
Purchase Order, Order confirmation (full & partial), Ship Notice, Service Entry Sheet, (Non-PO) Invoice, Credit Memo	✓	✓
Electronic Catalogs	✓ Self-service only	✓
Document status	Email notifications/workbench	Online dashboard/workbench
Legal Archive	Email notification and online download	<ul style="list-style-type: none"> <li>• Long-term invoice archiving for global compliance (Regional restrictions apply)</li> <li>• Capability to mass download invoices for local archiving</li> </ul>
Ariba Support	Online Help Center	<ul style="list-style-type: none"> <li>• Support via phone, chat, or email</li> <li>• Direct access to enablement experts for onboarding assistance</li> <li>• Technical support for configuration and integration assistance</li> <li>• Online educational training courses</li> </ul>
Integration	✗	✓
Reporting	✗	✓
Multiple customer relationships	✓	✓
Multi users	✓	✓
Mobile App	✓	✓
Ariba Discovery	✓ Fees may apply to respond to leads. <a href="#">Click here</a> for more information.	✓ Fees may apply to respond to leads. <a href="#">Click here</a> for more information.
Fees	FREE	Fees may apply, <a href="#">See complete details</a> .

# SAP Ariba Resources – SAP Help Portal for Suppliers

SAP Help Portal for Ariba Network Suppliers: [Ariba Network for Suppliers | SAP Help Portal](#)

Home > **SAP Business Network for Trading Partners** 2308 ▾

SAP Business Network for Trading Partners allows suppliers to collaborate with customers virtually and instantly on bids, contracts, orders, catalogs, invoices, and payments through a single global platform.

This product ▾ Search in all documents related to this product     
 ▾ Advanced Search

☆ Favorite ↓ Download PDFs ↻ Share

See all | Discover | Integrate | Use | Operate | Develop | Learn and Get Certified

## Discover

### What's New

#### What's new in SAP Business Network for Trading Partners

Describes new or changed features for SAP Business Network for Trading Partners.

#### Release Navigator for Spend Management and Business Network

Packages essential release content from multiple areas of SAP into one location. Value maps provide customers self-paced learnings, expert-led live sessions, collaborative forums, and access to SAP experts.

### Getting Started

#### Introduction to SAP Business Network

Describes the benefits of the SAP Business Network service for both buyers and suppliers.

#### SAP Business Network - Supplier Help Roadmap

Provides a list of topics on end user and administrator tasks performed by SAP Business Network suppliers.

#### Quick Reference to SAP Ariba Product Documentation

How to find SAP Ariba product documentation by audience, role, functional area, and product.

### Training and Education

#### SAP Business Network Supplier Training

Training course designed to teach suppliers how to use their Ariba Network account.

#### Purchase Order Invoice Creation (3:25)

Shows how to send a PO-based invoice to bill your customer for goods or services from a purchase order.

### Related Sites

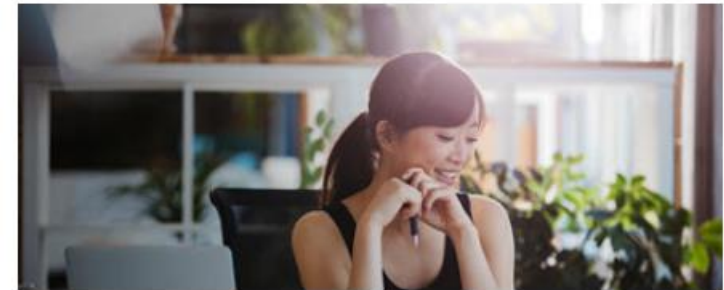
#### SAP Ariba Supplier Readiness Portal

A central location to get up-to-date information and materials to help you prepare for upcoming releases.

#### SAP Business Network for Trading Partners site on sap.com

Explore videos, datasheets, services, and account options available for SAP Business Network.

## Related Products



### SAP Integration Suite, Managed Gateway for Spend Management and SAP Business Network

SAP Integration Suite, managed gateway for spend management and SAP Business Network allows you to easily integrate SAP ERP and SAP S/4HANA backend system with your trading partners and SAP Ariba solutions.

# SAP Ariba Resources – Help Center

The screenshot shows the SAP Ariba Business Network interface. At the top, there is a navigation bar with the SAP logo, 'Business Network', and 'Enterprise Account'. A 'Back to classic view' button is also present. Below this is a secondary navigation bar with various menu items: Home, Enablement, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Messages. A 'Create' button is visible on the right. A red box highlights a question mark icon in the top right corner, which is the Help Center icon. A red arrow points from this icon to the Help Topics sidebar on the right.

The screenshot shows the Help Topics sidebar. At the top, there is a 'Help Topics' header. Below it is a search bar labeled 'Search Help Topics'. Underneath the search bar are two main categories: 'Documentation' and 'Support'. Below these are several articles, each with an icon and a title: 'What's new in Enterprise ac...', 'What is SAP Business Netw...', 'Introducing the new SAP Busin...', 'Introducing the new help ce...', 'Finding orders, invoices, an...', 'Adding payment tiles (2:48)', 'Discovering new insights', 'Common browser issues', and 'How do I create an invoice?'. At the bottom, there is a 'Feedback' button.


Suppliers can access to Help Center from within their Supplier Ariba Network Account

**For Standard account suppliers,** Online Help Center is the main Ariba Support portal. Use the online help center to find documentation, training videos and user recommendations or tips.

# SAP Ariba Resources – SAP Ariba Connect


Buyer and Suppliers can search for help articles or support notes in [Ariba Connect](#)

This is also Standard Account suppliers' self-help portal. Use the online help center to find documentation, training videos and user recommendations or tips.

SAP Ariba  Connect Home


Home Answers Incidents & Service Requests Release information Administration & more

## How can we help you?

Search the knowledge base and documentation, or by SR number 

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

News highlight

 End of Support: All versions of Microsoft Internet Explorer, including IE 11



# SAP Ariba Resources – SAP Ariba Connect

The screenshot shows the SAP Ariba Connect homepage. At the top, there is a navigation bar with the SAP Ariba Connect logo and the word "Home". Below this is a secondary navigation bar with links for "Home", "Answers", "Incidents & Cases", "Release information", and "Administration & more". The main content area features a large heading "How can we help you?" followed by a search bar with the placeholder text "Search the knowledge base and documentation, or by Case ID". Below the search bar, there is a suggestion: "Try 'cancel order', 'email notifications', 'user authorization'". A section titled "Or explore more applications" contains six cards: "User Management", "Documentation & Learning", "Critical Incidents", "Release Readiness", "Announcements", and "Customer Influence". At the bottom, there is a section labeled "Internal only" with two more cards. In the bottom right corner, there is a "Chat bot" button with a speech bubble icon and the text "Ask questions about Ariba Connect."

Click the ? Icon to find a list of Help topics and guides on Ariba Connect

Search or select the content you want to check. You can also create a case (service request) from this page

Watch a short video tutorial on how to use Ariba Connect [here](#)

Chat bot function where you can ask questions about Ariba Connect

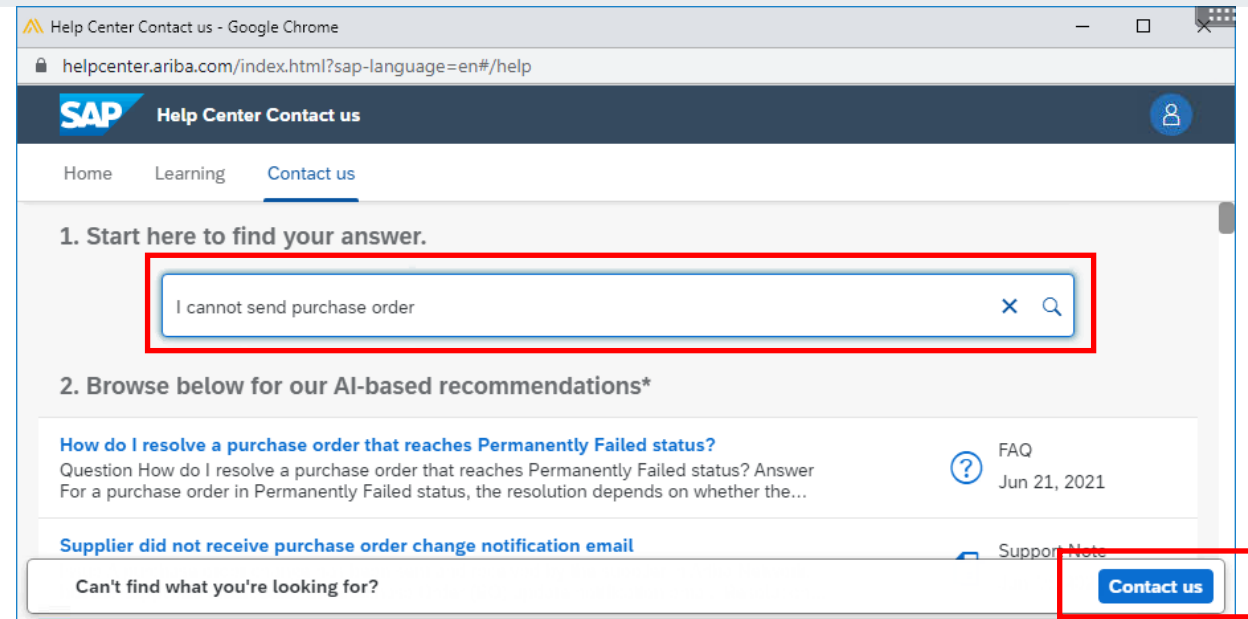
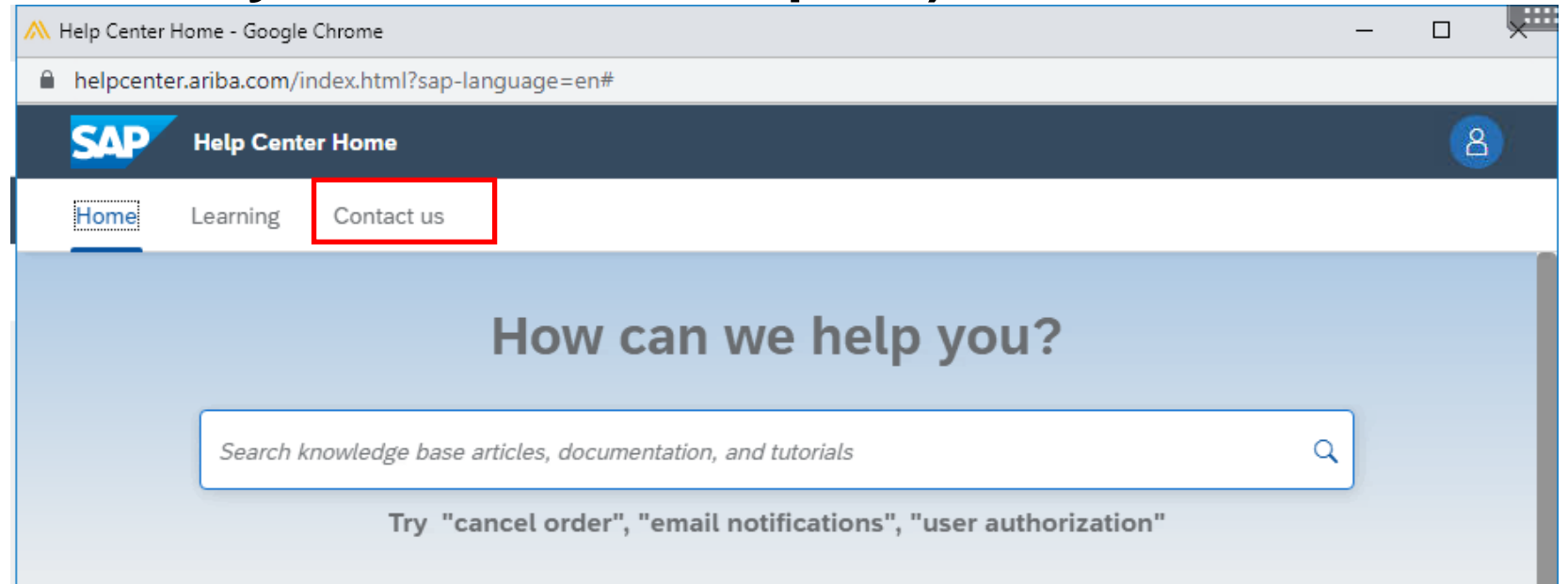
# How to create a case (previously called service request) from Ariba Connect

Standard accounts suppliers are encouraged to utilize online Help Portal and SATS training videos prior to raising a Support ticket.

Suppliers will be prompted to Help Center Home Page, select “Contact Us”

Enter a search phrase for AI-based recommendations/solution

A “Contact Us” button will appear, select this option



# How to create a case (previously called service request) from Ariba Connect

Fill in the necessary information

Once done, click “One last step”

The screenshot shows the SAP Help Center 'Contact us' page. The main form is titled '1. Tell us what you need help with.' and includes the following fields:

- Subject:** \* I cannot send purchase order
- Full description:** \* Affected items, expected...
- Attachment:**
- Issue type:** \*
- Issue area:** \*
- PO/Invoice Number:**
- Business Impact:** \*

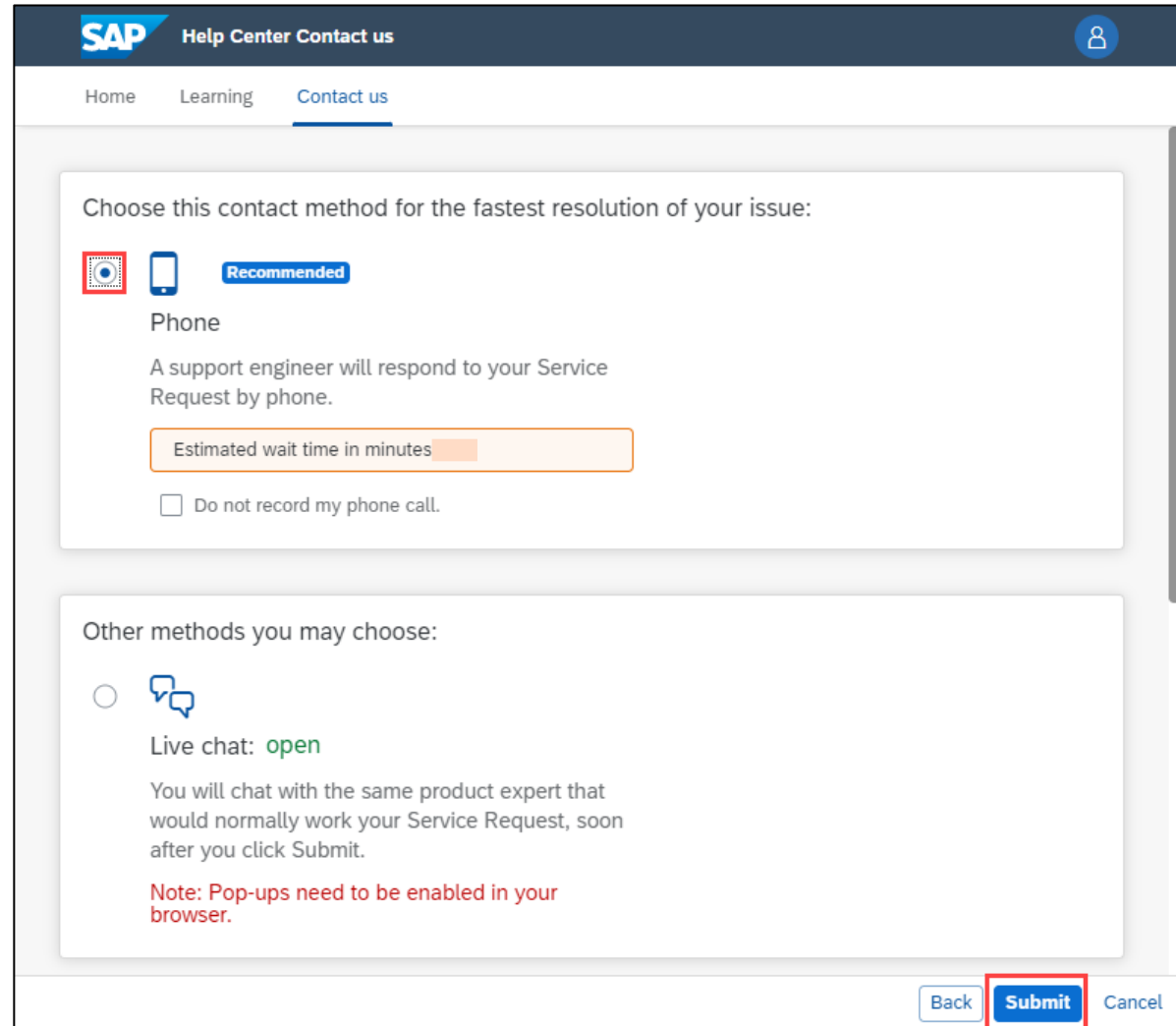
On the right side, there is a 'Recommendations\*' section with a search bar and several articles, including 'How do I resolve a purchase order that reaches Permanently Failed status?' and 'Supplier did not receive purchase order change notification email'. Below the main form, there is a 'Top Recommendations:' section with the same two articles. At the bottom right, a blue button labeled 'One last step' is highlighted with a red border.

# How to create a case (previously called service request) from Ariba Connect

Choose a contact method, via phone or email

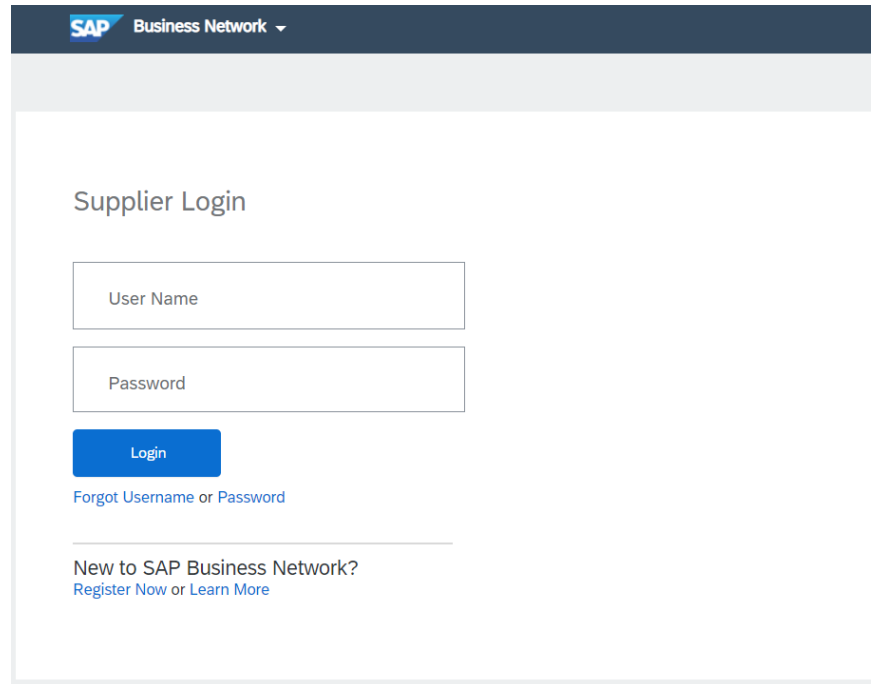
Support team will call back to phone number or email address provided in this step.

Click “Submit”



The screenshot shows the SAP Help Center 'Contact us' page. The header includes the SAP logo and 'Help Center Contact us' with a user profile icon. The navigation bar has 'Home', 'Learning', and 'Contact us' (highlighted). The main content area is titled 'Choose this contact method for the fastest resolution of your issue:'. It features two options: 'Phone' and 'Live chat: open'. The 'Phone' option is marked as 'Recommended' and includes an 'Estimated wait time in minutes' progress bar and a checkbox for 'Do not record my phone call.'. The 'Live chat' option is currently unselected. At the bottom right, there are three buttons: 'Back', 'Submit' (highlighted with a red box), and 'Cancel'.

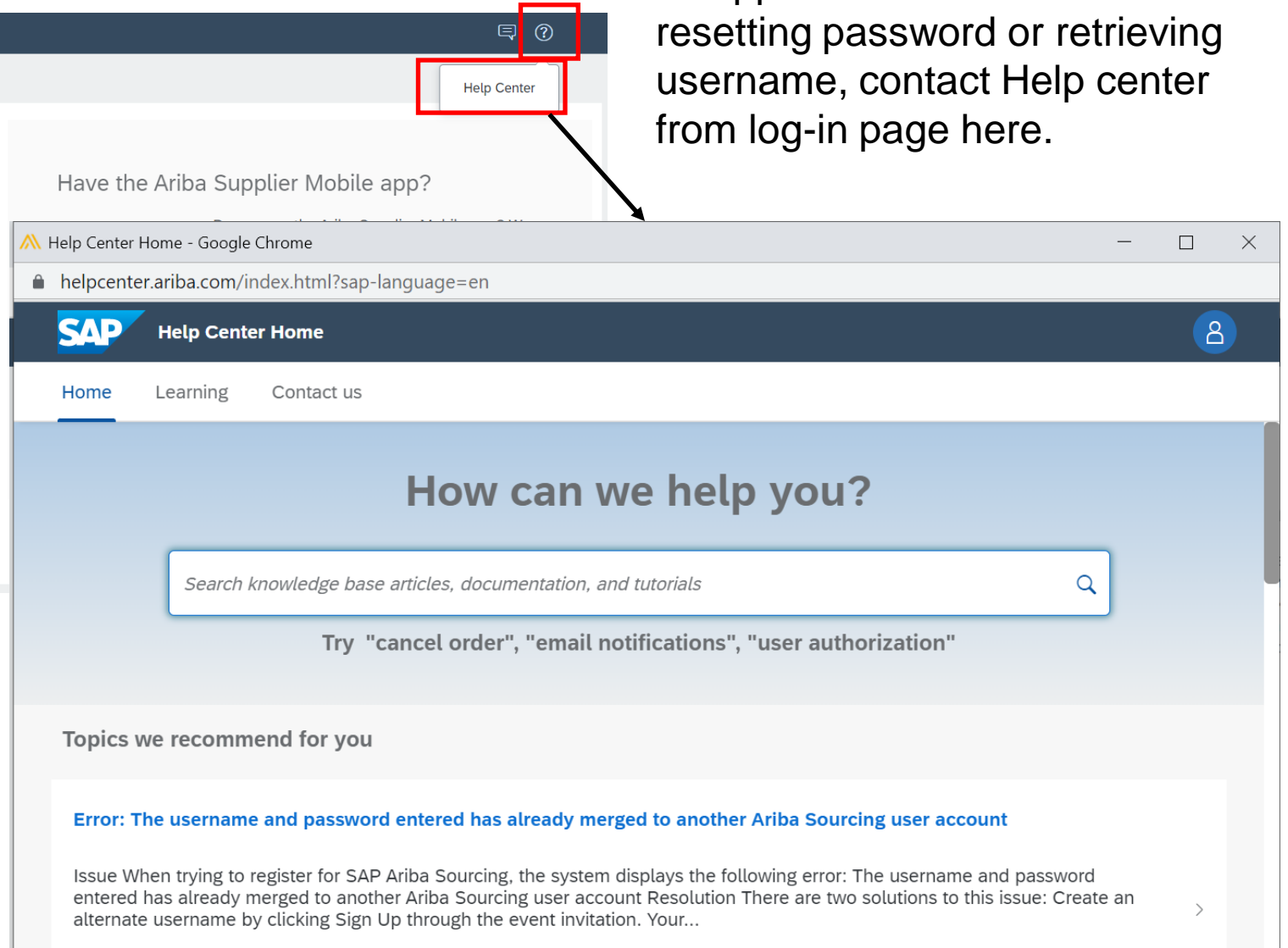
# How to contact Help Center for log-in issues



The screenshot shows the SAP Business Network Supplier Login page. At the top, there is a dark blue header with the SAP logo and 'Business Network' text. Below the header, the page title 'Supplier Login' is displayed. There are two input fields: 'User Name' and 'Password'. A blue 'Login' button is positioned below the password field. Below the button, there is a link for 'Forgot Username or Password'. At the bottom of the login section, there is a link for 'New to SAP Business Network? Register Now or Learn More'.

Access Help Center from Ariba Network Supplier Login page

If suppliers have trouble resetting password or retrieving username, contact Help center from log-in page here.



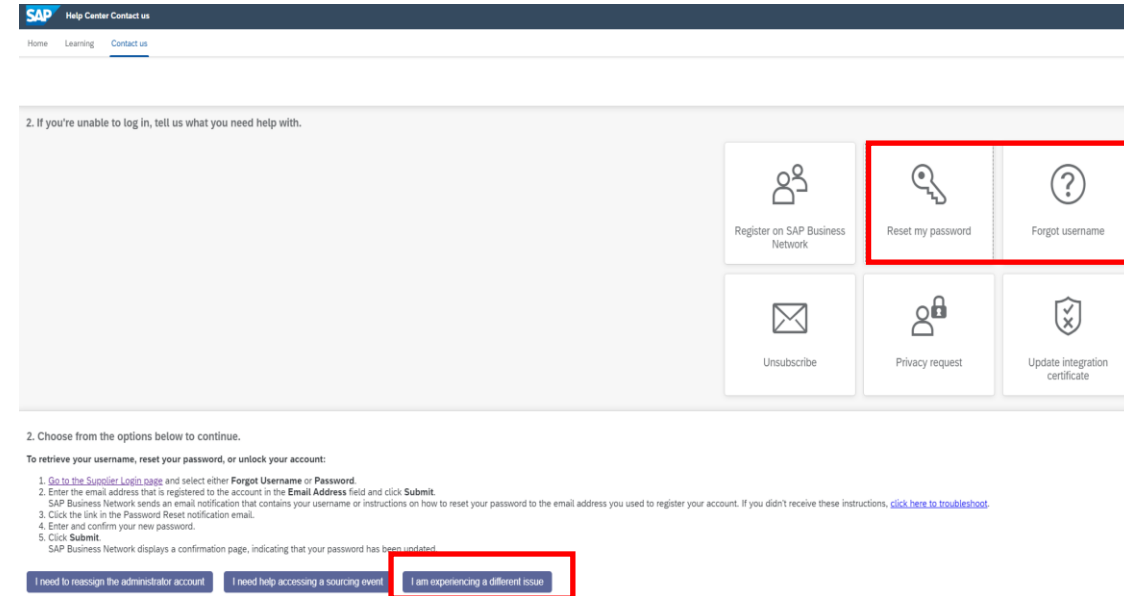
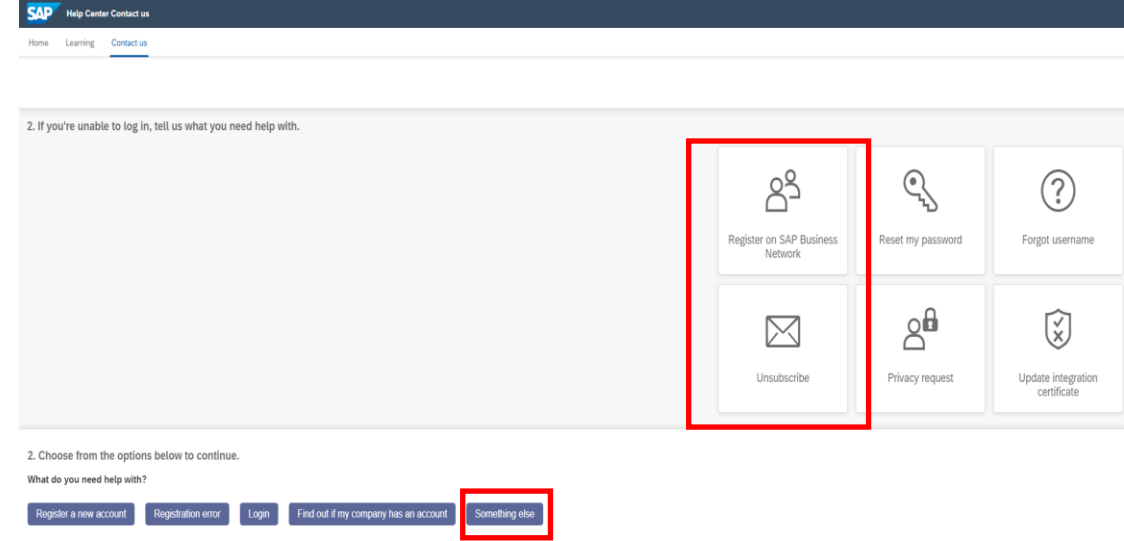
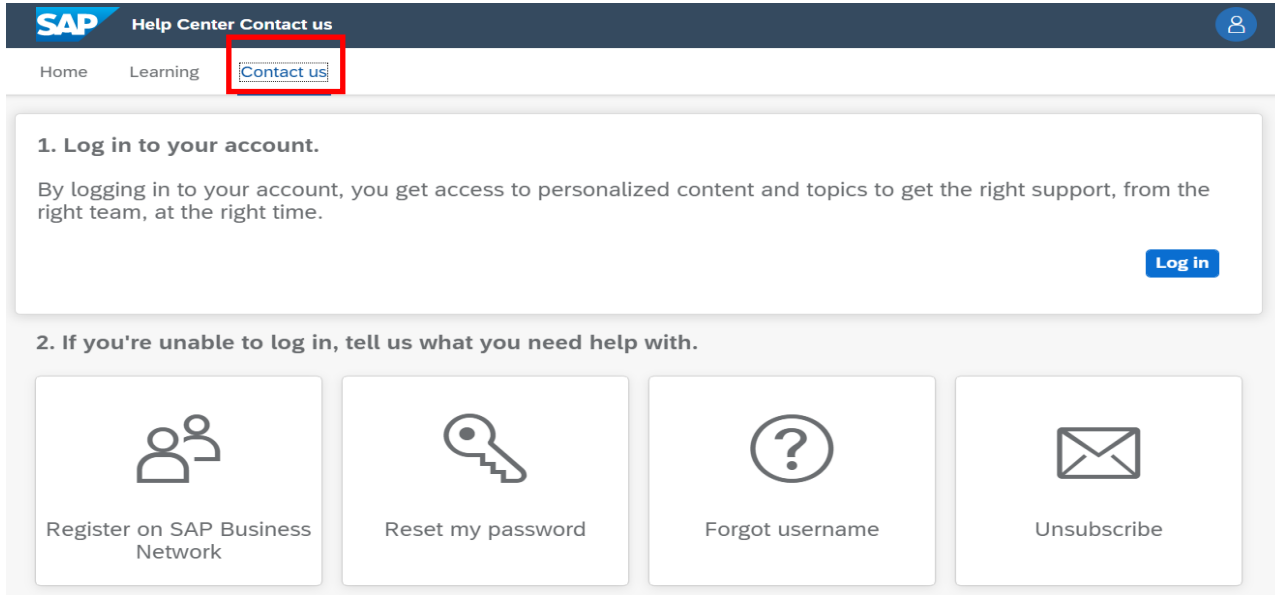
The screenshot shows the SAP Help Center Home page. At the top, there is a dark blue header with the SAP logo and 'Help Center Home' text. Below the header, there are navigation links for 'Home', 'Learning', and 'Contact us'. The main content area features a large blue banner with the text 'How can we help you?'. Below the banner is a search bar with the placeholder text 'Search knowledge base articles, documentation, and tutorials'. Below the search bar, there is a section titled 'Topics we recommend for you' with a list of recommended topics. One of the recommended topics is 'Error: The username and password entered has already merged to another Ariba Sourcing user account'. Below this topic, there is a brief description of the issue and its resolution.

# How to contact Help Center for log-in issues

The image shows two screenshots illustrating the process of contacting the Help Center for login issues. The left screenshot shows the SAP Business Network Supplier Login page. The right screenshot shows the SAP Help Center Home page, which is accessed via a 'Help Center' link in the top right corner of the login page. The 'Contact us' link in the Help Center navigation menu is highlighted with a red box. Below the navigation menu, there is a search bar with the text 'Search knowledge base articles, documentation, and tutorials' and a search icon. Below the search bar, there is a suggestion: 'Try "cancel order", "email notifications", "user authorization"'. Below this, there is a section titled 'Topics we recommend for you' with a link to an error message: 'Error: The username and password entered has already merged to another Ariba Sourcing user account'. The error message text reads: 'Issue When trying to register for SAP Ariba Sourcing, the system displays the following error: The username and password entered has already merged to another Ariba Sourcing user account Resolution There are two solutions to this issue: Create an alternate username by clicking Sign Up through the event invitation. Your...'

1. Go to Help Center page from Ariba Network Supplier Login page
2. Click “Contact Us”

# How to contact Help Center for log-in issues



3. Click “Contact Us”
  4. Select any applicable common issue listed
  5. Select “Register on SAP Business Network” or “Unsubscribe”
- Click “Something else”
- Select “Reset my password” or “Forgot username”
- Click “I am experiencing a different issue”

# How to contact Help Center for log-in issues

## 6. Select “Contact us”

## 7. Fill in the online enquiry form with necessary details, then click “One last step”

Help Center Contact us - Google Chrome  
helpcenter.ariba.com/index.html?sap-language=en#/help

SAP Help Center Contact us

Home Learning **Contact us**

Network

**3. Choose from the options below to continue.**

To retrieve your username, reset your password, or unlock your account:

1. On the Supplier Login page, click either **Forgot Username** or **Password**.
2. Enter the email address that is registered to the account in the **Email Address** field and click **Submit**.  
SAP Ariba sends an email notification that contains your username or instructions on how to reset your password to the email address you used to register your SAP Ariba account. If you didn't receive these instructions, [click here to troubleshoot](#).
3. Click the link in the Password Reset notification email.
4. Enter and confirm your new password.
5. Click **Submit**.  
SAP Ariba displays a confirmation page, indicating that your password has been updated.

I am not sure if my company already has an account

**I am experiencing a different issue**

Can't find what you're looking for?

**Contact us**

Help Center Contact us - Google Chrome  
helpcenter.ariba.com/index.html?sap-language=en#/help

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:  [↑](#)

**Top Recommendations:**

- Where is my password reset email?
- How do I retrieve my username?

**2. Please review your contact information for correctness:**

**Recommendations\***

Search

- Where is my password reset email?
- How do I retrieve my username?
- Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) message"
- Error: The username and password entered has already merged to another Ariba Sourcing user account
- How do I change my account's administrator in an Ariba Network supplier account?
- How do I change or update my email address or username in a supplier account?
- Where do I find my Ariba Network ID (ANID) number?

**One last step**



# Recommended information to provide when Supplier raise Support ticket to request for Account Administrator Transfer

In case supplier account's administrator has left the organization, supplier would need to raise a support ticket to request for transfer of administrator.

Below is information that suppliers are recommended to provide in the ticket

Mention in ticket subject: Request to transfer account administrator because current administrator already left the organization and **their previous email address is inaccessible/invalid defunct.**

1. Mention in **ticket subject**: Request to transfer account administrator because current administrator already left the organization
2. In the **ticket description/ details**, mention:
  - a) Supplier's account ANID
  - b) Current account administrator name and email address: the current admin whom already left the company
  - c) New account administrator name and email address that they would like to transfer to.
  - d) A valid contact number for verification purpose.

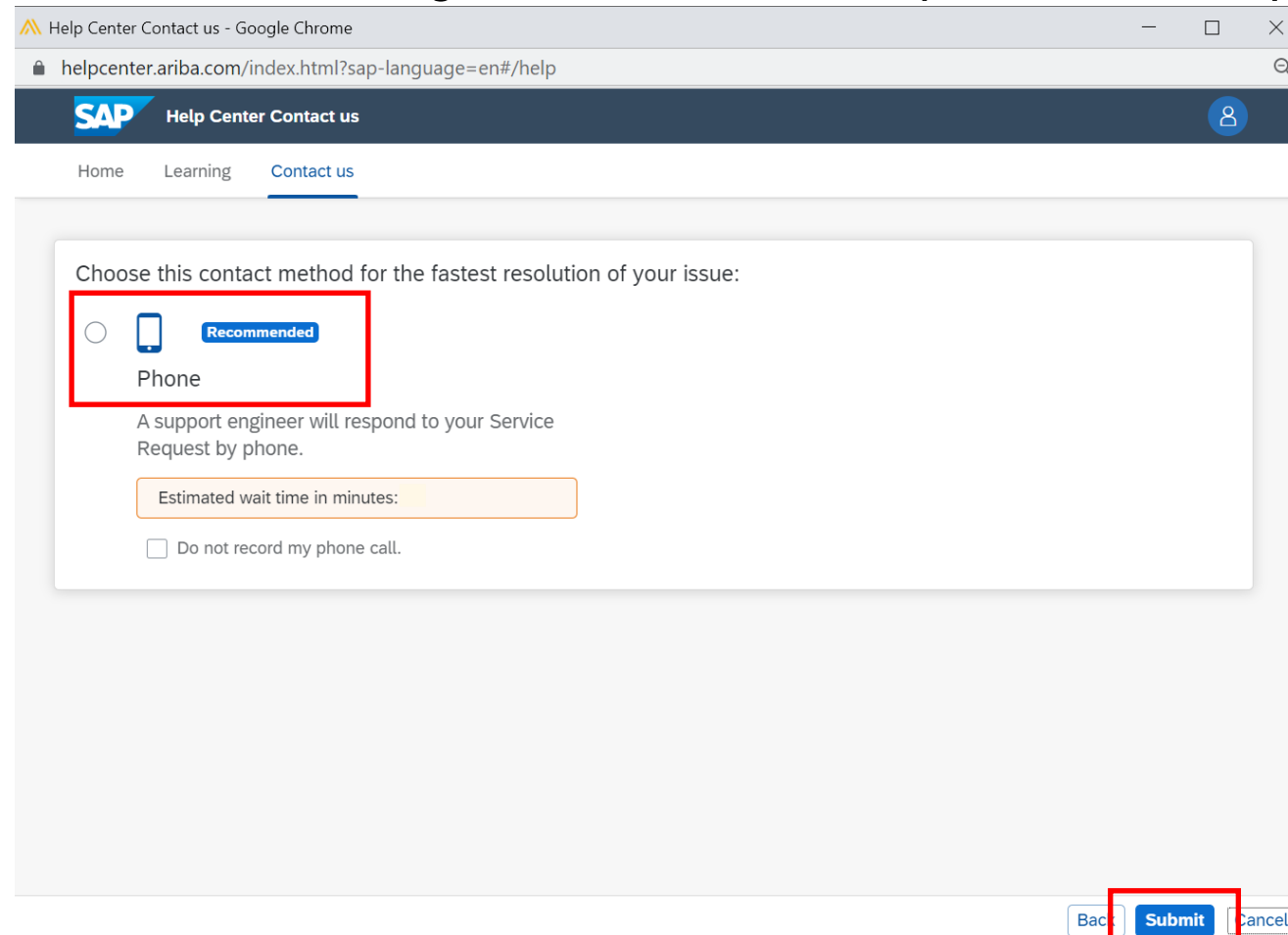
Ariba Support will call supplier to verify this admin transfer once you raise a ticket. Please look out for overseas call.

Note: To ensure the security of our suppliers' accounts, account reassignment requests go through an additional approval process that would take between 7-30 days

# How to contact Help Center for log-in issues

6. Choose “Phone” as the contact method, then click “Submit”

A Support Engineer from SAP will get in contact via the phone number provided in contact form.



The screenshot shows a web browser window titled "Help Center Contact us - Google Chrome" with the URL "helpcenter.ariba.com/index.html?sap-language=en#/help". The page header includes the SAP logo and "Help Center Contact us" with a user profile icon. The navigation menu has "Home", "Learning", and "Contact us" (which is active). The main content area is a form titled "Choose this contact method for the fastest resolution of your issue:". It features three radio button options: "Phone" (which is selected and has a "Recommended" badge), "Email", and "Webchat". Below the "Phone" option, there is a text description: "A support engineer will respond to your Service Request by phone." and an input field for "Estimated wait time in minutes:". At the bottom of the form, there is a checkbox labeled "Do not record my phone call." which is currently unchecked. At the bottom right of the page, there are three buttons: "Back", "Submit" (which is highlighted with a red box), and "Cancel".

# Thank you.

Contact information:

