

Ariba Network Publishing a PunchOut Catalog



Agenda:

- What is a PunchOut Catalog?
- Roles and Responsibilities
- PunchOut Configuration
- Required cXML Configuration from the Supplier
- Publication of your Catalog on the Ariba Network
- Ariba Network Support



What is a PunchOut Catalog?

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What is a PunchOut Catalog?

- The PunchOut Catalog is directly hosted by the supplier in their website.
- The PunchOut Catalog allows end users to go directly to the supplier's and search for items.
- The supplier is controlling and maintaining the content of their Catalog, according to their contract with **IAG**.

What is a PunchOut Catalog?

PunchOut catalogs are interactive catalogs stored on your website that use cXML to enable two-way communication of electronic commerce details. For PunchOut catalogs, procurement applications display a hyperlink instead of product or pricing details. When users click this hyperlink, their web browser displays a page from your local website.

Depending on how you implement this page, users can browse product options, specify configurations, and select delivery methods. Procurement applications pass organization IDs to your website, and you can use them to look up previously agreed-upon prices (contract prices).

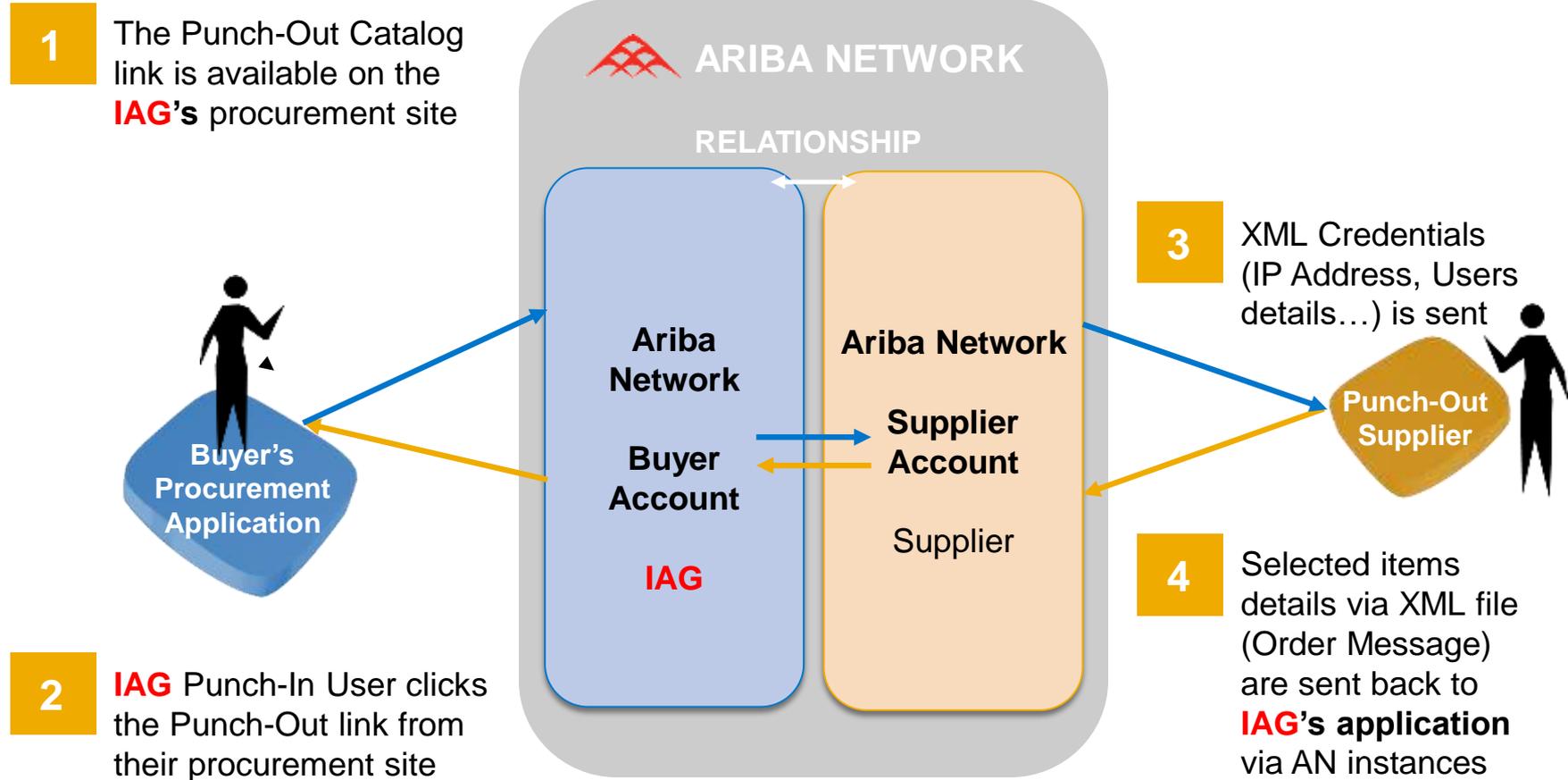
When users finish with this page, they click a button that returns the order information to Ariba Buyer. The fully configured products and their prices appear within the procurement application on users' purchase orders.

When deciding whether to use PunchOut catalogs, consider the following trade offs:

- They require all users to have full Internet access, which some companies do not allow.
- They require you to implement and maintain an interactive website, accessible 24 hours a day, seven days a week.
- The Internet can be slow, depending on connection type and Internet load.

Note: If your account is suspended, your customers can access your PunchOut catalogs, shop for products and services, and create a purchase order, however, Ariba Network does not send you the purchase order. PunchOut catalog users do not need to enter a user password for your site. They can be pre-authenticated by Ariba Network.

What is a PunchOut Catalog?





Roles and Responsibilities

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Roles and Responsibilities - Overview

| Task | Ariba | Customer | Supplier |
|--|-------|----------|----------|
| Configure Punchout Website | | | X |
| Establish a Trading Relationship on the Ariba Network | | X | X |
| Configure Supplier Ariba Network account | | | X |
| Publish the catalog on Ariba Network | | | X |
| Activate the Catalog on Customer's On Demand Application | X | X | |
| Test Connectivity | X | | |
| Troubleshooting | X | | X |

Roles and Responsibilities - Details

- **Configure PunchOut website – Supplier**
 - Supplier has to configure their website before we engage with the Supplier for enablement activities, you therefore need to have your own technical team.
- **Relationship established between the Supplier and Customer – Customer/Supplier**
 - Customer needs to send the relationship request and Supplier needs to accept it on the Ariba Network.
- **Configure Supplier Ariba Network account – Supplier**
 - Supplier has to configure their account with their cXML configuration and PunchOut set up.
- **Publish the catalog on Ariba Network- Supplier**
 - Create a catalog using “Create Punch Out only” button.
- **Activate the Catalog on Customer’s On Demand Application – Ariba Team**
 - Ariba Team will test the catalog using the Catalog Tester and upload the Catalog on Customer’s site.
- **Test Connectivity – Ariba Team**
- **Troubleshooting – Ariba Team/Supplier**
 - Ariba Team will assist Supplier to correct the potential connectivity issue(s).



PunchOut Configuration

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PunchOut Configuration

1 Access your Ariba Network account

Go to: <http://supplier.ariba.com>

Enter your **Username & Password** and click **Log In** to access your Production account.



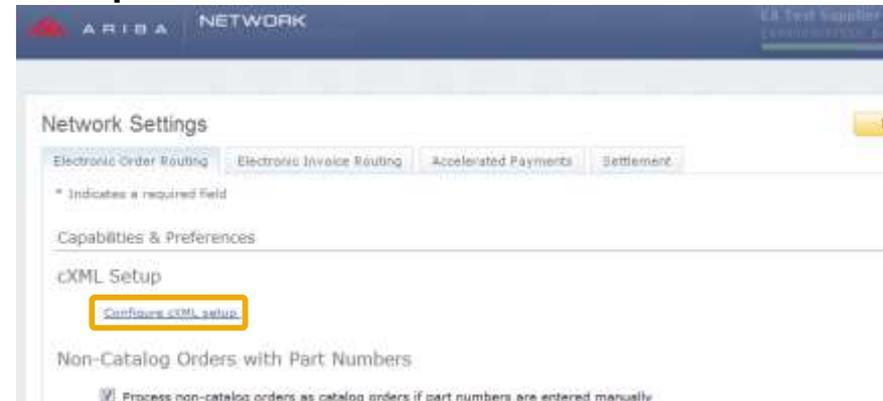
2 Access the Electronic Order Routing page

Click **Electronic Order Routing** at **Administration Navigator**.



3 Access the cXML Setup Page

Under cXML Setup click on **Configure cXML setup**.



PunchOut Configuration

4 Configure your Shared Secret

You need to enter a **Shared Secret** to authenticate your cXML documents.

5 Configure your PunchOut URL

You need to enter your **PunchOut URL**. You should have a **secured link** in order to create your PunchOut (beginning with: **https://...**).

Click **OK**.

cXML Setup Save Close

cXML is an electronic format for sending and receiving business documents.
* Indicates a required field

Authentication Method

Arriba Network-Early Access requires an authentication method to process all cXML documents it validates.

Select an authentication method: **Shared Secret** ▼ This selection will refresh the page content.

Shared Secret: * ⓘ

Confirm Shared Secret: *

Profile URL

Arriba Network uses the cXML Profile transaction to retrieve a list of the URLs of supported cXML transactions from your organization. Arriba Network sends a ProfileRequest transaction once in 24 hours when it needs to send a cXML document and caches the response. If you need to reset your cached cXML profile on Arriba Network, click Reset Profile. The next time Arriba Network needs to send you a cXML document, it gets your updated cXML profile. It is recommended that you use the ProfileRequest method when you specify your cXML URLs.

Enter your Website's URL for receiving ProfileRequest documents.

Profile Url: Reset Profile

Punchout Url

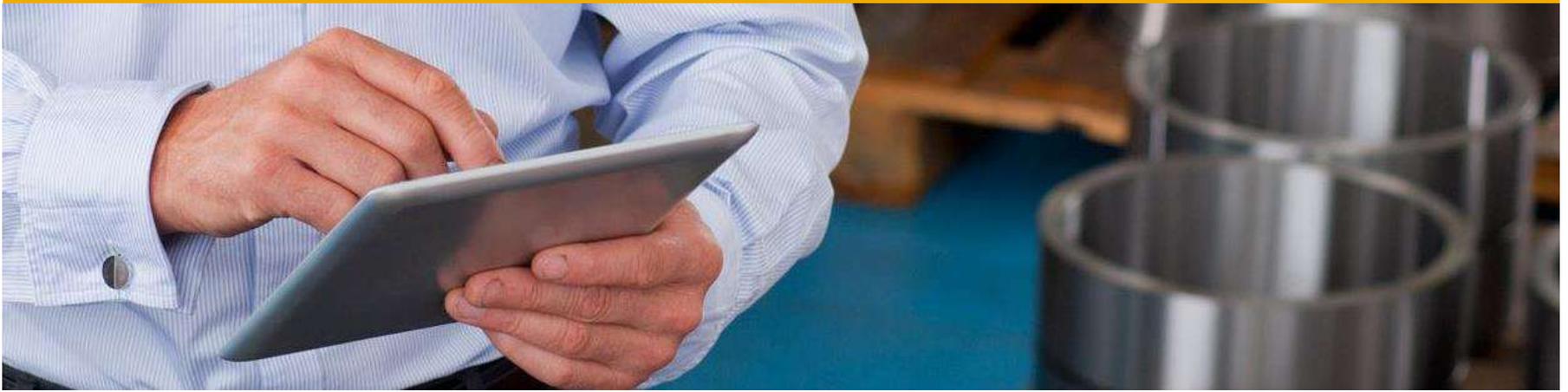
PunchOut allows customers to perform shopping and product selection directly on your Website.
Enter your Website's URL for receiving PunchOutSetupRequest documents. If you support ProfileRequest documents (recommended), you can leave this field empty.

PunchOutSetupRequest URL:

Pricing Updates

If you support pricing list updates for catalogs, specify the URL where customers can obtain the updated pricing lists. The URL can either be a custom URL, or the same as the PunchOutRequest URL.

Select type of PriceAvailabilityURL:



cXML Configuration

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cXML configuration

- **Commodity Codes Required for Catalog Items:**
 - It is compulsory to associate a commodity code for each item in your catalog. A list of commodity codes is available in your Supplier Information Portal which is accessible from your Ariba Network account.
- **Configure Website to Accept Customer's ANID:**
 - You must configure your website in order to accept the ANID of **IAG**. Please make sure during the PunchOutSetupRequest configuration to add the ending -T to **IAG**'s ANID when you will create your catalog in your TEST account. **IAG** might also request different accesses for its users, therefore make sure you configure your website using the UserIDs.
- **Consult cXML Documentation:**
 - In order to help you to configure your website to transact via cXML data with the Ariba Network, you should acknowledge the cXML requirements from **IAG**. You can find the **IAG** cXML Design Specification Guide and also refer to the Ariba cXML Solutions Guide and the cXML User Guide which are two guides available in your Supplier Information Portal.

Security via cXML

cXML is an open language defined by public Document Type Definitions (DTDs). These DTDs define cXML so that it is extremely flexible, which encourages its wide adoption.

- Supplier's PunchOut site must communicate through **HTTPS (Hyper Text Transfer Protocol Secure)** - for more information, see "HTTPS Connections" in Ariba cXML Solution Guide
- HTTPS protects all parties in PunchOut sessions: your customer, Ariba Network, and your PunchOut site.
- Supplier needs to document the transaction process flow into and out of your PunchOut site and identify which messages need to be coded.

Ariba has documentation available to assist in defining the process. The technical developer should read the following guides, available on Ariba – login to your Ariba account > select Help in top right corner > *Help Center* > *Learning Center* > *For Administrator*.

- **Ariba cXML Solution Guide**

cXML configuration - cont.

An example of the Header in the PunchOutsetup request

```
<?xml version="1.0"?>
<!DOCTYPE cXML SYSTEM "http://xml.cxml.org/schemas/cXML/1.2.014/cXML.dtd">
<cXML payloadID="958075346970@www.bigbuyer.com " timestamp="2005-06-14T12:57:09-07:00">
<Header>
<From>
<Credential domain="NetworkID">
<Identity>AN01009398768-T</Identity> Customer's ANID
</Credential>
</From>
<To>
<Credential domain="DUNS">
<Identity>1234567-T</Identity>
<Credential domain="NetworkID">
<Identity>AN0100000002334-T</Identity> Supplier's ANID
</Credential>
</Credential>
</To>
<Sender>
<Credential domain="AribaNetworkUserId">
<Identity>sysadmin@ariba.com</Identity>
<SharedSecret>xxxxxxxx</SharedSecret>
</Credential>
<UserAgent>Ariba Buyer 8.2</UserAgent>
</Sender>
</Header>
```

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- **Ariba cXML Solution Guide**



Publication of a Catalog on the Ariba Network

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Publication of Catalog on the Ariba Network

- Your catalog on Ariba Network **must first be created in your TEST account.**
- You will load your catalog on your production account only after publication and validation of the catalog in your TEST account.

1 Access your Ariba Network account

Go to: <http://supplier.ariba.com>

Enter your **Username & Password** and click **Log In** to access your Production account.



2 Switch to your Test Account

At User Navigator click Switch to Test Account.

Click OK.



Publication of Catalog on the Ariba Network

3 Catalogs tab

Be sure you are in your Ariba Network Supplier Test account and click the **Catalogs tab** on your Home Dashboard.

The Catalogs page is displayed.

4 Create your Catalog

Click on the button **Create PunchOut Only**.

The screenshot shows the Ariba Network Home Dashboard. The navigation bar includes 'Home', 'Inbox', 'Outbox', 'Catalogs', and 'Reports'. The 'Catalogs' tab is active. A 'Test Mode' button is highlighted in the top right. A 'Test account' label with an arrow points to the user profile 'EA Test Supplier 1 ...'. The dashboard includes sections for Profile Completeness (45%), Search filters, and Alerts and Messages.

The screenshot shows the Ariba Network Catalogs page. The 'Create Punchout Only' button is highlighted. The page shows a table with columns for Customer Name, Catalog Name, Version, File Name, Type, Size, Visibility, Created By, Date Created, Status, and Date Status Received. The table is currently empty, showing 'No items'.

Publication of Catalog on the Ariba Network

5 Catalog Information

Enter information about your PunchOut Catalog.

The Catalog Administrator of the Buying organization can identify your catalog from each of these fields on the Ariba Network:

- **Catalog Name:** ex. Supplier_Customer_Country
- **PunchOut URL:** Enter the prefix https://
- **UN/SPSC code:** The UNSPSC code corresponding to the items' family/group of your catalog. Your customer will request to add a specific UNSPSC/ECLASS/Custom code. If not, you will have to choose the most representative code as only one value is accepted.
- **Brief Description:** Describe briefly the content of your catalog

Click **OK**.

Note: The UNSPSC codes used in catalogs support version 13.5. However, it can translate any earlier version to 13.5 and vice versa.

The screenshot shows a 'Create Punchout Catalog' dialog box. It contains several input fields: 'Catalog name:', 'PunchOut URL:', and 'UN/SPSC code:'. The 'UN/SPSC code:' field includes a link to 'http://www.unspsc.org'. Below these fields is a 'Commodities:' section with a 'Description:' label and a table containing 'No items' and 'Delete' and 'Add' buttons. At the bottom is a 'Brief Description:' text area. The 'OK' button at the bottom right is highlighted with a yellow box and an arrow pointing to it.

Publication of Catalog on the Ariba Network

6 Create your Catalog

After this step the catalog is validated, but not published yet.

| Catalogs | | | | | | | | | | | |
|----------|-----------------------------|---------------------------------------|---------|----------------------------------|--------|--------|------------|-------------|--------------|---|----------------------|
| | Customer Name | Catalog Name | Version | File Name | Type | Size | Visibility | Created By | Date Created | Status | Date Status Received |
| | None | Test PunchOut | 1 | 1883991Punchout.cif | CIF3.0 | 658 B | | Seb Sussman | 27 Oct 2011 | Validated | |
| | Ariba, Inc. | dummy1 | 1 | test1234.xls | CIF3.0 | 401 KB | Private | Seb Sussman | 19 Oct 2011 | 3 Errors Found by Ariba Network. | |
| | Ariba, Inc. GSO Sandbox_PS | dummy1 | 1 | test1234.xls | CIF3.0 | 401 KB | Private | Seb Sussman | 19 Oct 2011 | 3 Errors Found by Ariba Network. | |
| | GSO EIPP (Generic) | dummy1 | 1 | test1234.xls | CIF3.0 | 401 KB | Private | Seb Sussman | 19 Oct 2011 | 3 Errors Found by Ariba Network. | |
| | Ariba, Inc. | QMD Test for Approval | 1 | Catalog - UPS Import Test #2.cif | CIF3.0 | 1 KB | Private | Seb Sussman | 26 Jul 2011 | Activated | 26 Jul 2011 |
| | Ariba, Inc. | test_1 | 1 | CIF30template(1).xls | CIF3.0 | 2 KB | Private | Seb Sussman | 7 Apr 2011 | Validated by Customer | 9 May 2011 |
| | Ariba, Inc. | Catalog Test | 3 | CIF30template_TXT.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 2 Feb 2011 | Activated | 7 Feb 2011 |
| | Ariba, Inc. GSO Sandbox SAP | Catalog Test | 3 | CIF30template_TXT.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 2 Feb 2011 | Validated by Customer | 10 May 2011 |
| | Ariba, Inc. GSO Sandbox_PS | Catalog Test | 3 | CIF30template_TXT.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 2 Feb 2011 | Pending Buyer Validation | |
| | Ariba, Inc. | Catalog Test | 2 | CIF30template_TXT.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 2 Feb 2011 | 1 Validation Errors Found by Customer | 2 Feb 2011 |
| | Ariba, Inc. GSO Sandbox SAP | Catalog Test | 2 | CIF30template_TXT.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 2 Feb 2011 | Pending Buyer Validation | |
| | Ariba, Inc. GSO Sandbox_PS | Catalog Test | 2 | CIF30template_TXT.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 2 Feb 2011 | Pending Buyer Validation | |
| | Ariba, Inc. | Catalog Test | 1 | CIF30template_TXT.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 2 Feb 2011 | 5 Errors Found by Ariba Network | |
| | Ariba, Inc. GSO Sandbox SAP | Catalog Test | 1 | CIF30template_TXT.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 2 Feb 2011 | 6 Errors Found by Ariba Network | |

Validating and Publishing the Catalog

7 Catalog Subscriptions

Click on option 3 – Subscriptions.

Select **Private** and select **IAG** in your customers' list.

Note: If **IAG** is not part of the customer list, it means that the customer relationship has not been accepted yet on the Ariba Network.

Click on **Validate and Publish**.

The screenshot shows the 'Edit a Catalog' interface with the 'Subscriptions' tab selected. The 'Validity' dropdown is set to 'Private'. Below this, a table titled 'Customers and Customer Groups' lists various customer groups and their validation status. The 'Validate and Publish' button is highlighted at the bottom right.

| Customers and Customer Groups | Catalog Validation Rules | Type | Number in Group | Validation Status for version 1 |
|---|--------------------------|----------|-----------------|---------------------------------|
| <input type="checkbox"/> Customers and Groups * | | | | |
| <input checked="" type="checkbox"/> Arbis, Inc. | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> Arbis, Inc. SSO Sandbox SAP | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> Arbis, Inc. SSO Sandbox_FS | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> Arbis2PDConsulting | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> CCP Global | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> CCP Global | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> CCP Global | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> CCP Global | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> CCP Global | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> CCP Global | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> CCP Global | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> SSO EIPP(Generic) | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> SSO EIPP(SAP) | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> SSO Integrated | 330 | Customer | | Pending validation |
| <input checked="" type="checkbox"/> Test Dummy | | Group | 3 | Pending validation |

If there are no errors in the catalog fields, the catalog link will be validated by customer and published.

If there are errors related to the fields the catalog file should be re-uploaded.

Downloading the .cif file

- After the customer is selected please download the catalog index file into CIF format.

The screenshot displays the 'Edit a Catalog' interface. At the top, a navigation bar includes buttons for 'Previous', 'Upload Catalog File', 'Download Catalog File', 'Update Header Data', and 'Exit'. Below this, a message states: 'View and edit the contents of a catalog. Add or remove items from a catalog. To replace the existing catalog file, click Upload Catalog File.'

The main content area is titled 'Content Items' and features a sidebar with three tabs: '1 Details', '2 Content', and '3 Subscriptions'. The 'Content' tab is active. A table with columns 'Item No.', 'of Measure', and 'Lead Time' is partially visible, showing a single row with '1' in the first column and '1' in the second column.

Below the table, a text box reads: 'You can download the catalog to your local machine, in one of the available formats by clicking the'. This is followed by two sections:

- CIF DOWNLOAD**: A section with the following details:
 - Created at: Thursday 16 Dec 2010 5:21 AM GMT-08:00
 - Size: 2 KB
 - Type: CIF3.0
 - Status: ReadyA button labeled 'Download as CIF' is located below these details, with an arrow pointing to it.
- EXCEL DOWNLOAD**: A section with the following details:
 - Created at:
 - Size:
 - Type: Excel
 - Status:Buttons for 'Convert to Excel', 'Refresh Status', and 'Download as Excel' are located below these details.

Uploading the .cif file

- Click on **Upload Catalog File** under the Content tab.

1 Details

2 Content

3 Subscriptions

Previous Upload Catalog File Download Catalog File Update Header Data Exit

View and edit the contents of a catalog. Add or remove items from a catalog. To replace the existing catalog file, click Upload Catalog File.

| Item No. | Action | Supplier ID | Supplier Part ID | Manufacturer Part ID | Item Description | SPSC Code | Unit Price | Unit of Measure | Lead Time | M |
|----------|--------|-----------------|------------------|----------------------|------------------|-----------|------------|-----------------|-----------|---|
| 1 | Delete | AN01005660853-T | AAA | AAA | Test | 44000000 | 1 | EA | 1 | M |

Catalogs without errors will be published.

| | | | | | | | | |
|--------------------------|----------------|---|---------------------|----------|-------------|------------------|-------------|-----------|
| GSO Sandbox - P20 - TEST | Punch Out Test | 1 | 1661329Punchout.cif | CIF3.0 B | 647 Private | Anna Ariba Ariba | 13 Dec 2010 | Published |
|--------------------------|----------------|---|---------------------|----------|-------------|------------------|-------------|-----------|

Ariba Buyer

Downloading and uploading the catalog in .cif format will allow you to have a quicker way to update any changes in the PunchOut URL if future changes occur.

Validating and Publishing the Catalog

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Click on **Exit**.

Click on **OK** when the warning message appears.

The screenshot displays the 'Edit a Catalog' interface. On the left, a sidebar contains three tabs: '1 Details', '2 Content', and '3 Subscriptions'. The main area shows a form with the following fields:

- Catalog Name: Test PunchOut
- File Name: 1883993Punchout.cif
- Created By: Seb Sussman
- Date Created: Thursday 27 Oct 2011 6:57 AM GMT-07:00
- Version: 1
- Size: 65
- Item Count: 1
- Type: C
- Status: PV
- Description: T

Below the form, there is a 'Commodities' section with a list of items and 'Delete' and 'Add' buttons. A warning message is displayed in the center: 'WARNING: Are you sure you want to exit? Arriba Network will not save your changes.' The 'Next' button at the top right and the 'OK' button at the bottom right of the warning dialog are highlighted with yellow boxes. An arrow points from the 'Next' button to the 'OK' button.

Validating and Publishing the Catalog

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Your catalog has been successfully created.

| Catalogs | | | | | | | | | | | Page 1 |
|--|---|---------|-------------------------------|--------|-------|------------|-------------|--------------|--|----------------------|--------|
| Customer Name | Catalog Name | Version | File Name | Type | Size | Visibility | Created By | Date Created | Status | Date Status Received | |
| Aniba, Inc. - TEST | Test PunchOut | 1 | 1883993Punchout.cif | CIF3.0 | 658 B | Private | Seb Sussman | 27 Oct 2011 | Pending Buyer Validation | | |
| Aniba, Inc. - GSO SG P2P Sandbox- test | Sub Sync Test2 | 5 | CSI_CIFtemplate.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 20 Oct 2011 | 1 Validation Errors Found by Customer | 20 Oct 2011 | |
| Aniba, Inc. - GSO SG P2P Sandbox- test | Sub Sync Test2 | 4 | CSI_CIFtemplate.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 20 Oct 2011 | Validated | | |
| Target - TEST | JGonzalski 20111019 Test 2 | 1 | TestCatalog2.cif | CIF3.0 | 34 KB | Private | Seb Sussman | 19 Oct 2011 | Activated | 19 Oct 2011 | |
| Target - TEST | JGonzalski 20111019 Test 1 | 1 | TestCatalog1.cif | CIF3.0 | 37 KB | Private | Seb Sussman | 19 Oct 2011 | Activated | 19 Oct 2011 | |
| Aniba, Inc. - GSO SG P2P Sandbox- test | Sub Sync Test2 | 3 | CSI_CIFtemplate.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 21 Aug 2011 | Validated by Customer | 21 Aug 2011 | |
| Aniba, Inc. - GSO SG P2P Sandbox- test | QND Test for Approval #2 | 1 | Catalog - UPS Import Test.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 26 Jul 2011 | Validated by Customer | 26 Jul 2011 | |
| Aniba, Inc. - GSO SG P2P Sandbox- test | QND Test for Approval | 1 | Catalog - UPS Import Test.cif | CIF3.0 | 2 KB | Private | Seb Sussman | 26 Jul 2011 | Validated by Customer | 26 Jul 2011 | |
| Kaiser Foundation Hospitals - TEST | Test Catalog for APC - IG20110714 | 5 | DemoCIFCatalog.xls | CIF3.0 | 891 B | Private | Seb Sussman | 14 Jul 2011 | Published | | |

PunchOut Catalog Statuses

| Catalog Status | Definition |
|--|---|
| Validating | Catalog is in the process of being validated against the Ariba Network high-level syntactic and semantic validations. |
| Published | The catalog has been published to customers application manually loading catalogs. The Ariba Network sends an email notification to your customer informing them your company has published a catalog. |
| # Errors Found by Ariba Network | The catalog failed during Ariba Network high-level validation. The Ariba Network checks the catalog for syntactic and semantic errors. The network will also conduct a high-level validation of UNSPSC and Units of Measure codes, and checks for zero price values. These errors must be corrected first before the catalog can begin customer-specific validation rules. To view details of the error, click the “# Validation Errors Found by Ariba Network” link for this catalog on the catalog dashboard and view details of the error message within your Ariba Network account. |
| # Validation Errors Found by Customer | The catalog failed during validation of customer-specific rules in the Ariba Buyer Procurement application. During validation, the Ariba Buyer Procurement application validates the catalog against customer-specific validation rules. The catalog did not meet the customer’s catalog rules and validation failed. To view details of the error, click the “# Validation Errors Found by Customer” link for this catalog on the catalog dashboard and view details of the error message by punching in to the Ariba Buyer Procurement application. |
| Pending Buyer Validation | The catalog is uploaded successfully in the Ariba Buyer Procurement application and is pending validation. |
| Validated by Customer | The catalog is successfully uploaded in the Ariba Buyer Procurement application, passing validation, but not yet approved by the customer. |
| Approved | The catalog has been approved by the customer during the approval process. |
| Rejected | The catalog has been denied by the customer during the approval process. |
| Activated | The catalog is activated and available to users in the Ariba Buyer Procurement application. |
| Deactivated | A catalog version activated earlier is now deactivated. Catalogs can change statuses from Activated to Deactivated states and back. |
| Deleted | The catalog has been deleted by the customer in the Ariba Buyer Procurement application. |
| Changed | The customer made some changes to the catalog |

Publication of Catalog on the Ariba Network

Next Steps

- If you can connect to your catalog, the connectivity has been established successfully.
- If you cannot access your catalog, an error message will be displayed, giving you the root cause of the connectivity issue.



Note: In case you need assistance to better understand this error message, please contact the Ariba Catalog Team to help you in the troubleshooting process.



Ariba Network Support

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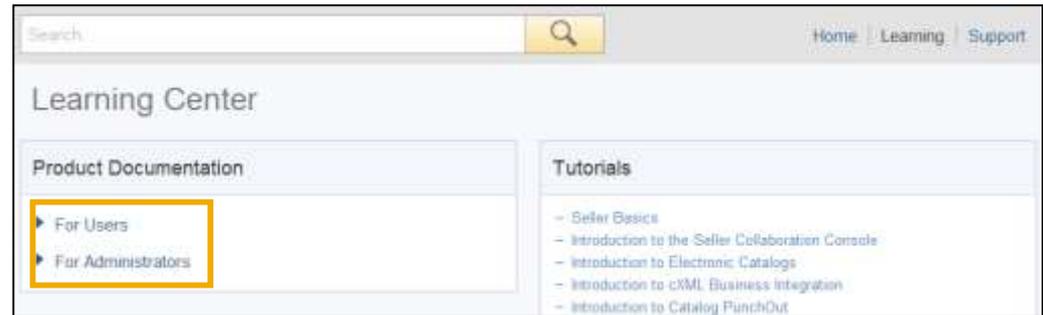
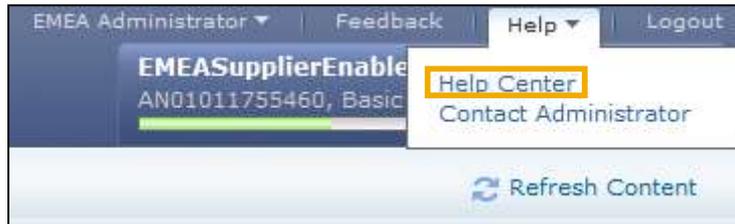


Training and resources

Ariba Network standard documentation and useful links

Go to: <http://supplier.ariba.com>

Click on the **Help** link in the upper right hand corner of the page to access **Help Center**. In **Learning** center there is **Product Documentation** available for Users or Administrators.



Useful Links

- **Ariba Supplier Membership page** - <http://www.ariba.com/suppliermembership>
- **Ariba Network Hot Issues and FAQs** - <https://connect.ariba.com/anfaq.htm>
- **Ariba Cloud Statistics** – <http://trust.ariba.com>
 - Detailed information and latest notifications about product issues and planned downtime—if any—during a given day
- **Ariba Discovery** - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>
- **Ariba Network Notifications** - <http://netstat.ariba.com>
 - Information about downtime, new releases and new features

Thank you



Contact information:

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