



# eSHOP

Ariba Support

**SUPPLIER GUIDE**

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RICHEMONT

# Where to find Ariba's Help Center?

## ARIBA HELP CENTER

The screenshot shows the Ariba account interface. At the top right, there is a question mark icon in a circle, labeled with a red '1'. Below it, in the 'Help Topics' sidebar, the 'Support' button is highlighted with a yellow box and labeled with a red '2'. The main content area shows various widgets including 'Invoice aging', 'My leads', and 'Download app'.

The screenshot shows the Ariba Help Center home page. It features a search bar with the placeholder text 'Search knowledge base articles, documentation, and tutorials'. Below the search bar, there is a 'Support' button highlighted with a yellow box. The page also includes a 'News highlight' section, a 'Find answers from your buyers' section with the eSHOP logo, and a 'Topics we recommend for you' section.

1. From your account, click on the “(?)” logo at the top right of your screen
2. Select “**Support**” to arrive on the ARIBA Help Center home page

## › “Home” Menu

1. Search features to deliver results tailored to your account, user type and the page you are on
2. Section allowing you to follow important news about the ARIBA platform
3. **Direct link to the Richemont Maisons supplier information portal to find all documentation related to the Ariba/eSHOP project**
4. Support articles and custom documentation depending on the page you are on

The screenshot shows the SAP Help Center Home page for eSHOP. The page is titled "How can we help you?" and features a search bar at the top. Below the search bar, there are several sections: "News highlight", "Find answers from your buyers", and "Topics we recommend for you". The "Find answers from your buyers" section is highlighted with a red box and contains a magnifying glass icon over the eSHOP logo. The "Topics we recommend for you" section is highlighted with a blue box and contains a "Coming Soon: New portal for Enterprise accounts" announcement. The "Find answers from your buyers" section also contains a list of articles, including "eSHOP Project Introduction - Kick-off" and "Trainings".

## > “Support” Menu

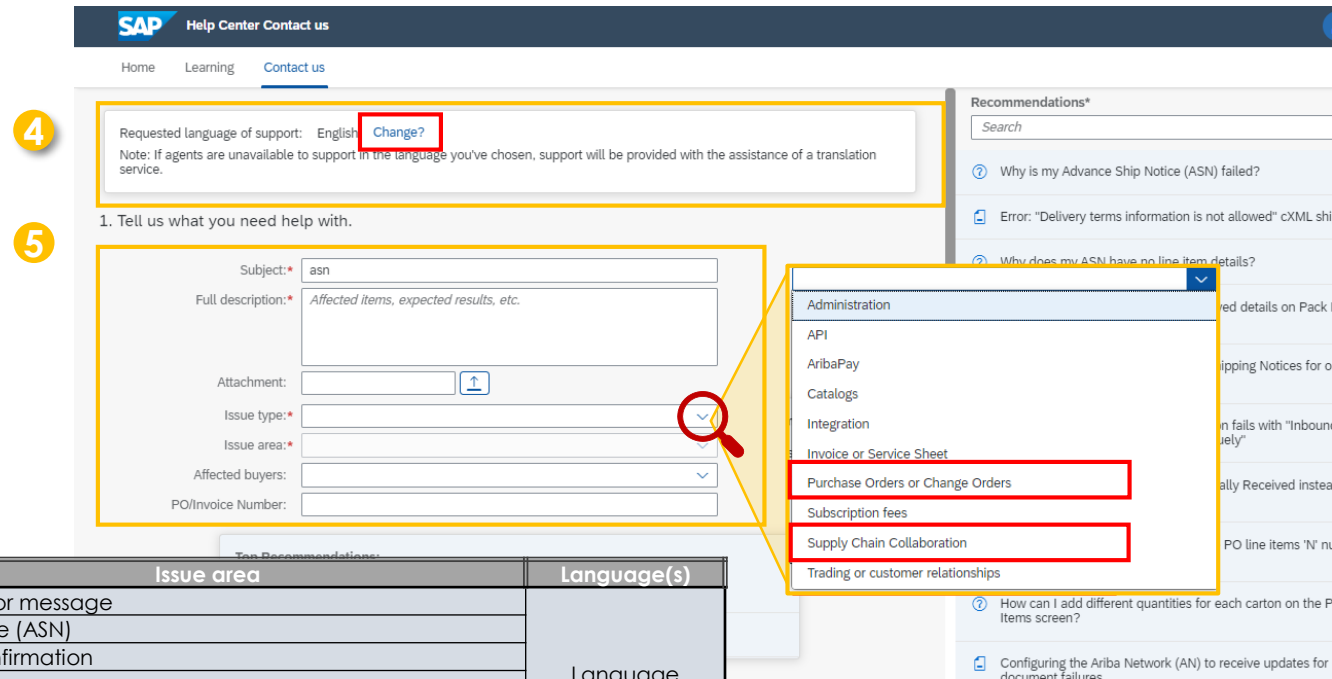
1. Quick access and follow-up of your current service requests
2. Need help with a new problem? Start by inserting the subject of your question
3. If you cannot find an answer to your question, click on “Something else” and then “Contact Us”

The screenshot displays the SAP ARIBA Help Center interface. At the top, there is a navigation bar with 'SAP Help Center Contact us' and a user profile icon. Below this, a search bar contains the text 'asn'. A yellow box with the number '1' highlights the 'Contact us' link in the top navigation bar. Below the search bar, there is a section titled 'Browse below for our AI-based recommendations\*'. This section lists five FAQ items related to ASN, each with a question, a brief answer, and a date. Below the recommendations, there is a section titled 'Choose from the options below to continue.' with the question 'What do you need to do?'. This section contains six buttons: 'Create ship notice', 'Edit ship notice', 'Cancel ship notice', 'Print ship notice labels', 'Pack ship notice items', and 'Something else'. A yellow box with the number '2' highlights the 'Something else' button. At the bottom of the page, there is a footer with the text 'Can't find what you're looking for?' and a 'Contact us' button. A yellow box with the number '3' highlights the 'Contact us' button in the footer.

4. Choose the language in which you want to contact support

5. Fill out the support form:

- > **Subject:** Entering the subject of your problem
- > **Full description:** Describe your problem in a few lines
- > **Problem type and problem area:** Select “Purchase Orders or Change Orders” or “Supply Chain Collaboration”. Refer to the following table:



Issue type	Explanation	Issue area	Language(s)
<b>Purchase Orders or Change Orders</b> Issue with using the platform (no business shutdown)	You will be put in touch with the first level support for problems with the use of the platform (error message, quantity problem, usage information, etc.)	ANERR error message	Language selected for support request
		Ship Notice (ASN)	
		Order Confirmation	
		Messaging	
		Order reporting	
		Goods Receipt	
		Find buyer contact information	
<b>Supply Chain Collaboration</b> Technical problem or problem leading to business shutdown only	You will be put in touch with specific technical support from the platform. Select the domain that best fits your problem.	Find Order	English only
		ASN/Ship Notice - Items to ship	
		ASN/Ship Notice - Others	
		ASN/Ship Notice - Incorrect due quantity	
		ASN/Ship Notice - Handling Unit (Packing and Labels)	
		ASN/Ship Notice failure	
		Order Collaboration (Order and Scheduling Agreement)	
		Order Confirmation - Items to Confirm	
		Order Confirmation - Others	
		Order Confirmation - Mandatory for ASN/blocking ASN creation	
		Receipt, Return, Reversal	
Order returns			
Sub-contracting			
Upload/Download documents			

6. Indicate the impact of this issue on your work:

- › Information request
- › Not stopping my work
- › Affected but not stopping critical functionality

7. Fill in your contact information (first name, last name, company, etc.) The support will contact you with the information provided, so please make sure that it is correct

6. How does this impact your normal business processes?

Business Impact:

7. 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](#).

8. Choose the preferred communication channel (email, phone, live chat)

8. 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: 6

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.

**Email**

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

Note: Pop-ups need to be enabled in your browser.