

#### SAP Ariba

# How to Get Help with SCC Supplier Guide

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PUBLIC



## How to Get Help In this Guide You Will Learn About ...

 $\ldots$  where to find standard tutorials and product documentation

... how to contact Support

## **Supplier Information Portal**

- 1. Click the **user profile icon** in the right top corner of your screen and select **Settings**.
- 2. From the dropdown menu select **Customer Relationships**.
- 3. Supplier Information Portal will be available on the current customer level. Download it and use for supplier functional trainings and guides.

**Prerequisite**: You should have trading relationship established with your Customer.



Customer	Network ID	Relationship Type	Approved Date	Supplier Information Portal
Best Run Buyer - Australia	AN01047717910-T	Trading	8 Oct 2018	Supplier Information Portal
BP SCC Buyer - TEST	AN01055993515-T	Trading	27 Nov 2017	Supplier Information Portal
SCC ANK - TEST BUYER	AN01406599227-T	Trading	22 May 2019	Supplier Information Portal

## **Mabe Supplier Information Portal**

Here you will find:

- 1. Mabe project notification.
- 2. Suppliers Summit.
- 3. Trainings to work with your client Mabe.
- 4. Ariba network resources.

#### Link: Supplier Information Portal



## Help Center – Support

Click **Support** in the sidebar from 1. your home page.

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- Or choose **Support** tab directly 2. from the Help Center window.
- Enter Supply Chain 3. **Collaboration** into the search field.
- Choose your communication 4. preference – if help desk documentation is not satisfactory
- When choosing email option, 5. select Supply Chain Collaboration in the Problem Type field.

#### **Business Related Questions**

a.suppliers.collaboration@mabe.com.mx

>> C	SAP Ariba M Help Center
Search	Home Learning Support
How do I create an invoice?	I need help with supply chain collaboration Update
Why can't I find a purchase order?	
Order confirmations are now easier, faster, better, and smarter	Can't find what you are looking for? Let us help you. Choose your communication preference:
How to create a service sheet	4 Get help by email
I need help accessing a sourcing event	토국 Get help by live chat
Why was my invoice or service entry sheet rejected?	Get help by phone Estimated wait in minutes: 5
I need help with invoicing	☐ X1 Attend a live webinar
I need help connecting with a customer	
When will my invoice be paid?	SAP Ariba Email Support
I need help with purchase orders	Prease and customer_support_sr_update@sap.com to your safe Sender List. For a faster response, choose chat support or phone sup Problem Description
Does Ariba offer live webinar training?	Short Description: * supply chain collaboration
	5 Problem Type: * Supply Chain Collaboration
Documentation Q Support	Details: *



# Thank you.



