

Ariba network

HELP GUIDE



WHEN SHOULD THE SUPPLIER CONTACT Ariba SUPPORT DIRECTLY?

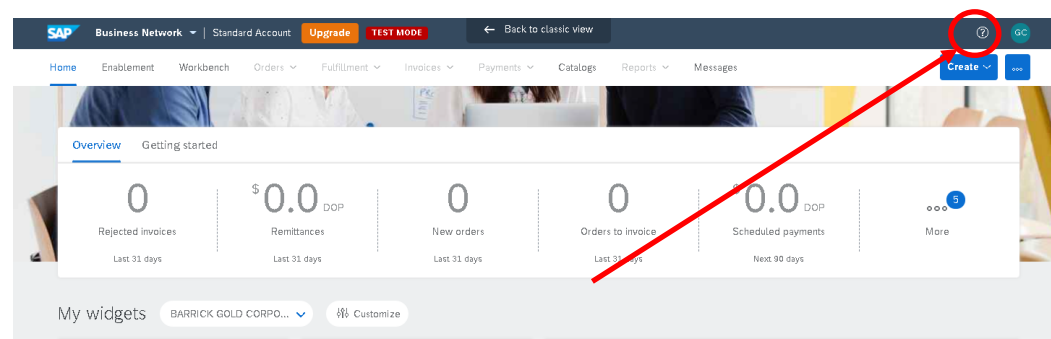
The supplier should contact Ariba directly for the following reasons:

- 1) If the supplier forgot the User and/or Password.
- 2) If the supplier user is blocked or locked.
- 3) If the button of “Create Confirmation” is not available in their PO.
- 4) If their account is suspended because of payment.
- 5) If the page shows an error when they try to log in.
- 6) If their company have multiple Ariba accounts and want to delete some of them.
- 7) If they want to downgrade their enterprise account to a free standard account.

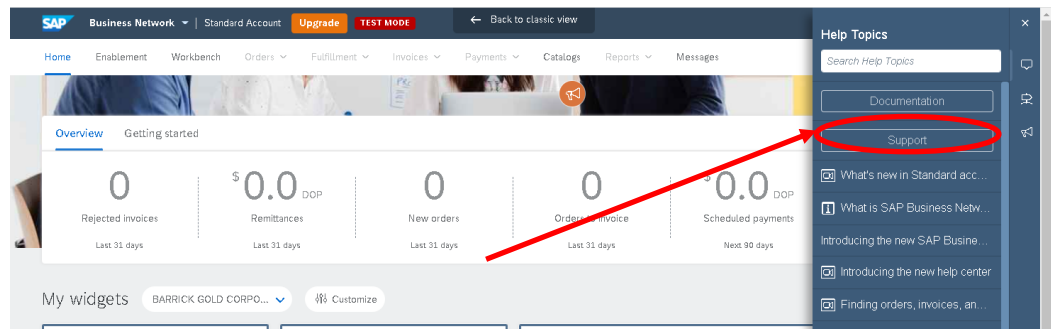
HOW DOES THE SUPPLIER CONTACT Ariba SUPPORT?

If the supplier have access to their account, they should contact Ariba support by following these steps:

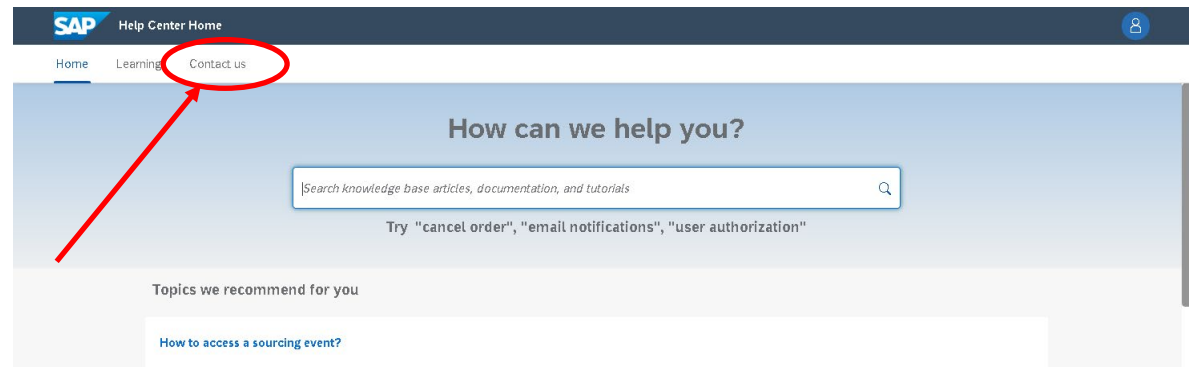
1. Click on the **Question Mark** in the upper right side of the Ariba home page:



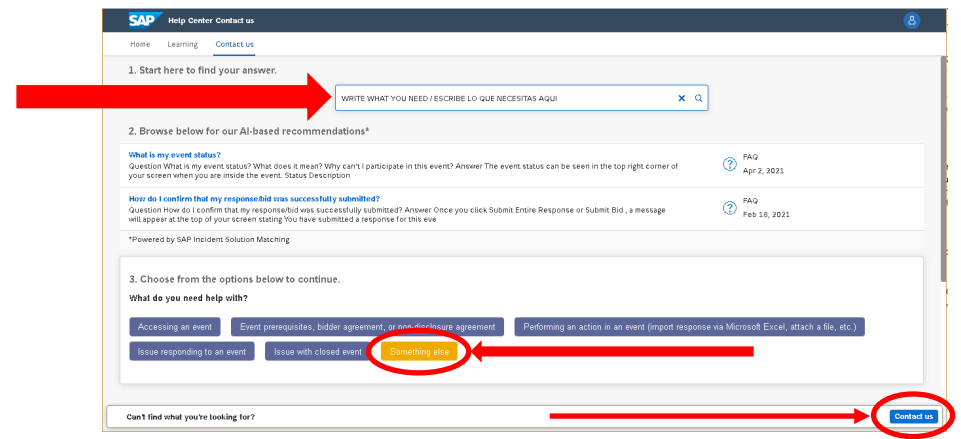
2. In the lower right side, click on **Support**;



3. Go to the **Contact us** tab -> hit the **Contact us** button in the lower right side;



4. Start writing what you need; if nothing is applicable to your issue, click on **Something else**. The look the bottom -> Can't find what you're looking for? Click **"Contact us"**.



HOW DOES THE SUPPLIER CONTACT Ariba SUPPORT?

5. An inquiry form will open up -> fill out everything required -> hit the **One last step** button in the lower right side ;

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: Write here what you need/ Escribe aqui lo que necesitas

Full description: Affected items, expected results, etc.

Attachment: [Upload]

Issue type: [Dropdown]

Issue area: [Dropdown]

PO/Invoice Number: [Text]

Top Recommendations:

- Why does the sub-total of my purchase order show Undisclosed?
- How do I send instant messages to my customer?

2. How does this impact your normal business processes?

Business Impact: [Dropdown]

3. Please review your contact information for correctness:

First name: [Text]

Last name: [Text]

Username: [Text]

Company: [Text]

Email: gcamilo@barrick.com

Phone: [Text]

Extension: [Text]

Confirm phone: [Text]

☐ My phone number is correct.

Ariba Network ID: AN01492280227-T

[One last step](#)

Please complete the form; all fields with asterisks (*****) are required. Please provide as much detail as possible about your request. To change from Enterprise account to Standard account, put in the subject **"CHANGE TO STANDARD ACCOUNT"**.

6. You will be given 3 options: **Email**, **Live chat**, or **Phone** -> pick one and submit your request and the Support team will get back to you.

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

☒ Phone **Recommended**

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

Estimated wait time in minutes: 28

☐ Do not record my phone call.

Other methods you may choose:

☐ Live chat: **open**

You will chat with the same product expert that

☐ Email

A support engineer will respond to your Service

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

7. Your Service request is created.

1. Following up on something?

Service Request 002028376600003722222021

Created on: Aug 25, 2021, 9:57 AM

Status: Open

Callback pending

2. New issue? Start here to find your answer.

How can we help you?

Success

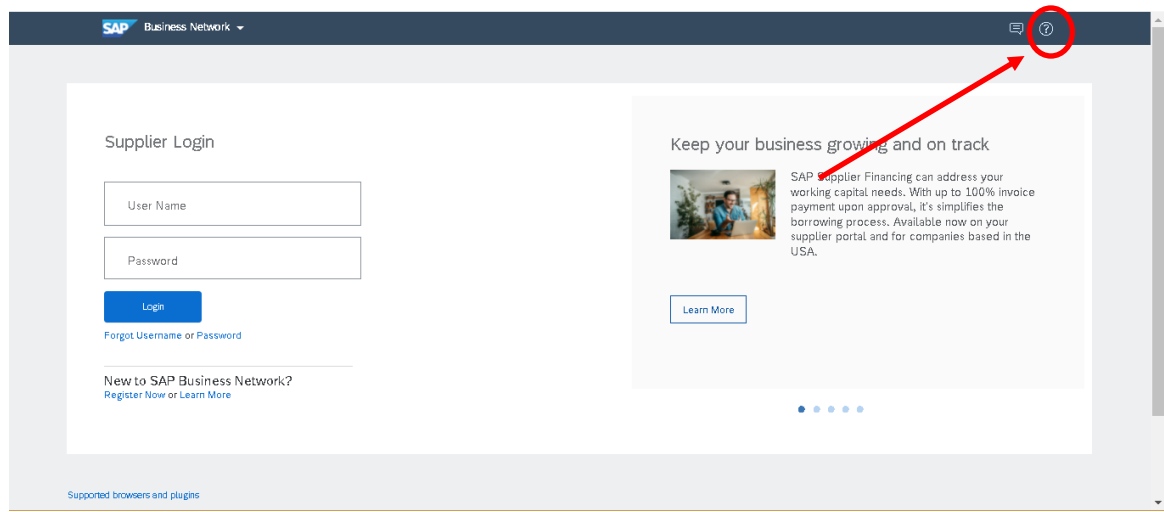
Your Service Request was created. Thank you!

[OK](#)

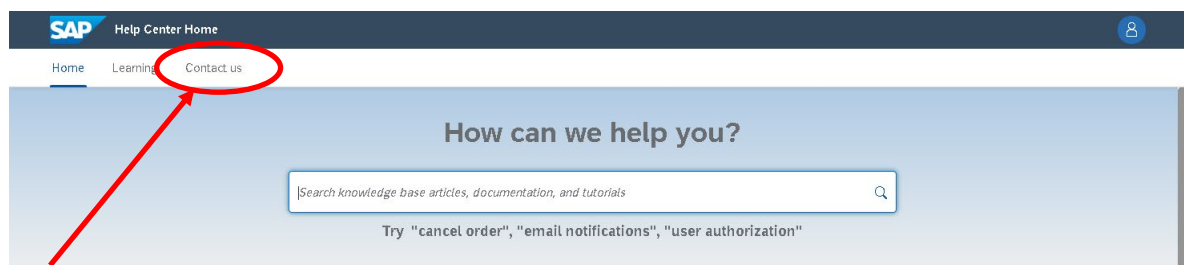
HOW DOES THE SUPPLIER CONTACT Ariba SUPPORT?

If the supplier does NOT have access to their account, they should contact Ariba support by following these steps:

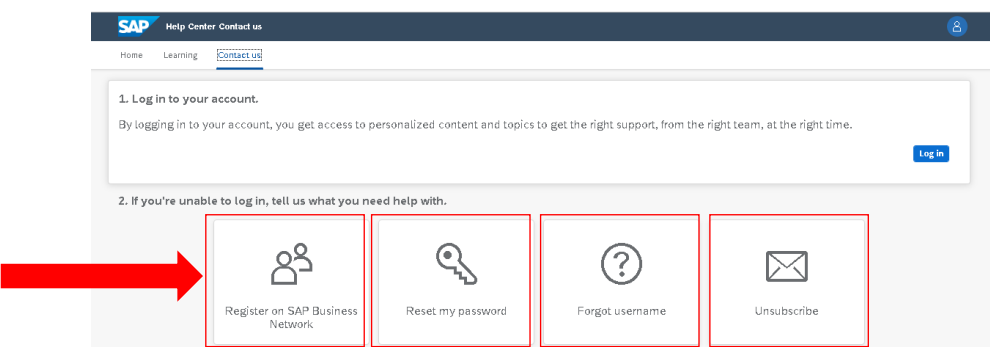
1. Click on the **Question Mark** in the upper right side of the pre-login page [Ariba supplier pre-login page](#);



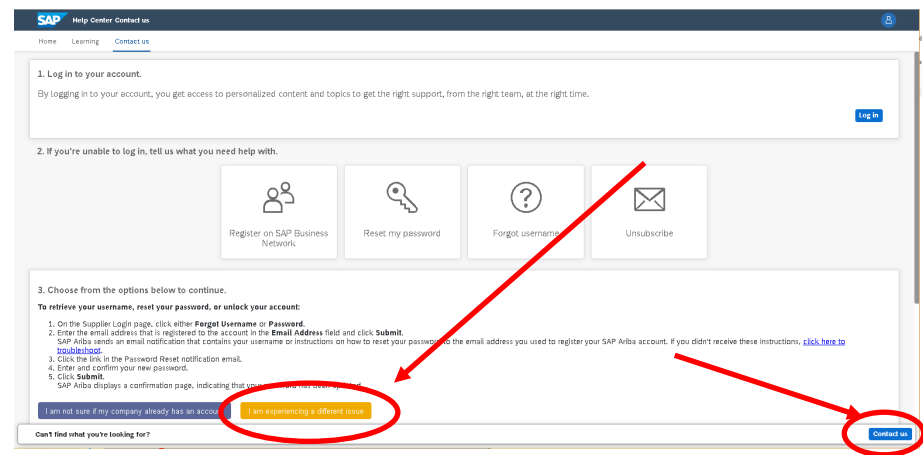
2. Go to the **Contact us** tab -> hit the **Contact us** button in the lower right side;



3. Click on the tile you need assistance with and then follow the instructions;



4. If the answer doesn't help or nothing is applicable to your issue, click on **"I am experiencing a different issue"** or **"Something else"**. At the bottom -> Can't find what you're looking for? Click **"Contact us"**.



HOW DOES THE SUPPLIER CONTACT Ariba SUPPORT?

5. An inquiry form will open up -> fill out everything required -> hit the **One last step** button in the lower right side ;

Please complete the form; all fields with asterisks (*****) are required. Please provide as much detail as possible about your request. To change from Enterprise account to Standard account, put in the subject **"CHANGE TO STANDARD ACCOUNT"**.

6. You will be given 3 options: **Email**, **Live chat**, or **Phone** -> pick one and submit your request and the Support team will get back to you.

Support

Barrick Gold Business Process Support: latamariba@barrick.com / _gcamilo@barrick.com

SAP Ariba Network Registration, Configuration Support, etc.:
gunay.rzayeva@sap.com or [Ariba Barrick North America Enablement Team](#)

SAP Ariba Customer Support: Raise a ticket through Help Center on AN
Ariba Customer Support callback #: 1 412 222 6153

Help Barrick Website: [Barrick Gold Supplier Information Portal](#)