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FILTRATION TECHNOLOGIES

Supplier Guide

SAP Ariba

THE BEST RUN SAP

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Ariba Network Overview

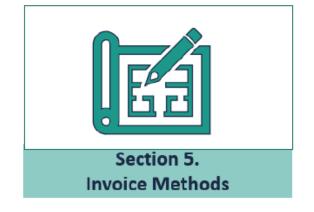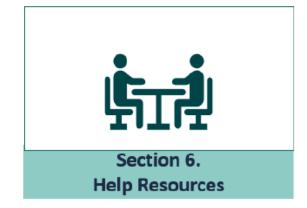**Section 2.**
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Section 6: Ariba Network Help Resources

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Useful Links and Webinars

Troubleshoot Your Invoice

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Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

- Email SAP Ariba Enablement Team at <<enablement email>>
    - Registration/ Account Configuration
    - Supplier Fees
    - General Ariba Network Questions

Atmus Enablement Business Process Support
- Email Atmus Supplier HELP Desk at
- supplier.helpdesk@atmus.com
    - Business-Related Questions

Atmus Supplier Information Portal

- Find your supplier information portal HERE

Supplier Support Post Go-Live
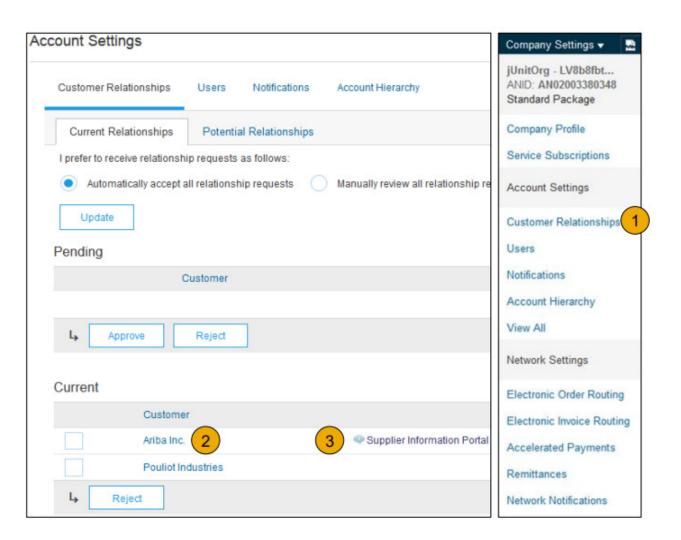
SAP Ariba Global Customer Support

- Click here to find your appropriate customer support phone number

Training & Resources
Cummins Supplier Information Portal

1. **Select** the Company Settings Menu in the top right corner and then click the Customer Relationships link.

2. **Select** the buyer name to view transactional rules: The Customer Invoice Rules determine what you can enter when you create invoices.

3. **Select** Supplier Information Portal to view documents provided by your buyer.

Useful Links and Webinars Available

Links

- **Ariba Supplier Pricing page**
- **Ariba Network Hot Issues and FAQs**
- **Ariba Cloud Statistics and Network Notification**
  - Detailed information and latest notifications about product issues and planned downtime – if any – during a given day
- **SAP Ariba Discovery**
- **Ariba Network Overview**
- **Support Center**
- **Learning Center**

Webinars

- **Supplier Success Sessions**
  - Created by Ariba Network Customer Support
  - Example topics:
    - Introduction to Ariba Network
    - Registration
    - Invoicing
    - Using the help center
- **30 on Thursdays**
  - Information sessions on Supplier best practices
  - Example Sessions:
    - Uncover Advanced Functionality to Maximize Value
    - Introduction to Supplier Electronic Integration
    - Roadmap to Your Ariba Network Subscription
- **Live Demonstrations**
  - Understand SAP Ariba's solutions
  - Example Demos:
    - PunchOut for e-Commerce managers
    - Creating electronic catalogs
    - Integrating with your customers through cXML

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Troubleshoot Your Invoice Issues

How do I know which type of invoice to create?

What does this error message mean?

How do I cancel an invoice that I've sent?

How do I edit and resubmit an invoice that I've sent?

What should I do if my invoice has been rejected?

Can I resend a failed or rejected invoice with the same invoice number?

How do I tell when my invoice will be paid?

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Thank you.