

# Supplier Guide







## **HOME - Table of Contents**



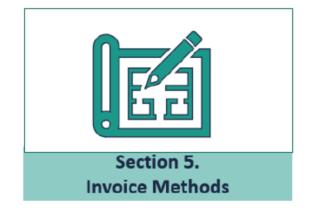
Section 1.
Ariba Network Overview

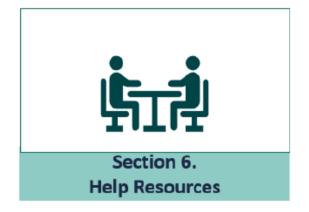


Section 2.
Account Set Up











## **Section 6: Ariba Network Help Resources**



**Customer Support** 



Supplier Information Portal



Additional Resources

Useful Links and Webinars

Troubleshoot Your Invoice



## **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 <u>CLICK HERE</u>.

## **Supplier Support Post Go-Live**

#### **SAP Ariba Global Customer Support**

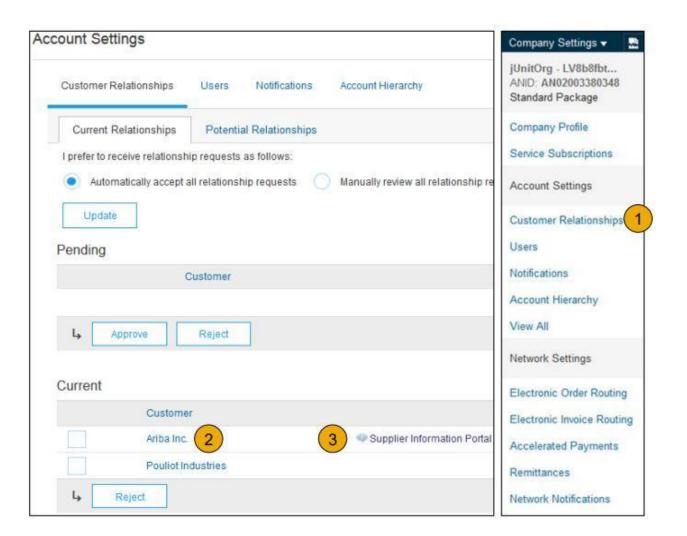
<u>CLICK HERE</u> to find your appropriate customer support phone number



## **Training & Resources**

## **Cummins Supplier Information Portal**

- 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.
- 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



## **Troubleshoot Your Invoice Issues**

Which type of

invoice to

create?

What does this error message mean?

How do I cancel

an invoice that

I've sent?

resubmit an invoice that I've sent?

What should I do
if my invoice has
been rejected?

<u>failed or rejected</u>

<u>invoice with the</u>

<u>same invoice</u>
number?

When my invoice
will be paid?





# Thank you.



