



# Supplier Guide



# HOME - Table of Contents



**Section 1.**  
**Ariba Network Overview**



**Section 2.**  
**Account Set Up**



**Section 3.**  
**Purchase Orders**



**Section 4.**  
**Other Documents**



**Section 5.**  
**Invoice Methods**



**Section 6.**  
**Help Resources**

# 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](mailto:supplier.helpdesk@atmus.com)
  - Business-Related Questions

### Atmus Supplier Information Portal

- Find your supplier information portal [CLICK 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.

Account Settings

Customer Relationships Users Notifications Account Hierarchy

Current Relationships Potential Relationships

I prefer to receive relationship requests as follows:

Automatically accept all relationship requests  Manually review all relationship requests

Update

Pending

Customer
↳ Approve Reject

Current

Customer
<input type="checkbox"/> Ariba Inc. <b>2</b> <b>3</b> Supplier Information Portal
<input type="checkbox"/> Pouliot Industries

↳ Reject

Company Settings

jUnitOrg - LV8b8ft...  
ANID: AN02003380348  
Standard Package

Company Profile  
Service Subscriptions  
Account Settings  
Customer Relationships **1**  
Users  
Notifications  
Account Hierarchy  
View All  
Network Settings  
Electronic Order Routing  
Electronic Invoice Routing  
Accelerated Payments  
Remittances  
Network Notifications

## 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

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?

**Thank you.**