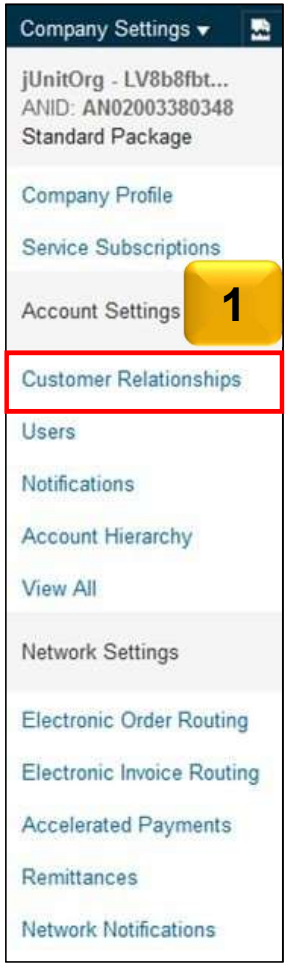
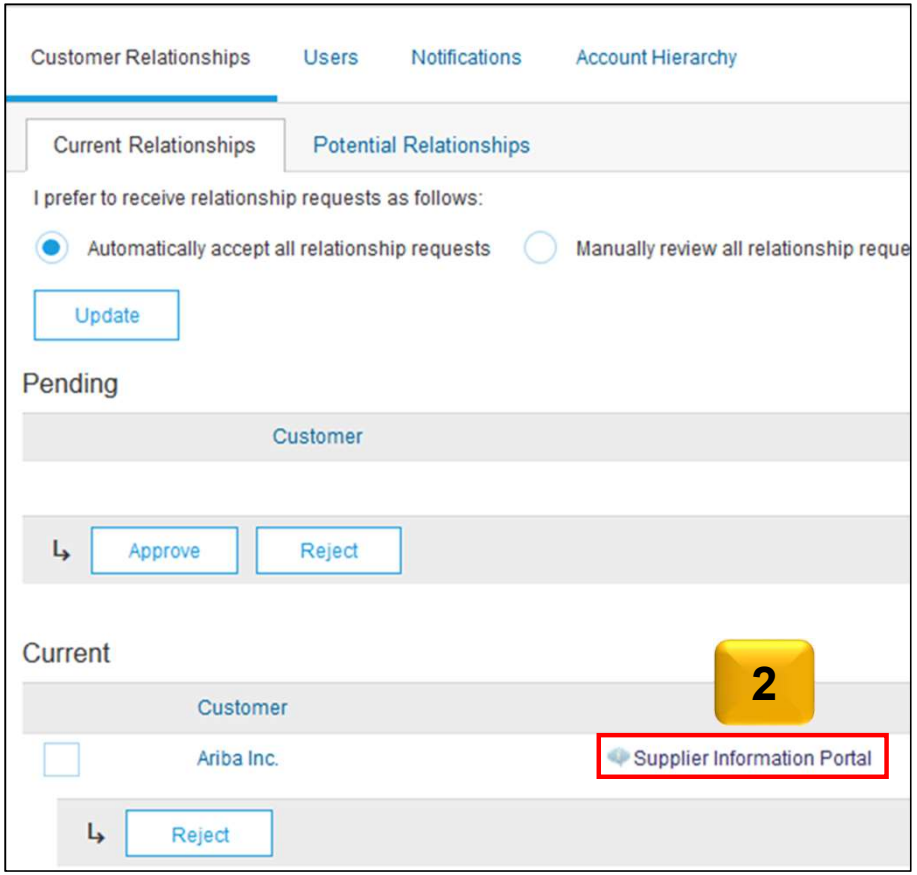
4 Ariba Support

1. Ariba Network Support

Training and Resources: Supplier Information Portal

1. From the **Company Settings** dropdown menu, select **Customer Relationships**
2. Click on **Supplier Information Portal** next to NTU to view the following presentations to learn more about transacting with NTU





Supplier Support (BAU)

■**Technical(Ariba Customer Support)**

1. Portal related technical issues(eg. website down)
2. Password reset
3. Upgrade to Full Account

■**How can suppliers access?**

■Please refer to next to next slides

■**Business Related(NTU)**

1. Request a copy of PO for Light Account
2. Functional questions (Order Confirmation, Advance Ship Notice, Goods Receipt, Invoicing)
3. Any other business related queries

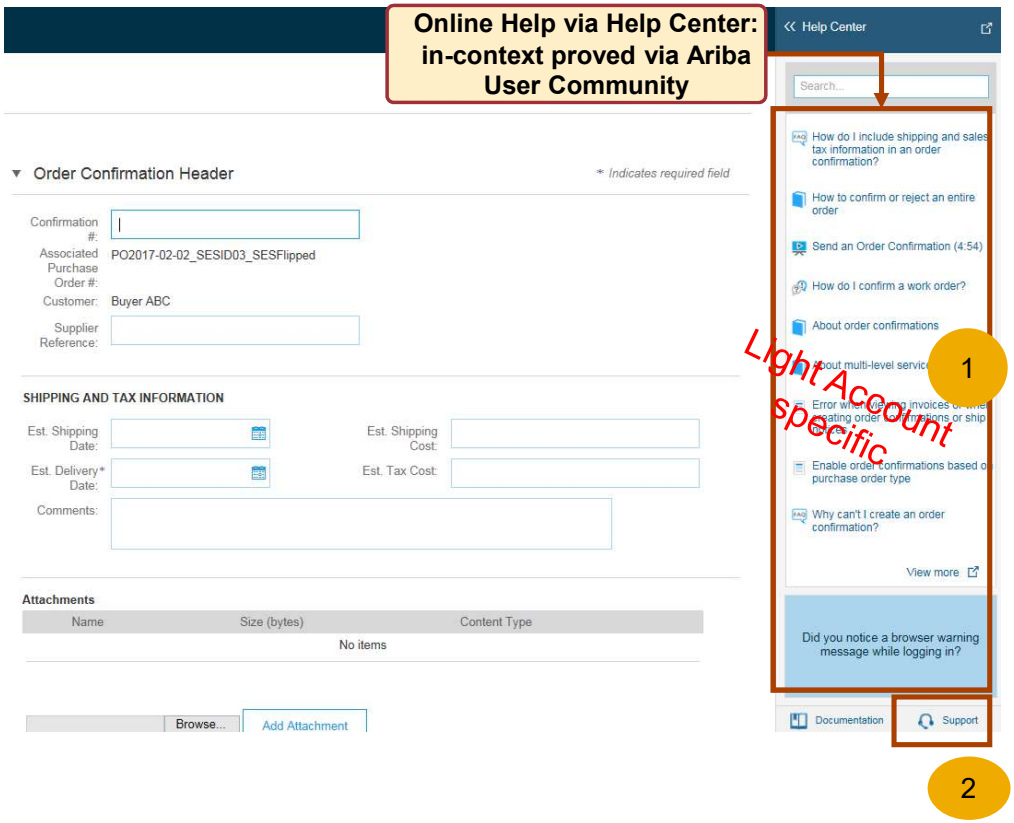
■**Who to contact?**

■procurement@ntu.edu.sg

Help and Support

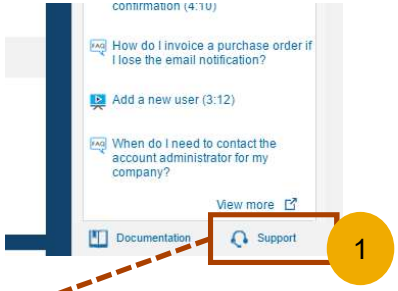
1. **Online Help**
   - Ariba user community with Light Account specific Help content displayed “in-situ”
   - Videos, e.g. for Invoice creation, …

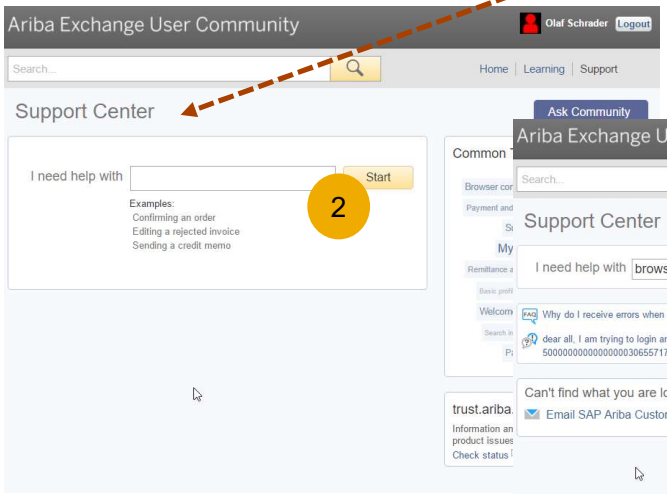
2. **Web form driven Ariba Support**
   - After one time search BUT only for defects/ technical issue resolution

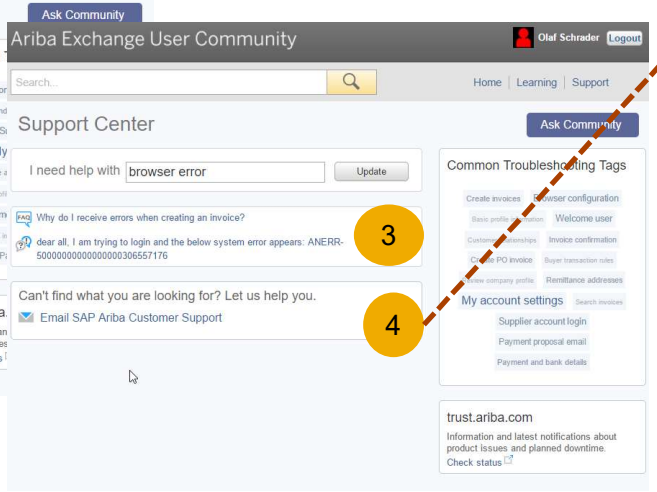
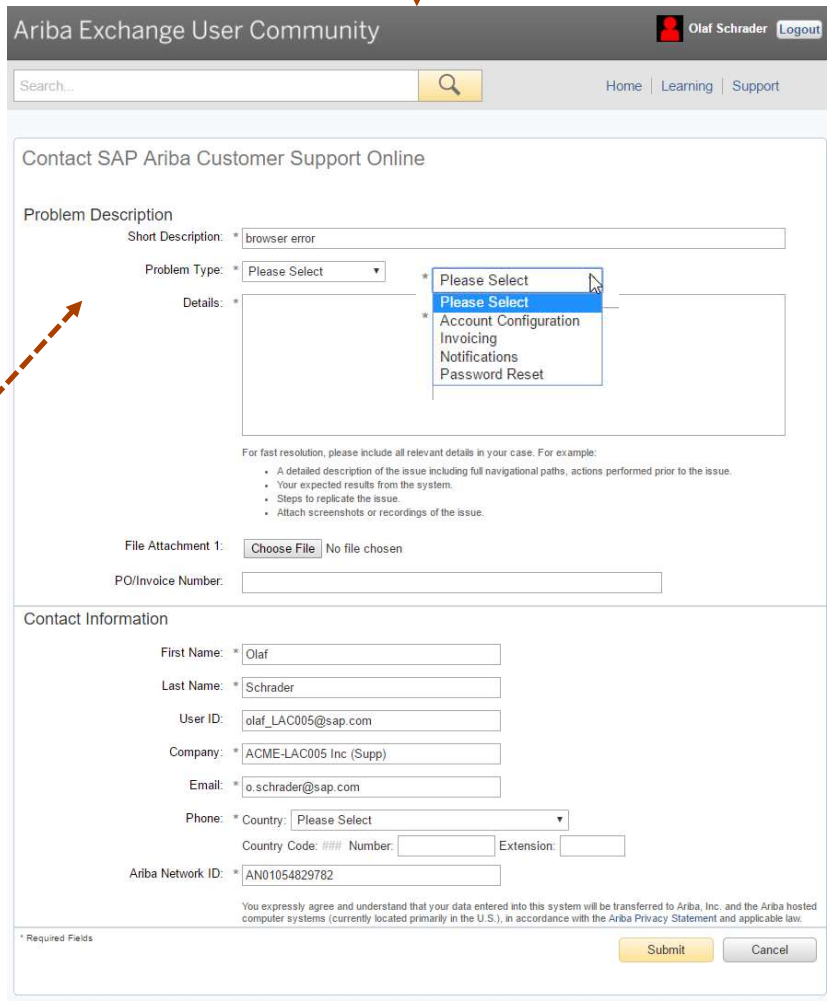


Support

1. **Access from Support Link**
2. **Search**
3. **Matching help content**
4. **Web form driven Ariba Support**







Pre-filled support form