



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



Company Settings ▾

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

Company Profile

Service Subscriptions

Account Settings **1**

Customer Relationships

Users

Notifications

Account Hierarchy

View All

Network Settings

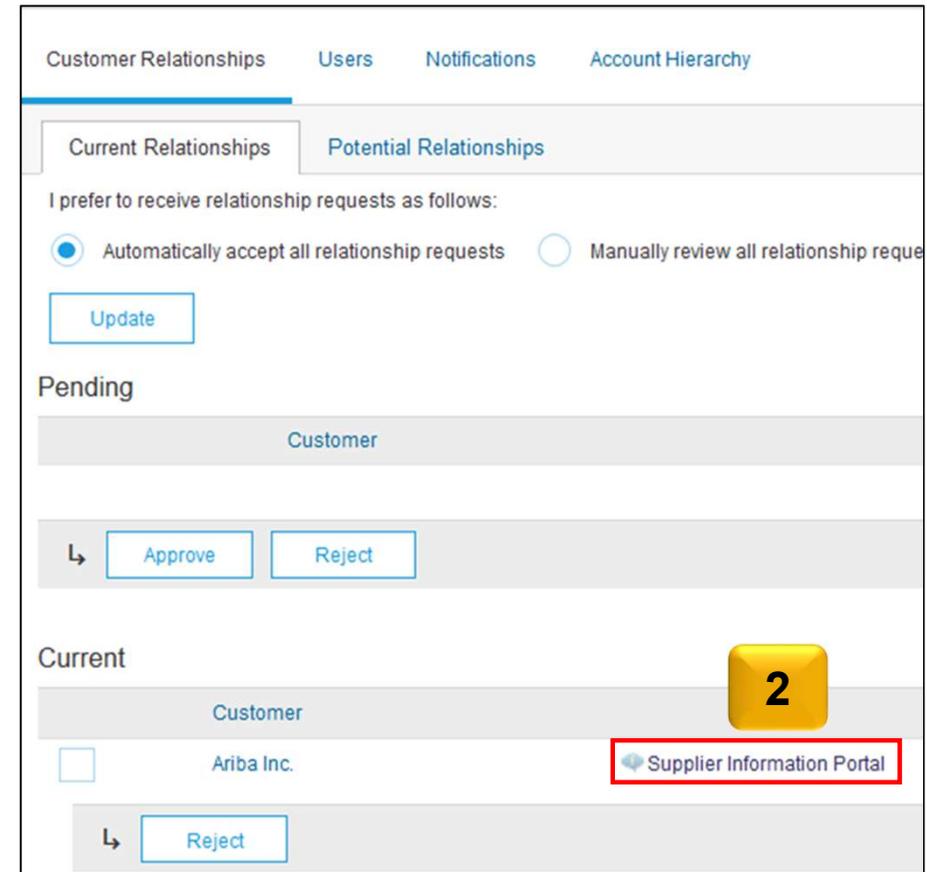
Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications



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

Ariba Inc. **2** **Supplier Information Portal**

Reject

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

Online Help via Help Center: in-context proved via Ariba User Community

Order Confirmation Header * Indicates required field

Confirmation #:

Associated Purchase Order #: PO2017-02-02_SESID03_SESFlipped

Customer: Buyer ABC

Supplier Reference:

SHIPPING AND TAX INFORMATION

Est. Shipping Date: Est. Shipping Cost:

Est. Delivery* Date: Est. Tax Cost:

Comments:

Attachments

Name	Size (bytes)	Content Type
No items		

Browse... Add Attachment

Search...

How do I include shipping and sales tax information in an order confirmation?

How to confirm or reject an entire order

Send an Order Confirmation (4:54)

How do I confirm a work order?

About order confirmations

About multi-level service

Error when creating invoices or when creating order confirmations or shipping

Enable order confirmations based on purchase order type

Why can't I create an order confirmation?

View more

Did you notice a browser warning message while logging in?

Documentation Support

1

Light Account specific

2

Support

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



Pre-filled support form

A screenshot of the 'Ariba Exchange User Community' 'Contact SAP Ariba Customer Support Online' form. The form is pre-filled with the following information:

- Short Description: browser error
- Problem Type: Please Select (dropdown menu is open showing options: Please Select, Account Configuration, Invoicing, Notifications, Password Reset)
- File Attachment 1: Choose File (No file chosen)
- PO/Invoice Number: (empty)
- Contact Information:
 - First Name: Olaf
 - Last Name: Schrader
 - User ID: olaf_LAC005@sap.com
 - Company: ACME-LAC005 Inc (Supp)
 - Email: o.schrader@sap.com
 - Phone: Country: Please Select, Country Code: ###, Number: (empty), Extension: (empty)
 - Ariba Network ID: AN01054829782

The form also includes a search bar, navigation links (Home, Learning, Support), and a 'Submit' button.

