Ariba network

GUIA DE AYUDA – Pasos para contactar el centro de Ayuda de Ariba





¿CUÁNDO EL SUPLIDOR DEBE CONTACTAR DIRECTAMENTE EL CENTRO DE AYUDA DE ARIBA?

El proveedor debe ponerse en contacto con Ariba directamente por los siguientes motivos:

- 1) Si el proveedor olvidó su usuario y/o la contraseña.
- 2) Si el usuario del proveedor está bloqueado.
- 3) Si el botón de "Crear confirmación" no está disponible en su orden de compra.
- 4) Si su cuenta se suspende debido al pago.
- 5) Si la página muestra un error cuando intentan iniciar sesión.
- 6) Si su empresa tienen varias cuentas de Ariba y quieren eliminar algunas de ellas.
- 7) Si quieren pasar su cuenta empresarial a una cuenta estándar que es gratuita.





Si el proveedor tiene acceso a su cuenta, puede contactar al soporte de Ariba siguiendo estos pasos:



1. Haga clic en el **signo de interrogación** en la parte superior derecha de la página de inicio de Ariba:

2. En la parte inferior derecha, haga clic en Soporte;

Home Enablement Workbe	nch Orders ~ Fulfillment ~	Involces ~ Payment	ts 🗸 Catalogs Reports 🗸	Messages	Search Help Topics
		2/101	T I		Documentation
Overview Getting started					Support
0	\$0.0 pop	0	0	°0.0	What's new in Standard acc
Rejected invoices	Remittances	New orders	Orderstanivoice	Scheduled payments	What is SAP Business Netw
Last 31 days	Last 31 days	Last 31 days	Last 31 days	Next 90 days	Introducing the new SAP Busine
	141				Introducing the new help center

3. Vaya a la pestaña Contáctenos -> presione el botón Contáctenos en la parte inferior derecha;



4. Empiece a escribir lo que necesita; si nada se aplica a su problema, haga clic en **Algo más.** En la parte inferior verá -> ¿No encuentra lo que busca? Haga clic en "**Contáctenos**".

Help Center Contact us		
Home Learning Contact us		
1. Start here to find your answer.	WRITE WHAT YOU NEED / ESCRIBE LO QUE NECESITAS AQUI	٩
Z. Browse below for our Al-based recommen What is my event status? Question What is my event status? What does it mean? W your screen when you are inside the event. Status Descri	dations" Ty can't i participate in this event? Answer The event status can be seen in the top right corner of pixin	FAQ Apr 2, 2021
How do I confirm that my response/bid was successfull Question How do I confirm that my response/bid was succ will appear at the top of your screen stating You have sub	y submitted? essfully submitted? Answer Once you click Submit Entire Response or Submit Bid , a message mitted a response for this eve	FAQ Feb 18, 2021
*Powered by SAP Incident Solution Matching		
3. Choose from the options below to continu	e.	
What do you need help with?		
Accessing an event Event prerequisites, bido	er agreement, over and and a steen in an overd (mport responded overd	nnse via Microsoft Excel, attach a file, etc.)





5. Se abrirá un formulario de consulta -> complete todo lo requerido -> presione el botón **Un último paso en la parte inferior derecha**;

equested language of support. English Change?	solo debe de darle un clic a "Change (c
ll us what you need help with.	y elegir el idioma de su preferencia.
Subject:* Write here what you need/ Escribe aqui lo que necesitas	() How do I send instant messages to my
Full description:* Affected items, expected results, etc.	customerr
	O How do I access other accounts with my company name?
Attachment:	What is cXML?
Issue type:*	
Issue area:*	What details do I need to provide to Ariba for EDI X400 setup?
PO/Invoice Number:	O I need separate Ariba Network ID numbers for Ariba Contracts, Ariba Sourcing, and Ariba Network?
⑦ Why does the sub-total of my purchase order show Undisclosed?	() Access SAP Ariba product documentation
O How do I send instant messages to my customer?	easily with this quick reference guide
	Why am I unable to download a file from an event?
Business Impact*	(3) What browser versions are certified for SAP Ariba cloud solutions?
ease review your contact information for correctness:	(7) How do I change the locale formatting of currency numbers?
First name: *	Who do I contact for help?
Last name:	
Username:	(7) How do I submit an invoice from a Standard account?
Company:*	
Email.* gcamilo@barrick.com	⑦ How do I get training to use Ariba?
Phone.*	What are the integration options for Supplier.
Extension:	to integrate with Ariba Network?
Confirm phone:*	Alexa de Lidelate a comment (Order)
My phone number is correct.	Confirmation, Service theet, Ship Notice,
Ariba Network ID:* AN01492280227-T	invoice)?
	One last step

el asunto "CAMBIO A CUENTA ESTANDAR"

6. Se le darán 3 opciones: **correo electrónico, chat en vivo o teléfono** -> elija una y envíe su solicitud y el equipo de soporte se comunicará con usted;

Home	Help Center Contact us		
Home	Learning Contact us		
Choo	ose this contact method for the fastest resolution	f your issue:	
$\overline{\bullet}$	Recommended		
	Phone		
	A support engineer will respond to your Service		
	Request by phone.		
	Estimated wait time in minutes: 28		
	Do not record my phone call.		
Other	r methods you may choose:		
0	50		
	Live chat: open	Email	
	You will chat with the same product expert that	A support engineer will respond to your Service	

7. Su solicitud de servicio fue creada.

SAP Help Center Contact us		
Home Learning Contact us		
1. Following up on something?		
Service Request 002028376600003722222021 CATALOG	Created on Aug 25, 2021, 9:57 AM	Status Caliback pending
2. New issue? Start here to find your answer.	Success	l⊋
How can we help you?	Your Service Request was created.	C Thank you!
		ок



Si el proveedor NO tiene acceso a su cuenta, debe comunicarse con el soporte de Ariba siguiendo estos pasos:

1. Haga clic en el **signo de interrogación** en la parte superior derecha de la página previa al inicio de sesión. Link: <u>Ariba supplier pre-login page</u>;

SAP Business Network -	a (0)
Supplier Login User Name Password	Keep your business growing and on track Image: Solution of the solution of th
New to SAP Business Network? Register Now or Learn More	••••
Supported browsers and plugins	

2. Vaya a la pestaña **Contáctenos** -> presione el botón **Contáctenos** en la parte inferior derecha;



3. Haga clic en el mosaico con lo que necesita ayuda y luego siga las instrucciones;

Help Cente	er Contact us				
1. Log in to your	account.				
By logging in to y	our account, you get access to	personalized content and topics	to get the right support, from the	right team, at the right time.	
					Log ir
2. lf you're unab	le to log in, tell us what you n	eed help with.	[]		
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		৸	\odot		
	Register on SAP Business Network	Reset my password	⊢orgot username	Unsubscribe	

4. Si la respuesta no ayuda o nada se aplica a su problema, haga clic en **"Estoy** experimentando un problema diferente" o **"Algo más".** En la parte inferior -> ¿No encuentras lo que estás buscando? Haga clic en **"Contáctenos".**

Help Center Contact us					
Home Learning Contact us					
1. Log in to your account.					
By logging in to your account, you get	access to personalized content and topic	is to get the right support, from	the right team, at the right time		
					Login
If you're unable to log in, tell us wh	at you need help with.			1	
		-	-		
	23	Q	(?)		
		2			
	Register on SAP Business Network	Reset my password	Forgot usernam	Unsubscribe	
3. Choose from the options below to	continue				
To retrieve your username, reset your pas	sword, or unlock your account:				
1. On the Supplier Login page, click eith	er Forgot Username or Password.	and allala Sacharala			
 Enter the email address that is register SAP Ariba sends an email notification - troubleshoot. 	that contains your usemame or instructions on	how to reset your passwind to the	email address you used to register y	your SAP Ariba account. If you didn't receive the	e instructions, <u>click here to</u>
 Click the link in the Password Reset no 4. Enter and confirm your new password. 	otification email.				
 Click Submit. SAP Ariba displays a confirmation pag 	e, indicating the your password has been upo	lated.			
I am not sure if my company already has a	an account	issue			
					(_
an't find what you're tooking for?					



5. Se abrirá un formulario de consulta -> complete todo lo requerido -> presione el botón **Un último paso en la parte inferior derecha**;

quested language of support: English Change te: If agents are unavailable to support in the lang	usge you've chosen, support will be provided with the assistance of a translation ser	Aquí puede cambiar el idioma si lo solo debe de darle un clic a "Change (
l us what you need help with.		y elegir el idioma de su preferencia.
Subject:* Write here wha	t you need/ Escribe aqui lo que necesitas	() How do I send instant messages to my customer?
Full description:* Attected items,	expected results, etc.	O How do I access other accounts with my company name?
Attachment:		⑦ What is cXML?
Issue area:*	✓	What details do I need to provide to Ariba for EDI X400 setup?
РОЛпvoice Number:	ndutions:	⑦ Do I need separate Ariba Network ID numbers for Ariba Contracts, Ariba Sourcing, and Ariba Network?
③ Why does	the sub-total of my purchase order show Undisclosed?	⑦ Access SAP Ariba product documentation easily with this quick reference guide
() How do Is	end instant messages to my customer?	Why am I unable to download a file from an event?
w does this impact your normal busines	s processes?	What browser versions are certified for SAP Ariba cloud solutions?
ease review your contact information for	correctness:	How do I change the locale formatting of currency numbers?
First name:*		⑦ Who do I contact for help?
Last name:*		A How do Lsubmit an invoice from a Standard
Username:		account?
Emailt* gcamilo@barrio	:k.com	() Ho do I get training to use Ariba?
Phone:*	B	 What are the integration options for Supplier
Extension:		to integrate with Ariba Network?
Confirm phone:•	umber is correct.	(i) How do I delete a discument (Order Confirmation, Service theet, Ship Notice, Junginal

Complete el formulario, todos los campos con asteriscos (* son obligatorios. Indique el mayor detalle posible de su solicitud. Si es para cambio de cuenta Enterprise a cuenta Estándar coloque en el asunto "CAMBIO A CUENTA ESTANDAR"

6. Se le darán 3 opciones: **correo electrónico, chat en vivo o teléfono** -> elija una y envíe su solicitud y el equipo de soporte se comunicará con usted;

ome	Learning Contact us				
hoo	use this contact method for the fastest resolutio	n of yo	ur issue:		
•	Phone Recommended				
	A support engineer will respond to your Service Request by phone.		6		
	Estimated wait time in minutes: 28				
	Do not record my phone call.				
the	r methods you may choose:			×	
0	ŶQ	0	\boxtimes		
	Live chat: open		Email		
	You will chat with the same product expert that		A support engineer will respond to your Service		_





Contacto de Soporte Ariba Network

Contacto de Soporte en Barrick Gold : <u>latamariba@barrick.com</u> / <u>gcamilo@barrick.com</u>

Contacto de Soporte en SAP Ariba Network: <u>milagros.sourigues@sap.com</u>

Website de Ayuda Barrick :
 <u>Barrick Gold Portal de Información de Proveedores</u>