

Ariba Network Configuration Guide



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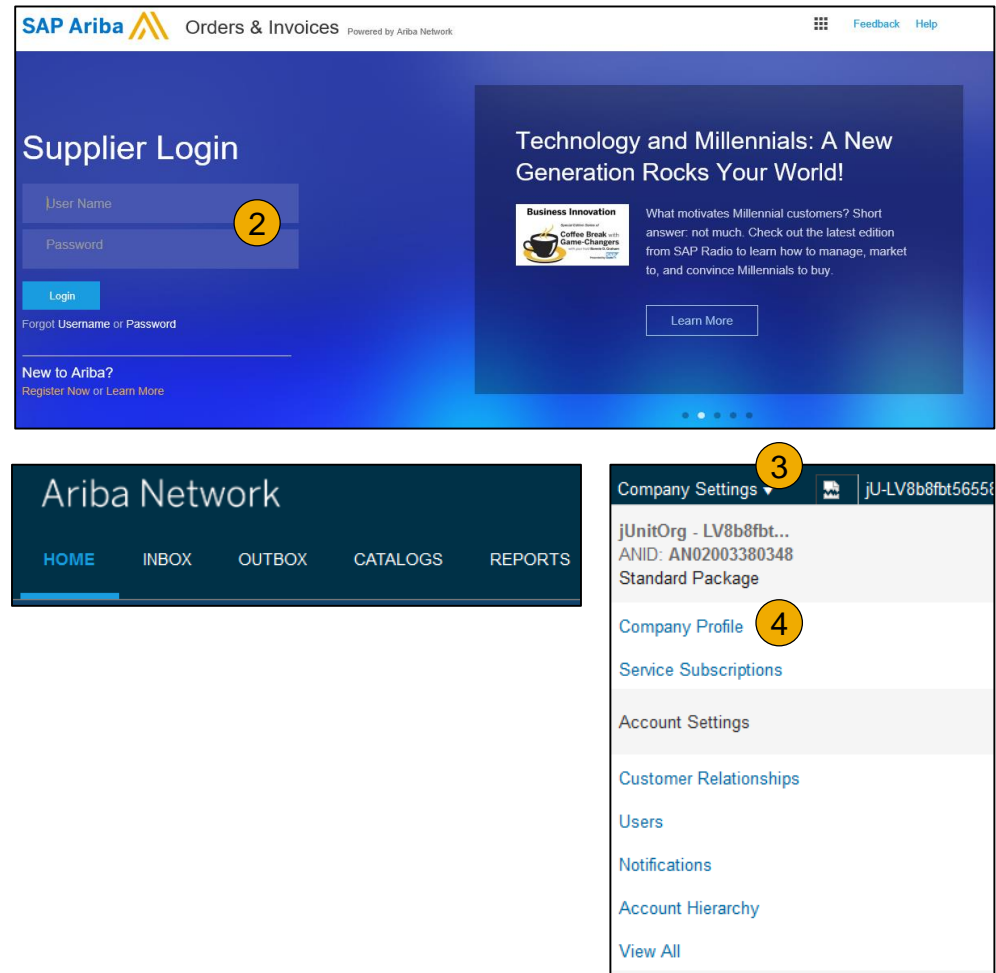
2. Managing Roles and Users

3. Multi-Org & Account Hierarchy

4. Ariba Network Support

Account Access and Configuration

1. **Go** to <http://supplier.ariba.com>
2. **Enter** Username & Password and click Login to access your Production account.
3. **Click** the Company Settings tab to open the menu.
4. **Click** Company Profile and then click on the area you want to update.



Company Profile Configuration

Company Profile

Basic (1) Business (2) Marketing (3) Contacts (4) Certifications (5) Additional Documents (6) Save Close (7)

- 1. Basic:** Complete or update all required fields marked by an asterisk in the Basic Company Profile tab. Click the **Add** button to classify your Company by **Commodities**, **Sales Territory** and **Industries**.
- 2. Business:** Enter additional information for your company, such as Tax or VAT IDs
- 3. Marketing:** Add a company description, company logo, and/or links to your social media. If applicable, you can also add your D-U-N-S number in the section marked “Credit and Risk Information from D&B”.
*The more information you provide, the more relevant business opportunities you may receive. (These are accessed through the “LEADS” tab at the top of your screen.
- 4. Contacts:** Add the main company contacts. Additional contacts (role- or customer-specific) can also be setup.
- 5. Certifications:** Enter and upload certificates along with their expiration date if applicable
- 6. Additional Documents:** Any attachments you cannot assign to the categories above.
- 7. Save / Close:** Make sure that you save all changes that have been made.

Notifications and Network Notifications

The Network Notifications section indicates which system notifications you would like to receive and allows you to designate which email addresses you would like to send them to.

1. **Click** on Notifications under Company Settings.
2. **Network Notifications** can be accessed from here as well, or you may switch to the Network tab when in Notifications.
3. **You can enter** up to 3 email addresses per notification type. You must separate each address with a comma but include NO spaces between the emails.

The screenshot shows the 'Account Settings' page with the 'Notifications' tab selected. A yellow circle with the number '2' is placed over the 'Network' sub-tab. To the right, a 'Company Settings' dropdown menu is open, showing a list of settings. A yellow circle with the number '1' is placed over the 'Notifications' option in this menu. Below the menu, the 'Network' tab is active, showing a table for 'Electronic Order Routing'. A yellow circle with the number '3' is placed over the 'To email addresses (one required)' field in the table, which contains the email address 'junk@phoenix.ariba.com'.

Type	Send notifications when...
Order	<input checked="" type="checkbox"/> Send a notification when orders are undelivered.
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when a new collaboration request is received.
Time Sheet	<input type="checkbox"/> Send a notification when purchase order inquiries are received.
Pending Queue	<input type="checkbox"/> Send a notification when time sheets are undelivered.
	<input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.

To email addresses (one required)
* junk@phoenix.ariba.com
* junk@phoenix.ariba.com
* junk@phoenix.ariba.com
* junk@phoenix.ariba.com

Electronic Order Routing

Methods

- 1. Go to Electronic Order Routing:** The method that you would like to transact business with your customers on the network can be found here. Online (portal), cXML, Email, EDI or Fax is included.
- 2. Online Routing:** This means that the PO is sent to your Ariba Inbox without additional copies being sent elsewhere. If you select any of the other methods, you can choose to send additional copies to the routing method selected (We recommend email routing).
- 3. Email Routing:** Select the check box Include document in the email message to include a complete copy of the PO in the email. It is recommended that you use a non- personalized/distribution list email. After purchase orders are sent to mailboxes that respond with “OOO” messages, the orders will not fail and the network will indicate that it received the auto-reply in the order history log. Note: Make sure that Ariba Network notes do not fall into the junk or spam mail box.
- 4. cXML/EDI Routing:** If you prefer to Integrate your ERP system with your account and need assistance, please contact us at: CommerceAssistance@ariba.com

Network Settings

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement

* Indicates a required field

Capabilities Preferences

cXML Setup

Configure cXML setup

Non-Catalog Orders with Part Numbers

☐ Process non-catalog orders as catalog orders if part numbers are entered manually

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	Email address: dgarda@ariba.com
Catalog Orders with Attachments	Email	Email address: dgarda@ariba.com <input type="checkbox"/> Attach cXML document in the email message <input checked="" type="checkbox"/> Include document in the email message <input type="checkbox"/> Leave attachments online and do not include them with email orders with attachments that have the routing method "Same as attachments".
Non-Catalog Orders without Attachments	EDI	without attachments
Non-Catalog Orders with Attachments	Fax	without attachments

Current Routing method for new orders: Email
Attachments will be included in the order.

Electronic Order Routing Notifications

1. **Select** “Same as new catalog orders without attachments” for Change Orders and Other Document Types to automatically have the settings duplicated or you may set according to your preference.
2. **Specify** a method and a user for sending Order Response Documents (Confirmations and Ship Notices).

Change/Cancel Orders	
Document Type	Routing Method
Catalog Orders without Attachments	1 Same as new catalog orders without attachments ▾
Catalog Orders with Attachments	Same as new catalog orders without attachments ▾
Non-Catalog Orders without Attachments ⓘ	Same as new catalog orders without attachments ▾
Non-Catalog Orders with Attachments ⓘ	Same as new catalog orders without attachments ▾

Other Document Types	
Document Type	Routing Method
Blanket Purchase Orders	Same as new catalog orders without attachments ▾
Time Sheets	Online ▾
Order Status Request	2 Online ▾
Order Response Documents	Online ▾

Notifications	
Type	Send notifications when...
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.
	<input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.
	<input type="checkbox"/> Send a notification when purchase order inquiries are received.
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.

Electronic Invoice Routing

Methods and Tax Details

1. **Go** to Electronic Invoice Routing
2. **Choose** one of the following methods for Electronic Invoice Routing: Online; cXML; EDI. It is recommended to configure Notifications to email (the same way as in Order Routing).
3. **Click** on Tax Invoicing for Tax Information and Archiving sub-tab to enter Tax Id, VAT Id and other supporting data.

Electronic Order Routing Electronic Invoice Routing Accelerated Payments

General Tax Invoicing and Archiving 3

Capabilities & Preferences

Sending Method

Document Type	Routing Method
Invoices	Online 2
Customer Invoices	cXML
	EDI

Tax Classification:

Taxation Type: [dropdown] 3

Tax Id: [text] Do not enter dashes

State Tax Id: [text] Do not enter dashes

Regional Tax Id: [text] Do not enter dashes

Vat Id: [text]

☐ VAT Registered

VAT Registration Document: <No document> Upload...

Company Settings ▾

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

Company Profile

Service Subscriptions

Account Settings

Customer Relationships

Users

Notifications

Account Hierarchy

View All

Network Settings 1

Electronic Order Routing

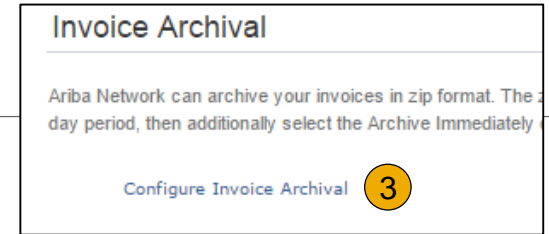
Electronic Invoice Routing

Accelerated Payments

Invoice Archival

Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives. If you wish to utilize it, please follow these steps:

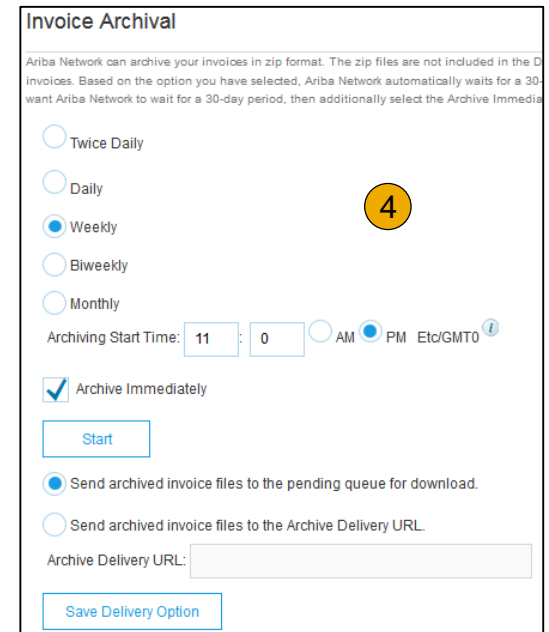
1. From the **Company Settings** dropdown menu, select **“Electronic Invoice Routing”**
2. Select the tab **“Tax Invoicing and Archiving”**
3. Scroll down to **“Invoice Archival”** and select the link for **“Configure Invoice Archival”**
4. Select **frequency** (Twice Daily, Daily, Weekly, Biweekly or Monthly), choose **Archive Immediately** to archive without waiting 30 days, and click **Start**.
 - If you want Ariba to deliver automatically archived zip files to you, also enter an **Archive Delivery URL** (otherwise you can download invoices from your Outbox, section **Archived Invoices**).
 - **Note:** After **Archive Immediately** started you can either **Stop** it or **Update Frequency** any time.
5. You may navigate back to the **“Tax Invoicing and Archiving”** screen in order to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the **Terms and Policies** link.)



Invoice Archival

Ariba Network can archive your invoices in zip format. The zip files are not included in the Document Archive. Based on the option you have selected, Ariba Network automatically waits for a 30-day period, then additionally select the Archive Immediately option.

[Configure Invoice Archival](#) 3



Invoice Archival

Ariba Network can archive your invoices in zip format. The zip files are not included in the Document Archive. Based on the option you have selected, Ariba Network automatically waits for a 30-day period, then additionally select the Archive Immediately option.

☐ Twice Daily
☐ Daily
☒ Weekly 4
☐ Biweekly
☐ Monthly

Archiving Start Time: 11 : 0 AM ☒ PM Etc/GMT0 ⓘ

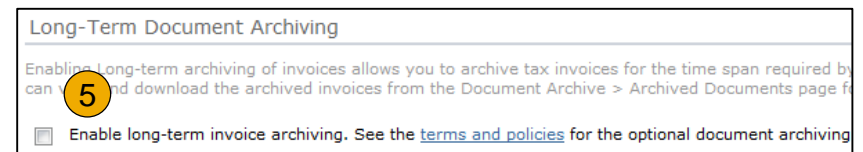
☒ Archive Immediately

[Start](#)

☒ Send archived invoice files to the pending queue for download.
☐ Send archived invoice files to the Archive Delivery URL.

Archive Delivery URL:

[Save Delivery Option](#)



Long-Term Document Archiving

Enabling Long-term archiving of invoices allows you to archive tax invoices for the time span required by your business and download the archived invoices from the Document Archive > Archived Documents page for your review.

☐ Enable long-term invoice archiving. See the [terms and policies](#) for the optional document archiving.

Remittances

1. From the **Company Settings** dropdown menu, select click on **Remittances**
2. **Click** Create to create new company remittance information, or Edit, if you need to change existing information.
3. **Complete** all required fields marked by an asterisk in the EFT/Check Remittances section.
4. **Select** one of your Remittance Addresses as a default if you have more than one. If needed, assign **Remittance IDs** for this address for each of your customers. Clients may ask you to assign IDs to your addresses so they can refer to the addresses uniquely. Each client can assign different IDs.

The screenshot displays the SAP Remittances configuration interface. On the right is the **Company Settings** sidebar, which includes a dropdown menu with 'Remittances' highlighted by a yellow circle with the number 1. The main area is divided into two panels. The top panel, **Network Settings**, shows tabs for 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', and 'Settlement'. Below these is the 'EFT/Check Remittances' section with a table containing columns for 'Address', 'City', and 'State'. At the bottom of this section are 'Edit', 'Delete', and 'Create' buttons, with the 'Create' button highlighted by a yellow circle with the number 2. The bottom panel, **Create Remittance Address / Payment Info**, contains instructions and a form. A note states: 'Do not enter personal bank account information. Enter only corporate bank details.' Below this, a section titled 'Remittance Address' contains several input fields: 'Address 1:*' (highlighted with a yellow circle 3), 'Address 2:', 'Address 3:', 'Address 4:', 'City:*', 'State:', 'Postal Code:*', 'Country:*' (pre-filled with 'United Kingdom [GBR]'), and 'Contact:' (a dropdown menu highlighted with a yellow circle 4). A checkbox for 'Make this address default' is at the bottom. A yellow circle with the number 3 is also placed near the 'Remittance Address' title.

Remittances

Payment Methods

1. **Select** Preferred Payment Method from a drop-down box: Check, Credit card or Wire.
2. **Complete** the details for ACH or Wire transfers.
3. **Select** if you do or do not accept credit cards and click OK when finished.

Payment Methods

Preferred Payment Method: Select method 1

ACH 2

Account Name:

Account #:

Confirm Account #:

Account Type: Select method

ABA: ACH Check Credit Card Wire Cash AribaPay Credit Transfer Direct Deposit Others

Confirm ABA: US Bank Only US Bank Only

Bank Name:

WIRE TRANSFER

Beneficiary Bank 3

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type

Select bank id Select bank id

Confirm Bank Id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State: (no value)

Zip:

Country: (no value)

Bank Phone: Country Area Number

Credit Card

Accept credit card: ☐ Yes ☐ No

Corresponding Bank

Account Name:

Account #:

Confirm Account #:

Account Type: Select account type

Select bank id Select bank id

Confirm Bank Id:

Bank Name:

Branch Name:

Address 1:

Address 2:

Address 3:

City:

State: (no value)

Zip:

Country: (no value)

Bank Phone: Country Area Number

Current and Potential Relationships

1. **Click** on the Customer Relationships link in the Administration Navigator.
2. **Choose** to accept customer relationships either automatically or manually.
3. **In the Pending Section**, you can Approve or Reject pending relationship requests. In the Current Section, you can review your current customers' profiles and information portals. You can also review rejected customers in the Rejected Section.
4. **Find** Potential customers in Potential Relationships tab

Account Settings

Customer Relationships | Users | Notifications | Account Hierarchy

Current Relationships | **Potential Relationships** | Rejected

I prefer to receive relationship requests as follows:

☒ Automatically accept all relationship requests ☐ Manually review all relationship requests

[Update](#)

Pending

Customer	Requested Date
No items	

[Approve](#) [Reject](#)

Current

Customer	Approved Date
<input type="checkbox"/> jUnitOrg - 5WQzy9VD565589b21009590920	25 Nov 2015

[Reject](#)

Rejected

Customer	Rejected Date
No items	

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

[Company Profile](#)

[Service Subscriptions](#)

Account Settings

[Customer Relationships](#)

[Users](#)

[Notifications](#)

[Account Hierarchy](#)

[View All](#)

[Network Settings](#)

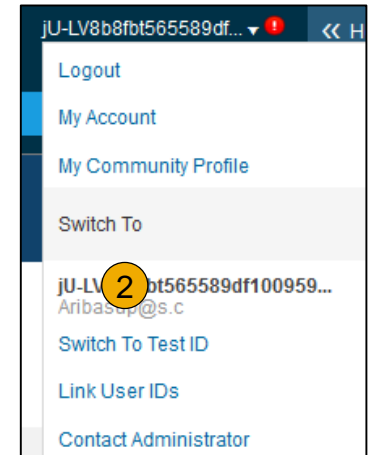
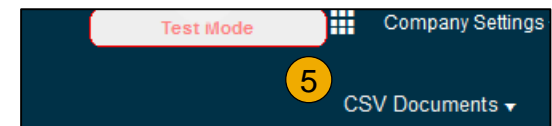
[Electronic Order Routing](#)

[Electronic Invoice Routing](#)

[Accelerated Payments](#)

Switching to the Test Account

1. **To set up** your Test Account, you need to be on the tabular view of your Ariba Network Production Account.
2. **Click** your name in top right corner and then select Switch to Test ID. The Switch To Test Account button is only available to the account Administrator. The administrator can create test account usernames for all other users needing access to the test account.
3. **Click** OK when the Ariba Network displays a warning indicating You are about to switch to Test Mode.
4. **Create** a Username and Password for your test account and click OK. You will be transferred to your test account.
 - Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production. Once you have set up your test account, you are ready to receive a test purchase order.**Note:** Test account transactions are free of charge.
5. **The Network** will always display which mode you are logged into, (Production or Test). Your **Test account ID** has the suffix “-T” appended to your Ariba Network ID (ANID).

A screenshot of the 'Create Test Account' form. The form title is 'Create Test Account'. Below the title, a message states: 'You are about to create a new account in the Test Mode. The trading relationship with the...'. The form contains three input fields: 'Username:*' with the value 'test-Aribasup@s.c', 'Password:*' with masked characters, and 'Confirm Password:*' with masked characters. A yellow circle with the number 4 is placed over the 'Username' field.

Administrators and Users

Administrator

- Automatically linked to the username and login entered during registration
- Responsible for account configuration and management
- Primary point of contact for users with questions or problems.
- Creates roles for the account

User

- Can have different roles, which correspond to the user's actual job responsibilities
- Responsible for updating personal user information

Role and User Creation

1. **Click** on the Users tab on the Administration Navigator. The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add Permissions to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.
4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account

The screenshot displays the SAP Ariba Administration Navigator interface. The top navigation bar includes tabs for Customer Relationships, Users, Notifications, and Account Hierarchy. The left sidebar shows the 'Company Settings' menu with various options like Company Profile, Service Subscriptions, Account Settings, Customer Relationships, Users, Notifications, Account Hierarchy, View All, Network Settings, Electronic Order Routing, Electronic Invoice Routing, Accelerated Payments, Remittances, Network Notifications, and View All.

The main content area is divided into two sections: 'Manage Users' and 'Manage User Roles'.

Manage Users: This section allows managing users for the Ariba account. It includes a table with columns for Username, Email Address, First Name, Last Name, and Ariba Discovery Contact. A 'Create User' button is visible at the bottom right of this section.

Manage User Roles: This section allows creating and managing roles. It includes a table with columns for Name and Actions. The 'Administrator' role is listed, and a 'Details' link is available for it. A 'Create Role' button is visible at the bottom left of this section.

Numbered callouts indicate the following steps:

- 1: Click on the 'Users' link in the left sidebar.
- 2: Click on the 'Create Role' button in the 'Manage User Roles' section.
- 3: Click on the 'Details' link for the 'Administrator' role.
- 4: Click on the 'Create User' button in the 'Manage Users' section.
- 5: Click on the 'Create Role' button in the 'Manage User Roles' section.

Modify Users

1. **Click** on the Administration tab.
2. **Click** on Edit for the selected user.
3. **Click** on the Reset Password Button to reset the password of the user.
4. **Other options:**
 - Delete User
 - Add to Contact List
 - Remove from Contact List
 - Make Administrator

Account Settings

Customer Relationships Users Notifications Account Hierarchy

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Users

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No	All Access
	Edit	Delete	Add to Contact List	Remove from Contact List	Make Administrator	Create User

Edit User

View user information, revise role assignments, or reset user passwords. Ariba recommends only using the reset password functionality. Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends a

Selected User Information

Username: rebecca.novotny@sap.com
Email Address: rebecca.novotny@sap.com
First Name: Rebecca
Last Name: Novotny
Office Phone:

☐ This user is the Ariba Discovery Contact

[Reset Password](#)

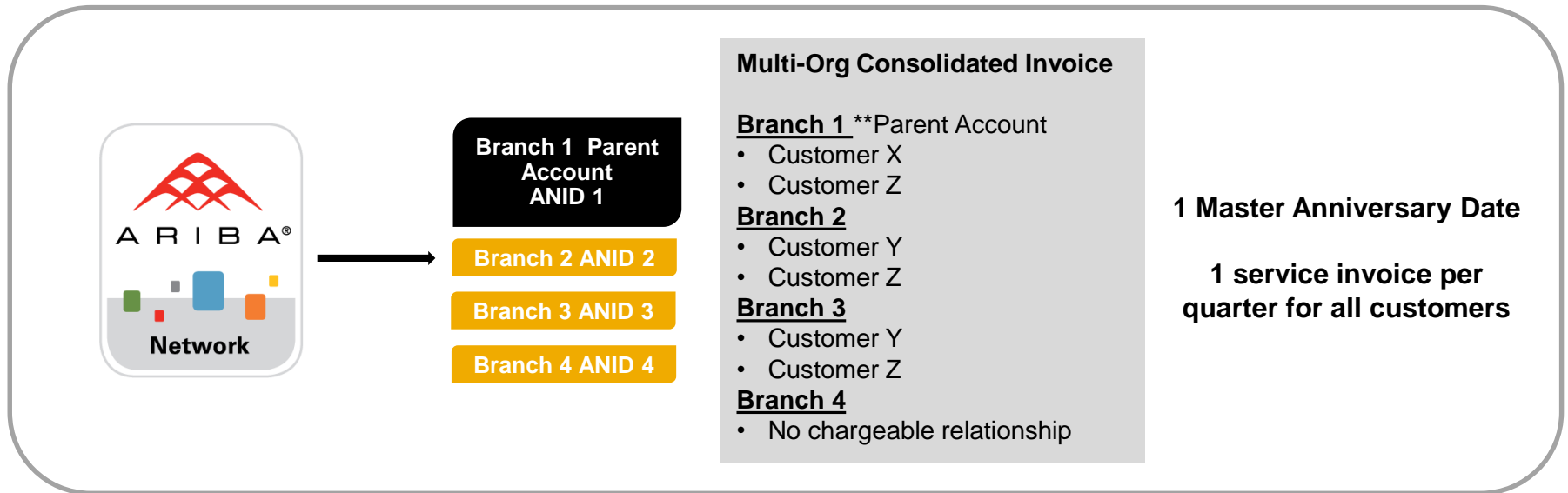
Enhanced User Account Functionality

1. **Click** on your name in top right corner, to access the User Account Navigator. It enables you to:
 - Quickly access your personal user account information and settings
 - Link your multiple user accounts
 - Switch to your test account

Note: After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.
2. **Click** on My Account to view your user settings.
3. **Click** Complete or update all required fields marked by an asterisk. **Note:** If you change username or password, remember to use it at your next login.
4. **Hide** personal information if necessary by checking the box in the Contact Information Preferences section.

The screenshot displays the SAP User Account Navigator interface. At the top right, a user dropdown menu is visible, showing the user's name and a red exclamation mark icon. The menu includes options like Logout, My Account, My Community Profile, Switch To, and a list of user accounts. The 'My Account' link is highlighted with a yellow circle and the number 2. Below the menu, the 'My Account' section is shown with two tabs: Account Settings and Account Information. The Account Settings tab is active, displaying various fields for user information. The fields are grouped into sections: Account Settings (with a note that an asterisk indicates a required field) and Account Information. The Account Settings section includes fields for Username, Email Address, First Name, Middle Name, Last Name, Business Role, Secret Question, Secret Answer, and Confirm Secret Answer. The Account Information section includes fields for First Name, Middle Name, Last Name, and Business Role. The 'Change Password' link is highlighted with a yellow circle and the number 3. The 'Secret Answer' field is highlighted with a yellow circle and the number 4. The 'Confirm Secret Answer' field is also visible.

Multi-Org time and invoice consolidation / synchronization



• Ariba offers invoice consolidation and synchronization for customers with several accounts

- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group.
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts.
- This consolidation is related only to invoices issued by Ariba to the supplier, the business operations of each account are still independent.

What is required to participate in a Multi-Org?

- The supplier needs to designate a **Parent ANID** under which the invoice will be viewed.
- The selection of the parent ANID determines the currency of the Multi-org invoice and the billing dates.
- The supplier should also have confirmed list of child ANID's to be included on the invoice.
- A Multi-Org is NOT:
 - A way to merge accounts.
 - A way to get a discount on Network Transaction Service fees.

How to create a Multi-Org

1. **Register** all accounts which will be included in the Multi-Org.
2. **Create** a list of all ANIDs and designate the parent account.
3. **Wait** until the first ANID becomes chargeable.
4. **Contact Customer Support** through the Help Center and inform them of your need for the Multi Org.

Account Hierarchy

Linkage between individual accounts for account management purposes

The administrator of the Parent account can log into the child account and take the following actions:

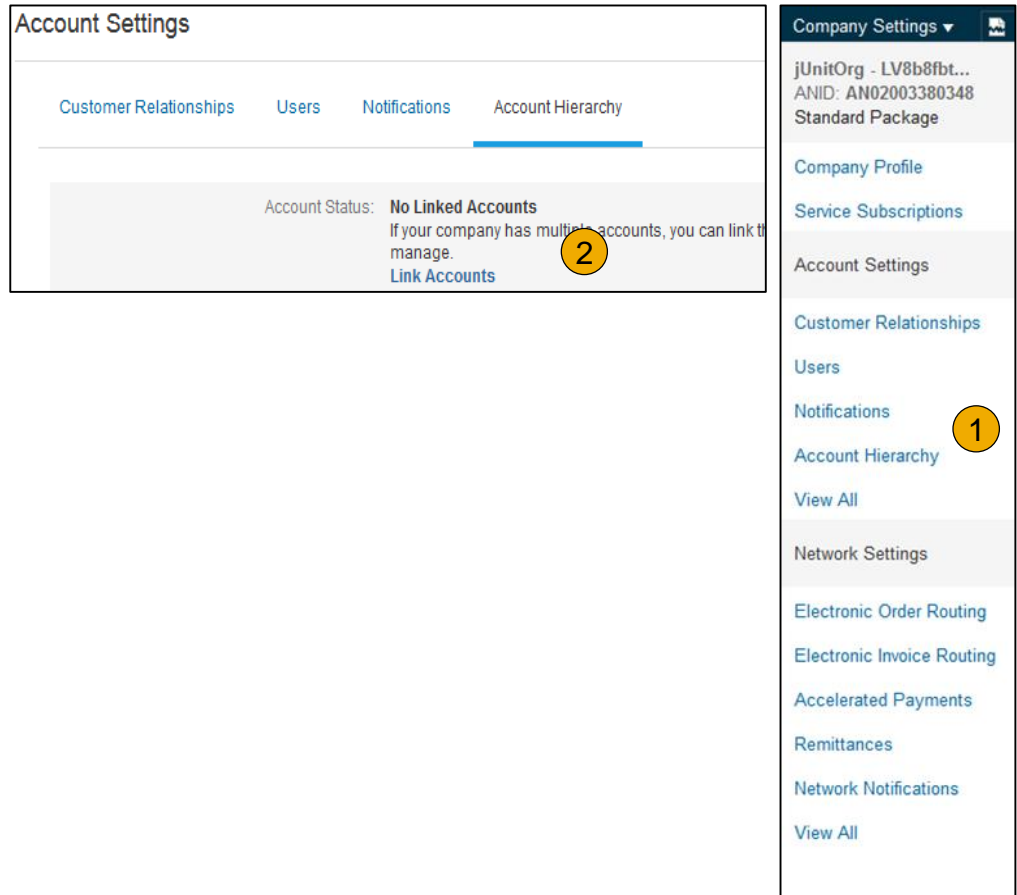
- Change settings on the child account and complete the company profile
- Publish catalogs
- Check the status of payment for the Ariba invoice and pay the invoice
- Upgrade to a higher Subscription package

The administrator of the Parent account cannot take following actions:

- View buyers on the Child account
- Create any documents (PO confirmations, Ship Notices, Invoices)
- Run Reports

How to create an Account Hierarchy

1. **Open** the dropdown menu and go to Account Hierarchy.
2. **To add** child accounts click on Link Accounts.
3. **The Network** will detect if there is an existing account with corresponding information.
4. **On the next page** either log in as an Administrator or send a request through an online form as a Not Administrator.
5. **Once** the request is confirmed by a child account administrator, the name of the linked account is displayed on the Account Hierarchy page.





4. Ariba Network Support

Training and Resources

Maple Leaf Supplier Information Portal

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

- Account Configuration Guide
- Maple Leaf Purchase Order Confirmation and Ship Notice Guide
- Maple Leaf Invoice Guide
- Quick Start Guide

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. Supplier Information Portal
<input type="checkbox"/> Pouliot Industries
Reject

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

[Company Profile](#)

[Service Subscriptions](#)

[Account Settings](#) **1**

[Customer Relationships](#)

[Users](#)

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[View All](#)

[Network Settings](#)

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[Accelerated Payments](#)

[Remittances](#)

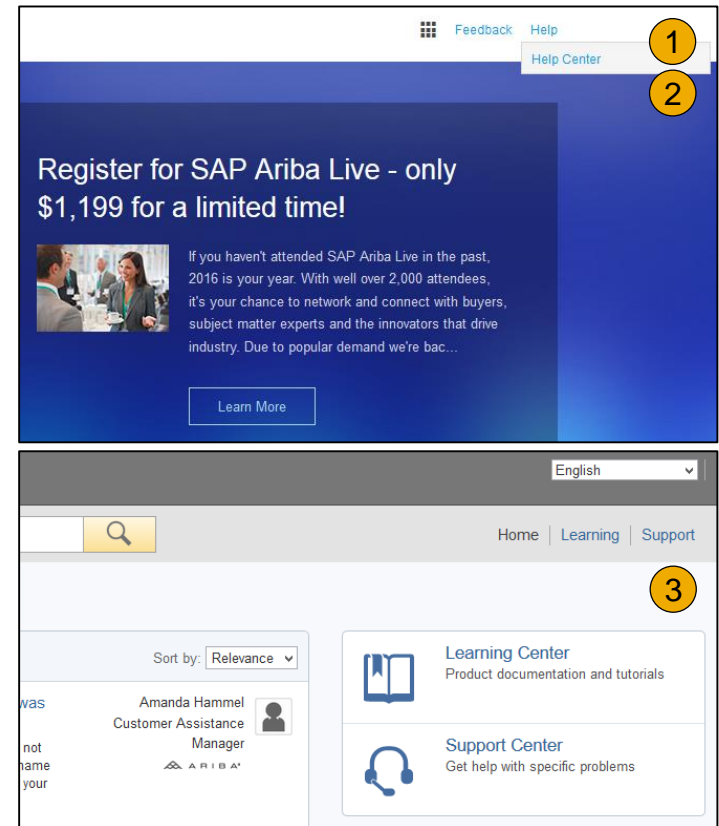
[Network Notifications](#)

Training and Resources

Ariba Network Standard Documentation

1. Go to: <http://supplier.ariba.com> and click the **Help** link.
2. Click **Help Center**.
3. Click on **Learning Center** to access Product Documentation. The Learning Center was created for users interested in technical product documentation. The Learning Center was design to allow you to browse the full library of product documentation and tutorials.

Note: Only a subset of the documentation is available in a pre-login state. For full content access, login to your Ariba Network Supplier account and access the same Help menu.

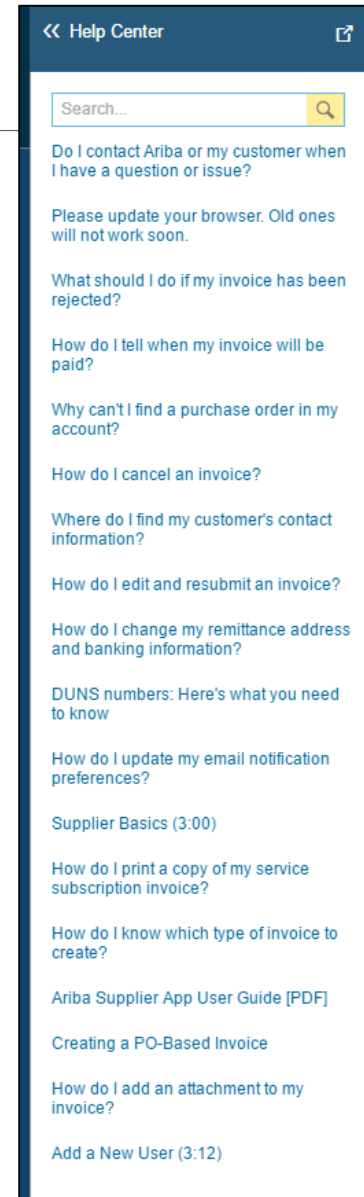


Training and Resources

Ariba Network Standard Documentation

From within your Ariba Network account:

1. Click on **Help Center** to access Standard Documentation material.
2. Depending on which screen you are in within your account, the content will automatically update to reflect materials that may be helpful to you in relation to the items on the screen. You can also type in key word searches to adjust the content shown.
3. Click **Documentation** (bottom)
4. View Ariba Network Administrator's documentation.



Training and Resources

Ariba Network standard documentation and useful links

Useful Links

- **Ariba Supplier Membership page** - <http://www.ariba.com/suppliermembership>
- **Ariba Network Hot Issues and FAQs** - <https://connect.ariba.com/anfaq.htm>
- **Ariba Cloud Statistics** – <http://trust.ariba.com>
 - Detailed information and latest notifications about product issues and planned downtime - if any - during a given day
- **Ariba Discovery** - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>
- **Ariba Network Notifications** - <http://netstat.ariba.com>
 - Information about downtime, new releases and new features

Who should you contact?

Supplier Support During Deployment

- **Ariba Network Registration or Configuration Support**
Please contact mlfsupplierenablement@ariba.com for any questions regarding registration, configuration, Supplier fees, or general Ariba Network questions.
- **Maple Leaf Business Process Support**
Please contact the Maple Leaf Supplier Enablement team at supplierenablement@mapleleaf.com for business-related questions.
- **Supplier Support Post Go-Live**
- **Ariba Network Help Center** (referenced in previous slides). Accessible through your Ariba Network account (top/right corner).

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