

# Ariba Network Configuration Guide Deutsche Bank

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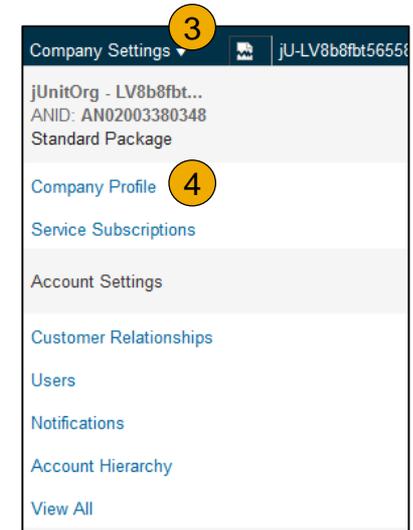
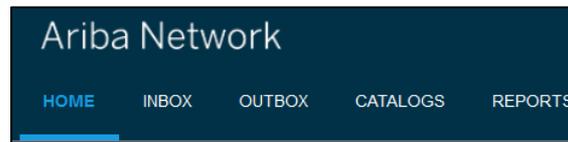
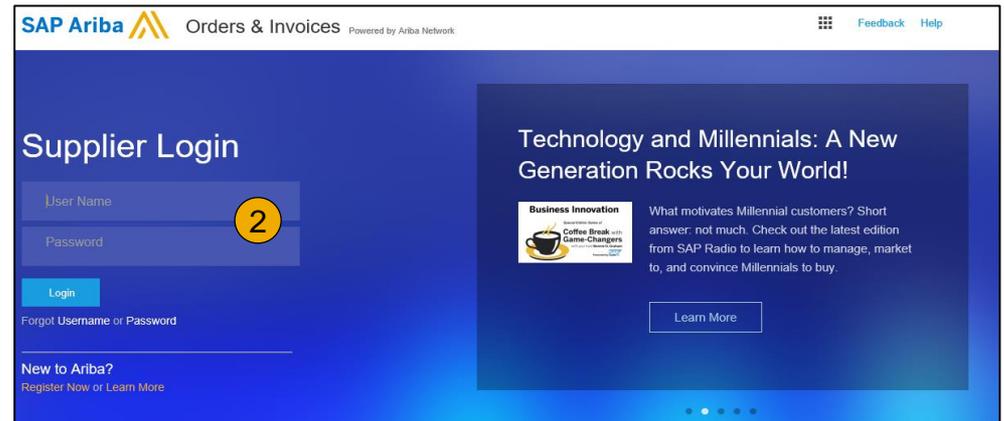
## **4. Ariba Network Support**



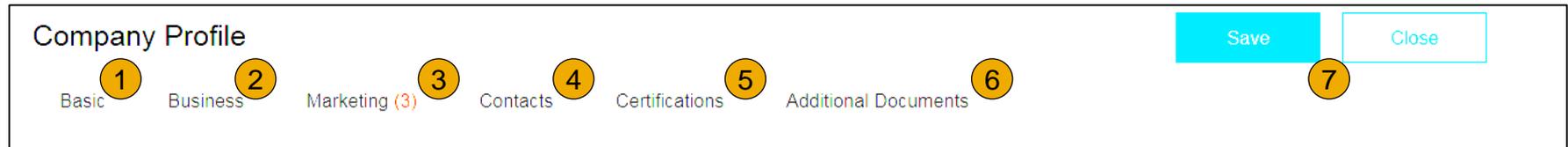
# 1. Account Configuration

# 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



- 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 SAP Account Settings interface. The 'Notifications' tab is selected under 'Company Settings'. The 'Network' sub-tab is also selected. A yellow circle with the number '2' highlights the 'Network' sub-tab. A dropdown menu is open, showing 'Notifications' with a yellow circle and the number '1' next to it. Below the dropdown, the 'Network Settings' section is visible, with a yellow circle and the number '2' next to it. The 'Network Settings' section contains a table with columns 'Type' and 'Send notifications when...'. The table has four rows: 'Order', 'Purchase Order Inquiry', 'Time Sheet', and 'Pending Queue'. The 'Order' row has a checked checkbox and the text 'Send a notification when orders are undelivered'. The other rows have unchecked checkboxes and similar text. To the right of the table, there is a field for 'To email addresses (one req...)' with three entries, each with a yellow circle and the number '3' next to it. The entries are 'junk@phoenix.ariba.com', 'junk@phoenix.ariba.com', and '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 purchase order inquiries are received
	<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

# 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](mailto:CommerceAssistance@ariba.com)

The screenshot displays the 'Network Settings' page in the Ariba system. The 'Electronic Order Routing' tab is selected. The page is divided into several sections: 'Capabilities Preferences', 'cXML Setup', 'Non-Catalog Orders with Part Numbers', and 'New Orders'. The 'New Orders' section contains a table with columns for 'Document Type', 'Routing Method', and 'Options'. A dropdown menu is open for the 'Email' routing method, showing options: 'Email', 'Online', 'cXML', 'EDI', 'cXML Pending Queue', and 'Fax'. The 'Email' option is selected, and a 'without attachments' dropdown is visible next to it. To the right, the 'Company Settings' sidebar shows the user profile 'jUnitOrg - LV8b8ft...' and a 'Network Settings' link with a circled '1'. Below the table, there are two email address input fields, both containing 'dgarda@ariba.com'. The second field has a circled '3' next to it. Below the input fields, there are three checkboxes: 'Attach cXML document in the email message' (unchecked), 'Include document in the email message' (checked with a circled '3'), and 'Leave attachments online and do not include them with email orders with attachments that have the routing method "Same as attachments"'. At the bottom right, there is a note: 'Current Routing method for new orders: Email' and a warning icon with the text '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.
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are received.
	<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.

The screenshot displays the SAP configuration interface for Electronic Invoice Routing. It is divided into three main sections:

- Navigation and Tabs:** At the top, there are three tabs: "Electronic Order Routing", "Electronic Invoice Routing" (which is active), and "Accelerated Payments". Below these, there are sub-tabs: "General" and "Tax Invoicing and Archiving". A yellow circle with the number "3" is placed over the "Tax Invoicing and Archiving" sub-tab.
- Routing Method Selection:** A table lists "Document Type" and "Routing Method". Under "Invoices", the "Routing Method" dropdown menu is open, showing options: "Online" (selected), "cXML", and "EDI". A yellow circle with the number "2" is placed over the "Online" option.
- Tax Information Fields:** Below the routing method selection, there are several input fields:
  - "Tax Classification": A dropdown menu.
  - "Taxation Type": A dropdown menu with a yellow circle and the number "3" next to it.
  - "Tax Id": An input field with a tooltip that says "Do not enter dashes".
  - "State Tax Id": An input field with a tooltip that says "Do not enter dashes".
  - "Regional Tax Id": An input field with a tooltip that says "Do not enter dashes".
  - "Vat Id": An input field.
  - A checkbox labeled "VAT Registered".
  - "VAT Registration Document": A field containing "<No document>" and an "Upload..." button.

On the right side of the interface, there is a "Company Settings" sidebar. It lists various settings for the company "jUnitOrg - LV8b8ft...". A yellow circle with the number "1" is placed over the "Network Settings" link in this sidebar.

# Electronic Invoice Routing

## Invoice Archiving

- Click** on Configure Invoice Archival link to export invoices to your system for legal compliance:
  - Select frequency (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.
- Subscribe** to Long-Term Document Archiving for an integrated archiving solution. Please read the applicable terms and policies and supported list of countries. After you enable the service you have access to Document Archive tab where you can search and view Archived Documents and request to download multiple documents.

The image shows two screenshots from the Ariba Network interface. The top screenshot is the 'Invoice Archival' configuration page. It features a navigation bar with 'Home', 'Inbox', 'Outbox', 'Catalogs', 'Reports', and 'Document Archive'. The 'Invoice Archival' section includes a description: '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 to archive immediately.' The configuration options are: Frequency (radio buttons for Twice Daily, Daily, Weekly, Biweekly, Monthly), Archiving Start Time (11:00 AM, 12:00 PM, 1:00 PM, 2:00 PM, 3:00 PM, 4:00 PM, 5:00 PM, 6:00 PM, 7:00 PM, 8:00 PM, 9:00 PM, 10:00 PM, 11:00 PM), and Archive Immediately (checked checkbox). There is a 'Start' button and two options for where to send archived files: 'Send archived invoice files to the pending queue for download' (selected) and 'Send archived invoice files to the Archive Delivery URL'. An 'Archive Delivery URL' field and a 'Save Delivery Option' button are also present.

The bottom screenshot is the 'Long-Term Document Archiving' settings page. It has a title 'Long-Term Document Archiving' and a description: 'Enabling Long-term archiving of invoices allows you to archive tax invoices for the time span required by your country and download the archived invoices from the Document Archive > Archived Documents page for your country.' A yellow circle with the number '2' highlights the 'Enable long-term invoice archiving' checkbox, which is currently unchecked. A link for 'terms and policies' is provided.

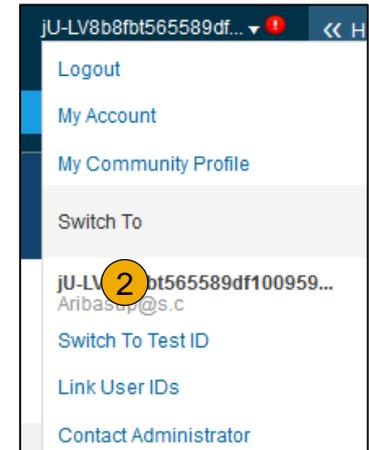
# Current and Potential Relationships

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

The screenshot displays the 'Account Settings' interface with a sidebar on the right. The main content area is titled 'Account Settings' and has four tabs: 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. The 'Customer Relationships' tab is active and contains two sub-tabs: 'Current Relationships' and 'Potential Relationships'. A yellow circle with the number '2' is placed over the 'Potential Relationships' tab. Below the tabs, there is a section for relationship preferences: 'I prefer to receive relationship requests as follows:' with two radio buttons: 'Automatically accept all relationship requests' (selected) and 'Manually review all relationship requests'. A yellow circle with the number '4' is placed over the 'Potential Relationships' tab, and another yellow circle with the number '2' is placed over the 'Automatically accept all relationship requests' radio button. Below this is an 'Update' button. The 'Pending' section is currently empty, showing 'No items'. The 'Current' section shows one customer entry: 'jUnitOrg - 5WQzy9VD565589b21009590920' with an 'Approved Date' of '25 Nov 2015'. A yellow circle with the number '3' is placed over the 'Reject' button for this entry. The 'Rejected' section is also empty, showing 'No items'. The sidebar on the right is titled 'Company Settings' and lists various settings: 'jUnitOrg - LV8b8ft... ANID: AN02003380348 Standard Package', 'Company Profile', 'Service Subscriptions', 'Account Settings' (with a yellow circle with the number '1' next to it), 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', and '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.
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).



Create Test Account

You are about to create a new account in the Test Mode. The trading relationship with the

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Username:\* test-Aribasup@s.c

Password:\* .....

Confirm Password:\* .....





## 2. Managing Roles and Users

# Administrators and Users

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## 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 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. The 'Users' section is active, showing a 'Manage Users' header and a table of users. The table has columns for 'Username', 'Email Address', 'First Name', 'Last Name', and 'Ariba Discovery Company'. One user is listed: 'rebecca.novotny@sap.com' with first name 'Rebecca' and last name 'Novotny'. Below the table are buttons for 'Edit', 'Delete', 'Add to Contact List', 'Remove from Contact List', 'Make Administrator', and 'Create User'. The 'Manage User Roles' section is also visible, with a 'Create Role' button. The 'Role' table has columns for 'Name' and 'Actions'. Two roles are listed: 'Administrator' and 'All Access'. The 'Administrator' role has a 'Details' link. The 'All Access' role has 'Details', 'Edit', and 'Delete' links. The left sidebar shows 'Company Settings' and 'Users' (1). The 'Users' section has a 'Create Role' button (2). The 'Administrator' role has a 'Details' link (3). The 'Create User' button (4) is in the 'Users' section. The 'Create Role' button (5) is 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 image shows a screenshot of the SAP User Account Navigator and the 'My Account' settings page. The Navigator is on the right, and the 'My Account' page is on the left. The Navigator has a dropdown menu with the following options: Logout, My Account, My Community Profile, Switch To, jU-LV8b8ft565589df100959... Aribasup@s.c, Switch To Test ID, Link User IDs, and Contact Administrator. The 'My Account' page has a 'My Account' header, an 'Account Settings' section with a 'Change Password' link, and an 'Account Information' section. The 'Account Information' section has the following fields: Username (\* Aribasup@s.c), Email Address (\* junk@phoenix.ariba.com), First Name (\* jU-LV8b8ft565589df1009590921), Middle Name, Last Name (\* lastName), Business Role (Business Owner), Secret Question (\* What is the last name of your first boss?), Secret Answer (\* .....), and Confirm Secret Answer (\* .....). The 'Security' section is also visible.

1. Click on your name in top right corner, to access the User Account Navigator.

2. Click on My Account to view your user settings.

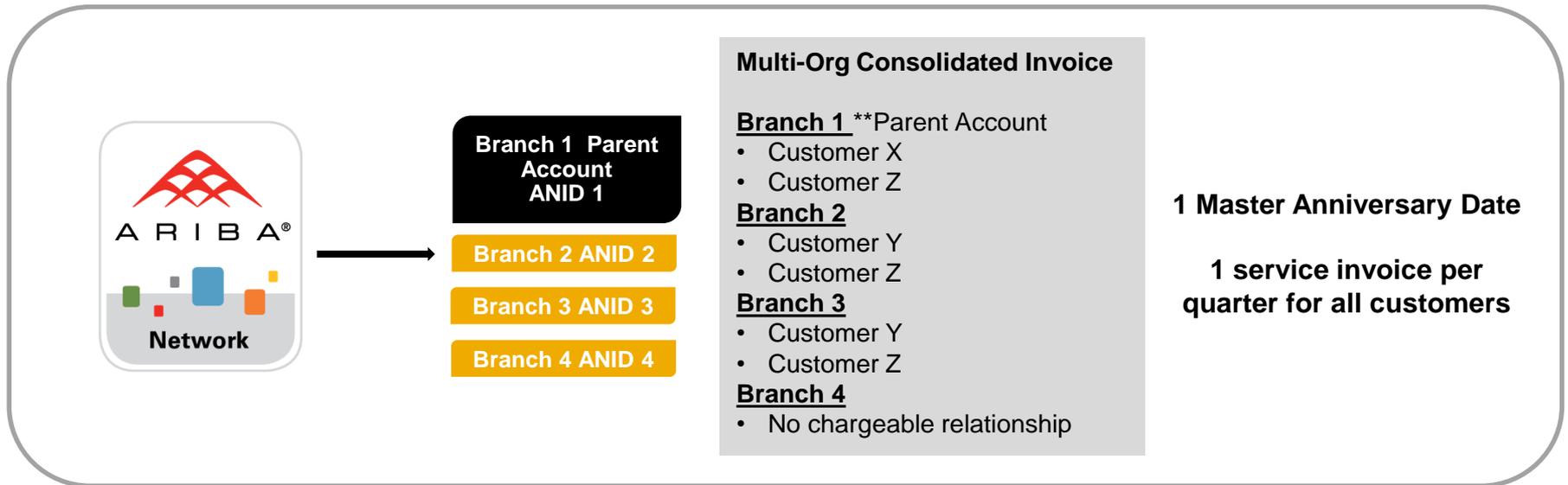
3. Click Complete or update all required fields marked by an asterisk.

4. Hide personal information if necessary by checking the box in the Contact Information Preferences section.



# 3. Multi-org & Account Hierarchy

# 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?

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- 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.
- 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

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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** your Supplier Manager or [prg\\_smpbilling@sap.com](mailto:prg_smpbilling@sap.com) and send them the list of ANIDs and the contact details of the person to be in charge of the Multi-Org.

# Account Hierarchy

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## 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.

The screenshot displays the SAP Account Settings interface. The main content area is titled "Account Settings" and has a navigation bar with four tabs: "Customer Relationships", "Users", "Notifications", and "Account Hierarchy". The "Account Hierarchy" tab is selected and highlighted with a blue underline. Below the navigation bar, the "Account Status" is shown as "No Linked Accounts". A message states: "If your company has multiple accounts, you can link them together. For more information, see the SAP Help Portal." Below this message is a blue link labeled "Link Accounts", which is circled with a yellow circle containing the number "2".

On the right side of the interface, there is a "Company Settings" dropdown menu. The menu is open, showing a list of settings categories. The "Account Hierarchy" option is highlighted with a yellow circle containing the number "1". Other options in the menu include "Company Profile", "Service Subscriptions", "Account Settings", "Customer Relationships", "Users", "Notifications", "View All", "Network Settings", "Electronic Order Routing", "Electronic Invoice Routing", "Accelerated Payments", "Remittances", "Network Notifications", and "View All".



# 4. Ariba Network Support

# Training and Resources

## Deutsche Bank Supplier Information Portal

- 1. Select** the name of your company 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 the following presentations to learn more about transacting with Deutsche Bank:
  - Account Configuration Guide
  - Deutsche Bank Purchase Order Confirmation and Ship Notice Guide
  - Deutsche Bank Invoice Guide
  - Supplier Membership Program / Supplier Registration 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
<a href="#">Approve</a> <a href="#">Reject</a>

Current

Customer
<input type="checkbox"/> Ariba Inc. <a href="#">Supplier Information Portal</a>
<input type="checkbox"/> Pouliot Industries
<a href="#">Reject</a>

**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

# Training and Resources

## Ariba Network Standard Documentation

1. **Go** to: <http://supplier.ariba.com> and click the Help link.
1. **Click** Help Center.
2. **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.

The screenshot displays the SAP Ariba Help Center interface. At the top right, there are links for 'Feedback' and 'Help' (1). A 'Help Center' dropdown menu is open (2). The main content area features a promotional banner for 'SAP Ariba Live' with a 'Learn More' button. Below the banner is a search bar and navigation links for 'Home', 'Learning', and 'Support'. The 'Learning Center' (3) and 'Support Center' are highlighted in the main content area.

# Training and Resources

## Ariba Network Standard Documentation

1. **Click** on Help Center to access Standard Documentation material.
2. **Click** Documentation (bottom)
3. **View** Ariba Network Administrator's documentation.

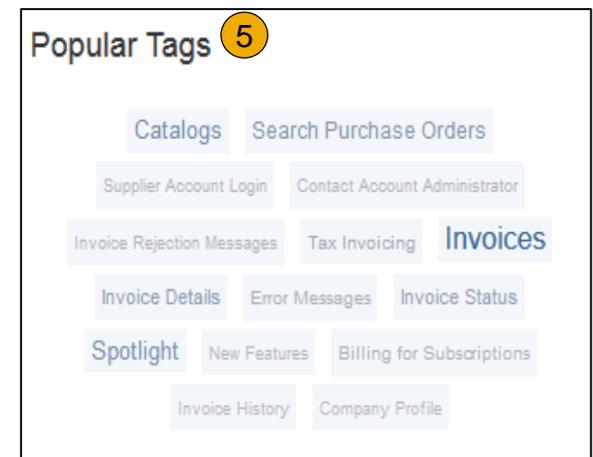
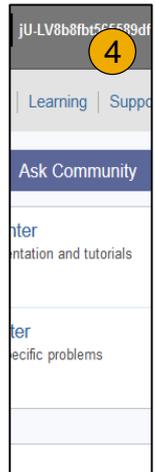
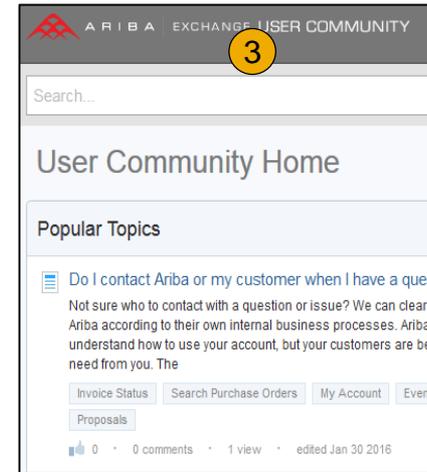
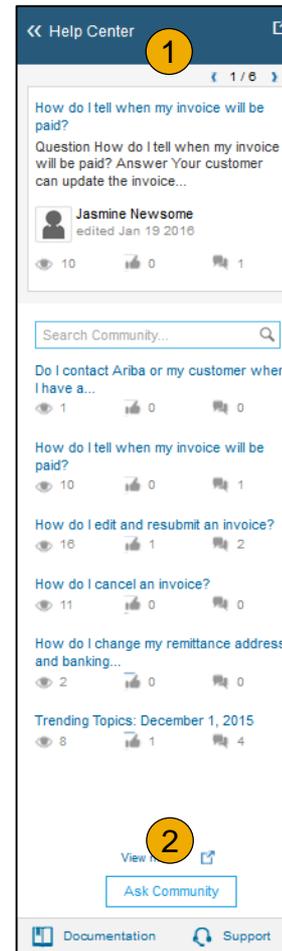
The image displays three screenshots from the Ariba Network interface, illustrating the steps to access documentation:

- Left Screenshot:** Shows the user's profile and navigation options. A yellow circle '1' highlights the 'Help Center' icon in the top right corner.
- Middle Screenshot:** Shows the 'Help Center' page with a list of articles. A yellow circle '2' highlights the 'Ask Community' button at the bottom of the page.
- Right Screenshot:** Shows the 'Learning Center' page with a search bar and a list of product documentation topics. A yellow circle '3' highlights the 'Learning Center' header.

# Help Center

## Helpful things to know

- 1. Popular Topics:** Title links are selected for you based on the solution that you were using, privileges & default language when you clicked on Help.
- 2. Click** on the link to view the content item. You will be able engage with the content: author, view how many community users have viewed the content and have flagged the content as being helpful to you, and report problems with the content.
- 3. Perform** a search to find content not found under Popular Topics. Results can be sorted or filtered.
- 4. Under Learning** you can find the Product Documentation available for Users or Administrators.
- 5. Popular Tags:** These are the tags associated with our most popular content items per solution. It is a quick way to find documents related to the topic.



# Training and resources

## Ariba Network standard documentation and useful links

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### • 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?

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## Supplier Support During Deployment

- **Ariba Network Registration or Configuration Support**

Please contact [DBSupplierEnablement@ariba.com](mailto:DBSupplierEnablement@ariba.com) for any questions regarding registration, configuration, Supplier Membership Program fees, or general Ariba Network questions.

- **Deutsche Bank Business Process Support**

- Suppliers may contact their usual Deutsche Bank contact person.
- Suppliers of DB Italy may contact DB Enablement team at [Dbbuyer.italy@db.com](mailto:Dbbuyer.italy@db.com) for business-related questions.
- Suppliers of DB Netherlands may contact DB Enablement team at [adam.ap@db.com](mailto:adam.ap@db.com) for business-related questions.

## Supplier Support Post Go-Live

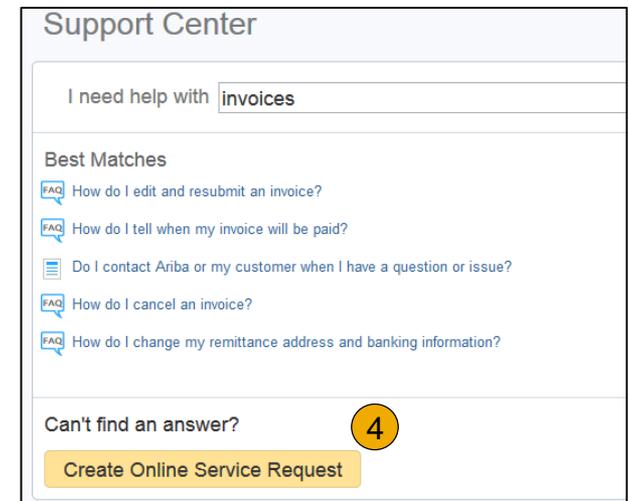
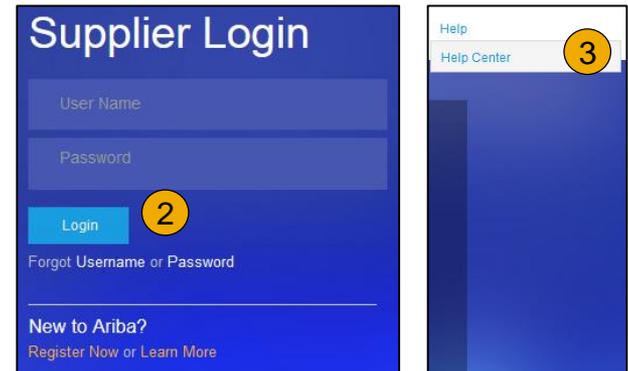
- **Ariba Network Support for Actively Transacting Suppliers**

Region	Contact Number
North/South America	412 222 6153
USA Toll Free	1 866 218 2155
<b>Europe, Middle East and Africa</b>	<b>+44 20 7187 4144</b>
UK Toll free	0800 358 3556
Germany Toll free	0800 101 1989
France Toll free	0800 945 115
The Netherlands Toll free	0800 0200 582
Asia Pacific	+65 6311 4745

# Supplier support post Go-Live

## Help Center

1. **Go** to <http://supplier.ariba.com>
2. **In the case** click on the link Forgot Username or Forgot Password.
3. **Click** the Help link in the top right corner and click Help Center and go to Support section at the bottom.
4. **Search** for any topic you would like to know more about. If none of the articles answers your question, click on the Create Online Service Request button to contact our Customer Support.
5. **Fill** out our web form. Select Problem Type. Note Deutsche Bank in the Issue Description.



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