

Ariba Network Configuration Guide

Deutsche Bank



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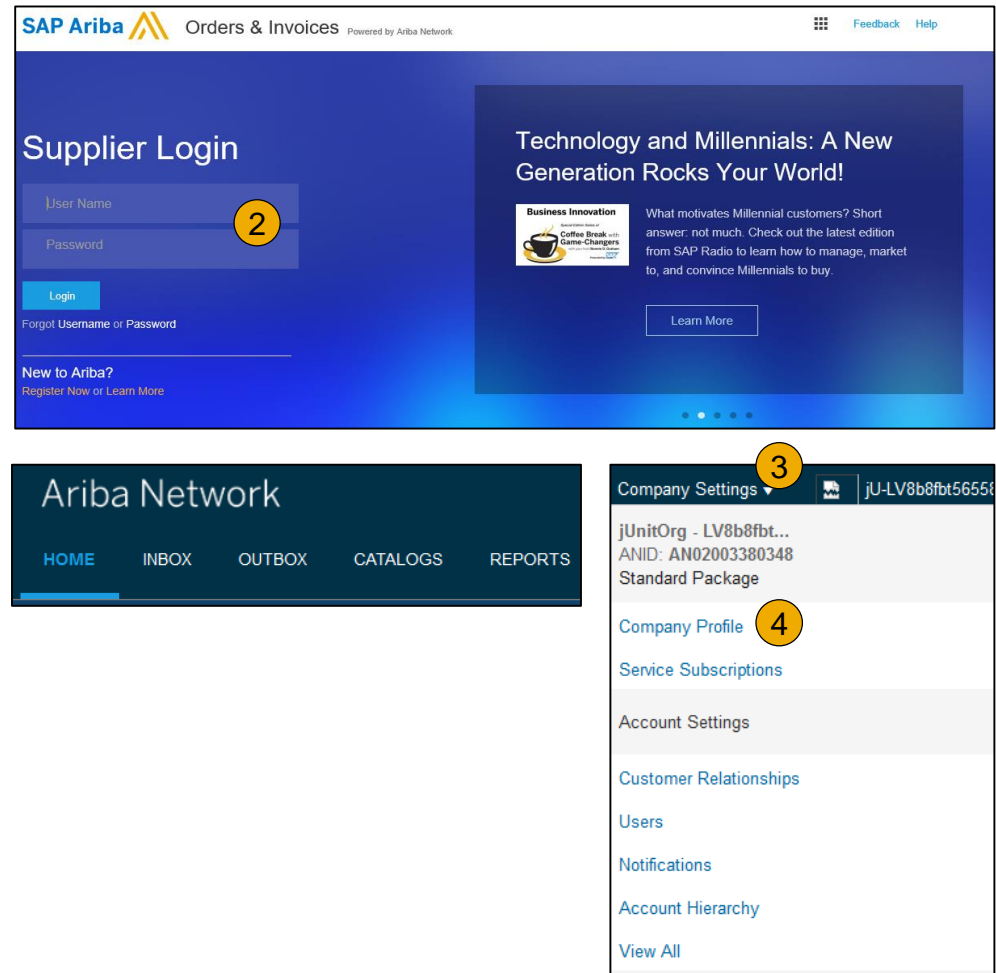
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Account Access and Configuration

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 dropdown menu is open, showing 'Company Settings' with 'Notifications' highlighted (marked with a yellow circle 1). The 'Network' tab is also visible (marked with a yellow circle 2). The 'Electronic Order Routing' section contains a table with notification types and checkboxes. The 'To email addresses' field on the right is populated with 'junk@phoenix.ariba.com' (marked with a yellow circle 3).

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. <input type="checkbox"/> Send a notification when purchase order inquiry is received.
Time Sheet	<input type="checkbox"/> Send a notification when purchase order inquiry is received. <input type="checkbox"/> Send a notification when time sheets are undelivered.
Pending Queue	<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

The screenshot displays the 'Network Settings' page in the Ariba system. The 'Electronic Order Routing' tab is selected. On the right, the 'Company Settings' sidebar shows 'jUnitOrg - LV8b8ft...' with 'ANID: AN02003380348' and 'Standard Package'. The 'Network Settings' link is highlighted with a yellow circle and the number 1. The main content area shows 'Capabilities Preferences' and 'cXML Setup'. Under 'Non-Catalog Orders with Part Numbers', there is a checkbox for 'Process non-catalog orders as catalog orders if part numbers are entered manually'. The 'New Orders' section contains a table with columns 'Document Type', 'Routing Method', and 'Options'. The table lists four document types: 'Catalog Orders without Attachments', 'Catalog Orders with Attachments', 'Non-Catalog Orders without Attachments', and 'Non-Catalog Orders with Attachments'. For each, a dropdown menu for the routing method is shown. The 'Email' method is selected for all, with yellow circles and numbers 2, 3, and 4 highlighting the dropdowns. To the right of the table, the 'Email address' field is set to 'dgarda@ariba.com'. Below this, three checkboxes are shown: 'Attach cXML document in the email message' (unchecked), 'Include document in the email message' (checked with a yellow circle and number 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, it states 'Current Routing method for new orders: Email' and '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	Online
	cXML
	EDI

Tax Classification:

Taxation Type: [dropdown]

Tax Id: [input] i Do not enter dashes 3

State Tax Id: [input] Do not enter dashes

Regional Tax Id: [input] Do not enter dashes

Vat Id: [input]

☐ 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

Electronic Invoice Routing

Invoice Archiving

1. **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.
2. **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 screenshot displays the Ariba Network user interface for configuring invoice archiving. At the top, a navigation bar includes links for Home, Inbox, Outbox, Catalogs, Reports, and Document Archive. The main content area is titled 'Invoice Archival' and contains the following elements:

- A descriptive text block: 'Ariba Network can archive your invoices in zip format. The zip files are not included in the D invoices. Based on the option you have selected, Ariba Network automatically waits for a 30-day period, then additionally select the Archive Immedia'.
- Frequency selection: Radio buttons for Twice Daily, Daily, Weekly (selected), Biweekly, and Monthly.
- Archiving Start Time: A time picker set to 11:00 AM, with a PM button and an 'Etc/GMT0' link.
- Archive Immediately: A checked checkbox.
- Start button: A blue button to initiate archiving.
- Delivery options: Radio buttons for 'Send archived invoice files to the pending queue for download.' (selected) and 'Send archived invoice files to the Archive Delivery URL.'.
- Archive Delivery URL: An empty text input field.
- Save Delivery Option button: A blue button to save the URL.

Below the 'Invoice Archival' section is the 'Long-Term Document Archiving' section, which includes:

- A heading: 'Long-Term Document Archiving'.
- Informational text: 'Enabling Long-term archiving of invoices allows you to archive tax invoices for the time span required by can v and download the archived invoices from the Document Archive > Archived Documents page f'.
- A numbered callout '2' pointing to the text.
- An unchecked checkbox labeled 'Enable long-term invoice archiving. See the [terms and policies](#) for the optional document archiving'.

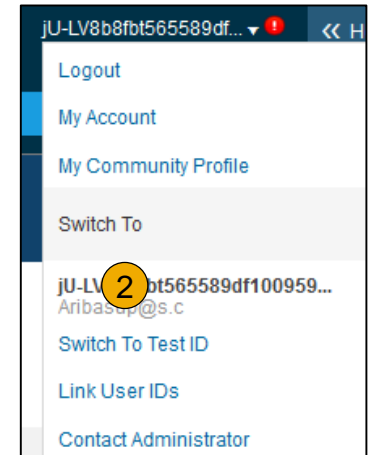
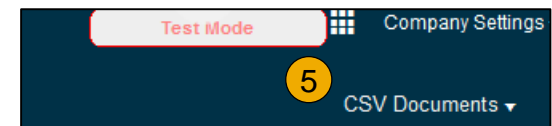
Current and Potential Relationships

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' page in SAP. The main content area has four tabs: 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy'. The 'Customer Relationships' tab is active and contains three sub-tabs: 'Current Relationships', 'Potential Relationships' (marked with a yellow circle 4), and another tab marked with a yellow circle 2. Below the tabs, there is a section for 'I prefer to receive relationship requests as follows:' with two radio buttons: 'Automatically accept all relationship requests' (selected) and 'Manually review all relationship requests'. An 'Update' button is below this section. The 'Pending' section shows a table with columns 'Customer' and 'Requested Date'. It contains one row with a 'No items' message. Below this is a 'Pending' section with 'Approve' and 'Reject' buttons, with a yellow circle 3 next to the 'Reject' button. The 'Current' section shows a table with columns 'Customer' and 'Approved Date'. It contains one row for 'jUnitOrg - 5WQzy9VD565589b21009590920' with an 'Approved Date' of '25 Nov 2015'. Below this is a 'Rejected' section with a table with columns 'Customer' and 'Rejected Date', also showing 'No items'. The right sidebar, titled 'Company Settings', lists various settings: 'jUnitOrg - LV8b8ft...', 'ANID: AN02003380348', 'Standard Package', 'Company Profile', 'Service Subscriptions', 'Account Settings' (marked with a yellow circle 1), '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.
- 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 contains a warning message: 'You are about to create a new account in the Test Mode. The trading relationship with the...'. Below the message are 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 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 for the account. It includes a table with columns for Name and Actions. The 'Administrator' role is listed, and 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
	L	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, with a dropdown menu open showing options: Logout, My Account (highlighted with a yellow circle 2), My Community Profile, Switch To, and a list of user accounts. The first user account is 'jU-LV8b8fbt565589df100959...' with email 'Aribasup@s.c'. Below this are links for 'Switch To Test ID', 'Link User IDs', and 'Contact Administrator'. The 'My Account' page on the left has two sections: 'Account Settings' and 'Account Information'. The 'Account Settings' section has a sub-section 'Security' with fields for Username (*), Email Address (*), First Name (*), Middle Name, Last Name (*), Business Role, Secret Question (*), Secret Answer (*), and Confirm Secret Answer (*). The 'Email Address' field is highlighted with a yellow circle 3. The 'Last Name' field is highlighted with a yellow circle 4. The 'Security' section is highlighted with a yellow circle 1. The 'Account Information' section is highlighted with a yellow circle 2.

My Account

Account Settings

* Indicates a required field

Account Information

Logout

My Account

My Community Profile

Switch To

jU-LV8b8fbt565589df100959...
Aribasup@s.c

Switch To Test ID

Link User IDs

Contact Administrator

Username: * Aribasup@s.c

Change Password

Email Address: * junk@phoenix.ariba.com

First Name: * jU-LV8b8fbt565589df1009590921

Middle Name:

Last Name: * lastName

Business Role: Business Owner

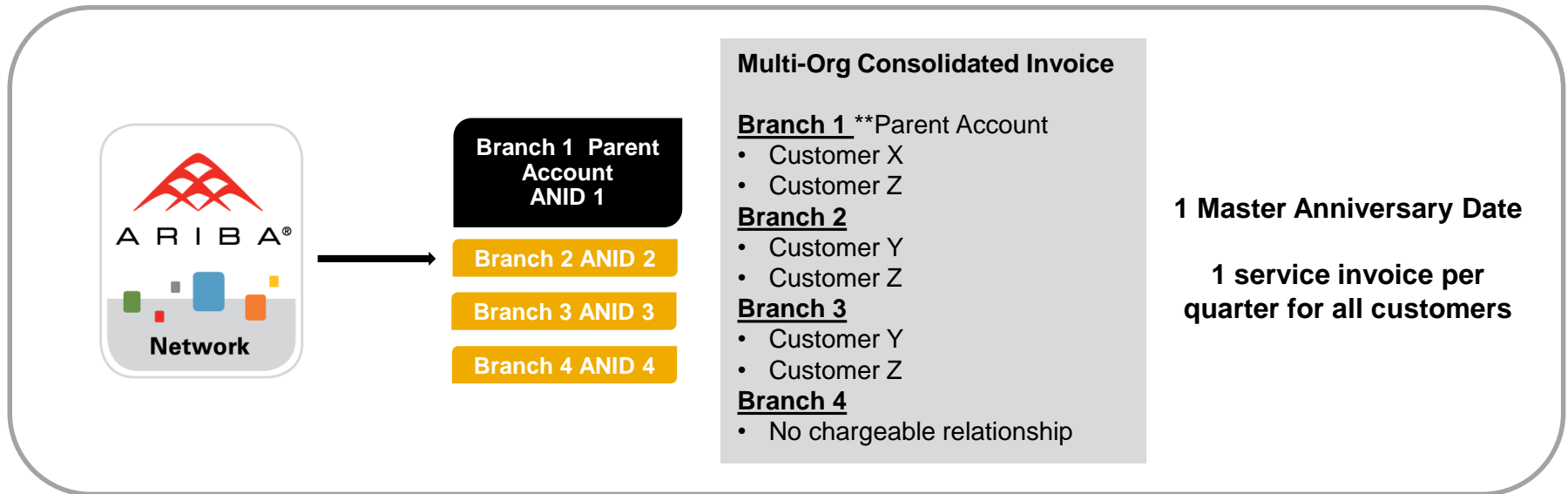
Security

Secret Question: * What is the last name of your first boss?

Secret Answer: *

Confirm Secret Answer: *

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.
- 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** your Supplier Manager or 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

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. On the right, a sidebar menu titled 'Company Settings' contains a list of navigation options: 'Company Profile', 'Service Subscriptions', 'Account Settings', 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy' (highlighted with a yellow circle containing the number 1), 'View All', 'Network Settings', 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Remittances', 'Network Notifications', and 'View All'. The main content area, titled 'Account Settings', has a sub-header with tabs for 'Customer Relationships', 'Users', 'Notifications', and 'Account Hierarchy' (the latter is selected). Below the tabs, the 'Account Status' is shown as 'No Linked Accounts', with a message stating 'If your company has multiple accounts, you can link them and manage them.' and a blue 'Link Accounts' button (highlighted with a yellow circle containing the number 2).



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
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](#)

[Notifications](#)

[Account Hierarchy](#)

[View All](#)

[Network Settings](#)

[Electronic Order Routing](#)

[Electronic Invoice Routing](#)

[Accelerated Payments](#)

[Remittances](#)

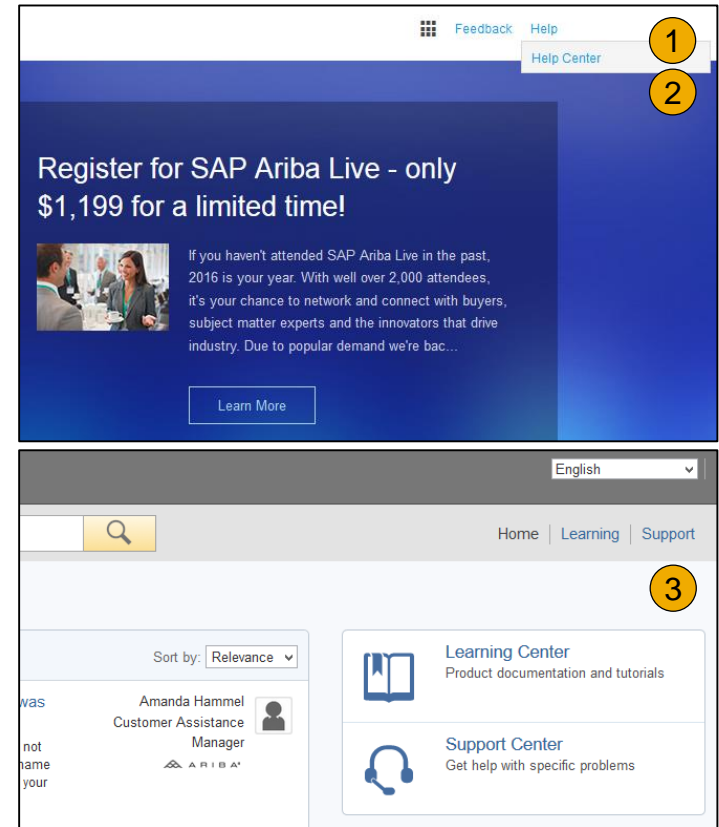
[Network Notifications](#)

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.

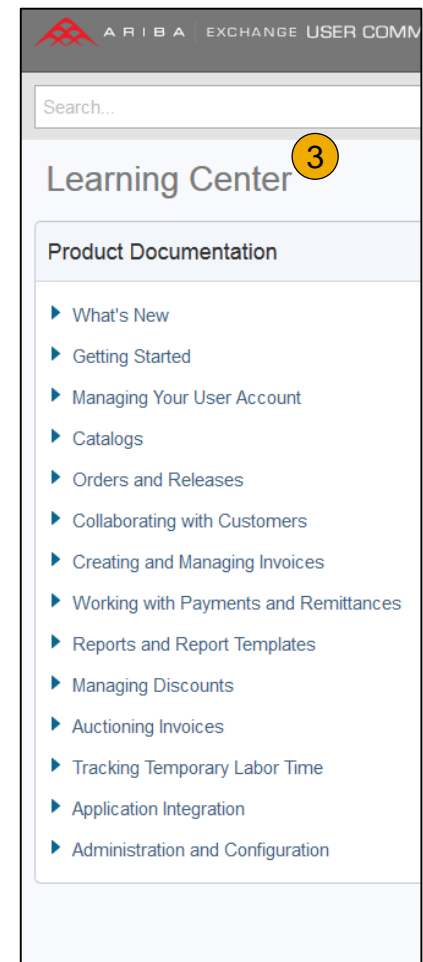
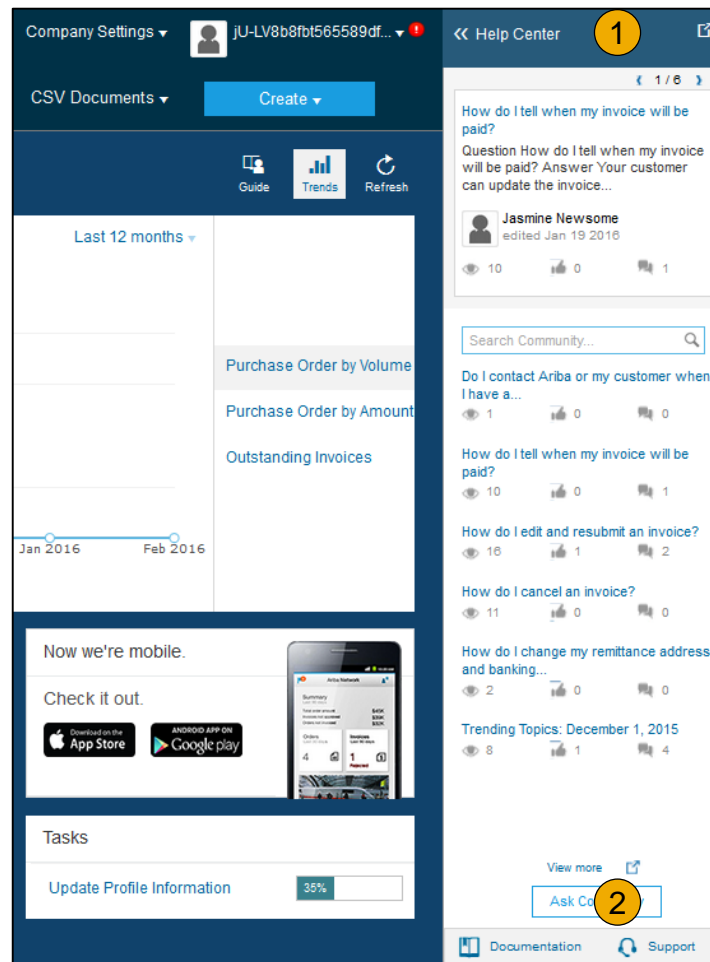
Note: Only a subset of the documentation is available in a pre-login state.



Training and Resources

Ariba Network Standard Documentation

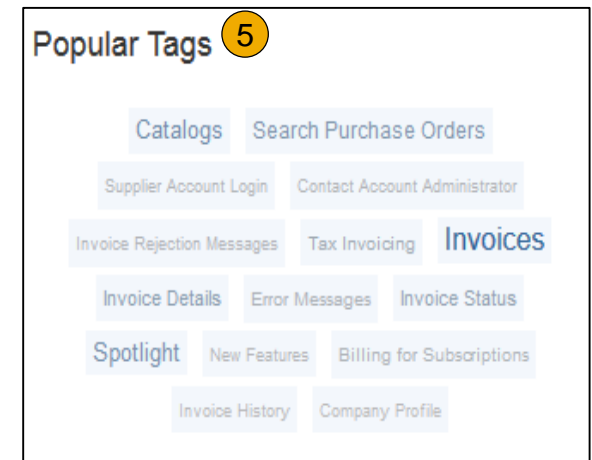
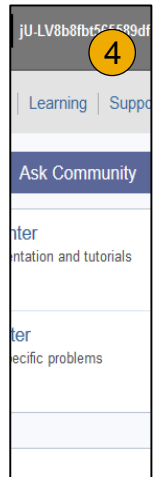
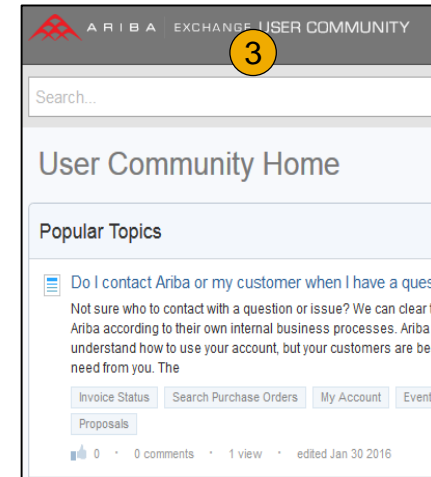
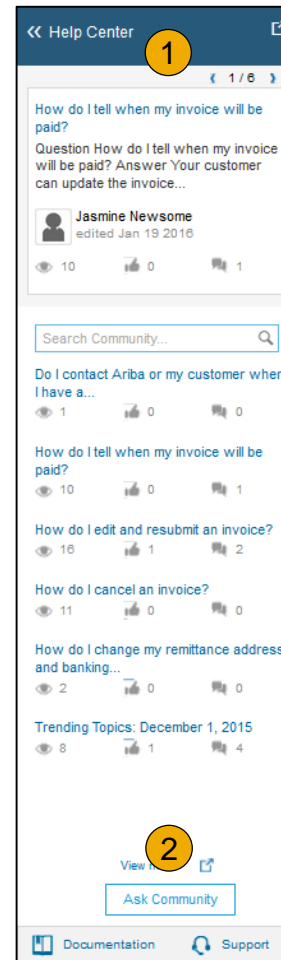
1. **Click** on Help Center to access Standard Documentation material.
2. **Click** Documentation (bottom)
3. **View** Ariba Network Administrator's documentation.



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

• 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 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 for business-related questions.
 - Suppliers of DB Netherlands may contact DB Enablement team at adam.ap@db.com for business-related questions.

Supplier Support Post Go-Live

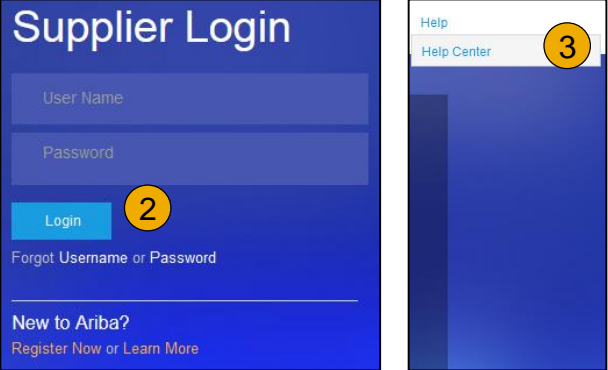
- **Ariba Network Support for Actively Transacting Suppliers**

Region	Contact Number
North/South America	412 222 6153
USA Toll Free	1 866 218 2155
Europe, Middle East and Africa	+44 20 7187 4144
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

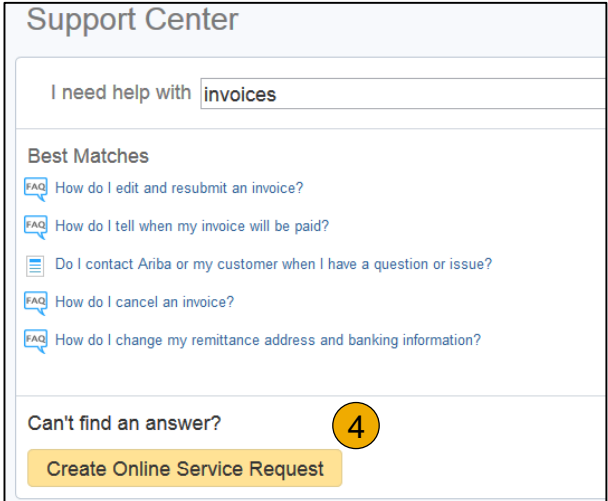
Supplier support post Go-Live

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.



The image shows the 'Supplier Login' page. It has a blue header with the title 'Supplier Login'. Below the title are two input fields: 'User Name' and 'Password'. A blue 'Login' button is below the password field, with a yellow circle containing the number '2' next to it. Below the login button is a link 'Forgot Username or Password'. At the bottom, there is a section 'New to Ariba?' with links 'Register Now' and 'Learn More'. On the right side of the page, there is a vertical sidebar with a 'Help' link and a 'Help Center' link, with a yellow circle containing the number '3' next to the 'Help Center' link.



The image shows the 'Support Center' page. It has a light blue header with the title 'Support Center'. Below the title is a search bar with the text 'I need help with' and the word 'invoices' entered. Below the search bar is a section 'Best Matches' with five FAQ items: 'How do I edit and resubmit an invoice?', 'How do I tell when my invoice will be paid?', 'Do I contact Ariba or my customer when I have a question or issue?', 'How do I cancel an invoice?', and 'How do I change my remittance address and banking information?'. At the bottom, there is a section 'Can't find an answer?' with a yellow button 'Create Online Service Request', with a yellow circle containing the number '4' next to the button.

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