

Ariba Network Help and Support

Baker Hughes 

Ariba Network Help Resources



Customer Support



**Supplier
Information Portal**



**Additional
Resources**

[Useful Links and
Webinars](#)

[Troubleshoot Your
Invoice](#)

Enterprise Suppliers Only

Customer Support

Supplier Support During Deployment

Ariba Network Registration or Configuration Support

Contact SAP Ariba Enablement Team by clicking on the hyperlink [Baker Hughes Supplier Enablement Inquiry](#) and complete the webform

Registration/ Account Configuration

- Supplier Fees
- General Ariba Network Questions

Baker Hughes Enablement Business Process Support

- Email Baker Hughes Enablement Team at Supplier.Enablement@BakerHughes.com
 - Business-Related Questions

Baker Hughes Supplier Information Portal

- Find your supplier information portal [HERE](#)

Supplier Support Post Go-Live

SAP Ariba Global Customer Support

- [Click here](#) to find your appropriate customer support phone number

Training & Resources

Baker Hughes Supplier Information Portal

1. **Select** the Company Settings Menu 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 documents provided by your buyer.

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
Ariba Inc. 2
Pouliot Industries

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

Current

Customer
<input type="checkbox"/> Ariba Inc. 2
<input type="checkbox"/> Pouliot Industries

[Reject](#)

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

[Company Profile](#)

[Service Subscriptions](#)

[Account Settings](#)

[Customer Relationships](#) 1

[Users](#)

[Notifications](#)

[Account Hierarchy](#)

[View All](#)

[Network Settings](#)

[Electronic Order Routing](#)

[Electronic Invoice Routing](#)

[Accelerated Payments](#)

[Remittances](#)

[Network Notifications](#)

Useful Links and Webinars Available

Links

- [Ariba Supplier Pricing page](#)
 - If you received a Trading Relationship Request (TRR) from Baker Hughes, we are offering you an Enterprise account. If you did not receive a TRR we are offering you a standard account. (If you already have an Enterprise account for other customers you can choose to utilize that account for Baker Hughes, Ariba Fees might apply)
- [Ariba Network Hot Issues and FAQs](#)
- [Ariba Cloud Statistics and Network Notification](#)
 - Detailed information and latest notifications about product issues and planned downtime – if any – during a given day
- [SAP Ariba Discovery](#)
- [Ariba Network Overview](#)
- [Support Center](#)
- [Learning Center](#)

Webinars

- [Supplier Success Sessions](#)
 - Created by Ariba Network Customer Support
 - Example topics:
 - Introduction to Ariba Network
 - Registration
 - Invoicing
 - Using the help center
- [30 on Thursdays](#)
 - Information sessions on Supplier best practices
 - Example Sessions:
 - Uncover Advanced Functionality to Maximize Value
 - Introduction to Supplier Electronic Integration
 - Roadmap to Your Ariba Network Subscription
- [Live Demonstrations](#)
 - Understand SAP Ariba's solutions
 - Example Demos:
 - PunchOut for e-Commerce managers
 - Creating electronic catalogs
 - Integrating with your customers through cXML

Troubleshoot Your Invoice Issues

How do I know
which type of
invoice to
create?

What does this
error message
mean?

How do I cancel
an invoice that
I've sent?

How do I edit and
resubmit an
invoice that I've
sent?

What should I do
if my invoice has
been rejected?

Can I resend a
failed or rejected
invoice with the
same invoice
number?

How do I tell
when my invoice
will be paid?

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