

Contacting SAP Ariba for Support for Access to a TAFE NSW Sourcing Event

Purpose

The purpose of this document is to provide step by step instructions on how to contact the SAP support team through the following methods:

- [Pre-Login Support](#) (that is, contacting support **without logging** in to a Business Network account)
This is mainly used for support areas such as (but not limited to the following):
 - If you do not know which of your credentials for access (if you have one or more)
 - If you need assistance on which username to use or password reset
 - If you do not have credentials to a specific ANID and the ANID Admin owner has left the company
- [Post-Login Support](#) (contacting support **after logging** in to your Business Network account)
This is mainly used for support areas such as (but not limited to the following):
 - If you are unable to see/access the sourcing event
 - If you have more than 1 account and would like to link other accounts to the main one
 - If the ANID Admin owner has left and you would like SAP Ariba Support to transfer the admin ownership to you
- [Additional Sourcing Support Channels](#)

Note:

- Business Network account was previously called Ariba Network Account
- At TAFE NSW, SAP Ariba is referred to as 'TAFE Checkout'

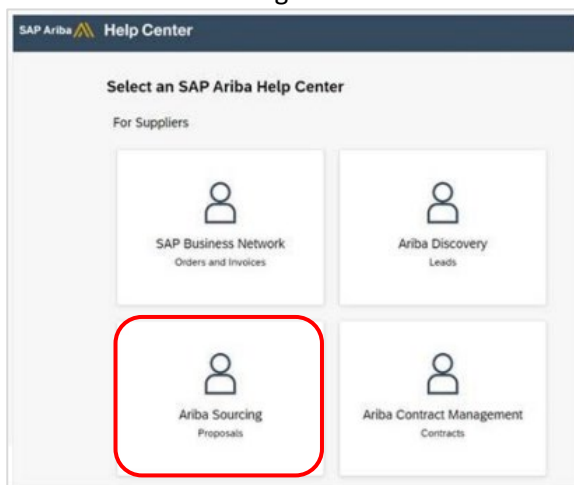
Contacting SAP Ariba for Support for Access to a TAFE NSW Sourcing Event

Pre-login support

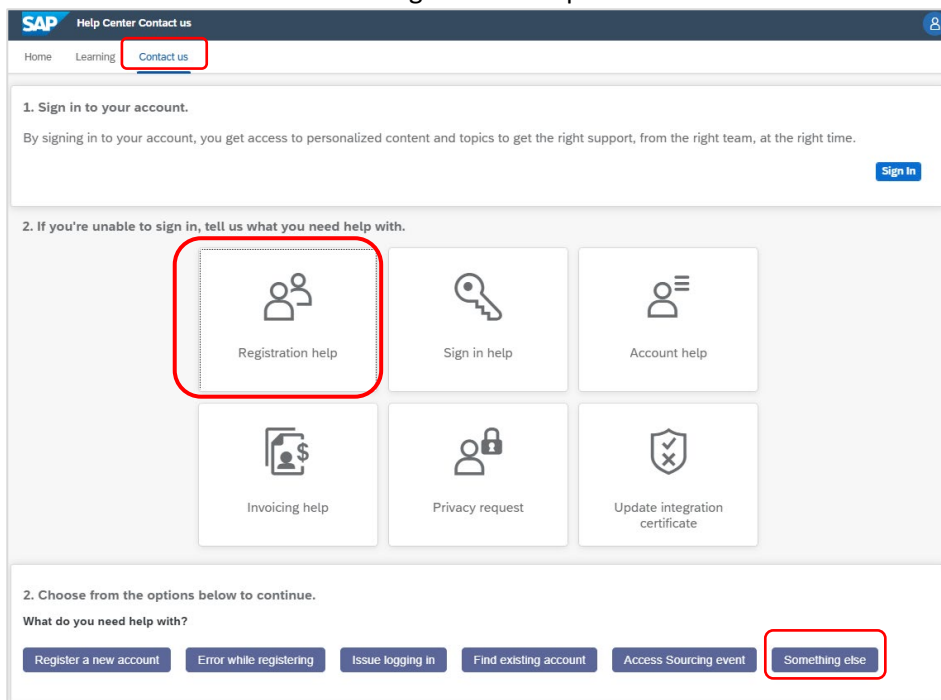
If you do not know your credentials to access the PO, you can raise a ticket to SAP Ariba for assistance.

Here are the steps:

1. Go to [SAP Ariba Help Centre](#)
2. Click on “Ariba Sourcing” tile

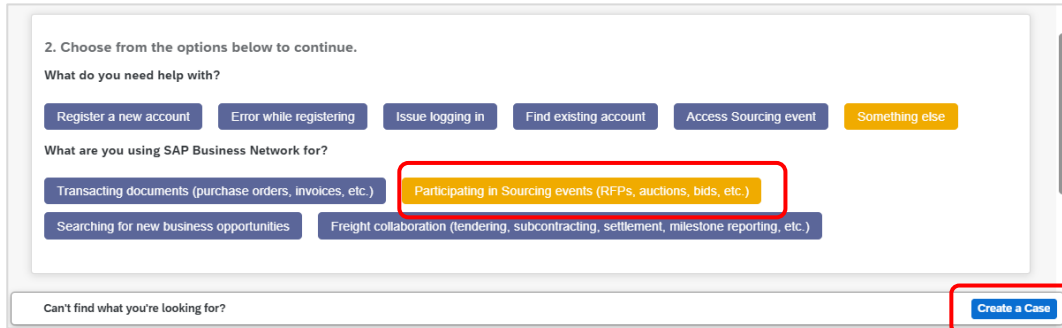


3. Click on ‘Contact Us’ > click on ‘Registration help’ in section 2 > select ‘Something else’ in section 3



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- Click on 'Participating in Sourcing events (RFPs, auctions, bids, etc)' and then on 'Create a Case'



2. Choose from the options below to continue.

What do you need help with?

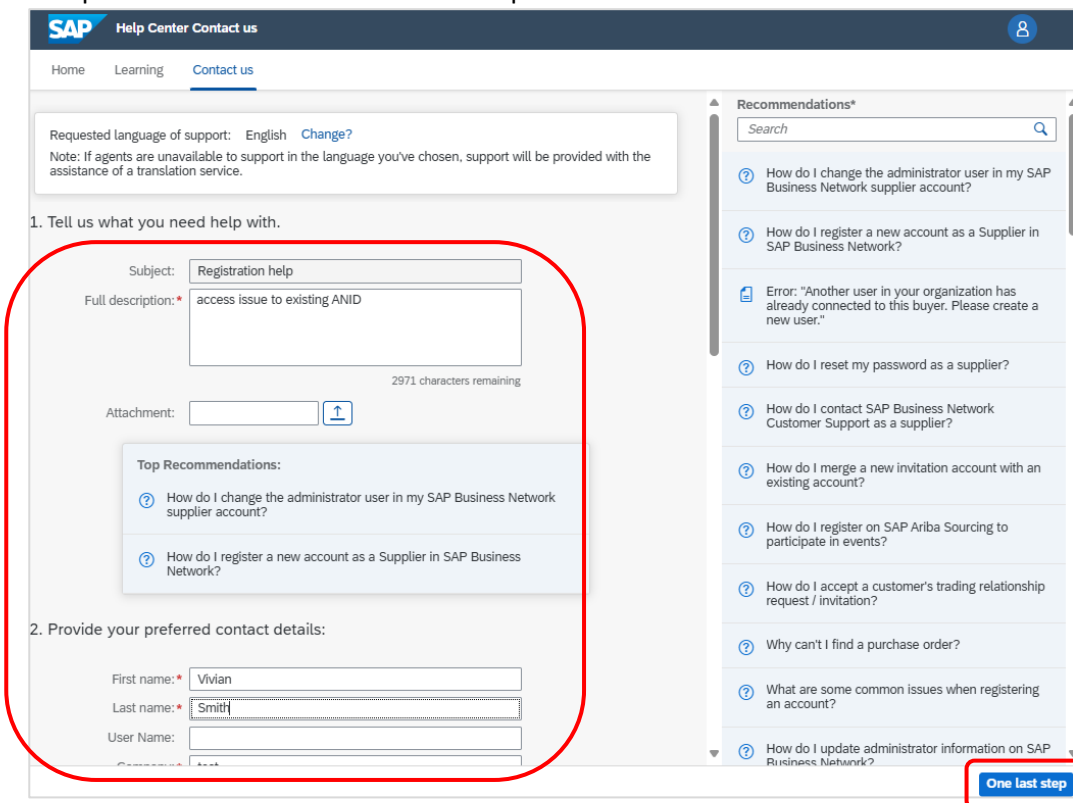
Register a new account Error while registering Issue logging in Find existing account Access Sourcing event Something else

What are you using SAP Business Network for?

Transacting documents (purchase orders, invoices, etc.) **Participating in Sourcing events (RFPs, auctions, bids, etc.)** Searching for new business opportunities Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)

Can't find what you're looking for? **Create a Case**

- Fill up the form and click on 'One last step'



SAP Help Center Contact us

Home Learning **Contact us**

Requested language of support: English [Change?](#)
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject:

Full description: *
2971 characters remaining

Attachment:

Top Recommendations:

- How do I change the administrator user in my SAP Business Network supplier account?
- How do I register a new account as a Supplier in SAP Business Network?

2. Provide your preferred contact details:

First name: *

Last name: *

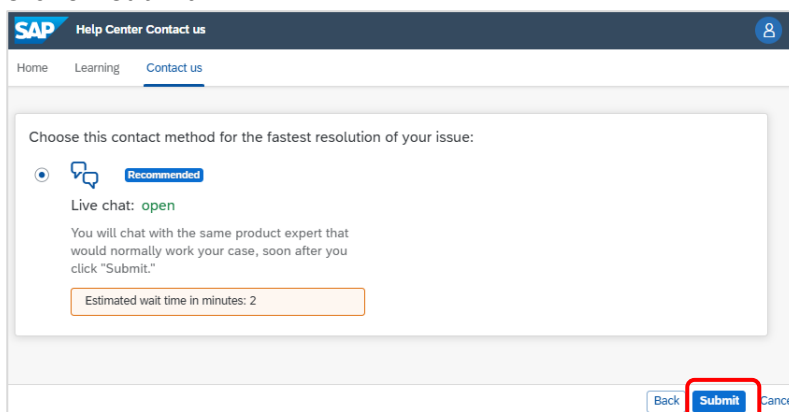
User Name:

Recommendations*

- How do I change the administrator user in my SAP Business Network supplier account?
- How do I register a new account as a Supplier in SAP Business Network?
- Error: "Another user in your organization has already connected to this buyer. Please create a new user."
- How do I reset my password as a supplier?
- How do I contact SAP Business Network Customer Support as a supplier?
- How do I merge a new invitation account with an existing account?
- How do I register on SAP Ariba Sourcing to participate in events?
- How do I accept a customer's trading relationship request / invitation?
- Why can't I find a purchase order?
- What are some common issues when registering an account?
- How do I update administrator information on SAP Business Network?

One last step

- Click on 'Submit'



SAP Help Center Contact us

Home Learning **Contact us**

Choose this contact method for the fastest resolution of your issue:

☒ **Recommended**

Live chat: [open](#)

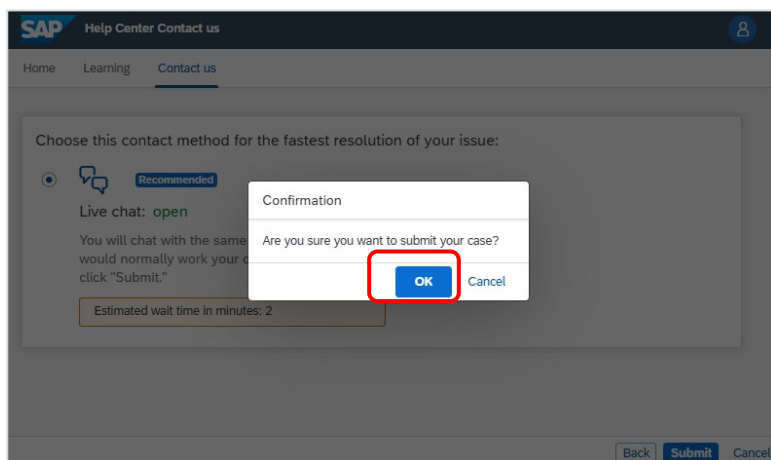
You will chat with the same product expert that would normally work your case, soon after you click "Submit."

Estimated wait time in minutes: 2

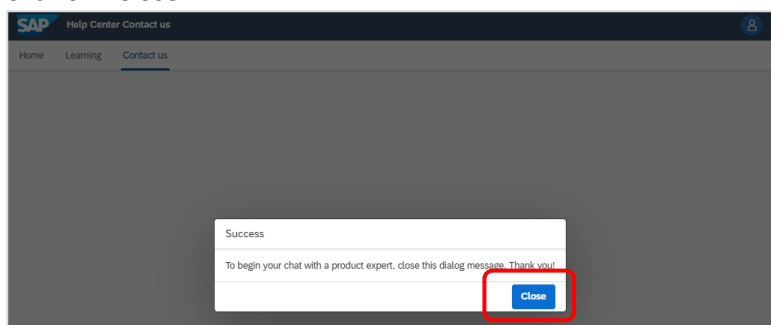
[Back](#) **Submit** [Cancel](#)

TAFE NSW Contacting SAP Ariba for Support for Access to a TAFE NSW Sourcing Event

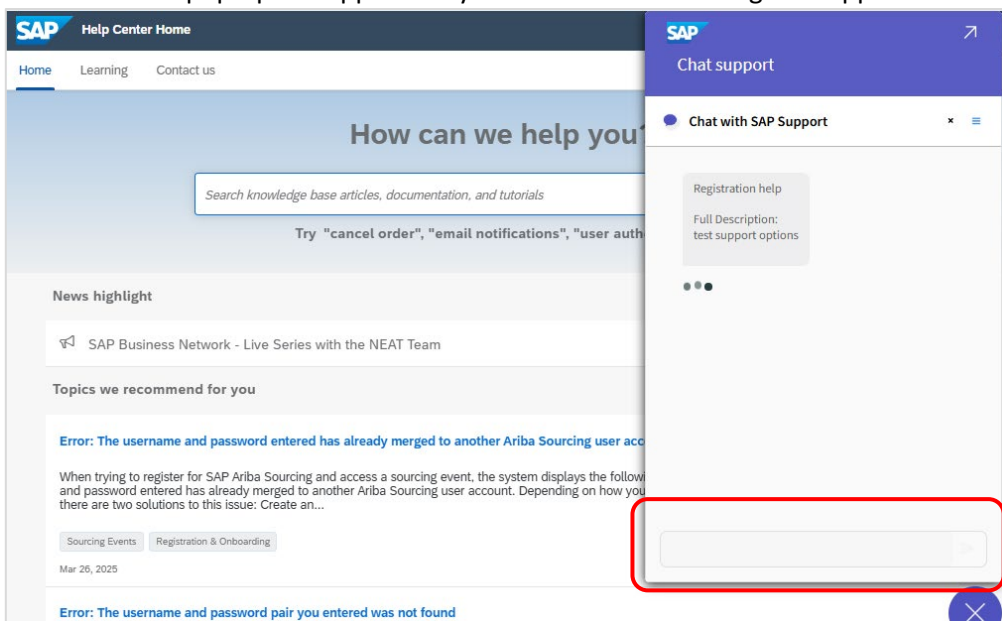
Click on “OK”



Click on “Close”



And a live chat pop-up will appear for you to chat with the assigned support team member:



Type your message in the box provided and the support team member will reply accordingly.

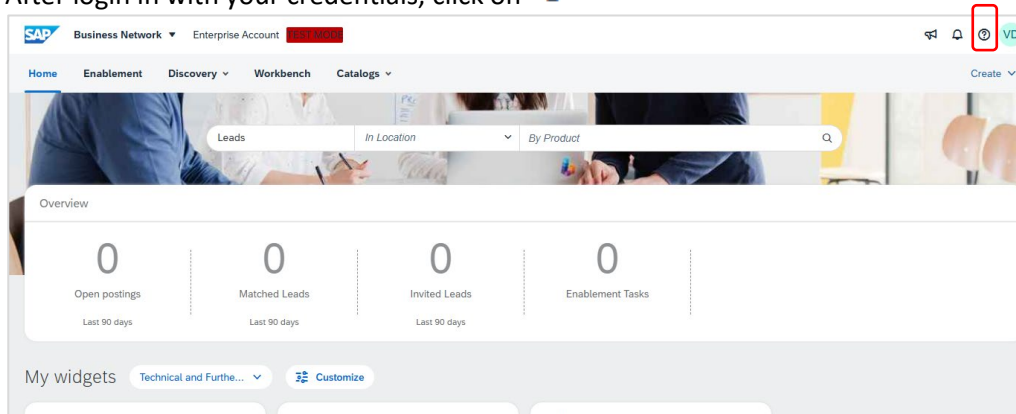
TAFE NSW Contacting SAP Ariba for Support for Access to a TAFE NSW Sourcing Event

Post-Login support

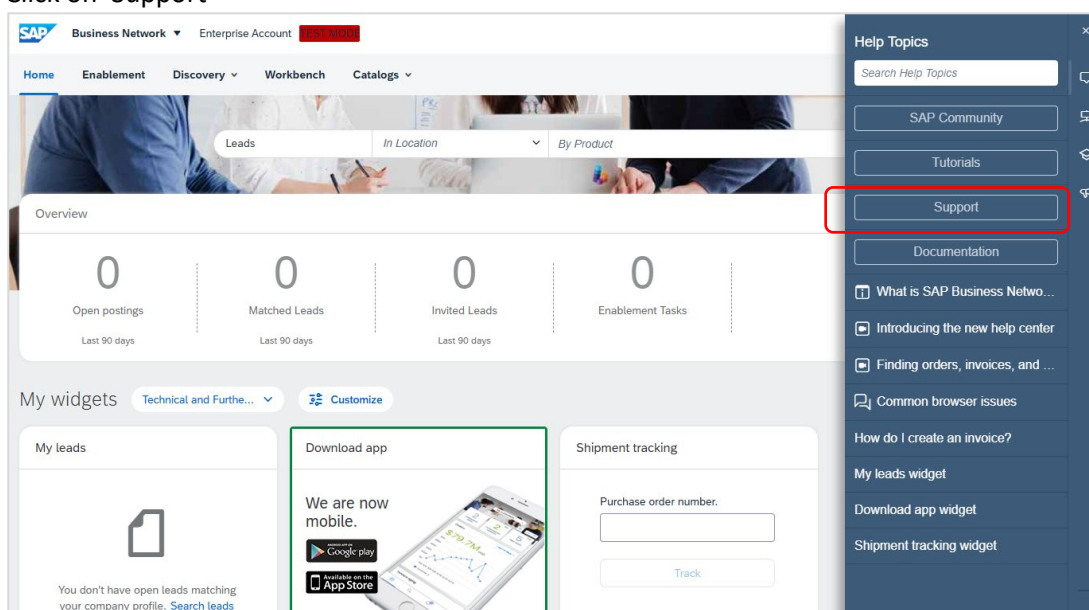
If you need any navigation or technical assistance, here is how you can raise an SAP Ariba ticket:


1. Go to <https://service.ariba.com/Sourcing.aw>

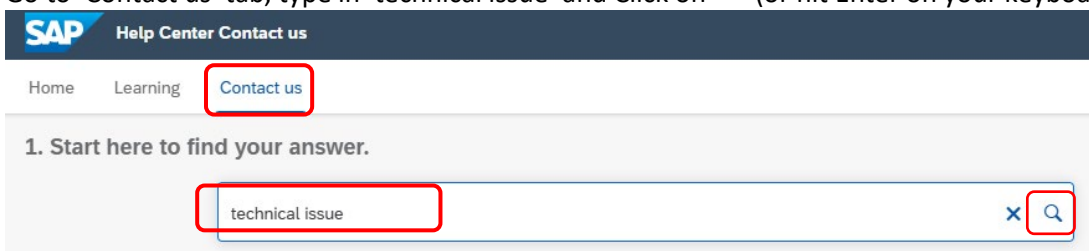
2. After login in with your credentials, click on 



3. Click on 'Support'

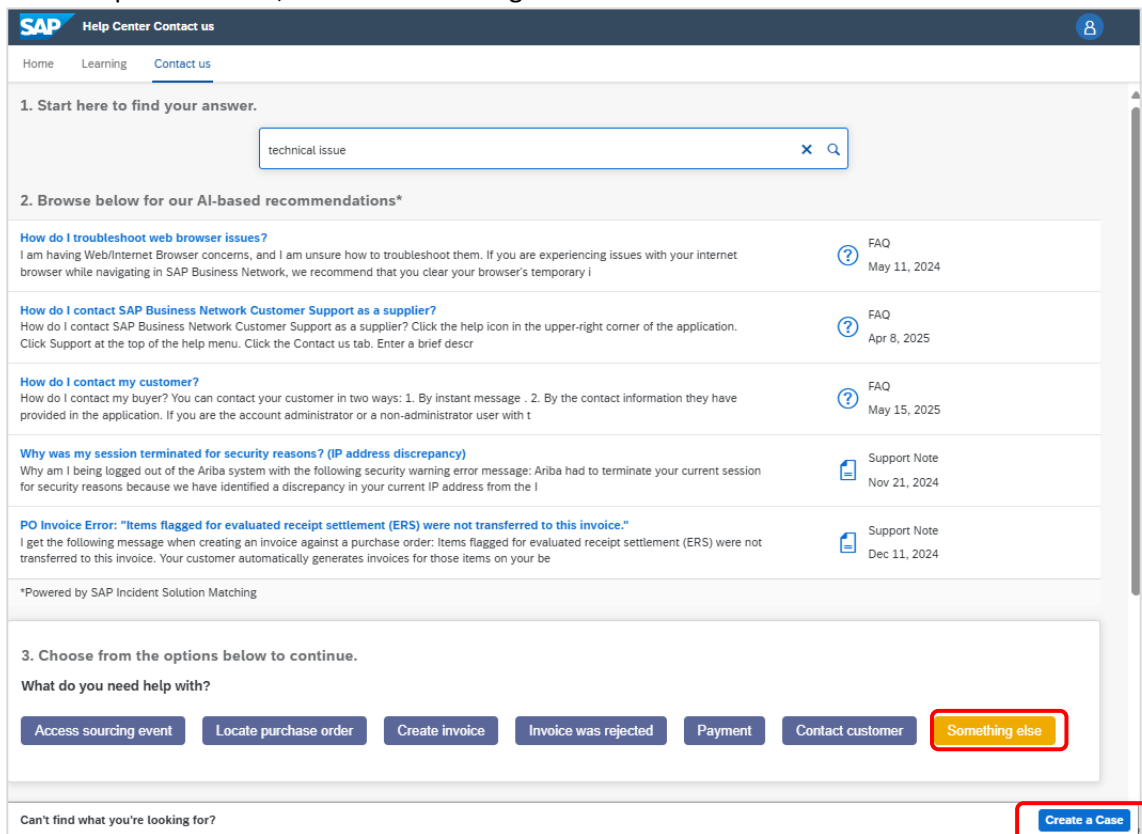


4. Go to 'Contact us' tab, type in 'technical issue' and Click on  (or hit Enter on your keyboard)



TAFE NSW Contacting SAP Ariba for Support for Access to a TAFE NSW Sourcing Event

5. For Enterprise Account, click on 'Something else':



SAP Help Center Contact us

Home Learning Contact us

1. Start here to find your answer.

technical issue

2. Browse below for our AI-based recommendations*

How do I troubleshoot web browser issues?
I am having Web/Internet Browser concerns, and I am unsure how to troubleshoot them. If you are experiencing issues with your internet browser while navigating in SAP Business Network, we recommend that you clear your browser's temporary i

FAQ May 11, 2024

How do I contact SAP Business Network Customer Support as a supplier?
How do I contact SAP Business Network Customer Support as a supplier? Click the help icon in the upper-right corner of the application. Click Support at the top of the help menu. Click the Contact us tab. Enter a brief descr

FAQ Apr 8, 2025

How do I contact my customer?
How do I contact my buyer? You can contact your customer in two ways: 1. By instant message . 2. By the contact information they have provided in the application. If you are the account administrator or a non-administrator user with t

FAQ May 15, 2025

Why was my session terminated for security reasons? (IP address discrepancy)
Why am I being logged out of the Ariba system with the following security warning error message: Ariba had to terminate your current session for security reasons because we have identified a discrepancy in your current IP address from the I

Support Note Nov 21, 2024

PO Invoice Error: "Items flagged for evaluated receipt settlement (ERS) were not transferred to this invoice."
I get the following message when creating an invoice against a purchase order: Items flagged for evaluated receipt settlement (ERS) were not transferred to this invoice. Your customer automatically generates invoices for those items on your be

Support Note Dec 11, 2024

*Powered by SAP Incident Solution Matching

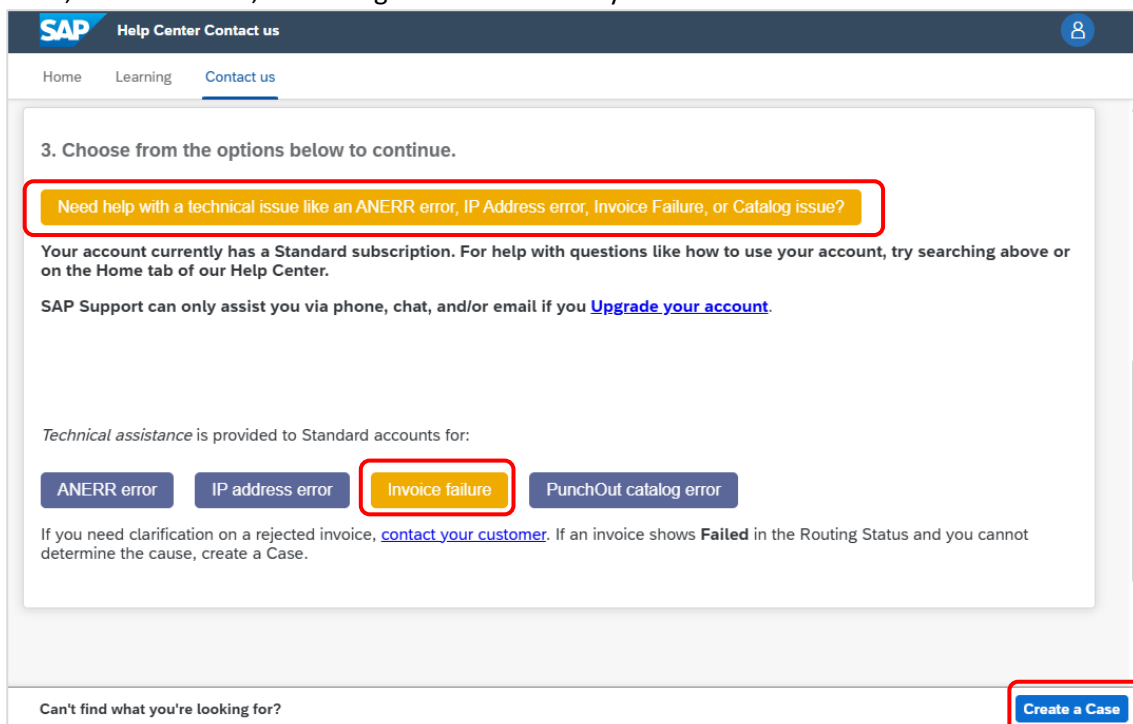
3. Choose from the options below to continue.

What do you need help with?

Access sourcing event Locate purchase order Create invoice Invoice was rejected Payment Contact customer **Something else**

Can't find what you're looking for? **Create a Case**

For Standard account, click on 'Need help with a technical issue like an ANERR error, IP Address error, Invoice Failure, or Catalog issue?' followed by 'Invoice failure' and 'Create a Case':



SAP Help Center Contact us

Home Learning Contact us

3. Choose from the options below to continue.

Need help with a technical issue like an ANERR error, IP Address error, Invoice Failure, or Catalog issue?

Your account currently has a Standard subscription. For help with questions like how to use your account, try searching above or on the Home tab of our Help Center.

SAP Support can only assist you via phone, chat, and/or email if you [Upgrade your account](#).

Technical assistance is provided to Standard accounts for:

ANERR error IP address error **Invoice failure** PunchOut catalog error

If you need clarification on a rejected invoice, [contact your customer](#). If an invoice shows **Failed** in the Routing Status and you cannot determine the cause, create a Case.

Can't find what you're looking for? **Create a Case**

Contacting SAP Ariba for Support for Access to a TAFE NSW Sourcing Event

6. Fill up the form and click on 'One last step'

SAP Help Center Contact us

Home Learning Contact us

Requested language of support: English [Change?](#)

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

Tell us what you need help with.

Subject: * technical issue

Full description: * transfer of ownership to me

2973 characters remaining

Attachment:

Issue type: * Administration

Issue area: * Change administrator

PO/Invoice Number:

Top Recommendations:

- How do I change the administrator user in my SAP Business Network supplier account?
- How do I troubleshoot web browser issues?

How does this impact your normal business processes?

Account security is important to SAP. Please be patient

Recommendations*

Search

- How do I change the administrator user in my SAP Business Network supplier account?
- How do I troubleshoot web browser issues?
- How do I contact SAP Business Network Customer Support as a supplier?
- How can I change my supplier username?
- How do I complete/update a supplier profile questionnaire?
- How do I change the company name and/or address on my account?
- How do I configure my email notification preferences?
- Why was my session terminated for security reasons? (IP address discrepancy)
- How do I merge/consolidate accounts?
- Can I merge two separate accounts with different ANIDs?
- How can I transfer my DUNS number from an old/outdated account to my current one?
- Why can't I find a purchase order?

One last step

7. Select your preference for an email or phone to get a call back and click 'Submit'

SAP Help Center Contact us

Home Learning Contact us

Choose this contact method for the fastest resolution of your issue:

☒ **Recommended**

Ask an Expert Peer

You will chat with an expert to address your question, soon after you click "Submit."

Other methods you may choose:

☐ **Live chat: open**

You will chat with the same product expert that would normally work your case, soon after you click "Submit."

Estimated wait time in minutes: 2

☐ **Phone**

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 2

☐ Do not record my phone call.

☐ **Webform**

A support engineer will respond to your case by email.

To receive communications, add itsm.notification-service@sap.com to your allow list.

Back **Submit** Cancel

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Additional Sourcing Support Channels

1. Email suppliers@tafensw.edu.au.

2. **TAFE NSW Sourcing Manager**

You can also email the TAFE NSW Sourcing Manager who has invited you to participate in the event / tender. Their email address is found in the invitation email:

