

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'

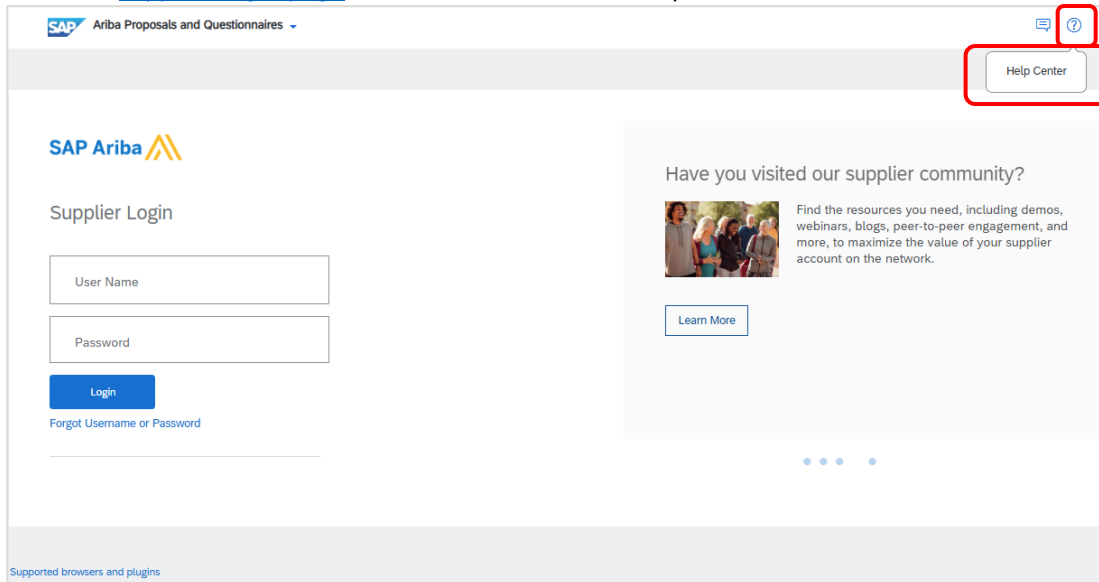
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Pre-login support

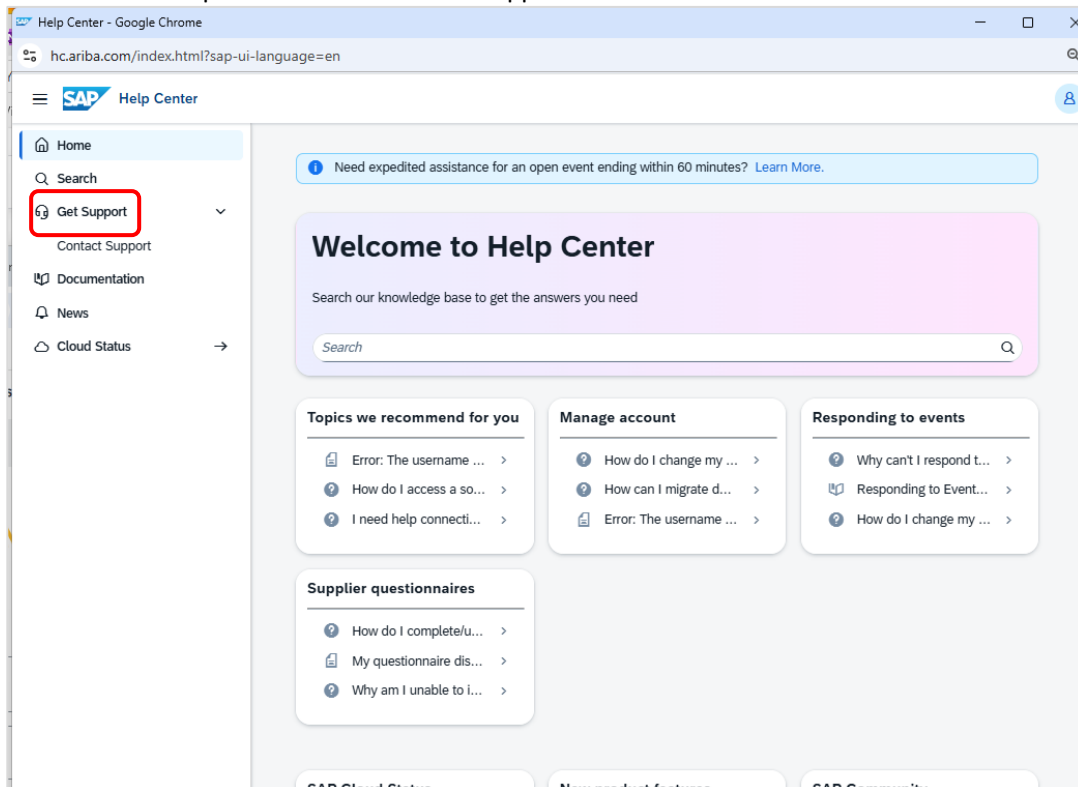
If you do not know your credentials to access the PO, you can raise a ticket to SAP Ariba for assistance.

Here are the steps:

1. From the [supplier login page](#), click on  and select 'Help Center'

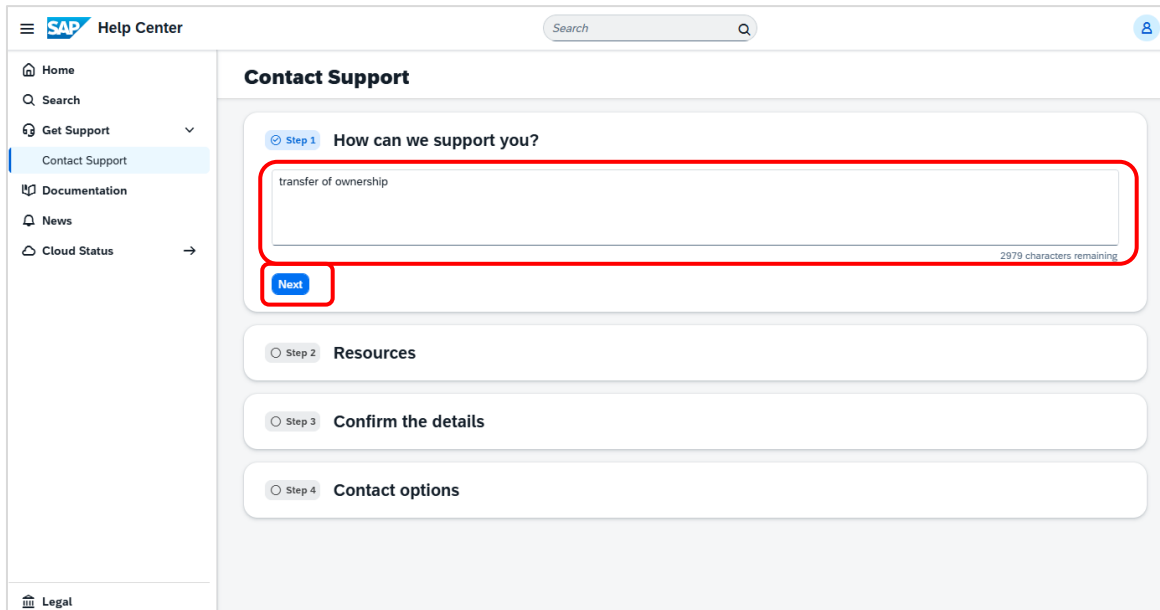


2. A new window opens. Click on 'Contact Support'

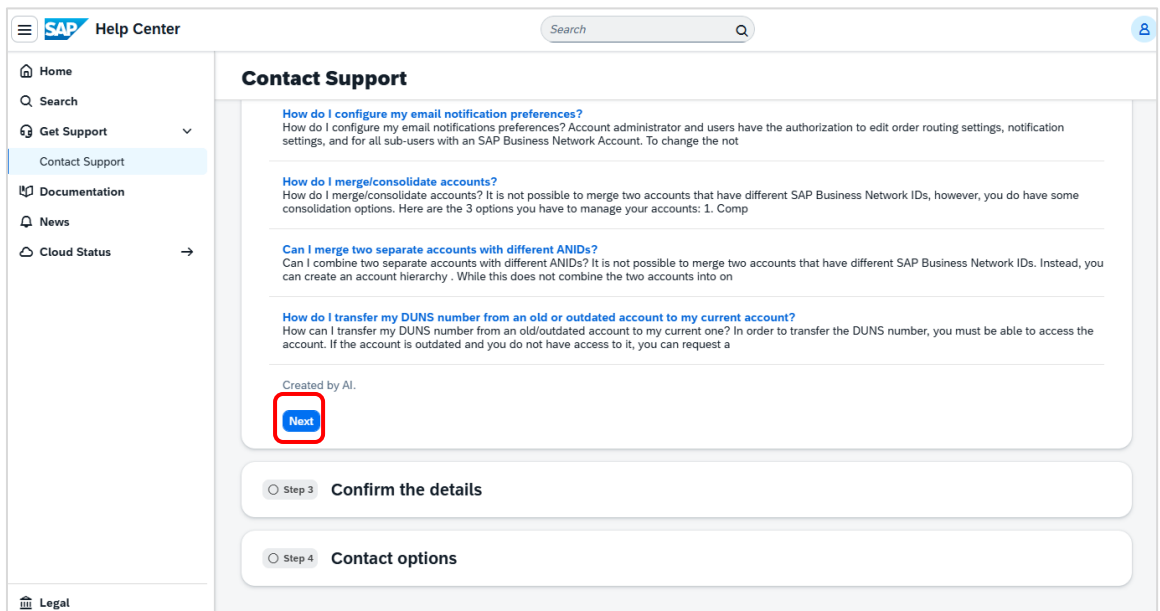


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3. Type in the support required and click on 'Next'

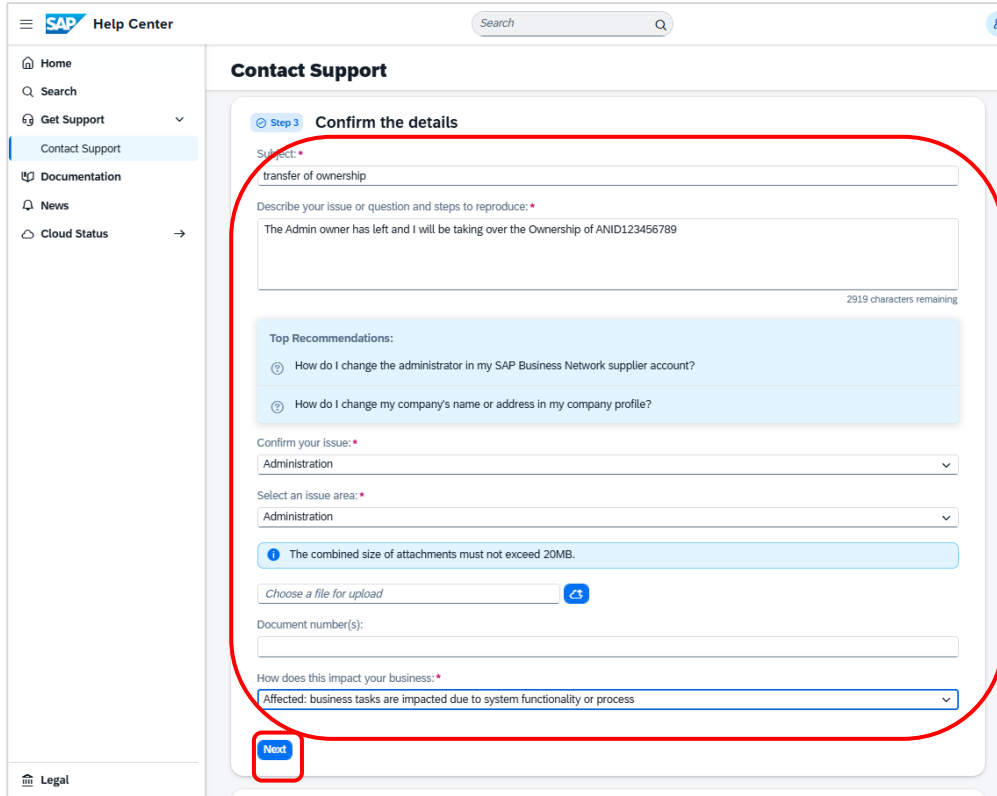


4. Scroll to the end of Step 2 and click on 'Next'

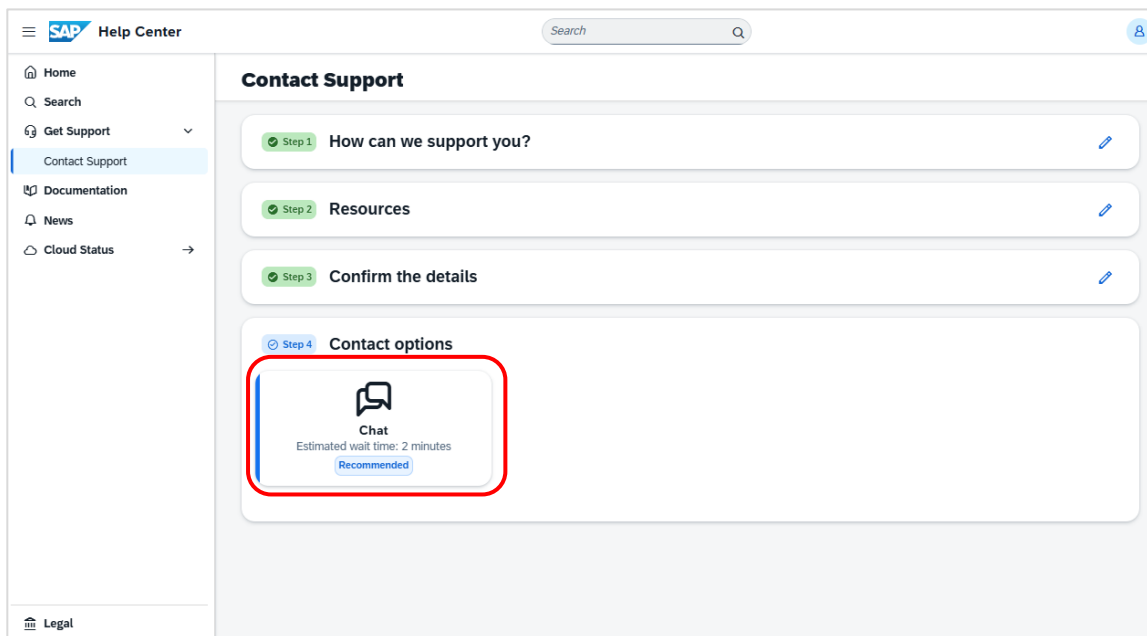


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5. Fill out the form and click on 'Next'

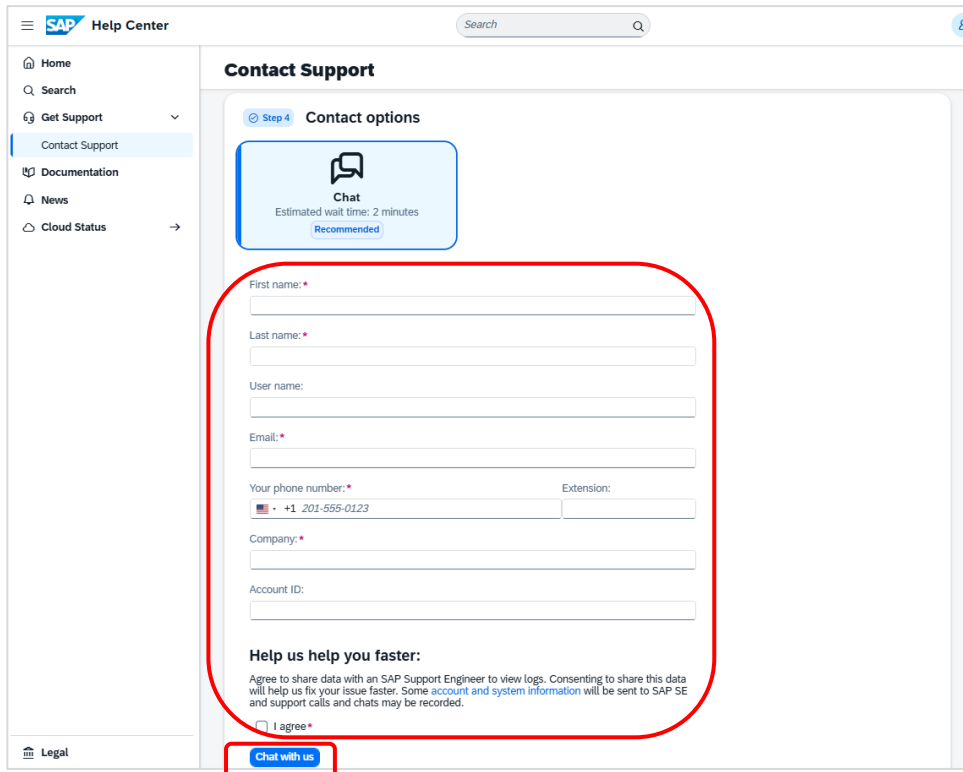


6. Click on the Chat option



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7. Fill out the form and click on 'Chat with us'



Contact Support

Step 4 Contact options

Chat
Estimated wait time: 2 minutes
Recommended

First name: *

Last name: *

User name:

Email: *

Your phone number: * Extension:

Company: *

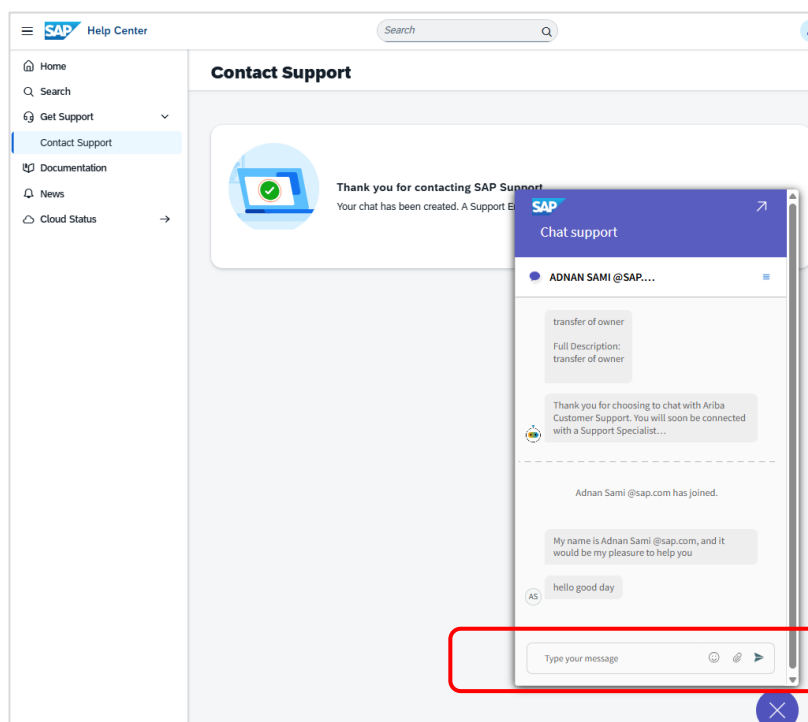
Account ID:

Help us help you faster:
Agree to share data with an SAP Support Engineer to view logs. Consenting to share this data will help us fix your issue faster. Some account and system information will be sent to SAP SE and support calls and chats may be recorded.

I agree *

Chat with us

A live chat pop-up will appear for you to chat with the assigned support team member.



Thank you for contacting SAP Support
Your chat has been created. A Support Engineer will be assigned to you.

Chat support

ADNAN SAMI @SAP...

transfer of owner
Full Description:
transfer of owner

Thank you for choosing to chat with Ariba Customer Support. You will soon be connected with a Support Specialist...

Adnan Sami @sap.com has joined.

My name is Adnan Sami @sap.com, and it would be my pleasure to help you

AS hello good day


Type your message

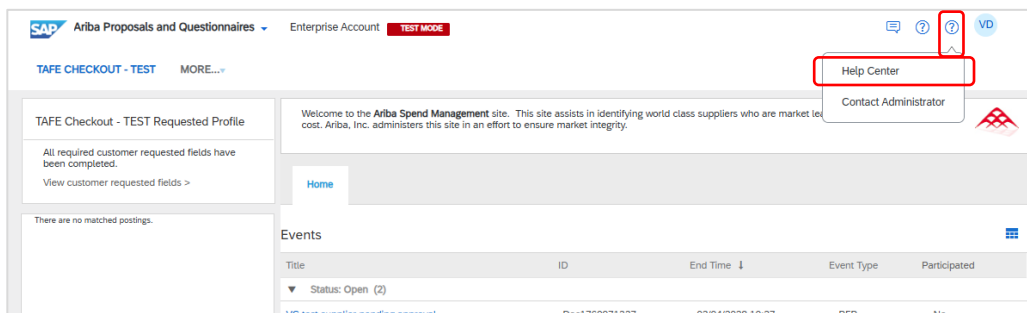
Type your message in the box provided and the support team member will reply accordingly.

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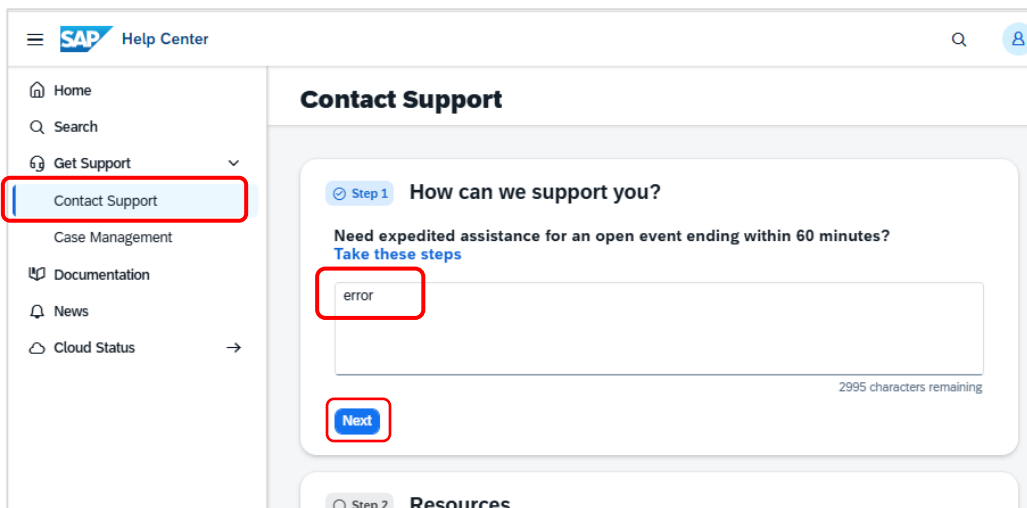
Post-Login support

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

1. After login in with your credentials from the [supplier login page](#), click on  and select 'Help Center'

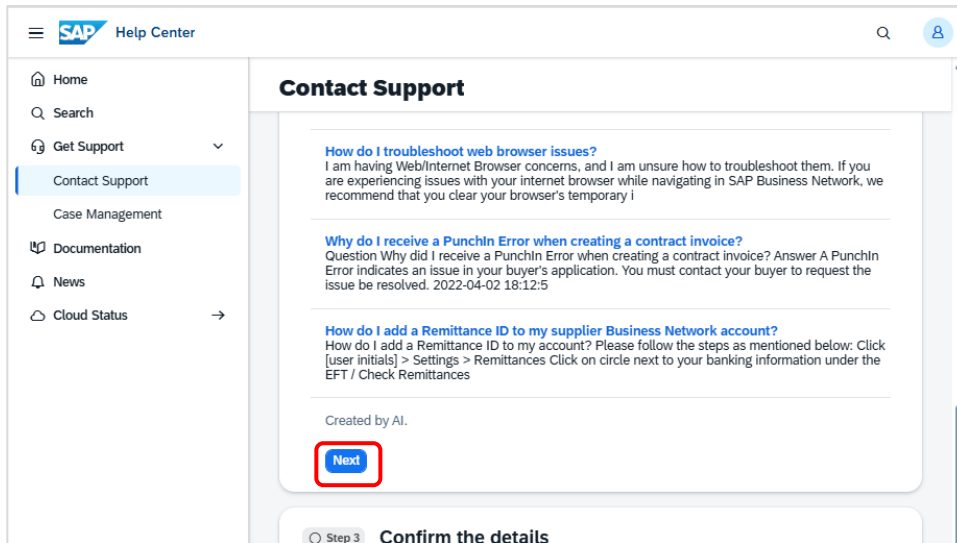


2. Go to 'Contact Support', type in 'error' and click on 'Next'

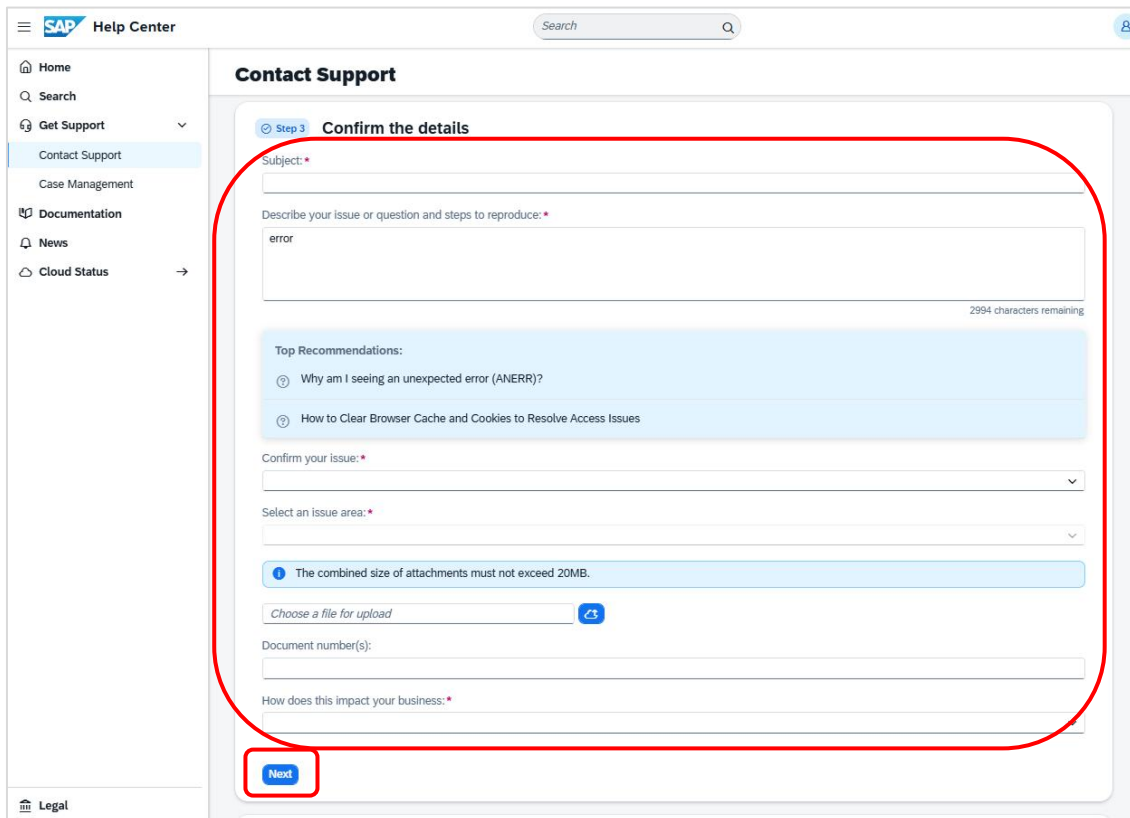


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3. Scroll to the end of 'Step 2' section and click on 'Next'

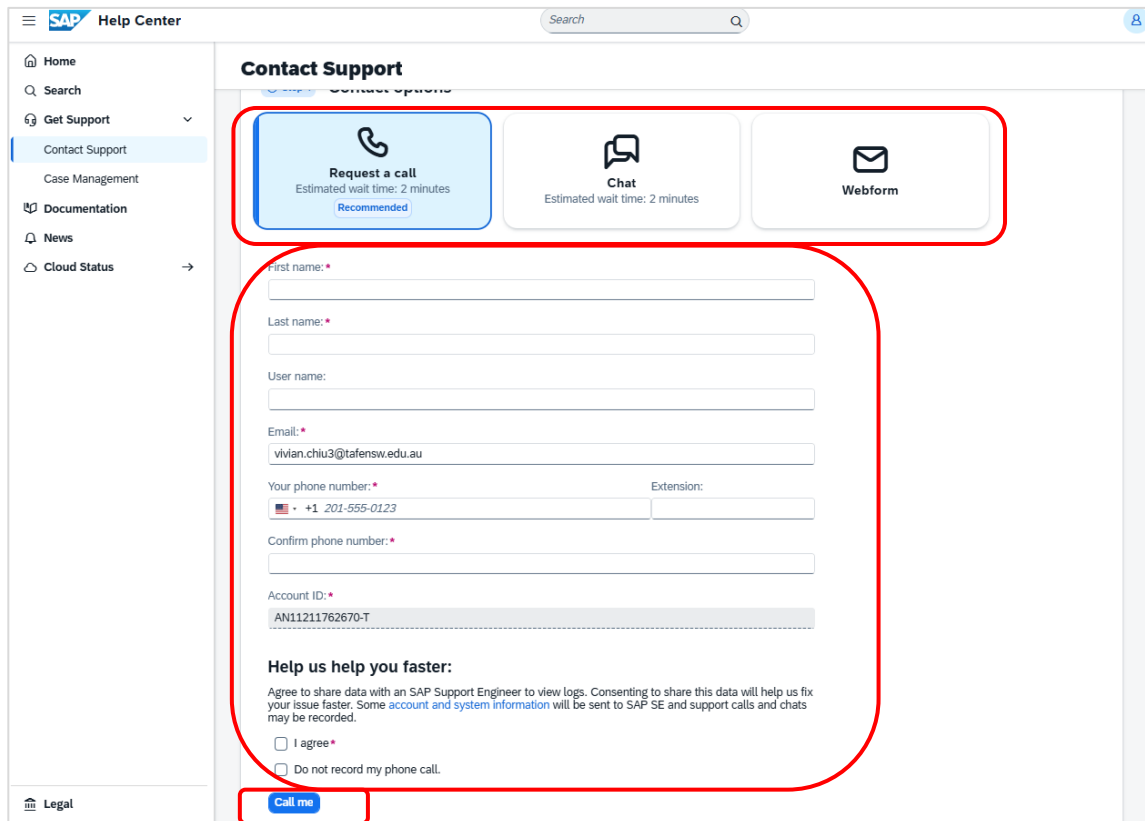


4. In 'Step 3' section, fill out the form and click on 'Next'



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5. In 'Step 4' section, select your Contact option preference for a call, Chat, Webform or to ask an expert and click on 'Call Me' / 'Chat with us' / 'Submit'



Contact Support

Request a call
Estimated wait time: 2 minutes
Recommended

Chat
Estimated wait time: 2 minutes

Webform

First name: *

Last name: *

User name:

Email: *
vivian.chiu3@tafensw.edu.au

Your phone number: * Extension:
+1 201-555-0123

Confirm phone number: *

Account ID: *
AN11211762670-T

Help us help you faster:
Agree to share data with an SAP Support Engineer to view logs. Consenting to share this data will help us fix your issue faster. Some account and system information will be sent to SAP SE and support calls and chats may be recorded.

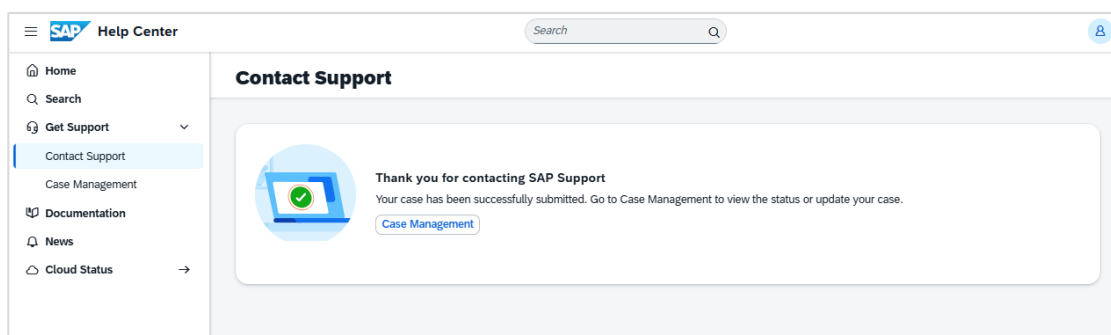
I agree *

Do not record my phone call.

Call me

Note: The contact options available will vary based on what you have selected as option for 'your issue', 'issue area' and 'How does this impact your business'.

You will then see this screen:



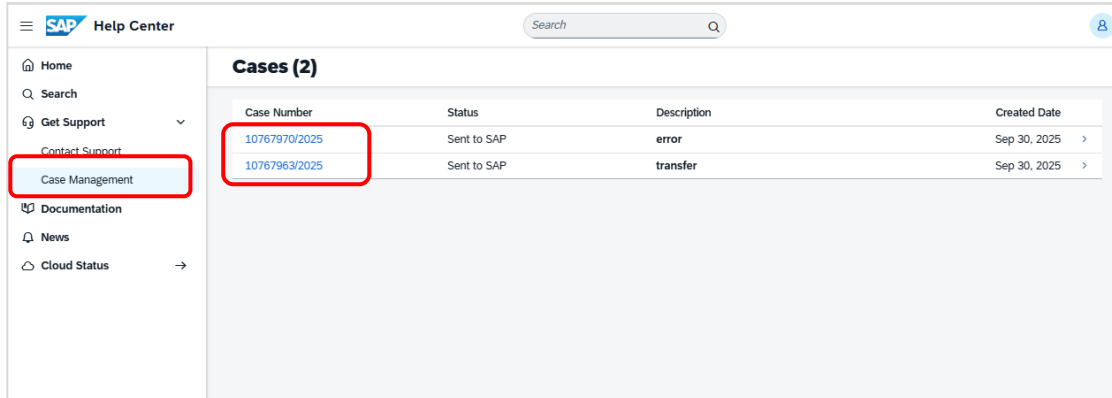
Contact Support

Thank you for contacting SAP Support
Your case has been successfully submitted. Go to Case Management to view the status or update your case.

[Case Management](#)

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If you selected 'Webform' as a contact option, you will also be able to access the case/request you have submitted under 'Case Management':



Note: you can only see what you have submitted and the status of the request; you will not be able to see the reply from this page. The support reply will be by email. You may be expected to reply to the email to provide further information for the support team to be able to assist you.

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:

