

Sappi Ariba Network

Contact and Support



Who should you contact?

Supplier Support During Deployment

- **Ariba Network Registration or Configuration Support**

Please contact:

joinSappi@ariba.com (Europe and North America)

joinSappiinZA@ariba.com (Southern Africa)

for any questions regarding registration, configuration, Supplier Membership Program fees, or general Ariba Network questions.

- **Sappi Business Process Support**

Please contact the Sappi Supplier Enablement team at

supplierenablement@Sappi.co.za (Europe and North America)

ZA.Ariba@sappi.com (Southern Africa)

for business-related questions.

Supplier Support Post Go-Live

- Ariba Network Support for Actively Transacting Suppliers

Region	Contact Number
US/Canada Toll Free	1-866-31ARIBA (1-866-312-7422)
North/South America	+1-412-222-6170
Europe, Middle East and Africa	0800 981 709
Asia Pacific	+65 6311 4585

Support Scenarios and Related Contacts

For questions about	Contact	Why?
Delete row	Your customer	
Invoice payments	Your customer	You have not received payment after the expected payment date based on your Ariba invoice status
Invoice rejections	Your customer	Your customer rejects an invoice . Your customer can then tell you how to correct your invoice.
Missing purchase orders or purchase order details	Your customer	If you can't find a purchase order , or the purchase order does not contain all the required information in order for you to process or confirm it.

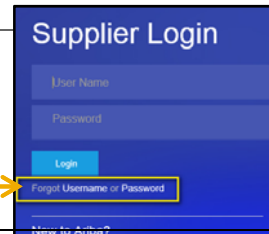
Who to contact with a question or issue (cont..)

For questions about	Contact	Why?
Sourcing event (RFX) content	Your customer	You have questions around how to respond to the sourcing event.
Sourcing system issues	Ariba Customer Support	You are unable to access or perform tasks related to a sourcing event
Your account settings	Your Ariba Account Administrator	<p>If you require assistance with regard to requesting additional permissions, resetting your password, and configuring other user settings.</p> <p>To find out who your administrator is, click on your name in the upper right corner of your account and select Contact Administrator.</p>
General system queries	Ariba Customer Support	Ariba Customer Support can help you with anything related to navigating, using, or understanding your Ariba account.

Supplier Support post Go-Live Online Help Centre and Logging a Service Request

Go to <http://supplier.ariba.com>.

If you forgot your username or password click on the link **Forgot Username** or **Forgot Password**.



Supplier Login

User Name

Password

Login

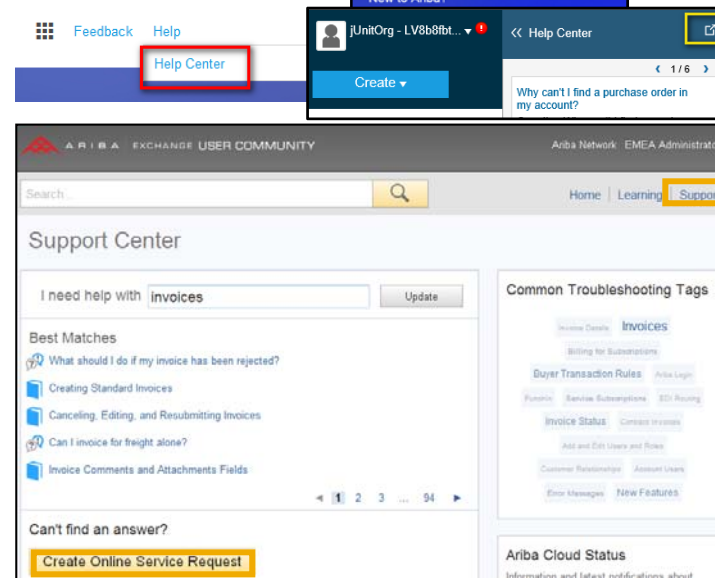
Forgot Username or Password

New to Ariba?

To access our Help Center, go to <http://supplier.ariba.com> and click the **Help > Help Center** link in top right corner. From your account click the icon to open Help Center in new window. Click on **Support** section.

Search for any topic you would like to know more about. If none of the articles answers your query, click on **Create Online Service Request** button to contact our Customer Support.

Fill out our webform. Select Problem Type. Note Sappi in the **Issue Description**.



The screenshot shows the Ariba Supplier Support Center interface. At the top, there is a navigation bar with 'Feedback' and 'Help' links. A 'Help Center' link is highlighted with a red box. Below this, there is a user profile section for 'jUnitOrg - LV8b8ft...' with a 'Create' button and a 'Help Center' icon. The main content area is titled 'Support Center' and features a search bar with the text 'I need help with Invoices'. Below the search bar, there are 'Best Matches' for 'Invoices', including articles like 'What should I do if my invoice has been rejected?' and 'Creating Standard Invoices'. A 'Create Online Service Request' button is highlighted with a yellow box. On the right side, there are 'Common Troubleshooting Tags' for 'Invoices', including 'Invoice Details', 'Billing for Substitutions', 'Buyer Transaction Rules', 'Invoice Status', and 'Ariba Cloud Status'.



Additional Resources

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