

Ariba Commerce Cloud

Quick start guide for Dassault Systèmes suppliers



Welcome Aboard

Dear supplier,

This guide aims at facilitating your Ariba experience by helping you with some common steps.

(click on the link for direct access)

1. First time invitation to respond to a Dassault Systèmes Sourcing Event **(You don't have an Ariba Commerce Cloud account)**pages 3-15
2. First time invitation to respond to a Dassault Systèmes Sourcing Event **(You already have an Ariba Commerce Cloud account)**pages 16-21
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**First time invitation to respond to
a Dassault Systèmes Sourcing Event**
(You don't have an Ariba Commerce Cloud account)

[Back to Menu](#)

1. Email invite



Mon, 22/02/2016 14:09

Muller <s4system-prodeu+dassaultsystemes.Doc29871194@eusmtp.ariba.com

Dassault Systèmes has invited you to participate in an event: Test UI.

1

To: ■ DAUTREVILLE, Gregory

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.



Welcome, Dautreville.

Dassault Systèmes has registered you on their Ariba Spend Management site and invited you to participate in the following event: Test UI. The event starts on Monday, February 22, 2016 at 2:08 PM, Central European Time and ends on Monday, March 14, 2016 at 2:08 PM, Central European Time.

2

[Click Here](#) to access this event. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can access this event.

NOTE: This link is only valid for 30 days. Make sure to register on the Ariba Commerce Cloud before the link expires. After you register on the Ariba Commerce Cloud, you can no longer use this link.

If you have questions about this event, contact Muller via telephone at +33 1 6162 5417 or via e-mail at thierry.muller@3ds.com.

If you do not want to respond to this event, [Click Here](#). You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.

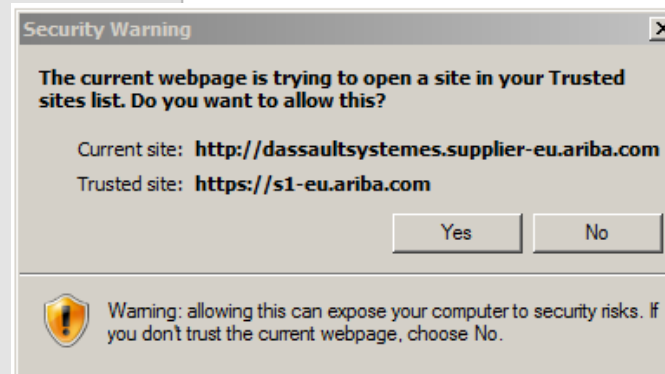
We look forward to working with you!

Thank You,

Dassault Systèmes

1. You have received an email invite to participate for the first time in a Dassault Systèmes sourcing event. **You have never connected to the Ariba Commerce Cloud Supplier portal before.**

2. Follow the link to initiate the Ariba Commerce Cloud registration process.



Note: Depending on your settings/browser you may be prompted by a Security warning, click Yes.

2. Account creation (1/4)

Supplier Login

[Forgot Username or Password](#)

New to Ariba?
[Register Now](#)

3

3. Since you have never connected to the Ariba Commerce Cloud Platform, you need to click on **Register Now**. This link will allow you to register an account with the Ariba Commerce Cloud and Dassault Systèmes.

2. Account creation (2/4)

Enter Your Ariba Commerce Cloud Information



Continue

Enter basic company information

4

Company Name:* Gallagher Ltd

Country* United States [USA]

Address* 2119 S Homan Avenue

City*

State*

Zip code*

If your company has more than one office, enter the main office address. You can enter more addresses such as shipping address, billing address or other addresses later in your company profile.

* Indicates

4. Fill in your company profile:
Company Name,
Country, Address, City,
State, Zip code.

Note: Clicking on **Help** at the top right corner of each page will open a panel : **Community**, where you can find most frequently asked questions or ask your own

Search...

- What are some common issues when registering an Ariba supplier account?
- Why are certain countries missing from the Country list when registering as a new supplier?
- Passwords expire after five years
- What is the difference between Routing Status and Invoice Status?
- What browser versions are certified for Ariba's on-demand solutions?
- Which Internet Protocol (IP) addresses (subnets) compose the Ariba Network and Ariba on-demand solutions for firewall validation?
- Session terminated for security reasons
- Driving procurement compliance in oil and gas, natural resources, and energy
- What is an Ariba Network error (ANERR), and how do I resolve the issue?
- Why did we receive a "The total net amount invoiced exceeds limit." error?
- Your car has gone digital but is your enterprise still analogue?
- Buyer/supplier integration improvements
- Trade with electronically connected suppliers

View more

Ask Community

2. Account creation (3/4)

5. Type in the first letter of the goods/services your company provides then click **Add** or press **Enter**.

6. Alternatively you can click the **Browse** link to look in the commodity list and add them from there.

5

Product and Service Categories:*

-or- Browse

6

Ship-to or Service Locations:*

-or- Browse

7

7. Type in the first letter of the countries you ship to or click **Browse** like above.

Tax ID:

DUNS Number:

Enter your nine-digit Company Tax ID number.

Enter the nine-digit number issued by Dun & Bradstreet. ⓘ

Note: You can fill in as well your company Tax ID and DUNS number (optional)

2. Account creation (4/4)

Enter user account information

8

8. Fill in your User information, choose your password and security question

Name:*

Email:*

Use my email as my username

Username:*

Password:*

Secret Question:*

Language:

Ariba Privacy Statement

Note: You are able to use your email address as username to login, or you can choose a separate username by unticking this box

The answer to your secret question must be atleast 5 characters.

The language used when Ariba sends you configurable notifications. This is different than your web b...

* Indicates a required field

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the Company Profile page after you have finished your registration. By clicking the Continue button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where your computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been given by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured in a separate data repository residing within the Russian federation.

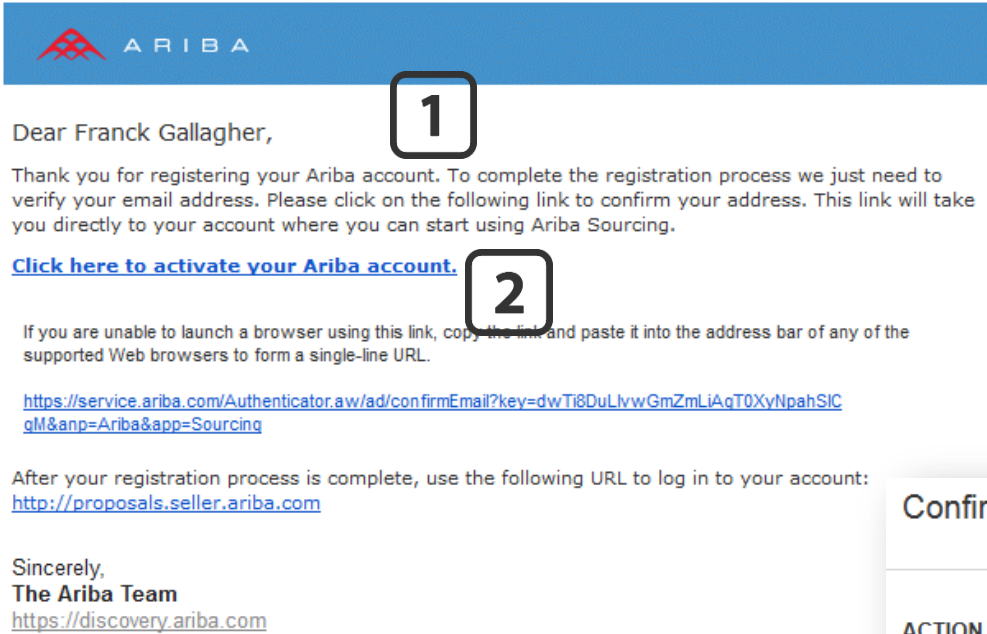
I have read and agree to the Terms of Use and the Ariba Privacy Statement

9

9. Accept the ToU & Privacy Statement then click **Continue**

Continue Cancel

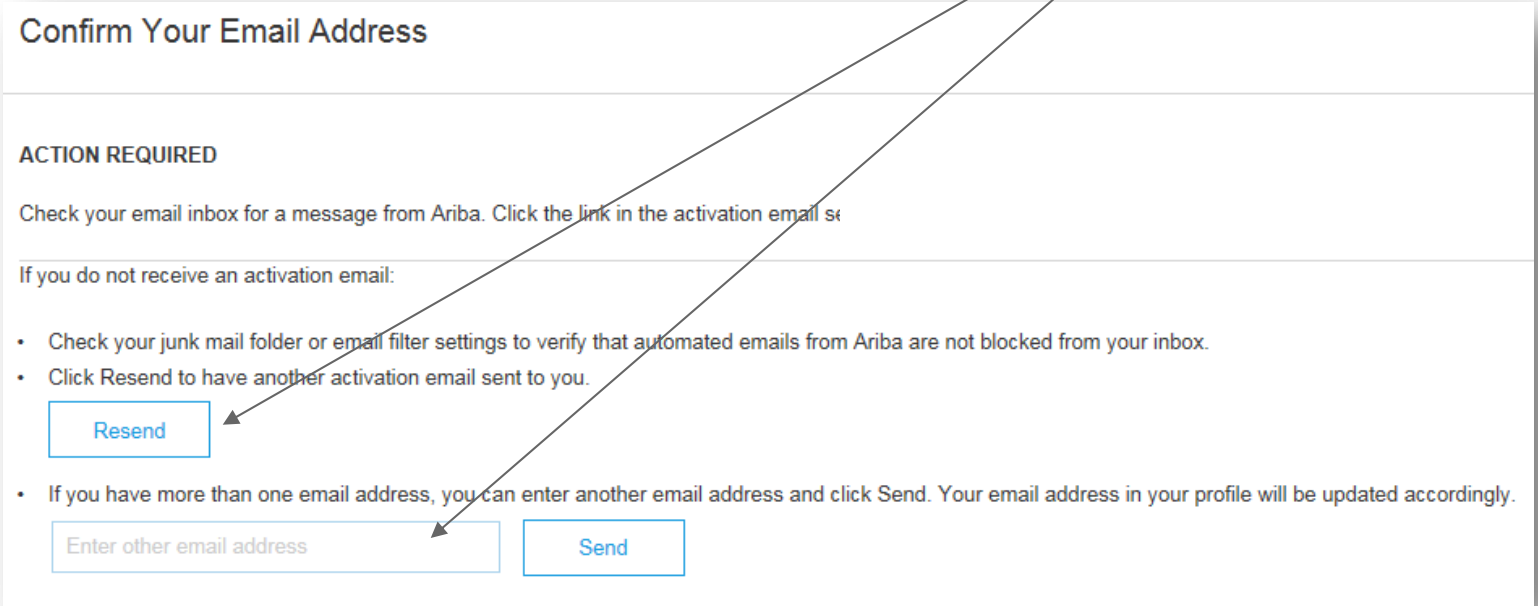
3. Account confirmation (1/2)



1. Check your mailbox for this email (contains **Action Required: Activate your account** in the subject line). Make sure to check your spam.

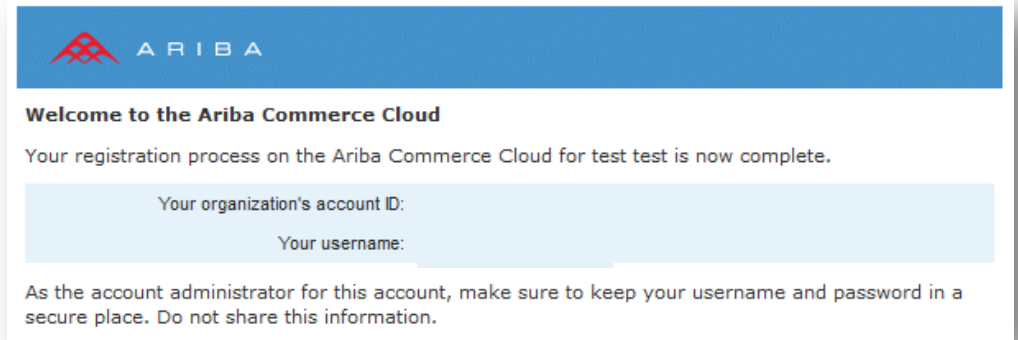
Note: if you have not received the email, click Resend or enter another email address

2. Click the Activation link



3. Account confirmation (2/2)

Note: you will receive a confirmation email with your account information. Keep it !



Welcome to Ariba

Thank you for confirming your registration on Ariba. As a seller on the Ariba Commerce Cloud, you have all of the tools you need to configure your account to attract buying organizations to your products or services and to transact with them in the way that best suits your organization. When you configure your company profile, it is important that you provide extensive information about your company from your address to your business policies, to better help buying organizations find your company.

- ✔ Your email address **gdautreville@gmail.com** has been verified.
- ✔ Your Ariba username **testgd@gmail.com** has been activated.

Complete Your Company Profile Now



- Add company contacts to ensure your trading partners can contact you.
- Add marketing and financial details to help new trading partners find you.
- View additional company profile recommendations in the completeness meter.

Why is your company profile important?

Completing your company profile enables buying organizations to locate your company when searching for suppliers by commodity, industry, sales territory, or other criteria.

Buyers use your company profile to evaluate your capabilities.

Ariba uses information in your company profile to automatically match your capabilities with new opportunities.

3. You can now start completing your company public profile.

4. Profile & Questionnaire completion

Company Profile

Save

Close

✓ Your profile has been successfully updated.

Basic Business Marketing Contacts Certifications Customer Requested Additional Documents

* Indicates a field required by Dassault Systèmes.

Overview

Company Name:* Gallagher Ltd

Other names, if any:

Dassault Systèmes Requested Profile Information

+ 28 More Fields

Public Profile Completeness

100%

1

1. Fill in the information on the tabs until you reach **100% completeness**

- **Basic** : fill in Short description, Website, Industries
- **Business** : fill in Revenue, Year Founded, Business Type
- **Marketing** : fill in Company Logo, DUNS number, Company Description
- **Certifications** : choose and upload your certifications information if any
- **Customer requested** : see next slide

4. Profile & Questionnaire completion

Dassault Systèmes Requested Profile

Your customer has requested that you complete **30** additional profile fields.

[Enter Now >](#)

Public Profile Completeness


55%

[Enter your company revenue to reach 65% >](#)

1 lead matches your company profile

[View Matched Leads](#)

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.



Events

Title	ID	End Time ↓	Event Type
▼ Status: Ouvert(e) (1)			
Test UI	Doc29871194	3/14/2016 2:08 PM	Demande de proposition (RFP)

Tasks

Name	Status	Due Date	Completion Date	Alert
No items				

2. From the previous page or from your account main page, access the Dassault Systèmes specific questions you need to fill in.

4. Profile & Questionnaire completion

Dassault Systèmes Requested Profile 3


* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer.

Changes you make below may be subject to approval before they are accepted. 4

Question

▼ 2 Starting registration

2.1 3DS Vendor portal rules *
Please read and acknowledge agreement to these terms 

2.2 Do you need to create or modify your profile?
Please confirm if you proceed to your account profile creation or if you modify your existing profile

Answer *

2.3 Please provide the full name (s) of the 3DS employee(s) who asked you to register
Please indicate the name in the following format "First Name - Last Name" (might be different from your DS contact name- Please refer to the invitation email)


Answer

▼ 4 VENDOR INFORMATION

3. Start filling in all the required fields. You can save your draft at any time.

4. Once done, click on **Submit**.

5. If you have filled all mandatory fields, the below message will appear. You can then close the window.

 You have successfully submitted changes to your customer.

5

4. Profile & Questionnaire completion

Company Profile **7** Save Close

Basic Business Marketing Contacts Certifications **Customer Requested** Additional Documents

* Indicates a required field

Sourcing Customer List

Customer	Customer Requested Profile Information
ALBEA	Incomplete
IPSEN	Incomplete
Dassault Systèmes	Complete 6

Public Profile Completeness: 100%

Share Your Public Profile

[Click here to get your Ariba badge.](#)

FIND US ON ARIBA

6. You see now on the Customer Requested page a **Complete** status for the Dassault Systèmes questionnaire.

7. You can now click on **Close**.

4. Profile & Questionnaire completion

Dassault Systèmes Requested Profile

All required customer requested fields have been completed.


[View customer requested fields >](#)

Public Profile Completeness

1 lead matches your company profile

[View Matched Leads](#)

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Events 8

Title	ID	End Time ↓	Event Type
▼ Status: Ouvert(e) (1)			
Test UI	Doc29871194	3/14/2016 2:08 PM	Demande de proposition (RFP)

Tasks

Name	Status	Due Date	Completion Date	Alert
No items				

8. You now land on your account main page and can access the event you were invited to.



**First time invitation to respond to
a Dassault Systèmes Sourcing Event**
(You already have an [Ariba Commerce Cloud account](#))

[Back to Menu](#)

1. Email invite



Mon, 22/02/2016 14:09

Muller <s4system-prodeu+dassaultsystemes.Doc29871194@eusmtp.ariba.com

Dassault Systèmes has invited you to participate in an event: Test UI.

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To: DAUTREVILLE, Gregory

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Welcome, Dautreville.

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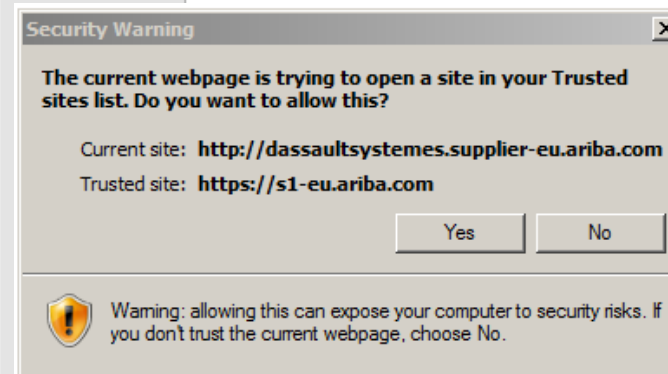
We look forward to working with you!

Thank You,

Dassault Systèmes

1. You have received an email invite to participate for the first time in a Dassault Systèmes sourcing event. **You have previously connected to the Ariba Commerce Cloud Supplier portal before.**

2. Follow the link to access the event through your Ariba Commerce Cloud account.



Note: Depending on your settings/browser you may be prompted by a Security warning, click Yes.

2. Account login

Supplier Login

3

User Name

Password

Login

[Forgot Username or Password](#)

New to Ariba?

[Register Now](#)

3. Enter your Login information. **If you forgot your Username, try your email address.**

Click on the **Password** link if you do not remember your password.

3. Questionnaire completion

Dassault Systèmes Requested Profile

Your customer has requested that you complete **30** additional profile fields.

[Enter Now >](#)

4

Public Profile Completeness


55%

[Enter your company revenue to reach 65% >](#)

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[View Matched Leads](#)

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Events

Title	ID	End Time ↓	Event Type
▼ Status: Ouvert(e) (1)			
Test UI	Doc29871194	3/14/2016 2:08 PM	Demande de proposition (RFP)

Tasks

Name	Status	Due Date	Completion Date	Alert
No items				

4. You automatically land on the main page. From there, click **Enter Now** on the upper left to access the buyer questionnaire.

3. Questionnaire completion

Dassault Systèmes Requested Profile 5


* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer.

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Question

▼ 2 Starting registration

2.1 3DS Vendor portal rules *
Please read and acknowledge agreement to these terms  Unspecified ▼
[References](#)

2.2 Do you need to create or modify your profile?
Please confirm if you proceed to your account profile creation or if you modify your existing profile

Answer * Unspecified ▼

2.3 Please provide the full name (s) of the 3DS employee(s) who asked you to register
Please indicate the name in the following format "First Name - Last Name" (might be different from your DS contact name- Please refer to the invitation email)

*


Answer

▼ 4 VENDOR INFORMATION

5. Start filling in all the required fields. You can save your draft at any time.

6. Once done, click on **Submit**.

7. If you have filled all mandatory fields, the below message will appear. You can then close the window.

 You have successfully submitted changes to your customer.

7

3. Questionnaire completion


Dassault Systèmes Requested Profile

All required customer requested fields have been completed.
[View customer requested fields >](#)

Public Profile Completeness

1 lead matches your company profile
[View Matched Leads](#)

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Events **8**

Title	ID	End Time ↓	Event Type
▼ Status: Ouvert(e) (1)			
Test UI	Doc29871194	3/14/2016 2:08 PM	Demande de proposition (RFP)

Tasks

Name	Status	Due Date	Completion Date	Alert
No items				

8. All the required fields are completed, you can now access the event you are invited to.



Second time invitation to respond to a Dassault Systèmes Sourcing Event

[Back to Menu](#)

1. Email invite



Mon, 22/02/2016 14:09

Muller <s4system-prodeu+dassaultsystemes.Doc29871194@eusmtp.ariba.com

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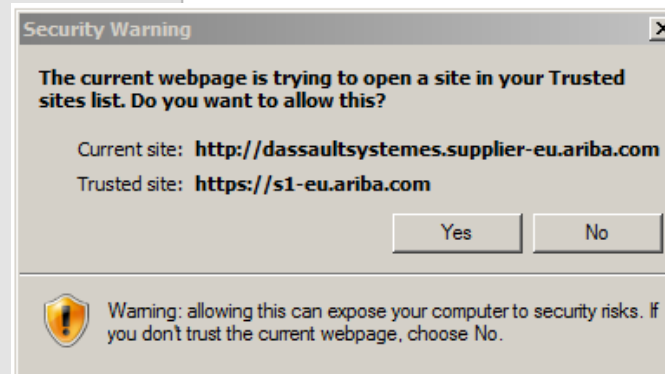
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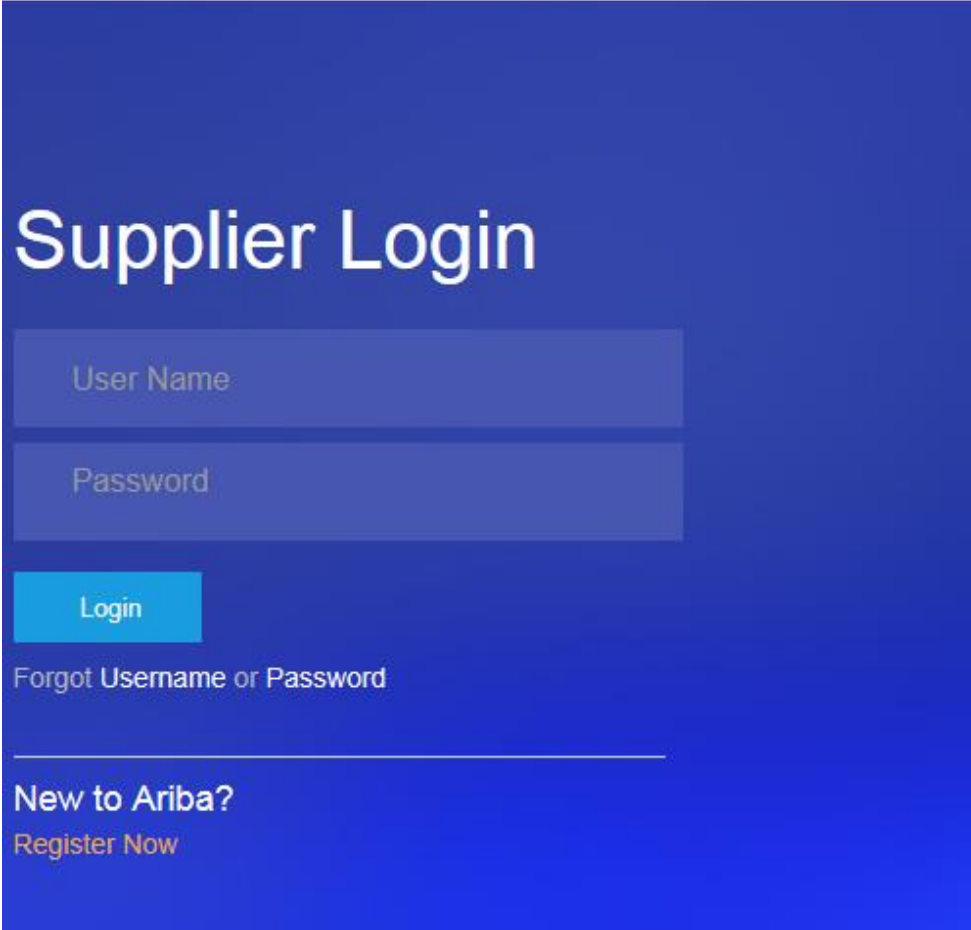
2. Follow the link to access the event through your Ariba Commerce Cloud account.



Note: Depending on your settings/browser you may be prompted by a Security warning, click Yes.

2. Account login

3



Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

New to Ariba?
[Register Now](#)

3. Enter your Login information.

3. Event access

Dassault Systèmes Requested Profile

All required customer requested fields have been completed.


[View customer requested fields >](#)

Public Profile Completeness

1 lead matches your company profile

[View Matched Leads](#)

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.



Events **4**

Title	ID	End Time ↓	Event Type
▼ Status: Ouvert(e) (1)			
Test UI	Doc29871194	3/14/2016 2:08 PM	Demande de proposition (RFP)

Tasks

Name	Status	Due Date	Completion Date	Alert
No items				

4. All the required fields are completed from previous events, you can directly access the event you are invited to.



How to respond to a Dassault Systèmes Sourcing Event

[Back to Menu](#)


1. Open the event

Dassault Systèmes Requested Profile

All required customer requested fields have been completed.

[View customer requested fields >](#)

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.



Public Profile Completeness

1 lead matches your company profile

[View Matched Leads](#)

Events

Title	ID	End Time ↓	Event Type
▼ Status: Ouvert(e) (1)			
Test UI	Doc29871194	3/14/2016 2:08 PM	Demande de proposition (RFP)

Tasks

Name	Status	Due Date	Completion Date	Alert
No items				

1. Your list of open events is here. You can see the type of event you're invited to (Request for Proposal, Request for Information, Auction) as well as the duration. Click on the **event title** to get started.

1. Event details

[< Go back to Dassault Systèmes Dashboard](#)

Desktop File Sync

Event Details

Doc29871194 - Test UI

Time remaining
17 days 04:57:06

Event Messages

Download Tutorials

Optional : you can download the entire event on Excel and respond offline (see next slide)

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the buyer to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisite, you cannot view the event content or participate in this event.

Download Content

Review Prerequisites

Decline to Respond

Print Event Information

2

Primary

2. Review and Accept Prerequisites

2. On this page you can check the whole event information (introduction & scope, Dassault Systèmes specific rules, questions & details...),

For now click on **Review Prerequisites**

Introduction

(Section 1 of 3) [Next >>](#)

Name ↑

▼ 1 Introduction

1.1 Invitation

Dassault Systèmes (3DS) would like to invite you to participate to a **RFx** regarding **XXX**. The aim of this **RFx** is to select a **XXXX** partner for **XXXXXX**.

If you wish to participate to this **RFx**, thank you to confirm according to §1.3 and to send back an email following the instruction before **XXXX**.
If you have any question regarding this **RFx**, please refer to §3.5.

All responses should be completed in English and finalized no later than **XXXXXX** and should include the following elements :

9 Instructions to the ...

Optional: Download content

[< Go back to Dassault Systèmes Dashboard](#)

Desktop File Sync

Export Content to Excel

Done

Step 1. Click **Download Content** to download and review your event in an Excel Spreadsheet.

Click **Download Original Excel Bid Sheets** to download the original offline bid sheet if you need to start over. You can skip this step if you want to import a previously downloaded file.

Download Content

Download Attachments

Step 2. Edit the Excel spreadsheet using the instructions provided in the spreadsheet and save the file to your computer.

This feature allows you to download a spreadsheet of the event that you can fill offline, as well as the events attachments if any, and then import your response back in the system.

The spreadsheet contains instructions and each tab reflects the sections of the event.

The screenshot shows an Excel spreadsheet with the following content:

- Row 2: Required Action
- Row 3: **Submit the answers to the questions.**
- Row 5: Instructions
- Row 6: Proceed through each worksheet using the tabs at the bottom of the window and fill out the required information. When complete, save the file to your computer desktop and upload it to the application.
- Row 9: General Guidelines and Cell Legend
- Row 10: Some of the cells in the following sheets require that you enter data, some can optionally be edited, and some are read-only. This is indicated by the color and border
- Row 11: Legend items:
 - Blue box: Header and System ID Information: Do not modify this cell or the import may fail.
 - Yellow box: Help Information. Do not modify this cell or the import may fail.
 - Light yellow box: Bidding data. These cells are required. The column heading for these cells also has an asterisk (*) in it.
 - White box with border: Optional data
 - White box without border: Without the border, read only data
- Row 22: Text Format Help: Please prefix an apostrophe (') if you want to format data in a cell as text rather than a number or a date. For example, if you want to enter 50000000 as text then you need to enter '50000000' in the cell. Another workaround is to first change the cell format type to 'Text' within Excel and then enter the values.
- Row 28: Tab navigation bar with tabs: Soumission des réponses, 1 Introduction, 2 Prerequisite, 3 RFX Details, 4 General Information Questions, 5 Business

2. Review prerequisites

To continue with this event, complete the prerequisites below. Some of the prerequisites might be access gate questions that you must answer before you can see the event information. Other prerequisites might serve as a participation gate that restricts you from submitting your response unless you have responded to them.

3

Would you like to accept the Bidder Agreement? [View Bidder Agreement](#)

- I accept the terms of this agreement.
- I do not accept the terms of this agreement.

Primary

Prerequisites

Name ↑

▼ 2.1 Confidentiality

2.1.2 Do you agree with the confidentiality agreement?

Confidential information shall mean all information whatever its nature, form or media, which the bidder may have access to during the bid process, including, but not limited to, any technical, industrial, financial and commercial data, specifications, schedule of specifications or any information and documents with respect to Dassault Systèmes' business, strategy or research and development work ("Confidential Information").

The bidder agrees, subject to the applicable laws and regulations requiring the transmission of information to public authorities, for a period of five (5) years after reception of the Confidential Information,

1. to apply the same protective measures that it, if applicable, would apply to its own confidential information and in any event reasonable measures given the nature of said information;
2. not to communicate Confidential Information received from Dassault Systèmes to anyone other than its own employees who have a need to know ;
3. not to divulge, publish or transmit to third parties Confidential Information received from Dassault Systèmes, in any form whatsoever, without the prior written consent of Dassault Systèmes;

(*) indicates a required field

4

*
Yes ▼

5

OK

Cancel

You need to accept Dassault Systèmes **prerequisites** to participate to the event.

2. Click first on *I accept the terms of this agreement*.

4. Choose **Yes**

5. Click **OK** then **OK** to submit

✓ Submit this response?

Click OK to submit.

OK

Cancel

3. Submit response

Primary

All Content

Name ↑

6 Financial Proposition

6.2 Please provide your financial proposal * Attach a file 6

7 SLA

7.2 Do you confirm attached SLA? * Yes ▾

7.3 Please provide your comments 6

7.4 Please propose an SLA with incentives and a penalties system * Attach a file

(*) indicates a required field

6. Now you need to provide your response by filling all required fields as accurately as possible and provide attachments when required

Tip: Click here to enlarge the table.

- Submit Entire Response
- Update Totals
- Reload Last Bid
- Save
- Compose Message
- Excel Import

You can communicate with Dassault Systèmes through **Compose Message** (see next slide)

If you chose to download the content and work offline you can import your file by clicking on **Excel Import**

Optional: Compose message

Compose Message

Send your questions to the buyer here, you can attach a file as well.

You will see the responses on the **Event Messages** board on the main page

Compose New Message

Send Cancel

From: SAP Sourcing Test (Grégory Dautreville)

To: Project Team

Subject: Doc29871194 - Test UI

Attachments: Attach a file

Rich text editor toolbar: Bold, Italic, Underline, Bulleted List, Numbered List, Font Size, Font Family (Verdana), Text Color, Background Color, Undo, Redo.

Console Doc29871194 - Test UI

Event Messages
Response History
Response Team

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Submit Response

Your response to the prerequisites has been submitted.

Primary

All Content

Name ↑

- ▼ 1 Introduction
 - 1.1 Invitation

3. Submit response

7. In case you forget an answer, the system will prompt you. You can then navigate to the missing answer by using the Previous/Next links

7



There are 7 problems that require completion or correction in order to complete your request.

You need to provide an answer to Question 4.12.7, 'Would you like to become a 3DS customer?'.

Mouse over the red icons to learn more. Use the *Next* and *Previous* links to step through the errors as needed.

< Previous | Next >

8. Once your response is error-free, click on Submit Entire Response, then OK

8

Submit Entire Response

✓ Submit this response?

Click OK to submit.

OK

Cancel

You have submitted a response for this event. Thank you for participating.

Note: if you need to make a change to your response, click the Revise/Alternative Response button

Revise/Alternative Response



How to Get Support

[Back to Menu](#)

1. User Community

1. Click on the **top right corner of any page in Ariba** to access the User Exchange Community, then click on **Support**


2. Type in what you need help with

3. Or search within the common tags

4. Or click on the Help links

The screenshot shows the Ariba Exchange User Community Support Center. At the top, there is a navigation bar with the Ariba logo and the text "ARIBA EXCHANGE USER COMMUNITY". Below this is a search bar with a magnifying glass icon and a search button. To the right of the search bar are links for "Home", "Learning", and "Support". The main content area is titled "Support Center". On the left, there is a form with the text "I need help with" followed by a text input field and a yellow "Start" button. Below the input field, there are "Examples:" listed: "Prerequisites", "Bidding in an auction", "Importing my responses", and "Complete my Supplier Profile Questionnaire". On the right, there is a section titled "Common Troubleshooting Tags" with various links: "Spotlight", "My Account", "Registration by Invitation", "Attachments", "Messages", "Contact Account Administrator", "Forgot Password", "Walkup Registration", "Cookies", "Registration", "Browser Configuration", "Supplier Account Login", "Account Password Expired", "Account Notifications", and "Registration by Invitation (Event Participation)". At the bottom right, there is a section titled "I Need Help Now" with two options: "Get help by live chat" and "Get help by phone".

ARIBA EXCHANGE USER COMMUNITY

Search...  Home | Learning | Support

Support Center

1

2 I need help with [Start](#)



Examples:
Prerequisites
Bidding in an auction
Importing my responses
Complete my Supplier Profile Questionnaire

Common Troubleshooting Tags

[Spotlight](#) [My Account](#)
[Registration by Invitation](#) [Attachments](#)
[Messages](#)
[Contact Account Administrator](#)
[Forgot Password](#) [Walkup Registration](#)
[Cookies](#) [Registration](#)
[Browser Configuration](#) **3**
[Supplier Account Login](#)
[Account Password Expired](#) [Account Notifications](#)
[Registration by Invitation \(Event Participation\)](#)

trust.ariba.com
Information and latest notifications about product issues and planned downtime.
[Check status](#)


I Need Help Now

4  **Get help by live chat**
 **Get help by phone**

2. Phone support


1. Select your country from the dropdown list to display the local Ariba Support phone number
2. Dial the number to speak to a Support agent who will help you through your issue

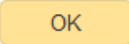
Ariba | EXCHANGE USER COMMUNITY

Search...  [Home](#) | [Learning](#) | [Support](#)

Contact Ariba Customer Support by Phone

Support Phone Numbers

Hours of Support	8:00 pm ET Sunday - 8:00 pm ET Friday
Where are you located?	France  1
France	0800 945 115 2



3. Learning

The screenshot shows the 'User Community Home' page. At the top, there is a search bar and navigation links for Home, Learning, and Support. The page is divided into several sections:

- Popular Topics:** A list of frequently asked questions (FAQs) with their respective authors and statistics. The first question is 'Why did the link in the password reset email expire?' by Camille Goleb, a Senior Community Consultant. The second is 'If I forget my password, how can I reset it?' by Nasser Basher, a Manager in Commerce Support.
- Learning Center:** A section for product documentation and tutorials, represented by a graduation cap icon.
- Support Center:** A section for getting help with specific problems, represented by a stethoscope icon.
- Additional Resources:** Links to Ariba Exchange cXML User's Guide and cXML Release Notes.
- Popular Tags:** A cloud of tags including 'Forgot Password', 'Contact Account Administrator', 'Dashboards', 'Cookies', 'My Account', 'Company Profile', 'Browser Configuration', 'Spotlight', and 'Supplier Account Login'.

Explore the User Community pages to find out relevant Help content such as tutorials, guides and Q&A !

The screenshot shows the 'Learning Center' page. It features a search bar and navigation links for Home, Learning, and Support. The page is organized into two main columns:

- Product Documentation:** A list of topics under various categories:
 - Getting Started
 - Registration and Logging In
 - Registering With the Ariba Commerce Cloud
 - Password Reset
 - About Your Ariba Commerce Cloud Password
 - Resetting Your Password
 - Retrieving Your Username
 - Configuring Your Browser to Access Ariba Solutions
 - Using the Ariba Exchange User Community
 - About the Ariba Exchange User Community
 - Accessing the Ariba Exchange User Community
 - Ariba Exchange User Community Concepts
 - Browsing Content in the Ariba Exchange User Community
 - Searching the Ariba Exchange User Community
 - Interacting with a Content Item
 - Using Community-Based Help
 - Ariba Exchange User Community Notifications
 - Methods to Access the Ariba Exchange User Community in a New Window
- Tutorials:** A list of video tutorials:
 - Forgot Username (1:00)
 - Seller Basics (3:00)
 - Introduction to the Seller Collaboration Console (5:00)