



# SAP ARIBA SUPPLIER LIFECYCLE & PERFORMANCE

## HOW TO GET HELP AND SUPPORT

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# INTRODUCTION AND BACKGROUND

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- Crystal Ventures Limited (CVL), its subsidiaries and affiliates use SAP Ariba to manage its supplier management, sourcing and contract management processes.
- The solution automates the way Suppliers transact and interact with the CVL group
- This has improved and simplified engagements with our valued suppliers, resulting in a better supplier experience
- SAP Ariba is used to exchange electronic sourcing and contract documents, and enables Suppliers to self-register and maintain their supplier profile data
- This manual covers all the supplier transactions in the Vendor Management processes, which are managed on the SAP Ariba Supplier Lifecycle and Performance (SLP) system.

# INTRODUCTION TO THE SAP BUSINESS NETWORK

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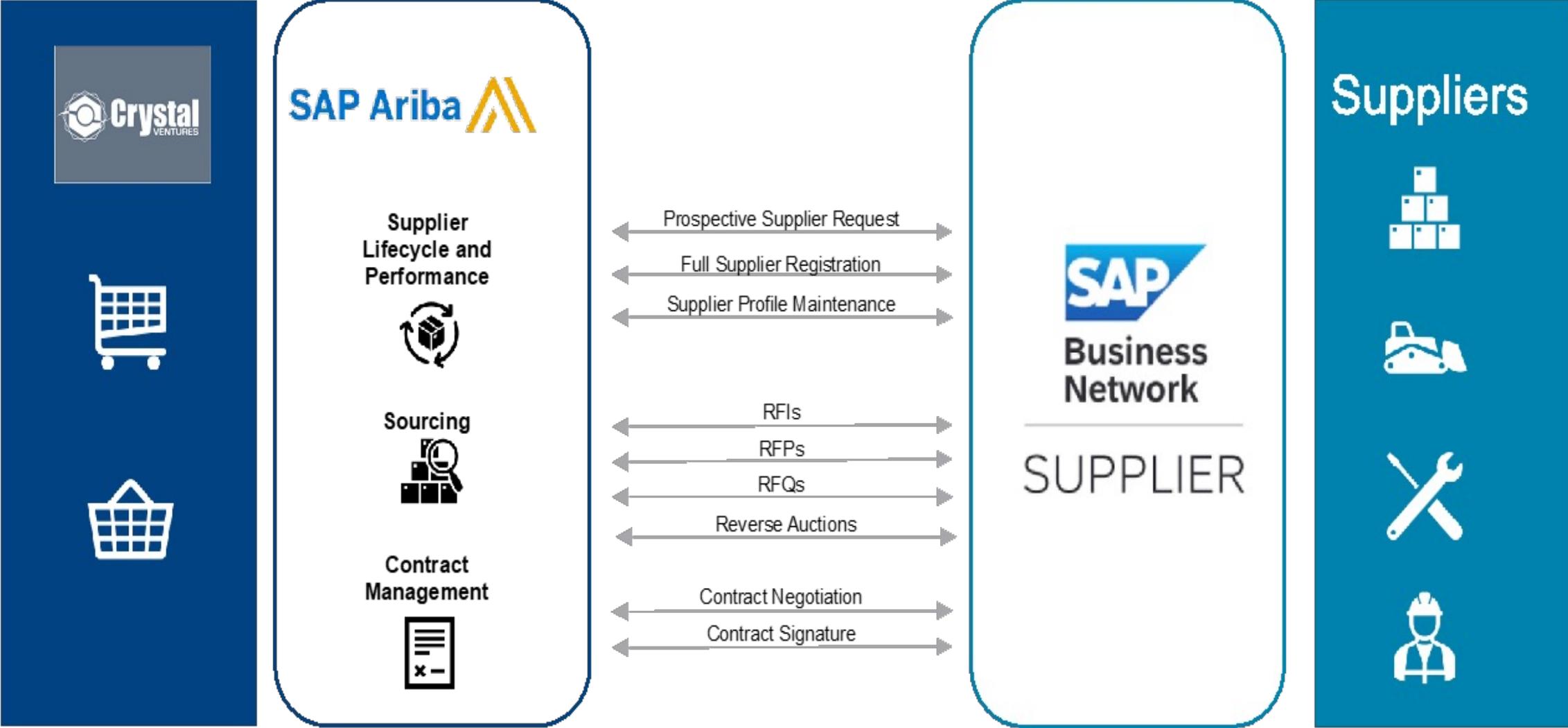


The **SAP Business Network** connects suppliers with customers, enabling them to do business together.

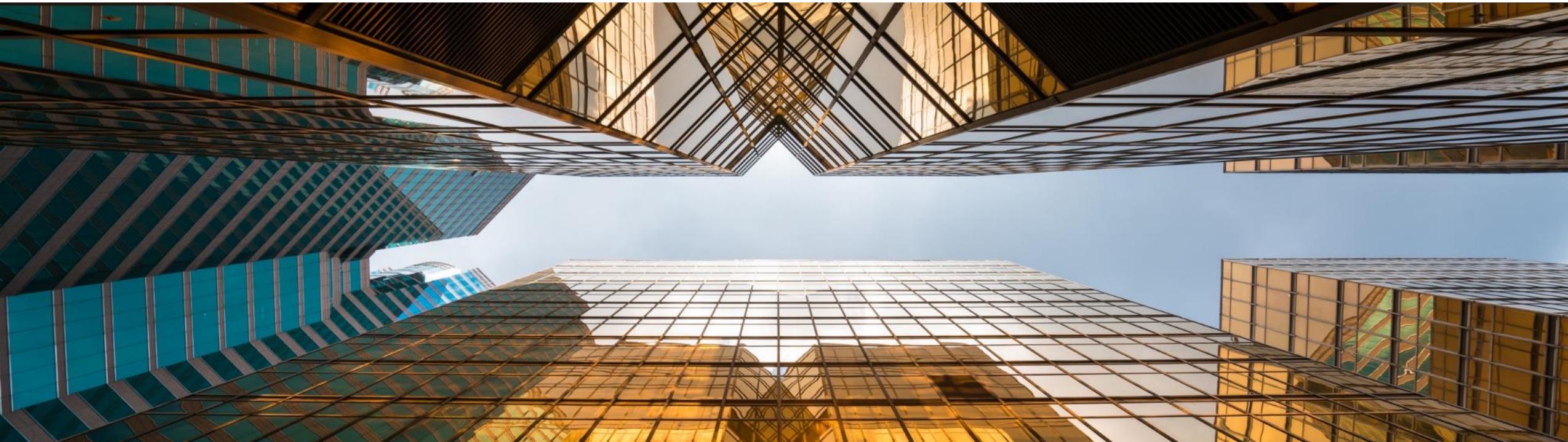
**CVL** uses the SAP Business Network to collaborate with suppliers, enabling effective sourcing of goods and services, supplier registration and contract management.

The SAP Business Network is the **new method for suppliers to transact** and exchange procurement information with CVL and its subsidiaries , including RFQs, RFIs, RFPs and Reverse Auctions.

# CVL SAP ARIBA SOLUTION OVERVIEW



# HOW TO GET HELP AND SUPPORT



# OVERVIEW

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**A** CVL ARIBA SUPPLIER  
SUPPORT

**B** CVL SUPPLIER USER  
GUIDES

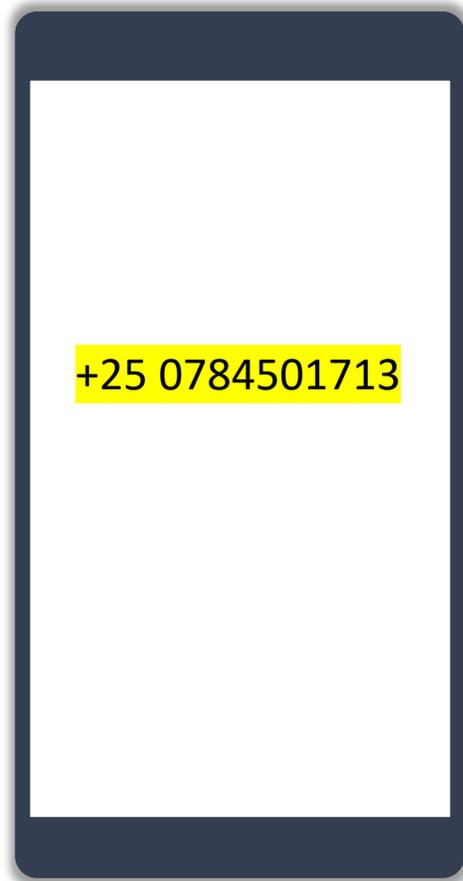
**C** CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS

**D** CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS

# CVL SUPPORT AND HELP LINES

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Use the contact details shown here to reach the CVL Supplier Support, which is open Monday to Friday from 09:00 to 17:00, excluding all Rwandan Public Holidays.



# OVERVIEW

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**A** CVL ARIBA SUPPLIER  
SUPPORT

**B** CVL SUPPLIER USER  
GUIDE

**C** CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS

**D** CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS

# SUPPLIER USER GUIDE

B

## Accessing the supplier user guide

1. Visit HUZA website at [www.huza.co.rw](http://www.huza.co.rw)
  - A. Click on “**Suppliers Guide**” in the top menu bar
  - B. When the supplier guide page has opened, click on the “**Supplier Guide**” button

The screenshot shows the HUZA website interface. At the top, there is a dark blue header with the HUZA logo on the left and navigation links: HOME, SUPPLIER REGISTRATION, SUPPLIER GUIDE (highlighted with a red box and labeled 'A'), OPEN TENDERS, CONTACT, and an 'in' icon. To the right of the navigation links, there is a clock icon and the text 'Mon - Fri : 09:00 - 17:00' and a 'LOGIN ON HUZA' button. Below the header is a large banner image of a warehouse aisle with the text 'Supplier Guide' and 'HUZA / SUPPLIER GUIDE'. The main content area features a 'Supplier Guide' heading, a welcome message: 'Welcome, suppliers, to the Supplier Guide for SAP Ariba HUZA platform! Our guide provides step-by-step instructions for a', and a navigation menu on the right with three items: 'Supplier Registration', 'Supplier Guide' (highlighted with a red box and labeled 'B'), and 'Kiosks'. An illustration of a person at a computer is also visible.

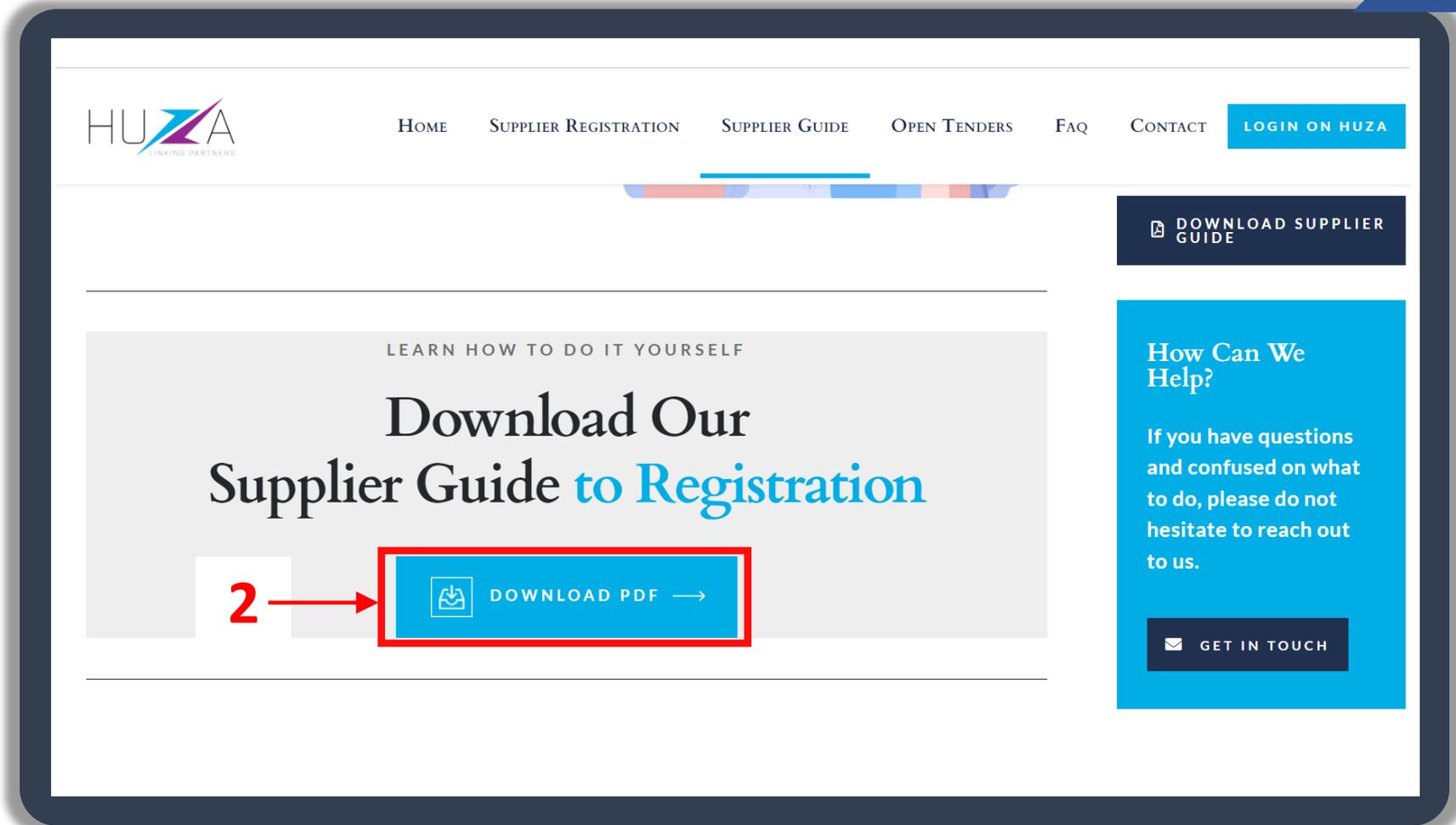
# SUPPLIER USER GUIDE

B

## Accessing the supplier guide

2. You will be directed to the **LEARN HOW TO DO IT YOURSELF** page.

Click on “**Download PDF**” to download the supplier user guide.



# OVERVIEW

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**A** CVL ARIBA SUPPLIER  
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GUIDE

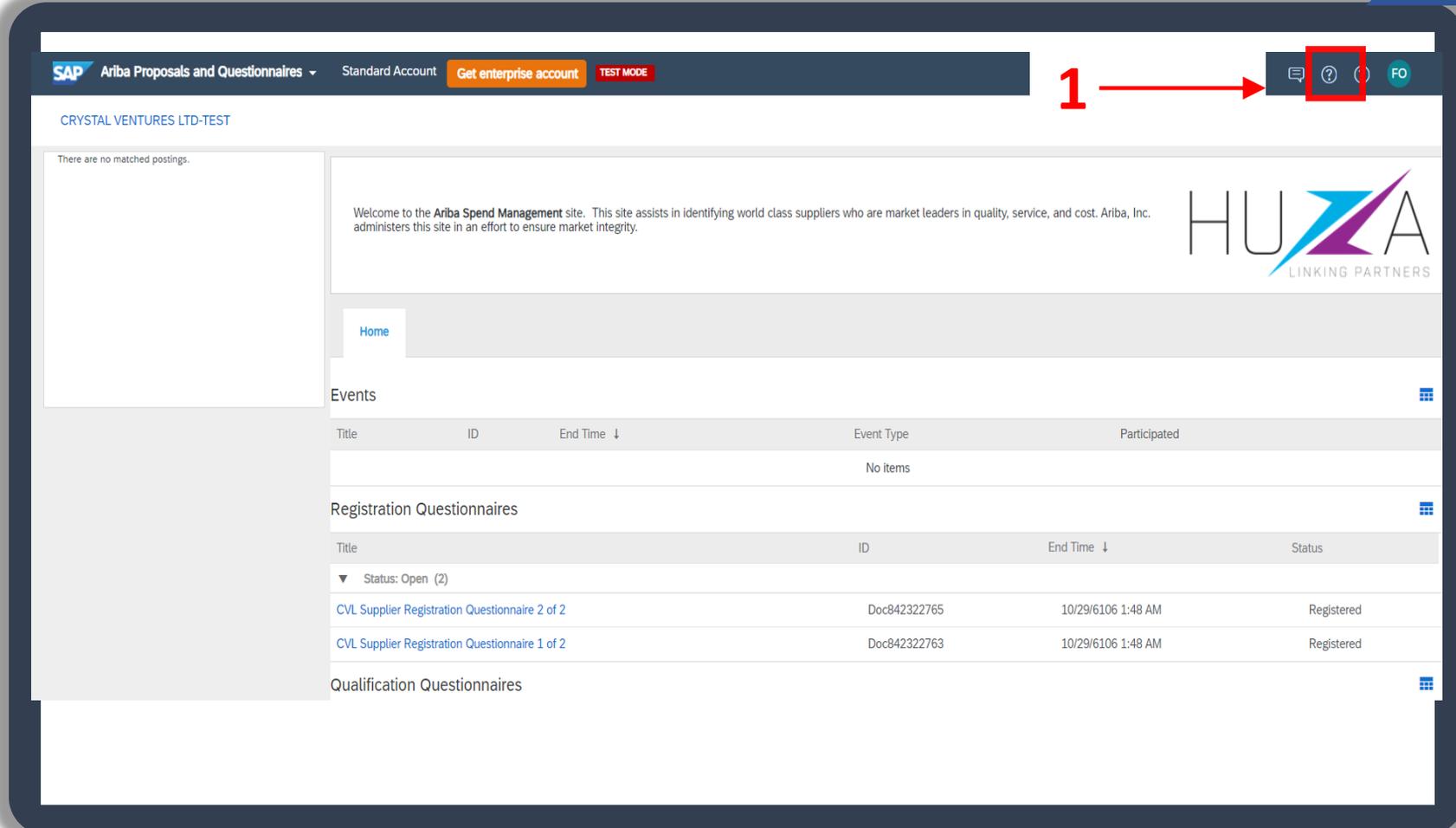
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CREDENTIALS

# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

To contact SAP Ariba Support directly, when you are already logged in follow these steps:

1. Login to the **SAP Business Network**, and from the Home page Click on the **First “?” Help** icon.



The screenshot shows the SAP Ariba Spend Management interface. The top navigation bar includes the SAP logo, 'Ariba Proposals and Questionnaires', 'Standard Account', 'Get enterprise account', and 'TEST MODE'. A red box highlights the help icon (a question mark) in the top right corner, with a red arrow pointing to it and the number '1' next to the arrow. The main content area displays 'CRYSTAL VENTURES LTD-TEST' and a welcome message: '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.' The HUZ A LINKING PARTNERS logo is visible in the top right. Below the welcome message, there are sections for 'Home', 'Events', 'Registration Questionnaires', and 'Qualification Questionnaires'. The 'Registration Questionnaires' section contains a table with the following data:

Title	ID	End Time ↓	Status
▼ Status: Open (2)			
CVL Supplier Registration Questionnaire 2 of 2	Doc842322765	10/29/6106 1:48 AM	Registered
CVL Supplier Registration Questionnaire 1 of 2	Doc842322763	10/29/6106 1:48 AM	Registered

# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

You will then be redirected to the following screen

2. Select the **“Contact us”** tab
3. Type a summary of what your issue is and click on the search icon.
4. Click on **“Create a Case”**

The screenshot shows the SAP Help Center 'Contact us' page. The search bar contains the text 'linking IDs'. Below the search bar, there are several search results. The bottom result is 'Can't find what you're looking for?' with a 'Create a Case' button highlighted in red. A red number '4' and an arrow point to the button.

Search Result	Category	Date
<b>How do I merge/consolidate accounts?</b> How do I merge/consolidate accounts? It is not possible to merge two accounts that have different Ariba Network IDs, however, you do have some consolidation options. Here are the 3...	FAQ	Sep 8, 2023
<b>How do I use the Link User IDs option?</b> How do I use the Link User IDs option? To optimize navigation between multiple user accounts, you can link your user IDs and switch easily between your accounts, following the steps below...	FAQ	Feb 17, 2023
<b>Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID)..."</b> When I try to sign in to view a sourcing event, I get the following error message: Your company has already connected with this buyer company using a different account and Ariba Network I...	Support Note	May 19, 2023
<b>How do I create an account hierarchy?</b> Can't find what you're looking for?	FAQ	

# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

Type in the details of your ticket to SAP Ariba support on the form provided.

5. Once you have completed filling in your required ticket fields, Click on the “**One last step**” button.

**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: \*  
linking IDs

Full description: \*  
fdygfhdghyhtyt  
2986 characters remaining

Attachment:

Issue type: \*

**Recommendations\***

Search

- How do I merge/consolidate accounts?
- How do I use the Link User IDs option?
- Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID)..."
- How do I create an account hierarchy?
- How do I accept a customer's trading relationship request / invitation?
- How do I change the administrator user in my SAP Business Network supplier account?

**5** → **One last step**

# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

D

6. Choose your preferred method of communication that SAP can use to contact you.
7. Click on **“Submit”**

The screenshot shows the 'Contact us' page with the following content:

- Navigation: Home, Learning, **Contact us**
- Text: Choose this contact method for the fastest resolution of your issue:
- Radio button selection:
  -  **Recommended**  
Phone  
A support engineer will respond to your case by phone.  
Estimated wait time in minutes: 32  
 Do not record my phone call.
  -   
Webform  
A support engineer will respond to your case by email.
- Text: Other methods you may choose:
- Text: To receive communications, add itsm.notification-service@sap.com to your allow list.
- Buttons: **7** → **Submit** (highlighted in red), Cancel

# OVERVIEW

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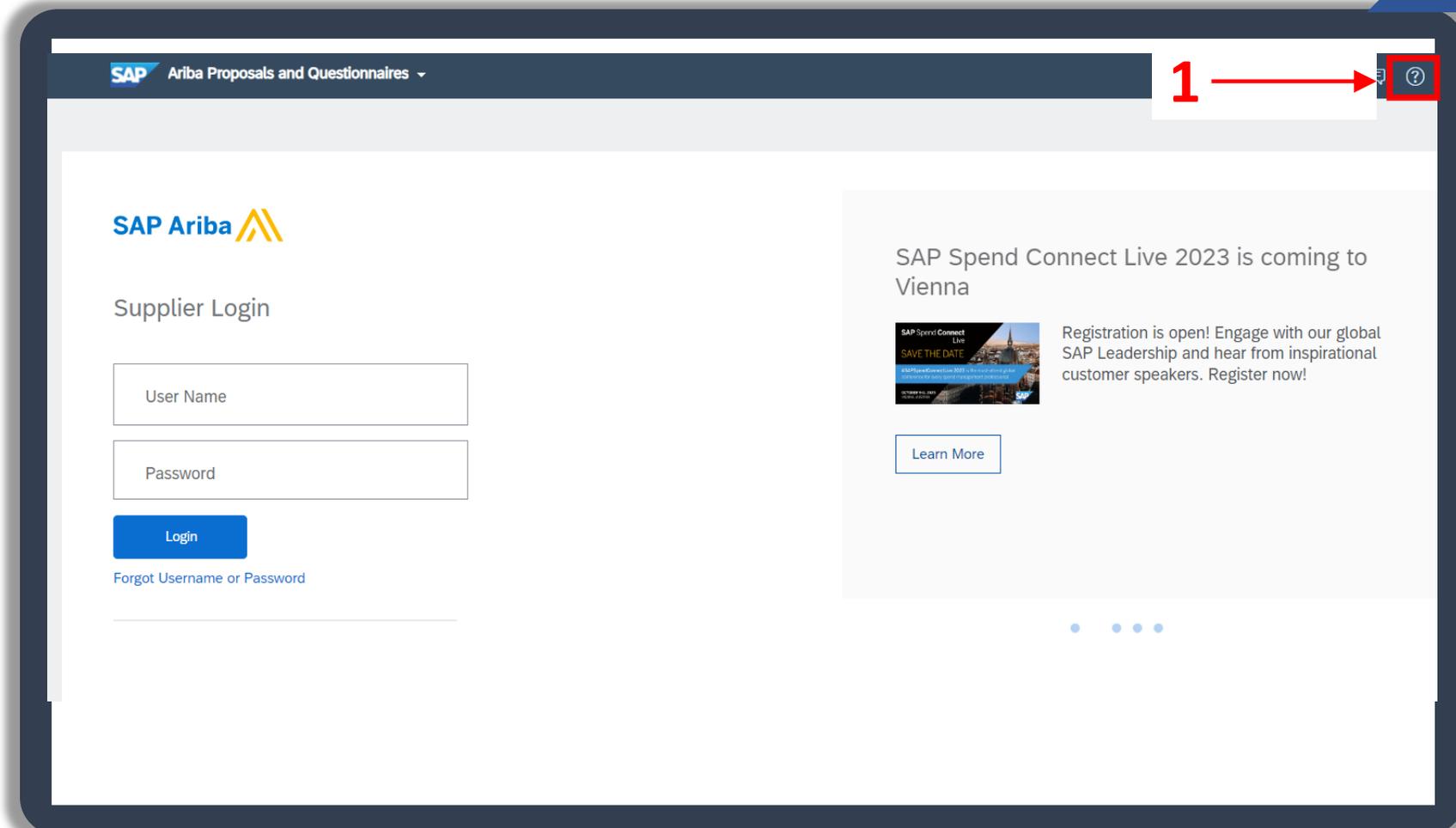
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

D

To contact SAP Ariba Support directly, when you do not have any login credentials to your account, follow these steps:

1. Access the **SAP Business Network** Supplier login page

Then Click on the “?” **Help** icon

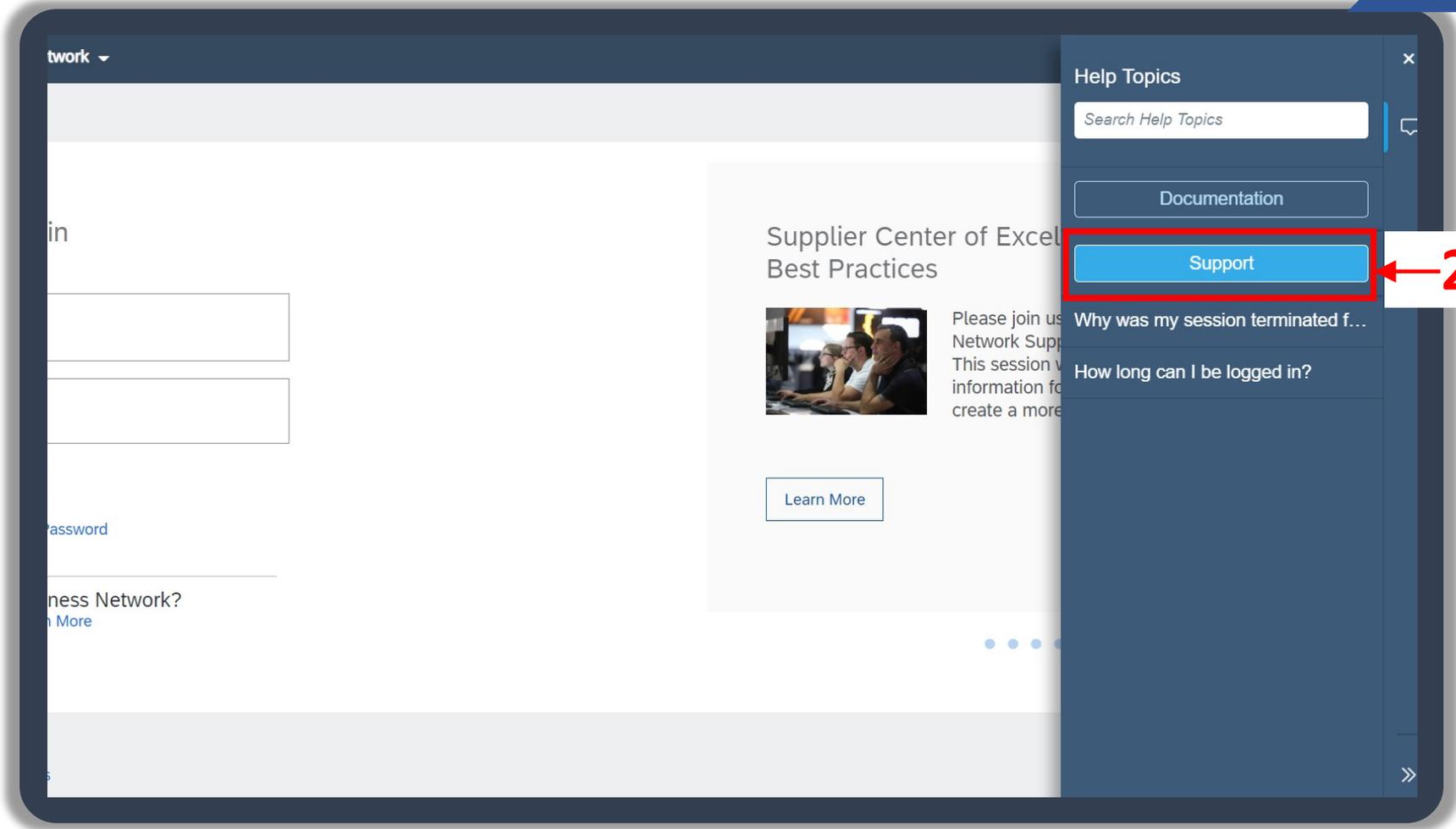


The screenshot shows the SAP Ariba Supplier Login page. At the top, there is a dark blue header with the SAP logo and the text "Ariba Proposals and Questionnaires". A red box with the number "1" and a red arrow points to a help icon (a question mark inside a circle) in the top right corner of the page. Below the header, the SAP Ariba logo is displayed. The main content area is titled "Supplier Login" and contains a form with two input fields: "User Name" and "Password". Below the fields is a blue "Login" button and a link for "Forgot Username or Password". To the right of the login form, there is a promotional banner for "SAP Spend Connect Live 2023 is coming to Vienna". The banner includes a "Learn More" button and text stating "Registration is open! Engage with our global SAP Leadership and hear from inspirational customer speakers. Register now!". At the bottom of the banner, there are three blue dots.

# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

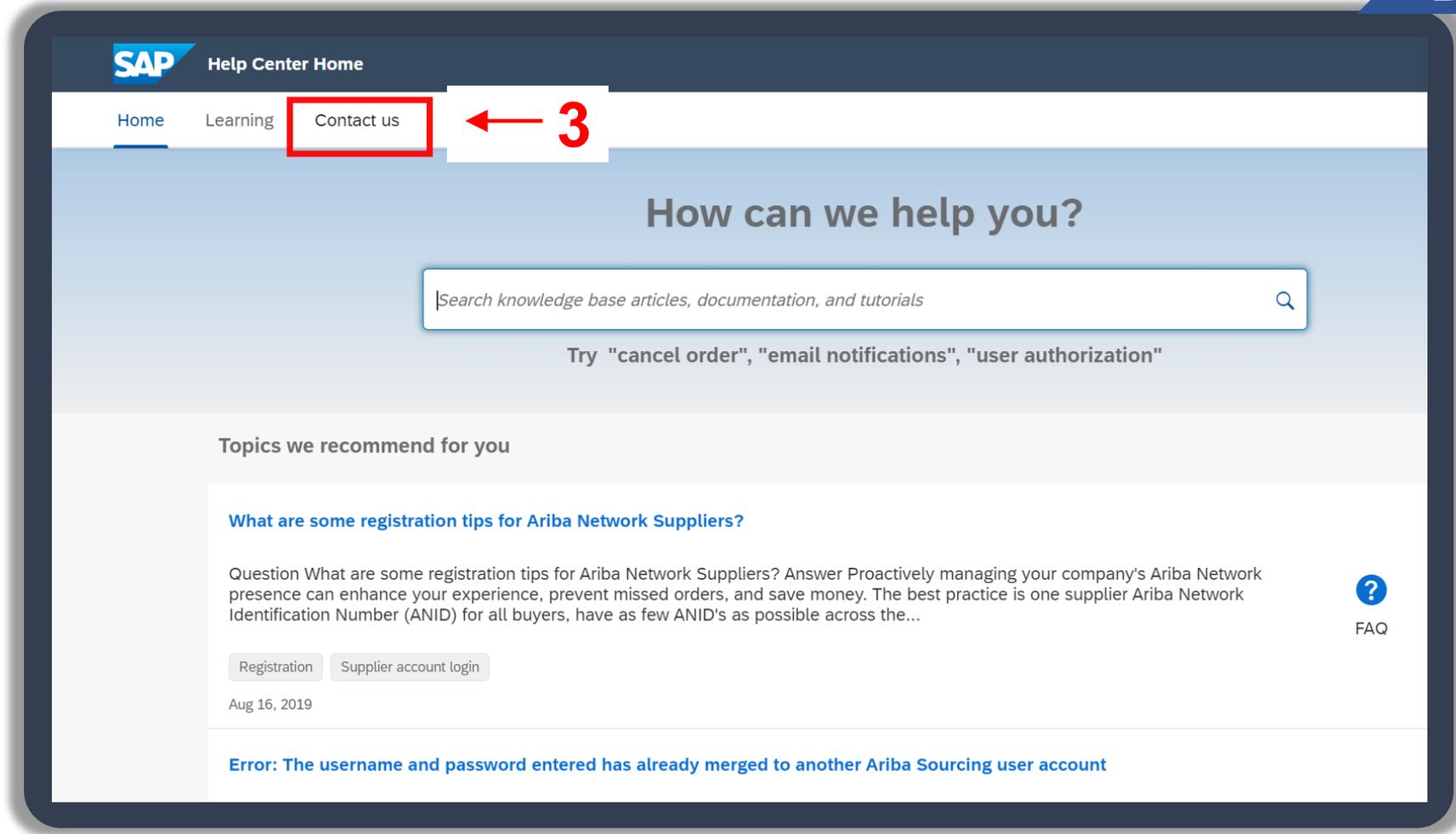


2. Click on "Support"



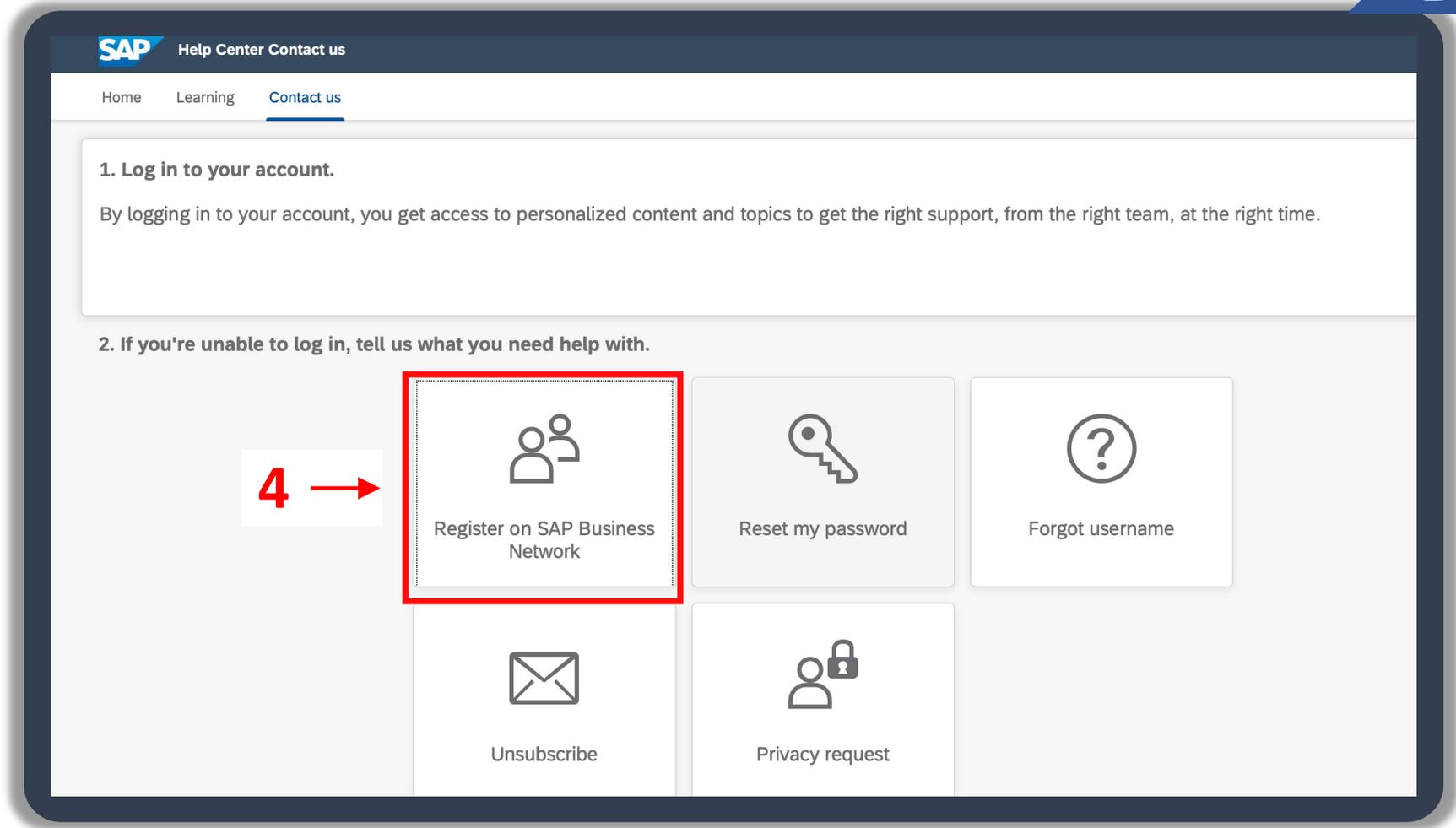
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

3. Click on "Contact us"



# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

- 4. Click on “Register on SAP Business Network”



# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

D

5. Click on “Error while registering”
6. Click on “ANERR error”
7. Click on “I’m still experiencing the error after troubleshooting”

What do you need help with?

Register a new account **Error while registering** ~~lost~~ **5** in Find existing account Something else

Which of the following errors are you experiencing?

User already exists. Please enter a different username. DUNS number already exists

The username and password entered has already merged to another Ariba Sourcing user account

You must enter the username and password associated with your account **ANERR error** **6**

1. [Delete the cookies and browsing history](#) in your internet browser.
2. Close all browser windows.
3. Open a new browser window and try to [log in to your account](#) again.

If you were trying to reset your password, [go to the login page](#) and resend the password reset email by clicking **Password** and following the prompts, as the link in the email may have expired.

**I'm still experiencing the error after troubleshooting** **7**

# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

D

8. After clicking “I’m still experiencing the error”.  
You will see a pop up at the bottom of your screen. Click on “Create a Case”

Which of the following errors are you experiencing?

User already exists. Please enter a different username. DUNS number already exists

The username and password entered has already merged to another Ariba Sourcing user account

You must enter the username and password associated with your account ANERR error Something else

1. [Delete the cookies and browsing history](#) in your internet browser.
2. Close all browser windows.
3. Open a new browser window and try to [log in to your account](#) again.

If you were trying to reset your password, [go to the login page](#) and resend the password reset email by clicking **Password** and following the prompts, as the link in the email may have expired.

I'm still experiencing the error after troubleshooting

Can't find what you're looking for? **8** → **Create a Case**

# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

9. Fill in the form and submit your **SAP Ariba Support case ticket**

To have your user **Administrator** changed by SAP Ariba, you are required to provide the following:

- **ANID** (Ariba Network Identification) number) of your supplier account. The CVL support can assist with this number if you do not have it
- Previous administrator's **full name**
- Previous administrator's **email address**
- Name and email of a sub-user (if the account has sub-users)

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: \*  3000 characters remaining

Attachment:

**Top Recommendations:**

- [How do I register a new account?](#)
- [How do I register on SAP Ariba Sourcing?](#)

2. Please review your contact information for correctness:

First name: \*

Last name: \*

Username:

# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

D

10. Choose your preferred method of communication that SAP can use to contact you.
11. Click on **“Submit”**

Home Learning Contact us

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

 **Recommended**  
Phone  
A support engineer will respond to your case by phone.  
Estimated wait time in minutes: 32  
 Do not record my phone call.

Other methods you may choose:

  
Webform  
A support engineer will respond to your case by email.

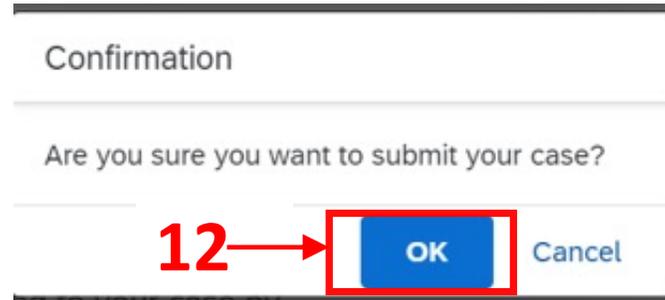
To receive communications, add itsm.notification-service@sap.com to your allow list.

11 →

# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

D

12. Confirm that you want to submit the case by clicking on “Ok”
13. A message informing you that your case is created will appear, click on “Ok”.

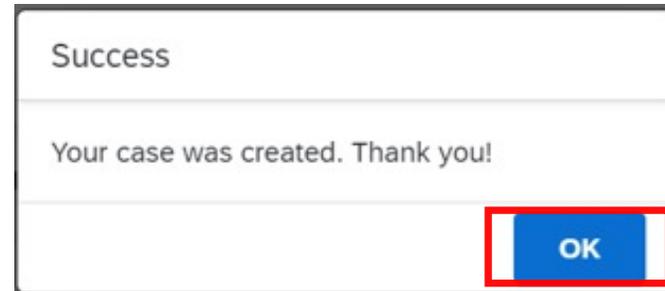


Confirmation

Are you sure you want to submit your case?

12 →  Cancel

This is a confirmation dialog box with a title bar 'Confirmation'. Below the title bar is a question: 'Are you sure you want to submit your case?'. At the bottom, there are two buttons: 'OK' and 'Cancel'. A red arrow labeled '12' points to the 'OK' button.



Success

Your case was created. Thank you!

← 13

This is a success message dialog box with a title bar 'Success'. Below the title bar is a message: 'Your case was created. Thank you!'. At the bottom right, there is an 'OK' button. A red arrow labeled '13' points to the 'OK' button.

THANK YOU

