



# Supplier Training Deck

March 2018

# Email invitation to supplier (who have not used Ariba before)

You can click here to directly access the event  
- if you log in first time pls see slide 4



Welcome, Test Supplier-User. Boehringer Ingelheim - TEST has registered you on their Boehringer Ingelheim Tender System site and invited you to participate in the following event: DE\_18\_OGS\_Packaging. The event starts on Tuesday, March 13, 2018 at 2:56 PM, Central European Time and ends on Tuesday, March 13, 2018 at 8:10 PM, Central European Time.

[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.

Please click on the below mentioned link to access the supplier training material.

[https://www.boehringer-ingelheim.de/sites/de/files/unternehmensprofil/geschaeftpartner/supplier\\_training\\_deck\\_v1.pdf](https://www.boehringer-ingelheim.de/sites/de/files/unternehmensprofil/geschaeftpartner/supplier_training_deck_v1.pdf)

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 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.

**For assistance with the system please contact Ariba customer service/helpdesk contact by clicking on the Support button at the Help Center.**

We look forward to working with you!

Thank You,

Boehringer Ingelheim - TEST

\*Note: Please do not repond to this system generated email\*

Boehringer Ingelheim - TEST sourcing site, Event Doc124053219: DE\_18\_OGS\_Packaging, Realm: boehringer-ingelheim-T, Message Id: MSG2773921, [Click Here](#)

# Supplier Login

## Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

Type in your user name and password  
(The user name that you have used previously for BI-Events)



Need help? See [Quick Start](#)

Please click here if you do not know your Password

If you need some help – please click on support

# FIRST LOGIN

Here you get access to a generic handbook

Ariba Sourcing

Help Center

Welcome, Test Supplier-User

Click here, if you want to set up your account

Have a question? [Click here to see a Quick Start guide.](#)

Welcome to the Ariba Network. **Boehringer Ingelheim and its affiliates** has invited you to a sourcing event.

New to the Ariba Network? Sign up to register your user account.

Sign up

Already have an account?

Log in

Click here if you have used Ariba before and have an account

## About Ariba Network

The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships and supplier activities regardless of which Ariba solution your customers are using. Once you have completed the registration, you will be able to:

- Respond more efficiently to your customer requests
- Work more quickly with your customers in all stages of workflow approval
- Strengthen your relationships with customers using an Ariba Network solution
- Review pending sourcing events for multiple buyers with one login
- Apply your Company Profile across Ariba Network, Ariba Discovery and Ariba Sourcing activities

Moving to the Ariba Network allows you to log into a single location to manage:

- All your Ariba customer relationships
- All your event actions, tasks and transactions
- Your profile information
- All your registration activities
- Your contact and user administrative tasks

Search...

Supplier Basics (4:33)

Can my company have multiple accounts?

Can't log in? Let us help you!

How to register as a supplier on Ariba Network

Overview of Ariba Network (4:07)

Introduction to Ariba Network

What are some common issues when registering an account?

How do I merge a new invitation account with an existing account?

View more

Can't log in? Let us help you!

# FIRST LOGIN

## Please complete requested data marked with - \* - ONLY !

Ariba Sourcing

Register

Verify and complete your basic company information and user account information. All of your Ariba Sourcing supplier profile information is not displayed below, however your complete profile is now available as part of your Ariba Commerce Cloud account. You can use your new Ariba Commerce Cloud username and password to log in to the Ariba Commerce Cloud?

Have a question? Click here to see a Quick Start guide.

Submit Cancel

After all is done please click on "Submit"

Company information

\* Indicates a required field

Company Name:

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

Address:

City:

State:

Zip:

User account information

\* Indicates a required field

Name:  Supplier-User

Email:   Use my email as my username

Username:  Must be in email format (e.g. john@news.com)

Password:  Must contain a minimum 8 characters including letters and numbers.

Repeat Password:

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

Email orders to:  Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

Tell us more about your business >

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 profile visibility settings on the Company Profile page after you have finished your registration.

By clicking the Submit 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 you are located to Ariba and the 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 granted and may be revoked 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 by your organization 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

Ariba Network light account is Free

Already have an account? Login

- Strengthen relationships  
Collaborate with your customer on the same secure network.
- Connect faster  
Exchange documents electronically and streamline communications.
- Reach more customers worldwide  
Sign up with Ariba Discovery and increase sales leads.

Learn more

After registration download the SAP Ariba Supplier app from the Apple App Store or Google Play to your mobile device and manage customer orders on the go.

Search...

- "The username and password pair you entered was not found"
- Why can't I access my event through the invitation?
- What are some common issues when registering an account?
- How do I participate in my buyer's event using an email invitation?
- Supplier Basics (4:33)
- Can my company have multiple accounts?
- How to register as a supplier on Ariba Network
- Overview of Ariba Network (4:07)
- Introduction to Ariba Network
- How do I merge a new Invitation account with an existing account?
- Training sessions with live Q&A
- After you register
- Before you register
- What does the message, "The username and password entered has already merged to another Ariba Sourcing user account," mean?
- What does the message, "You must enter the username and password associated with your account," mean?
- What should I do if my registration confirmation link is expired?
- Why can't I find a purchase order?
- How do I edit and resubmit a failed or rejected invoice?

View more

Can't log in? Let us help you!

Documentation Support

Email address associated to the account cannot be changed during registration. It can be changed afterwards

User name needs to have the format of an Email-address, it does not necessarily need to be a real Email-address (upper- and lowercase letters are distinguished)

You need to accept the terms and conditions

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 granted and may be revoked 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 by your organization in a separate data repository residing within the Russian Federation.

# When you are registered correctly your screen should look like this

Ariba Sourcing

Test Mode

Company Settings

Esat Saloglu (Test...)

Help Center >>

BOEHRINGER INGELHEIM - TEST

There are no matched postings.

Welcome to WeBuy Sourcing, Boehringer Ingelheim's electronic tender system!

Boehringer Ingelheim

### Events

Title	ID	End Time ↓	Event Type
▼ Status: Open (1)			
DE_18_OGS_Packaging	Doc124053219	No time limit	RFP

### Registration Questionnaires

Title	ID	End Time ↓	Status
No items			

### Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
No items					

### Tasks

Name	Status	Due Date	Completion Date	Alert
No items				

Here you see your events – just click on it to proceed

# Event Landing page after accessing the event

If you have a question for the Buyer, please click on Event Messages and you'll be able to write directly to the Project Owner of this event

**- IMPORTANT -**  
If you would like to participate, you need to click here !!

If you would not like to participate in the event please click here (You will not be able to revise your choice)

Here you can change your personal settings

Here you can see the remaining time for this event.

After this time is over you cannot submit or change your bid

Here you can print all the relevant event information

When click on "next" or the arrow you can review the content

Here you are able to download the file

**- IMPORTANT -**  
Without clicking here you CANNOT move forward !

Here you can download the relevant event information – both the content of the event in Excel and all the relevant attachments – make sure you select ALL items and click Download

# There might be some prerequisites

Prerequisites Doc40025920 - Uwe Supplier Training quick Project

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.

**Checklist**

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

**Primary**

Prerequisites

Name ↑	
1 Supplier Code of Conduct	
2 Introduction	
3 Event Information	
4 BI RFP/Q Terms and Conditions	
▼ 5 Rückmeldung vor Abgabe eines Angebotes	
5.1 Wir nehmen an der Ausschreibung gerne teil ! *	<input type="text" value="No"/>
5.2 Es ist uns <b>NICHT</b> möglich ein Angebot abzugeben, da <small>(Da dies ein Pflichtfeld ist wählen Sie bitte "keine Angabe nötig, da wir teilnehmen" bei einer Teilnahme an der Ausschreibung aus.) *</small>	<input type="checkbox"/> der Abgabefrist zu kurz bemessen ist <input type="checkbox"/> unser / mein Betrieb zum Ausführungszeitraum ausgelastet ist. <input type="checkbox"/> unser / mein Betrieb diese Arbeiten nicht ausführen kann. <input type="checkbox"/> unser / mein Betrieb für die auszuführende Leistung zu klein / groß ist. <input type="checkbox"/> keine Angabe nötig, da wir teilnehmen
5.3 Wenn Sie weitere Gründe haben, führen Sie diese bitte hier auf. <small>(Wenn Sie keine weiteren Gründe haben, tragen Sie bitte "keine" ein) *</small>	<input type="text"/>
5.4 Aus Gründen der Zuständigkeit haben wir Anfrage an folgende Firma weitergeleitet <small>(Da dies ein Pflichtfeld ist tragen Sie bitte im Falle keiner Weiterleitung "keine" ein) *</small>	<input type="text"/>

(\* indicates a required field)

OK Cancel

Some of the questions might be defined as a so called gate keeper (could change from Event to Event). For example: if you do not accept the supplier code of conduct and answer with "no" the event ends in this moment for you.

You can scroll through the content to learn more about the project

You need to answer all the line items

When you filled out all the line items, please click "OK"

Lines with an \* are mandatory to fill out



# Accept Prerequisites

Boehringer Ingelheim Test Site Acting as: Uwe Exter

## Prerequisites Doc40025920 - Uwe Supplier Training quick Project

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.

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

### Prerequisites

Name ↑	
1 Supplier Code of Conduct	
2 Introduction	
3 Event Information	
4 BI RFP/Q Terms and Conditions	
5 Rückmeldung vor Abgabe eines Angebotes	
5.1 Wir nehmen an der Ausschreibung gerne teil!	* Yes
5.2 Es ist uns <b>NICHT</b> möglich ein Angebot abzugeben, da <i>(Da dies ein Pflichtfeld ist wählen Sie bitte "keine Angabe nötig, da wir teilnehmen" bei einer Teilnahme an der Ausschreibung aus.)</i>	* <input checked="" type="checkbox"/> der Abgabefrist zu kurz bemessen ist <input checked="" type="checkbox"/> unser / mein Betrieb zum Ausführungszeitraum ausgelastet ist. <input type="checkbox"/> unser / mein Betrieb diese Arbeiten nicht ausführen kann. <input type="checkbox"/> unser / mein Betrieb für die auszuführende Leistung zu klein / groß ist. <input type="checkbox"/> keine Angabe nötig, da wir teilnehmen
5.3 Wenn Sie weitere Gründe haben, führen Sie diese bitte hier auf: <i>(Wenn Sie keine weiteren Gründe haben, tragen Sie bitte "keine" ein)</i>	* keine
5.4 Aus Gründen der Zuständigkeit haben wir Anfrage an folgende Firma weitergeleitet	* keine

(\* indicates a required field)

Submit this response?  
Click OK to submit.

OK Cancel

Please click "OK" if you want to submit your response

OK Cancel

# Please select all Lots and/ or Line items you will bid for

Select Lots Doc40224419 - TEST for Supplier Training DECK -- UWE Cancel

Choose the lots in which you will participate. You can cancel your intention to participate in a lot until you submit a response for that lot; once you submit a response you cannot withdraw it.

▼ Checklist

1. Review Event Details
2. Select Lots
3. Submit Response

**Select Lots** Select Using Excel

Lots Available for Bidding ⌵

<input type="checkbox"/>	Name
<input type="checkbox"/>	▼ 9.1 Line Item 1
	9.1.1 Volume in KG 1
<input type="checkbox"/>	▼ 9.2 Line Item 2
	9.2.1 Volume in KG No 2
<input type="checkbox"/>	▼ 9.3 Line Item 3
	9.3.1 Volume in KG No 3
<input type="checkbox"/>	▼ 9.4 Line Item 4
	9.4.1 Volume in KG No 4
<input type="checkbox"/>	▼ 9.5 Line Item 5
	9.5.1 Volume in KG No 5

Submit Selected Lots Cancel

You need to submit selected lots  
(You will be able to place bids only  
after you confirm which lots you  
want to bid for)

# Event Content

Console Doc40025920 - Uwe Supplier Training quick Project ⌚ Time remaining 02:56:01

Event Messages  
Response History

▼ Checklist

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

▼ Event Contents

All Content

Your response to the prerequisites has been submitted.

Primary

All Content

Name ↑		
▼ 1 Supplier Code of Conduct		
1.1 Supplier Code of Conduct	Please view and accept the Boehringer-Ingelheim Supplier Code of Conduct. You must download, read, and accept these conditions by selecting "yes" to this question. <a href="#">References</a>	* Unspecified ▾
▼ 2 Introduction	<p>2.1 „Boehringer Ingelheim (BI) is one of the world's 20 leading pharmaceutical companies. Headquartered in Ingelheim, Germany, „Boehringer Ingelheim (BI) operates globally. The focus of the family-owned company, founded in 1885, is on researching, developing, manufacturing and marketing new medications of high therapeutic value for human and veterinary medicine. Social responsibility is an important element of the corporate culture at Boehringer Ingelheim (BI). This includes worldwide involvement in social projects through, for example, the initiative "Making More Health" while also caring for employees. Respect, equal opportunity and reconciling career and family form the foundation of mutual cooperation. The company also focuses on environmental protection and sustainability in everything it does. Link to homepage: <a href="http://www.boehringer-ingelheim.com">http://www.boehringer-ingelheim.com</a></p> <p>2.2 How to respond to the RFP/Q</p> <p>1. Once you access the RFP/Q, please review the event details. You can click on "All content" in order to see all the sections together</p> <p>2. Review and accept the Agreement and/or Prerequisite(s) at the project level</p> <p>3. Enter your response and click on Submit entire response. Please note that unless you click on the "Submit" button, your response will not be received by BI</p>	
▼ 3 Event Information		
3.1 Description of this RFP/Q		
3.2 Contacting SAP Ariba	Please use the following information to contact SAP Ariba:	
Webform	1. Log into the site	
	2. Click "Support" on the top navigation bar	
	(* indicates a required field)	

Submit Entire Response | Reload Last Bid | Save | Compose Message | Excel Import

Stand der Planungs-/Ausschreibungsunterlagen:  
8.2 Lageplan  
<http://www.boehringer-ingelheim.de/geschaeftspartner/lieferanten.html#tabs-1-5>

▼ 9 Anfrage Bestandteile

9.1 Leistungsverzeichnis:

Bitte hier herunterladen! [References](#)

9.2 Technische Zeichnungen:

Now you have to answer/ fill out additional line items

Click here when you want to submit your full and final response

If you have changed your bid – by clicking here you can come back to the former version

If you would save your work without submitting and finalize at a later stage, please click here

If you have any questions to the Project Owner regarding the event, please click here to send a message

If you have previously downloaded the content of an event in Excel and want to prepare your response Offline, you can Input your response by clicking here

You can view some links or download some documents

# Event Content

Boehringer Ingelheim

Go To Dashboard

There are 2 problems that require completion or correction in order to complete your request. Mouse over the red icons to learn more. Use the **Next** and **Previous** links to step through the errors as needed.

< Previous | Next >

Help Exter, Uwe

Time remaining 02:45:43

Console Doc40025920 - Uwe Supplier Training quick Project

Your response to the prerequisites has been submitted.

Primary

ERROR MESSAGE!  
Input required to continue!

You need to provide an answer to Question 1.1, 'Supplier Code of Conduct'. Please view and accept the Boehringer-Ingelheim Supplier Code of Conduct. You must download, read, and accept these conditions by selecting "yes" to this question.

All Content

Name ↑

▼ 1 Supplier Code of Conduct

1.1 Supplier Code of Conduct

Please view and accept the Boehringer-Ingelheim Supplier Code of Conduct. You must download, read, and accept these conditions by selecting "yes" to this question. [References](#)

\* Unspecified

▼ 2 Introduction

2.1 „Boehringer Ingelheim (BI) is one of the world's 20 leading pharmaceutical companies. Headquartered in Ingelheim, Germany, „Boehringer Ingelheim (BI) operates globally. The focus of the family-owned company, founded in 1885, is on researching, developing, manufacturing and marketing new medications of high therapeutic value for human and veterinary medicine. Social responsibility is an important element of the corporate culture at Boehringer Ingelheim (BI). This includes worldwide involvement in social projects through, for example, the initiative "Making More Health" while also caring for employees. Respect, equal opportunity and reconciling career and family form the foundation of mutual cooperation. The company also focuses on environmental protection and sustainability in everything it does. Link to homepage: <http://www.boehringer-ingelheim.com>

2.2 How to respond to the RFP/Q

1. Once you access the RFP/Q, please review the event details. You can click on "All content" in order to see all the sections together

2. Review and accept the Agreement and/or Prerequisite(s) at the project level

3. Enter your response and click on Submit entire response. Please note that unless you click on the "Submit" button, your response will not be received by BI

▼ 3 Event Information

3.1 Description of this RFP/Q

3.2 Contacting SAP Ariba Help Desk  
Please use the following information to contact the Ariba Help Desk:

Webform

1. Log into the site

2. Click "Support" on the top right corner

(\* indicates a required field)

Submit Entire Response Reload Last Bid Save Compose Message Excel Import

Event Messages  
Response History

▼ Checklist

1. Review Event Details

2. Review and Accept Prerequisites

3. Submit Response

▼ Event Contents

All Content

1 Supplier Code of Con...

2 Introduction

3 Event Information

4 BI RFP/Q Terms and C...

5 Rückmeldung vor Abga...

6 Einleitung

7 Rechtliche Hinweise ...

8 Projekt Beschreibung

9 Anfrage Bestandteile

10 Ansprechpartner

11 Bitte beantworten

Here you have a "preview" about the next steps

If you would like submit and some requirements are missing, you will get a error message

# Submit your response

Click on Response History to see the status of your response

The screenshot shows a web application interface for submitting a response. At the top, a console message states: "Your response to the prerequisites has been submitted." Below this, a "Primary" section is visible. The main content area is titled "All Content" and lists various requirements with their respective URLs and status indicators. A modal dialog box is open in the center, asking "Submit this response?" with "OK" and "Cancel" buttons. A blue callout box points to the "OK" button, stating "Please click 'OK' if you want to submit your response".

Time remaining: 02:43:04

Doc40025920 - Uwe Supplier Training quick Project

Your response to the prerequisites has been submitted.

Primary

All Content

Name ↑

Tel: 06132/77-XXXX  
e-Mail: XXX@boehringer-ingelheim.com  
Kontakt Technik:  
Name:  
Tel: 06132/77-XXXX  
e-Mail: XXX@boehringer-ingelheim.com  
Kontakt Category Manager:  
Name:  
Tel: 06132/77-XXXX  
e-Mail: XXX@boehringer-ingelheim.com

11 Bitte beantworten Sie folgende Fragen. Die Beantwortung ist verpflichtend.

Item	Description	Action
11.1	Wir akzeptieren die Vertragsbedingungen für Bauleistungen. <a href="http://www.boehringer-ingelheim.de/geschaeftspartner/lieferanten.html">http://www.boehringer-ingelheim.de/geschaeftspartner/lieferanten.html</a>	* Yes
11.2	Wir akzeptieren die Allgemeinen Einkaufsbedingungen. <a href="http://www.boehringer-ingelheim.de/geschaeftspartner/lieferanten.html">http://www.boehringer-ingelheim.de/geschaeftspartner/lieferanten.html</a>	* Yes
11.3	Wir akzeptieren die Verhaltensregeln für Partnerfirmenmitarbeiter. <a href="http://www.boehringer-ingelheim.de/geschaeftspartner/lieferanten.html">http://www.boehringer-ingelheim.de/geschaeftspartner/lieferanten.html</a>	* Yes
11.4	Wir akzeptieren die aktuellen Beschaffenheitsanforderungen (A, E, EX, M). <a href="http://www.boehringer-ingelheim.de/geschaeftspartner/lieferanten.html">http://www.boehringer-ingelheim.de/geschaeftspartner/lieferanten.html</a>	* Yes
12.1	Bitte laden Sie hier Ihr verbindliches und unterschriebenes Angebot hoch. Bitte im PDF Format.	Attach a file
12.2	Bitte laden Sie hier die D84 Datei hoch.	Attach a file
12.3	Bitte laden Sie hier weitere Angebotsbestandteile hoch. Bei mehreren Anlagen bitte als ZIP Datei.	Attach a file

(\*) indicates a required field

Submit Entire Response | Reload Last Bid | Save | Compose Message | Excel Import

Please click "OK" if you want to submit your response

You will not get a confirmation email that your response has been submitted. However you can check the status of your response by clicking on response history

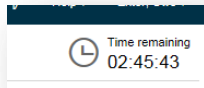
# Response History

## Response History - practice ~~make a perfect chair~~

Click on the Name of a response to see details, including the lots and information submitted.

Reference Number	Submitted For	Submitted By	Status	Submission Time
<a href="#">ID436939277</a>	<del>Alvord, Courain</del>	<del>Alvord, Courain</del>	Accepted	06/25/2015 02:53:39 PM
<a href="#">ID436950479</a>	<del>Alvord, Courain</del>	<del>Alvord, Courain</del>	Replaced	06/25/2015 02:42:58 PM

# End of Event



When the time is over  
you will get the below  
mentioned email  
notification



Thank you for participating in the WeBuy Sourcing event Doc124053219 DE\_18\_OGS\_Packaging. The event DE\_18\_OGS\_Packaging is now in Pending Selection and is no longer accepting responses. We will analyze the responses and notify you of the outcome of the event.

For details about this event, please visit the Boehringer Ingelheim - TEST Tender System site [Click Here](#).

Thank you,

Boehringer Ingelheim - TEST

\*Note: Please do not respond to this system generated email\*

Boehringer Ingelheim - TEST sourcing site, Event Doc124053219: DE\_18\_OGS\_Packaging, Realm: boehringer-ingelheim-T, Message Id: MSG2767041, [Click Here](#)

Boehringer Ingelheim International GmbH and its affiliates.

# You can revise your response as long as the event is open

The screenshot shows a procurement event interface for 'Doc40025920 - Uwe Supplier Training quick Project'. The interface includes a left sidebar with navigation options like 'Event Messages', 'Checklist', and 'Event Contents'. The main content area shows a confirmation message: 'Your response has been submitted. Thank you for participating in the event.' Below this is a 'Primary' section with 'All Content' and a list of questions. A 'Compose Message' button is visible at the bottom left. A 'Time remaining' indicator shows 02:42:15. Three callout boxes provide instructions: one pointing to the confirmation message, one pointing to the 'Time remaining' indicator, and one pointing to the 'Compose Message' button.

By clicking on here you can revise your response as long as the event is open

Here you can see the remaining time for this event.

After this time is over you cannot submit or change your bid

During the bidding phase or Q&A Session is open you can compose a message and send it

Console Doc40025920 - Uwe Supplier Training quick Project Time remaining 02:42:15

Event Messages  
Response History

▼ Checklist

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

▼ Event Contents

All Content

1 Supplier Code of Con...

2 Introduction

3 Event Information

4 BI RFP/Q Terms and C...

5 Rückmeldung vor Abga...

6 Einleitung

7 Rechtliche Hinweise ...

8 Projekt Beschreibung

9 Anfrage Bestandteile

10 Ansprechpartner

11 Bitte beantworten Si...

Primary

All Content

Name ↑

Name: XXX@boehringer-ingenheim.com  
Tel: 06132/77-XXXX  
e-Mail: XXX@boehringer-ingenheim.com  
Kontakt Technik:  
Name: XXX@boehringer-ingenheim.com  
Tel: 06132/77-XXXX  
e-Mail: XXX@boehringer-ingenheim.com  
Kontakt Category Manager:  
Name: XXX@boehringer-ingenheim.com  
Tel: 06132/77-XXXX  
e-Mail: XXX@boehringer-ingenheim.com

▼ 11 Bitte beantworten Sie folgende Fragen. Die Beantwortung der folgenden Fragen ist zwingend nötig.

11.1 Wir akzeptieren die Vertragsbedingungen für Bauleistungen.	Yes
<a href="http://www.boehringer-ingenheim.de/geschaeftspartner/lieferanten.html">http://www.boehringer-ingenheim.de/geschaeftspartner/lieferanten.html</a>	
11.2 Wir akzeptieren die Allgemeinen Einkaufsbedingungen.	Yes
<a href="http://www.boehringer-ingenheim.de/geschaeftspartner/lieferanten.html">http://www.boehringer-ingenheim.de/geschaeftspartner/lieferanten.html</a>	
11.3 Wir akzeptieren die Verhaltensregeln für Partnerfirmenmitarbeiter.	Yes
<a href="http://www.boehringer-ingenheim.de/geschaeftspartner/lieferanten.html">http://www.boehringer-ingenheim.de/geschaeftspartner/lieferanten.html</a>	
11.4 Wir akzeptieren die aktuellen Beschaffenheitsanforderungen (A, E, EX, M).	Yes
<a href="http://www.boehringer-ingenheim.de/geschaeftspartner/lieferanten.html">http://www.boehringer-ingenheim.de/geschaeftspartner/lieferanten.html</a>	

▼ 12 Angebotsunterlagen des Bieters

12.1 Bitte laden Sie hier Ihr verbindliches und unterschriebenes Angebot hoch. Bitte im PDF Format.	
12.2 Bitte laden Sie hier die D84 Datei hoch.	

Compose Message





Thank you !

# Working with Ariba Customer Support



# Ariba Commerce Cloud Supplier Support

- Support offered by phone, chat (EN, FR, ZH, Br-Port, ES), and online service requests via the Help button.
- The Support page will ask you to search first in the database. If you do not find the answer to your question, additional methods to contact support will appear:

Can't find what you are looking for? Let us help you.

Choose your communication preference:


 [Email SAP Ariba Customer Support](#)

 [Get help by live chat](#)

 [Get help by phone](#)

- When clicking on Get Help by phone, you will be asked to provide some information and the next available specialist will call you

## SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

**Note:** In 2018, SAP Ariba phone support will only be accessible via the online Help Center within your account. Familiarize yourself with this new process by completing this phone support request. submitted, you will be called by the next available specialist.  
[Show phone numbers instead.](#)

### Problem Description

Short Description:

Do you require assistance bidding in an event that closes within the next 60 minutes?

Yes  No

### Contact Information

First Name:

Last Name:

User ID:

Company:

Email:

Phone:

Country Code:  Number:  Extension:

Confirm Number:

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (c primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.

\* Required Fields

Submit

# Chat Support

The screenshot shows a web browser window with the URL <https://livechat.boldchat.com/?cid=939872483451642179TF3B5D8D88501E9AF6EB2B6C...>. The page header includes the SAP Ariba logo and "Customer Support". On the left, there is a sidebar with "I Need Help Now" and buttons for "Get help by live chat" and "Get help by phone". The main content area contains a message: "Thanks for contacting us! To better serve you, please fill out the short form below and click the Start Chat button in the lower right." Below this is a form with the following fields:

- Full Name:
- You can call me:
- Email:
- Phone:
- Initial Question:

A note below the form states: "( \* - indicates required field)". At the bottom right of the form is a "Start Chat" button.

The screenshot shows a web browser window with the URL [https://livechat.boldchat.com/?button\\_next\\_1=true&vn=%5Bnameofuser%5D&ln=%5B...](https://livechat.boldchat.com/?button_next_1=true&vn=%5Bnameofuser%5D&ln=%5B...). The page header includes the SAP Ariba logo and "Customer Support". On the left, there is a sidebar with "I need help with" and buttons for "Get help by live chat" and "Get help by phone". The main content area shows a chat session with the following messages:

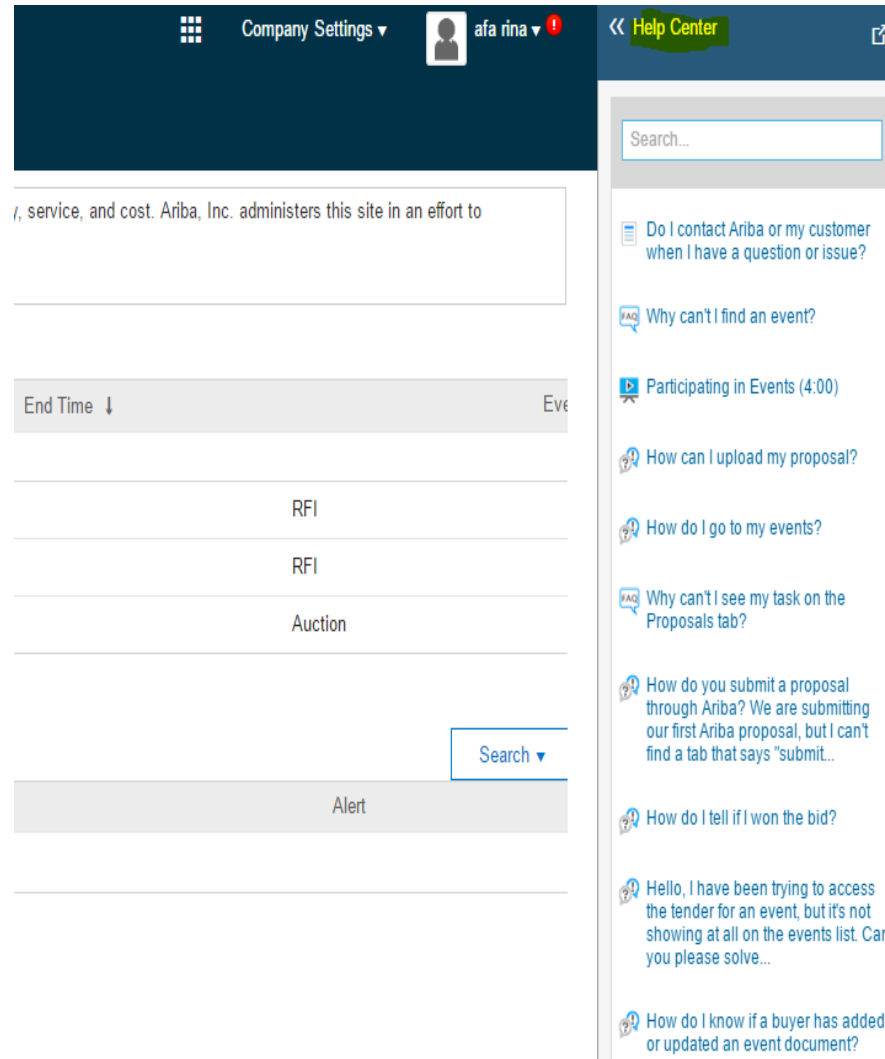
- [nameofuser] [Level: Basic] test
- [Tanya] Thank you for choosing to chat with Ariba. My name is Tanya, and I would be happy to help you today.
- [nameofuser] hello Tanya, this is a test chat.

At the bottom right of the chat window is a "Send" button and a "100%" zoom indicator.

You can start a chat even without initial message, although this is not recommended. As soon as you write and click on Start Chat, a support specialist will write back.

# During navigation: suppliers have in-situ guidance

- No matter where you are in the Ariba Commerce Cloud, you will have in-product help



The screenshot displays the Ariba Commerce Cloud interface. At the top, there is a dark blue navigation bar with a grid icon, 'Company Settings', a user profile icon labeled 'afarina', and a 'Help Center' link. Below the navigation bar, the main content area shows a table with columns for 'End Time' and 'Event'. The table contains three rows: 'RFI', 'RFI', and 'Auction'. A 'Search' button is located at the bottom right of the table. On the right side, a 'Help Center' sidebar is visible, featuring a search bar and a list of help topics. A red arrow points to the search bar in the Help Center sidebar.

End Time ↓	Event
	RFI
	RFI
	Auction

Search

Alert

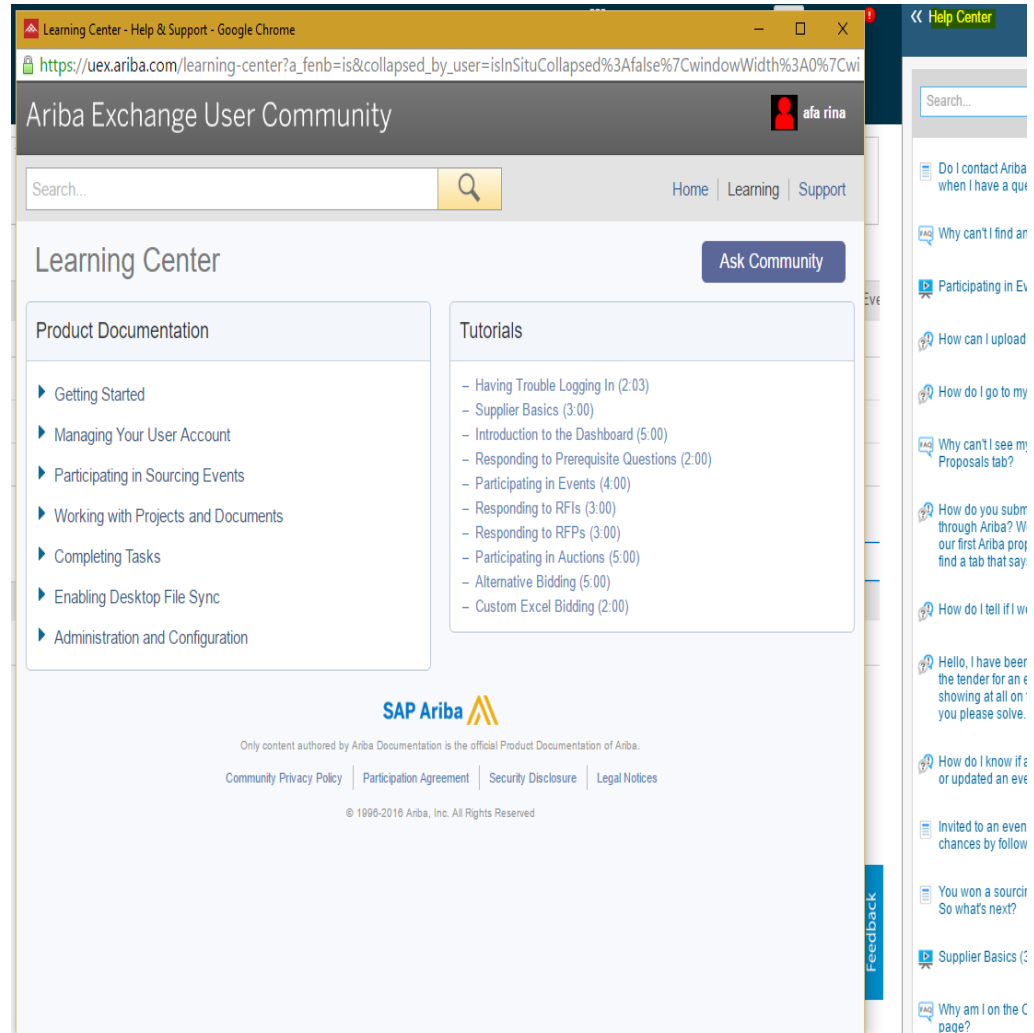
Help Center

Search...

- Do I contact Ariba or my customer when I have a question or issue?
- Why can't I find an event?
- Participating in Events (4:00)
- How can I upload my proposal?
- How do I go to my events?
- Why can't I see my task on the Proposals tab?
- How do you submit a proposal through Ariba? We are submitting our first Ariba proposal, but I can't find a tab that says "submit..."
- How do I tell if I won the bid?
- Hello, I have been trying to access the tender for an event, but it's not showing at all on the events list. Can you please solve...
- How do I know if a buyer has added or updated an event document?

# Ariba Exchange Community

- All information regarding participation in events, Account Settings, and other functionalities are in the Learning Centre of the Ariba User Community. You can get there by clicking Help Center > Documentation.
- Here you will have Product Documentation and Video Tutorials.



# Do I contact Ariba or my customer when I have a question or issue?

- **Ariba Customer Support** can help you understand **how to use your account**, but your customers are best qualified to explain what they need according to their own internal business processes.
- **Ariba Customer Support** can help you with anything related to navigating, using, or understanding your Ariba account
- **Contact your customer** if you have questions or need clarification **on specific questions in the event.**
- **Contact your account administrator** if you have questions about your account settings
  - a. If you are an administrator, you control the settings for yourself and all other users on your company's account.
  - b. If you are not an administrator, contact your account administrator for assistance with requesting **additional permissions, resetting your password, and configuring other user settings.** To find out who your administrator is and how to contact that person, click your name in the upper right corner of your account and select Contact Administrator.

# Supplier Webinars

Webinar series for **Ariba Sourcing suppliers** called **Supplier Success Sessions**.

SAP Ariba is launching these on a regular cadence, and all of them are housed in one convenient portal. Click [here](#).

By clicking on [this](#), you can select the session you want to attend, and register.

Suppliers can also find these webinars in Ariba Community (<https://uex.ariba.com/auc/node/72912>).

If you have any questions or trouble registering for a session, you can reach SAP Ariba Supplier Webinar team at [SuccessSessions@sap.com](mailto:SuccessSessions@sap.com).