



# Questions and Answers

## Ariba at Siemens Gamesa

December 2020

### Content overview

- [General questions](#)
- [Registration](#)
- [Supplier with catalogues](#)
- [Code of Conduct \(CoC\)](#)
- [Account administration](#)
- [Contact Ariba Support](#)

## General questions (1)

**Why am I contacted for Ariba SLP - Supplier Lifecycle and Performance, if I want to join for Ariba Guided Buying ?**

Siemens Gamesa will onboard all suppliers via the Ariba Supplier Lifecycle Performance (SLP) module and will make registered suppliers available on the Ariba Guided Buying platform afterwards. In case you are about to deliver a static, internal catalog, you will be contacted by Siemens Gamesa and be asked to provide the catalog content in a certain format. If you would like to provide a punch out catalog, the SAP Enablement team will get in touch with you via email and telephone to establish the connection between our IT systems..

**Do any costs occur for registration and usage of Ariba?**

No fees apply, if you register with Siemens Gamesa with an Ariba Network Standard Account. As per the specific process, you are requested to provide a static catalog, which will be uploaded by SGRE to the Ariba system. Consequently no enterprise account is needed and standard account is free of charge (including PO reception and confirmation).

**Please could you kindly advise your email addresses for a call early next week?**

For any Ariba related questions, please do not hesitate to contact the support team [ariba.support@siemensgamesa.com](mailto:ariba.support@siemensgamesa.com).

**Will invoicing be part of the Ariba solution?**

Invoicing will follow the current process and will remain outside of the Ariba scope.

**Which browser should I use to manage and navigate Ariba?**

To use and navigate Ariba, please use Google Chrome as a browser and switch off all add blockers.

**Can I receive Purchase orders in Ariba Network?**

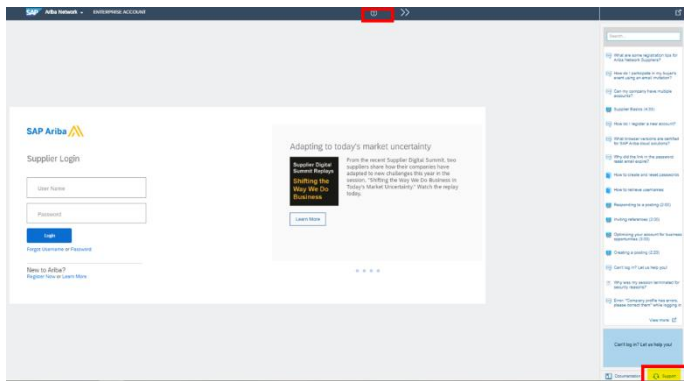
Our teams are hard at work in the background to enable additional features. Exchanging Purchase Orders via the Ariba Network is high on the priority list and will be started soon. Our support team will get inform you once it is available for your account.

## General questions (2)

### How can I request phone support from the Ariba Support team?

In order to request phone support from Ariba Support Team in terms of access and administration of your existing Ariba accounts, please follow the below steps:

1. Go to <https://service.ariba.com>
2. Open the support section on the right side.



3. Just enter any phrase in the search box.
4. Once the system will ask additional questions please just mark them all as "No".

5. In the next step the system will suggest to either *Get help by phone* or to *attend a live webinar*, please click on the first option.

6. Then the following form will appear:

Once you submit the form, it will be sent to the Ariba Support Team directly and you will receive an e-mail confirmation that the request has been received.

You will then be contacted by the support team either by phone or by e-mail.

## Registration (1)

**We are already registered and have an Ariba SAP profile, how can we connect the existing Ariba account with Siemens Gamesa?**

If you have an existing Ariba account, the next step is to set up the business relationship with Siemens Gamesa on Ariba. Please use the registration link and sign in with your existing Ariba account ID. After logging in you will be asked to complete the questionnaire.

**We already have an Ariba account for Denmark and Germany, how do I setup one towards Siemens Gamesa? Do I have an account number there?**

Taking this action, you will be linked with Siemens Gamesa in Ariba.

On our website you can find a [step-by-step registration guide](#). If you have any further questions or did not receive the initial invitation e-mail, please contact [ariba.support@siemensgamesa.com](mailto:ariba.support@siemensgamesa.com).

**I didn't get or can't find the registration link**

The registration link is sent from @ariba.com with the subject: "Register to become a supplier with Siemens Gamesa Renewable Energy".

Make sure that @ariba.com domain is whitelisted in your mailbox.

Check the primary contact in Ariba.

**Registration link valid ONLY ONCE**

When using the registration link, please be aware that you need to finalize the creation of your supplier account in one go, as the registration link will expire after being used once. After creating the account, you can log in with your username and password when needed. If you did not finish the account creation in one step, you need to please request a re-invite from [Ariba support](#). All other activities, such as providing input to the questionnaire or adding more contact persons can be done individually.

**The link for registration is expired, can you resend the event invitation?**

The link for registration is valid for 30 days. You need to finalize the creation of your supplier account in one go, as the registration link will expire after being used once. After creating the account, you can log in with your username and password when needed. If you did not finish the account creation in one step, you need to please request a re-invite from [Ariba support](#). All other activities, such as providing input to the questionnaire or adding more contact persons can be done individually.

## Registration (2)

**Our company has changed its name and address. Can you change our company details?**

Once you have successfully registered to Ariba, you can maintain your supplier profile. Please feel free to add more contact persons and provide a description of what the respective contact is managing on your behalf.


**Which code within the "Product and Service Category" shall we take, if we cannot find one that is matching our needs?**

The code within the "Product and Service Category" setting is a standard SAP Ariba code and will only be used for some reporting within Ariba Discovery. Please feel free to select a code most valid to you, as this information is only used within Ariba Discovery. For the on-going business with Siemens Gamesa, the category you have entered in your Ariba supplier profile is the relevant information.

**Can I have more than one primary contact assigned to the Ariba account?**

During the registration process there can only be one primary contact who will be responsible for completing the registration process. After the registration is completed, the primary contact can add more users to the account.

**What can I do if the registration questionnaire is missing or can not be found?**

1. Please navigate from Ariba home page to Ariba Proposal & Questionnaires" (on top left click on "Ariba Network" drop down, the option should be available).
2. If the questionnaire is not displayed, please make sure that you have clicked on the link in the e-mail titled "Invitation: Register to become a supplier with Siemens Gamesa Renewable Energy". If not, please use this link and check if the questionnaire is available.
3. If the questionnaire was not found, please let us know your Ariba Network ID. (Once you are logged into your SAP Ariba account, your account's ANID number will appear if you click the  icon in the upper-right corner of the application. It is also visible at the bottom of every page, to the right of your company's name.)

## Registration (3)

**I did not receive the invitation, what can I do?**

If you did not receive the invitation email, including the registration link, please check your spam folder.

**I forgot my username and/ or password, what should I do?**

The username is usually your email address that you registered with.

If it does not work, please go to <http://supplier.ariba.com> and click on “Having trouble logging in?” to request your username.

If you need further help, please go to <http://supplier.ariba.com>, click on the question mark and you can request support there (click on the headset icon).

## Supplier with catalogues

### Would Siemens Gamesa like us to implement an eCatalogue to the Siemens Gamesa system?

SGRE has provided a registration link asking you to create an Ariba Supplier Account on Ariba SLP - Supplier Lifecycle and Performance module. After successful registration and internal approval, we are making you available as a SGRE supplier with Ariba Guided Buying, where for example a catalog can be uploaded to your supplier profile.

Please register to Ariba, so we can start the process of creating a catalog for you. During the next days we will ask for your catalog content, which need to be delivered in a certain format (CIF Excel template). We will upload the content as a catalog to Ariba and will ask for your approval of the uploaded content, before going live in October 2020.

If you are already registered as a user in Ariba, then you can sign in as usual and you will be asked to update the information required by Siemens Gamesa, such as company information, commodity selection, Sales territories selection and administrator information.

If you have any further questions, please contact [ariba.support@siemensgamesa.com](mailto:ariba.support@siemensgamesa.com).

### What is expected from a supplier providing a catalog?

There are 2 different types of catalogues. Please take a look at the Catalogue Guide we have uploaded onto the [Siemens Gamesa Homepage](#), which will clarify your questions.

## Code of Conduct (CoC)

**I can't find Code of Conduct (CoC) document to sign**

Please go to the [Siemens Gamesa website for suppliers](#) and scroll down. Answer "No" to the question number 12 in the questionnaire and then the CoC document should appear.

**I can't upload Code of Conduct (CoC) into the questionnaire.**

If you cannot upload the Code of Conduct (CoC) to the questionnaire, please send it to [ariba.support@siemensgamesa.com](mailto:ariba.support@siemensgamesa.com).



## Account administration (1)

### How do I change the account administrator?

To change the account administrator in Ariba, please follow these steps:

1. At the top of the home dashboard, choose Company Settings → Users.
2. Choose the check box for the user who needs to be the new administrator.
3. Click Make Administrator. Ariba displays the Assign a Role page.
4. Choose a new role for your account and click Assign. Ariba displays a warning message that indicates the name of the new account administrator.
5. Click OK to transfer the account administrator role.

Should you need any further help, please go to [supplier.ariba.com](http://supplier.ariba.com), click on question mark and you can request the support there.

### What happens, if there is more than one contact person for Ariba in my organization?

The initial registration link can be sent only to one contact person, so please advise who should receive this. Please also be informed that administrator of the account (automatically it is the person who creates Ariba Network account but can be changed) can add additional contact persons after completing the registration.

### I don't remember my user name, how can I find it?

The user name is usually your e-mail you registered with.

If it is not working, please go to <http://supplier.ariba.com/> and click on [Having trouble logging in?](#) to request your user name.

Should you need any further help, please go to <http://supplier.ariba.com/>, click on the question mark and you can request the support there (click on the headset icon).

## Account administration (2)

### How can I create, edit or delete a user in Ariba?

1. At the top of the home dashboard, choose Company Settings > Users.
2. Perform one of the following actions in the Manage Users section:
  - Click Create User to **create a new user**.
  - Choose the check box next to the user you want to **edit** and click Edit.

**Note: Because SAP Ariba doesn't notify users when you change their assigned roles, we recommend telling users before you make changes.**

- Choose the check box next to the user you want to **delete** and click Delete.

**Note: SAP Ariba does not maintain a record of deleted users.**

- If you delete a user that created catalogs, you need to log in with the user's username and password, save valid copies of the catalogs to your computer or your back-end system, then delete the catalogs from the user's account before deleting the user.
- To facilitate deleting users with catalogs, you might want to track storage of catalogs outside of your SAP Ariba account and ensure you have a current record of login information for users with catalog permissions.

3. Enter a username, email address, first and last name, and optionally an office phone number for the user.

**Note: When users create transaction audit reports or submit documents such as invoices, order confirmations, and ship notices, SAP Ariba captures the user's first and last name, so ensure that these values are correct.**

4. In the Role Assignment section, choose one or more roles for the user.
5. Click Save.

After you create a user, SAP Ariba sends an email message to that user with a randomly generated password and a link to SAP Ariba. New users need to log in and change the password.

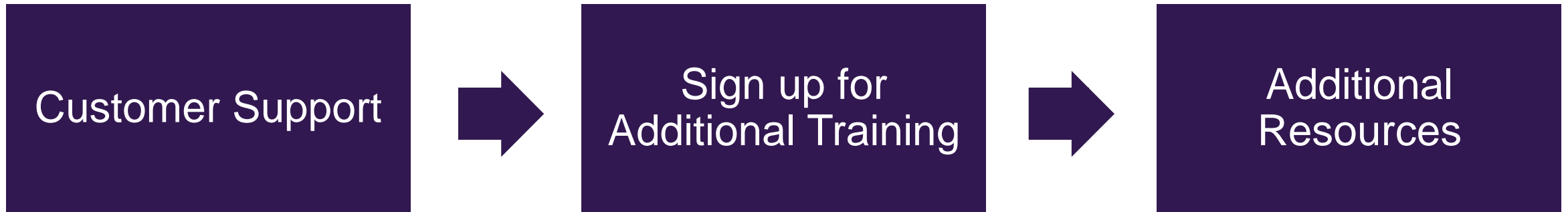
## Contact Ariba support

### How can I contact the Ariba support?

In order to resolve your issue, please contact SAP Ariba support - go to <http://supplier.ariba.com/>, click on the question mark and you can request the support there (click on the headset icon).

# Ariba Network Help Resources

## Customer Support

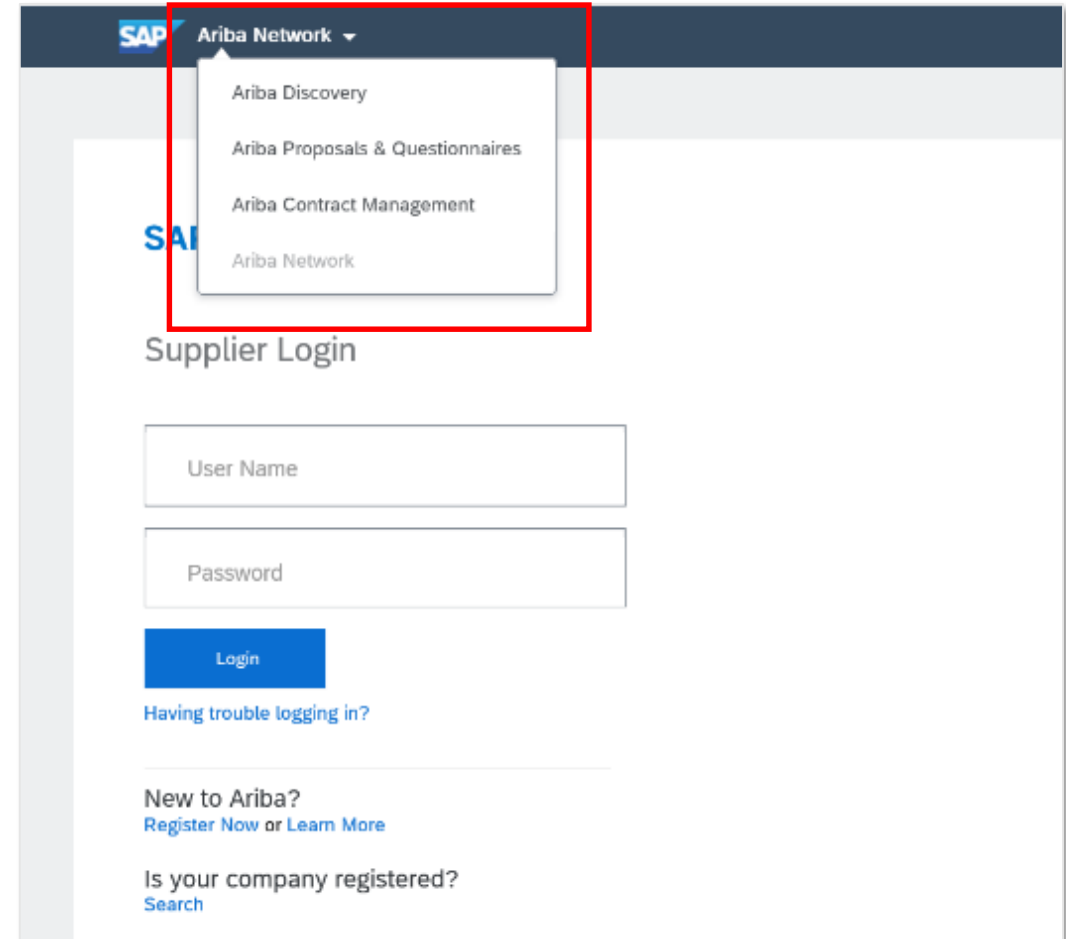


# Customer Support

## Supplier Support Post Go-Live

### Global Customer Support

Use the Help Center directly from your Ariba Network Account (on the top right on the supplier account). Depending on the issue, make sure you are either logged into the Sourcing (*Proposals and Questionnaires*) or the Ariba Network module.



## Sign Up for Additional Training from Ariba Support

### Sourcing Webinars

Suppliers can participate in additional training provided by Ariba Customer Support including a wide range of topics from Source to Settle:



## Additional Resources

### Useful Links

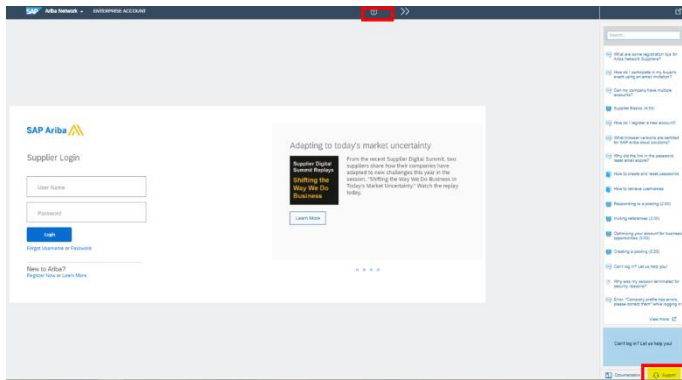
- Ariba Network Hot Issues and FAQs - <https://connect.ariba.com/anfaq.htm>
- Ariba Cloud Statistics – <http://trust.ariba.com>  
Detailed information and latest notifications about product issues and planned downtime - if any - during a given day
- Ariba Discovery - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>
- Ariba Network Notifications - <http://netstat.ariba.com>  
Information about downtime, new releases and new features



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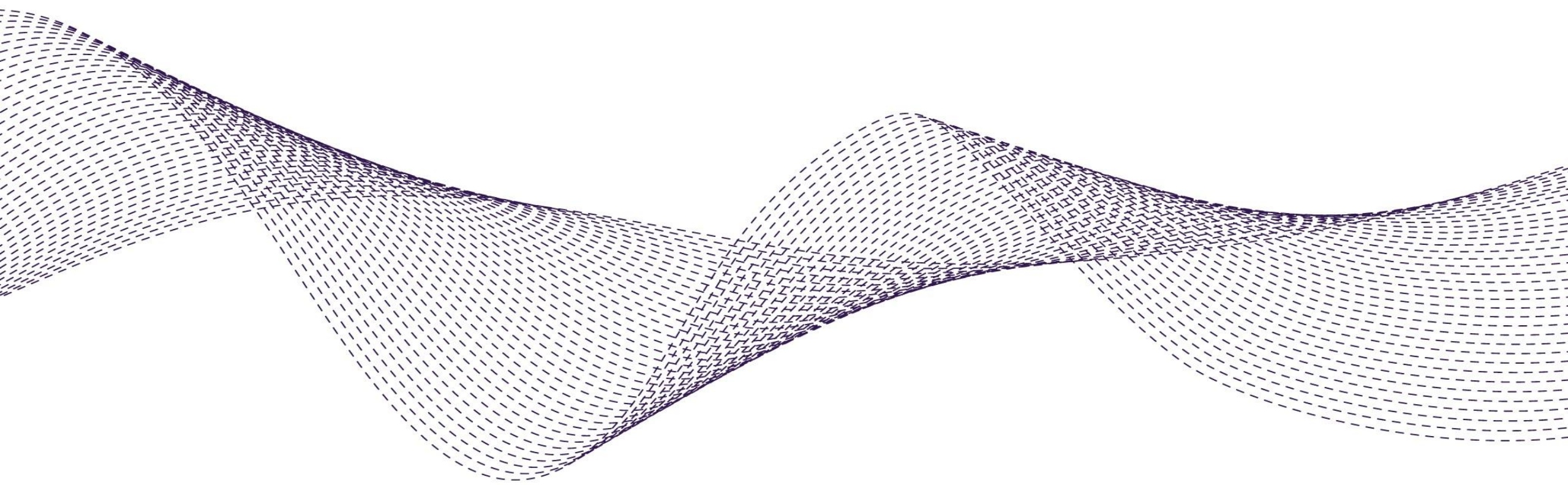
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## Code of Conduct (CoC) and forgotten username or password

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<p><b>I can't upload Code of Conduct (CoC) into the questionnaire.</b></p>	<p>If you cannot upload the Code of Conduct (CoC) to the questionnaire, please send it to <a href="mailto:ariba.support@siemensgamesa.com">ariba.support@siemensgamesa.com</a>.</p>
<p><b>I forgot my username and/ or password, what should I do?</b></p>	<p>The username is usually your email address that you registered with.</p> <p>If it does not work, please go to <a href="http://supplier.ariba.com">http://supplier.ariba.com</a> and click on "Having trouble logging in?" to request your username.</p> <p>If you need further help, please go to <a href="http://supplier.ariba.com">http://supplier.ariba.com</a>, click on the question mark and you can request support there (click on the headset icon).</p>



# Help and support

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