

Responding to Events in SAP Ariba



QueenslandRail

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Queensland Rail Event Introduction

About the SAP Ariba Network

- SAP Ariba is a business commerce network that allows buyers to store contracts; submit and evaluate tenders; and transact with suppliers online.
- Queensland Rail utilises the SAP Ariba Network to submit tender events and some RFQs out to market. Events are sent by invitation only.
- As a respondent to a Queensland Rail tender or RFQ event, you will be asked to register for the SAP Ariba Network to respond and submit your tender response via Ariba, and any prerequisite questionnaires. The SAP Ariba Network is a website that allows you to submit your tender responses online.
- Creating a SAP Ariba login to respond to a tender or any required supporting questionnaires is free of charge.

Queensland Rail Event Introduction

Purpose of this Guide

The purpose of this guide is to provide step by step instructions on how you as a supplier can respond to an RFx (RFI, RFP, RFQ) on the SAP Ariba Network.

Registering to do business with Queensland Rail

To access a Queensland Rail event you **MUST** have:

- 1) a SAP Ariba Network Account; and
- 2) registered to do Business with Queensland Rail.

If you **do not** have an existing SAP Ariba Network Account or have **not registered** to do business with Queensland Rail follow the [Ariba Registration of Company Profile guide](#) available in the Queensland Rail website.



[Ariba Registration of Company Profile guide](#)

Queensland Rail Event Introduction

Access to Queensland Rail Tenders advertised via QTenders

Tenderers who wish to access the tender documents for open tenders advertised via QTenders, must have a SAP Ariba network account and register the account to do business with Queensland Rail to enable visibility of your Ariba profile.

To register, refer to the [Ariba Registration of Company Profile guide](#). You **must also then register interest by emailing the Contact Officer** ([\[contact officer name\]@qr.com.au](mailto:[contact officer name]@qr.com.au)) providing the following details:

- Name of Tendering Organisation
- Ariba Network ID (ANID)
- ABN
- Name of Tender Representative
- Email address of Tender Representative
- Phone number

Queensland Rail will only accept tender responses submitted via the SAP Ariba Sourcing system.

Event Invitation Email

When you are invited to a tender event with Queensland Rail, you will receive a system generated invitation email.

Click on the **Click Here** link **to access the event** and log in with your existing Ariba login details – it is recommended to **access the event via the link in the invitation email**, not by logging into your Ariba account directly and then searching for the event.

If you would like to access the event under a different login, please contact the Queensland Rail Sourcing Specialist (contact officer) who sent the email invitation, who will invite the additional user.

Queensland Rail

Queensland Rail has invited you to participate in the following event: Test SR for Supplier Guide. The event is set to begin on Friday, June 2, 2023 at 10:55 AM, Australian Eastern Standard Time (Queensland).

Use the following username to log in to Queensland Rail events:

aribasystemssupport@qr.com.au

[Click Here](#) to access this event.

When you click this link, log in with your username and password. You will then have the option to register your buyer-specific user ID with a new or existing Ariba Commerce Cloud account and participate in your event.

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.

If you have forgotten your username or password and are unable to log in, [Click Here](#).

NOTE: The forgot password link is only valid for 24 hours. After this link expires, click Forgot Password on the Ariba Login page to reset your password.

If you have questions about this event, contact Sherrin Raharaha via telephone at or via e-mail at sherrin.raharaha@qr.com.au.

We look forward to working with you!

Thank You,

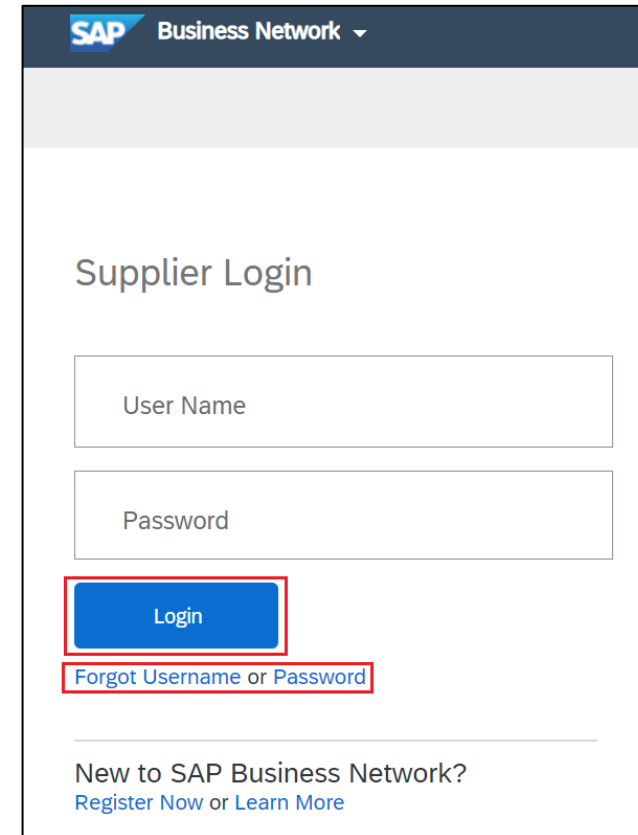
Queensland Rail

Logging in to Ariba

From the SAP Ariba Supplier login page (supplier.ariba.com) enter your username and password.

Ensure your username **matches** the username on the invitation email – if you log in using another user ID you will not be able to access the event.

If you have forgotten your password click on “forgot username or password” and follow the prompts.



SAP Business Network

Supplier Login

Login

[Forgot Username or Password](#)

New to SAP Business Network?
[Register Now](#) or [Learn More](#)

Tip



If you have any issues with any of the buttons shown above please clear the browser cache and cookies and try again.

Viewing the Event

Once logged in, the Event should be displayed.

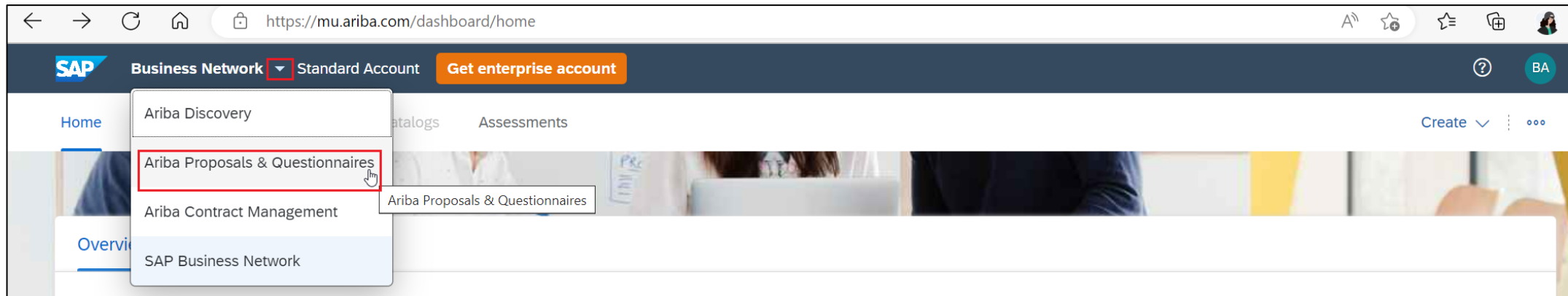
The screenshot displays the Ariba Sourcing interface. At the top, the header includes the Ariba Sourcing logo and navigation links for Company Settings, BusinessSystems Ari..., Feedback, Help, and Messages. Below the header, there is a navigation bar with a link to 'Go back to Queensland Rail Dashboard' and 'Desktop File Sync'. The main content area is titled 'Event Details' and shows the event ID 'Doc4036374811 - Test SR for Supplier Guide' and a 'Time remaining' of 23:11:51. A yellow warning box contains the text: '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 owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.' Below this, there are four buttons: 'Download Content', 'Review Prerequisites' (highlighted in blue), 'Decline to Respond', and 'Print Event Information'. A 'Checklist' on the left lists three steps: '1. Review Event Details', '2. Review and Accept Prerequisites', and '3. Submit Response'. The main content area shows 'TENDER DOCUMENTATION' with a 'Name ↑' header and a list item '1 TENDER DOCUMENTATION' with a 'Less...' button. A note below the list states: 'These documents will assist you with your submission.'



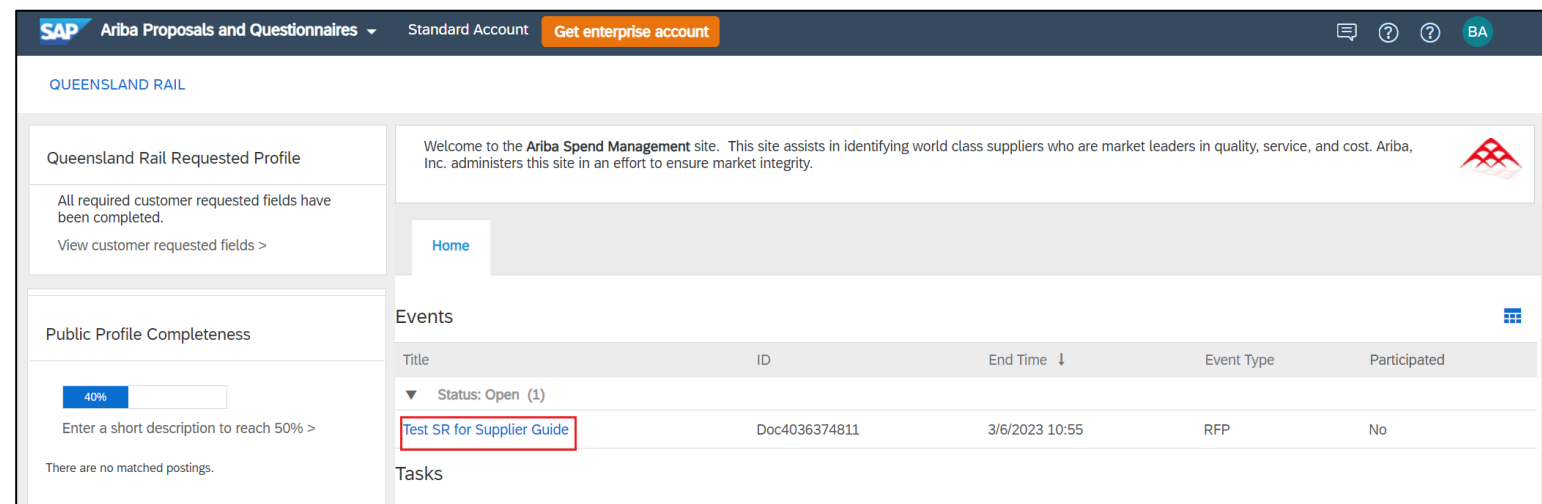
Tip If you cannot view the Event on your Ariba dashboard, use the instructions on [the next page](#) to navigate to the Proposals and Questionnaires screen.

Viewing the Event

If Ariba Proposals and Questionnaires screen does not immediately open, you can navigate to it by selecting it from the **Business Network** dropdown options.



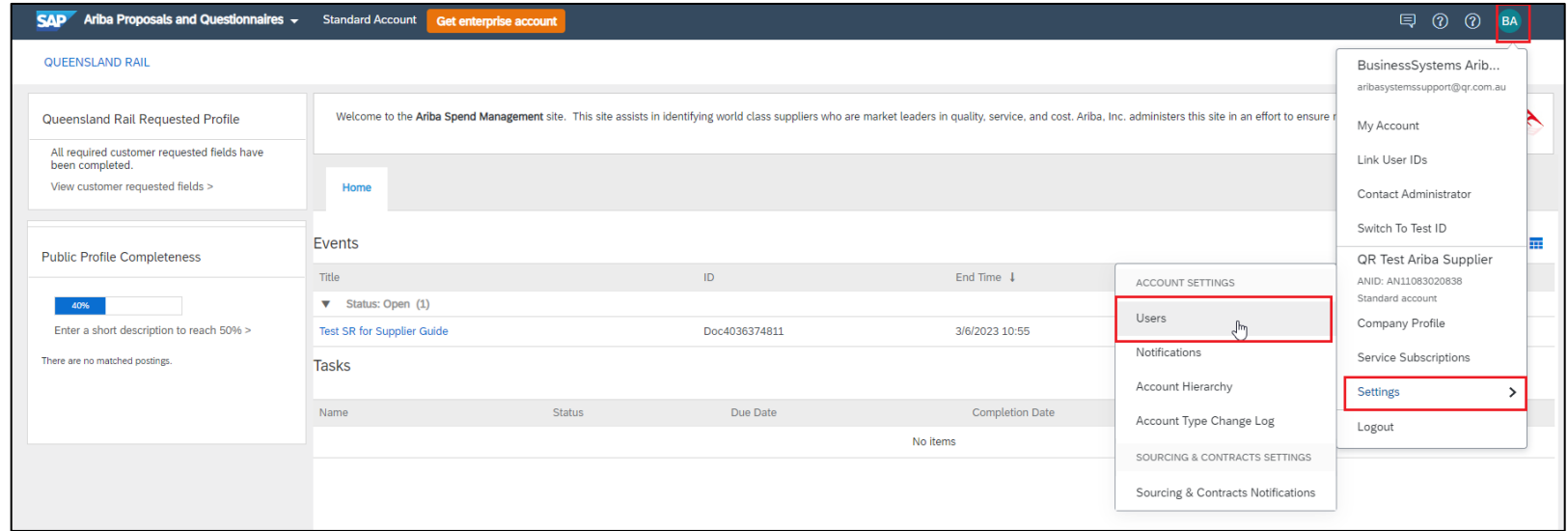
Click on the **Name of the Event** to open



Response Teams

If you have more than one person in your company that will need to contribute to your response, you can add them as part of a **Response Team**. You can add additional users in your company from the Events listing page.

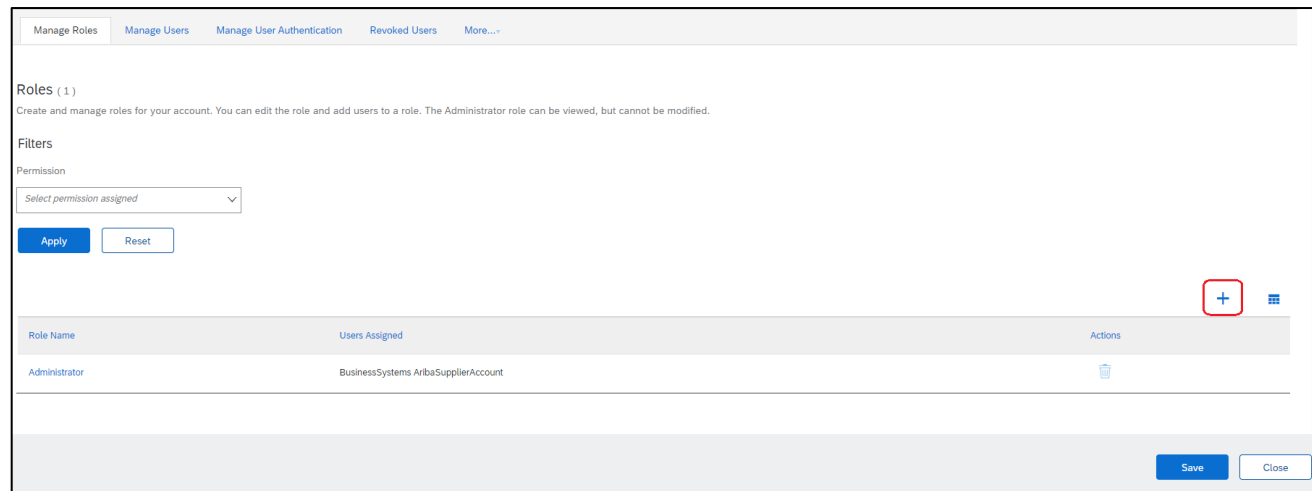
Select the menu from your initials, **Settings > Users**.



The screenshot shows the SAP Ariba Spend Management interface for a 'Standard Account'. The user's initials 'BA' are in the top right corner. A dropdown menu is open, showing 'ACCOUNT SETTINGS' with 'Users' highlighted. Other options include Notifications, Account Hierarchy, Account Type Change Log, SOURCING & CONTRACTS SETTINGS, and Sourcing & Contracts Notifications. The main content area shows a 'Queensland Rail Requested Profile' section with a 40% completion bar and an 'Events' table with one entry: 'Test SR for Supplier Guide' (ID: Doc4036374811, End Time: 3/6/2023 10:55).

On the **Manage Roles** tab, Click (+) to Create a Role. Define a role name for the user, e.g. "Sales".

Select all applicable permissions. Click **Save**.



The screenshot shows the 'Manage Roles' tab in the SAP Ariba interface. It displays a table with one role: 'Administrator' (BusinessSystems AribaSupplierAccount). The table has columns for 'Role Name', 'Users Assigned', and 'Actions'. A red box highlights a '+' icon in the top right corner of the table area, indicating the option to create a new role. The 'Save' and 'Close' buttons are visible at the bottom right.

Response Teams

On the Manage Users tab, Click (+) to Create a User.

Fill in the user details, ensuring the username is the email address.

Assign role/s as needed

- Save the entry with [Done].
- Exit the next screen with [Close].



For more information on Response Teams, view the [Ariba Response Teams support material](#).

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration Account Type Change Log

Manage Roles **Manage Users** Manage User Authentication Revoked Users More...

Users (1)

Enable assignment of orders to users with limited access to Ariba Network. ⓘ

Filter

Users (You can only search on one attribute at a time)

Username +

Apply Reset

Username Email Address First Name Last Name Ariba Discovery Contact Role Assigned Authorization Profiles Assigned Customer Assigned AN Access **+** Create User Actions

New User Information

Username* ⓘ

Email Address*

First Name*

Last Name*

Do not allow the user to resend invoices to the buyer's account. ⓘ

This user is the Ariba Discovery Contact ⓘ

Limited access ⓘ

Office Phone: Country Area Number
AUS 61

Role Assignment

Name	Description
<input checked="" type="checkbox"/>	Sales Team

Customer Assignment

Assign to Customer: All Customers Select Customers

By entering this personal data, you acknowledge that you have authority to allow transfer of this personal data to Ariba for processing in the Ariba systems (hosted in various data centers globally) in accordance with the [Privacy Statement](#), the service agreement between your company and Ariba, and applicable law, and, if applicable, that any personal data from Russian citizens has been stored by your organization in a separate data repository residing within the Russian federation.

Done Cancel

Review Prerequisites or Decline to Participate

In the event, the screen opens to **Review Event Details**. You can review the content of the event, and then either mark your intention to participate, or decline to participate. You cannot submit a response to the event until you have selected **Intend to Participate**.

Click **Review Prerequisites** to view and accept the Terms and Conditions Queensland Rail has specified for this event and mark intention to participate.

If you do not intend to respond, click **Decline to Respond**.

If you click **Decline to Respond**, please enter a reason as to why.

The screenshot shows the Ariba Sourcing interface for an event titled "Doc4036374811 - Test SR for Supplier Guide". The page is titled "Event Details" and includes a "Time remaining" indicator of 20:06:30. A yellow banner at the top contains the following text: "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 owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event." Below this banner are four buttons: "Download Content", "Review Prerequisites", "Decline to Respond", and "Print Event Information". The "Review Prerequisites" button is highlighted with a red box. On the left sidebar, a "Checklist" section shows three items: "1. Review Event Details", "2. Review and Accept Prerequisites" (highlighted with a red box), and "3. Submit Response". Below the checklist is the "Event Contents" section, which includes "All Content", "1 TENDER DOCUMENTATION", "2 TENDERER'S DETAILS", and "3 QUEENSLAND RAIL REQU...". The main content area displays "All Content" with a table of prerequisites. The table has a "Name" column and a "Less..." column. The prerequisites listed are: "2.3.1 Public Liability" (with a "Less..." button), "2.3.2 Professional Indemnity" (with a "Less..." button), and "2.3.3 Workers Compensation / Work Cover" (with a "Less..." button). The "Event Overview and Timing Rules" section is partially visible at the bottom.

Review Event Details

In the **Review Event Details** section you can select **Download Content** to download all questions and/or attachments from the event, or select individual attachments to download. Ensure you are in **All Content** in order to see the entire event content.

Ariba Sourcing Company Settings BusinessSystems Ari... Feedback Help

Go back to Queensland Rail Dashboard Desktop File Sync

Event Details Doc4036374811 - Test SR for Supplier Guide Time remaining 1 day 00:08:46

Event Messages
Download Tutorials
Response Team

▼ Checklist

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

▼ Event Contents

- All Content
- 1 TENDER DOCUMENTATION
- 2 TENDERER'S DETAILS
- 3 QUEENSLAND RAIL REQU...
- 4 GOVERNMENT REQUIREMENTS

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 owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

Download Content Review Prerequisites Decline to Respond Print Event Information

All Content

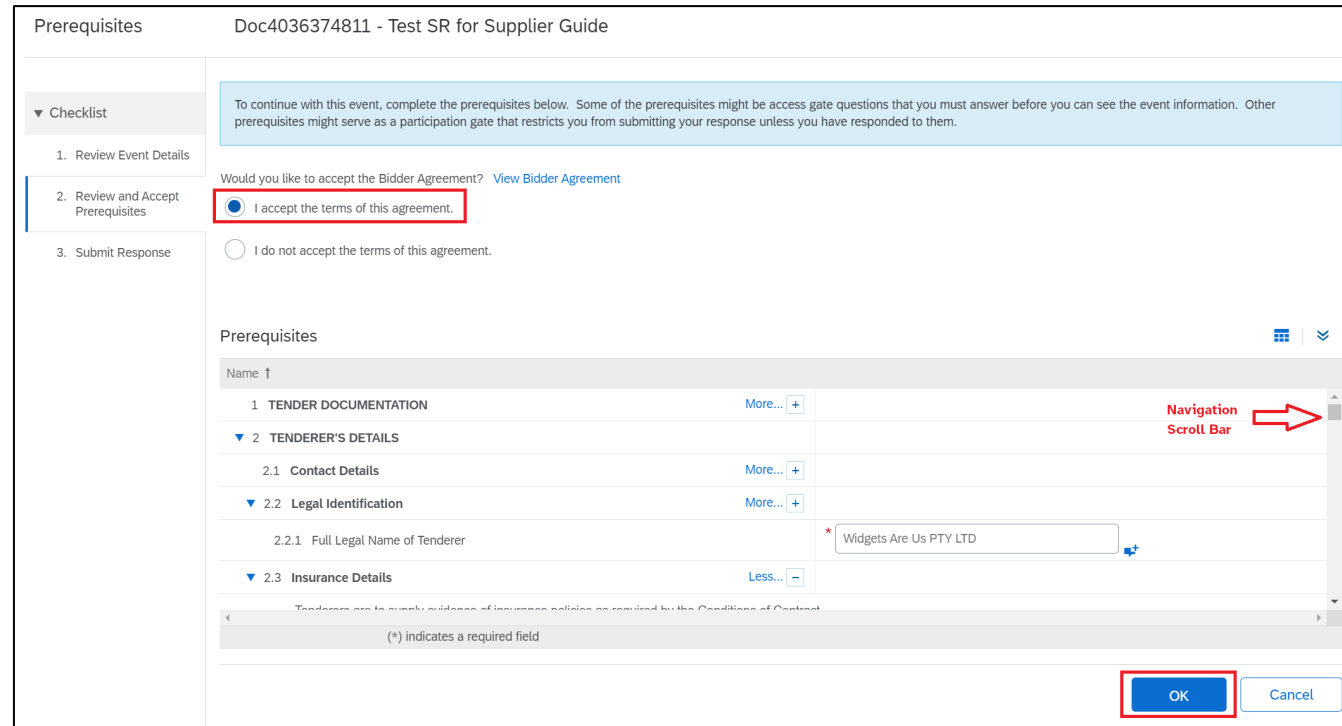
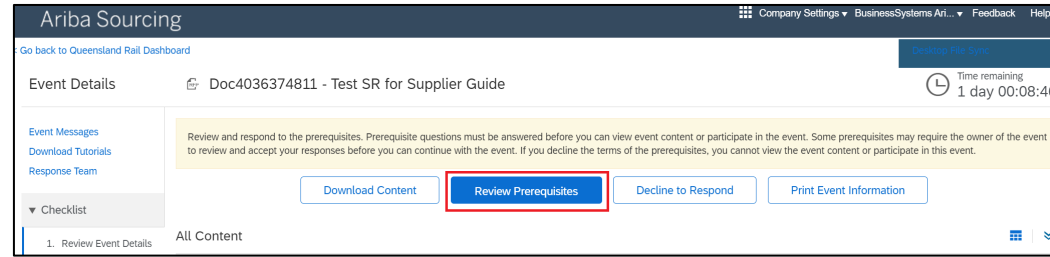
Name ↑	
▼ 1 TENDER DOCUMENTATION	Less... -
These documents will assist you with your submission.	
1.1 Conditions of Tendering Conditions of Tendering.doc	Download this attachment
1.2 Tender Preamble Tender preamble.docx	Download all attachments
1.3 Works Specification / Statement of Works / Design Brief SOW.docx	
1.4 General Conditions of Contract General Conditions.docx	

Event Overview and Timing Rules

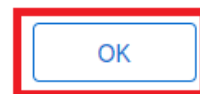
Owner:	Sherrin Raharaha ⓘ	Currency:	Australian Dollar
Event Type:	RFP	Commodity:	RAILWAY EQUIPMENT 2200
Publish time:	2/6/2023 10:55	Regions:	All All
Due date:	6/6/2023 11:03		

Mark Intention to participate

In the **Review Prerequisites** screen, mark intention to participate by completing the pre requisites (if applicable, mandatory fields will be marked by a red asterix*) and then select the radio button **I accept the terms of the agreement**. Click **OK**.



A pop up window will appear. Click **OK**.



Event Content - Overview

After selecting to agree to the terms and conditions, (this notes your intention to participate), you will be taken to the **Submit Response** pages, where you can start drafting your response. Use the **Save Draft** button to save your event regularly. Use the **Compose Message** feature to send any queries to Queensland Rail about the event content.


*If the system does not navigate you directly to the Submit Response section, under the **Checklist** heading, click on **3. Submit Response**.*

The screenshot displays the Ariba Sourcing interface for a procurement event. The top navigation bar includes 'Company Settings', 'BusinessSystems Ari...', 'Feedback', 'Help', and 'Messages'. The main header shows 'Go back to Queensland Rail Dashboard' and 'Desktop File Sync'. The console area indicates 'Doc4036374811 - Test SR for Supplier Guide' with a 'Time remaining 23:38:29' timer.

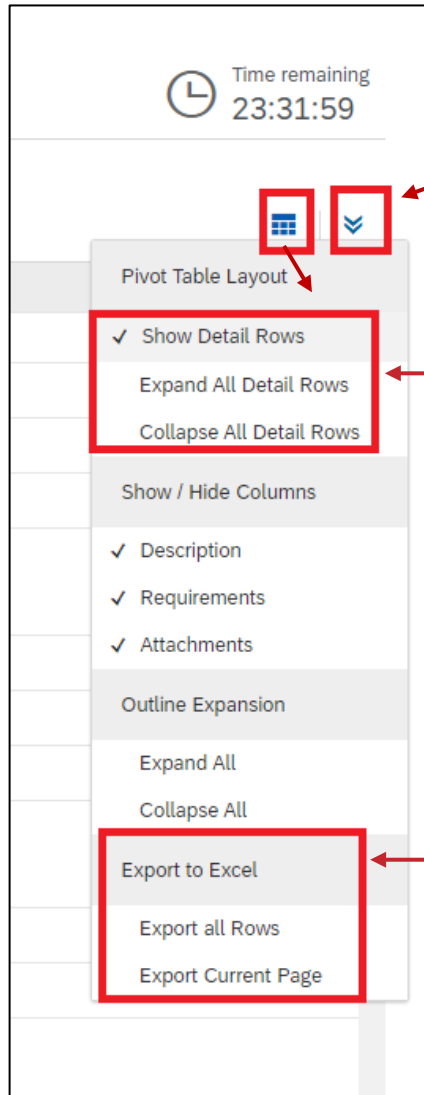
The left sidebar contains a 'Checklist' section with five items: '1. Review Event Details', '2. Review and Accept Prerequisites', '3. Submit Response' (highlighted with a red box), '4. Government Requirements', and '5. Tenderer's Departures'. Below the checklist is an 'Event Contents' section with a tree view showing '1. TENDER DOCUMENTATION', '2. TENDERER'S DETAILS', '3. QUEENSLAND RAIL REQU...', '4. GOVERNMENT REQUIREMENTS', and '5. TENDERER'S DEPARTURES'.

The main content area shows 'All Content' for '1. TENDER DOCUMENTATION'. It lists seven documents: '1.1 Conditions of Tendering', '1.2 Tender Preamble', '1.3 Works Specification / Statement of Works / Design Brief', '1.4 General Conditions of Contract', '1.5 Queensland Rail Standard Specifications', '1.6 All other Tender documents', and '1.7 Addendum'. Below this is '2. TENDERER'S DETAILS', with '2.1 Contact Details' expanded to show a form for '2.1.1 Contact Name' with the value 'Jo Bloggs'.

At the bottom of the interface, there are five buttons: 'Submit Entire Response', 'Update Totals', 'Save draft' (highlighted with a red box), 'Compose Message' (highlighted with a red box), and 'Excel Import'.

Tip  **Session Timeout** - Following 30 minutes of inactivity, a pop-up window displays to indicate that the session is ending with the time-out error, "You are about to be logged out due to inactivity. To continue using the application, press *Cancel Logout*."

Event Content – Useful Tips



Use the **double arrows** to expand the screen you are viewing.

Use the **Collapse** or **Expand** features to hide or display certain sections of the event content.

Use the **Export to Excel** feature to export tender content out to Excel.

Answering Event Questions

To answer event questions you must be in the **3. Submit Response section**.

An event will have different types of questions/sections, including (but not limited to):

- a **section** where you must download and read an attachment
- a **question** where you must read the attached Reference documents, and attach a file in response.

If you need to attach multiple documents, zip them first and attach as a zip file.

Console Doc4036374811 - Test SR for Supplier Guide

Event Messages
Response History
Response Team

▼ Checklist

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

▼ Event Contents

All Content

Name 1

▼ 1 TENDER DOCUMENTATION

These documents will assist you with your submission.

1.1 Conditions of Tendering	Conditions of Tendering.docx	Download this attachment
1.2 Tender Preamble	Tender preamble.docx	Download all attachments
1.3 Works Specification / Statement of Works / Design Brief	SOW.docx	
1.4 General Conditions of Contract	General Conditions.docx	
1.5 Queensland Rail Standard Specifications	QR Standard Specifications.docx	
1.6 All other Tender documents	Other Tender Documentation.docx	
1.7 Addendum	Addendum.docx	

▼ 10.4 Anticipated Payment Claims Less... [-]

Tenders are required to provide an Estimated Monthly Cash Flow for the Contract (to be shown in \$1,000's). The information supplied in this Schedule is only for the use of the Principal and is not to be regarded as an agreed cash flow to the Contractor.
The sum of monthly amounts shall equal the Lump Sum Price for the Tender

10.4.1 Tenders are to download the attached table (Anticipated Payment Claims), complete and upload.

Click on the 'References' link to download >>> References

▼ 11 ALL OTHER INFORMATION Less... [-]

Tenders are to use this section to upload / attach

11.1 Upload additional information here.	Anticipated Payment Claims.xlsx	*Attach a file
	Download all attachments	

▼ 11.2 Alternative Offer (Non-Conforming) Less... [-]

Answering Event Questions


A question may require you to select from a **drop-down list**, or ask for a **free-text** answer.

Some questions will contain **References** – click on these to download individual documents relating to the event question.

The screenshot displays a procurement portal interface. At the top, a section titled '3.4 Conflicts of Interest & Fair Dealing Declaration' is expanded. Question 3.4.1 includes a 'References' link, which is highlighted with a red box. Question 3.4.2 asks if the company has any conflict to declare to Queensland Rail. To the right of this question is a dropdown menu, also highlighted with a red box, showing options: 'Unspecified', 'Yes', 'No', and 'Unspecified'. Below this, a section titled '4 GOVERNMENT REQUIREMENTS' is expanded to show '4.1 Local Benefits'. This section contains text about Queensland Rail's objectives and a 'References' link. Question 4.1.1 asks for information on local benefits and includes an 'Attach a file' link. Question 4.1.2 asks for workforce training details. A large empty text input field, highlighted with a red box, is positioned to the right of question 4.1.2. At the bottom, section '4.2 Ethical Supplier Threshold' is partially visible.

Answering Event Questions

Some questions will contain **Tables** that must be opened and populated – click on the Table icon to open the related table for the event question.


8.1.3 Safety Performance Statistics  [Click to respond](#) *

Please provide an overview of your organisation's safety statistical performance over the last three years for similar work, with particular reference to **Rail related** work where available:

Definitions

- *Minor Injury: First aid only*
- *Medical Treatment Injury: Medical intervention provided by a doctor, beyond the scope of an Occupational First Aider or Occupational Nurse.*
- *Lost Time Injury: Any fatality, injury or illness that results in the worker losing more than one complete shift as a result of a work related incident.*

Clicking OK will only **save** your Table Section answers. To **submit** your response, you will need to click OK and then click **Submit Entire Response** on the main screen.

Safety Performance Statistics 

Name ↑	Total Hours worked in the Year	Minor Injuries	Medically Treated Injuries	Lost Time Injuries (LTI)
Last Year	* <input type="text"/>	* <input type="text"/>	* <input type="text"/>	* <input type="text"/>
Year before last	* <input type="text"/>	* <input type="text"/>	* <input type="text"/>	* <input type="text"/>
2 years before last	* <input type="text"/>	* <input type="text"/>	* <input type="text"/>	* <input type="text"/>

(*) indicates a required field

Note: Mandatory questions are marked by an asterix*.

You will not be able to **submit** your response unless all mandatory questions have been answered.

Event Submission

When you are ready to submit your complete response to Queensland Rail, select **Submit Entire Response**.

The clock in the top right corner indicating how long the event is open for – you must submit your response before the event closes. If you submit your response and any mandatory question responses are missing, an error message will appear. Ensure you leave enough time to resolve any issues.

The screenshot shows the Ariba Sourcing interface for a tender submission. The top navigation bar includes 'Company Settings', 'BusinessSystems Ari...', 'Feedback', 'Help', and 'Messages'. The main content area displays a checklist of tasks: '1. Review Event Details', '2. Review and Accept Prerequisites', and '3. Submit Response'. The 'Submit Response' step is currently active. Below the checklist, there are sections for 'Event Contents' and 'All Content'. The 'All Content' section lists various tender items, including '10.2 Schedule of Overheads for Delay Costs', '10.3 Daywork Rates', and '10.4 Anticipated Payment Claims'. At the bottom of the page, there are several buttons: 'Submit Entire Response' (highlighted with a red box), 'Update Totals', 'Save draft', 'Compose Message', and 'Excel Import'. A clock in the top right corner indicates 'Time remaining 22:54:36'.

The screenshot shows a confirmation dialog box with the text 'Submit this response?' and a green checkmark icon. Below the text, it says 'Click OK to submit.' There are two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a red box.

Submission Errors

If you have not filled out a mandatory requirement on submission, the system will display the number of errors and guide you to the areas that require attention.

The screenshot shows a submission interface with a red error banner at the top. The banner contains a warning icon and the text: "There are 3 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." On the right side of the banner, there are navigation links: "< Previous" and "Next >". The "Next >" link is highlighted with a red box and a mouse cursor.

Below the banner, the document title is "Doc4036374811 - Test SR for Supplier Guide". Under "All Content", there is a table with the following rows:

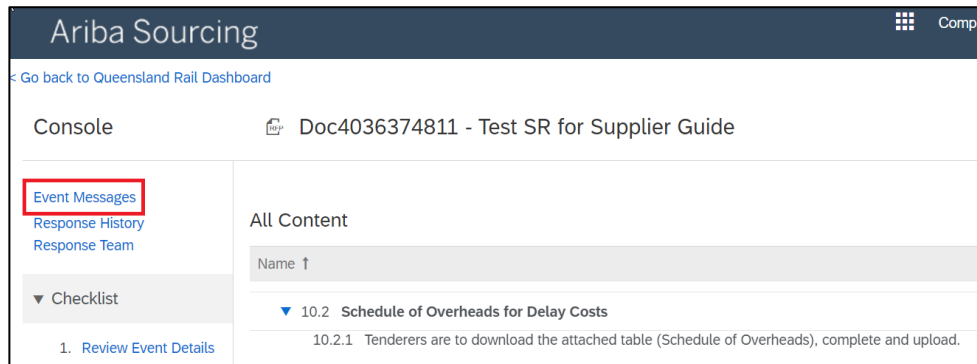
Name ↑		
8.2.1 Does your organisation have an established Safety Ma	There are question(s) in 'Tender Specific Safety Risks' which require a response. They are: 1. (Risk Identified), 1. (Control Method), 2. (Risk Identified), 2. (Control Method), 3. (Risk Identified), 3. (Control Method), 4. (Risk Identified), 4. (Control Method), 5. (Risk Identified), 5. (Control Method). Click the table section icon to view and answer the questions.	* No
8.2.3 Is your Safety Management System certified?		* No
8.2.5 Has your Safety Management System been audited by		* No
▼ 8.3 Tender Specific Safety Information		
8.3.1 Tender Specific Safety Risks Click to respond *		Less... -
Provide an overview of the top five safety risks associated with your general works, and broadly describe your usual methods of controlling these risks.		
▼ 8.4 Licensing Obligations		Less... -
▼ 2.1 Contact Details		

Event Messages

In the Event Messages section you can review previous messages sent and received, and compose a new message to Queensland Rail.

Please use the **Compose Message** feature to ask questions of the owner of the event, rather than sending an email outside of Ariba.

It is Queensland Rails preference that all communications relating to an event are tracked in Ariba.



The screenshot shows the 'Event Messages - Test SR for Supplier Guide' page. The page title is 'Event Messages - Test SR for Supplier Guide'. Below the title, there is a 'Messages' section with a table of messages. The table has columns for 'Id', 'Reply Sent', 'Sent Date', 'From', 'Contact Name', and 'To'. The messages are listed as follows:

Id	Reply Sent	Sent Date	From	Contact Name	To
MSG374517573	Not Applicable	05/06/2023 10:52	Queensland Rail	Sherrin Raharaha	BusinessSystem
MSG374517568	Not Applicable	05/06/2023 10:49	Queensland Rail	Sherrin Raharaha	BusinessSystem
MSG374517566	No	05/06/2023 10:48	Queensland Rail	Sherrin Raharaha	BusinessSystem
MSG374517565	No	05/06/2023 10:48	Queensland Rail	Sherrin Raharaha	BusinessSystem
MSG374517564	No	05/06/2023 10:09	Queensland Rail	Sherrin Raharaha	BusinessSystem
MSG374517533	Not Applicable	02/06/2023 10:55	Queensland Rail	Sherrin Raharaha	BusinessSystem

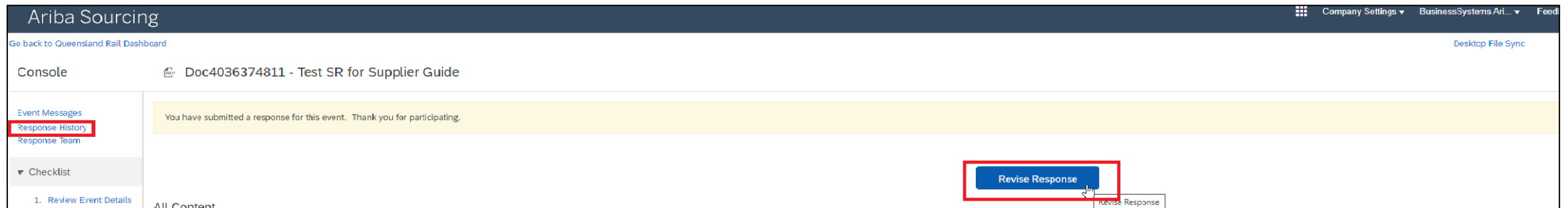
Below the table, there is a 'Compose Message' button highlighted in a red box. Other buttons include 'View', 'Reply', and 'Download all attachments'. A tooltip 'Compose a new message' is visible below the 'Compose Message' button.

Note: messages sent via the Compose Message feature are private and can only be viewed by the sender and the Queensland Rail Event owner.

Revising a Response

After submitting your response, if the event has not yet closed, you will have an opportunity to **revise response** if required.

You can also view your **response history** on the Console.



The screenshot displays the Ariba Sourcing interface. At the top, the header includes 'Ariba Sourcing' on the left and 'Company Settings', 'BusinessSystems Ari...', and 'Feed' on the right. Below the header, there is a navigation bar with 'Go back to Queensland Rail Dashboard' on the left and 'Desktop File Sync' on the right. The main content area is titled 'Console' and shows a document icon followed by 'Doc4036374811 - Test SR for Supplier Guide'. On the left side, there is a sidebar menu with 'Event Messages' (containing 'Response History' and 'Response Team'), and a 'Checklist' section with '1. Review Event Details'. The main content area features a yellow notification bar that reads 'You have submitted a response for this event. Thank you for participating.' Below this, a blue button labeled 'Revise Response' is highlighted with a red rectangular box. A mouse cursor is positioned over the button, and a tooltip with the text 'Revise Response' is visible below it.

Support

Ariba provide online support for suppliers using the Ariba Network.

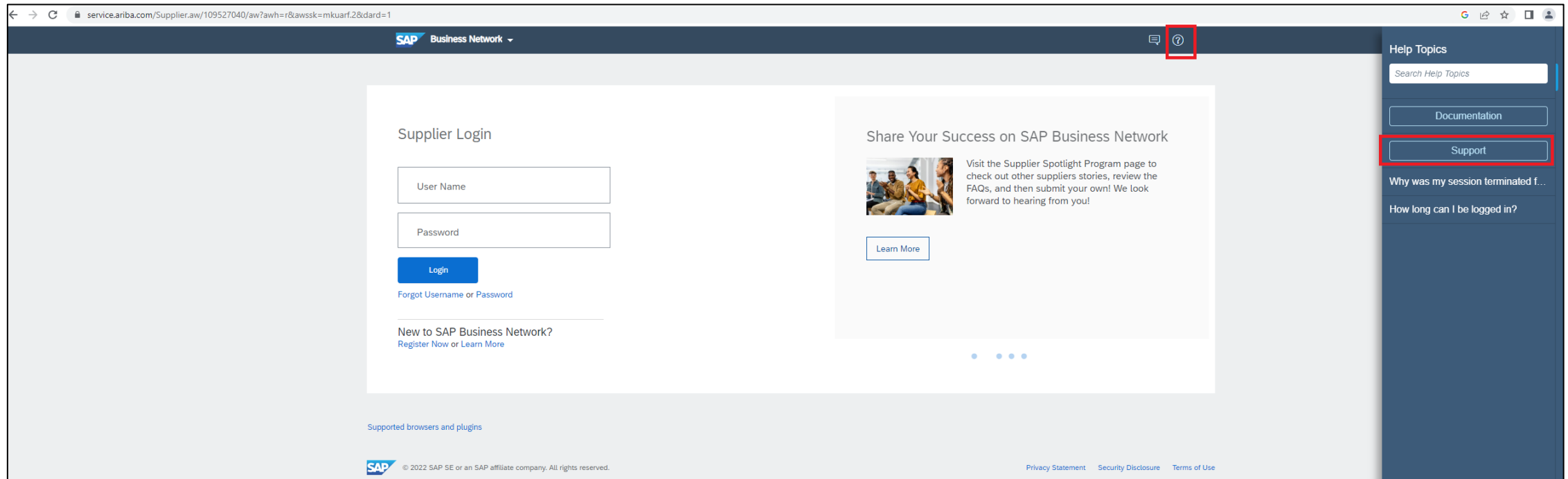
Support can be accessed even if you do not have your Ariba login details (e.g. if they have been lost). The following pages show you how to raise a service call with Ariba, and how to access their general help pages.

Note: *For questions regarding the actual Queensland Rail tender/event and relevant documents contact the Queensland Rail Contact Officer.*

Access Support: Ariba Supplier Login Page

In your web browser (e.g. Google Chrome), go to supplier.ariba.com.

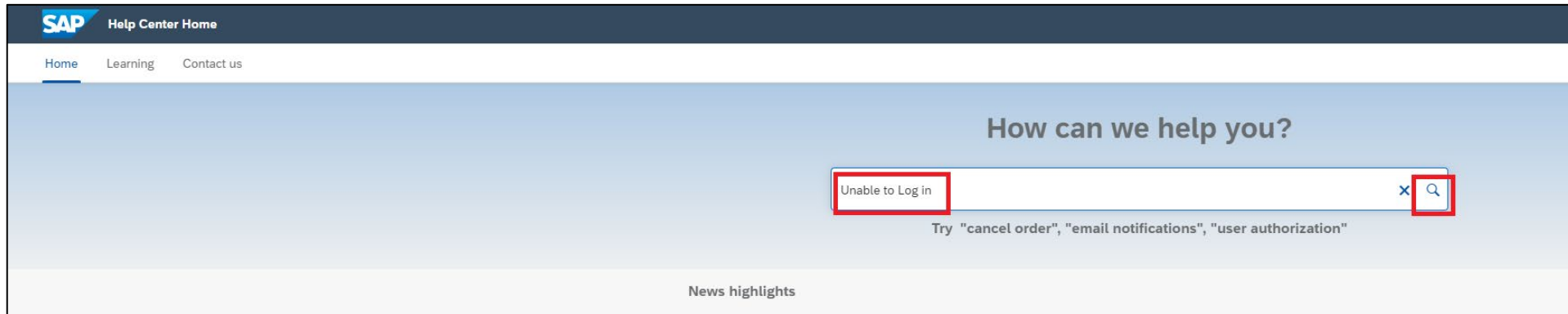
Click on “?” (top right) and then “Support”.



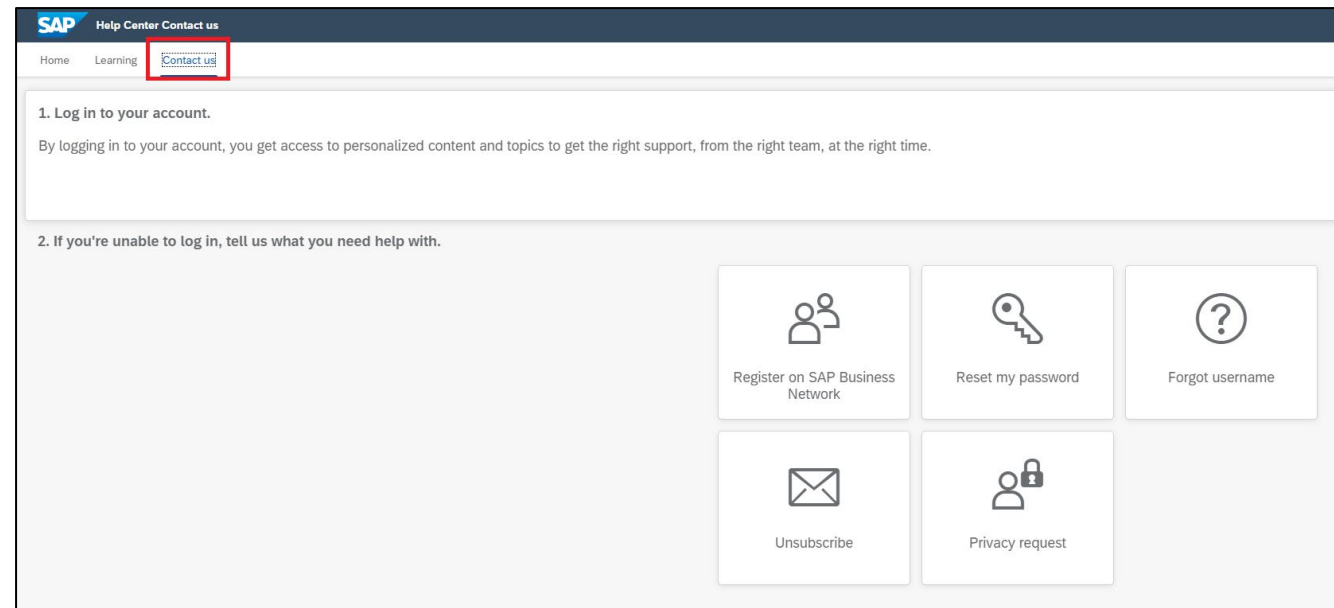
The screenshot shows the SAP Business Network Supplier Login page. The main content area includes a 'Supplier Login' form with fields for 'User Name' and 'Password', a 'Login' button, and a link for 'Forgot Username or Password'. Below the form, there is a section for 'New to SAP Business Network?' with links for 'Register Now' and 'Learn More'. To the right, there is a 'Share Your Success on SAP Business Network' section with a 'Learn More' button. The top navigation bar features the SAP Business Network logo and a help icon (a question mark) highlighted with a red box. The right sidebar contains 'Help Topics' with a search bar and a list of links: 'Documentation' and 'Support' (highlighted with a red box), followed by 'Why was my session terminated f...' and 'How long can I be logged in?'. The footer includes the SAP logo, copyright information, and links for 'Privacy Statement', 'Security Disclosure', and 'Terms of Use'.

Help Center

In the **How can we help you** field, search for information relevant to your query - example below:



You can also navigate to the **Contact Us** tab for support with common FAQs.



Raising a Service Call

If you cannot find the information you are after and need to raise a service call to seek support from Ariba, click on one of the tiles in **Contact Us** (see previous slide) then select **I am experiencing a different issue** and then select **Create a Case**.

SAP Help Center Contact us

Home Learning **Contact us**

1. Log in to your account.

By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.

Log in

2. If you're unable to log in, tell us what you need help with.

Register on SAP Business Network

Reset my password

Forgot username

Unsubscribe

Privacy request

3. Choose from the options below to continue.

To retrieve your username, reset your password, or unlock your account:

1. Go to the [Supplier Login page](#) and select either **Forgot Username** or **Password**.
2. Enter the email address that is registered to the account in the **Email Address** field and click **Submit**.
SAP Business Network sends an email notification that contains your username or instructions on how to reset your password to the email address you used to register your account. If you didn't receive these instructions, [click here to troubleshoot](#).
3. Click the link in the Password Reset notification email.
4. Enter and confirm your new password.
5. Click **Submit**.
SAP Business Network displays a confirmation page, indicating that your password has been updated.

I need to reassign the administrator account I need help accessing a sourcing event **I am experiencing a different issue**

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

Raising a Service Call

Fill out the form with as much information as possible and click **Submit**. An Ariba support representative will contact you when available.

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 retrieve my username?](#)
- [? How do I contact SAP Business Network Customer Support as a supplier?](#)

Raising a Service Call

The Support function can also be accessed from your home page after logging into your Ariba Network account by clicking on the **question mark** icon on the right of the screen.

The screenshot displays the SAP Business Network user interface. At the top, the navigation bar includes 'SAP Business Network', 'Standard Account', and a 'Get enterprise account' button. Below this, a secondary navigation bar lists 'Home', 'Enablement', 'Workbench', 'Catalogs', and 'Assessments'. The main content area features a 'Getting started' section with an 'Overview' tab and a '0 Enablement Tasks' counter. A 'My widgets' section is visible, containing three widgets: 'Download app' (promoting mobile availability), 'Company profile' (showing a 40% completion progress), and 'My leads' (indicating no open leads). On the right side, a dark blue sidebar menu is open, showing 'Help Topics' with a search bar and a list of items. The 'Support' item is highlighted with a red rectangular box. Other items in the menu include 'Documentation', 'What's new in Standard acco...', 'What is SAP Business Netwo...', 'Introducing the new SAP Busines...', 'Introducing the new help center', 'Finding orders, invoices, and ...', 'Adding payment tiles (2:48)', 'Discovering new insights', 'Common browser issues', and 'How do I create an invoice?'. At the bottom of the sidebar, there are links for 'My leads widget', 'Download app widget', and 'Company profile widget', along with a 'Feedback' button.