

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 Ariba Network to be able to 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

- 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.
- You MUST have a SAP Ariba Network Account AND have registered to do Business with Queensland Rail prior to accessing a Queensland Rail Event.



[Ariba Registration of Company Profile guide](#)

Queensland Rail Event Introduction

Access to Queensland Rail Tenders advertised via VendorPanel

Tenderers who wish to access the tender documents for open tenders advertised via VendorPanel, 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 [Page 2](#) of this guide. You **must also then register interest by emailing the Contact Officer** (XXXXXXXXXXXX@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 Ariba Sourcing system.



[Ariba Registration of Company Profile guide](#)

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 this 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 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,

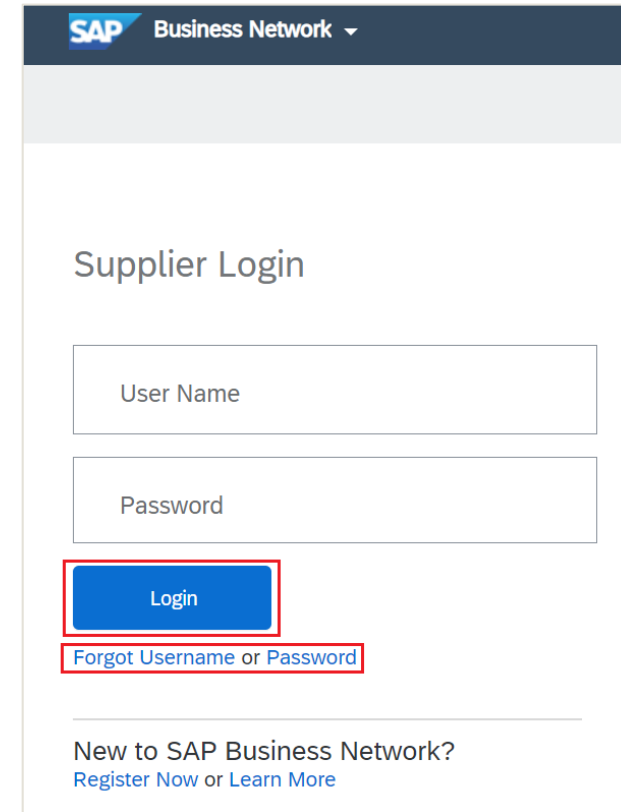
Queensland Rail

Logging in to Ariba

You will be the SAP Ariba Supplier login page (supplier.ariba.com) where you can 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

User Name

Password

Login

[Forgot Username or Password](#)

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

Tip



If you are 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.

Ariba Sourcing

Company Settings ▼BusinessSystems Ari... ▼FeedbackHelp ▼Messages >>

[< Go back to Queensland Rail Dashboard](#)

Desktop File Sync

Event Details

Doc4036374811 - Test SR for Supplier Guide

Time remaining
23:11:51

Event Messages

Download Tutorials

Response Team

▼ Checklist

1. Review Event Details

2. Review and Accept Prerequisites

3. Submit Response

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

TENDER DOCUMENTATION

(Section 1 of 11) Next >>

Name ↑

▼ 1 TENDER DOCUMENTATION

Less... -

These documents will assist you with your submission.

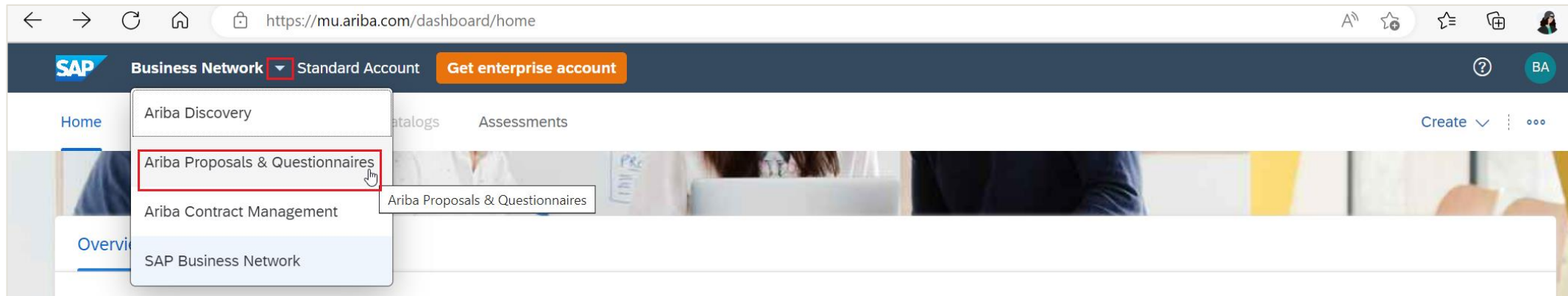


Tip

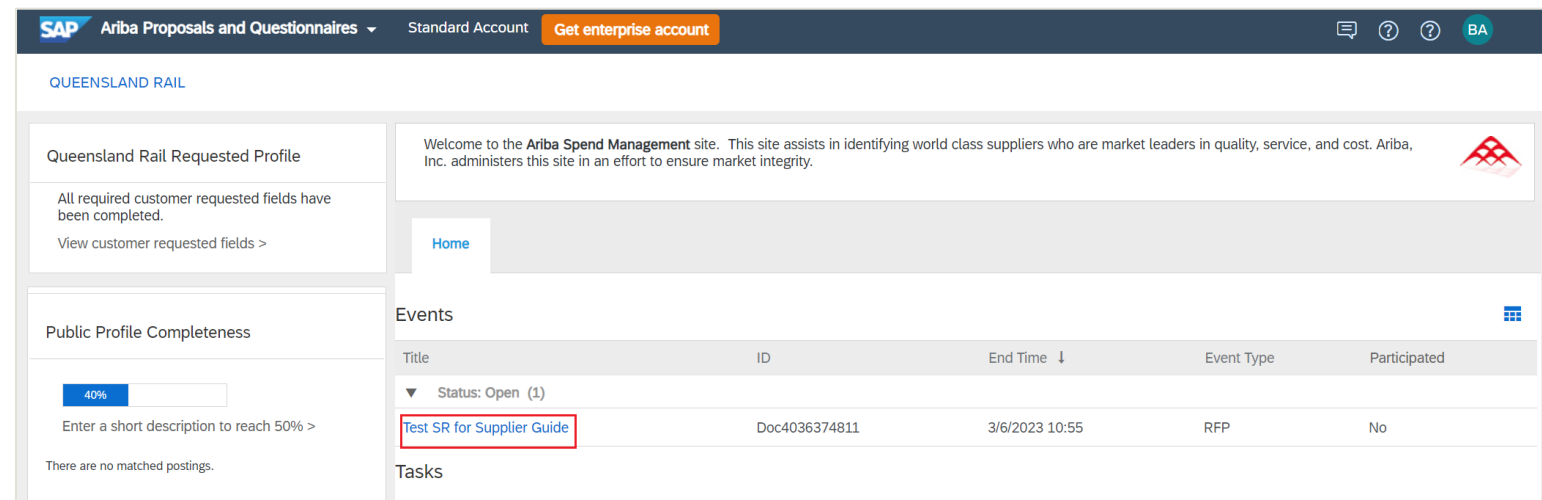
If your Ariba dashboard displays and you cannot view the Event, use the instructions on [Page 9](#) to navigate to the Proposals and Questionnaires screen.

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



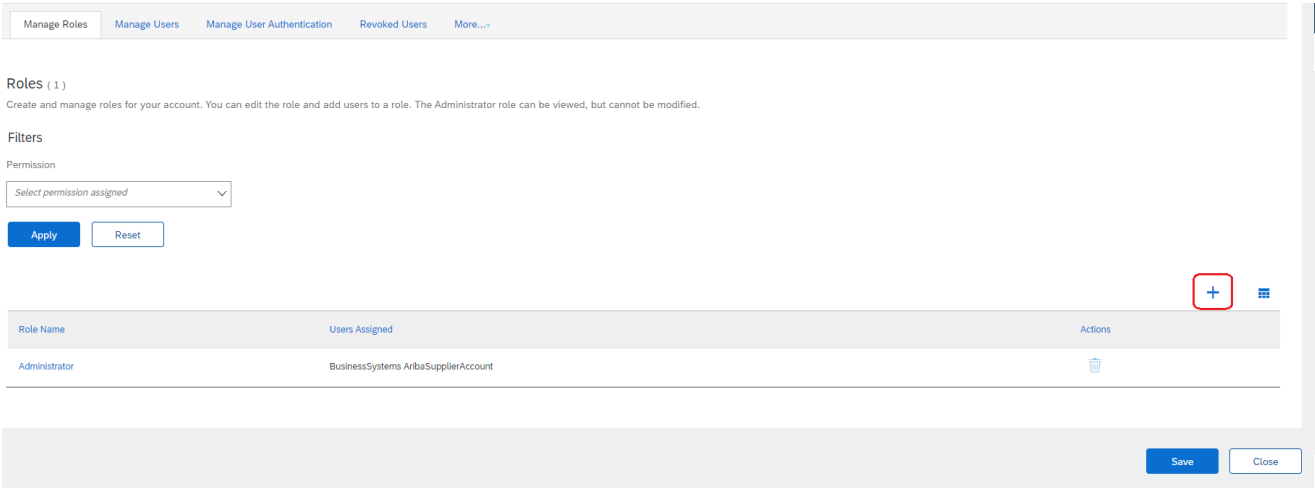
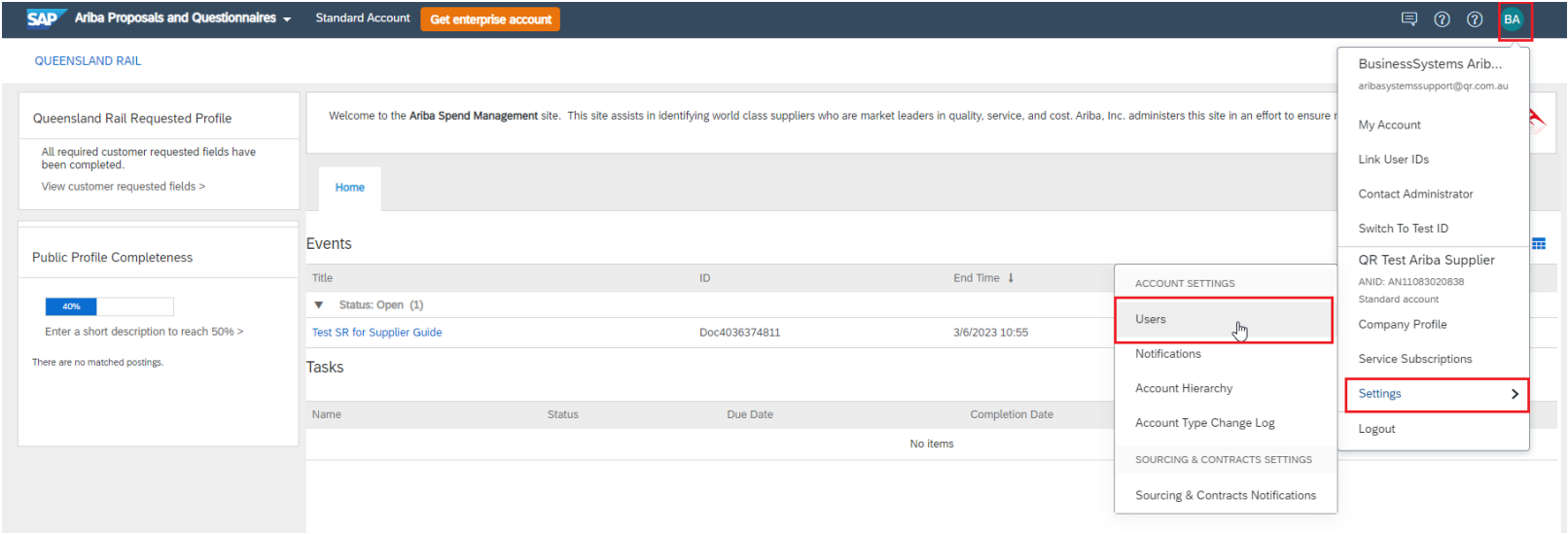
Response Teams

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**.

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**.



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 ▾ Enter username +

Apply Reset

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	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 you can 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 a specific event. The top navigation bar includes 'Ariba Sourcing' and various user settings. The main header indicates the event details for 'Doc4036374811 - Test SR for Supplier Guide'. A yellow banner at the top of the content area contains four buttons: 'Download Content', 'Review Prerequisites' (highlighted with a red box), 'Decline to Respond' (also highlighted with a red box), and 'Print Event Information'. Below this banner, the 'All Content' section is visible, showing a list of prerequisites with expandable details. On the left sidebar, a checklist shows '1. Review Event Details' and '2. Review and Accept Prerequisites' (highlighted with a red box). The bottom of the sidebar shows 'Event Contents' with links to 'All Content', 'TENDER DOCUMENTATION', 'TENDERER'S DETAILS', and 'QUEENSLAND RAIL REQUIREMENTS'. A clock in the top right corner indicates 'Time remaining: 20:06:30'.

Tip



Note the clock counting down. That's how long the Event is open. You need to submit your response before the event time expires.

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**.

Ariba Sourcing

Go back to Queensland Rail Dashboard

Doc4036374811 - Test SR for Supplier Guide

Time remaining: 1 day 00:08:46

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

1. Review Event Details All Content

▼ Checklist

1. Review Event Details

2. Review and Accept Prerequisites

3. Submit Response

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.

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

☒ I accept the terms of this agreement.

☐ I do not accept the terms of this agreement.

Prerequisites

Name ↑	
1 TENDER DOCUMENTATION	More...
▼ 2 TENDERER'S DETAILS	
2.1 Contact Details	More...
▼ 2.2 Legal Identification	More...
2.2.1 Full Legal Name of Tenderer	<input type="text" value="Widgets Are Us PTY LTD"/>
▼ 2.3 Insurance Details	Less...

Tenderers are to supply evidence of insurance policies as required by the Conditions of Contract

(*) indicates a required field

Navigation Scroll Bar

OK Cancel

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

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.

Ariba Sourcing

Company SettingsBusinessSystems AribaFeedbackHelpMessages

Go back to Queensland Rail Dashboard

Desktop File Sync

Console

Doc4036374811 - Test SR for Supplier Guide

Time remaining 23:38:29

Event Messages

Response History

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

5 TENDERER'S DEPARTURES

All Content

1 TENDER DOCUMENTATION

These documents will assist you with your submission.

1.1 Conditions of Tendering Conditions of Tendering.docx

1.2 Tender Preamble Tender preamble.docx

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

2 TENDERER'S DETAILS

2.1 Contact Details

Contact details for the tenderer representative for this procurement event

2.1.1 Contact Name Jo Bloggs

(*) indicates a required field

Submit Entire Response

Update Totals

Save draft

Compose Message

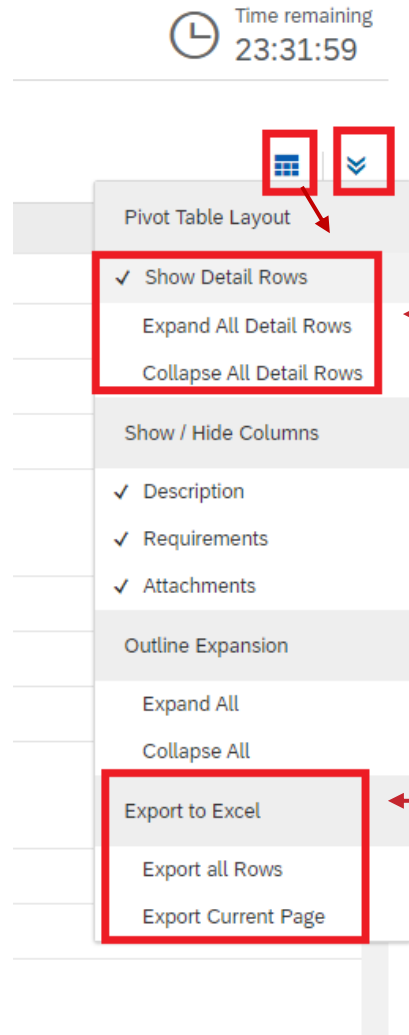
Excel Import



Tip

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

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 the following:

- 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

All Content

▼ 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...

Tenderers 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 Tenderers 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...

Tenderers are to use this section to upload / attach

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

NOTE: some questions are mandatory to respond to (marked by an asterisk). Ensure you have responded to all mandatory questions as you will not be able to submit your response unless they have all been answered.

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

The screenshot displays a procurement portal interface with several sections and questions:

- 3.4 Conflicts of Interest & Fair Dealing Declaration**
 - 3.4.1 Please download and read the attached Conflicts of Interest & Fair Dealings Declaration and complete this section accordingly. [References](#)
 - 3.4.2 Does your company have any conflict (Perceived or actual) to declare to Queensland Rail? ☐ Unspecified ☐ Yes ☐ No ☐ Unspecified
- 4 GOVERNMENT REQUIREMENTS**
 - 4.1 Local Benefits**

Queensland Rail supports the achievement of Government objectives including the delivery of benefits for local communities as described in the Queensland Procurement Policy.

4.1.1 Please provide information to support an assessment of the potential for local benefits to be realised from this procurement. Indicate the percentage of your workforce which will be involved in the provision of the goods or services and where they reside in line with the below locations.

Tenderers are to download the attached table (Local Benefits - Workforce Spread), complete and upload.

Click on the 'References' link to download >>> [References](#)


4.1.2 Workforce Training
Provide a brief description of any training, upskilling of workers or engagement of new apprentices and the anticipated locations of those workers.
 - 4.2 Ethical Supplier Threshold**

Red boxes highlight the 'References' link in 3.4.1, the 'Unspecified' option in 3.4.2, and the text area for 4.1.2.

Answering Event Questions

Some questions will contain **Tables** that must be opened and populated – click on these 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



	Total Hours worked in the Year	Minor Injuries	Medically Treated Injuries	Lost Time Injuries (LTI)
Name ↑				
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

→

OK

Cancel

Event Submission

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

Ariba Sourcing

Company Settings BusinessSystems Ariba Feedback Help Messages

Go back to Queensland Rail Dashboard

Desktop File Sync

Console

Doc4036374811 - Test SR for Supplier Guide

Time remaining 22:54:36

Event Messages

Response History

Response Team

▼ Checklist

1. Review Event Details

2. Review and Accept Prerequisites

3. Submit Response

▼ Event Contents

All Content

1 TENDER DOCUMENTATION

2 TENDER'S DETAILS

3 QUEENSLAND RAIL REQUIREMENTS

4 GOVERNMENT REQUIREMENTS

All Content

▼ 10.2 Schedule of Overheads for Delay Costs

10.2.1 Tenderers are to download the attached table (Schedule of Overheads), complete and upload.

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

▼ 10.3 Daywork Rates

Tenderer shall list hereunder the numbers and types of the plant the Tenderer proposes to employ on the site, together with the hourly hire rates. The Tenderer shall also list the job titles

10.3.1 Tenderers are to download the attached table (Daywork Plant Rates), complete and upload.

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

10.3.2 Tenderers are to download the attached table (Daywork Labour Rates), complete and upload.

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

▼ 10.4 Anticipated Payment Claims

Tenderers 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 The sum of monthly amounts shall equal the Lump Sum Price for the Tender

(*) indicates a required field

Submit Entire Response

Update Totals

Save draft

Compose Message

Excel Import

✓ Submit this response?

Click OK to submit.

OK

Cancel

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.

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.

< PreviousNext >

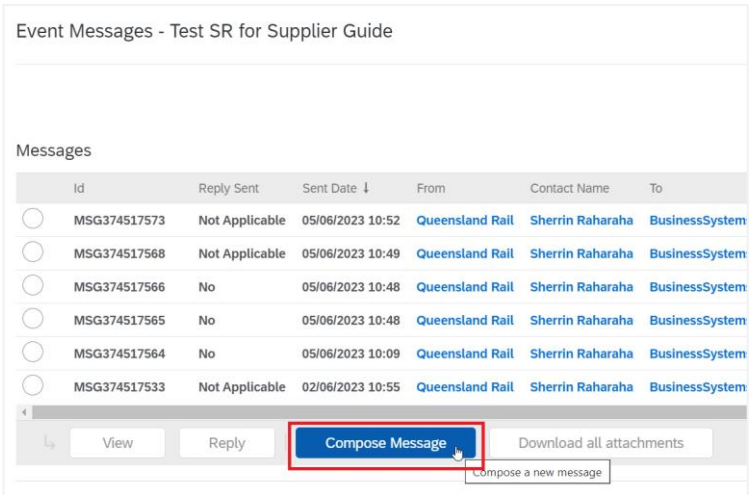
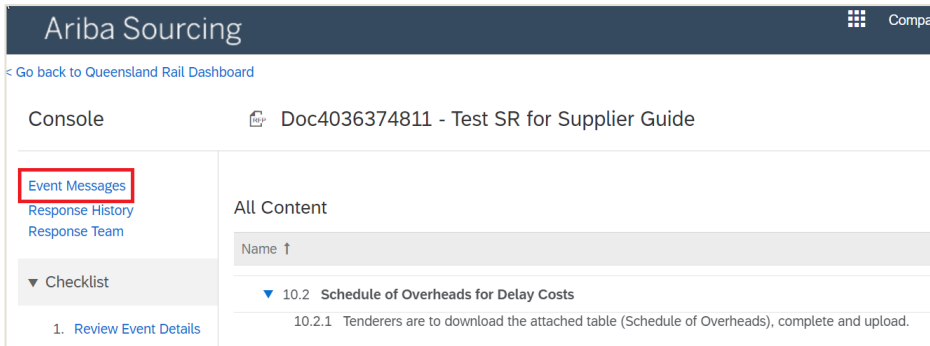
Doc4036374811 - Test SR for Supplier Guide

All Content

Name ↑	
8.2.1 Does your organisation have an established Safety Ma	<div>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.</div> <div>★ No</div>
8.2.3 Is your Safety Management System certified?	<div>★ No</div>
8.2.5 Has your Safety Management System been audited by	<div>★ No</div>
▼ 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	

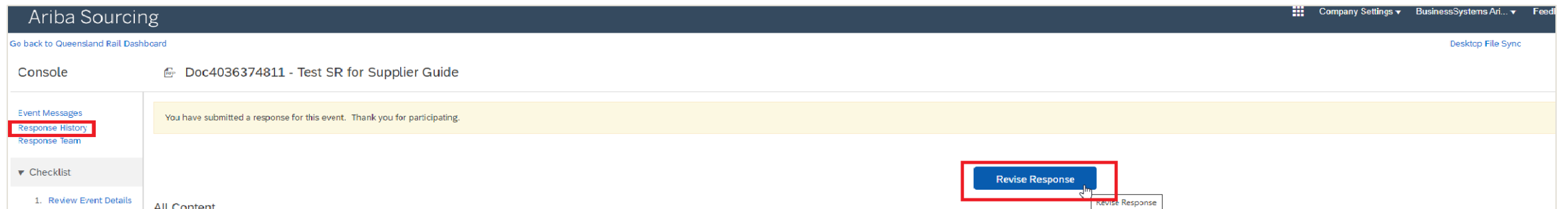
Event Messages

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.



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 user interface. At the top, a dark blue header bar contains the text "Ariba Sourcing" on the left and navigation links "Company Settings", "BusinessSystems Ari...", and "Feed" on the right. Below the header, a light blue bar includes a link "Go back to Queensland Rail Dashboard" and a "Desktop File Sync" button. The main content area is titled "Console" and "Doc4036374811 - Test SR for Supplier Guide". On the left side, a sidebar menu lists "Event Messages", "Response History" (highlighted with a red box), and "Response Team". Below this is a "Checklist" section with the item "1. Review Event Details". The main content area features a yellow notification banner stating "You have submitted a response for this event. Thank you for participating." At the bottom right of this area, a blue button labeled "Revised Response" is highlighted with a red box. A mouse cursor is positioned over the button, and a tooltip with the text "Revised Response" is visible.

Support

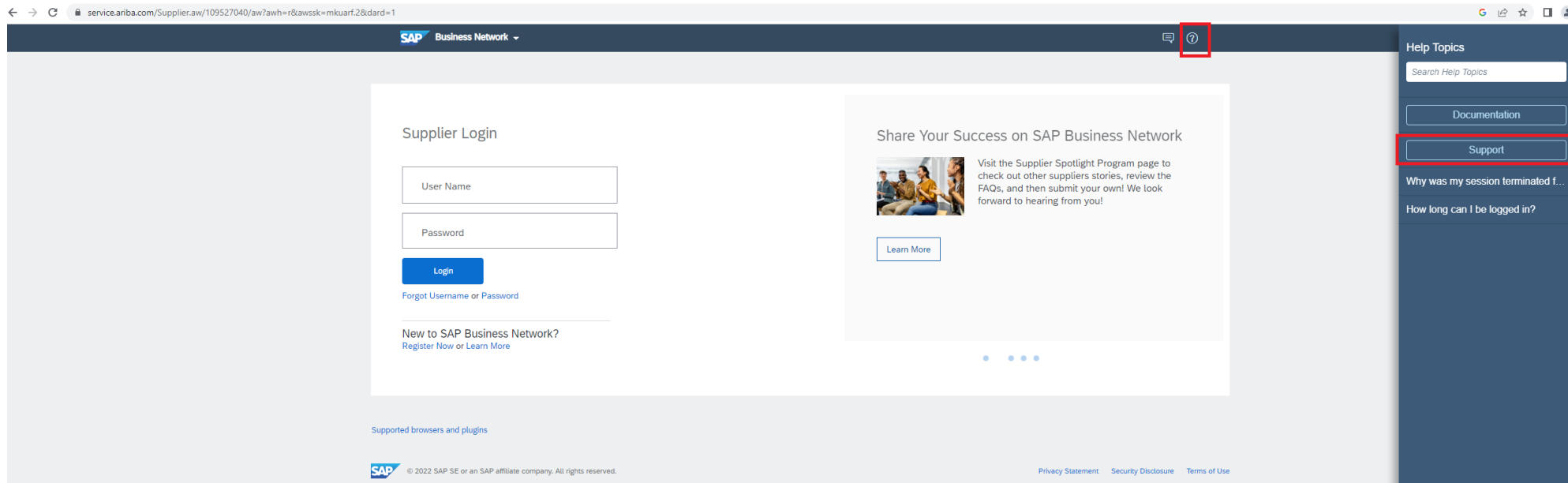
Ariba provide online support for suppliers using the Ariba Network.
can be accessed even if you do not have your Ariba login details (e.g. if they have been lost)
The following pages show you how to raise a service call with Ariba, and how to access their general help pages.

Note: If you are having questions about the Queensland Rail tender and relevant documents you are to contact the Queensland Rail Contact Officer via email or phone.

Ariba Supplier Login Page

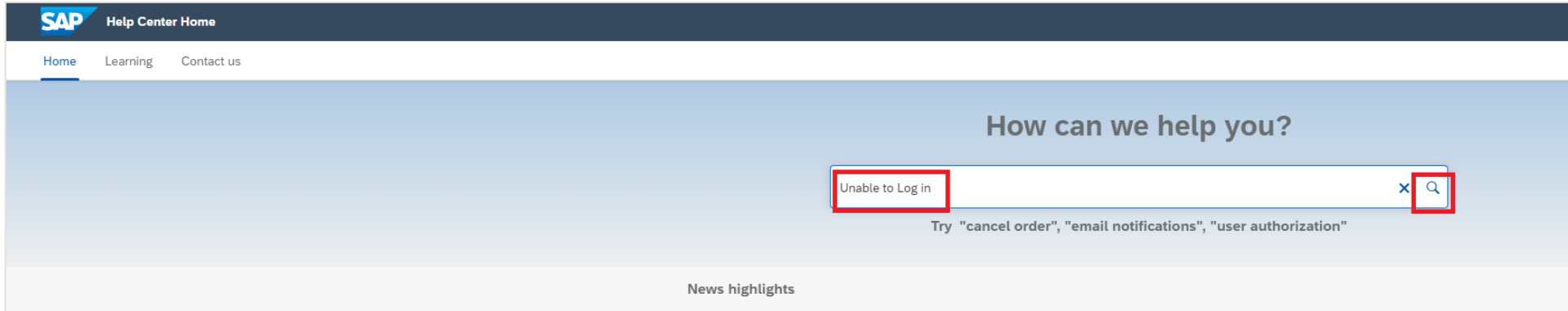
In your web browser (e.g. Google Chrome), go to
supplier.ariba.com

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



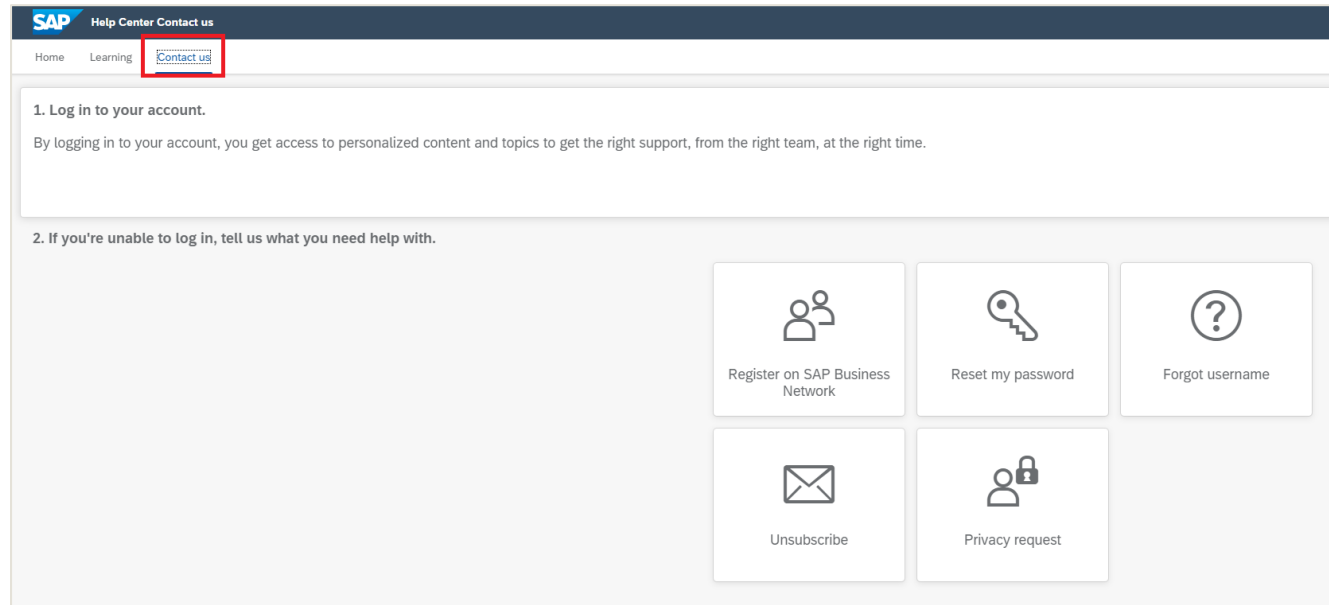
Help Center

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



The screenshot shows the SAP Help Center Home page. The header includes the SAP logo and the text 'Help Center Home'. Below the header is a navigation bar with links for 'Home', 'Learning', and 'Contact us'. The main content area has a large blue banner with the text 'How can we help you?'. Below this banner is a search bar containing the text 'Unable to Log in'. To the right of the search bar is a search button with a magnifying glass icon. Below the search bar, there is a suggestion text: 'Try "cancel order", "email notifications", "user authorization"'. At the bottom of the page, there is a section titled 'News highlights'.

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



The screenshot shows the SAP Help Center Contact us page. The header includes the SAP logo and the text 'Help Center Contact us'. Below the header is a navigation bar with links for 'Home', 'Learning', and 'Contact us'. The main content area has a list of support options. The first option is '1. Log in to your account.' with a subtext: '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.' The second option is '2. If you're unable to log in, tell us what you need help with.' Below this are five buttons with icons and text: 'Register on SAP Business Network' (with a people icon), 'Reset my password' (with a key icon), 'Forgot username' (with a question mark icon), 'Unsubscribe' (with an envelope icon), and 'Privacy request' (with a person and lock icon).

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.

 **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.

