SUPPLIER GUIDE

HELP DESK

SONAE ARAUCO

Taking wood further

SUPPLIER GUIDE

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CONTEXT

TAKING WOOD FURTHER

Dear Supplier,

With the fast-changing digital age, it is more and more important to continuously evolve, therefore it is our vision in procurement to have a digitalized, modern end-to-end buying experience, that allows us to optimize our value together.

Sonae Arauco has implemented a world class e-procurement solution from SAP Ariba.

SAP Ariba is an online solution that allows Sonae Arauco and its suppliers to collaborate online and facilitate the sourcing process.

The Ariba Network is the interface which makes it easy for Sonae Arauco and its suppliers to collaborate in a transparent way, strengthen relationships and discover new business opportunities.

It enables and simplifies the exchange of information between the Sonae Arauco procurement team and the sellers ensuring a fair but competitive environment.

The supplier access to event participation using an Ariba Network account is free of charges.

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ACCESS

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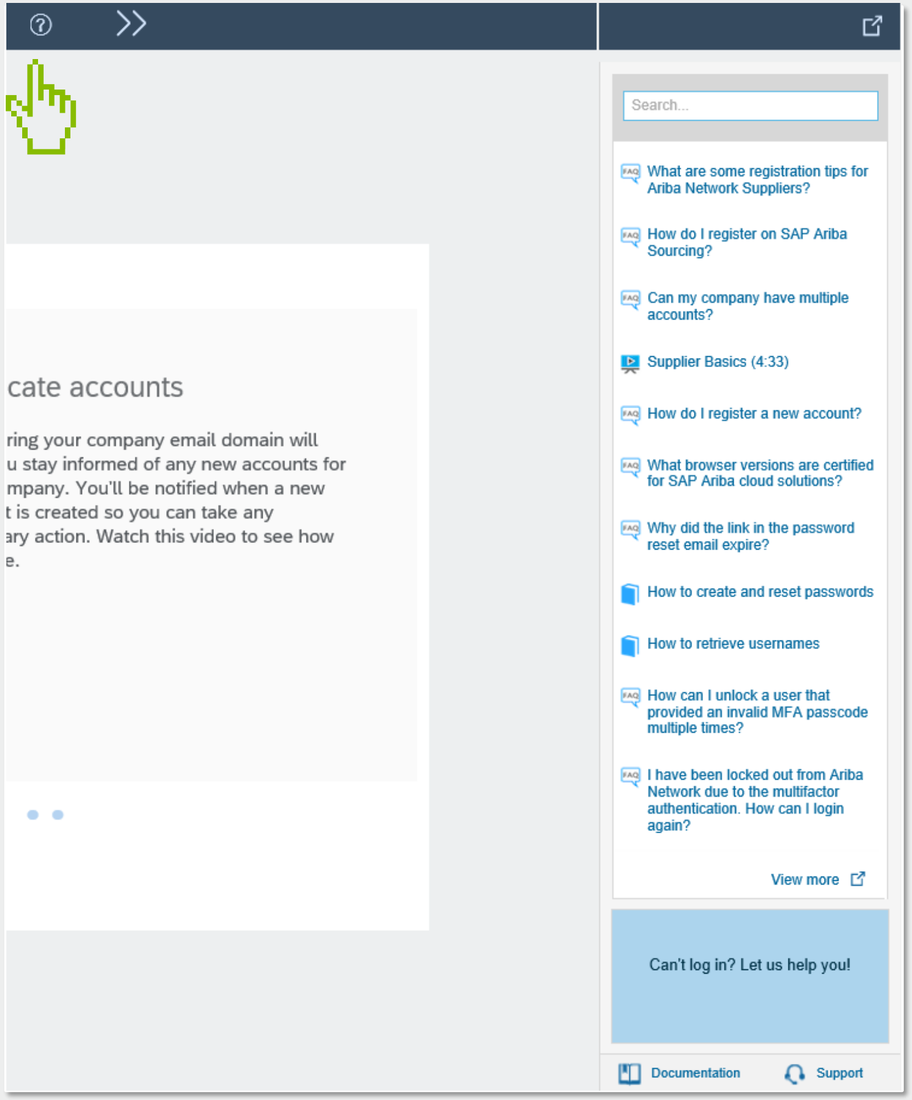
ACCESS

In the Ariba home page, in the right upper corner of the screen there is a (?) for help.

Once you click in the (?) the FAQs will appear.



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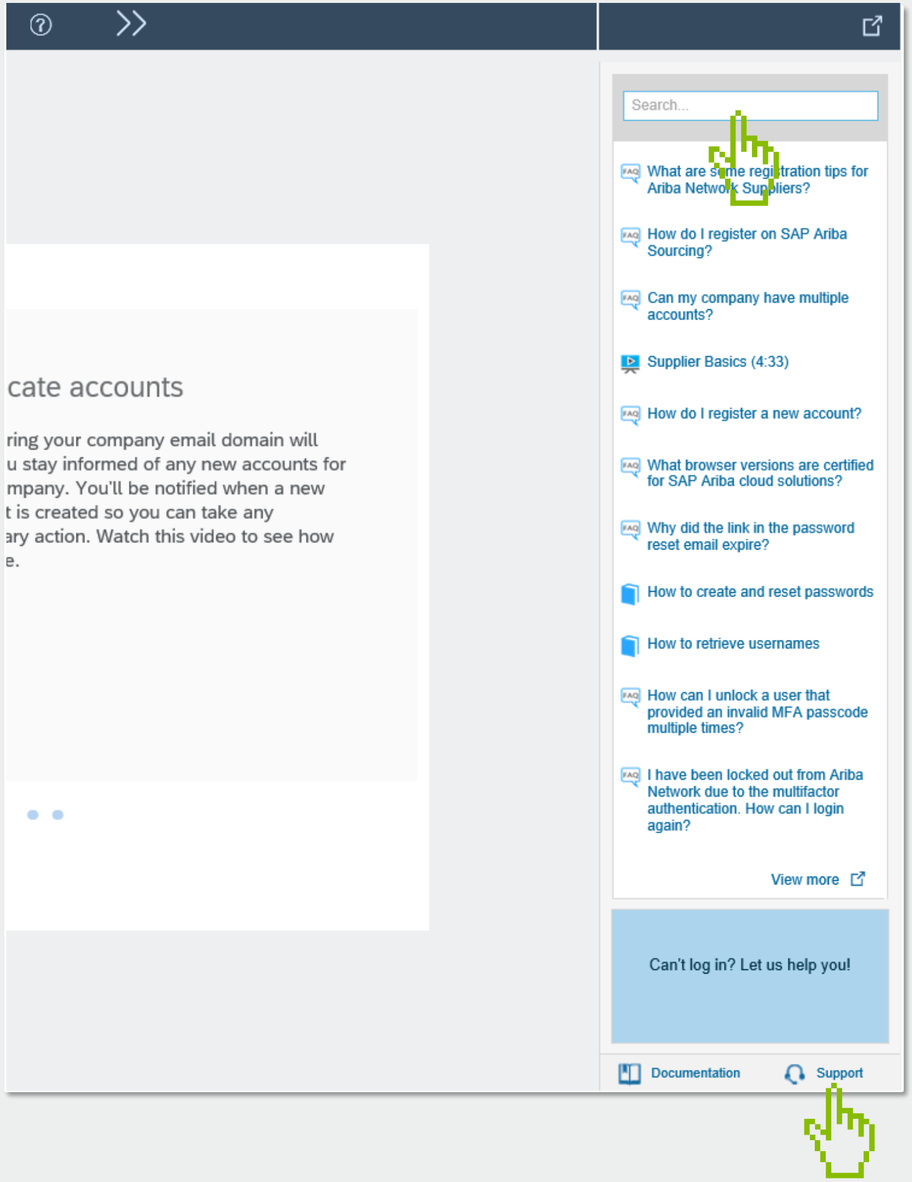
You can either search for your doubt in the existent FAQs or ask for support.



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SUPPORT

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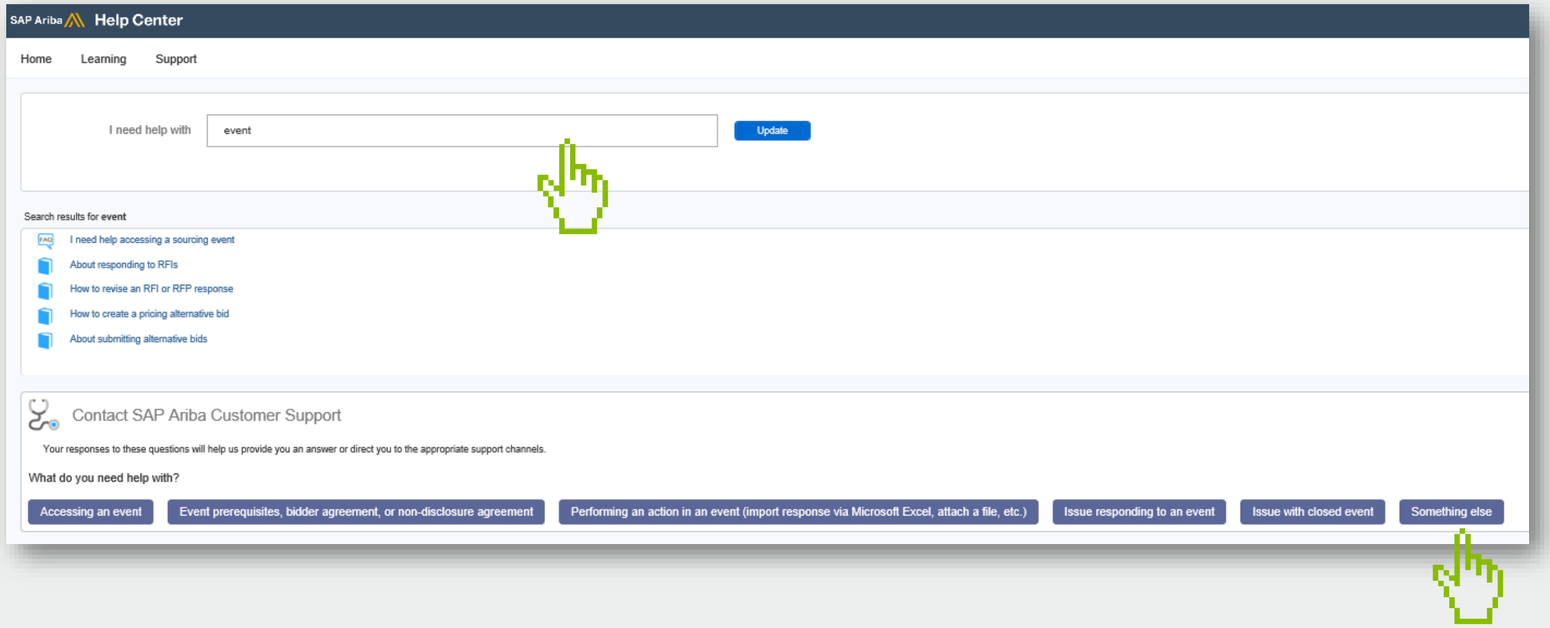
SUPPORT



In the support page, you can search for any doubt or click in Something else to check other options.

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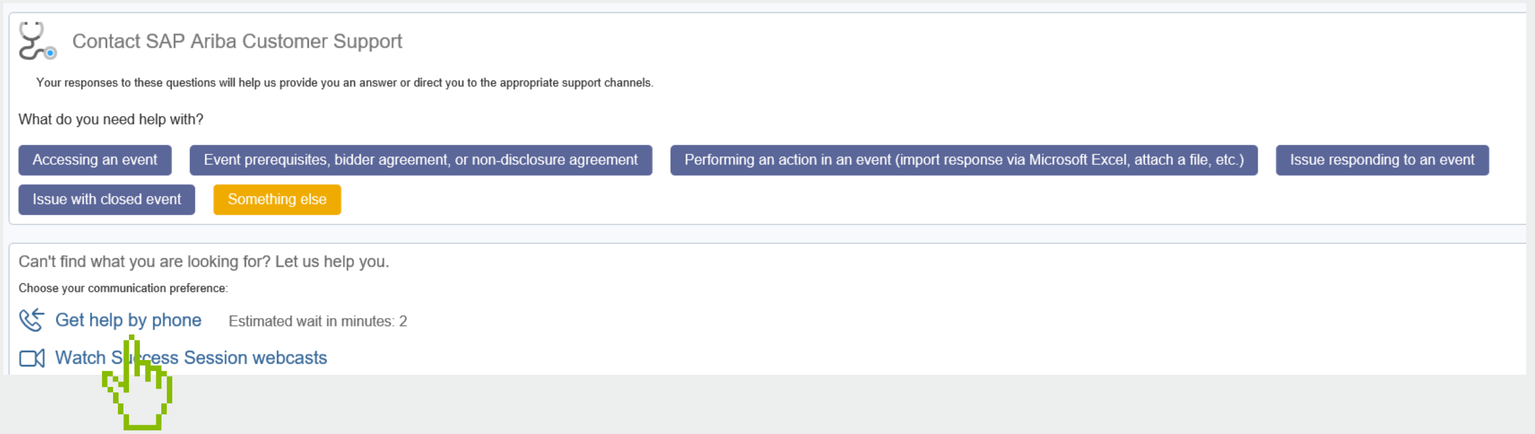

You can Click in Get help by phone and fill in the form to ask for help.

The estimated time for the request will appear.

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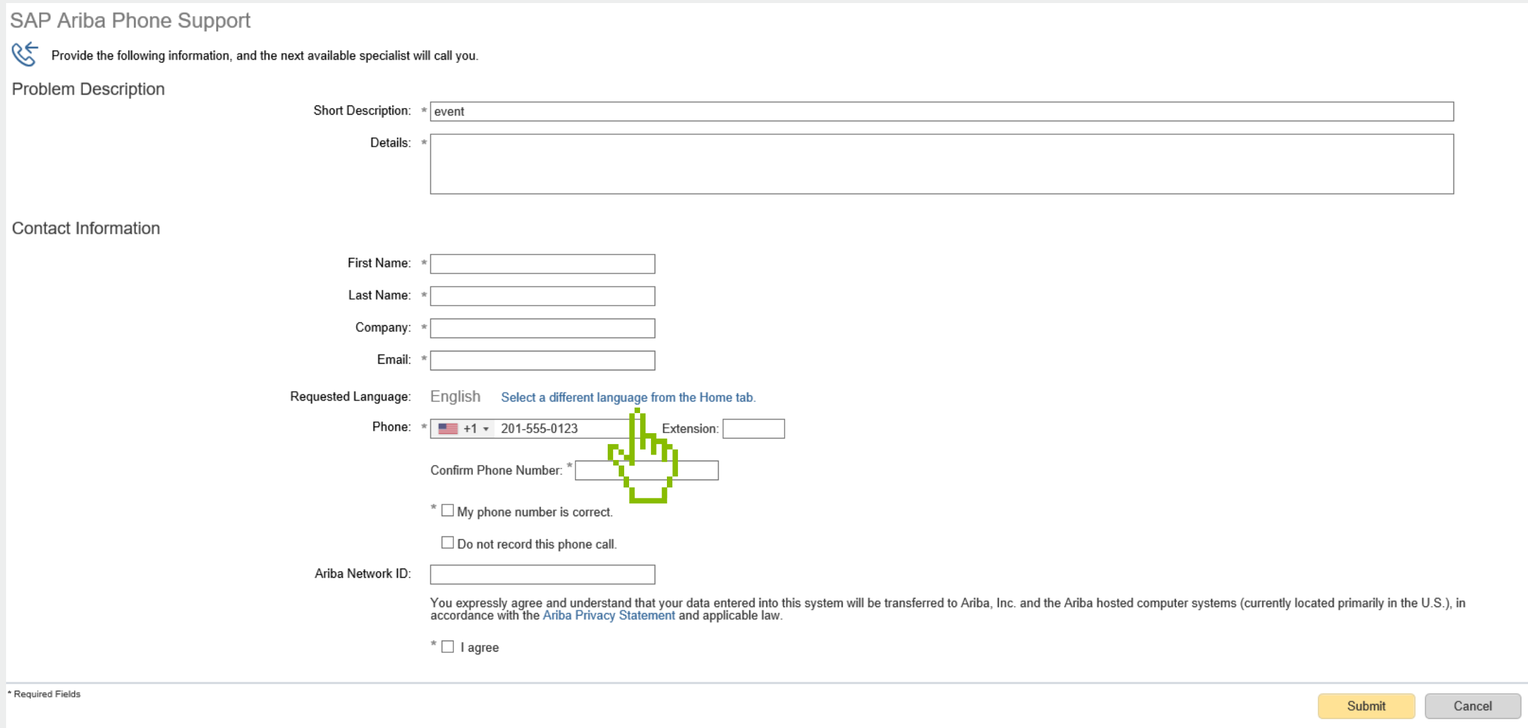

All the mandatory information must be fulfilled.

Note that if the you need support in another language, it should be changed before the submission of the form.

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SAP ARIBA OFFICIAL LINKS

Video and Manual

To help you through this transition we have established a dedicated team to answer any of your questions or concerns:

ariba.support@sonaearauco.com

More information about Ariba and frequently asked questions can be found by clicking here.

To check an Official SAP Ariba video, please click in the arrow.

To check an Official SAP Ariba manual, please click in the manual icon.

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