## HELP DESK

## Sonago Sonago Sanago Taking wood further

**HELP DESK** 

## 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 endto-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.

#### SONAE > ARAUCO

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.

## **HELP DESK**

## ACCESS



**HELP DESK** 

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.

#### SONAE > ARAUCO

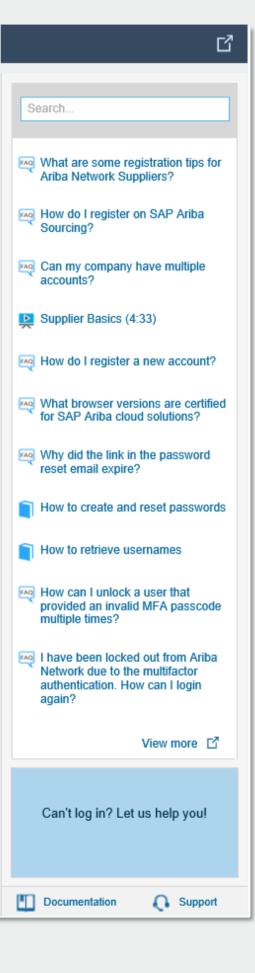


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ring your company email domain will u stay informed of any new accounts for mpany. You'll be notified when a new t is created so you can take any ary action. Watch this video to see how e.



**HELP DESK** 

#### ACCESS

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

#### SONAE > ARAUCO

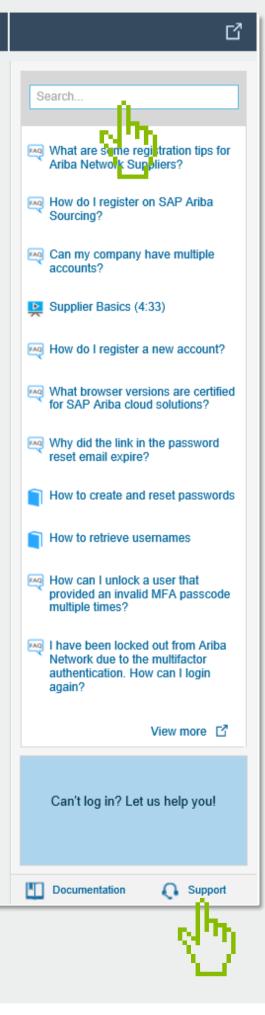
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## **HELP DESK**

## **SUPPORT**



## **HELP DESK**

#### **SUPPORT**

SAP Ariba 🕂 Help Center									
Home	Learning	Support							
	I need	I help with	event	Update					
				hn .					
Search results for event									
FAQ	I need help accessing a sourcing event								
	About responding to RFIs								
	How to revise an RFI or RFP response								
	How to create a pricing alternative bid								
	About submitting alternative bids								
Contact SAP Ariba Customer Support									
Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.									
What do you need help with?									
Acc	essing an event	t Event	t prerequisites, bidder agreement, or non-disclosure agreement	Performing an action in an event (import response via M	icrosoft Excel, attach a file, etc.)	Issue responding to an event	Issue with closed event	Something else	
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In the support page, you can search for any doubt or click in Something else to check other options.



## **HELP DESK**

#### **SUPPORT**

Contact SAP Ariba Customer Support
Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.
What do you need help with?
Accessing an event Event prerequisites, bidder agreement, or non-disclosure agreement
Performing
Issue with closed event Something else
Carl't find what you are looking for? Let us help you.
Choose your communication preference:
Communication

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.



Performing an action in an event (import response via Microsoft Excel, attach a file, etc.)

Issue responding to an event

## **HELP DESK**

#### **SUPPORT**

SAP Ariba Phone Support

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

Problem Description		
Short Description:	* event	
Details:	k l	7
Contact Information		
First Name:		
Last Name:		
Company:	k	
Email: 1	k	
Requested Language:	English Select a different language from the Home tab.	
Phone:	* == +1 • 201-555-0123 Extension:	
	Confirm Phone Number: *	
	*  My phone number is correct.	
	Do not record this phone call.	
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 (currently located primarily in the U.S.), accordance with the Ariba Privacy Statement and applicable law.	), in
	* 🗌 I agree	
* Required Fields	Submit	Cancel

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.

## SONAE > ARAUCO

**HELP DESK** 

#### **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

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

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





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





