
SUPPLIER GUIDE

HELP DESK

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ARRAUCO

Taking wood further

SUPPLIER GUIDE

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 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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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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Search...

- FAQ What are some registration tips for Ariba Network Suppliers?
- FAQ How do I register on SAP Ariba Sourcing?
- FAQ Can my company have multiple accounts?
- Supplier Basics (4:33)
- FAQ How do I register a new account?
- FAQ What browser versions are certified for SAP Ariba cloud solutions?
- FAQ Why did the link in the password reset email expire?
- How to create and reset passwords
- How to retrieve usernames
- FAQ How can I unlock a user that provided an invalid MFA passcode multiple times?
- FAQ I have been locked out from Ariba Network due to the multifactor authentication. How can I login again?

View more

Can't log in? Let us help you!

Documentation Support

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

The screenshot displays the user interface of the Supplier Guide Help Desk. At the top right, there is a search bar with the placeholder text "Search...". Below the search bar, a list of FAQs is presented, each with a "FAQ" icon and a question. The questions include: "What are some registration tips for Ariba Network Suppliers?", "How do I register on SAP Ariba Sourcing?", "Can my company have multiple accounts?", "Supplier Basics (4:33)", "How do I register a new account?", "What browser versions are certified for SAP Ariba cloud solutions?", "Why did the link in the password reset email expire?", "How to create and reset passwords", "How to retrieve usernames", "How can I unlock a user that provided an invalid MFA passcode multiple times?", and "I have been locked out from Ariba Network due to the multifactor authentication. How can I login again?". A "View more" link with an external link icon is located at the bottom of the FAQ list. Below the FAQ list, there is a blue button that says "Can't log in? Let us help you!". At the bottom of the page, there is a footer with two links: "Documentation" and "Support". A green hand cursor is pointing at the "Support" link.

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SAP Ariba Help Center

Home Learning Support

I need help with [Update](#)

Search results for event

- 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?


[Accessing an event](#) [Event prerequisites, bidder agreement, or non-disclosure agreement](#) [Performing an action in an event \(import response via Microsoft Excel, attach a file, etc.\)](#) [Issue responding to an event](#) [Issue with closed event](#) [Something else](#)

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

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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?

Can't find what you are looking for? Let us help you.

Choose your communication preference:

 [Get help by phone](#) Estimated wait in minutes: 2

[Watch Success Session webcasts](#)

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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SUPPORT

SAP Ariba Phone Support

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

Problem Description

Short Description: *

Details: *

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Requested Language: English [Select a different language from the Home tab.](#)

Phone: * 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.), in accordance with the [Ariba Privacy Statement](#) and applicable law.

I agree

* Required Fields

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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