Who to Contact for Further Assistance

For **opportunity / event content specific questions**, contact the City of Edmonton's Procurement representative through the SAP Business Network Event Message Board. Instructions on how to use SAP Business Network Message board can be found in the "*Ask questions through Message Board*" section of Responding to a Sourcing Event guide.

For any general **technical support or guidance** using SAP Ariba, you may:

● Call the SAP Ariba Help Desk at **1-866-218-2155** (24 hours support Monday – Friday).

● Visit https://support.ariba.com/help to select an SAP Ariba Help Center For Suppliers:

    o SAP Business Network – Orders and Invoices
    o SAP Business Network Discovery – Leads
    o Ariba Sourcing – Proposals
    o Ariba Contract Management – Contracts

SAP Ariba Help Center

To access the SAP Ariba Help Center follow the steps listed.

1. Click **Help Center** located in the top right corner of SAP Ariba Sourcing.

2. The **Help Center** will pop out. The **Help Center** can be opened in a new window by clicking the symbol.

    a. The Home tab highlights popular topics.
    b. The Learning tab hosts common Product Documentation and a series of Tutorials.
    c. Click the Support tab to search for a specific question / topic.

Note: The **Help Center** information that appears is dependent on which SAP Business Network application you are currently logged into when you open the **Help Center.** For example, if you are searching for documentation regarding a Sourcing Event, make sure that you are logged into the **Ariba Sourcing - Proposals** area of the website.

SAP Ariba Supplier Webinars

SAP publishes pre-recorded webinars to assist suppliers in using their SAP Business Network Supplier account with topics such as *Introduction to SAP Business Network Discovery, Participating in an RFI/RFP* etc. Click here to access these recordings.

For City's payment related information, email apinquiries@edmonton.ca and Business Economy page.