## Ariba Network Purchase Order Guide

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An SAP Company

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- Purchase Order Management
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#### **Campbell Soup e-Procurement Process**

This document contains training for your organization around transmitting purchase orders, order confirmations and ship notices with Campbell Soup through the Ariba Network.

A copy of this document will be posted to the Supplier Portal for future reference.



# **Purchase Order Management**



#### **View Purchase Orders**

		PROPOSALS CONTRACTS ORDERS & IM	VOICES	Test Mode		Alisa Haley <b>-</b> Campl AN0101	Feedback   Help ▼   Logout ell Soup Compa ▼ 3570197-T
Click on <b>Inbox</b> tab to manage your Purchase	Home Inbox	Outbox Catalogs Reports					🤁 Refresh Content
Orders.	Profile Complete	ness Search			Alerts and Messa	ges	4 Items
Your <b>Inbox</b> will contain a list of Purchase Orders sent to you from Campbell Soup.	Enter your DI number to re 100% > Quick Links View: Last 24 h	95% Order Confirmations UNS sach Ship Notices Invoices Payments More		Customer: Drder Number: Date Range: Last 14 days Exact Match Search	Looking fe and visibil our busine <u>Find out</u> if requests fr Signup for What's Nev	ways to better manage your busin ty? click <u>here</u> to take advantage of ss information partners. your existing customers are accepti om suppliers on Ariba Network. the Supply Lines Newsletter — <u>Clici</u> v in Ariba Network Release: 13s3, <u>y</u>	ess growth, risk, special offers from 1 Ing relationship 1 : here to subscribel 1 iew Release Guide. 1
Search filters allows you to search using multiple criteria. Click the <b>arrow</b> next to Search Filters to	Purchase Orders				Click th display	is icon for adc and Group-by	litional options.
display the query helds.	Purchase Orders		T	tal: 87			Page 1 💽 🕨 🛄
Enter your criteria and	Order Number	Ver Customer	Inquiries Ship To Address	Amount Date ↓	Order Status Settlemen	Amount Invoiced Revis	ion Show / Hide Columns
click Search	<u>€P84</u>	4 Campbell Soup Company - TEST	Campbell Soup Si Camden, NJ United States	pply-WHQ \$254.00 USD 23 Jul 2014	Changed Invoice	\$0.00 USD Chan	ged Vorer Number Ver Customer
Click the link in the <b>Order Number</b> column	© <u>EP84</u>	3 Campbell Soup Company - TEST	Campbell Soup Si Camden, NJ United States	pply-WHQ \$242.00 USD 23 Jul 2014	Obsoleted Invoice	\$0.00 USD Chan	ged
to view the purchase order details.	© <u>EP84</u>	2 Campbell Soup Company - TEST	Campbell Soup Si Camden, NJ United States	pply-WHQ \$242.00 USD 23 Jul 2014	Obsoleted Invoice	\$0.00 USD Chan	ged V order Status Settlement Amount Invoiced
	● <u>EP84</u>	1 Campbell Soup Company - TEST	Campbell Soup Si Camden, NJ United States	pply-WHQ \$240.00 USD 23 Jul 2014	Obsoleted Invoice	\$0.00 USD Origin	And More Group by Column Customer

### Purchase Order Detail Header section



diagnosing problems and for auditing

### Purchase Order Detail Header section



order Sub-total is displayed.

### Purchase Order Detail Line Items

The **Line Items** section describes the ordered items. Each line describes a quantity of items

Campbell Soup wants to purchase.

Set the status of each line item by sending order confirmations clicking **Create Order Confirmation**.

			Of The		sincluding Sta	alus.	
LINE ITEMS						Show It	em Details
Line #	Part # / Descri	ption	Qty (Unit)	Need By	Price	Subtotal	
1	SWI54033 Swingline Finge	r Tips	100 (EA)	23 Jul 2014	\$4.20 USD	\$420.00 USD	<u>Summary</u>
	STATUS						
	50 Unconfirm	ed					
	50 Confirmed	As Is (Estin	mated Shipment Date: 30 J	ul 2014; Estimated De	livery Date: 31 Jul 20	14)	
	ACCOUNTING						
	Percentage	Percentage	100				
	GL Account	ID	0086012600				
	Cost Center	ID	USFI000378				
	OTHER INFOR	MATION					
	Requester:		Vince Borzillo				
	PR No.:		PR110				
Line #	Part # / Descri	ption	Qty (Unit)	Need By	Price	Subtotal	
2	649335 SMEAD Expansi	on Wallet	100 (EA)	23 Jul 2014	\$3.64 USD	\$364.00 USD	Summary

Click the **Details/Summary** links to show

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#### **Change Orders**

Campbell Soup may also send Change Orders. These will be noted with the word "Changed".

Links to previous versions of the purchase order and related documents appear for easy access.

Edits and changes will be highlighted.

Suppliers should also confirm Change Orders.

Create Order Def	order Confirmation	Create Ship Noti	ce) 🗐 Create Invoice 💌	Hide Changes   H	ide from Inbox   F	Print▼   Export c	XML   Resend
	Campbells	\$					
from: Cam 1 Ca Cam Unite	StockPot.     pbell Soup Suppl mpbell Place den, NJ 08103 d States	y-WHQ	To: (	Campbell Soup Co NA 500 STAPLES DR FRAMINGHAM, MA ( United States Phone: Fax: Email:	ompany Supplier 01702	- <b>TEST</b> - Ve	Purchase Ord (+ Change E Amount: \$254.00 L Amount: \$242.00 L ersion: 4 (Previous Versi
AYMENT T ET 35	ERMS (1)						Routing Status: S
AYMENT T ET 35 OMMENTS • by Sund asdf	ERMS () ar Sankaran, on W	'ednesday 23 Jul 2014 5:	11 PM GMT-04:00		DELIN		Routing Status: S
AYMENT T ET 35 • by Sund asdf SHIP ALL Campbell Cambel Camden, N United Stat Ship To Co Phone: +9 Email: sur	ar Sankaran, on W ITEMS TO Soup Supply-WH I Place J 08103 es de: 3000 I (999) 9999999 dar_sankaran@car	'ednesday 23 Jul 2014 5: I <b>Q</b> mpbellsoup.com	11 PM GMT-04:00 BILL TO Campbell Soup Supply 1 Campbell Place Camden, NJ 08103 United States	-₩НQ	DELIV B70 Campb	ER TO bell Soup Supply-V	Routing Status: S
AYMENT T ET 35 OMMENTS • by Sund asdf SHIP ALL Campbell 1 Campbell 1 Campbell Camden, N United Stat Ship To Co Phone: +S Email: sur LINE ITEN	ar Sankaran, on W ITEMS TO Soup Supply-WH I Place J 08103 es de: 3000 (999) 999999 dar_sankaran@car	rednesday 23 Jul 2014 5:	11 PM GMT-04:00 BILL TO Campbell Soup Supply 1 Campbell Place Camden, NJ 08103 United States	-₩НQ	DELIV B70 Campt	ER TO bell Soup Supply-V	Routing Status: S WHQ <u>ow Item Details</u>
AYMENT T ET 35 OMMENTS • by Sund asdf SHIP ALL Campbell 1 Campbell 1 Campbell 1 Campbell 2 Camden, N United Stat Ship To Co Co Phone: +9 Email: sur LINE ITEN .ine #	ar Sankaran, on W ITEMS TO Soup Supply-WH I Place J 08103 es de: 3000 (999) 9999999 dar_sankaran@car IS Change	/ednesday 23 Jul 2014 5: IQ mpbellsoup.com Part # / Description	11 PM GMT-04:00 BILL TO Campbell Soup Supply 1 Campbell Place Camden, NJ 08103 United States Qty (Unit)	-WHQ Need By	DELIV B70 Campt Price	ER TO pell Soup Supply-V Subtotal	Routing Status: S
AYMENT T ET 35 OMMENTS • by Sund asdf SHIP ALL Campbell 1 Campbell Camden, N United State Phone: +9 Email: sur LINE ITEN .ine #	ERMS () ar Sankaran, on W ITEMS TO Soup Supply-WH I Place J 08103 es de: 3000 (999) 9999999 dar_sankaran@car IS Change	Vednesday 23 Jul 2014 5: IQ mpbellsoup.com Part # / Description part 20 acct cat f test	11 PM GMT-04:00 BILL TO Campbell Soup Supply 1 Campbell Place Camden, NJ 08103 United States Qty (Unit) 120 (EA)	-WHQ Need By 28 Jul 2014	Price \$2.00 USD	ER TO bell Soup Supply-V Subtotal \$240.00 USD	Routing Status: S WHQ <u>ow Item Details</u>
AYMENT T IET 35 OMMENTS • by Sund asdf SHIP ALL Campbell 1 Campbell 1 Campbell 1 Campbell 2 Camden, N United Stat Ship To Co Co Phone: +9 Email: sur LINE ITEN Line # 1	ar Sankaran, on W ITEMS TO Soup Supply-WH Place J 08103 es de: 3000 (999) 9999999 dar_sankaran@car IS Change + Edited	Part # / Description part 20 acct cat f tect part 20	11 PM GMT-04:00 BILL TO Campbell Soup Supply 1 Campbell Place Camden, NJ 08103 United States Qty (Unit) 120 (EA) 7	- <b>WHQ</b> Need By 28 Jul 2014 29 Jul 2014	Price \$2.00 USD	ER TO pell Soup Supply-V Subtotal \$240.00 USD \$14.00 USD	Routing Status: S WHQ WHQ Details Details Details



# **Order Confirmations**



#### **Create Order Confirmation**

From the PO view, click **the Create Order Confirmation** button. Within the drop menu, there are options to select **Confirm Entire Order**, **Update Line Items** to provide status details for individual line items or **Reject Entire Order**. Campbell does not require Order Confirmations but it is <u>Preferred</u>.



#### See examples of each option on the following slides.

### Create Order Confirmation Confirm Entire Order

This slide explains how to **Confirm Entire Order.** 

Enter the **Confirmation Number,** which is any number you choose to use to identify the order confirmation.

If you specify **Est. Shipping Date** or **Est. Delivery Date** information, it is applied to all line items.

You can group related line items or kit goods so that they can be processed as a unit.

Click Next when finished.

Review the order confirmation and click **Submit**.

Your order confirmation will be sent to Campbell Soup.

confirming PO								Next •	Exit
1 Confirm Entire Order	▼ Order Cor	nfirmation Header							
2 Review Order	Confirmatio	on #:			]				
Commation	Associated Customer:	Purchase Order #:	EP60 Campbell Soup	Company -	TEST				
	SHIPPING A Est. Shippir Est. Deliver Comments	ND TAX INFORMA ng Date: ry Date:				Est. Shipping Cost: Est. Tax Cost:			
	ATTACHMEN Name The file siz (Add Atta	ITS ze cannot exceed 11 chment) Choose Fil	Size (bytes) DMB e No file chose	n		Content Ty	rpe		
	Item	Part # / Descri	ation	Otv	Unit	Need By	Unit Price	Subtotal	
	1	SWI54033 Swingline Finge Current Order 100 Confirm	r <i>Tips</i> Status: ned	100	EA	23 Jul 2014	\$4.20 USD	\$420.00 USD	)
	2	649335 SMEAD Expansi Current Order	on Wallet Status:	100	EA	23 Jul 2014	\$3.64 USD	\$364.00 USD	)

Once the order confirmation is submitted, the Order Status will display as **Confirmed**. When viewing documents online, links to all related documents are displayed. Click **Done** to return to the Inbox.

100 Confirmed

## Create Order Confirmation Update Line Items

Select **Update Line Items** to set the status of each line item.

Fill in the requested information.

Scroll down to view the line items and choose among possible values:

- Confirm You received the PO and will send the ordered items.
- Backorder Items are backordered. Once they available in stock, generate another order confirmation to set them to confirm.
- Reject Enter a reason for rejecting these items in the Comments field by clicking the Details button.

Purchase Order ✓ Create Order Confir Confirm Entire Order Update Line Items Reject Entire Order	er: EP60 mation  () Create Ship No History	otice) 🗐 C	Create Inv	oice 🔹 Hide fron	n Inbox   Print 🔻   Expor	t cXML   Resend
Confirming PO						Next
1 Update Item Status	▼ Order Confirmation He	ader				
2 Review	Confirmation #:					
Confirmation	Associated Purchase Ord	der #: EP60	)			
	Customer:	Cam	pbell Soup	Company - TEST		
	SHIPPING AND TAX INF Enter shipping and tax Est. Shipping Date: Est. Delivery Date: Comments:	ORMATION ( informatio	I at the lin	e item level.	Est. Shipping Cost: Est. Tax Cost:	
Item Part	# / Description	Qty	Unit	Need By	Unit Price	Subtotal
1 SWI	54033	100	EA	23 Jul 2014	\$4.20 USD	\$420.00 USD
Swin	gline Finger Tips					
Curr	ent Order Status:					
۲	100 Unconfirmed					
	Confirm Backorder	F	leject	Details Edit item de	tails, enter comments et	.c.

### Confirm Order: Update Line Items Confirm Line Item

Enter the quantity in the **Confirm** data entry field.

Click **Details** to enter item details such as shipping and delivery dates or comments.

\*\* NOTE: If changes are needed to Price, Part, etc. Campbell requests that you Reject the incorrect line item with Comments advising the Requestor to make changes to the PO and re-submit (see slide 16).

Campbell does not accept Item substitutions. If a substituted item is needed please Reject the line item as noted above with Comments.

Click OK when done.

Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
1	SWI54033	100	EA	23 Jul 2014	\$4.20 USD	\$420.00 USD
	Swingline Finger Tips					
	Current Order Status:					
	100 Unconfirmed					
	Confirm 100 Ba	ackorder	Reject	Details		
			]	Edit item o	etails, enter comme	nts etc.
				_/		
Theorem	Dent # ( Description	Ob.	t tank	No. Cu	Unit Daine	Cultural
1 Item	Fart # 7 Description	Qty	Unit	Neid By	t4 20 UED	\$420.00 USD
1	Swingline Finger Tips	100	LA	26 Jul 2014	\$4.20 030	\$420.00 030
				/		
	New Order Status: 100 Confi	irmed	P	•		
	Est. Shipping Date:				Note: Car	nobell does not
	Est. Delivery Date:				allow chan	nes to Unit
	*Unit Price:	\$4.50 USD			Price or Si	Innlier Part on
	Supplier Part:	SWI54033			the Order (	Confirmation
	Comments:					in a item if Drice
					Rejectine	ine item il Price
					or Part are	incorrect and
	Description:	Swingline Fing	er Tips		use the Co	mments to
					request cha	anges to the
				1	PO.	J I
	Subtotal: 🚺	\$420.00 USD				

### **Confirm Order: Update Line Items Backorder**

Enter the quantity backordered in the **Backorder** data entry field.

Click **Details** to enter **Comments** and **Estimated Shipping** and **Delivery Dates** for the backordered items on the **Status Details** page.

Click **OK** when done.

Note: If using several statuses for a line item, the sum of the quantities for the statuses should equal the line item quantity.

Click Next.

2	649335	100	EA	23 Jul 2014	\$3.64 USD	\$364.00 USD
	SMEAD Expansion Wallet	t				
	Current Order Status:					
	100 Unconfirmed		_			
	Confirm Ba	ckorder 100	Rejec	t Details	etails, enter comme	ents etc.
				- Concincent of	etalis, enter comme	ind etci
	firm All					
				+		
Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
2	649335	100	EA	23 Jul 2014	\$3.64 USD	\$364.00 USD
	SMEAD Expansion Wallet					
	New Order Status: 100 Back	cordered				
	Est. Shipping Date:					
	Est. Delivery Date:	28 Ju	l 2014			
	Comments:					
					//	

OK Cancel

### **Confirm Order: Update Line Items Reject**

Enter the quantity in the <b>Reject</b> data entry field to reject item. Click the <b>Details</b> button to enter a reason for the rejection in the <b>Comments</b> field on the <b>Status Details</b>	2	649335 SMEAD Expansion Wallet Current Order Status: 100 Unconfirmed Confirm Backorde	100 .r	EA Reject	23 Jul 2014	\$3.64 USD	\$364.00 USD ments etc.
page.	Item	Part # / Description Qt	y	Unit N	leed By	Unit Price	Subtotal
Click <b>OK</b> when done.	2	649335 10 SMEAD Expansion Wallet New Order Status: 100 Rejected Comments:	10	EA 2	3 Jul 2014	\$3.64 USD	\$364.00 USD

#### **Confirm Order: Review & Submit**

Continue to update the status for each line item on the purchase order.

Once finished, click **Next** to proceed to the review page.

Review and click Submit.

Your order confirmation will be sent to Campbell Soup.

The Order Status will display as **Partially Confirmed** if items were backordered or not fully confirmed.

Generate another order confirmation to set them to confirm if needed.

Click **Done** to return to the Inbox.

1 Update Item Status	Confirmat Est. Shipp Est. Delive Comment Attachmer	ion #: COEP60 ing Date: ery Date: s: nts:				Est. Sh Est. Ta	ipping Cost: x Cost:
Confirmation	Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
	1	SWI54033 Swingline Finger Tips Current Order Status:	100	EA	23 Jul 2014	\$4.20 USD	\$420.00 USD

Purchase Order: EP60			Done
🕑 Create Order Confirmation 💌 鰔 Create St	ip Notice) 📄 Create Invoice 💌 Hide	e from Inbox   Print▼   Export cXML	Resend
Order Detail Order History			
Campbells			
From: Campbell Soup-WHQ 1 Campbell Place Camden, NJ 08103 United States	To: Campbell : - NA 500 STAPLE FRAMINGHA United State Phone: Fax: Email: vince	Soup Company Supplier - TEST S DR M, MA 01702 s	Purchase Order (Partially Confirmed) EP60 Amount:\$784.00 USD Version: 1
PAYMENT TERMS () NET 35		Rela	Routing Status: Acknowledged ated Documents: 🕑 COEP60
SHIP ALL ITEMS TO	BILL TO	DELIVER TO	

#### **Create Order Confirmation:**

#### **Reject Entire Order**

From the PO view, click **the Create Order Confirmation** button. From the drop menu, you can choose to **Confirm Entire Order, Update Line Items** for individual line items or **Reject Entire Order**.

The entire order should be rejected with comments if the information on the PO is not correct like price or unit of measure. If the order is not revised prior to creating an invoice, you will be limited to what can be revised on the invoice and potential delay payment for the item.

Create Order Confirmation Confirm Entire Order Update Line Items Reject Entire Order	ice ▼ Hide from Inbox   Print▼   Export cXML   Resend	
From: Campbell Soup-WHQ 1 Campbell Place Camden, NJ 08103 United States	To: Campbell Soup Company Supplier - TEST - NA 500 STAPLES DR FRAMINGHAM, MA 01702 United States Phone:	Purchase Order (New) EP61 Amount:\$784.00 USD
	Reject Entire Order Order Confirmation Number:	Version: 1
Provide comments explaining the reason for rejection.	Comments:	
	Reject Order Cancel	



# **Ship Notices**



#### **Create Ship Notice**

Create **Ship Notices** once items are shipped. Multiple ship notices per purchase order may be sent. Click the **Create Ship Notice** button. Campbell does not require Ship Notices but it is <u>Preferred.</u>

Purchase Order: EP60	Done
🕑 Create Order Confirmation 🔻 頋 Create Ship Notice) 🤕 Create Invoice 👻 Hide from Inbox   Print 🕶   Export cXML   Resend	
Order Detail Order History	

Fill out the requested information on the Ship Notice form.	* Indicates required field				Next  Exit
The <b>Packing Slip ID</b> is any number you	Ship Notice Header				
<ul> <li>choose to use to</li> <li>identify the Ship</li> <li>Notice.</li> <li>Choose Carrier Name</li> <li>and then Tracking #</li> </ul>	* Packing Slip ID: Invoice #: Ship Notice Type: Actual Shipping Date:	Select	Carrier Name: Service Level:	Select	Review Ship From and Deliver To information by clicking on View/Edit Addresses.
and <b>Shipping</b> <b>Method</b> will appear. Enter Shipping and <b>Delivery Dates</b> .	Actual Delivery Date:	Campbell Soup Company Supplier - TEST - NA FRAMINGHAM, MA United States	Deliver To:	Campbell AK Sales Offic Benton, AK United States	re <u>View/Edit</u> <u>Addresses</u>

### **Ship Notice: Attachments and Additional Information**

Attachments can also be added to the ship notice.

Name	Size (bytes)	Content Type			
The file size cannot exceed 10MB Add Attachment Choose File No file chosen					
ADDITIONAL FIELDS					
Reason for Shipment:		Government Issued Shipping ID:			
Comments:		Document Title:			
		Supplier Reference Number:			

## **Ship Notice: Line Items**

Scroll down to	Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
view line item information.	1	SWI54033 Swingline Finger Tips	100	EA	23 Jul 2014	\$4.20 USD	\$420.00 USD
Update the		Shipped: 100 of 100 Confirme	ed As Is				
quantity shipped for		Batch ID:					
each line							
item.	2	649335 SMEAD Expansion Wallet	100	EA	23 Jul 2014	\$3.64 USD	\$364.00 USD
If not shipping	X	Shipped: 50 of 100 Backorde	ered (Estim	ated Delive	ery Date: 28 Jul 2014)		
enter 0.		Batch ID:					
Click Next to		Details					
review your							
Ship Notice.							Next  Exit

## **Ship Notice: Item Details**

	Item	Part # / Description	Qty	Unit	Need By	Unit Price	Subtotal
Click <b>Details</b> to enter additional line item information	1	SWI54033 Swingline Finger Tips Shipped: 100 Batch ID:	100 of 100 Confirmed As Is	EA	23 Jul 2014	\$4.20 USD	\$420.00 USD
such as Instructions for Hazardous	Itam	Details		Unit	Nood Ry	Unit Drice	Cubtotal
materials or Serial Numbers / Asset Tags.	1	SWI54033 Swingline Finger Tips SHIPPING DETAILS Instruction for Hazardous	100	EA	23 Jul 2014	\$4.20 USD	\$420.00 USD
		Description: Code Type:	United Nations Dangerous	Goods			
		Code: Asset Information					
		Serial Number:	Serial Number Asset Ta	g:	Asset Tag Add		

OK Cancel

#### **Submit Ship Notice**

#### After reviewing your Ship Notice, click Submit.

Ship Notices provide improved communications to help avoid unnecessary calls to order support department.

Create Ship Noti	Previous     Submit	Exit		
Confirm and submit this d	locument.			
Packing Slip ID:	PS123456	Carrier Name:	UPS	
Invoice #:		Tracking #:	124353636	
Ship Notice Type:	Actual	Tracking Date:		
Actual Shipping Date:	21 Jul 2014	Shipping Method:	Motor	
Actual Delivery Date:	23 Jul 2014	Service Level:		
Ship From:	Campbell Soup Company Supplier - TEST - NA 500 STAPLES DR FRAMINGHAM, MA 01702 United States	Deliver To:	Campbell AK Sales Office 400 AIRLANE DR Adhoc St2 Adhoc St3 Benton, AK 72015	

After submitting your Ship Notice, the Order Status will be updated to Shipped.

Submitted Ship Notices can be viewed from **Outbox** or by clicking the link under the Related Documents from the PO View.

Click **Done** to return to the **Home** page.



From: Campbell Soup-WHC 1 Campbell Place Camden, NJ 08103 United States To: Campbell Soup Company Supplier - TEST -NA 500 STAPLES DR FRAMINGHAM, MA 01702 United States Phone: Fax: Purchase Order (Partially Shipped) EP60 Amount:\$784.00 USD Version: 1



# **Terms & Conditions**



Campbell Soup Terms and Conditions (T&C's) will be provided to the Supplier via a URL. All suppliers must review the T&C's upon receipt of the Purchase Order.

Some Purchase Orders will include Direct Pay Permit language in the Header of the Purchase Order. PO's with this language should not include sales and use tax charges on the Invoice.

\*\* screen shot pending



# **Ariba Network Support**



#### Training and resources Campbell Soup Supplier Information Portal

Buyer specific information is available in the Supplier Information Portal. Select your company name in the top right corner and then click the **Customer Relationships** link.



### **Training and resources**

Ariba Network standard documentation and useful links

#### Go to: http://supplier.ariba.com

Click on the **Help** link in the upper right hand corner of the page to access **Help Center.** In **Learning** center there is **Product Documentation** available for Users or Administrators.

EMEA Administrator  Feedback Help  Logout	Search	Q Home   Learning   Support
EMEASupplierEnable AN01011755460, Basic Contact Administrator	Learning Center	
C Refresh Content	Product Documentation	Tutorials
	<ul> <li>For Users</li> <li>For Administrators</li> </ul>	- Seller Basics     - Introduction to the Seller Collaboration Console     - Introduction to Electronic Catalogs     - Introduction to cXML Business Integration     - Introduction to Catalog PurchOut

#### **Useful Links**

- Ariba Supplier Membership page <u>http://www.ariba.com/suppliermembership</u>
- Ariba Network Hot Issues and FAQs <u>https://connect.ariba.com/anfaq.htm</u>
- Ariba Cloud Statistics <u>http://trust.ariba.com</u>
   Detailed information and latest notifications about product issues and planned downtime—if any during a given day
- Ariba Discovery <a href="http://www.ariba.com/solutions/discovery-for-suppliers.cfm">http://www.ariba.com/solutions/discovery-for-suppliers.cfm</a>
- Ariba Network Notifications <u>http://netstat.ariba.com</u>
   Information about downtime, new releases and new features

#### Who should you contact?

#### **Supplier Support During Deployment**

#### • Ariba Network Registration or Configuration Support

Please contact <u>CampbellSoupEnablement@ariba.com</u> for any questions regarding registration, configuration, Supplier Membership Program fees, or general Ariba Network questions.

#### Campbell Soup Business Process Support

Please contact the Campbell Soup Supplier Enablement team at Supplier\_Enablement@CampbellSoup.com for business-related questions.

#### **Supplier Support Post Go-Live**

Ariba Network Support for Actively Transacting Suppliers

Region	Contact Number
US/Canada Toll Free	1-866-31ARIBA (1-866-312-7422)
North/South America	+1-412-222-6170
Europe, Middle East and Africa	+44 (0) 20 7187 4185 00 800 22227422 (toll free number for France, Germany, Italy, Netherlands, Spain, Sweden, Switzerland & UK)
Asia Pacific	+65 6311 4585

#### Supplier support post Go-Live Help Center



To access our Help Center, log into your account or go to <u>http://supplier.ariba.com</u>. Click the **Help** link in top right corner.

Click **Help Center** and go to **Support** section.

Search for any topic you would like to know more about. If none of the articles answer your query, click on **Create Online Service Request** button to contact our Customer Support.

Fill out our webform. Select Problem Type. Note Campbell Soup in the **Issue Description**.

