



SAP Ariba registration guidelines Supplier Lifecycle (SLP)

for **Zambon S.p.A's** suppliers.





Contents

Introduction.....	3
1. How to access the ARIBA platform	3
1.1 Account already on Ariba Network:	3
1.2 New account (first access to the ARIBA platform):	6
2. Accessing and completing the Zambon global registration questionnaire.....	12
3. Completing the qualification questionnaire	19
4. How to contact ARIBA direct support service	25
4.1 The existing account may encounter some issues, but the account holder can still log in	25
4.2 Problems with the creation of a new account/log-in	31





Introduction

These guidelines aim to help suppliers access Zambon's ARIBA platform and proceed with the registration process.

1. How to access the ARIBA platform

1.1 Account already on Ariba Network:

Click the link in the "**Account already on Ariba network**" section in the invitation email you received from Zambon Global Procurement.

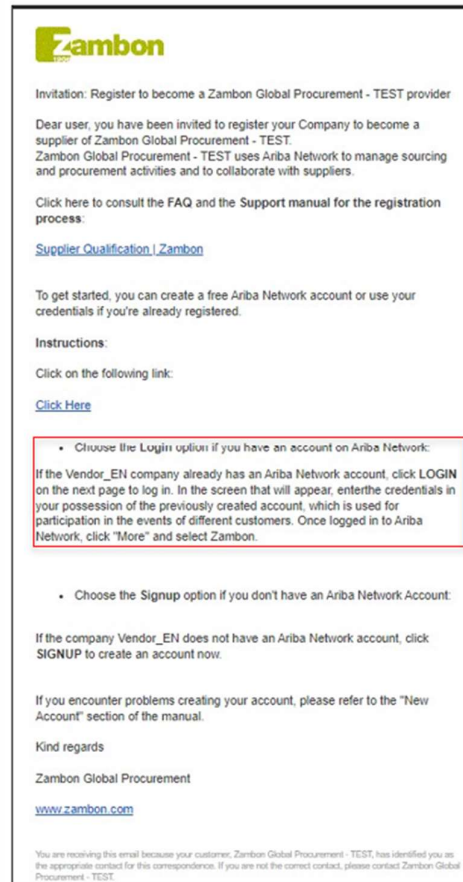


Figure 1: Email – registration invitation for suppliers already on the Ariba Network Platform



- We recommend using **Microsoft Edge** or **Google Chrome** as web browsers. However, if you use Google Chrome, make sure the zoom is set to 90% or below to view all elements correctly.
- Save the link to SAP Ariba to favourites.

That link leads you to SAP Ariba's welcome page.

In the displayed screen, enter the credentials of the previously created account, which is used to participate in various client events:

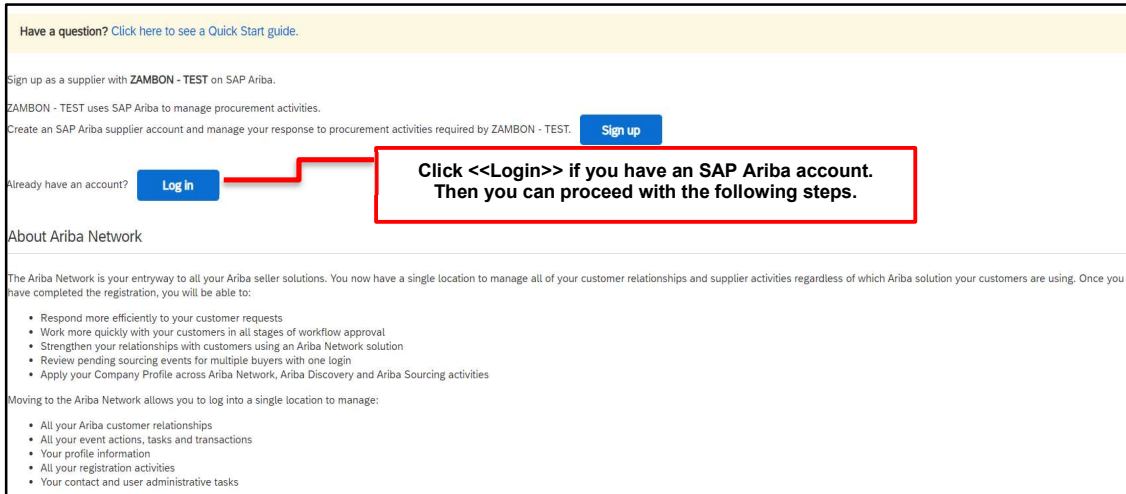


Figure 2: SAP Ariba's welcome page

Enter your Username and Password and click Continue:

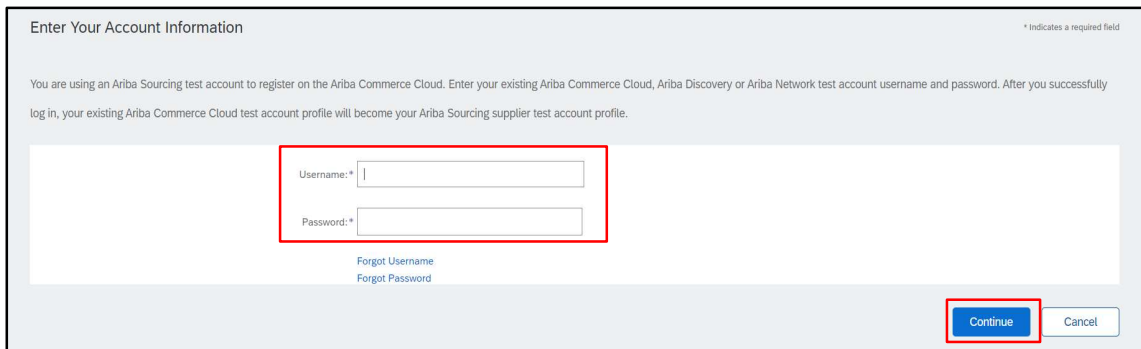


Figure 3: Log in to SAP Ariba

Once logged in to Ariba Network, click "More" and select Zambon.

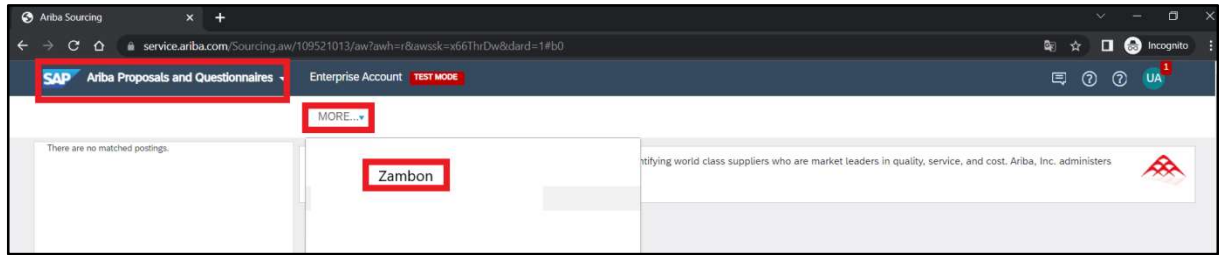


Figure 4: Zambon Client Selection

For the next steps, see paragraph 2, “Opening and filling out the Zambon global registration questionnaire”.





1.2 New account (first access to the ARIBA platform):

Click the link in the “**New Account**” section in the invitation email you received from Zambon Global Procurement.

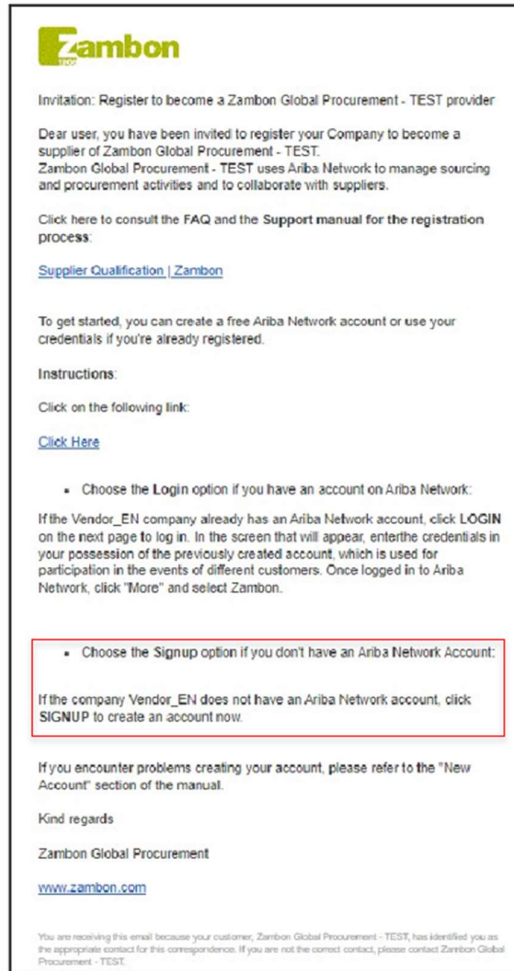


Figure 5: Email –invitation to create a “New Account”

That link leads you to SAP Ariba’s welcome page.

In the screen displayed, click “Sign up” to create an SAP Ariba account.

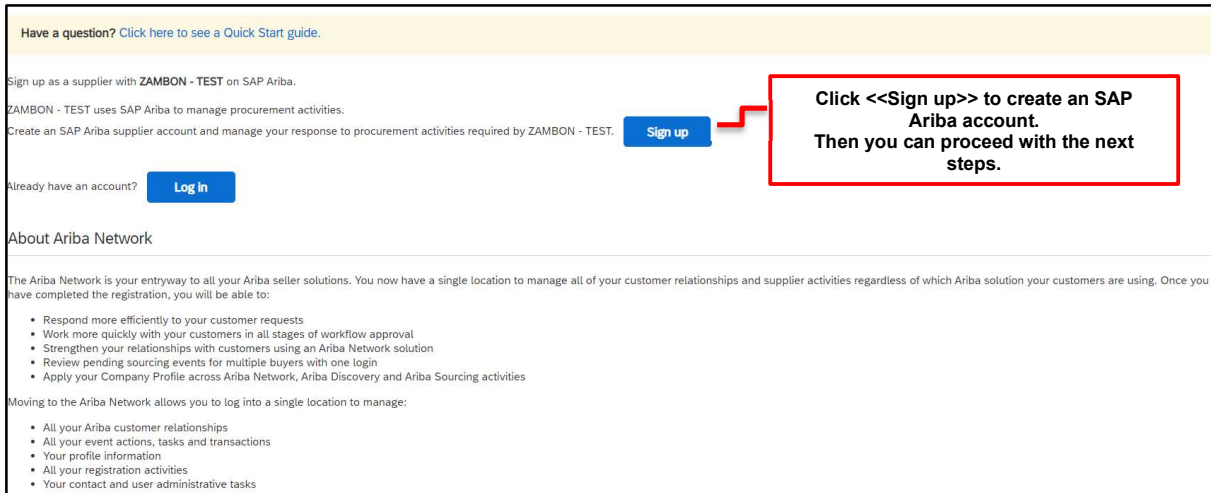


Figure 6: SAP Ariba's welcome page

Once you have opened the link, you are asked to fill out all the **required** fields marked with a red asterisk and add the tick to accept the terms of use and privacy policy.

Add the general information concerning your company to the required sections:

- Company information;
- User account information;
- Tell us more about your business.

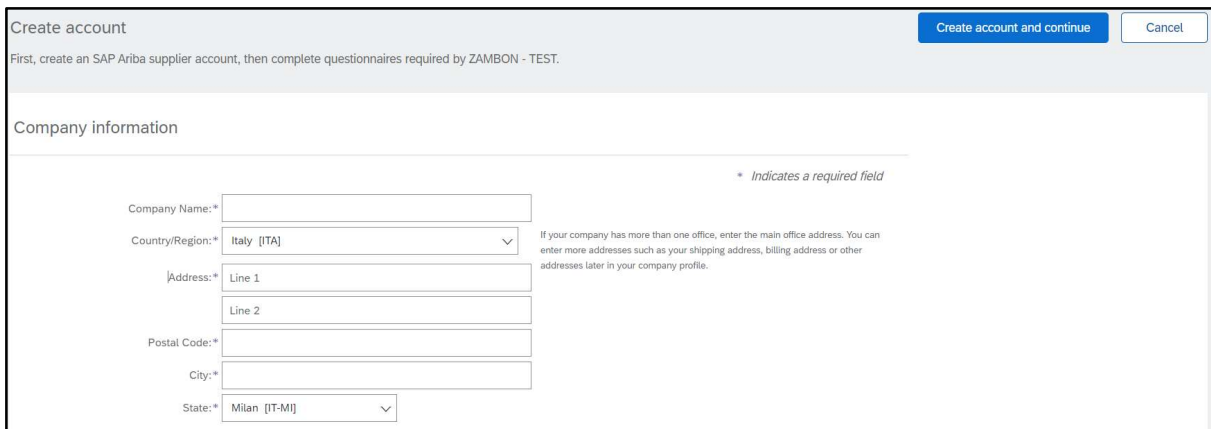


Figure 7: "Company Information" section

Remember to note down the email address associated with the username and the password entered in the "User account information" section.

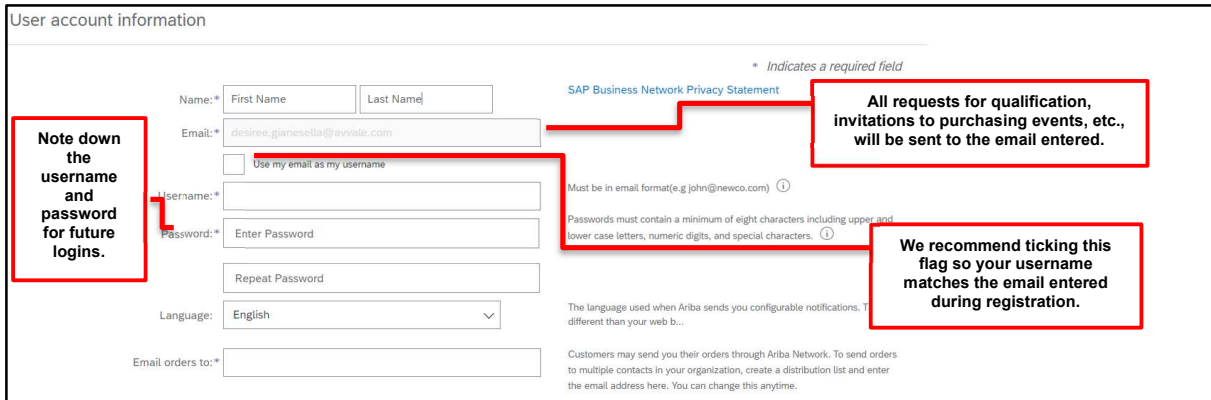


Figure 8: “User account information” section

Complete the “Product and service categories” field (look for your category, a similar one, or a random one, if you don’t find any, this is a required field of the Ariba tool; therefore, it WILL NOT be included in the Zambon registration questionnaire) and the “Ship to or Service Location” section by selecting the reference area:

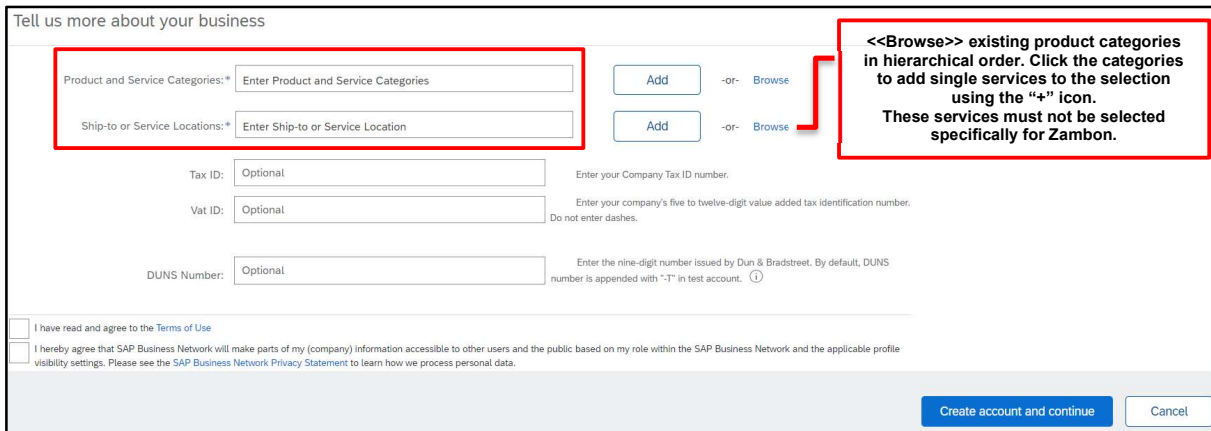


Figure 9: “Tell us more about your business” section

Please note that the product category required in this stage is requested by ARIBA and not by Zambon. Therefore, whether you find the correct one or the most similar one, it won't impact the creation of Zambon's vendor list.

Below is an example of a selection of product/service categories:



Product and Service Category Selection

Search Browse

Click the product and service category you want to add and click the + icon. Lower-level product and service categories are displayed after you click a product and service category. Click OK to save your changes.

Browse Product and Service Categories *Didn't find what you were looking for? Try Search »*

- Education & Training Services >
- Educational Supplies, Musical Instruments & Toys >
- Electrical Systems & Lighting >
- Electronic Components & Supplies >
- Environmental Services > **+**
- Financial & Insurance Services >
- Food & Beverage >

No items

No items

No items

My Selections (0)

No items

Remove

Cancel OK

Figure 10: Product/Service Category Selection Level 1

Product and Service Category Selection

Search Browse

Click the product and service category you want to add and click the + icon. Lower-level product and service categories are displayed after you click a product and service category. Click OK to save your changes.

Browse Product and Service Categories *Didn't find what you were looking for? Try Search »*

- Education & Training Services >
- Educational Supplies, Musical Instruments & Toys >
- Electrical Systems & Lighting >
- Electronic Components & Supplies >
- Environmental Services >
- Financial & Insurance Services >
- Food & Beverage >

- Environmental Management >
- Environmental Protection > **+**
- Pollutants Tracking, Monitoring & Rehabilitation Services >
- Pollution Tracking, Monitoring & Rehabilitation >

No items

No items

My Selections (0)

No items

Remove

Cancel OK

Figure 11: Product/Service Category Selection Level 2

Product and Service Category Selection

Search Browse

Click the product and service category you want to add and click the + icon. Lower-level product and service categories are displayed after you click a product and service category. Click OK to save your changes.

Browse Product and Service Categories *Didn't find what you were looking for? Try Search »*

- Agricultural & Fishing Services >
- Apparel, Luggage & Personal Care >
- Chemicals >
- Cleaning Supplies >
- Computer Hardware, Software & Telecom >
- Construction & Maintenance Services >
- Construction Materials >

- Environmental Management >
- Environmental Protection >
- Pollutants Tracking, Monitoring & Rehabilitation Services >
- Pollution Tracking, Monitoring & Rehabilitation >

- Environmental rehabilitation >
- Environmental safety services > **+**

No items

My Selections (0)

No items

Remove

Cancel OK

Figure 12: Product/Service Category Selection Level 3



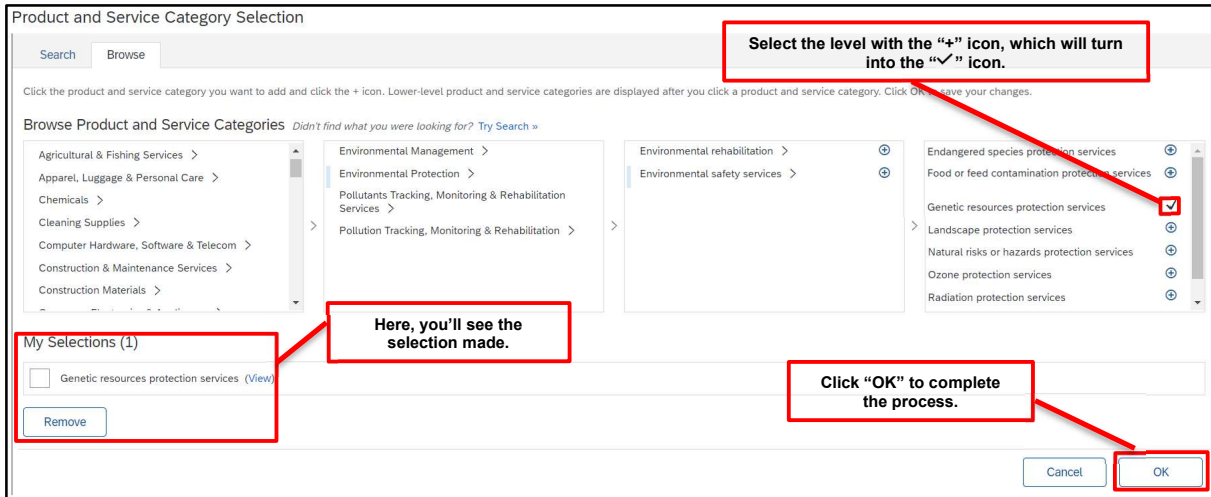


Figure 12: Product/Service Category Selection Level 4

You can add a category only when the "+" icon appears. Click the "+" icon to add a category.

In the same way, you can identify the country served by your company:



Figure 13: Country selection Level 1

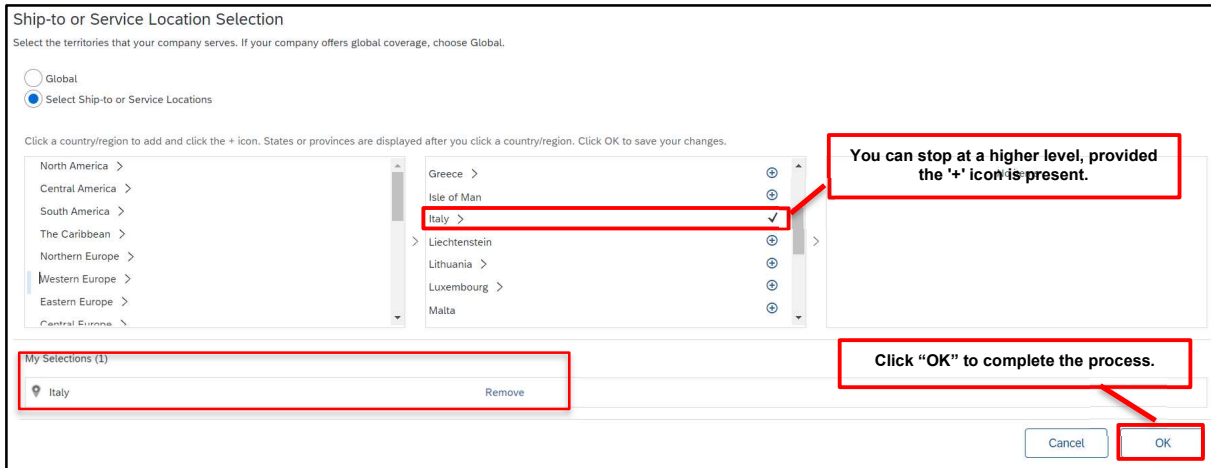


Figure 14: Country selection Level 2

If necessary, check with your company whether an SAP Ariba account exists already. We want to prevent duplicate accounts. If your company doesn't exist yet, click the link "Create account and continue". The following message appears:

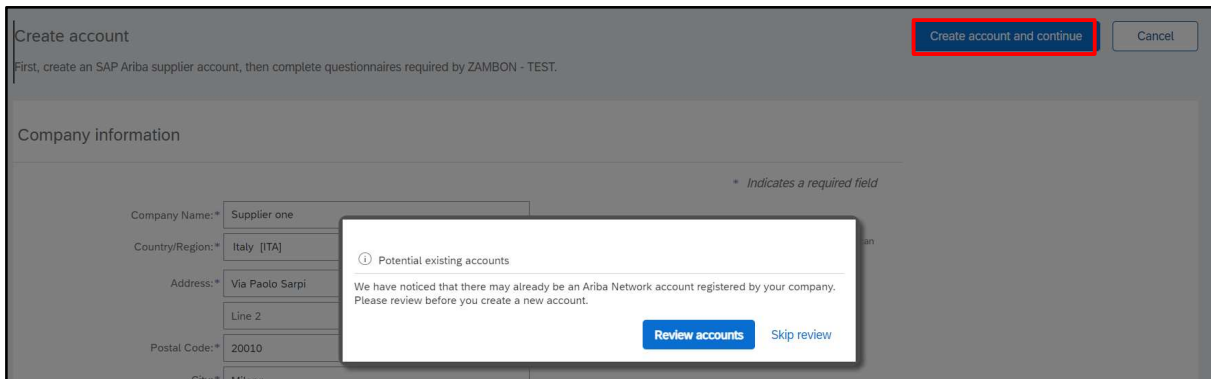


Figure 15: Last step for creating an account

Select "Skip review" if you don't have duplicates and proceed.

You'll be redirected to the questionnaire sent by Zambon, which must be completed.

If you have problems accessing the platform, refer to the paragraph "How to contact ARIBA's support service".



2. Accessing and completing the Zambon global registration questionnaire

The first access to the SAP Ariba platform must happen via the email sent by Zambon (select “Login” or “Signup”, as described in paragraphs 1.1 and 1.2, depending on whether you have an SAP Ariba account or not).

You can view and complete the questionnaire after accessing the system with your credentials and take the following steps:

- 1) “Ariba Proposals and Questionnaires”
- 2) Select Zambon
- 3) Click “Supplier Global Questionnaire” in the “Registration Questionnaires” section.

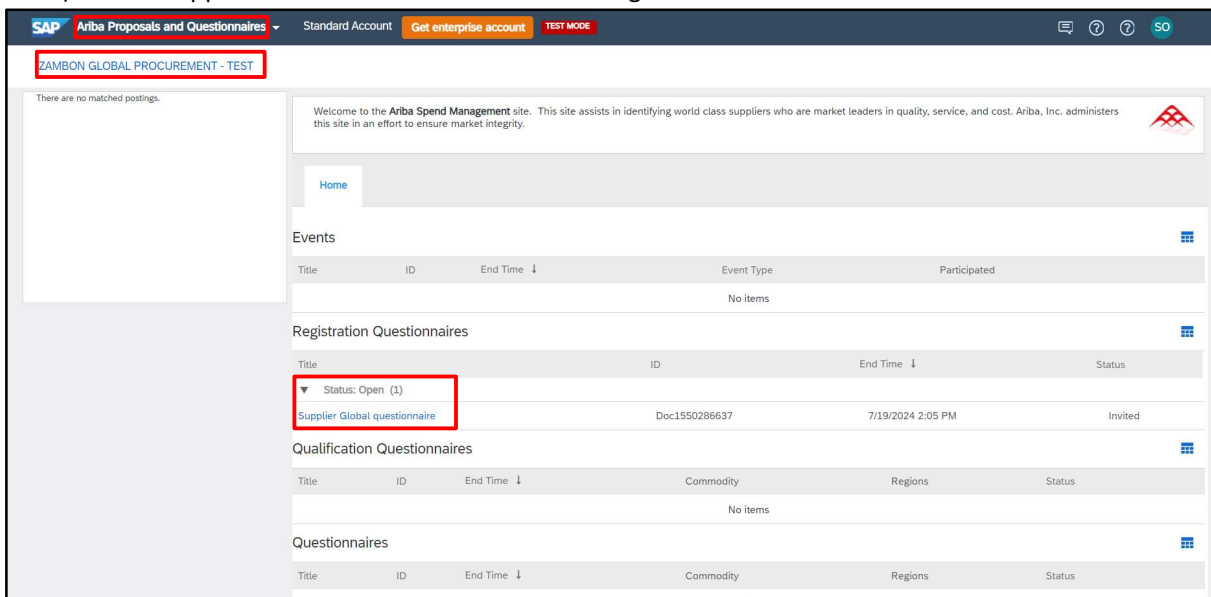


Figure 16: Completing the registration questionnaire

Once open, declare to accept the Code of Ethics (question 1.1) by choosing “Yes” from the drop-down menu. This answer is required to proceed with the subsequent questions and submit the questionnaire:

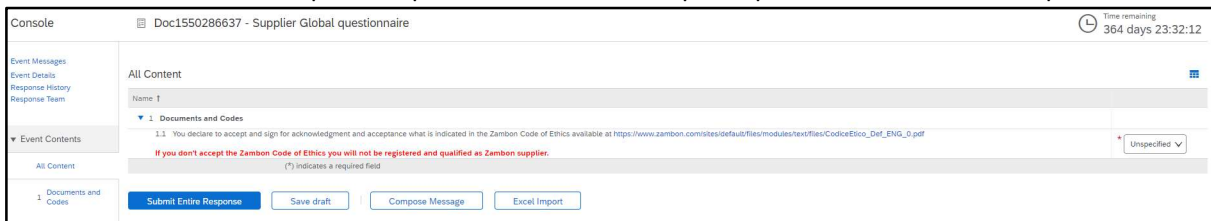


Figure 17: Registration questionnaire – Code of Ethics



All questions marked with * are “Required”:

Figure 18: Registration questionnaire – Questions

Once you give all the answers, you have the following options:

- 1) You can answer the questions at different times. In this case, click “Save draft” before closing the browser. You can resume the questionnaire later by logging in again. Therefore, Zambon will not be able to view your answers if you click “Save draft”. This option can be helpful if you want to review your answers before submitting them to Zambon.
- 2) Or click “Submit Entire Response”. In this case, the questionnaire will be submitted to Zambon.

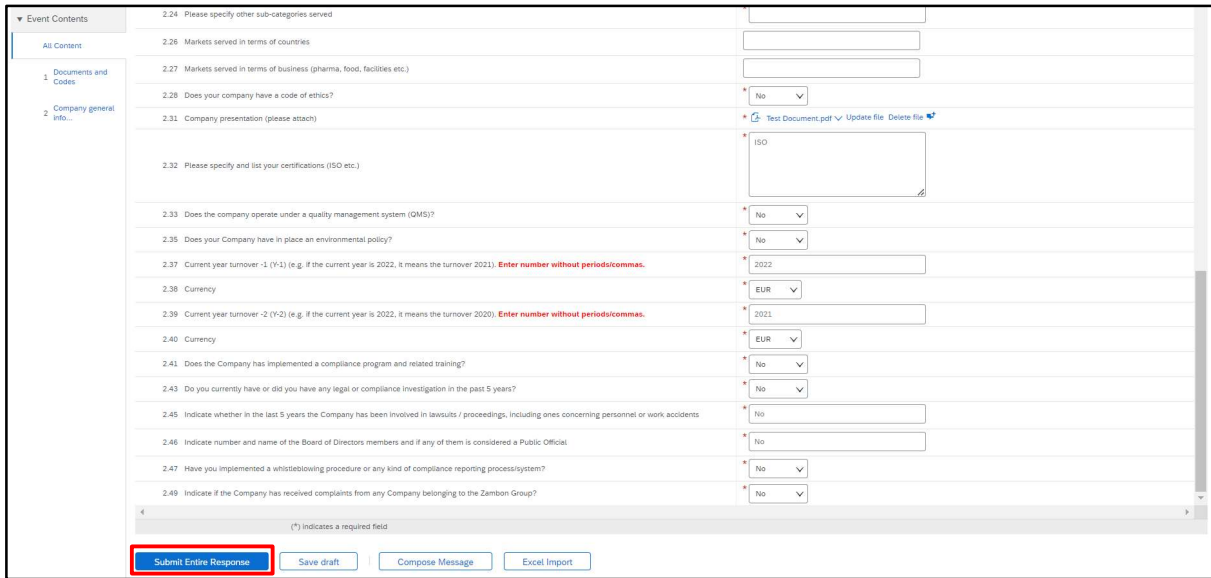


Figure 19: Submitting the registration questionnaire

Click “OK” in the following pop-up.

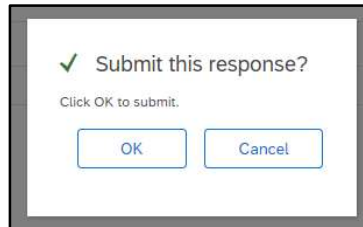


Figure 20: Submitting the registration questionnaire

The submitted questionnaire will undergo Zambon’s approval process. You’ll receive a confirmation email in this regard:

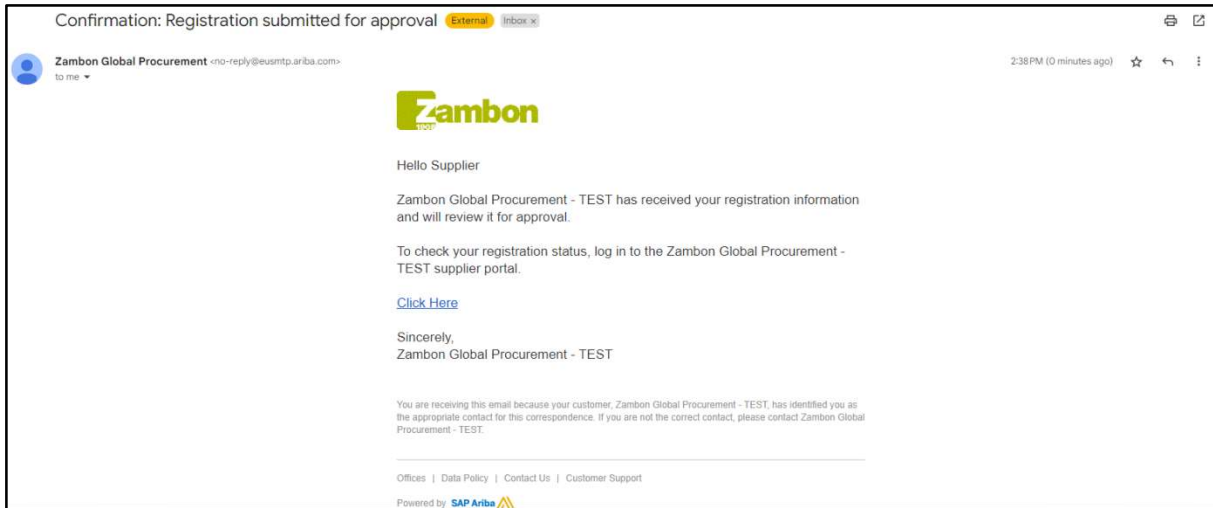


Figure 21: Confirmation email for submitting the registration questionnaire

In the case:

- **Zambon approves the questionnaire:** the platform shows the “pending approval” status. In this case, you will not be able to edit your answers. You can review and edit the questionnaire if Zambon asks for more information or approves the document giving it the “Registered” status.

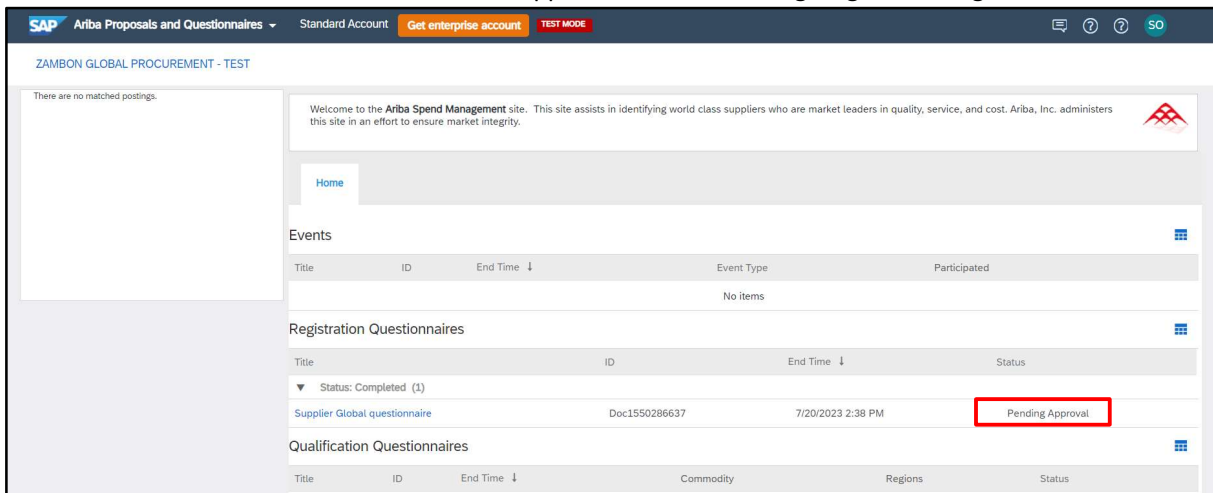


Figure 22: Registration questionnaire in “pending approval” status

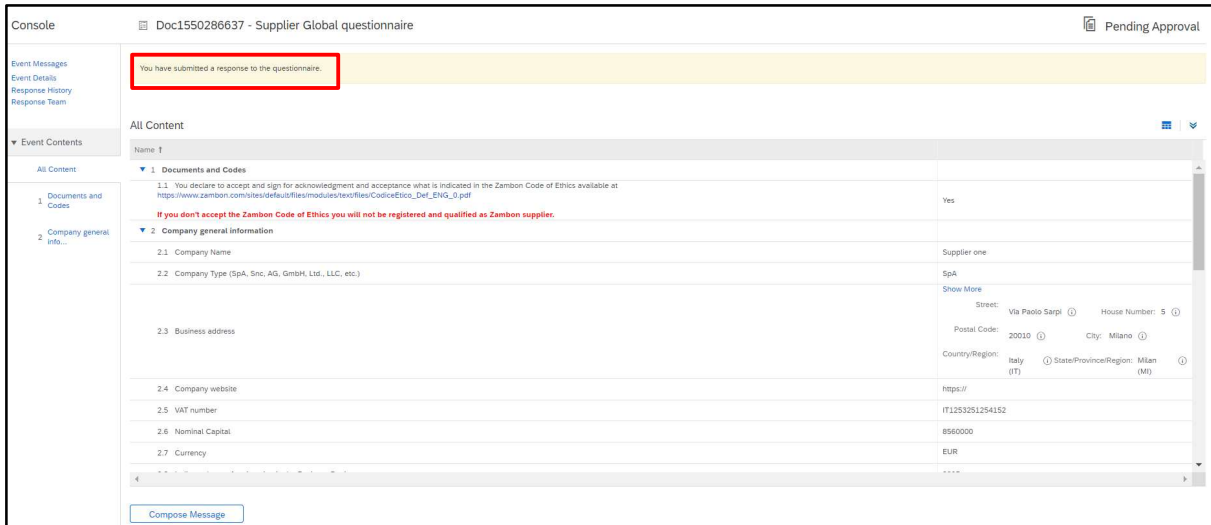


Figure 23: Registration questionnaire in “pending approval” status – Editing not allowed

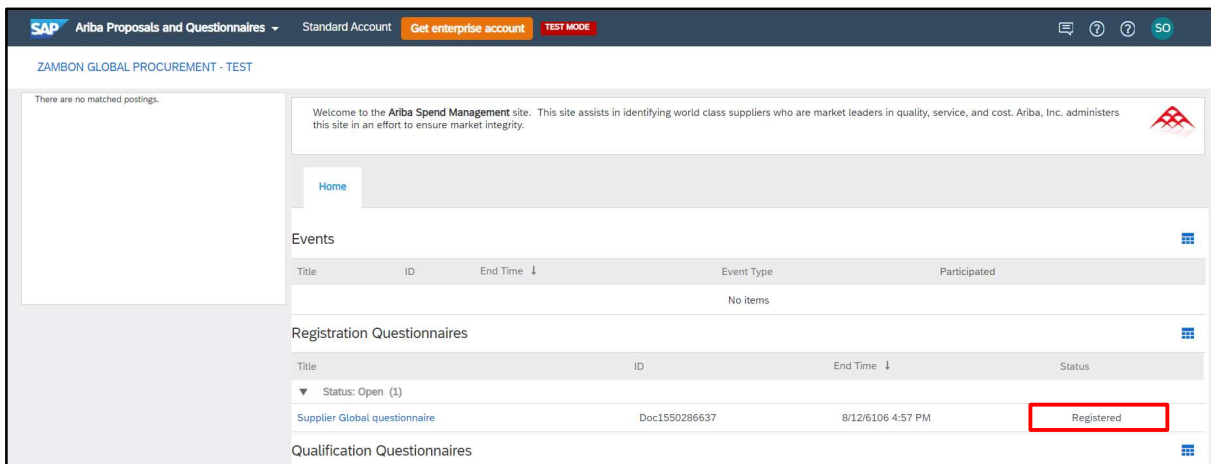


Figure 24: Registration questionnaire in “Registered” status

Click “Revise Response” to edit the questionnaire. The system shows a window where you can confirm your intention to edit one or more responses. Click “OK”:

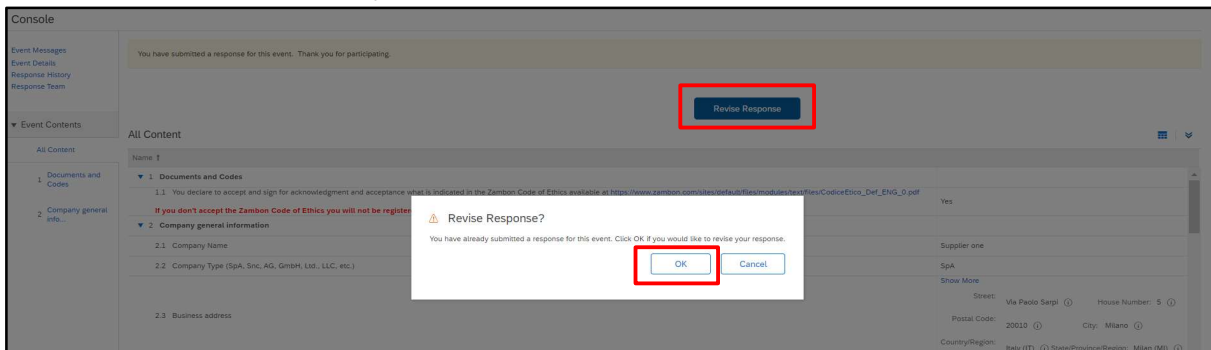


Figure 25: Registration questionnaire in “Registered” status – Editing allowed





At this point, the system allows you to update your responses with the new data and submit it again. The updated questionnaire will undergo Zambon's approval again:

The screenshot shows a web interface for reviewing a registration questionnaire. The page title is 'All Content'. It contains a list of questions with corresponding dropdown menus and text input fields. The questions are:

- 2.33 Does the company operate under a quality management system (QMS)?
- 2.35 Does your Company have in place an environmental policy?
- 2.37 Current year turnover -1 (Y-1) (e.g. if the current year is 2022, it means the turnover 2021). Enter number without periods/commas.
- 2.38 Currency
- 2.39 Current year turnover -2 (Y-2) (e.g. if the current year is 2022, it means the turnover 2020). Enter number without periods/commas.
- 2.40 Currency
- 2.41 Does the Company has implemented a compliance program and related training?
- 2.43 Do you currently have or did you have any legal or compliance investigation in the past 5 years?
- 2.45 Indicate whether in the last 5 years the Company has been involved in lawsuits / proceedings, including ones concerning personnel or work accidents.
- 2.46 Indicate number and name of the Board of Directors members and if any of them is considered a Public Official.
- 2.47 Have you implemented a whistleblowing procedure or any kind of compliance reporting process/system?
- 2.49 Indicate if the Company has received complaints from any Company belonging to the Zambon Group?

At the bottom of the form, there are several buttons: 'Submit Entire Response' (highlighted with a red box), 'Reload Last Bid', 'Save draft', 'Compose Message', and 'Excel Import'. A note at the bottom indicates that an asterisk (*) denotes a required field.

Figure 26: Registration questionnaire in "Registered" status – Response review

Click "OK" in the following pop-up.

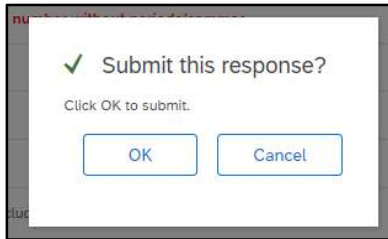


Figure 27: Registration questionnaire review confirmation

Once approved, your response will have the following status:

The screenshot shows the SAP Ariba Spend Management interface. The page title is 'ZAMBON GLOBAL PROCUREMENT - TEST'. The main content area displays a table of 'Registration Questionnaires'. The table has columns for 'Title', 'ID', 'End Time', and 'Status'. The status of the 'Supplier Global questionnaire' is shown as 'Registered', which is highlighted with a red box.

Title	ID	End Time	Status
Supplier Global questionnaire	Doc1550286637	8/12/6106 4:53 PM	Registered

Figure 28: Approving the registration questionnaire



You'll receive an email if the registration is approved:



Figure 29: Registration approval confirmation email

- **Request for additional information:** Zambon can request additional information during the approval stage, indicating the specifications and question number. Zambon will approve the questionnaire once they receive the information needed (follow the steps above);

You'll receive an email if integrations are needed:

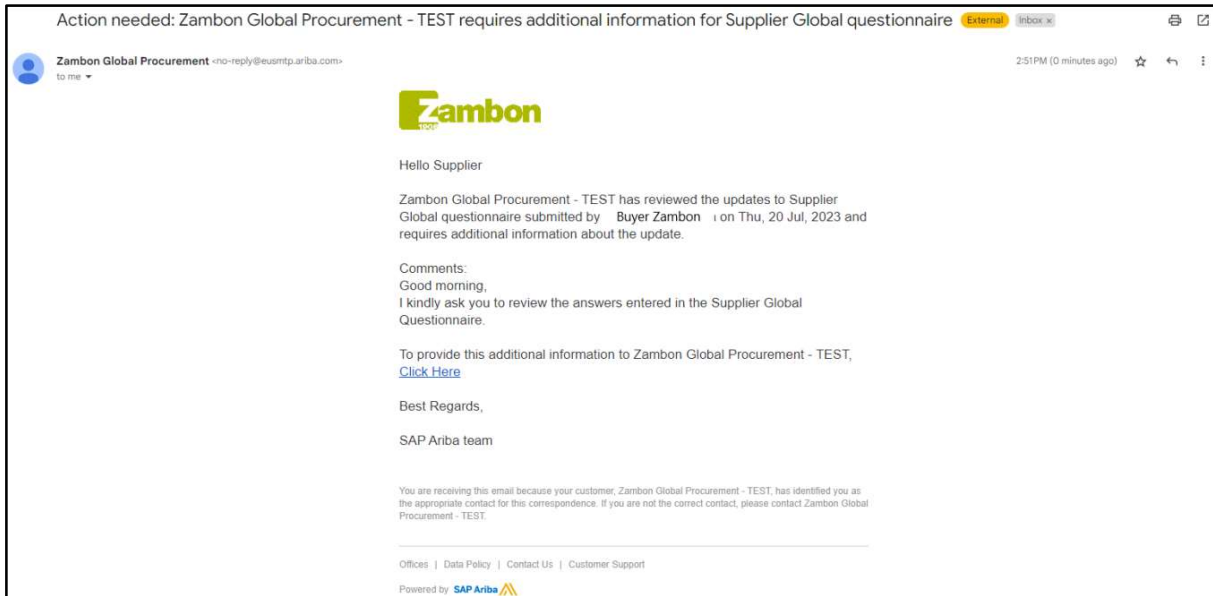


Figure 30: Email requesting additional information



- **Zambon does not approve the questionnaire:** the registration process will be declined. This means that you cannot be part of Zambon’s vendor list or participate in any events.

You’ll receive an email if the registration is declined:

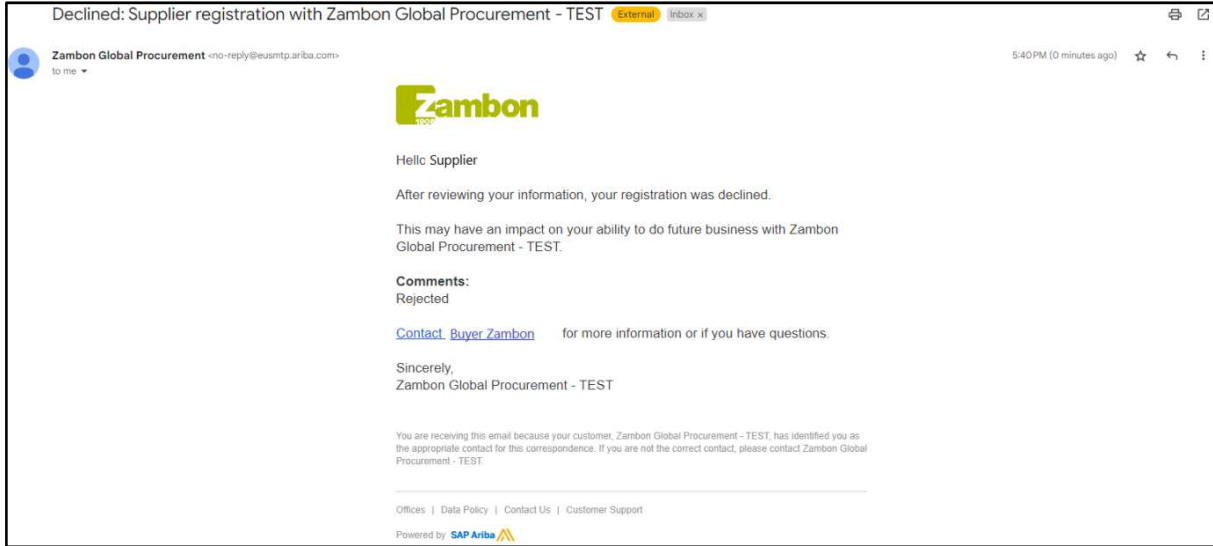


Figure 31: Email declining registration

3. Completing the qualification questionnaire

Zambon can request the qualification for one or more product categories.

You’ll receive an email inviting you to qualify.

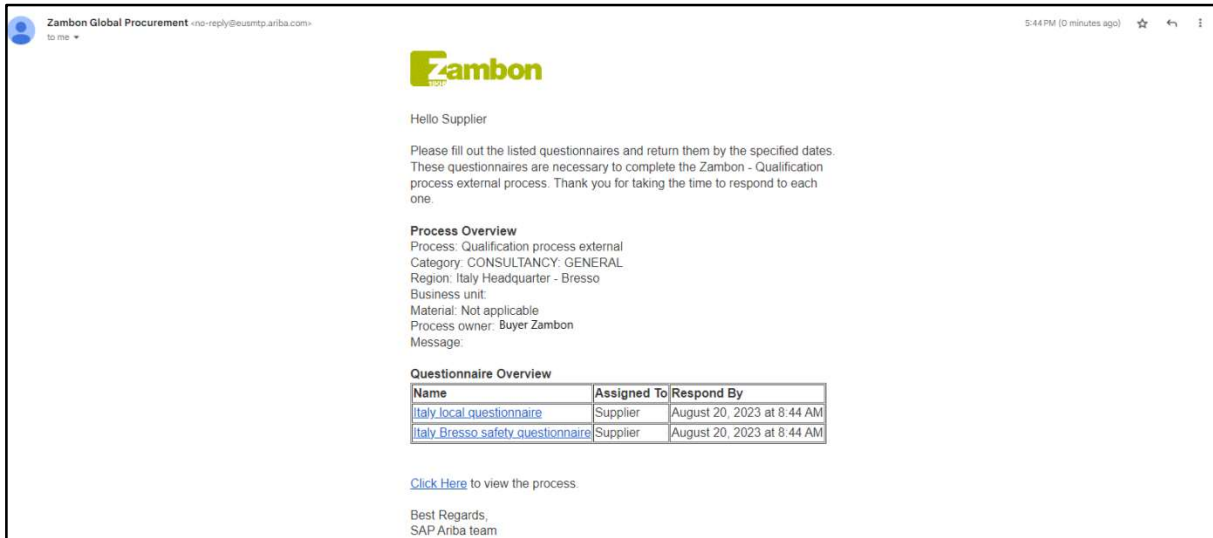


Figure 32: Qualification invitation email





Once you receive the email, you have to log in to the Ariba platform with your credentials.

To go to the questionnaire, click:

- 1) "Ariba Proposals and Questionnaires"
- 2) Select Zambon
- 3) In the Questionnaires section, you'll find the qualification questionnaires you need to complete:

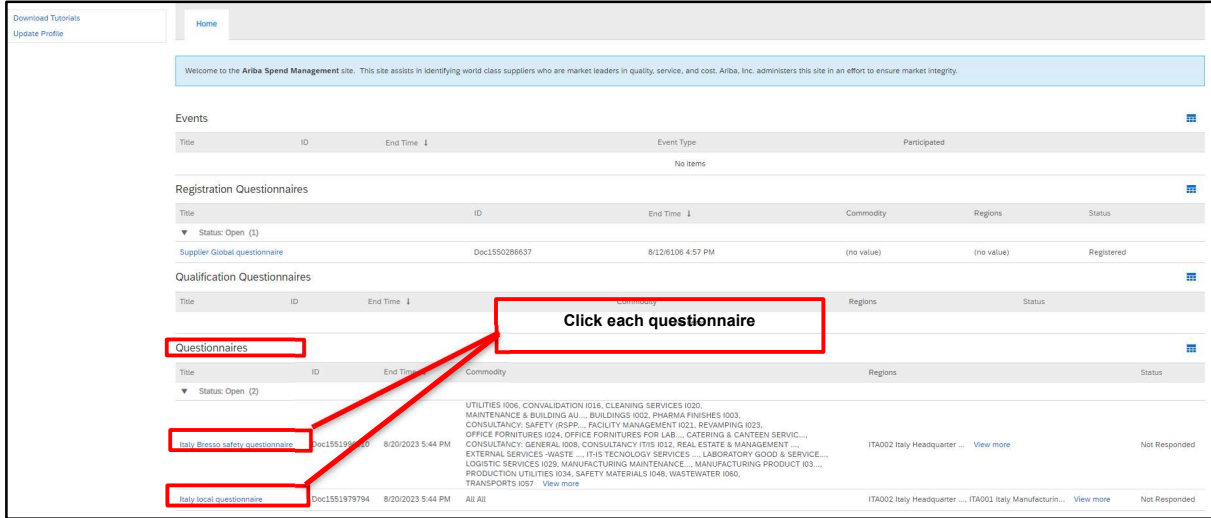


Figure 33: Accessing qualification questionnaires

Click and complete each qualification questionnaire.

For example, if you click on the first one, you'll see the following screen:

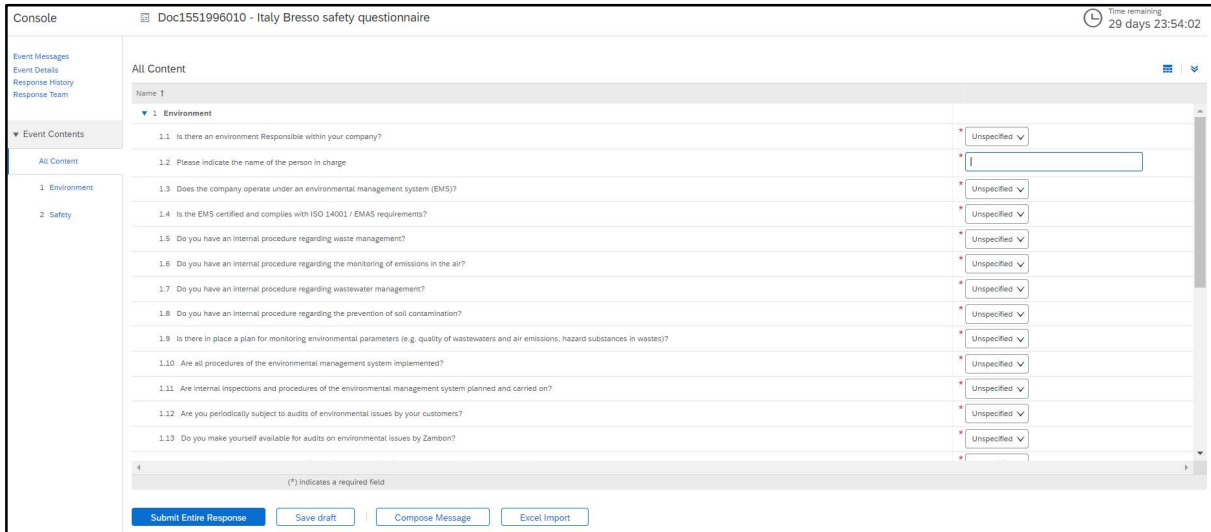


Figure 34: Questions of the qualification questionnaire

Questions marked with * are required.





Once you answer all the questions, you'll have the following options:

- 1) You can answer the questions at different times. In this case, click "Save draft" before closing the browser. You can resume the questionnaire later by logging in again. Therefore, Zambon will not be able to view your answers if you click "Save Draft". This option can be helpful if you want to review your answers before submitting them to Zambon.
- 2) Or click "Submit Entire Response". In this case, the questionnaire will be submitted to Zambon.



Figure 35: Submitting the qualification questionnaire

Click "OK" in the following pop-up.

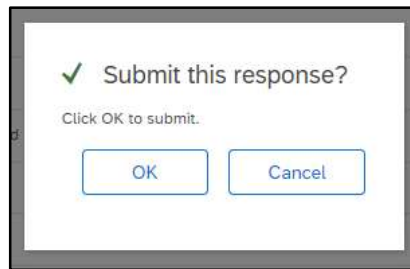


Figure 36: Submitting the qualification questionnaire

The submitted questionnaire will undergo Zambon's approval process.

You can complete the other questionnaires received by following the same steps.

In the "Questionnaires" section, you can also see the submission status of the questionnaires: The example below shows two questionnaires. One has been submitted and has the status of "Pending Approval". The second one has not been submitted yet, therefore its status is "Not Responded":

Title	ID	End Time	Commodity	Regions	Status
▼ Status: Completed (1)					
Italy Bresso safety questionnaire	Doc1551996010	7/21/2023 5:53 PM	Questionnaire 1 UTILITIES 1006, CONVALIDATION 1016, CLEANING SERVICES 1020, MAINTENANCE & BUILDING AU... BUILDINGS 1002, PHARMA FINISHES 1003, CONSULTANCY: SAFETY (RSPP... FACILITY MANAGEMENT 1021, REVAMPING 1023, OFFICE FURNITURES 1024, OFFICE FURNITURES FOR LAB... CATERING & CANTEEN SERVIC... CONSULTANCY: GENERAL 1008, CONSULTANCY ITIS 1012, REAL ESTATE & MANAGEMENT... EXTERNAL SERVICES-WASTE... IT-IS TECHNOLOGY SERVICES... LABORATORY GOOD & SERVICE... LOGISTIC SERVICES 1029, MANUFACTURING MAINTENANCE... MANUFACTURING PRODUCT 103... PRODUCTION UTILITIES 1034, SAFETY MATERIALS 1048, WASTEWATER 1060, TRANSPORTS 1057	ITA002 Italy Headquarter ...	Pending Approval
▼ Status: Open (1)					
Italy local questionnaire	Doc1551979794	8/20/2023 5:44 PM	Questionnaire 2	ITA002 Italy Headquarter ... ITA001 Italy Manufacturin...	Not Responded

Figure 37: Qualification questionnaire and statuses

After submitting the various questionnaires, you may encounter the following cases:

- **Zambon approves the questionnaire:** the platform shows the “pending approval” status. In this case, you will not be able to edit your answers. You can review and edit the questionnaire if Zambon asks for more information or approves the document giving it the “Registered” status.

Title	ID	End Time	Commodity	Regions	Status
▼ Status: Completed (1)					
Italy Bresso safety questionnaire	Doc1551996010	7/21/2023 5:53 PM	UTILITIES 1006, CONVALIDATION 1016, CLEANING SERVICES 1020, MAINTENANCE & BUILDING AU... BUILDINGS 1002, PHARMA FINISHES 1003, CONSULTANCY: SAFETY (RSPP... FACILITY MANAGEMENT 1021, REVAMPING 1023, OFFICE FURNITURES 1024, OFFICE FURNITURES FOR LAB... CATERING & CANTEEN SERVIC... CONSULTANCY: GENERAL 1008, CONSULTANCY ITIS 1012, REAL ESTATE & MANAGEMENT... EXTERNAL SERVICES-WASTE... IT-IS TECHNOLOGY SERVICES... LABORATORY GOOD & SERVICE... LOGISTIC SERVICES 1029, MANUFACTURING MAINTENANCE... MANUFACTURING PRODUCT 103... PRODUCTION UTILITIES 1034, SAFETY MATERIALS 1048, WASTEWATER 1060, TRANSPORTS 1057	ITA002 Italy Headquarter ...	Pending Approval
▼ Status: Open (1)					
Italy local questionnaire	Doc1551979794	8/20/2023 5:44 PM	All All	ITA002 Italy Headquarter ... ITA001 Italy Manufacturin...	Not Responded

Figure 38: Qualification questionnaire in “pending approval” status

Event Contents		Name	Response
▼ 1 Environment		1.1 Is there an environment Responsible within your company?	No
▼ 2 Safety		1.2 Please indicate the name of the person in charge	N/A
		1.3 Does the company operate under an environmental management system (EMS)?	No
		1.4 Is the EMS certified and complies with ISO 14001 / EMAS requirements?	No
		1.5 Do you have an internal procedure regarding waste management?	No
		1.6 Do you have an internal procedure regarding the monitoring of emissions in the air?	Yes
		1.7 Do you have an internal procedure regarding wastewater management?	Yes
		1.8 Do you have an internal procedure regarding the prevention of soil contamination?	No
		1.9 Is there in place a plan for monitoring environmental parameters (e.g. quality of wastewaters and air emissions, hazard substances in wastes)?	No
		1.10 Are all procedures of the environmental management system implemented?	No
		1.11 Are internal inspections and procedures of the environmental management system planned and carried on?	No
		1.12 Are you periodically subject to audits of environmental issues by your customers?	No
		1.13 Do you make yourself available for audits on environmental issues by Zambon?	No
		1.14 Have any internal or External Authorities environmental violations and / or anomalies been detected in the last 3 years?	No

Figure 39: Qualification questionnaire in “pending approval” status – Editing not allowed



Title	ID	End Time	Commodity	Regions	Status
Italy Bresso safety questionnaire	Doc1551996010	8/13/2016 8:05 PM	UTILITIES 1006, CONVALIDATION 1016, CLEANING SERVICES 1020, MAINTENANCE & BUILDING AU..., BUILDINGS 1002, PHARMA FINISHES 1003, CONSULTANCY: SAFETY (RSPP... FACILITY MANAGEMENT 1021, REVAMPING 1023, OFFICE FURNITURES 1024, OFFICE FURNITURES FOR LAB..., CATERING & CATERING SERVICE..., CONSULTANCY: GENERAL 1008, CONSULTANCY ITIS 1012, REAL ESTATE & MANAGEMENT ..., EXTERNAL SERVICES -WASTE ..., IT-IS TECHNOLOGY SERVICES ..., LABORATORY GOOD & SERVICE..., LOGISTIC SERVICES 1029, MANUFACTURING MAINTENANCE..., MANUFACTURING PRODUCT 103..., PRODUCTION UTILITIES 1034, SAFETY MATERIALS 1048, WASTEWATER 1060, TRANSPORTS 1057	ITA002 Italy Headquarter ...	Approved
Italy local questionnaire	Doc1551979794	8/20/2023 5:44 PM	All All	ITA002 Italy Headquarter ..., ITA001 Italy Manufacturin...	Not Responded

Figure 40: Qualification questionnaire in “Approved” Status

Click “Revise Response” to edit the questionnaire. The system shows a window where you can confirm your intention to edit one or more responses. Click “OK”:

Figure 41: Qualification questionnaire in “Approved” Status – Edit allowed

At this point, the system allows you to update your responses with the new data and submit it again.

The updated questionnaire will undergo Zambon’s approval again:

Figure 42: Qualification questionnaire in “Approved” Status – Response review





Click "OK" in the following pop-up.

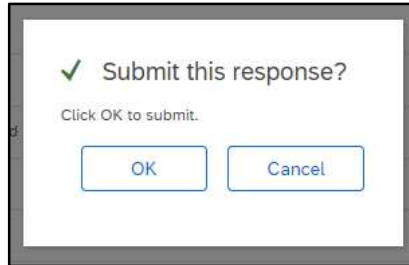


Figure 43: Qualification questionnaire review confirmation

Once approved, your response will have the following status:

Title	ID	End Time	Commodity	Regions	Status
Italy Bresso safety questionnaire	Doc1551996010	8/13/8108 8:05 PM	UTILITIES 1006, CONVALESCENCE 1016, CLEANING SERVICES 1020, MAINTENANCE & BUILDING AU... BUILDINGS 1002, PHARMA FINISHES 1003, CONSULTANCY: SAFETY (RSP... FACILITY MANAGEMENT 1021, REVAMPING 1023, OFFICE FURNITURES 1024, OFFICE FURNITURES FOR LAB... CATERING & CANTEN SERVIC... CONSULTANCY: GENERAL 1008, CONSULTANCY ITIS 1012, REAL ESTATE & MANAGEMENT... EXTERNAL SERVICES-WASTE... IT-IS TECHNOLOGY SERVICES... LABORATORY GOOD & SERVICE... LOGISTIC SERVICES 1029, MANUFACTURING MAINTENANCE... MANUFACTURING PRODUCT 103... PRODUCTION UTILITIES 1034, SAFETY MATERIALS 1048, WASTEWATER 1060, TRANSPORTS 1057	ITA002 Italy Headquarter ...	Approved
Italy local questionnaire	Doc1551979794	8/20/2023 5:44 PM	All All	ITA002 Italy Headquarter ... ITA001 Italy Manufacturin...	Not Responded

Figure 44: Qualification questionnaire approval

You'll receive an email if the qualification questionnaire is approved:



Figure 45: Qualification approval confirmation email

- **Request for additional information:** Zambon can request additional information during the approval stage, indicating the specifications and question number. Zambon will approve the questionnaire once they receive the information needed (follow the steps above);

You'll receive an email if additional information or modifications to your answers are requested:





Figure 46: Email requesting additional information

- **Zambon does not approve the questionnaire:** the qualification process will be declined. This means you cannot participate in any events.

4. How to contact ARIBA direct support service

4.1 The existing account may encounter some issues, but the account holder can still log in

You can request assistance by taking the following steps if you encounter some problems with your account, but you can still log in (existing supplier account):

- Go to the platform log-in page and click  in the top right-hand corner. If you don't view the icon, we recommend setting the page zoom to 90%.

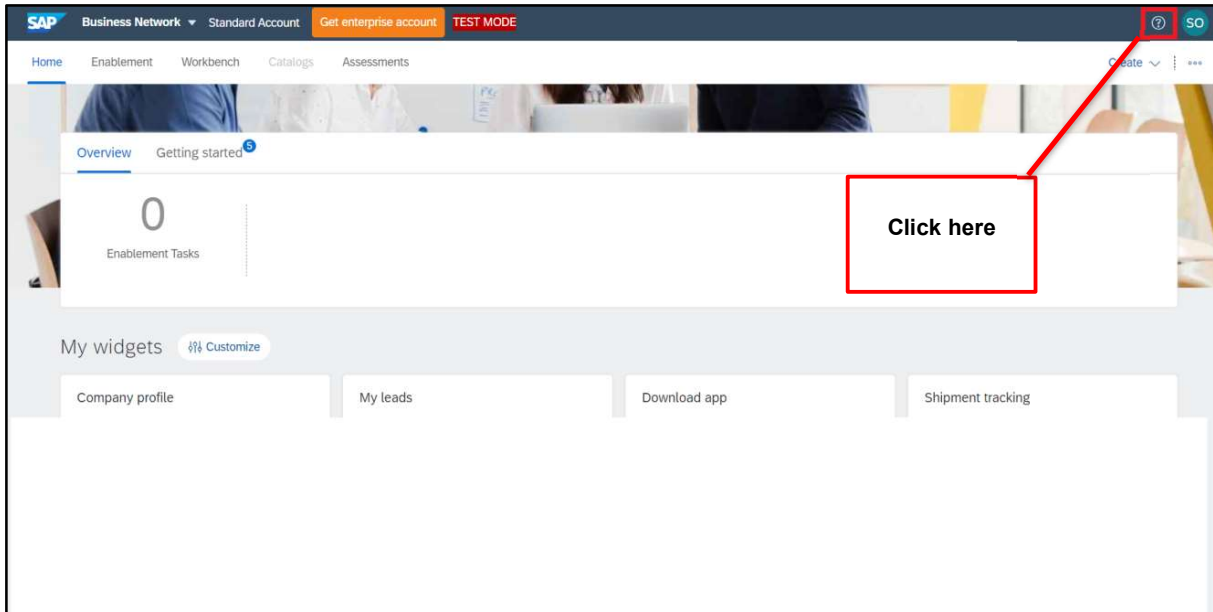


Figure 47: Ariba Assistance - 1

b. Click “Support” at the top of the Help menu.

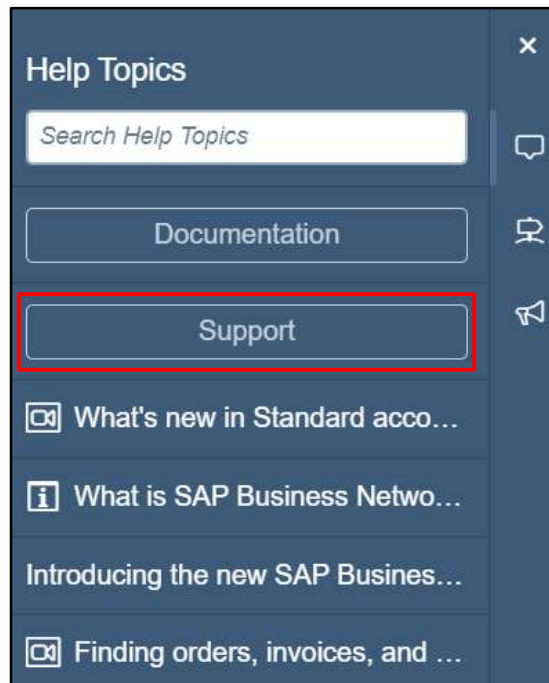


Figure 48: Ariba Assistance - 2



c. Click "Contact us".

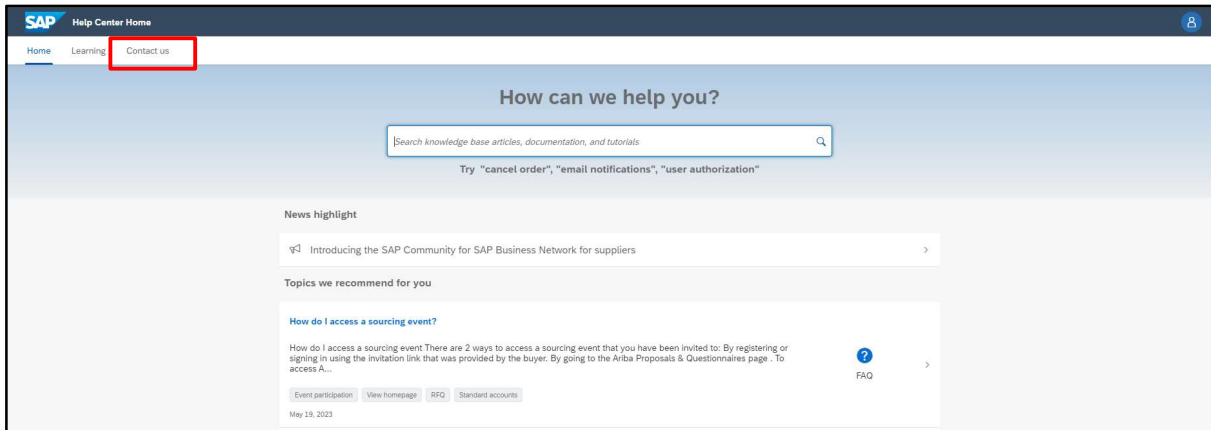



Figure 49: Ariba Assistance - 3

d. Add a question or a brief description of the problem in "Start here to find your answer"



Figure 50: Ariba Assistance - 4

e. Click the search icon 

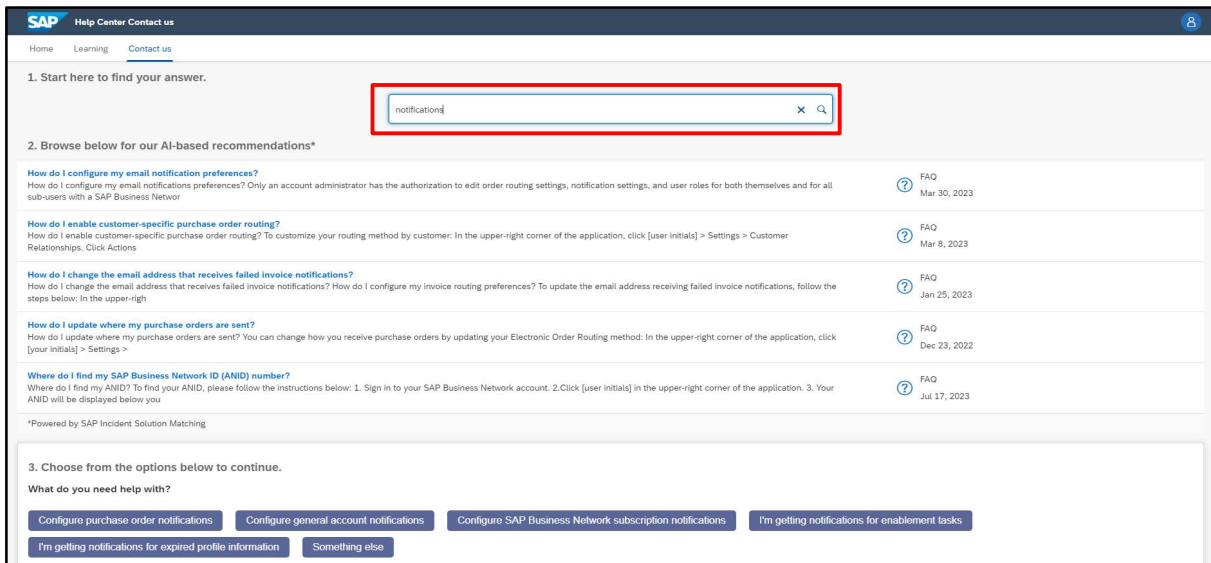


Figure 51: Ariba Assistance - 5

- f. After the research, click a topic based on the recommendations received or the button related to the question/problem in the **“Choose from the options below to continue”** section if you need more information or assistance.

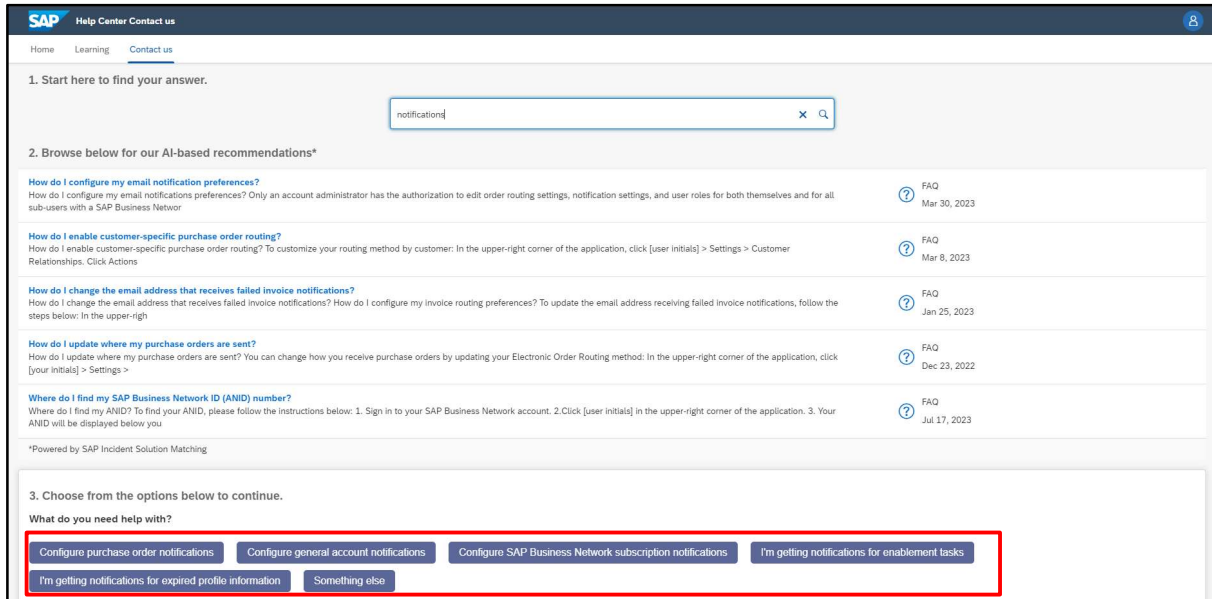


Figure 52: Ariba Assistance - 6

- i. If, after reviewing the indicated steps, you still need assistance:
 1. In the options provided in **“What do you need help with?”** Click **“Something else”** at the bottom of the screen.

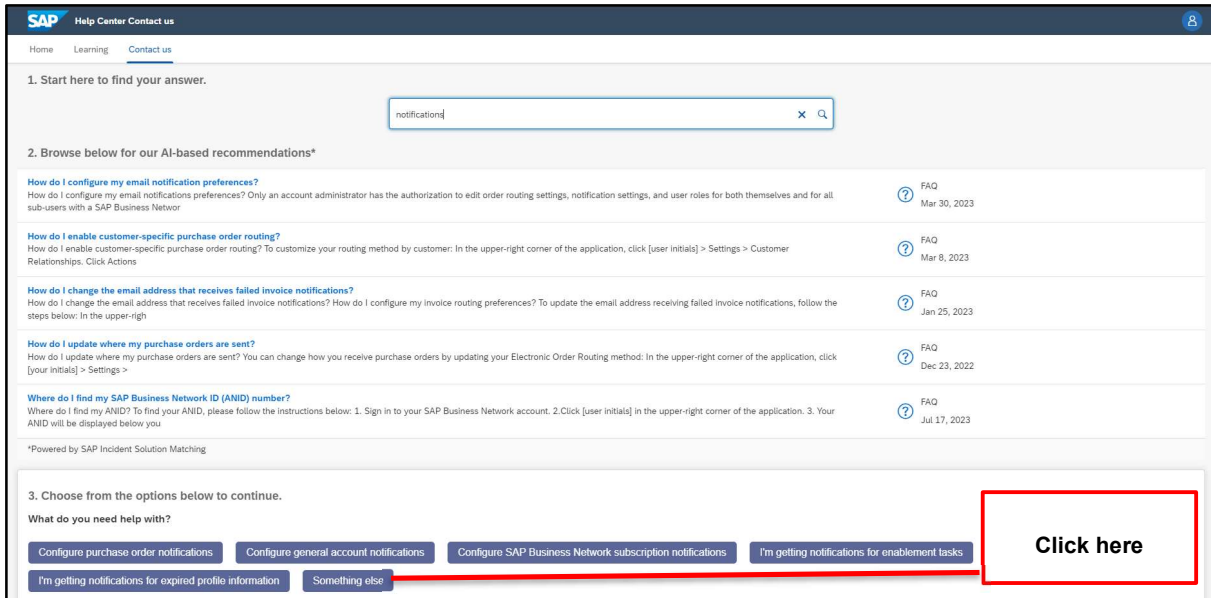


Figure 53: Ariba Assistance - 7

2. You'll view a bar at the bottom of the screen: **Can't find what you are looking for?** Click **Create a Case** in the bottom right-hand corner.

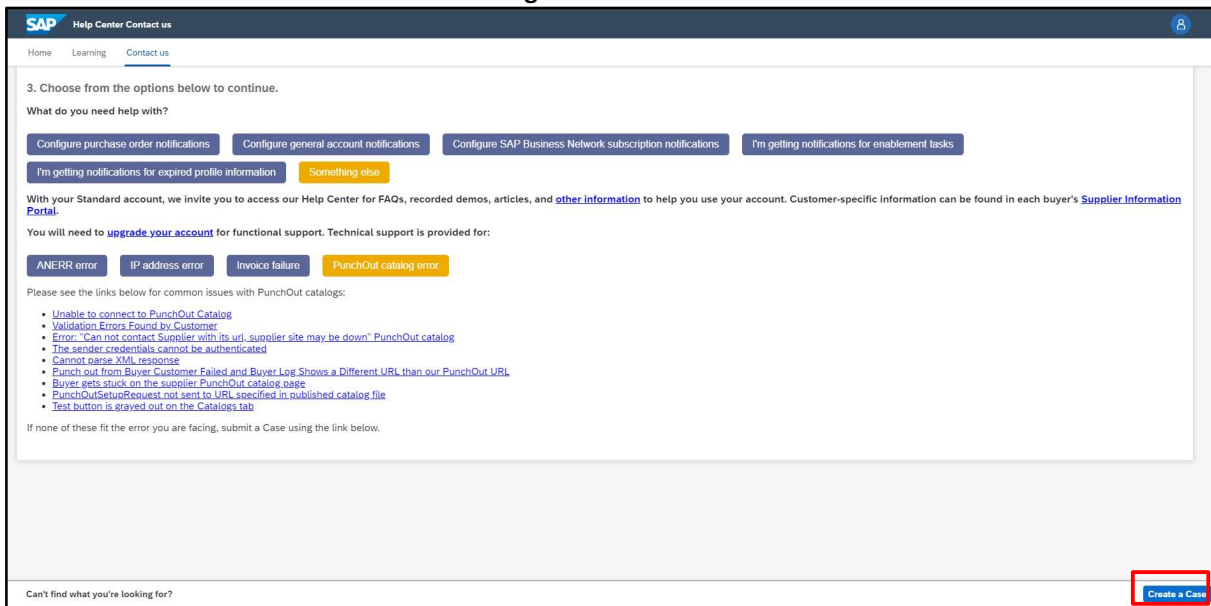


Figure 54: Ariba Assistance - 8

3. Fill out the form, adding as many details as possible



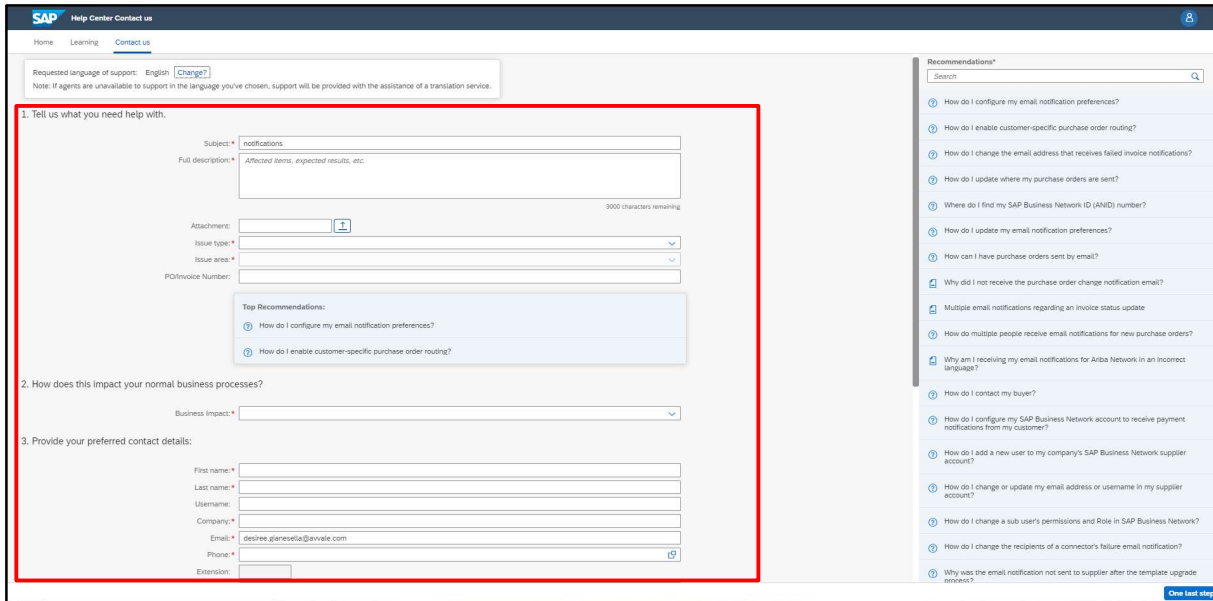


Figure 55: Ariba Assistance - 9

4. Click **One last step** in the bottom right-hand corner

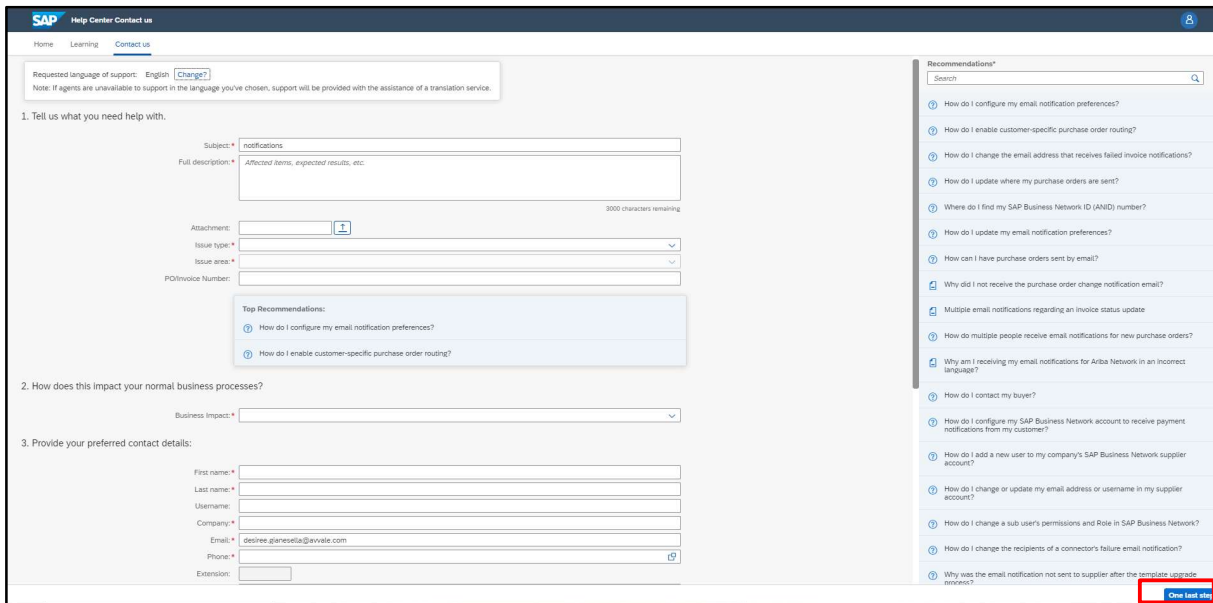


Figure 56: Ariba Assistance - 10


5. Select the contact method and click **Send**. If you choose “Phone” as contact method, you will be contacted on the phone number you provided when filling in your request data.



Note: You'll be contacted by Ariba only after submitting your request for assistance. In case you cannot answer Ariba's phone call, you'll have to submit a new request following the procedure above.

4.2 Problems with the creation of a new account/log-in

If you encounter problems when creating a new account or logging in, you can request assistance by taking the steps below:

1. Go to <https://supplier.ariba.com>
2. Click  in the top right-hand corner of the platform log-in page. If you don't view the icon, we recommend setting the page zoom to 90%.

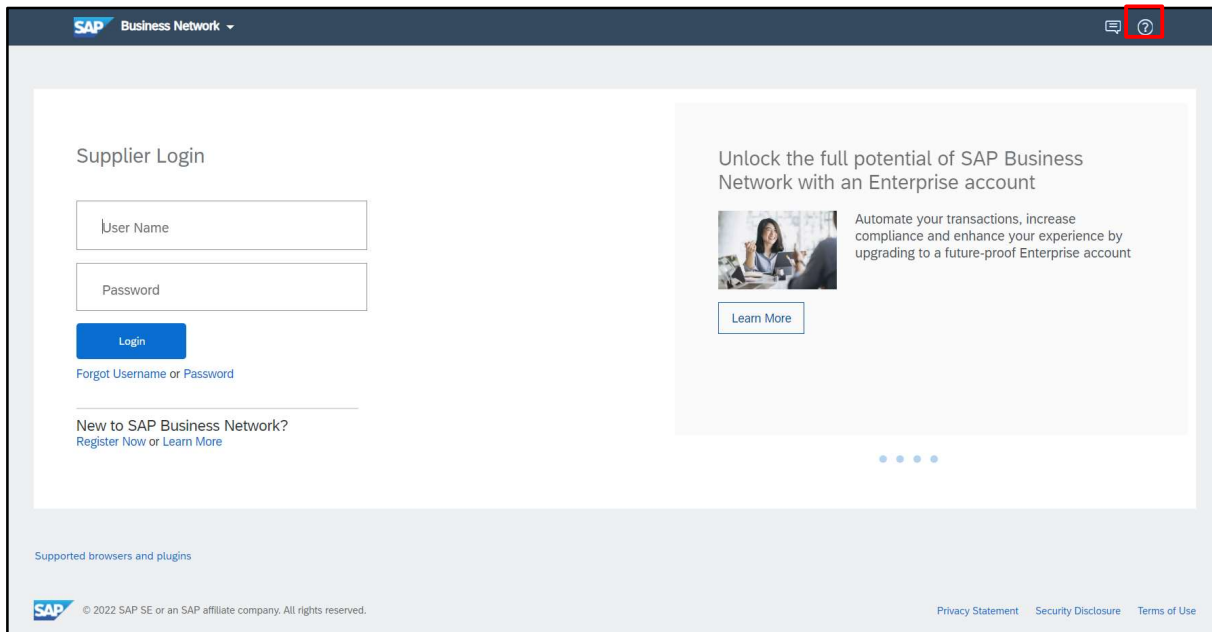


Figure 57: Ariba Assistance - 11

3. Click "Support" at the top of the Help menu.

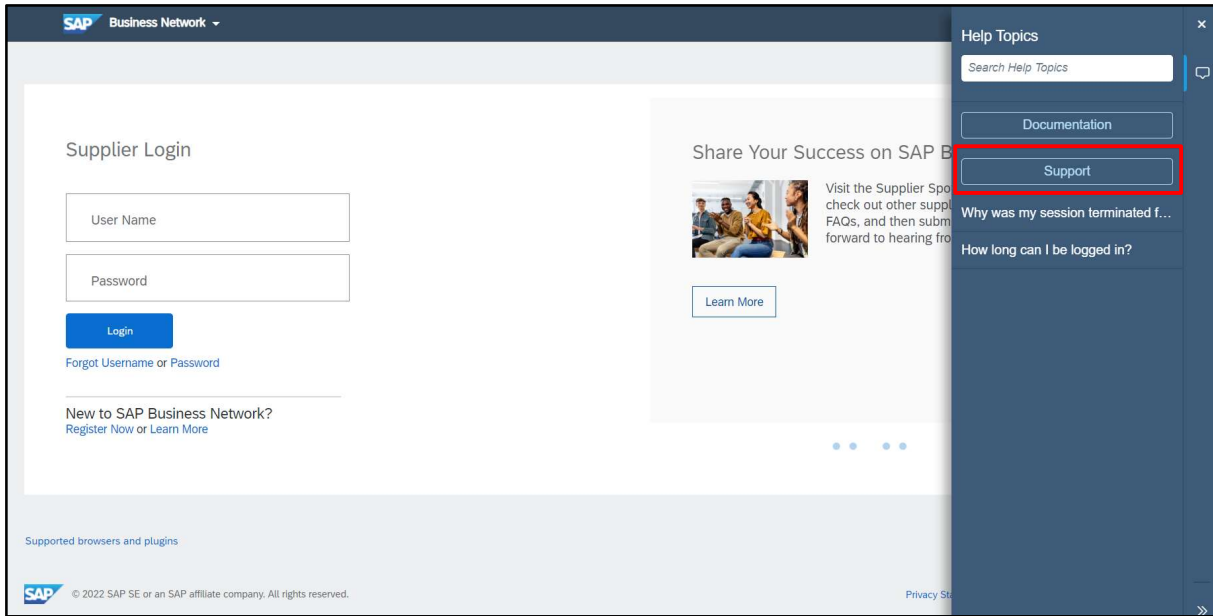


Figure 58: Ariba Assistance - 12

4. Click "Contact us".

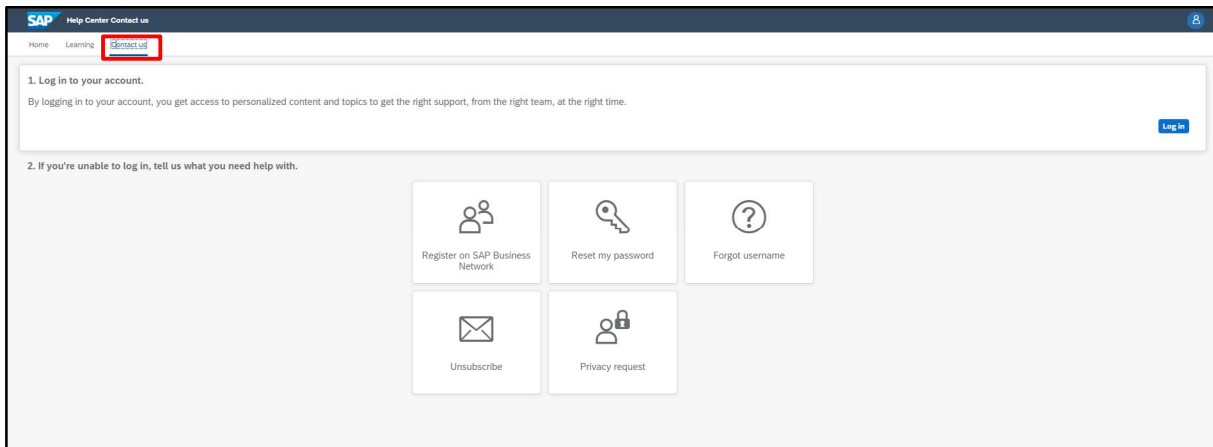


Figure 59: Ariba Assistance - 13

5. You'll view the following options: "Register on SAP Business Network", "Reset my password", "Forgot username", and "Unsubscribe".

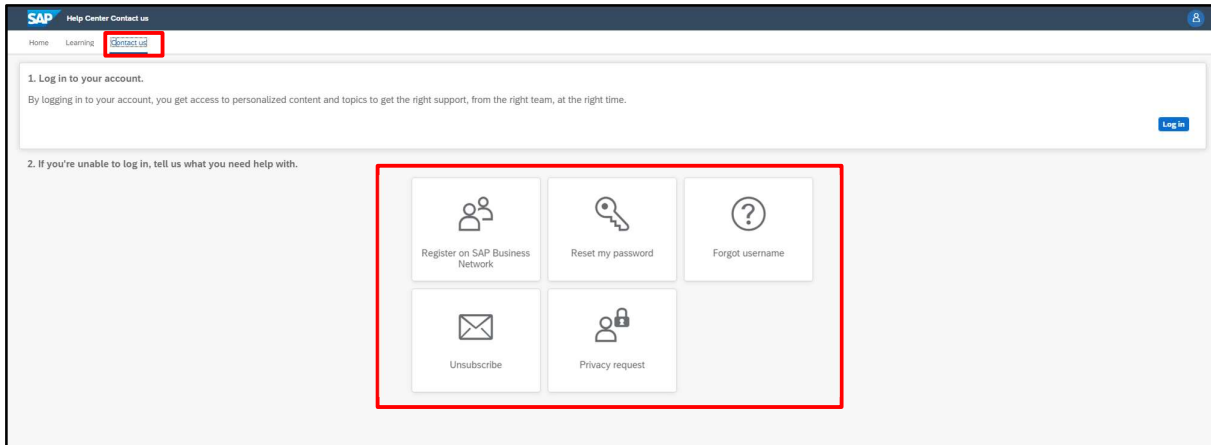


Figure 60: Ariba Assistance - 14

6. Select an option and click a button related to the question/problem in the “Choose from the options below to continue” section if you need more information or assistance.

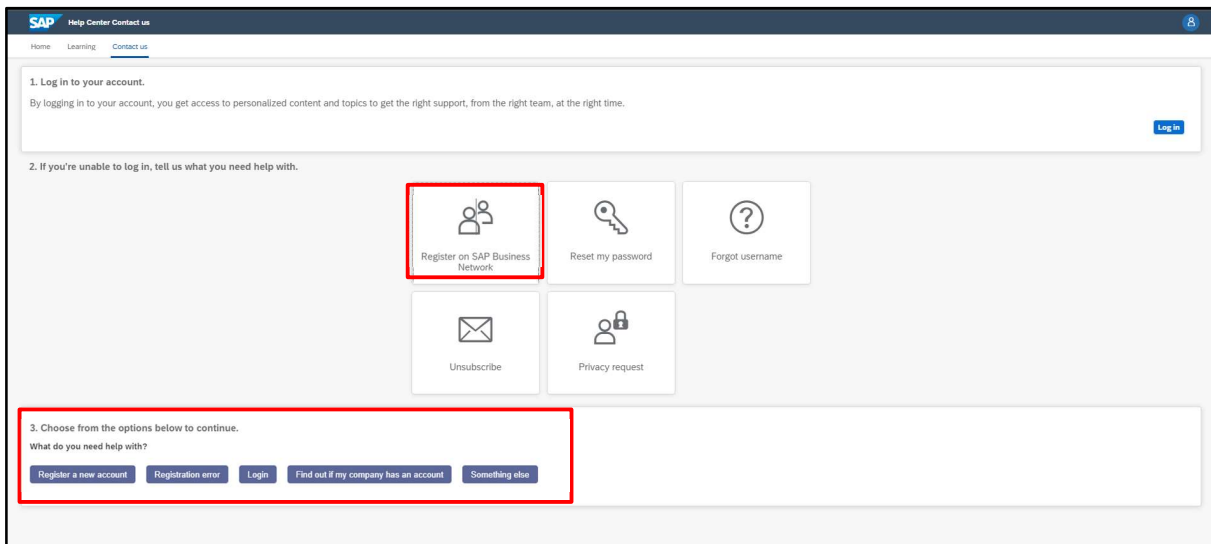


Figure 61: Ariba Assistance - 15

7. If, after reviewing the indicated steps, you still need assistance, select “Something else” and click “Create a Case”:

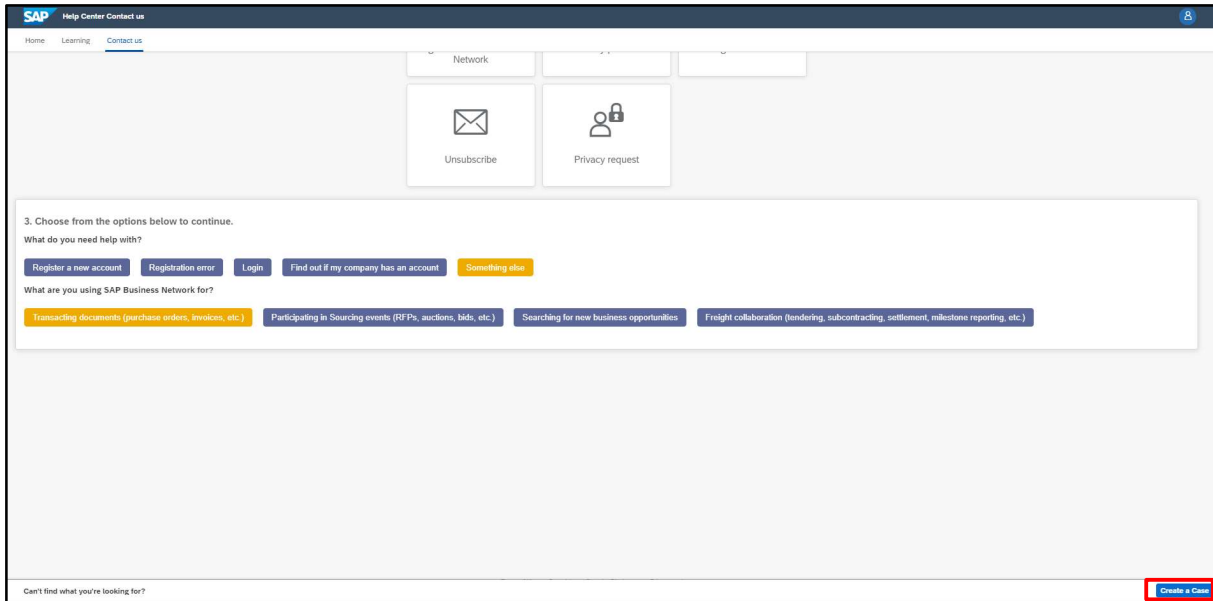


Figure 62: Ariba Assistance - 16

8. Fill out the form, adding as many details as possible

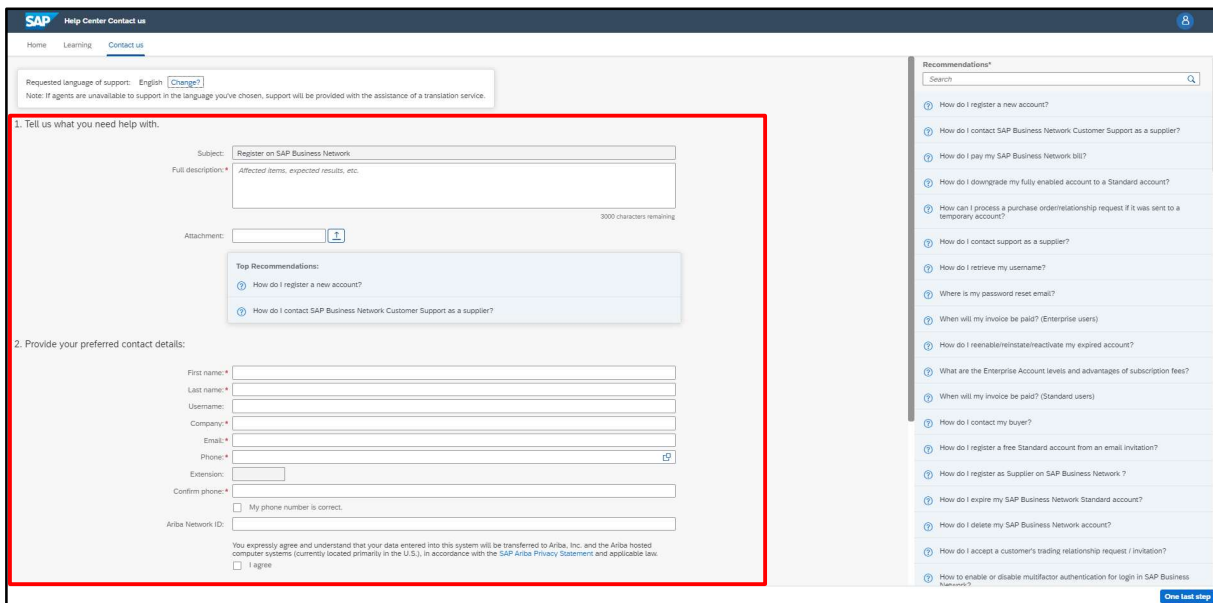


Figure 63: Ariba Assistance - 17

9. Click **“One last step”** in the bottom right-hand corner and select the contact method. Then click **“Send”**. If you choose **“Phone”** as contact method, you will be contacted on the phone number you provided when filling in your request data.





Note: You'll be contacted by Ariba only after submitting your request for assistance. In case you cannot answer Ariba's phone call, you'll have to submit a new request following the procedure above.

Figure 64: Ariba Assistance - 18

Click here for questions regarding when to contact the customer:

[Who do I contact when I have a question or issue? Ariba or the customer?](#)

Figure 65: Ariba Assistance - 19

