



Who to Contact for Further Assistance

For **opportunity / event content specific questions**, contact the City of Edmonton's Procurement representative through the SAP Ariba Event Message Board. Instructions on how to use Ariba Message board can be found in the "Ask questions through Message Board" section of [SAP Ariba 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 Ariba Network – Orders and Invoices
 - o Ariba 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 Ariba Supplier 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 Ariba Supplier account with topics such as *Introduction to SAP Ariba 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.