

# GET SHARP

SIMPLIFY, AUTOMATE AND  
DIGITISE OUR SUPPLY CHAINS



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## SAP Ariba Support Model

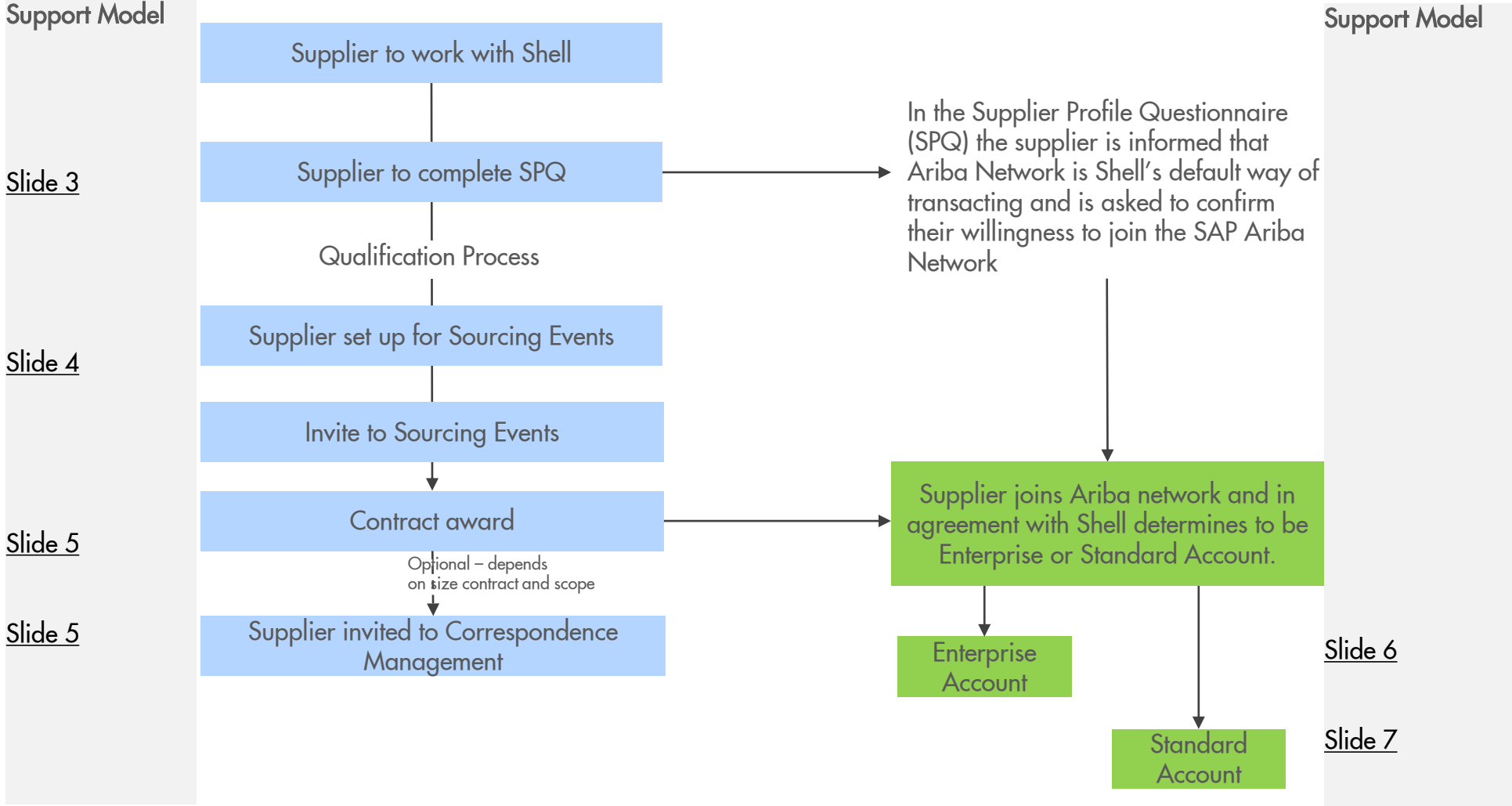
Guidance Document



# Shell – SAP Ariba Support Model

Content in this pack outlines the support model for Shell suppliers.

It covers the different stages of a supplier onboarding to the SAP Ariba network, along with the correct way to contact either Shell or SAP Ariba support.



# Supplier Profile Questionnaire (SPQ)

## Background

- Shell needs all potential and existing contract suppliers to complete the Supplier Profile Questionnaire (SPQ) prior to participating in Shell sourcing events that are managed via the Ariba Network
- The data provided by suppliers allows our mandatory Supplier pre-Qualification assessments to be conducted, and facilitates the supplier set-up in our ERP system (PO and Invoice payment system) should the supplier be awarded a contract
- The pack attached below provides additional information on the required data and the process
- For support with completing the SPQ please contact the Shell Supplier Data Specialist Team via: [SSSC-SUPPLIER-SUPPORT@shell.com](mailto:SSSC-SUPPLIER-SUPPORT@shell.com).
- **IMPORTANT:** to ensure timely payment of invoices, suppliers **MUST** maintain updated account information (e.g. payment and banking details, tax ID, etc.) in the Ariba SPQ; see attached Quick Reference Guide for more information

### Important:

- Please note that your SPQ account and PO Ariba account are two separate accounts



PDF File

# Supplier Invitation to Sourcing Event

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## Supplier Sourcing Registration Guide

- Shell uses SAP Ariba to manage its Sourcing and Procurement activities and to collaborate with Suppliers.
- In order for you to be a registered supplier with Shell you must either have an active ARIBA account or register for an ARIBA account.
- The guidance attached is an introduction to Supplier Sourcing Registration and includes instruction on setting up your ARIBA account for first time users as well as covering the log in process for existing users
- Please do check internally that your company does not already have an Ariba account established that you can be added as a user against. This check will benefit your organisation through minimising the volume of accounts and confusion when multiple buyer options are presented.



Sourcing  
Registration

# Sourcing & Correspondence Management Area (CMA) support

- Ariba is the primary source for support to Shell's suppliers. Log into the Ariba portal to find support through the 'Support Center'. Guidance includes an explanation on how to participate in e-tender/ e-auction.
- For queries specific to the CMA functionality and to the project/contract, suppliers must contact their Contracting & Procurement counterpart in Shell, as the Ariba support desk cannot answer these types of queries.
- Ariba will provide support to suppliers regarding navigation or technical issues in the supplier portal.

The screenshot shows the Ariba Support Center interface. It features a search bar at the top, a 'Support Center' section with a 'Start' button, and a 'My Open Service Requests' section. Below these are options for communication preferences: 'Email SAP Ariba Customer Support', 'Get help by live chat', and 'Get help by phone'. Five yellow callout boxes with arrows point to specific elements: 1. Search bar: 'Search the Ariba Exchange Community for self-service help options' (Product Documentation, videos, tutorials, step-by-step instructions or Q&A from other suppliers). 2. 'Start' button: 'Review and update your existing Service Requests' (Review your open SRs and request a follow-up to your SR via Email, Chat or Phone. The next available specialist follows-up). 3. 'My Open Service Requests' section: 'Send a written request to SAP Ariba Customer Support via webform'. 4. 'Get help by live chat' option: 'Start a live chat with SAP Ariba Customer Support' (Connect to a live chat service to discuss your questions live, in writing). 5. 'Get help by phone' option: 'Let us call you.' (Avoid waiting on the phone. Fill in a Short Description of your issue and your personal details. Hit Submit to request a callback from the next available specialist).

# Supplier Enablement support (for Enterprise Account suppliers)

Deployment phase: Getting started with Ariba



Shell.NAMER@ariba.com  
Shell.EMEA@ariba.com  
Shell.APAC@ariba.com  
Shell.LATAM@ariba.com

## Ariba Supplier Onboarding Agents

*(Assigned focal point for dedicated support during onboarding)*

- Supplier Fees
- Network Registration, configuration and features
- Initial Training



Working with Ariba



SAP Ariba Customer Support

## SAP Ariba Customer Support

*(See slide 5 for more details)*

- System availability, accounts & technical troubleshooting
- Refresher Training



Shell Global Vendor Help Desk (VHD)



APVendorHelpDesk@shell.com

- All Invoice and Payment related queries, where current status is not available in the Ariba Portal or needs clarification
- Where Ariba Customer Support is unable to help with document creation
- If necessary, The Helpdesk will forward internally to relevant Shell Expert

## Important:



- Suppliers are provided with Ariba's regional mailboxes prior to go-live
- After first successful invoice, deployment phase ends!

## Online Help

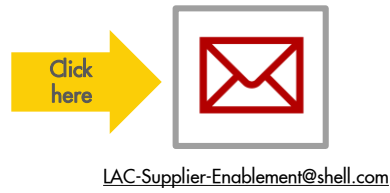
- Help Centre <http://supplier.ariba.com/>

## Online Help

- Real Time Invoice status is available in the Ariba Portal.

# Supplier Enablement support (for Standard Account suppliers)

Deployment phase: Getting started with Ariba

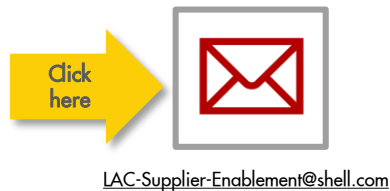


## Standard Account Deployment Agent

- Network Registration, configuration and features
- Initial Training



Working with Ariba



## Shell Supplier Support

- System availability, accounts & technical troubleshooting
- Refresher Training



Shell Global Vendor Help Desk (VHD)



- Invoice and payment status inquiries
- If necessary, HD forwards internally to relevant Shell Expert

## Important:

- Standard Account is also known as “Interactive Email” which is a no cost channel for suppliers with customers procuring via SAP Ariba. This SAP Ariba functionality will deliver purchase orders (PO) via a system generated email, and the ability for suppliers to view their last 50 transactions, in a single portal.
- Standard Account requires agreement from Shell.
- Standard Account can always be upgraded to Enterprise Account version to get full web portal navigation, integration, Catalogs and Ariba Seller

## Online Help

- Ariba Help Page and Form for technical issues  
[https://support.ariba.com/interactive\\_email](https://support.ariba.com/interactive_email)

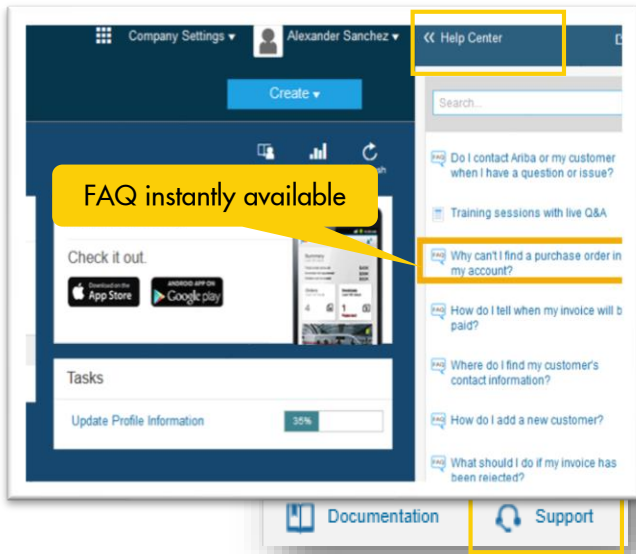
## Online Help

- Real Time Invoice status is available in the Ariba Portal.

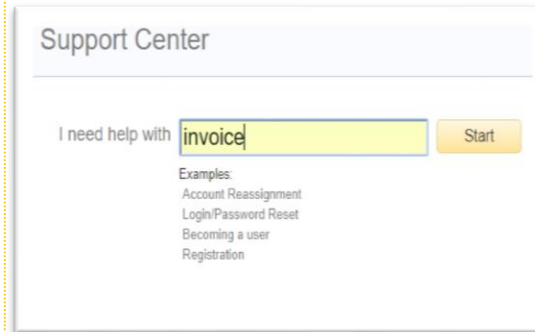


# Supplier Enablement support (Ariba Network)

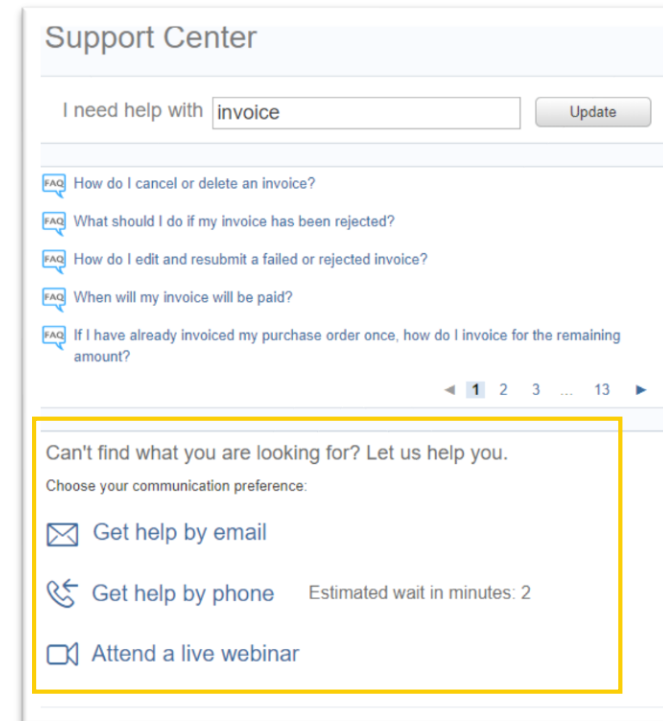
1. Log-in directly to your Ariba Network Account, open Help Centre (Top right corner) and click 'Support'



2. Enter the type of issue and click 'Start'









3. Review suggested solutions or request contact from Ariba Customer Support



- ✓ Available to all suppliers (both Standard and Enterprise Account) directly from their account, all information already pre-filled – just phone number and problem description to be added
- ✓ The next available support specialist will contact the supplier (call back function)
- ✓ Estimated wait time indicated
- ✓ The supplier can view all their open requests and request a follow up via phone or e-mail if needed
- ✓ Suppliers have access to Customer Support even before logging into their account through the Help Centre at [supplier.ariba.com](http://supplier.ariba.com)



Support Channel:	Questions related to:
<b>Supplier Profile Questionnaire</b>	
 <p><a href="mailto:SSSC-SUPPLIER-SUPPORT@shell.com">SSSC-SUPPLIER-SUPPORT@shell.com</a></p>	<ul style="list-style-type: none"> <li>• Supplier Profile Questionnaire</li> </ul>
<b>Enterprise Account Suppliers Support</b>	
 <p><b>Support <u>during</u> Deployment - Ariba Supplier Onboarding Agents</b></p> <p>North America <a href="mailto:Shell.NAMER@ariba.com">Shell.NAMER@ariba.com</a>  Europe, Middle East, Africa <a href="mailto:Shell.EMEA@ariba.com">Shell.EMEA@ariba.com</a>  Asia, Pacific, Australia or NZ <a href="mailto:Shell.APAC@ariba.com">Shell.APAC@ariba.com</a>  Latin America <a href="mailto:Shell.LATAM@ariba.com">Shell.LATAM@ariba.com</a></p>	<ul style="list-style-type: none"> <li>• Registration</li> <li>• Account econfiguration</li> <li>• Supplier fees</li> <li>• General Ariba queries</li> </ul>
 <p><b>Post Go-Live Support - SAP Ariba Customer Support</b></p> <p>Get help by email or phone  <a href="https://support.ariba.com/AUC_Support_Tab/Contact_Support/?product=Ariba+Network&amp;locale=en&amp;persona=&amp;visibility=&amp;ANID=">https://support.ariba.com/AUC_Support_Tab/Contact_Support/?product=Ariba+Network&amp;locale=en&amp;persona=&amp;visibility=&amp;ANID=</a></p>	<ul style="list-style-type: none"> <li>• Technical issues</li> <li>• Support after go-live (technical queries, account configuration, training)</li> </ul>
<b>Standard Account Suppliers Support</b>	
 <p><b>Shell support mailbox for Standard Account Suppliers</b>  <a href="mailto:LAC-Supplier-Enablement@shell.com">LAC-Supplier-Enablement@shell.com</a></p>	<ul style="list-style-type: none"> <li>• How to register &amp; set up Ariba account</li> <li>• How to process a PO &amp; submit an invoice</li> </ul>
 <p><b>Ariba's Support</b>  <a href="https://support.ariba.com/interactive_email">https://support.ariba.com/interactive_email</a></p>	<ul style="list-style-type: none"> <li>• Self-Help Tools</li> <li>• Technical system issues</li> </ul>
<b>All Suppliers</b>	
 <p><b>Shell Global Vendor Helpdesk (VHD)</b>  <a href="mailto:APVENDORHELPDESK@shell.com">APVENDORHELPDESK@shell.com</a></p>	<ul style="list-style-type: none"> <li>• All invoice and payment related queries</li> <li>• Process related (rather than Business)</li> <li>• Missing POs</li> <li>• ANID mismatch (ANID = Ariba Network Identification)</li> </ul>

