SAP Ariba Solutions

Ariba® Supplier Mobile App: Quick-Start Guide

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This quick-start guide will help you set up your Ariba® Supplier mobile app so you can begin transacting electronically with customers from anywhere. By taking these steps, you'll be able to track customer orders and invoices, receive alerts and notifications about your customer collaborations, confirm POs, pin documents to work on later, and access helpful content in the Ariba Exchange User Community.

Getting Started: Downloading and Authenticating Your App

1. Download the Ariba Supplier mobile app from either the Apple App Store or Google Play Store to your supported mobile device.
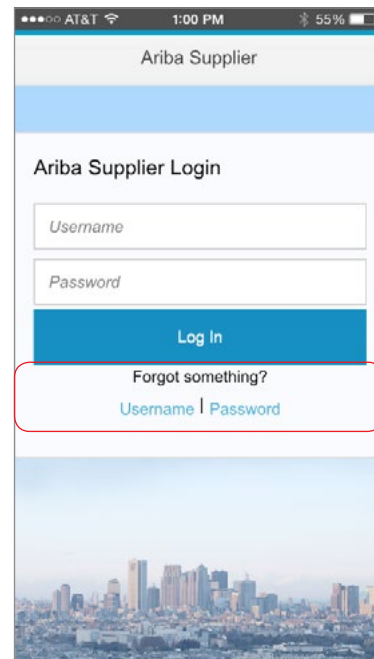
2. Once you have downloaded and selected the app, enter your Ariba Network username and password. If you do not have a username or password, contact your account administrator. Then click **Log In** to access your account.
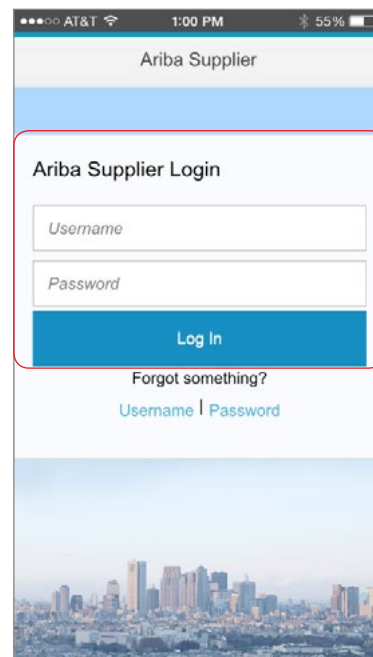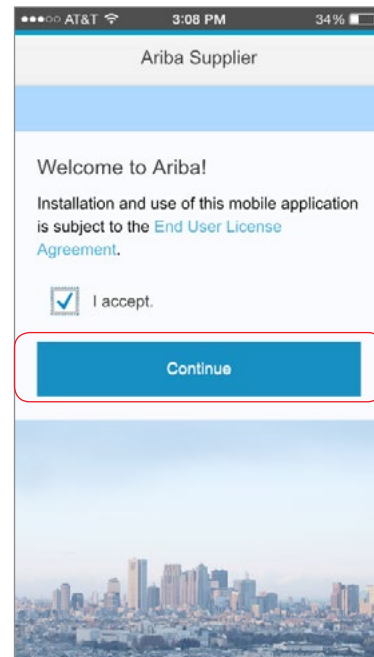
3. If you cannot remember your username or password, you can click on **Username** or **Password** under **Forgot something?** to retrieve them.

4. Next, check **I accept** to accept the end user license agreement for Ariba Supplier, and then click **Continue**.

5. Create a four-digit personal identification number (PIN). This will allow you to log in quickly and easily anytime without having to type in your username and password.
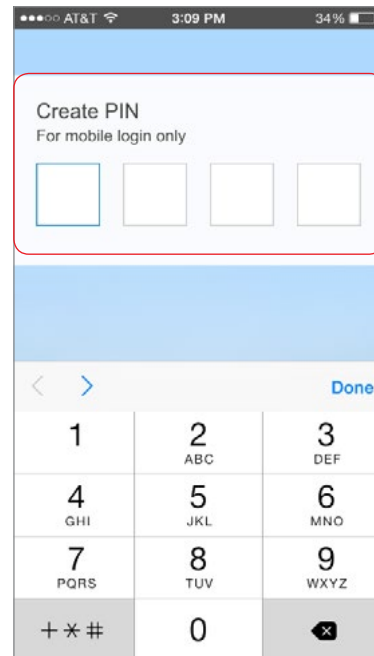
6. Reenter the four-digit PIN to verify it.

7. To enable Touch ID for login (if your device supports it), select **Yes** under **Use Touch ID**. This will allow you to access the app with either your fingerprint or your four-digit PIN.
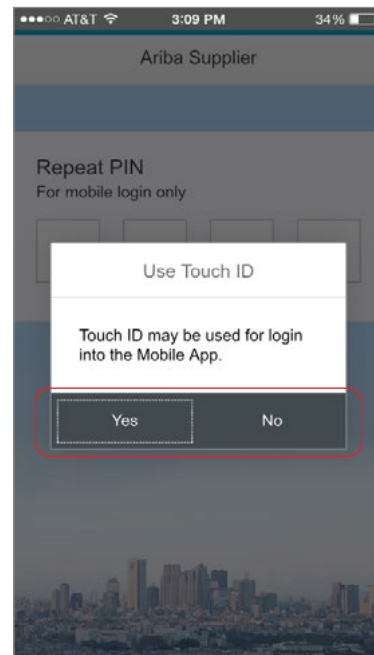
8. To change your login setup once complete, go in to your settings. To turn off Touch ID, slide the toggle from the right-hand on position (blue background) to the left-hand off position (gray background).
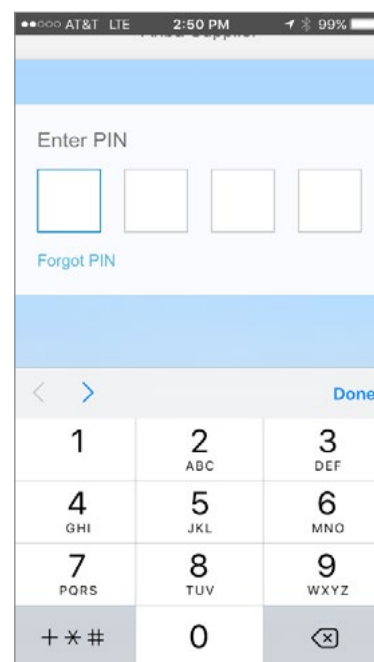
Using Ariba Supplier: Logging In
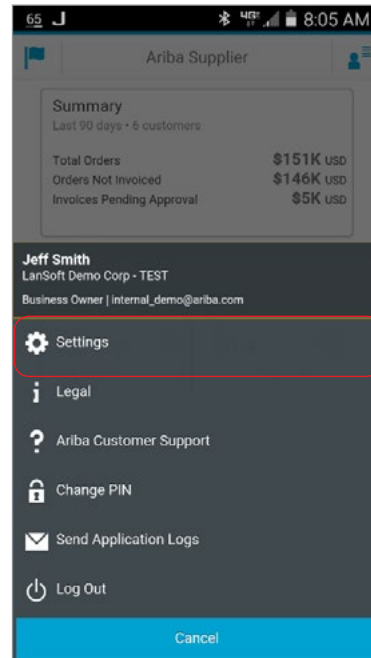
1. Tap on the tile to launch Ariba Supplier.

2. Enter your four-digit PIN or Touch ID to access the app.

3. To personalize your experience in Ariba Supplier, go to **Settings** and then select **Profile** to add your personal information.

Tip: You can also view the legal notification, get support, change your PIN, send mobile app logs, or log out of the mobile app. ⟶
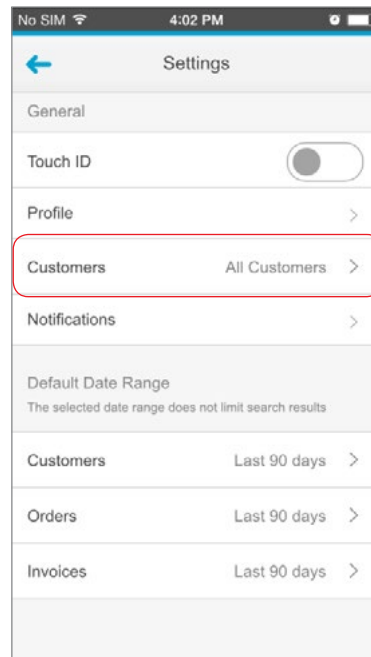
Using Ariba Supplier: Setting Up Alerts and Notifications

1. To receive notifications of any actions pertaining to customers, go in to **Settings**.
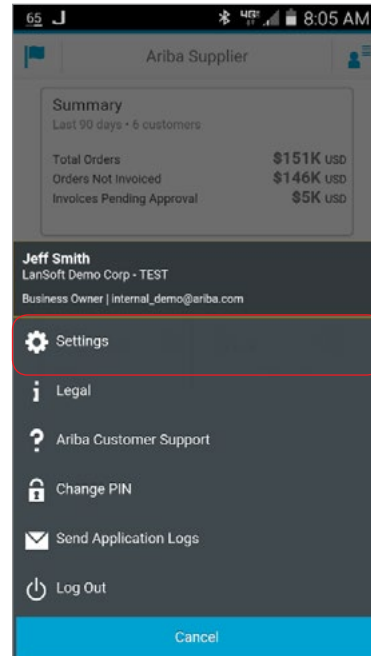
2. Click **Customers** to receive notifications for a specific customer or **All Customers** to receive notifications for any of your customers.

3. To define the notifications you want to see or receive in your mobile app, go to **Notification Preferences**, then enable and disable the preferences you would like by sliding the toggle to the right for on (blue background) or to the left for off (gray background).
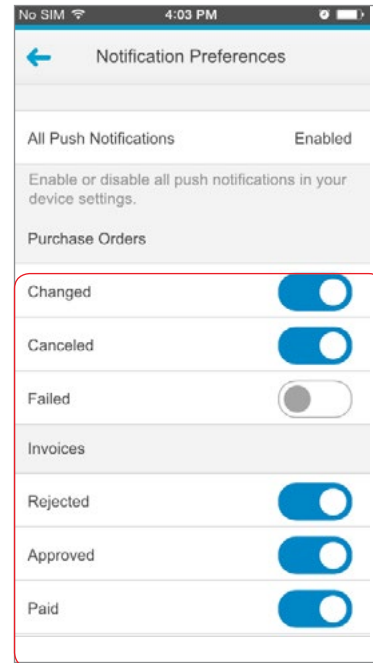
4. To see your notification feed – which displays all the notifications to which you have subscribed – go to the main dashboard and tap on the flag in the upper left-hand corner. You can have notifications pushed to you by enabling the push notifications in **Settings.**
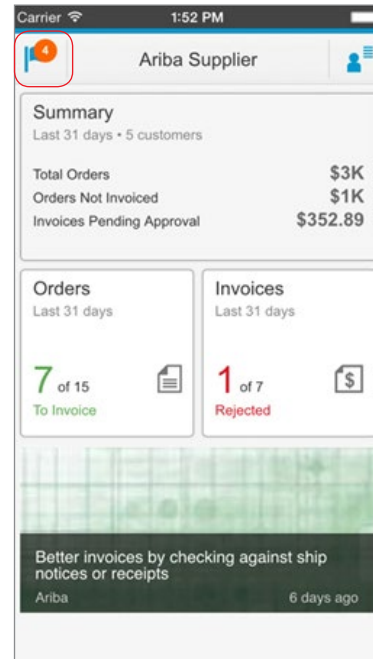
Using Ariba Supplier: Searching Documents

1. To locate an order or invoice, click on the **Orders** or **Invoices** tile.
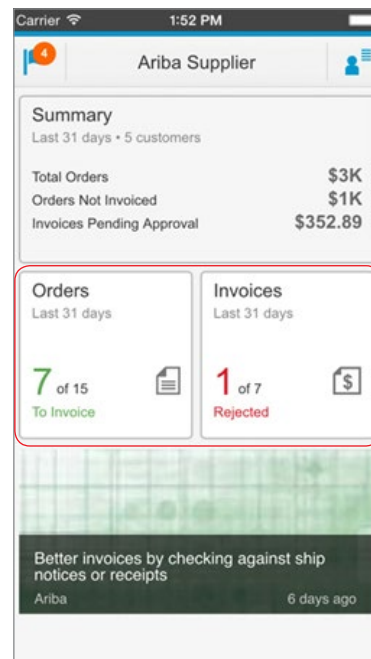
2. Tap on the search icon at the top of the screen and enter the order or invoice you are seeking.
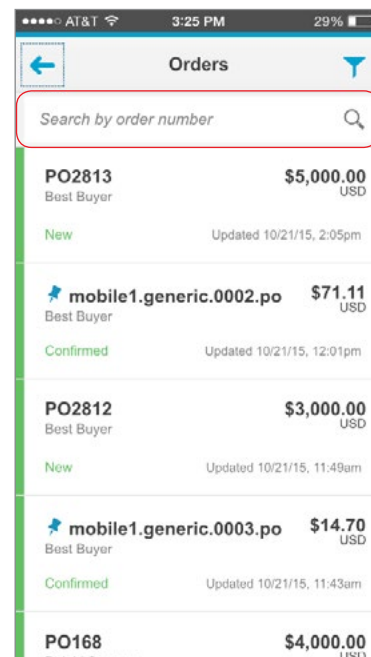
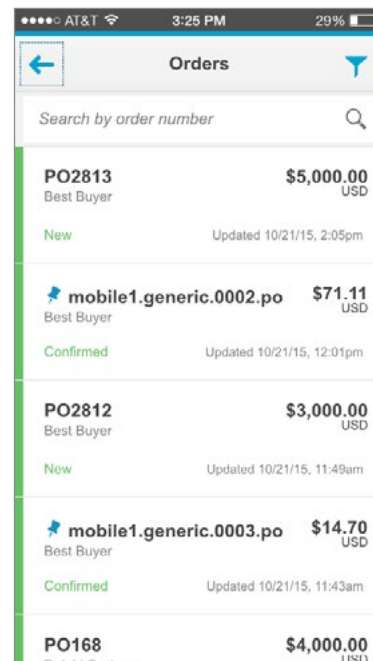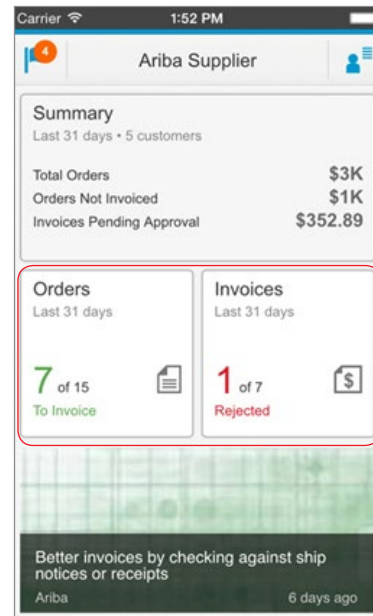3. To filter the list, tap on the filter icon in the top right-hand corner.
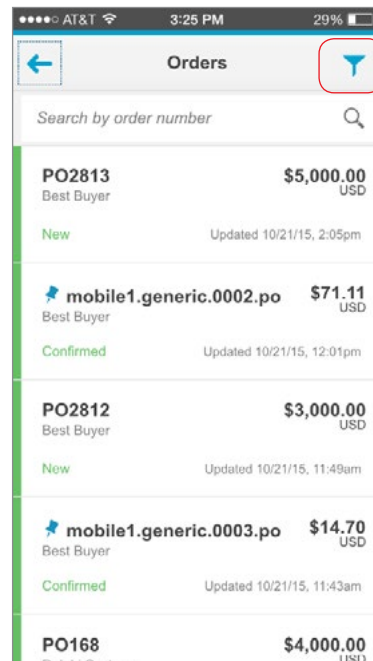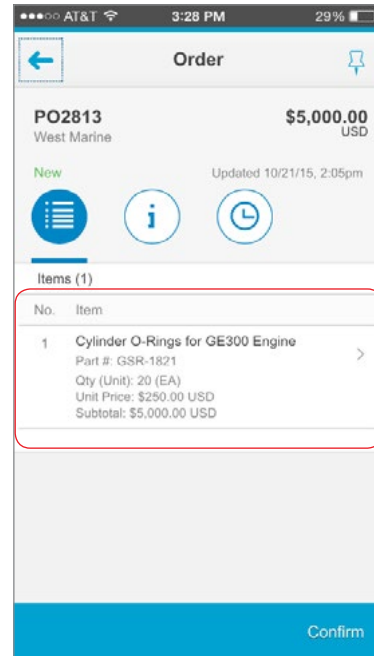
4. Select the filters you want.
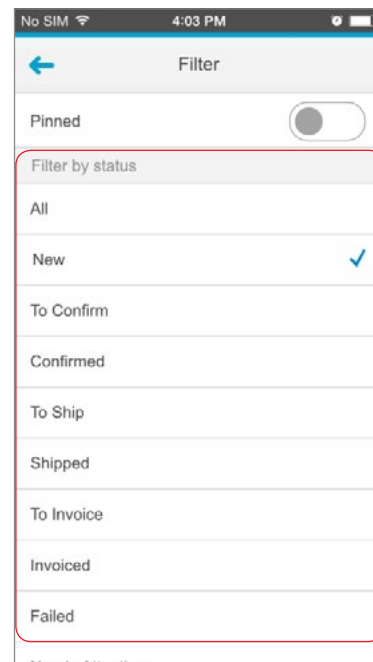
Using Ariba Supplier: Tracking Orders and Invoices

1. Tap on the **Orders** or **Invoices** tile to see your orders and invoices, with the most recent listed first.

2. To see more detailed information, tap on the order itself. This will display the PO name, amount, buyer, status, and most recent update.


3. Tap on the line item to see additional details.
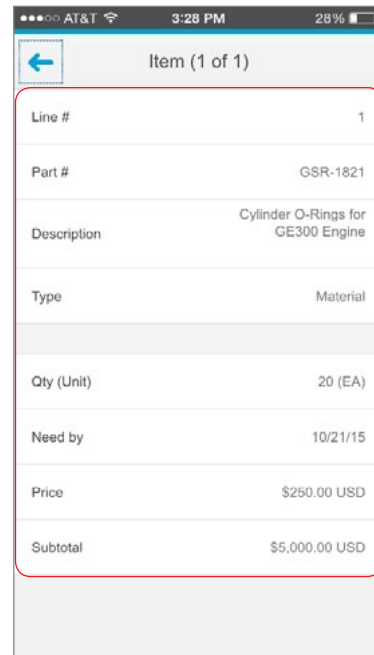
4. To troubleshoot rejected invoices on the go, click on **View Rejection Reason**. This will show you an itemized list of all the rejections that caused the invoice to fail, or a manual list of rejections provided by the buyer.
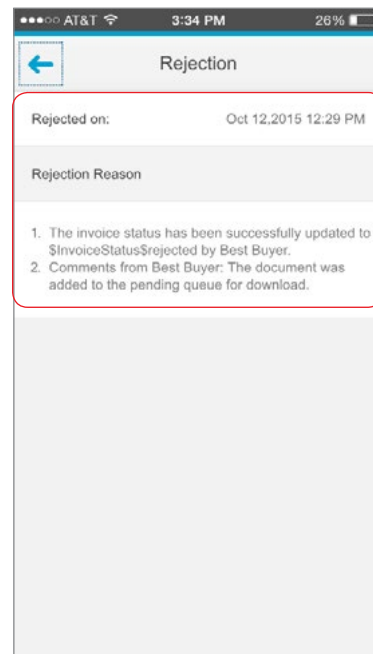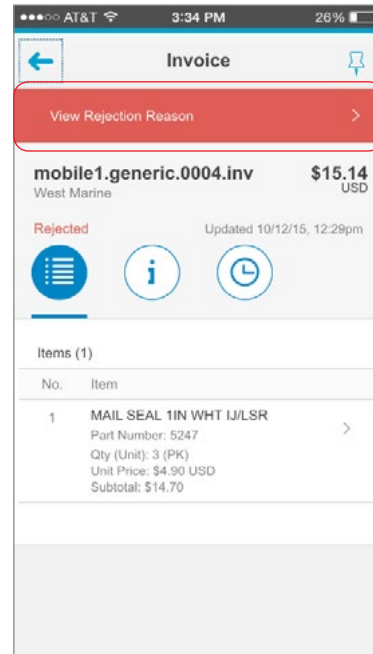
Using Ariba Supplier: Pinning Documents

1. To pin an order or invoice for later follow-up, click the pin icon in the upper right-hand corner.
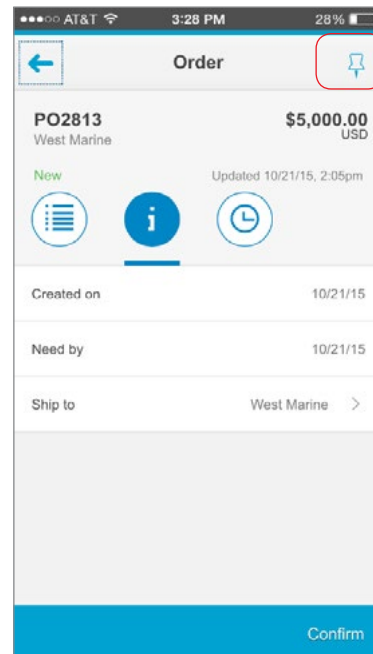
Tip: You can also access the pin icon by swiping to the right on any order or invoice from within the list that appears on the orders or invoices screen.

2. View the pinned order or invoice via the quick link that appears on the Web portal, accessible on your desktop.
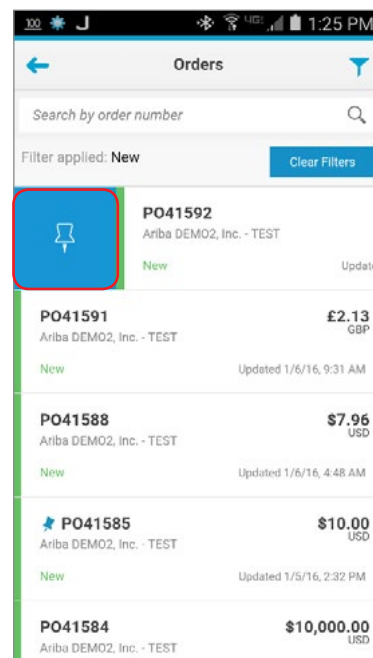
Using Ariba Supplier: Confirming POs

1. To confirm an order, select **Confirm** in the bottom right-hand corner.
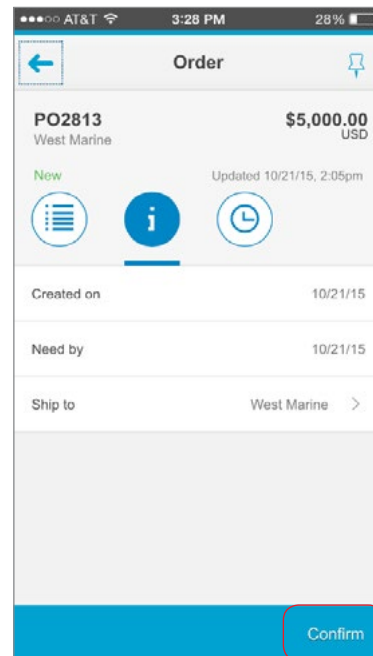
2. Enter the confirmation number, the estimated shipping date, and the estimated delivery date and provide any comments. Then select **Submit.**
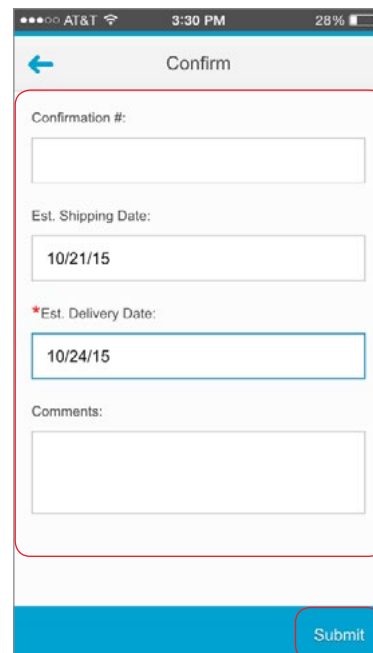
3. Tap on the **Timeline** button to get a history of the order. This shows you when the order was received and when it was confirmed. It also lists when the order was invoiced, was shipped, or had any other status changes.
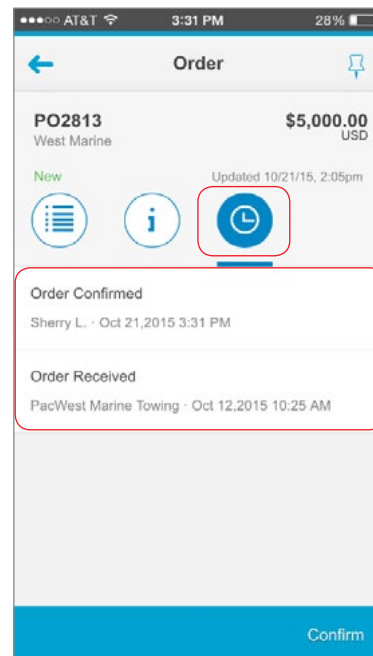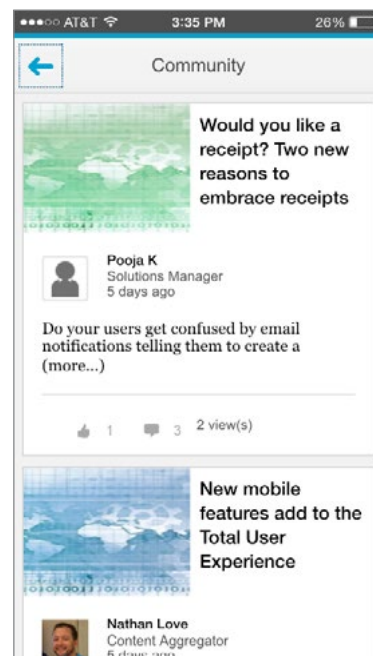
Using Ariba Supplier: Accessing Community Content

1. On the bottom of the dashboard, various "Spotlight" articles from the Ariba Exchange User Community will be displayed.
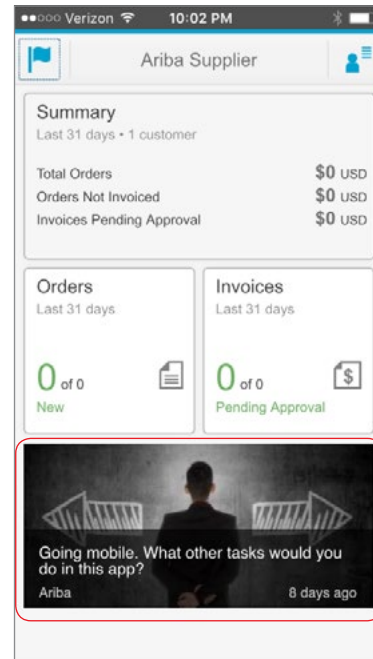
2. Tap on this tile to read, like, and comment on different articles while on the go.*

*The Ariba Exchange User Community is available in Chinese (Simplified), English, French, German, Italian, Japanese, Korean, Polish, Portuguese (Brazilian), Russian, and Spanish.

Using Ariba Supplier: Accessing Customer Support

1. To access Ariba Customer Support, click on the user icon in the upper right-hand corner of your device, and then select **? Ariba Customer Support.**
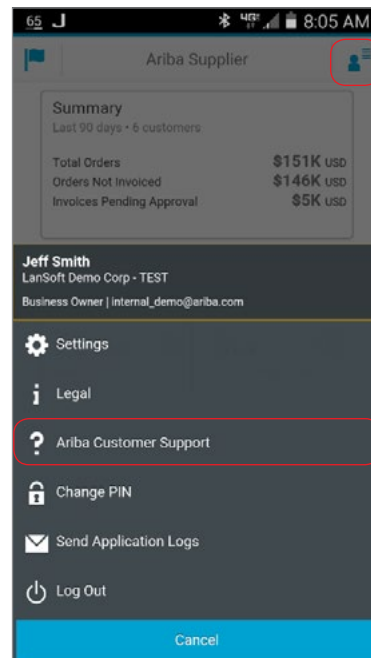
2. Click on the appropriate icons to access
   specific support options via FAQs, phone,
   or e-mail.

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