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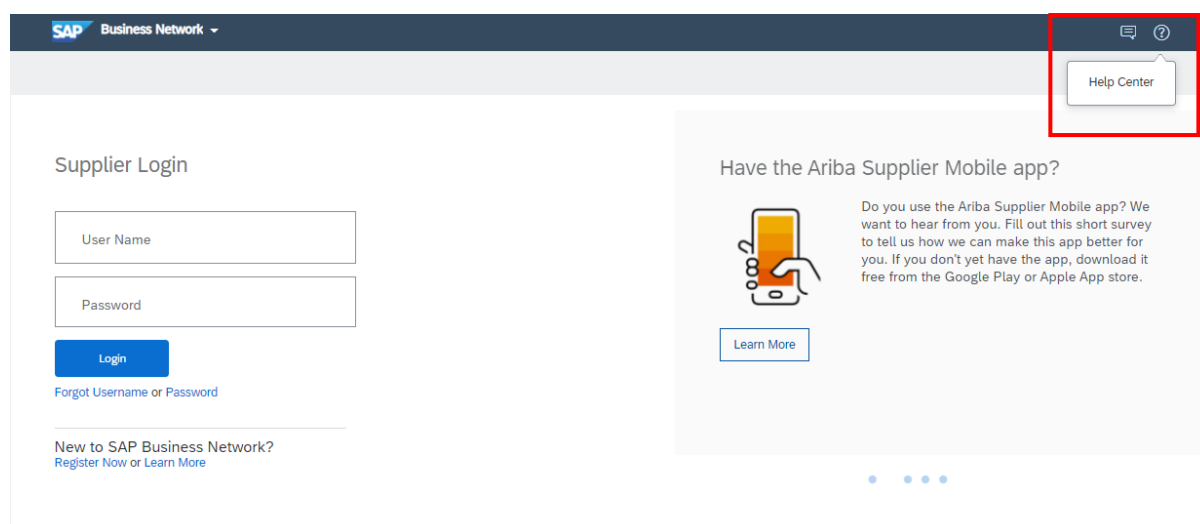
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FAQ on Gasunie.nl

On the Gasunie website you find answers to the frequently asked questions.

Support provided by Ariba Help Center

The Ariba Help Center is available through your Ariba Network account for in-depth questions about how Ariba operates. You can open the help center by clicking on the question mark icon. Here you will find more information about using Ariba. In the Knowledge Base you can search by topic and in the Learning section you will find video tutorials on a number of subjects.



Ariba is a product that is used by several companies. Gasunie has made specific adjustments in certain cases. However the video tutorials only show Ariba's generic operations. As a result, there may be minor deviations between the information in the Ariba Help Center and the actual situation. Changes to the product may also have not yet filtered through to the video tutorials.

The information provided in the Ariba Help Center comes under the responsibility of SAP Ariba. Gasunie has no influence on the information provided by SAP Ariba.

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How do I contact SAP Ariba Customer Support?

SAP Ariba only provides additional support to suppliers with an Enterprise account. You can request this support through the Support section of the Ariba Help Center. When you fill in your details, SAP Ariba will contact you. With a Standard account you can only report technical faults.

You have a Standard account and would still like to contact Customer Support at SAP Ariba? Go to Ariba Network login page but do not log in to your account. Go to the Help Center and choose the Support tab. When you fill in your details, SAP Ariba will contact you.

Please note: SAP Ariba Customer Support is usually provided in English.

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You have a question regarding the content of an order or a tender

If you have questions about a tender, an order or an invoice, you can approach your contact person within Gasunie. If your question concerns a tender, your contact will be the buyer and if it relates to an order, your contact will be the person who has commissioned the work.

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