Topic: Overview of SAP Ariba

Question: User cannot access the SAP Ariba dashboard after login.

Solution:

The issue might be caused by user permissions or browser compatibility. Verify user roles and permissions in SAP Ariba Administration. Ensure that the browser is compatible with SAP Ariba (preferably Google Chrome or Firefox).

T-Code: No specific T-Code, as SAP Ariba is accessed through a web-based interface.

Process Steps:

1. Log in to SAP Ariba.
2. Navigate to the "Administration" section.
3. Verify the user roles and permissions.
4. Confirm browser compatibility with SAP Ariba.

Question: Supplier unable to register on Ariba Network due to validation errors.

Solution:

Check the registration form for missing mandatory fields or incorrect data formats. Guide the supplier to complete all fields and ensure data is accurate.

T-Code: Not applicable for Ariba Network registration.

Process Steps:

1. Contact the supplier and obtain screenshots of the error.
2. Validate that all mandatory fields are completed.
3. Assist the supplier in correcting the data format.
4. Retry the registration process.

Question: User is receiving an error while attempting to create a purchase requisition in SAP Ariba.

Solution:

This issue could be due to incorrect user permissions or incomplete master data setup. Verify if the user has the necessary permissions to create purchase requisitions. Check if the relevant master data (such as supplier and material information) is properly configured.

T-Code: Not applicable, since SAP Ariba uses web-based actions instead of traditional T-Codes.

Process Steps:

1. Navigate to the "Administration" module in SAP Ariba.
2. Verify the permissions assigned to the user.
3. Validate the master data setup (supplier and material data).
4. If any discrepancies are found, correct them and retry the process.

Question: Unable to connect to Ariba Network from SAP ERP system for purchase order processing.

Solution:
Ensure that the integration settings between SAP ERP and SAP Ariba are properly configured. Confirm if the network communication parameters (like SAP Ariba Network ID and API keys) are correctly set.
T-Code: Use T-Code **SXMB_MONI** in SAP ERP to monitor integration messages.
Process Steps:

1. Access SAP ERP.
2. Run T-Code **SXMB_MONI** to monitor interface messages between SAP and Ariba Network.
3. Identify any failed communication attempts.
4. Update integration parameters if needed and reinitiate the purchase order process.

Question: User is unable to approve a requisition due to missing approval button in SAP Ariba.

Solution:
This can happen if the user is not assigned as an approver in the approval workflow. Confirm the approval workflow configuration and ensure that the correct user is assigned as an approver.
T-Code: Not applicable. Approval workflows are configured in SAP Ariba.
Process Steps:

1. Log in to SAP Ariba as an administrator.
2. Navigate to "Approval Workflow Settings."
3. Confirm the user's assignment as an approver.
4. If needed, add the user as an approver and notify them to retry the approval.

Question: Unable to upload a supplier catalog due to validation errors in SAP Ariba.

Solution:
Review the catalog file for mandatory fields and data format compliance. The error could be due to incorrect field values or missing data. Use the Ariba catalog validation tool for checking.
T-Code: Not applicable.
Process Steps:

1. Download the catalog template from SAP Ariba.
2. Cross-check all mandatory fields in the catalog file.
3. Use the catalog validation tool in Ariba to verify the file.
4. Fix any validation issues and retry the upload process.

Question: User facing timeout issues while accessing the SAP Ariba Supplier Registration page.
Solution:
This could be related to network connectivity or server performance. Test the network speed and confirm that there are no ongoing server issues. If the problem persists, increase the session timeout setting.
T-Code: Not applicable.
Process Steps:

1. Confirm network speed with the user.
2. Check the status of SAP Ariba servers in the "System Health" section.
3. If necessary, extend the session timeout setting under "System Configuration."

Question: Supplier is unable to respond to a sourcing event in SAP Ariba.
Solution:
The issue could be due to event-specific settings or incorrect supplier invitation. Verify that the supplier is correctly invited and that the sourcing event is open and active.
T-Code: Not applicable.
Process Steps:

1. Go to the sourcing event details in SAP Ariba.
2. Verify the supplier's participation status.
3. Ensure the sourcing event is still active.
4. If necessary, re-invite the supplier to the event.

Question: Unable to create a new contract workspace due to missing fields in the template.
Solution:
Check the contract template configuration to confirm that all required fields are properly set up. Ensure the user is using the correct version of the template.
T-Code: Not applicable.
Process Steps:

1. Access the "Templates" section in SAP Ariba.
2. Open the specific contract template.
3. Confirm that all mandatory fields are included.
4. If necessary, update the template and save the changes.

Question: User cannot find a specific supplier in SAP Ariba Network during supplier enablement.

Solution:

Confirm that the supplier has registered on the Ariba Network and that their profile is active. Ensure that the supplier is not blocked or deactivated.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Management" in SAP Ariba.
2. Search for the supplier using their name or ID.
3. Verify if the supplier's profile is active.
4. Contact the supplier if further action is required.

Question: Unable to update supplier performance metrics in SAP Ariba Supplier Management.

Solution:

This issue might be due to missing access permissions or incorrectly configured supplier KPIs. Verify that the user has the necessary permissions and check the KPI setup.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Supplier Management."
2. Verify the user permissions related to performance metrics.
3. Check the KPI settings for correctness.
4. Update the necessary fields and save the changes.

Question: User unable to initiate a payment task after the invoice approval in SAP Ariba.

Solution:

Ensure the integration between SAP Ariba and the payment system is active. Verify that all required invoice details are filled correctly and there are no errors in the invoice data.

T-Code: Not applicable for SAP Ariba payment processing.

Process Steps:

1. Check the invoice data for completeness.
2. Verify the integration settings between Ariba and the payment system.
3. Correct any invoice errors.
4. Retry initiating the payment task.

Topic: Benefits of Using SAP Ariba

Question: User is unsure about how to track cost savings using SAP Ariba.

Solution:

SAP Ariba provides reporting tools to help track cost savings. The user should use the Spend Analysis and Savings Tracking functionality. Educate the user on how to access these reports and customize them.

T-Code: Not applicable.

Process Steps:

1. Log in to SAP Ariba and navigate to "Reporting and Analytics."
2. Select "Spend Analysis" to view potential savings opportunities.
3. Customize the report filters to match specific criteria.
4. Save the report for future tracking.

Question: Supplier concerned about high registration fees on Ariba Network.

Solution:

Explain the benefits of SAP Ariba Network, such as better visibility, streamlined procurement processes, and access to global buyers. Justify the fees with the value that suppliers receive.

T-Code: Not applicable.

Process Steps:

1. Prepare a summary of benefits of SAP Ariba Network for suppliers.
2. Schedule a call or meeting to walk the supplier through the benefits.
3. Address any specific concerns regarding cost with tailored examples.

Question: User unable to understand the benefits of using SAP Ariba over traditional procurement methods.

Solution:

Highlight the key benefits such as improved efficiency, real-time collaboration, cost savings, and data-driven decision-making. Provide a demo if needed.

T-Code: Not applicable.

Process Steps:

1. Schedule a demonstration session for the user.
2. Compare traditional procurement vs. SAP Ariba on key metrics.
3. Illustrate examples where Ariba made significant improvements.

Question: Difficulty in getting suppliers to adopt SAP Ariba.

Solution:
Provide information on SAP Ariba's supplier benefits such as reduced transaction times, increased visibility, and more efficient communication. Share testimonials from existing suppliers who have successfully adopted the platform.
T-Code: Not applicable.
Process Steps:

1. Collect testimonials from suppliers already using SAP Ariba.
2. Share the benefits of SAP Ariba with hesitant suppliers.
3. Provide a guided registration to help ease the process.

Question: Confusion about how SAP Ariba helps in reducing procurement cycle time.

Solution:
Explain that SAP Ariba automates manual tasks, streamlines approval workflows, and provides real-time data access, which significantly reduces procurement cycle time.
T-Code: Not applicable.
Process Steps:

1. Prepare a presentation showing typical procurement cycle times.
2. Demonstrate how automation features in SAP Ariba shorten these times.
3. Share real case studies where cycle time was significantly reduced.

Question: User questions the security of data shared on SAP Ariba Network.

Solution:
Explain SAP Ariba's data encryption protocols, compliance with global data security standards, and regular audits for security.
T-Code: Not applicable.
Process Steps:

1. Provide a document detailing SAP Ariba's security measures.
2. Highlight compliance with global standards like ISO, GDPR, etc.
3. Offer additional technical resources for further assurance.

Question: User is unable to utilize dynamic discounting feature for early payment benefits.

Solution:
Ensure that the supplier is configured for dynamic discounting and that terms for early payment are set up. Guide the user to activate and manage dynamic discounting in their settings.
T-Code: Not applicable.
Process Steps:

1. Go to "Discount Management" in SAP Ariba.
2. Verify that dynamic discounting is enabled for the specific supplier.
3. Guide the user in setting up discount terms for early payment.

Question: User is unaware of collaboration tools available in SAP Ariba.
Solution:
Inform the user about collaboration tools such as messages, shared workspaces, and alerts that can help improve communication between suppliers and buyers.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and navigate to "Collaboration Tools."
2. Demonstrate how to send messages and create shared workspaces.
3. Explain how to set up alerts for important procurement activities.

Question: Procurement team wants to reduce maverick spend but lacks insight on how SAP Ariba can help.
Solution:
Explain how Ariba's centralized purchasing and catalog management can help standardize purchases, thereby reducing maverick spend.
T-Code: Not applicable.
Process Steps:

1. Show the procurement team how to access centralized catalogs in SAP Ariba.
2. Set up policies and guided buying workflows.
3. Demonstrate reports that help identify maverick spending.

Question: Confusion over how SAP Ariba can help in meeting sustainability goals.
Solution:
Explain that SAP Ariba supports sustainability by providing insights into suppliers' environmental compliance and by allowing companies to prioritize suppliers who meet sustainability standards.
T-Code: Not applicable.
Process Steps:

1. Show how to use Ariba Supplier Management for sustainability tracking.
2. Highlight the sustainability certifications that can be included in supplier profiles.
3. Demonstrate reporting tools for evaluating suppliers on sustainability metrics.

Topic: SAP Ariba Product Suite

Question: User is confused about the different products available in the SAP Ariba suite.

Solution:

Provide an overview of the main products in the SAP Ariba suite, including Procurement, Sourcing, Contracts, Supplier Management, and Spend Analysis. Share a product comparison chart.

T-Code: Not applicable.

Process Steps:

1. Prepare a document with an overview of the SAP Ariba Product Suite.
2. Highlight the features of Procurement, Sourcing, Contracts, etc.
3. Provide a product comparison chart to explain differences.

Question: User unable to access SAP Ariba Contracts despite having an account in SAP Ariba.

Solution:

Verify if the user's account has access to the Ariba Contracts module. If not, assign the correct role that provides access to Ariba Contracts.

T-Code: Not applicable.

Process Steps:

1. Log in to SAP Ariba Administration.
2. Check user roles under the "User Management" section.
3. Assign the appropriate role for "Ariba Contracts" if it is missing.
4. Save changes and have the user try again.

Question: Supplier is unaware of how to manage catalogs using SAP Ariba Catalog Management.

Solution:

Provide a step-by-step guide for managing supplier catalogs, including uploading catalog files, modifying product information, and ensuring compliance with buyer standards.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Catalog Management" in SAP Ariba.
2. Click "Upload New Catalog" to start the upload process.
3. Follow the prompts to edit product details or update pricing.
4. Validate and publish the catalog to make it accessible.

Question: Confusion regarding the difference between Ariba Sourcing and Ariba Procurement.
Solution:
Explain that Ariba Sourcing focuses on managing sourcing events, RFQs, and supplier evaluation, while Ariba Procurement is about managing purchase requisitions, orders, and invoice approvals.
T-Code: Not applicable.
Process Steps:

1. Provide definitions for both Ariba Sourcing and Ariba Procurement.
2. Highlight key features of each and their use cases.
3. Share relevant use-case scenarios for better understanding.

Question: User unable to use Ariba Spend Analysis due to missing data classification.
Solution:
Ensure that spend data has been correctly classified and uploaded. The Spend Analysis tool requires accurate and complete data to generate insights.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Spend Analysis" in SAP Ariba.
2. Verify that all relevant spend data has been uploaded.
3. Check that spend data is classified correctly under various categories.
4. If needed, assist in re-classifying data to correct the issue.

Question: User cannot create a new sourcing event in SAP Ariba Sourcing.
Solution:
This could be due to missing permissions or an expired license for the Ariba Sourcing module. Verify access rights and ensure that the user's license is active.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba as an administrator.
2. Check the user's role and permissions for creating sourcing events.
3. Verify the status of the Ariba Sourcing module license.
4. Renew the license if necessary and grant permissions.

Question: Supplier is unable to qualify for a sourcing event in SAP Ariba Supplier Management.

Solution:

Verify that the supplier has completed all necessary registration steps and that they meet the qualification criteria defined for the sourcing event.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Supplier Management."
2. Check the supplier's registration status and qualification details.
3. Ensure that all mandatory fields are completed.
4. Guide the supplier to update missing details.

Question: User is not receiving alerts for new sourcing events in Ariba Sourcing.

Solution:

Check the notification settings in SAP Ariba and ensure that the user's email address is correctly entered. Verify if alerts are enabled for new sourcing events.

T-Code: Not applicable.

Process Steps:

1. Go to "Notification Settings" under the user's profile.
2. Verify that "Sourcing Event Alerts" is enabled.
3. Confirm that the correct email address is set up for notifications.
4. Update settings if necessary and save.

Question: User unable to access supplier performance ratings in SAP Ariba Supplier Management.

Solution:

Verify if the user has permissions to view supplier performance data. Ensure that the supplier performance rating is set to be visible to all relevant stakeholders.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Supplier Management" in SAP Ariba.
2. Check the user's permissions for accessing performance data.
3. Update user roles if necessary.
4. Verify that supplier ratings are published for visibility.

Question: Confusion about how to link a contract to a purchase order in SAP Ariba Contracts.
Solution:
Explain that linking contracts to purchase orders requires setting up the contract with specific reference fields that can be mapped to purchase orders in SAP Ariba Procurement.
T-Code: Not applicable.
Process Steps:

1. Go to "Contract Management" in SAP Ariba.
2. Open the specific contract and navigate to "Contract Settings."
3. Ensure that the reference fields are filled out correctly.
4. Save changes, then create a purchase order and link the contract using reference information.

Topic: Key Features and Functionalities

Question: User is unable to configure approval workflows for purchase requisitions.
Solution:
Ensure that the user has the required permissions to create or modify approval workflows. Guide the user through configuring workflows using the "Approval Rules" section.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and navigate to "Approval Rules."
2. Select "Create New Workflow" and set the conditions.
3. Define approvers and approval thresholds.
4. Save the workflow configuration.

Question: Unable to perform a guided buying request due to missing catalogs.
Solution:
Verify that the catalogs are correctly linked to guided buying. If catalogs are missing, update catalog content and link it to guided buying.
T-Code: Not applicable.
Process Steps:

1. Access "Catalog Management" in SAP Ariba.
2. Verify that all relevant catalogs are uploaded and published.
3. Link the catalogs to the guided buying category.
4. Re-attempt the guided buying request.

Question: User cannot access SAP Ariba reporting features for analyzing procurement data.
Solution:
Verify the user has the proper permissions to access reporting tools. Check if the reporting module is active for the user's profile.
T-Code: Not applicable.
Process Steps:

1. Navigate to "User Management" in SAP Ariba.
2. Verify if the user role includes reporting access.
3. Update the user role to include reporting access if missing.
4. Save changes and instruct the user to try again.

Question: Supplier unable to see auction details when bidding on a sourcing event.
Solution:
Verify if the supplier has accepted the invitation to the sourcing event. Ensure that the auction visibility settings are correct and that the supplier has access to all event details.
T-Code: Not applicable.
Process Steps:

1. Check if the supplier has accepted the event invitation.
2. Navigate to "Sourcing Event Settings."
3. Confirm that auction details are visible to all invited suppliers.
4. Assist the supplier in accessing the auction page.

Question: User unable to add custom fields to the requisition form in guided buying.
Solution:
Custom fields must be configured in the form template settings. Ensure that the user has permission to modify form templates and guide them through the steps.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Form Templates" in SAP Ariba.
2. Open the requisition form template.
3. Click "Add Custom Field" and fill in the necessary details.
4. Save and publish the updated template.

Question: Unable to activate notifications for sourcing events.
Solution:
Check the user's profile settings and ensure that notifications are enabled for sourcing events. Verify email addresses for receiving notifications.
T-Code: Not applicable.
Process Steps:

1. Go to the user's profile and select "Notification Preferences."
2. Enable notifications for sourcing events.
3. Verify the email address is correct.
4. Save changes to activate notifications.

Question: Supplier not receiving purchase orders generated through Ariba Procurement.
Solution:
Ensure that the supplier's Ariba Network ID is correctly linked to their account. Verify that the purchase orders are being transmitted correctly and that there are no communication issues.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Management" in SAP Ariba.
2. Search for the specific supplier and verify their Network ID.
3. Ensure that the supplier is set to receive electronic purchase orders.
4. If necessary, resend the purchase order manually.

Question: User facing difficulty in understanding contract compliance tracking in SAP Ariba Contracts.
Solution:
Explain that contract compliance in Ariba involves tracking whether purchase orders are aligned with contract terms. Provide a step-by-step guide on accessing compliance reports.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Contract Management" in SAP Ariba.
2. Open the specific contract and click "Compliance Tracking."
3. Review the details of purchase orders and their compliance with the contract.
4. Use reporting tools to track compliance metrics.

Question: Buyer unable to create sourcing requests in guided buying interface.
Solution:
Verify that the user role has permissions to create sourcing requests. If necessary, update user roles to provide access to the guided buying sourcing request feature.
T-Code: Not applicable.
Process Steps:

1. Go to "User Management" in SAP Ariba.
2. Verify the permissions for the user role related to guided buying.
3. Assign the "Sourcing Request" permission if it is missing.
4. Save changes and notify the buyer to try again.

Question: User unable to create or modify supplier performance scorecards in Supplier Management.
Solution:
Ensure that the user has the appropriate role to create or modify scorecards. Guide the user through the Supplier Performance section to create or update scorecards.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Management" and open "Performance Management."
2. Verify the user's permissions to create or edit scorecards.
3. Click "Create Scorecard" and enter performance criteria.
4. Save the scorecard for use in supplier evaluations.

Topic: Overview of Ariba Network

Question: Supplier cannot access the Ariba Network portal after registration.
Solution:
Confirm that the supplier registration is complete and that the account is active. Verify email addresses for account activation and ensure there are no pending verifications.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and navigate to "Supplier Management."
2. Search for the supplier's profile.
3. Verify the registration status and whether the account is activated.
4. Resend the activation link if necessary.

Question: User is unable to locate the Ariba Network ID (ANID) for a supplier.
Solution:
Guide the user to search for the supplier profile in the Ariba Network and retrieve the ANID from the supplier's details page.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba Network.
2. Go to "Supplier Management."
3. Search for the supplier by name or email.
4. Locate the ANID from the supplier's profile.

Question: Buyer cannot find historical transaction data for orders processed through the Ariba Network.
Solution:
Ensure that the "Transaction History" option is enabled for the buyer's profile. Guide the user to navigate to the history section and filter transactions.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Transaction History" in Ariba Network.
2. Ensure the user is filtering by the correct time frame.
3. Verify that the historical data feature is enabled for their account.
4. Assist in exporting the data if needed.

Question: Supplier complains about missing purchase orders on the Ariba Network.
Solution:
Check if the purchase orders were successfully transmitted. Verify that the supplier's Network ID is correct and that they are connected to the buyer's account.
T-Code: Not applicable.
Process Steps:

1. Go to "Purchase Order Management" in Ariba Network.
2. Search for the missing purchase orders by their number.
3. Confirm that the supplier's ANID is linked to the order.
4. Resend the purchase order if it was not successfully transmitted.

Question: User is unable to understand how the Ariba Network facilitates communication between suppliers and buyers.

Solution:

Explain that the Ariba Network offers messaging tools and shared workspaces for communication. Provide a brief demo of the messaging features.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Messages" section in Ariba Network.
2. Demonstrate how to initiate a conversation with a supplier or buyer.
3. Show how to share documents through the workspace.
4. Save and send a sample message for practice.

Question: Buyer cannot connect their ERP system with Ariba Network for automatic document exchange.

Solution:

Ensure that the integration between SAP ERP and Ariba Network is correctly configured. Verify the configuration settings and test the connection.

T-Code: Use **SXMB_MONI** in SAP ERP to monitor integration messages.

Process Steps:

1. Access SAP ERP and run **SXMB_MONI** to check message logs.
2. Verify the integration configuration settings between ERP and Ariba.
3. Test the connection to ensure smooth document exchange.
4. Resolve any connection errors that are found.

Question: User receiving errors when trying to upload invoices on Ariba Network.

Solution:

Check the invoice file for any missing mandatory fields or incorrect data formats. Guide the user to use the Ariba Network validation tool before uploading.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Invoice Management" section in Ariba Network.
2. Upload the invoice file and check for validation errors.
3. Use the validation tool to identify missing fields or incorrect formats.
4. Correct the errors and re-upload the invoice.

Question: Supplier wants to understand transaction fees on Ariba Network.
Solution:
Explain that Ariba Network charges transaction fees based on the volume and value of documents processed. Provide a summary of the pricing model for the supplier.
T-Code: Not applicable.
Process Steps:

1. Go to the "Transaction Fees" section in Ariba Network.
2. Download the fee schedule and share it with the supplier.
3. Walk the supplier through an example calculation for better understanding.
4. Address any specific questions regarding their recent transactions.

Question: User is unable to invite a supplier to the Ariba Network.
Solution:
Verify the supplier's email and registration status. Ensure that the user has permission to send invitations and that the invitation limit hasn't been reached.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Management" in Ariba Network.
2. Search for the supplier by email address.
3. Check if the supplier has already been invited or registered.
4. Resend the invitation if necessary or correct the email.

Question: User unable to access Ariba Network analytics dashboard.
Solution:
Ensure that the user has permissions for the analytics feature. Guide the user through accessing the analytics dashboard and creating custom reports.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and navigate to "Analytics."
2. Verify that the user's role includes access to analytics.
3. Walk the user through the steps to open the analytics dashboard.
4. Assist in creating a sample report for practice.

Topic: Supplier and Buyer Collaboration

Question: Supplier unable to respond to buyer messages in the Ariba Network portal.

Solution:
Verify that the supplier has accepted the collaboration request and that their message settings are enabled. Ensure the supplier is using the correct messaging interface.
T-Code: Not applicable.
Process Steps:

1. Log in to Ariba Network.
2. Go to "Messages" under "Collaboration Tools."
3. Check if the supplier has accepted the buyer's collaboration request.
4. Verify message settings and guide the supplier to send a reply.

Question: Buyer unable to see supplier documents shared during a sourcing event.

Solution:
Ensure that the supplier uploaded the documents to the shared workspace for the sourcing event. Verify the access permissions for buyers to view the documents.
T-Code: Not applicable.
Process Steps:

1. Navigate to the specific sourcing event in Ariba Network.
2. Check if the supplier uploaded the documents correctly.
3. Confirm that the shared workspace is accessible by the buyer.
4. Update permissions if necessary and refresh the event page.

Question: Supplier cannot join a scheduled virtual meeting with the buyer in Ariba Network.

Solution:
Verify the meeting link provided in the invitation and confirm that the supplier has the correct permissions. Ensure there are no technical issues with the meeting platform.
T-Code: Not applicable.
Process Steps:

1. Check the meeting details in the supplier's invitation.
2. Verify that the meeting link is correct.
3. Test the link on both ends to ensure access.
4. Resend the invitation if necessary.

Question: Buyer wants to automate order confirmation responses from suppliers.
Solution:
Set up the order confirmation workflow in Ariba Network, allowing suppliers to automatically respond to purchase orders. Configure the system for automatic order confirmation.
T-Code: Not applicable.
Process Steps:

1. Go to "Order Confirmation" in the buyer's settings.
2. Set up automation rules for specific suppliers.
3. Configure thresholds for automatic responses.
4. Test with a sample order to verify automation.

Question: Supplier unable to upload a product catalog for collaboration with multiple buyers.
Solution:
Verify that the catalog format meets Ariba Network standards. Confirm that the supplier has the correct permissions to upload catalogs for shared use.
T-Code: Not applicable.
Process Steps:

1. Access "Catalog Management" in Ariba Network.
2. Verify that the catalog meets format and compliance requirements.
3. Guide the supplier in uploading the catalog and enabling access to multiple buyers.
4. Publish the catalog once the upload is complete.

Question: Buyer unable to initiate a joint collaboration project with multiple suppliers.
Solution:
Ensure that the buyer has the necessary role to initiate collaboration projects. Verify that all suppliers are correctly added to the collaboration project.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Collaboration Projects" in Ariba Network.
2. Check the buyer’s permissions to create collaboration projects.
3. Add the suppliers to the project.
4. Initiate the project and send invitations to suppliers.

Question: Supplier cannot update information in shared collaboration workspaces.

Solution:
Verify if the supplier has the required editing permissions in the shared workspace. Ensure the workspace is in an editable state and not locked for updates.

T-Code: Not applicable.

Process Steps:

1. Access the "Shared Workspace" in Ariba Network.
2. Check permissions assigned to the supplier.
3. Confirm that the workspace is not locked.
4. Update permissions if needed and unlock the workspace for edits.

Question: User is unaware of how to initiate direct communication with a supplier from a purchase order.

Solution:
Guide the user through the process of accessing the purchase order in Ariba Network and using the communication options to send a direct message to the supplier.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Purchase Order Management" in Ariba Network.
2. Open the specific purchase order.
3. Click on the "Messages" tab and select "New Message."
4. Write the message and send it directly to the supplier.

Question: Supplier unable to collaborate on quality inspections through Ariba Network.

Solution:
Confirm that the supplier has the appropriate role for quality inspections. Ensure that the quality inspection feature is activated and that the collaboration process is configured.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Collaboration" in Ariba Network.
2. Check the supplier's role for quality inspection tasks.
3. Enable the quality inspection feature if it is not active.
4. Guide the supplier to access and complete the inspection.

Question: Buyer cannot track shipment status updates from suppliers in Ariba Network.
Solution:
Ensure that the supplier has activated the shipment tracking feature and is regularly updating the status. Verify if the buyer's permissions allow them to access the shipment status.
T-Code: Not applicable.
Process Steps:

1. Access "Shipment Management" in Ariba Network.
2. Confirm that the shipment tracking feature is enabled for the supplier.
3. Verify that the buyer has permission to view shipment updates.
4. Notify the supplier to update the shipment status.

Topic: Supplier Registration and Management

Question: Supplier registration request is stuck in "Pending Approval" status.
Solution:
Check the supplier registration workflow for missing approvals. Verify if all approvers have been notified and if there are any pending actions.
T-Code: Not applicable.
Process Steps:

1. Log in to Ariba Network and go to "Supplier Management."
2. Navigate to the "Registration Requests" section.
3. Verify the status of the registration workflow and identify pending approvers.
4. Send a reminder to the pending approver to expedite the approval process.

Question: Supplier is unable to complete registration due to missing fields in the registration form.
Solution:
Ensure that the supplier has filled out all mandatory fields in the registration form. Provide a guide on mandatory information and check for any system errors preventing form submission.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Registration" in Ariba Network.
2. Open the supplier’s registration form and review all required fields.
3. Identify any missing or incorrectly filled fields.
4. Guide the supplier in completing the form and resubmit.

Question: Buyer unable to add a supplier to the preferred suppliers list after registration.
Solution:
Check if the supplier has completed the qualification process. Only fully qualified suppliers can be added to the preferred list. Ensure that the qualification is completed and approved.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Management" and find the supplier profile.
2. Verify the supplier's qualification status.
3. Complete any pending qualification tasks.
4. Add the supplier to the preferred suppliers list.

Question: Supplier is receiving an error while uploading certification documents during registration.
Solution:
Verify that the documents meet the required format and size limits. Guide the supplier on uploading documents in the acceptable format and ensure that the form fields are correct.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Registration" in Ariba Network.
2. Confirm the format and size requirements for certification documents.
3. Guide the supplier to update the document as per the requirements.
4. Assist in uploading the document successfully.

Question: Supplier unable to accept the buyer invitation to join Ariba Network.
Solution:
Check if the supplier’s email is correctly linked to the invitation. Verify that the supplier’s account is active and that there are no pending verifications.
T-Code: Not applicable.
Process Steps:

1. Access the "Invitations" section in Supplier Management.
2. Verify the supplier’s email address and invitation status.
3. Resend the invitation if needed and guide the supplier through the acceptance process.
4. Ensure the supplier’s account is verified.

Question: User unable to update the supplier profile information in Ariba Network.

Solution:
Confirm that the user has editing permissions for supplier profiles. Ensure that there are no active restrictions preventing profile updates.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Management" in Ariba Network.
2. Open the specific supplier profile.
3. Verify that the user has permissions to edit supplier details.
4. Update the profile fields and save the changes.

Question: Supplier cannot view registration status after completing the registration form.

Solution:
Guide the supplier on how to check the status of their registration. Verify that the registration request has been submitted and is in progress.

T-Code: Not applicable.

Process Steps:

1. Instruct the supplier to log in to Ariba Network.
2. Go to the "Supplier Registration Status" section.
3. Check the current registration status.
4. Provide an update or expected timeline for approval.

Question: Buyer unable to reject an incomplete supplier registration request.

Solution:
Verify that the buyer has the necessary permissions to manage registration requests. Ensure that the workflow allows for rejection at this stage.

T-Code: Not applicable.

Process Steps:

1. Log in to Ariba Network and navigate to "Supplier Registration."
2. Locate the specific registration request.
3. Confirm that the user has permissions to reject requests.
4. Select "Reject" and provide a reason for rejection.

Question: Supplier facing issues with updating banking information in the Ariba registration portal.

Solution:
Ensure that the banking information section is unlocked and that the supplier has permission to update it. Verify that all required fields are completed correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Profile" in Ariba Network.
2. Open the "Banking Information" section.
3. Verify if the section is editable for the supplier.
4. Guide the supplier in filling out the fields correctly and saving changes.

Question: Supplier is unable to register due to duplicate entries found in Ariba Network.

Solution:
Verify if the supplier has an existing profile in the system. If so, advise them to link to the existing profile or contact support to resolve duplication issues.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Management" and search for the supplier by name or tax ID.
2. Confirm if there is an existing supplier profile.
3. If duplication is found, provide options to link or merge profiles.
4. Assist the supplier in proceeding with the correct registration.

Topic: Managing Supplier Relationships

Question: Supplier not receiving buyer performance evaluation reports.

Solution:
Ensure that the buyer has shared the performance evaluation with the supplier and that the supplier has the appropriate permissions to view performance-related documents.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Management" in Ariba Network.
2. Locate the supplier's profile.
3. Verify if the buyer has shared the performance evaluation.
4. Confirm that the supplier has the permissions to access the evaluation report.
5. Resend the evaluation to the supplier if necessary.

Question: Supplier's overall rating is not updating after new evaluations are submitted.

Solution:
Check if the new evaluations have been approved and processed by the system. Ensure that the rating calculation is configured correctly to reflect recent evaluations.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Performance Evaluations" in Ariba Network.
2. Confirm that all recent evaluations have been submitted and approved.
3. Check the configuration for the rating calculation method.
4. Refresh the supplier profile to update the overall rating.

Question: Buyer unable to create a supplier relationship scorecard.

Solution:
Verify if the buyer has permissions to create a scorecard. Ensure that the required fields are completed for generating the scorecard.

T-Code: Not applicable.

Process Steps:

1. Log in to Ariba Network and go to "Supplier Performance."
2. Verify that the buyer's role includes permissions to create scorecards.
3. Click on "Create New Scorecard" and fill in the required information.
4. Save and publish the scorecard.

Question: Supplier disputes their performance score given by the buyer.

Solution:
Provide a clear explanation of the scoring criteria used and share the detailed performance report. If needed, initiate a discussion to address the supplier's concerns.

T-Code: Not applicable.

Process Steps:

1. Go to the disputed performance evaluation in Ariba Network.
2. Review the scoring criteria and supplier's performance details.
3. Share the performance report with the supplier.
4. Schedule a discussion to resolve the dispute if necessary.

Question: Buyer unable to update key contact details for a supplier in Ariba Network.
Solution:
Verify if the buyer has editing permissions for the supplier profile. Ensure that there are no active restrictions on updating the supplier's key contact details.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Management" in Ariba Network.
2. Open the supplier's profile and go to the "Key Contacts" section.
3. Verify permissions for the buyer.
4. Update the contact details and save changes.

Question: Supplier is not receiving notifications for changes in buyer policies.
Solution:
Check the notification settings for the supplier and ensure that notifications for policy changes are enabled. Verify the supplier's registered email address.
T-Code: Not applicable.
Process Steps:

1. Log in to Ariba Network and go to "Notification Settings."
2. Verify if the supplier has notifications enabled for policy changes.
3. Update the email address if incorrect.
4. Enable notifications and save the changes.

Question: Supplier unable to respond to corrective action requests from the buyer.
Solution:
Ensure that the corrective action request has been properly shared with the supplier and that the supplier has the appropriate permissions to respond.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Corrective Actions" in the supplier's profile.
2. Verify that the request is shared with the supplier.
3. Ensure that the supplier's role includes permissions to respond.
4. Guide the supplier through the response process.

Question: Buyer cannot assign a new relationship manager for an existing supplier.

Solution:
Verify that the buyer has the appropriate permissions to update relationship manager details. Ensure that the new relationship manager has an active profile in Ariba Network.
T-Code: Not applicable.
Process Steps:

1. Log in to Ariba Network and navigate to the supplier profile.
2. Go to the "Relationship Manager" section.
3. Verify the permissions for updating relationship manager details.
4. Assign the new relationship manager and save changes.

Question: Supplier unable to access training materials provided by the buyer.

Solution:
Ensure that the training materials have been shared with the supplier in the correct format and that the supplier has the necessary permissions to access them.
T-Code: Not applicable.
Process Steps:

1. Go to the "Collaboration Workspace" in Ariba Network.
2. Verify if the training materials are uploaded and shared with the supplier.
3. Confirm that the supplier has permissions to access the documents.
4. Re-share the materials if necessary.

Question: Supplier is unable to submit a self-assessment requested by the buyer.

Solution:
Check if the supplier has access to the self-assessment form and verify that all required sections are correctly configured. Guide the supplier through the form submission process.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Self-Assessment" in Ariba Network.
2. Confirm that the self-assessment form is available to the supplier.
3. Verify that all mandatory sections of the form are correctly configured.
4. Assist the supplier in completing and submitting the self-assessment.

Topic: Introduction to SAP Ariba Procurement

Question: User unable to access the SAP Ariba Procurement dashboard.

Solution:
Verify if the user has the necessary permissions to access the procurement module. Ensure that the user's role in SAP Ariba includes procurement access.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and navigate to "User Management."
2. Locate the user's profile and verify their role.
3. Ensure that the role includes permissions for SAP Ariba Procurement.
4. Update the permissions if needed and save the changes.

Question: Buyer cannot create purchase requisitions in SAP Ariba Procurement.

Solution:
Check if the buyer's profile has the necessary rights to create requisitions. Ensure the purchasing organization is properly linked to the buyer's profile.
T-Code: Not applicable.
Process Steps:

1. Go to "User Management" in SAP Ariba.
2. Find the buyer's profile and verify purchasing rights.
3. Ensure that the purchasing organization is linked to the buyer's profile.
4. Grant permissions and try creating a requisition again.

Question: User unable to view suppliers in the Ariba Procurement module.

Solution:
Ensure that the user has the correct permissions to view the supplier list. Check if the suppliers are properly registered and approved in the Ariba Network.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Management" in SAP Ariba.
2. Confirm that the suppliers are properly registered and approved.
3. Go to the user's profile and verify permissions for viewing suppliers.
4. Update permissions if necessary and save.

Question: Buyer wants to understand the benefits of using SAP Ariba Procurement over traditional procurement.
Solution:
Explain that SAP Ariba Procurement automates manual processes, improves transparency, and reduces cycle times, providing real-time collaboration and better compliance.
T-Code: Not applicable.
Process Steps:

1. Schedule a session to discuss the benefits of SAP Ariba Procurement.
2. Prepare a presentation comparing traditional procurement and Ariba Procurement.
3. Illustrate examples of improved efficiency and cost savings.
4. Answer any specific questions the buyer has.

Question: User unable to connect SAP ERP system to SAP Ariba Procurement for purchase order synchronization.
Solution:
Ensure that the integration settings between SAP ERP and SAP Ariba are properly configured. Verify the system connection and update settings if needed.
T-Code: Use **SXMB_MONI** in SAP ERP to monitor integration messages.
Process Steps:

1. Run T-Code **SXMB_MONI** in SAP ERP to check the integration status.
2. Verify if the connection to SAP Ariba is active.
3. Update the integration settings if any issues are found.
4. Re-test purchase order synchronization.

Question: Supplier unable to participate in Ariba Procurement due to missing registration.
Solution:
Confirm that the supplier has completed registration on Ariba Network and has been approved. Guide the supplier through the registration process if needed.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Management" in Ariba Procurement.
2. Check if the supplier is registered and approved.
3. If not, guide the supplier through the registration steps.
4. Approve the registration to enable participation.

Question: User cannot locate a specific procurement report in SAP Ariba Procurement.
Solution:
Ensure that the user is searching in the correct report category. Verify if the report is available for their role or if it needs to be customized.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and go to the "Reporting" section.
2. Search for the report by using appropriate filters.
3. Verify that the report is available for the user's role.
4. Create a custom report if required and share it with the user.

Question: User unable to add items from catalog during requisition creation.
Solution:
Verify if the catalog is published and accessible. Ensure that the user has the necessary permissions to add items from the catalog.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" in SAP Ariba.
2. Verify if the catalog is properly published.
3. Check the user's permissions to access and add items from the catalog.
4. Update permissions or publish the catalog if needed.

Question: Buyer cannot modify existing requisitions in SAP Ariba Procurement.
Solution:
Ensure that the requisition is in an editable state and that the buyer has permissions to modify requisitions. Confirm that the requisition hasn’t been approved yet.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Requisition Management" in SAP Ariba.
2. Locate the specific requisition.
3. Verify if the requisition is in an editable state.
4. Ensure that the buyer has modification permissions and guide them through the edit process.

Question: User experiencing issues with creating custom fields in the procurement requisition form.
Solution:
Ensure that the user has the required role to create custom fields. Verify if the form template allows for custom fields and that all required information is provided.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and navigate to "Form Templates."
2. Open the procurement requisition form.
3. Verify if custom fields can be added.
4. Guide the user to add the custom fields and save the template.

Question: User is not receiving notifications for requisition approvals in SAP Ariba Procurement.
Solution:
Verify that notification settings are enabled for requisition approvals. Ensure that the user's email address is correctly configured and that notifications are not being blocked.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Notification Settings" in SAP Ariba.
2. Verify that notifications for requisition approvals are enabled.
3. Confirm the user's email address is correct.
4. Save changes and test the notification by triggering an approval.

Question: Supplier unable to view specific purchase orders from the buyer in SAP Ariba Procurement.
Solution:
Ensure that the purchase order was successfully sent and that the supplier's Ariba Network ID is correctly linked to the buyer's account.
T-Code: Not applicable.
Process Steps:

1. Go to "Purchase Order Management" in SAP Ariba.
2. Search for the missing purchase order by number.
3. Verify if the supplier's ANID is linked to the order.
4. Re-send the purchase order if it was not successfully transmitted.

Question: User having trouble setting up approval hierarchies for procurement requisitions.

Solution:

Verify that the user has permissions to configure approval hierarchies. Guide the user through setting up multiple levels of approval based on their organizational structure.

T-Code: Not applicable.

Process Steps:

1. Log in to SAP Ariba and navigate to "Approval Hierarchies."
2. Verify user permissions for modifying approval workflows.
3. Guide the user through the steps to create and save a hierarchy.
4. Test the new hierarchy to ensure correct functionality.

Question: Buyer unable to cancel an active requisition in SAP Ariba Procurement.

Solution:

Confirm that the requisition is still in a state that allows cancellation and that the buyer has the permissions to cancel requisitions.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Requisition Management" in SAP Ariba.
2. Search for the active requisition.
3. Verify that it has not yet been approved or processed.
4. Click "Cancel" and confirm the action.

Question: User facing issues with supplier discovery within SAP Ariba Procurement.

Solution:

Ensure that the user has the correct permissions for supplier discovery. Verify if the supplier discovery feature is enabled for the user's organization.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Discovery" in SAP Ariba.
2. Verify if the feature is enabled for the organization.
3. Check user permissions to use supplier discovery.
4. Enable the feature and guide the user in performing a search.

Question: Supplier cannot receive order confirmations through SAP Ariba Procurement.
Solution:
Verify if the supplier has the appropriate communication channel configured. Ensure that order confirmation notifications are set up correctly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Management" in Ariba Procurement.
2. Confirm that the correct communication channel (email or EDI) is set up for the supplier.
3. Verify notification settings for order confirmations.
4. Update the settings and save changes.

Question: Buyer is unsure how to perform spend analysis using SAP Ariba Procurement.
Solution:
Provide a guide on accessing the spend analysis tools within Ariba Procurement. Explain how to customize spend reports based on specific needs.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Analytics" in SAP Ariba Procurement.
2. Open the "Spend Analysis" section.
3. Guide the buyer in selecting the parameters for spend analysis.
4. Create a sample spend report and save it for future use.

Question: User cannot add non-catalog items to a requisition in SAP Ariba Procurement.
Solution:
Ensure that the user has permissions to add non-catalog items. Verify if non-catalog item purchasing is enabled for the user’s purchasing organization.
T-Code: Not applicable.
Process Steps:

1. Go to "Requisition Management" in SAP Ariba.
2. Verify that non-catalog items are allowed for the purchasing organization.
3. Check user permissions for non-catalog item creation.
4. Enable permissions and retry adding the item to the requisition.

Question: Supplier unable to submit bids in a sourcing event connected to SAP Ariba Procurement.
Solution:
Verify if the supplier has been properly invited to the sourcing event. Ensure that the sourcing event is active and that bidding is open.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Sourcing Events" in SAP Ariba.
2. Verify that the supplier has been invited and accepted the invitation.
3. Confirm that the event is open for bidding.
4. Guide the supplier through the bidding process.

Question: Buyer experiencing delay in requisition approval notifications.
Solution:
Check the notification settings and the workflow for requisition approvals. Ensure that the correct approvers are set and that notification delivery is not delayed by other processes.
T-Code: Not applicable.
Process Steps:

1. Go to "Approval Workflow" settings in SAP Ariba.
2. Verify if the correct approvers are configured.
3. Check notification settings for any delays.
4. Test the workflow to ensure timely delivery of notifications.

Question: User facing errors while creating a recurring requisition in SAP Ariba Procurement.
Solution:
Ensure that the recurring requisition feature is enabled for the user's organization. Guide the user through the correct process to create a recurring requisition.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and go to "Requisition Management."
2. Verify if the "Recurring Requisition" feature is enabled.
3. Guide the user step-by-step to create a recurring requisition.
4. Save and test the recurring setup.

Question: User unable to assign multiple suppliers to a requisition in SAP Ariba Procurement.
Solution:
Verify if the requisition type allows for multiple suppliers. Guide the user on how to split the requisition between multiple suppliers if supported.
T-Code: Not applicable.
Process Steps:

1. Go to "Requisition Management" in SAP Ariba.
2. Open the specific requisition and verify if multiple suppliers are allowed.
3. Split the requisition between different suppliers if possible.
4. Save the requisition and proceed with processing.

Question: User unable to update delivery details after creating a requisition.
Solution:
Ensure that the requisition is in an editable state and that the user has the necessary permissions to update delivery details.
T-Code: Not applicable.
Process Steps:

1. Navigate to the requisition in "Requisition Management."
2. Confirm that the requisition has not yet been approved or processed.
3. Verify that the user has permissions to update delivery details.
4. Edit and save the updated delivery information.

Question: Buyer unable to create and manage templates for recurring purchase orders.
Solution:
Verify if the user has permissions to create purchase order templates. Guide them on accessing the templates section and setting up a new template.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and go to "Templates."
2. Verify user permissions for creating and managing templates.
3. Guide the buyer in creating a new template for recurring orders.
4. Save the template and test its use.

Question: User unable to approve requisitions from mobile devices.
Solution:
Ensure that the user is using the SAP Ariba mobile app and that mobile requisition approval is enabled. Verify if the app is up-to-date.
T-Code: Not applicable.
Process Steps:

1. Confirm that the user has installed the latest version of the SAP Ariba mobile app.
2. Verify that mobile requisition approval is enabled for the user's profile.
3. Guide the user on how to access requisition approvals from their mobile device.
4. Test the functionality to ensure it works properly.

Topic: Requisition and Purchase Order Management

Question: User is unable to approve a requisition due to missing approval button.
Solution:
Verify that the user is assigned as an approver in the workflow. Ensure that the requisition is in an "Awaiting Approval" state and that there are no workflow errors.
T-Code: Not applicable.
Process Steps:

1. Go to "Approval Workflow" in SAP Ariba Procurement.
2. Verify that the user is assigned as an approver for the specific requisition.
3. Check the requisition status to confirm it is awaiting approval.
4. If the workflow is missing an approver, add the user and recheck the requisition.

Question: Requisition is not getting converted to a purchase order after approval.
Solution:
Check the requisition workflow to ensure it has completed all necessary approvals. Verify that all required fields in the requisition are completed before PO generation.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Requisition Management" in SAP Ariba.
2. Open the specific requisition and verify all approvals are completed.
3. Confirm that all mandatory fields are filled.
4. Manually trigger PO generation if the automated process fails.

Question: User cannot modify the delivery address in an already approved requisition.

Solution:

Once a requisition is approved, changes may be restricted based on the system settings. Suggest creating a change request for the requisition to update the delivery details.

T-Code: Not applicable.

Process Steps:

1. Go to the approved requisition in "Requisition Management."
2. Click "Create Change Request" for the requisition.
3. Update the delivery address in the change request form.
4. Submit the change request for approval.

Question: Supplier unable to acknowledge a purchase order sent through SAP Ariba Procurement.

Solution:

Verify if the supplier received the purchase order successfully. Ensure that the supplier’s Ariba Network ID is correctly linked and that the acknowledgment feature is enabled.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Purchase Order Management" in SAP Ariba.
2. Search for the specific PO and check the transmission status.
3. Verify that the supplier's ANID is linked to the PO.
4. Enable acknowledgment settings and notify the supplier to acknowledge the PO.

Question: User experiencing errors when attempting to cancel a purchase order in SAP Ariba Procurement.

Solution:

Ensure that the purchase order is still in a state that allows cancellation. Verify if the user has the required permissions to cancel purchase orders.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Purchase Order Management" in SAP Ariba.
2. Search for the PO and confirm that it is in a cancellable state.
3. Verify that the user has permissions to cancel purchase orders.
4. If allowed, click "Cancel" and confirm the action.

Question: Buyer is unable to send a purchase order to a supplier due to missing supplier information.

Solution:

Check if the supplier profile is complete, including contact details and Ariba Network ID. Ensure that the supplier is registered and approved on Ariba Network.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Management" in SAP Ariba.
2. Search for the supplier and verify if all required information is filled.
3. Update the supplier profile to include contact details and ANID.
4. Reattempt sending the purchase order.

Question: User unable to split a requisition into multiple purchase orders.

Solution:

Verify if the requisition type allows splitting. Ensure that the user has the required permissions and that the items are eligible for splitting based on vendor assignment.

T-Code: Not applicable.

Process Steps:

1. Go to "Requisition Management" in SAP Ariba.
2. Verify if the requisition type allows for splitting.
3. Confirm user permissions for requisition splitting.
4. Split the requisition and assign the items to different purchase orders.

Question: Supplier is not receiving notifications for newly issued purchase orders.

Solution:

Verify the supplier's notification settings in Ariba Network. Ensure that the email address and other communication channels are properly configured for PO notifications.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Notification Settings" in Supplier Management.
2. Check if purchase order notifications are enabled for the supplier.
3. Verify the supplier’s email address and other contact details.
4. Enable or update settings if needed.

Question: User unable to change the quantity of items in a purchase order after approval.
Solution:
Once a PO is approved, quantity changes may be restricted. Suggest creating a change order to modify the PO quantity and submit it for re-approval.
T-Code: Not applicable.
Process Steps:

1. Open the approved purchase order in "Purchase Order Management."
2. Click "Create Change Order."
3. Update the quantity in the change order form.
4. Submit the change order for re-approval.

Question: Buyer facing difficulties in expediting purchase orders.
Solution:
Guide the buyer to use the expedite request feature in SAP Ariba to communicate with suppliers. Ensure that the supplier receives the expedite request.
T-Code: Not applicable.
Process Steps:

1. Go to the "Purchase Order" in SAP Ariba.
2. Click on the "Expedite" button.
3. Enter the reason and urgency for expediting.
4. Send the expedite request to the supplier.

Question: User receiving an error while trying to copy an existing purchase order.
Solution:
Check if the purchase order is eligible for copying. Verify that the user has the required permissions to create a new PO using the copy feature.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Purchase Order Management" in SAP Ariba.
2. Select the PO and click on the "Copy" option.
3. Verify if the PO is eligible for copying (e.g., status is not completed).
4. Grant permissions if required and retry the process.

Question: Supplier cannot see delivery schedules for purchase orders.

Solution:

Ensure that the delivery schedule is attached to the purchase order and that the supplier has permissions to view delivery details.

T-Code: Not applicable.

Process Steps:

1. Go to "Purchase Order Management" and open the specific PO.
2. Verify if the delivery schedule is attached.
3. Check the supplier's permissions for accessing delivery schedules.
4. Share the delivery schedule with the supplier.

Question: Buyer unable to modify a PO due to workflow restrictions.

Solution:

Ensure that the PO is in an editable state and that the user has permissions to bypass certain workflow restrictions. Suggest creating a change order if modifications are blocked.

T-Code: Not applicable.

Process Steps:

1. Go to "Purchase Order Management."
2. Open the PO and verify the workflow status.
3. If modifications are restricted, create a change order.
4. Update the necessary fields and submit for re-approval.

Question: User unable to close a purchase order that has been partially delivered.

Solution:

Verify that all deliveries have been recorded and that any remaining quantities are either canceled or marked as not required.

T-Code: Not applicable.

Process Steps:

1. Navigate to the specific PO in "Purchase Order Management."
2. Check the delivery status and ensure all deliveries are recorded.
3. Cancel any remaining quantities or mark them as "Not Required."
4. Click "Close PO" to finalize the process.

Question: Supplier cannot submit an invoice against a purchase order in SAP Ariba.
Solution:
Ensure that the PO is in a state that allows invoicing and that the supplier has invoicing permissions. Verify if the invoicing process is enabled for the supplier.
T-Code: Not applicable.
Process Steps:

1. Go to "Purchase Order Management."
2. Verify that the PO is open for invoicing.
3. Check the supplier's invoicing permissions in their profile.
4. Enable invoicing and guide the supplier through the process.

Question: User unable to change payment terms on a purchase order after it is issued.
Solution:
Once a PO is issued, payment terms cannot usually be changed without creating a change order. Guide the user to create a change order for updating payment terms.
T-Code: Not applicable.
Process Steps:

1. Open the purchase order in "Purchase Order Management."
2. Click "Create Change Order."
3. Update the payment terms in the change order form.
4. Submit the change order for approval.

Question: User is unable to assign cost centers to line items in a requisition.
Solution:
Ensure that cost centers are configured correctly in SAP Ariba and that the user has permissions to assign cost centers. Verify if cost centers are available in the dropdown selection.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Requisition Management" in SAP Ariba.
2. Open the specific requisition.
3. Verify that the cost centers are configured in the system.
4. Guide the user to assign cost centers to each line item.

Question: User cannot add approvers manually to a purchase order.
Solution:
Verify if manual addition of approvers is enabled in the workflow configuration. Ensure that the user has the appropriate permissions to modify the approval flow.
T-Code: Not applicable.
Process Steps:

1. Go to "Approval Workflow" in SAP Ariba.
2. Verify if manual addition of approvers is allowed.
3. Check the user's permissions for modifying workflows.
4. Enable manual approvers and guide the user to add them.

Question: Supplier unable to update the status of a PO line item to "Partially Delivered."
Solution:
Ensure that the supplier has permissions to update delivery status. Verify if the PO allows partial delivery updates and guide the supplier on updating line items.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Purchase Order Management" in Ariba Network.
2. Verify that the PO allows partial delivery updates.
3. Check the supplier's permissions for updating delivery status.
4. Guide the supplier on how to mark line items as "Partially Delivered."

Question: User is unable to generate a copy of a requisition for future use.
Solution:
Ensure that the copy requisition feature is enabled for the organization. Verify that the user has the necessary permissions to create a copy of existing requisitions.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and navigate to "Requisition Management."
2. Select the requisition to be copied.
3. Verify if the "Copy Requisition" feature is enabled.
4. Guide the user to create a copy and modify it as needed.

Question: Purchase order fails to generate due to a missing supplier tax ID.

Solution:
Check the supplier profile for missing tax details. Verify that all mandatory supplier fields, including tax ID, are filled before processing the PO.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Management" in SAP Ariba.
2. Search for the supplier and open their profile.
3. Verify if the tax ID is filled.
4. Update the supplier profile and proceed with generating the PO.

Question: User cannot cancel a requisition after it has been partially fulfilled.

Solution:
Partial fulfillment may prevent the requisition from being fully canceled. Suggest creating a change request to cancel the remaining unfulfilled items.
T-Code: Not applicable.
Process Steps:

1. Navigate to the requisition in "Requisition Management."
2. Verify the fulfillment status.
3. Create a change request to cancel the unfulfilled line items.
4. Submit the change request for approval.

Question: User experiencing difficulties linking multiple requisitions to a single PO.

Solution:
Ensure that the requisitions are for the same supplier and that the items are compatible. Guide the user through the process of consolidating requisitions into a single purchase order.
T-Code: Not applicable.
Process Steps:

1. Go to "Requisition Management" in SAP Ariba.
2. Select the requisitions to be linked.
3. Verify supplier consistency and compatibility of items.
4. Consolidate the requisitions and generate a single PO.

Question: Supplier unable to confirm order changes initiated by the buyer.
Solution:
Verify if the change order has been shared with the supplier. Ensure that the supplier has permissions to confirm changes in SAP Ariba.
T-Code: Not applicable.
Process Steps:

1. Go to "Change Orders" in "Purchase Order Management."
2. Verify if the change order has been sent to the supplier.
3. Check supplier permissions for confirming changes.
4. Resend the change order if necessary and guide the supplier through the confirmation process.

Question: User cannot assign different payment terms for each line item in a requisition.
Solution:
Verify if the requisition template allows line-level payment term customization. Ensure that the user has permissions to edit payment terms for each line item.
T-Code: Not applicable.
Process Steps:

1. Navigate to the requisition in "Requisition Management."
2. Verify if line-level payment term customization is enabled.
3. Check the user's permissions for editing payment terms.
4. Guide the user to assign different payment terms for each line item.

Question: User unable to generate a purchase order report for audit purposes.
Solution:
Verify if the reporting feature is enabled for purchase orders. Ensure that the user has the required role to access and generate PO reports.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and navigate to "Reporting and Analytics."
2. Verify if purchase order reports are enabled for the organization.
3. Check if the user's role includes report generation permissions.
4. Guide the user to generate the PO report for auditing.

Question: Buyer cannot update PO delivery dates after issuing the purchase order.
Solution:
Once issued, changes to delivery dates may require a change order. Guide the buyer through creating a change order to modify the delivery dates.
T-Code: Not applicable.
Process Steps:

1. Open the specific purchase order in "Purchase Order Management."
2. Click on "Create Change Order."
3. Update the delivery date in the change order form.
4. Submit the change order for re-approval.

Question: User is experiencing slow system performance when managing large requisitions.
Solution:
Suggest splitting the requisition into smaller parts if possible. Optimize the requisition by reducing the number of line items and using catalog items where available.
T-Code: Not applicable.
Process Steps:

1. Navigate to the large requisition in "Requisition Management."
2. Identify areas where the requisition can be split.
3. Create smaller requisitions or convert non-catalog items to catalog items.
4. Save changes and proceed.

Question: Supplier not able to see amendments made to a purchase order.
Solution:
Ensure that the amendments are correctly saved and shared with the supplier. Verify if the PO amendment notifications are enabled for the supplier.
T-Code: Not applicable.
Process Steps:

1. Go to "Purchase Order Management" and open the amended PO.
2. Verify that the changes are saved and shared.
3. Check if PO amendment notifications are enabled for the supplier.
4. Resend the PO to the supplier with a summary of the changes.

Question: User unable to add multiple delivery schedules for a single line item in a purchase order.

Solution:

Verify if multiple delivery schedules are allowed for the PO line item. Ensure that the user has permissions to configure multiple schedules.

T-Code: Not applicable.

Process Steps:

1. Navigate to the specific PO in "Purchase Order Management."
2. Open the line item and verify if multiple delivery schedules are allowed.
3. Check user permissions to add delivery schedules.
4. Add the multiple schedules and save the PO.

Question: User is unable to attach supporting documents to a requisition.

Solution:

Ensure that the requisition allows for attachments and that the user has permissions to add documents. Verify if the document format and size comply with system requirements.

T-Code: Not applicable.

Process Steps:

1. Open the requisition in "Requisition Management."
2. Verify if attachments are allowed for this requisition type.
3. Check the user’s permissions for adding documents.
4. Upload the document and ensure it meets the format and size requirements.

Question: User unable to delete a line item from a purchase order after approval.

Solution:

Guide the user to create a change order to delete the line item. Confirm that the PO is in a state that allows modifications through change orders.

T-Code: Not applicable.

Process Steps:

1. Open the PO in "Purchase Order Management."
2. Click on "Create Change Order."
3. Select the line item to be deleted.
4. Submit the change order for approval.

Topic: Catalog Management

Question: User unable to access specific catalogs during requisition creation.

Solution:

Ensure that the catalogs are correctly published and assigned to the user's purchasing organization. Verify user permissions to access the specific catalog items.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Catalog Management" in SAP Ariba.
2. Verify that the catalogs are published and assigned to the purchasing organization.
3. Check the user's profile for permissions related to catalog access.
4. Update assignments if necessary and refresh the user's access.

Question: Supplier unable to update product pricing in the published catalog.

Solution:

Ensure that the supplier has permissions to edit the catalog. Verify that the catalog is not locked and guide the supplier on updating pricing information.

T-Code: Not applicable.

Process Steps:

1. Go to "Catalog Management" in SAP Ariba.
2. Open the supplier's catalog and check the lock status.
3. Confirm that the supplier has permissions to edit the catalog.
4. Unlock the catalog if needed and guide the supplier on updating pricing.

Question: Buyer cannot add items from a supplier catalog to their requisition.

Solution:

Verify that the supplier's catalog is linked to the buyer's purchasing organization. Ensure that the catalog items are properly classified for the buyer to add them to a requisition.

T-Code: Not applicable.

Process Steps:

1. Log in to SAP Ariba and navigate to "Catalog Management."
2. Verify if the supplier's catalog is linked to the buyer's purchasing organization.
3. Confirm that the items are properly classified and visible.
4. Guide the buyer to add items from the catalog.

Question: User is experiencing errors while attempting to upload a new catalog file.
Solution:
Ensure that the catalog file format meets SAP Ariba requirements. Verify that all mandatory fields are filled, and there are no data inconsistencies in the catalog.
T-Code: Not applicable.
Process Steps:

1. Review the catalog file for format and data consistency.
2. Verify that all mandatory fields are filled in the file.
3. Use SAP Ariba's validation tool to check the file before uploading.
4. Correct errors and retry the upload.

Question: Supplier catalog not visible to buyers after publishing.
Solution:
Ensure that the catalog is published successfully and assigned to the buyer's purchasing organization. Verify that the catalog activation date is in the present or future.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Catalog Management" and open the supplier catalog.
2. Verify if the catalog has been published successfully.
3. Confirm that the activation date is valid and assign it to the relevant purchasing organization.
4. Save changes and verify if the catalog is visible to buyers.

Question: User unable to create a new catalog template in SAP Ariba.
Solution:
Verify if the user has permissions to create catalog templates. Ensure that all required fields are filled in the template configuration.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Templates" in SAP Ariba.
2. Verify user permissions to create templates.
3. Guide the user through completing all required fields in the configuration.
4. Save the template and make it available for catalog creation.

Question: Supplier unable to upload images for products in the catalog.

Solution:
Ensure that the images meet the required format and size limits. Verify that the supplier has permissions to add product images.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" and open the supplier catalog.
2. Verify if the product images meet the size and format requirements.
3. Confirm the supplier has permissions to upload images.
4. Guide the supplier to upload the images and save changes.

Question: User unable to enable punchout catalogs in SAP Ariba.

Solution:
Verify if the punchout setup is configured correctly and that the supplier supports punchout catalogs. Ensure that the user has permissions to configure punchout settings.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Catalog Management" and go to "Punchout Settings."
2. Verify if the punchout configuration is set up correctly.
3. Confirm that the supplier supports punchout catalogs.
4. Update permissions if needed and guide the user to enable the punchout.

Question: User cannot search for catalog items using keywords.

Solution:
Ensure that catalog items are properly indexed with relevant keywords. Verify that the user is using the correct search filters and that catalog indexing has been completed.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" and open the specific catalog.
2. Verify that items are indexed with relevant keywords.
3. Guide the user on using the correct search filters.
4. Reindex the catalog if required to improve searchability.

Question: Supplier unable to deactivate a catalog in SAP Ariba.
Solution:
Verify if the supplier has permissions to deactivate catalogs. Ensure that there are no active purchase orders against the catalog items that need to be deactivated.
T-Code: Not applicable.
Process Steps:

1. Go to the supplier's catalog in "Catalog Management."
2. Verify if there are any active purchase orders against catalog items.
3. Confirm that the supplier has permissions to deactivate the catalog.
4. Guide the supplier through the deactivation process.

Question: User facing issues with duplicate items appearing in the catalog.
Solution:
Verify if duplicate items were uploaded due to incorrect file processing. Suggest removing duplicates manually or uploading a corrected version of the catalog.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Catalog Management" and open the affected catalog.
2. Identify duplicate items using item codes or descriptions.
3. Remove duplicate items manually or re-upload a corrected catalog file.
4. Save changes and verify the catalog.

Question: Buyer unable to apply filters to view specific categories in the catalog.
Solution:
Ensure that the catalog items are categorized correctly and that category filtering is enabled for the buyer's profile. Verify if filters are configured in the catalog view.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" in SAP Ariba.
2. Verify that items are assigned to appropriate categories.
3. Check if category filtering is enabled for the buyer.
4. Guide the buyer on using filters to view specific categories.

Question: User unable to view catalog item details during requisition creation.
Solution:
Ensure that the catalog items are configured with detailed descriptions and specifications. Verify that the user has permissions to view detailed catalog information.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Catalog Management" in SAP Ariba.
2. Open the catalog and verify if detailed item descriptions are provided.
3. Check the user's permissions for viewing item details.
4. Update the catalog to include necessary details and guide the user.

Question: Supplier catalog rejected due to validation errors.
Solution:
Review the rejection report to identify validation errors. Guide the supplier to correct the errors, such as missing mandatory fields or incorrect formats, and resubmit the catalog.
T-Code: Not applicable.
Process Steps:

1. Access the "Validation Report" for the rejected catalog.
2. Identify the specific errors listed.
3. Guide the supplier in correcting the issues (e.g., missing fields or incorrect data).
4. Re-upload and validate the corrected catalog.

Question: User unable to assign a specific catalog to multiple purchasing organizations.
Solution:
Verify if the catalog settings allow assignment to multiple purchasing organizations. Guide the user through assigning the catalog to all relevant organizations.
T-Code: Not applicable.
Process Steps:

1. Open the catalog in "Catalog Management."
2. Check if the catalog settings allow for multiple assignments.
3. Assign the catalog to the desired purchasing organizations.
4. Save changes and verify the assignments.

Question: User unable to assign supplier-specific discounts for catalog items.
Solution:
Ensure that the catalog supports supplier-specific pricing. Guide the user on configuring discounts and adding them to the relevant catalog items.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" and open the specific catalog.
2. Verify if the catalog supports supplier-specific pricing.
3. Guide the user in configuring discounts for the catalog items.
4. Save changes and apply the discount configuration.

Question: Buyer unable to see contract pricing reflected in the catalog items.
Solution:
Verify if the contract is linked to the catalog items correctly. Ensure that the pricing from the contract is mapped to the catalog for visibility during requisition creation.
T-Code: Not applicable.
Process Steps:

1. Navigate to the catalog in "Catalog Management."
2. Verify if the contract is linked to the catalog items.
3. Map contract pricing to the items and save changes.
4. Ensure the buyer can see updated pricing during requisition.

Question: User experiencing issues with slow loading times while browsing large catalogs.
Solution:
Suggest optimizing the catalog by reducing the number of items per page. Enable catalog indexing to speed up search and browsing operations.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" and open the affected catalog.
2. Adjust the number of items displayed per page.
3. Enable catalog indexing for optimized performance.
4. Save changes and test the catalog loading time.

Question: Supplier unable to add new product categories to an existing catalog.

Solution:

Ensure that the catalog is in an editable state and that the supplier has permissions to modify product categories. Verify if the category structure is correctly configured.

T-Code: Not applicable.

Process Steps:

1. Open the supplier catalog in "Catalog Management."
2. Verify that the catalog is in an editable state.
3. Confirm that the supplier has permissions to modify categories.
4. Guide the supplier on adding new categories and saving changes.

Topic: Supplier Enablement

Question: Supplier unable to complete registration for SAP Ariba Network.

Solution:

Verify if all mandatory fields in the registration form are filled correctly. Ensure that the supplier is using the correct link and has completed all verification steps.

T-Code: Not applicable.

Process Steps:

1. Log in to Ariba Network and navigate to "Supplier Registration."
2. Verify if all mandatory fields are filled correctly.
3. Guide the supplier through the registration form and complete verification steps.
4. Resend the registration link if necessary.

Question: Supplier is not receiving the invitation to join SAP Ariba Network.

Solution:

Check if the supplier’s email address is entered correctly. Verify that the invitation email was sent successfully and hasn't been filtered as spam.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Supplier Management" in SAP Ariba.
2. Verify the supplier’s email address for accuracy.
3. Check if the invitation email was sent successfully.
4. Resend the invitation and ask the supplier to check the spam folder.

Question: Supplier cannot see the onboarding documents after registration.

Solution:
Ensure that the onboarding documents are correctly shared with the supplier and that the supplier has permissions to view them. Verify if the onboarding workflow is complete.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Enablement" in SAP Ariba.
2. Verify if onboarding documents have been shared with the supplier.
3. Check if the supplier has the necessary permissions to view documents.
4. Guide the supplier through accessing the onboarding materials.

Question: User unable to approve supplier enablement requests in SAP Ariba.

Solution:
Verify if the user has permissions to approve supplier enablement requests. Ensure that the request is in an approvable state and there are no workflow errors.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Enablement Requests."
2. Verify the request's status and user permissions for approval.
3. Check for any workflow errors.
4. Assign approval rights if needed and guide the user through the process.

Question: Supplier is unable to update their profile information after registration.

Solution:
Ensure that the profile is unlocked for editing and that the supplier has the correct permissions to update their details. Verify if there are no pending approvals restricting updates.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Management" in SAP Ariba.
2. Verify if the profile is in an editable state.
3. Confirm the supplier has permissions to update their profile.
4. Unlock the profile and assist the supplier with the updates.

Question: Buyer unable to deactivate a supplier in SAP Ariba.
Solution:
Verify if there are any active contracts or purchase orders linked to the supplier. Ensure that the buyer has permissions to deactivate suppliers and that all dependencies are resolved.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Management."
2. Verify if there are any active contracts or POs linked to the supplier.
3. Confirm that the buyer has permissions to deactivate suppliers.
4. Resolve any dependencies and deactivate the supplier.

Question: Supplier not receiving notifications about enablement status updates.
Solution:
Ensure that notifications are enabled for enablement status updates. Verify if the supplier's email address is correctly configured for receiving notifications.
T-Code: Not applicable.
Process Steps:

1. Go to "Notification Settings" in Supplier Management.
2. Verify if enablement status notifications are enabled for the supplier.
3. Check if the supplier's email address is correct.
4. Enable or update notifications as required.

Question: User unable to track supplier onboarding progress in SAP Ariba.
Solution:
Verify if the user has permissions to view onboarding progress. Ensure that the onboarding process is correctly set up and that all onboarding steps are visible.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and go to "Supplier Onboarding."
2. Verify if the user has permissions to track onboarding progress.
3. Confirm that the onboarding steps are visible and configured correctly.
4. Guide the user through tracking the progress.

Question: Supplier facing issues with submitting the compliance questionnaire.

Solution:

Verify if all mandatory questions in the compliance questionnaire are filled. Ensure that the questionnaire is correctly assigned to the supplier and there are no validation errors.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Compliance Management" in SAP Ariba.
2. Open the supplier's compliance questionnaire.
3. Verify if all mandatory questions are completed.
4. Guide the supplier to correct any validation errors and resubmit the questionnaire.

Question: Buyer unable to assign a supplier to a specific purchasing organization.

Solution:

Ensure that the supplier is approved and that the buyer has permissions to assign suppliers to purchasing organizations. Verify if the purchasing organization is active.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Management" and locate the supplier profile.
2. Verify that the supplier is approved.
3. Confirm that the purchasing organization is active.
4. Assign the supplier to the purchasing organization and save changes.

Question: Supplier unable to upload compliance documents in the enablement process.

Solution:

Ensure that the document upload feature is enabled for the supplier. Verify if the documents meet the required format and size limits.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Enablement" and open the supplier profile.
2. Verify if the document upload feature is enabled.
3. Confirm if the documents meet the format and size requirements.
4. Guide the supplier on uploading the documents and completing enablement.

Question: User unable to link an existing supplier to a new sourcing event.
Solution:
Ensure that the supplier is enabled for participation in sourcing events. Verify that the sourcing event settings allow for the addition of this specific supplier.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Sourcing Events" in SAP Ariba.
2. Verify if the supplier is enabled for sourcing events.
3. Check if the event settings allow adding the supplier.
4. Link the supplier to the sourcing event and save changes.

Question: Supplier cannot see the buyer's requirements during the enablement process.
Solution:
Ensure that the buyer's requirements are correctly shared with the supplier. Verify if the supplier has the permissions to view the requirements and that the requirements are published.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Enablement" and open the buyer's requirements.
2. Verify if the requirements are shared and published.
3. Confirm that the supplier has permissions to view them.
4. Update permissions and guide the supplier on accessing the requirements.

Question: Buyer unable to send reminders to suppliers for pending enablement actions.
Solution:
Verify if the reminder feature is enabled for the buyer. Ensure that the pending actions are correctly identified and that the supplier's contact information is up to date.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and navigate to "Supplier Enablement."
2. Check if the reminder feature is enabled for the buyer.
3. Identify pending enablement actions for suppliers.
4. Send reminders and verify that supplier contact information is correct.

Question: Supplier unable to view and accept buyer policies during enablement.
Solution:
Ensure that the buyer policies are published and assigned to the supplier. Verify that the supplier has permissions to view and accept the policies.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Policy Management" in SAP Ariba.
2. Verify if the policies are published and assigned to the supplier.
3. Confirm that the supplier has permissions to view and accept policies.
4. Guide the supplier through accessing and accepting the policies.

Question: User unable to revoke a supplier's access to SAP Ariba Network.
Solution:
Ensure that there are no active transactions or contracts involving the supplier. Verify if the user has permissions to revoke network access.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Management" in SAP Ariba.
2. Check if there are any active transactions or contracts involving the supplier.
3. Confirm that the user has permissions to revoke access.
4. Revoke network access and save changes.

Question: Supplier not getting updates on data changes requested by the buyer.
Solution:
Verify if the supplier data change notifications are enabled. Ensure that the data change requests are shared with the supplier.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Notification Settings" in Supplier Management.
2. Verify if data change notifications are enabled for the supplier.
3. Check if the buyer's data change requests are shared.
4. Update the settings and resend the data change request.

Question: Buyer unable to add additional documents to supplier enablement requests.
Solution:
Verify if the document addition feature is enabled for enablement requests. Ensure that the user has permissions to modify enablement requests.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Enablement" in SAP Ariba.
2. Verify if the document addition feature is enabled.
3. Confirm user permissions for modifying enablement requests.
4. Add the required documents and save the request.

Question: Supplier facing issues with completing banking information in the enablement process.
Solution:
Ensure that the banking information fields are correctly configured. Verify that all mandatory fields are filled and that the supplier has permissions to enter banking details.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier profile in "Supplier Enablement."
2. Verify if the banking information fields are configured correctly.
3. Confirm that all mandatory fields are filled.
4. Guide the supplier in entering and saving banking details.

Topic: Contract Compliance and Management

Question: User unable to create a new contract workspace in SAP Ariba.
Solution:
Verify if the user has permissions to create a contract workspace. Ensure that all mandatory fields are filled, and the appropriate contract template is selected.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Contract Management" in SAP Ariba.
2. Verify user permissions for creating contract workspaces.
3. Confirm that all mandatory fields are filled in the contract creation form.
4. Select an appropriate contract template and save.

Question: Buyer cannot link a contract to a purchase order.
Solution:
Ensure that the contract has been approved and is in an active state. Verify if the purchasing organization is linked to the contract and that it allows PO linkage.
T-Code: Not applicable.
Process Steps:

1. Go to "Contract Management" and open the specific contract.
2. Verify that the contract is approved and active.
3. Confirm that the purchasing organization is linked.
4. Link the contract to the PO and save changes.

Question: Supplier cannot see the details of the contract shared by the buyer.
Solution:
Ensure that the contract visibility settings allow supplier access. Verify if the contract is shared correctly, and the supplier has the necessary permissions.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Contract Management" in SAP Ariba.
2. Open the contract and check the visibility settings.
3. Confirm that the supplier has permissions to access the contract.
4. Update settings and share the contract with the supplier.

Question: User unable to update contract terms after contract approval.
Solution:
Contract modifications after approval may require an amendment. Guide the user to create a contract amendment and submit it for approval.
T-Code: Not applicable.
Process Steps:

1. Open the approved contract in "Contract Management."
2. Click on "Create Amendment."
3. Update the contract terms as needed.
4. Submit the amendment for approval and save changes.

Question: Contract compliance reports not generating correctly.

Solution:

Ensure that the compliance data is correctly captured during contract execution. Verify if the user has permissions to generate compliance reports.

T-Code: Not applicable.

Process Steps:

1. Go to "Reporting and Analytics" in SAP Ariba.
2. Open the "Contract Compliance" report section.
3. Verify if compliance data is accurately captured.
4. Check user permissions for report generation and guide the user.

Question: User cannot assign multiple approvers to a contract approval workflow.

Solution:

Verify if the contract approval template allows multiple approvers. Ensure that the user has the appropriate role to modify the approval workflow.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Approval Workflow" in "Contract Management."
2. Verify if the template supports multiple approvers.
3. Check the user's permissions to modify workflows.
4. Add multiple approvers and save the changes.

Question: Supplier unable to access contract amendments in SAP Ariba.

Solution:

Ensure that the contract amendments are shared with the supplier. Verify if the supplier has permissions to access amendments, and the amendments are correctly published.

T-Code: Not applicable.

Process Steps:

1. Open the amended contract in "Contract Management."
2. Verify that the amendment is published and shared with the supplier.
3. Confirm supplier permissions to view amendments.
4. Update permissions and guide the supplier on accessing the amendment.

Question: User facing issues with contract renewal reminders.
Solution:
Ensure that renewal reminders are enabled and that the user is subscribed to notifications. Verify the contract renewal settings and check the user's email address.
T-Code: Not applicable.
Process Steps:

1. Navigate to the specific contract in "Contract Management."
2. Verify if renewal reminders are enabled.
3. Confirm that the user is subscribed to notifications.
4. Update email settings if needed and save changes.

Question: Contract not showing up in the compliance check during requisition creation.
Solution:
Ensure that the contract is valid and linked to the relevant purchasing organization. Verify if the contract is active and available for compliance checks.
T-Code: Not applicable.
Process Steps:

1. Go to "Contract Management" in SAP Ariba.
2. Verify if the contract is linked to the relevant purchasing organization.
3. Confirm that the contract is active and available for use.
4. Update linkage if necessary and perform a compliance check again.

Question: User unable to terminate an active contract.
Solution:
Verify if the user has permissions to terminate contracts. Ensure that there are no outstanding purchase orders or obligations linked to the contract.
T-Code: Not applicable.
Process Steps:

1. Open the active contract in "Contract Management."
2. Verify if there are any outstanding obligations or linked POs.
3. Confirm the user has permissions to terminate the contract.
4. Terminate the contract and save changes.

Question: Supplier cannot accept contract terms shared through SAP Ariba.

Solution:

Ensure that the contract terms are published and shared with the supplier correctly. Verify that the supplier has permissions to accept the contract and that the acceptance deadline has not passed.

T-Code: Not applicable.

Process Steps:

1. Go to the contract in "Contract Management."
2. Verify if the terms are published and shared with the supplier.
3. Confirm that the supplier has the necessary permissions.
4. Extend the acceptance deadline if needed and guide the supplier through the acceptance process.

Question: User unable to add attachments to the contract workspace.

Solution:

Verify if attachments are allowed in the contract workspace settings. Ensure that the user has permissions to add attachments and that the document size meets the requirements.

T-Code: Not applicable.

Process Steps:

1. Navigate to the contract workspace in "Contract Management."
2. Verify if the workspace settings allow attachments.
3. Check the user's permissions for adding documents.
4. Guide the user to add attachments and save the changes.

Question: Contract compliance monitoring not updating in real-time.

Solution:

Ensure that the compliance monitoring settings are configured for real-time updates. Verify if the data integration between contract execution and compliance monitoring is functioning correctly.

T-Code: Not applicable.

Process Steps:

1. Go to "Contract Compliance Monitoring" in SAP Ariba.
2. Verify if the real-time monitoring option is enabled.
3. Check the integration settings for data flow between execution and compliance.
4. Update settings if needed and save changes.

Question: User unable to configure automatic alerts for contract milestone dates.

Solution:
Verify if the automatic alert feature is enabled for the contract workspace. Ensure that the user has permissions to configure alerts and that milestone dates are set.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Contract Workspace" in SAP Ariba.
2. Verify if the alert feature is enabled.
3. Confirm the user's permissions to configure alerts.
4. Set up automatic alerts for milestone dates and save changes.

Question: Buyer unable to enforce contract compliance during requisition creation.

Solution:
Ensure that the contract compliance settings are enabled for the purchasing organization. Verify if the contract is linked properly to the purchasing category.
T-Code: Not applicable.
Process Steps:

1. Go to "Contract Management" and locate the specific contract.
2. Verify if compliance settings are enabled.
3. Ensure the contract is linked to the relevant purchasing category.
4. Guide the buyer through the compliance enforcement process.

Question: Supplier facing issues with viewing their contract performance scorecard.

Solution:
Ensure that the performance scorecard is shared with the supplier. Verify that the supplier has permissions to view performance details and that the scorecard is published.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Performance" in SAP Ariba.
2. Verify if the performance scorecard is published.
3. Confirm the supplier's permissions to access the scorecard.
4. Share the scorecard and guide the supplier to view it.

Question: User unable to track contract deviations during the contract lifecycle.
Solution:
Ensure that deviation tracking is enabled for the contract workspace. Verify if all changes and deviations are logged and visible to the user.
T-Code: Not applicable.
Process Steps:

1. Go to "Contract Workspace" in SAP Ariba.
2. Verify if deviation tracking is enabled.
3. Confirm that all contract changes are being logged.
4. Guide the user to view the logged deviations during the contract lifecycle.

Question: Buyer cannot create a new contract from an existing template.
Solution:
Verify if the user has permissions to create contracts using templates. Ensure that the selected template is active and applicable to the purchasing organization.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Contract Templates" in SAP Ariba.
2. Verify if the template is active and applicable.
3. Confirm the user’s permissions to create contracts.
4. Guide the buyer through the contract creation process using the template.

Question: User unable to assign suppliers to a contract for compliance management.
Solution:
Ensure that the suppliers are approved and active in SAP Ariba. Verify that the user has permissions to assign suppliers to the contract workspace.
T-Code: Not applicable.
Process Steps:

1. Go to "Contract Management" and open the contract.
2. Verify if the suppliers are active and approved.
3. Check user permissions for assigning suppliers.
4. Assign suppliers to the contract and save changes.

Topic: Overview of Ariba Sourcing

Question: User unable to access the Ariba Sourcing dashboard.

Solution:
Verify if the user has the correct permissions to access the sourcing module. Ensure that their role in SAP Ariba includes sourcing access.
T-Code: Not applicable.
Process Steps:

1. Log in to SAP Ariba and navigate to "User Management."
2. Locate the user's profile and verify their role.
3. Ensure that the role includes permissions for SAP Ariba Sourcing.
4. Update the permissions if needed and save the changes.

Question: User does not see sourcing projects listed on the sourcing overview page.

Solution:
Ensure that the user has visibility rights for the relevant sourcing projects. Verify if the projects have been shared with the user's role or team.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Sourcing Projects" in SAP Ariba.
2. Verify if the user has visibility rights for the specific projects.
3. Ensure the projects are shared with the user's role or team.
4. Update visibility settings and refresh the user's access.

Question: User experiencing errors while trying to create a new sourcing project.

Solution:
Ensure that the user has permissions to create sourcing projects. Verify if all mandatory fields are filled and that the sourcing template is available.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Sourcing Management" in SAP Ariba.
2. Check user permissions for creating sourcing projects.
3. Ensure all mandatory fields are filled in the project creation form.
4. Select an appropriate sourcing template and save.

Question: Supplier unable to participate in sourcing events listed in the Ariba Sourcing module.
Solution:
Verify if the supplier is invited to the sourcing event. Ensure that the supplier's registration is complete and they have accepted the invitation.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Sourcing Events" in SAP Ariba.
2. Search for the specific event and verify the supplier's invitation status.
3. Confirm that the supplier's registration is complete.
4. Resend the invitation if needed and ensure they accept it.

Question: User cannot find the sourcing templates needed to create a sourcing project.
Solution:
Ensure that the sourcing templates are published and assigned to the relevant purchasing organization. Verify if the templates are visible for the user's role.
T-Code: Not applicable.
Process Steps:

1. Go to "Sourcing Templates" in SAP Ariba.
2. Verify if the templates are published and assigned.
3. Check the user's profile for visibility permissions for sourcing templates.
4. Update assignments if necessary.

Question: User unable to see the total spend summary for sourcing events.
Solution:
Verify if the user has permissions to access sourcing analytics. Ensure that the spend data is properly linked to the sourcing events for accurate reporting.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Sourcing Analytics" in SAP Ariba.
2. Verify user permissions for accessing spend summaries.
3. Confirm that spend data is linked to sourcing events.
4. Update settings if necessary to display spend summaries.

Question: Supplier unable to access the sourcing overview for multiple buyer organizations.

Solution:

Verify if the supplier is linked to all relevant buyer organizations. Ensure that the supplier has permissions and that each buyer organization has shared their sourcing projects.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Management" in SAP Ariba.
2. Verify if the supplier is linked to multiple buyer organizations.
3. Check that all relevant sourcing projects are shared with the supplier.
4. Update permissions and linkages as needed.

Question: User facing issues when trying to filter sourcing projects by status.

Solution:

Verify if the filtering functionality is enabled in the sourcing overview. Ensure that the projects have appropriate statuses assigned, and guide the user through applying filters.

T-Code: Not applicable.

Process Steps:

1. Log in to SAP Ariba and navigate to "Sourcing Overview."
2. Verify that the filtering feature is enabled.
3. Ensure sourcing projects have correct statuses assigned.
4. Guide the user in applying the filters.

Question: Buyer unable to invite new suppliers to a sourcing project.

Solution:

Ensure that the supplier invitation functionality is enabled for the sourcing project. Verify if the buyer has permissions to invite suppliers and that the suppliers are registered.

T-Code: Not applicable.

Process Steps:

1. Open the sourcing project in "Sourcing Management."
2. Verify if the supplier invitation feature is enabled.
3. Confirm buyer permissions for inviting suppliers.
4. Invite the new suppliers and save changes.

Question: Supplier does not receive notifications for sourcing event updates.

Solution:

Ensure that notifications are enabled for sourcing event updates. Verify if the supplier’s email address is correctly configured and that notifications are not being blocked.

T-Code: Not applicable.

Process Steps:

1. Go to "Notification Settings" in Sourcing Management.
2. Verify if sourcing event notifications are enabled for the supplier.
3. Check if the supplier’s email address is correct.
4. Enable or update notifications as required.

Question: User cannot export sourcing project details for offline review.

Solution:

Verify if the export feature is enabled for sourcing projects. Ensure that the user has permissions to export data and that the format requirements are met.

T-Code: Not applicable.

Process Steps:

1. Open the specific sourcing project in "Sourcing Management."
2. Verify if the export feature is enabled.
3. Check user permissions for exporting data.
4. Guide the user through the export process and ensure format requirements are met.

Question: User unable to assign sourcing project roles to team members.

Solution:

Verify if the user has permissions to modify team roles in the sourcing project. Ensure that the roles are defined and available for assignment.

T-Code: Not applicable.

Process Steps:

1. Go to the sourcing project in "Sourcing Management."
2. Check user permissions for assigning team roles.
3. Verify that the roles are defined and visible.
4. Assign the roles to team members and save changes.

Question: User is unable to view historical sourcing events in the overview page.

Solution:

Ensure that historical sourcing events are enabled for display. Verify the user's role to ensure they have permissions to view historical data.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Sourcing Overview" in SAP Ariba.
2. Verify if historical sourcing events are enabled for the overview.
3. Confirm that the user has permissions to view historical data.
4. Update display settings if required.

Question: Supplier unable to withdraw participation from a sourcing event.

Solution:

Verify if the event allows withdrawal after registration. Ensure that the supplier's request is within the permitted timeline for withdrawal and guide them through the process.

T-Code: Not applicable.

Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Verify if withdrawal is allowed at the current stage.
3. Confirm the withdrawal timeline and supplier permissions.
4. Guide the supplier through the withdrawal process.

Question: User facing issues with sourcing event deadlines not appearing correctly in the overview.

Solution:

Ensure that the sourcing event deadlines are configured correctly and visible. Verify if the event calendar is up-to-date and reflects all deadlines accurately.

T-Code: Not applicable.

Process Steps:

1. Go to the sourcing event in "Sourcing Management."
2. Verify if deadlines are configured correctly.
3. Check the event calendar for accuracy.
4. Update deadlines if necessary and ensure they are visible.

Question: User cannot update the sourcing project status after completing it.
Solution:
Verify if the user has permissions to modify the project status. Ensure that all steps in the project workflow are complete before allowing a status update.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing project in "Sourcing Management."
2. Verify user permissions for modifying project status.
3. Confirm that all workflow steps are complete.
4. Update the status and save changes.

Question: Supplier unable to view attachments in sourcing events shared by the buyer.
Solution:
Ensure that the attachments are shared with the supplier and that the supplier has permissions to access them. Verify if the attachment links are active and visible.
T-Code: Not applicable.
Process Steps:

1. Navigate to the specific sourcing event in SAP Ariba.
2. Verify if attachments are shared with the supplier.
3. Confirm that the supplier has permissions to access attachments.
4. Update sharing settings and guide the supplier.

Question: User unable to add comments to a sourcing project overview.
Solution:
Verify if the comments feature is enabled for the sourcing project. Ensure that the user has permissions to add comments and that the project is open for collaboration.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing project in "Sourcing Management."
2. Verify if the comments feature is enabled.
3. Check user permissions for adding comments.
4. Enable the feature and guide the user through adding comments.

Question: User cannot create sourcing events from a project template.
Solution:
Ensure that the selected sourcing project template is active and available. Verify if the user has the correct role to create sourcing events from templates.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Sourcing Templates" in SAP Ariba.
2. Verify if the template is active and available.
3. Confirm that the user has permissions to create sourcing events.
4. Guide the user through the event creation process using the template.

Question: Buyer facing difficulties when comparing bids from multiple suppliers.
Solution:
Ensure that the bid comparison feature is enabled for the sourcing event. Verify if the bids have been submitted in the correct format for comparison.
T-Code: Not applicable.
Process Steps:

1. Go to the sourcing event in "Sourcing Management."
2. Verify if the bid comparison feature is enabled.
3. Confirm that bids are submitted in the required format.
4. Guide the buyer through the comparison process.

Topic: Creating and Managing Sourcing Events

Question: User unable to create a new sourcing event in SAP Ariba.
Solution:
Verify if the user has the necessary permissions to create sourcing events. Ensure that the required template is active and accessible to the user.
T-Code: Not applicable.
Process Steps:

1. Go to "Sourcing Management" in SAP Ariba.
2. Verify user permissions for creating sourcing events.
3. Confirm that the appropriate sourcing template is available.
4. Guide the user through the event creation process.

Question: Supplier not receiving invitations to participate in sourcing events.
Solution:
Ensure that the supplier's contact information is correctly entered. Verify if the invitation email was sent and that it hasn't been filtered as spam.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Sourcing Events" in SAP Ariba.
2. Verify the supplier's email address and contact details.
3. Check if the invitation email was sent successfully.
4. Resend the invitation and ask the supplier to check the spam folder.

Question: User unable to add line items to a sourcing event.
Solution:
Verify if the event template allows for adding line items. Ensure that all mandatory fields are completed and the user has editing permissions.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Check if the event template supports adding line items.
3. Ensure that all mandatory fields are completed.
4. Guide the user to add line items and save changes.

Question: Supplier unable to submit bids for a sourcing event.
Solution:
Verify if the supplier is invited to the event and that the event is active. Ensure that the bidding phase is open and guide the supplier through the submission process.
T-Code: Not applicable.
Process Steps:

1. Go to "Sourcing Events" in SAP Ariba.
2. Verify the supplier's invitation and event status.
3. Confirm that the bidding phase is open.
4. Guide the supplier through the bid submission steps.

Question: User unable to set a reserve price for a sourcing event.
Solution:
Ensure that the reserve price feature is enabled for the sourcing event. Verify if the user has permissions to set pricing conditions.
T-Code: Not applicable.
Process Steps:

1. Navigate to the specific sourcing event.
2. Check if the reserve price feature is enabled.
3. Verify user permissions to modify pricing conditions.
4. Guide the user to set the reserve price and save.

Question: User facing issues with adding suppliers to a sourcing event.
Solution:
Verify if the suppliers are registered and approved in SAP Ariba. Ensure that the sourcing event allows for adding new suppliers and that the user has permissions.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Verify if the suppliers are registered and approved.
3. Confirm that the event settings allow adding new suppliers.
4. Guide the user to add suppliers to the event.

Question: User cannot publish a sourcing event after creating it.
Solution:
Ensure that all mandatory fields are completed and that the sourcing event has passed validation. Verify that the user has permissions to publish the event.
T-Code: Not applicable.
Process Steps:

1. Navigate to the sourcing event in "Sourcing Management."
2. Verify if all mandatory fields are filled and that the event passes validation.
3. Check if the user has publishing permissions.
4. Publish the event once all requirements are met.

Question: User unable to extend the bidding deadline for a sourcing event.

Solution:

Verify if the user has permissions to modify event timelines. Ensure that the event is still open and the current deadline has not yet passed.

T-Code: Not applicable.

Process Steps:

1. Go to the specific sourcing event.
2. Verify if the user has permissions to modify deadlines.
3. Ensure that the event is still open.
4. Update the bidding deadline and save the changes.

Question: Supplier cannot view the details of line items in the sourcing event.

Solution:

Ensure that the line items are correctly configured and shared with suppliers. Verify if the supplier has permissions to access the line item details.

T-Code: Not applicable.

Process Steps:

1. Navigate to the sourcing event in SAP Ariba.
2. Verify that line items are configured and shared.
3. Confirm that the supplier has the necessary permissions.
4. Update settings if required to make line items visible to the supplier.

Question: User unable to add alternative bids to a sourcing event.

Solution:

Ensure that the event template allows alternative bids. Verify that the user has permissions to add alternatives and that the event configuration supports them.

T-Code: Not applicable.

Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Check if the template allows for alternative bids.
3. Verify user permissions for adding alternative bids.
4. Guide the user through adding alternative bids.

Question: Buyer cannot see the supplier responses after the event has ended.
Solution:
Ensure that the sourcing event has been properly closed and that the responses have been submitted. Verify if the buyer has permissions to access supplier responses.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Sourcing Events" in SAP Ariba.
2. Verify if the event is closed and supplier responses have been submitted.
3. Check buyer permissions for viewing responses.
4. Guide the buyer to access the responses.

Question: User experiencing errors when attempting to duplicate an existing sourcing event.
Solution:
Verify if the event duplication feature is enabled and that the user has permissions to use it. Ensure that all event details are correctly filled before duplication.
T-Code: Not applicable.
Process Steps:

1. Go to the sourcing event that needs to be duplicated.
2. Verify if the duplication feature is enabled.
3. Confirm user permissions to duplicate events.
4. Guide the user through the duplication process.

Question: Supplier unable to upload documents for a sourcing event.
Solution:
Ensure that the document upload feature is enabled for the sourcing event. Verify if the document format and size meet the requirements.
T-Code: Not applicable.
Process Steps:

1. Navigate to the sourcing event in SAP Ariba.
2. Verify if document upload is enabled for the event.
3. Check that the document meets format and size requirements.
4. Guide the supplier through the upload process.

Question: User unable to add internal notes to a sourcing event.

Solution:

Verify if the internal notes feature is enabled for the event. Ensure that the user has the appropriate role to add notes to the sourcing project.

T-Code: Not applicable.

Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Verify if the internal notes feature is enabled.
3. Confirm user permissions for adding notes.
4. Guide the user to add internal notes to the event.

Question: Buyer unable to cancel a sourcing event that has already started.

Solution:

Verify if the buyer has permissions to cancel sourcing events. Ensure that there are no active supplier bids that need to be withdrawn before cancellation.

T-Code: Not applicable.

Process Steps:

1. Go to the sourcing event in "Sourcing Management."
2. Verify if the buyer has permissions to cancel the event.
3. Check for active supplier bids and withdraw them if needed.
4. Cancel the sourcing event and save changes.

Question: User cannot add a predefined question to the sourcing event questionnaire.

Solution:

Ensure that the question is active and available in the question library. Verify that the user has permissions to edit the questionnaire for the event.

T-Code: Not applicable.

Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Navigate to the questionnaire section.
3. Verify that the question is available in the question library.
4. Add the question to the questionnaire and save.

Question: Supplier unable to view evaluation criteria for the sourcing event.

Solution:
Ensure that the evaluation criteria are correctly configured and shared with suppliers. Verify if the supplier has permissions to view the criteria.

T-Code: Not applicable.

Process Steps:

1. Go to the sourcing event in SAP Ariba.
2. Verify if the evaluation criteria are configured and shared.
3. Confirm that the supplier has the necessary permissions.
4. Update sharing settings if needed.

Question: User unable to change the currency for a sourcing event after it has been published.

Solution:
Once a sourcing event is published, currency changes may be restricted. Suggest creating a new event or canceling and re-creating the existing one with the correct currency.

T-Code: Not applicable.

Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Verify if the currency can be edited at this stage.
3. If not, suggest creating a new event with the correct currency.
4. Cancel the existing event if needed and re-create it.

Question: Buyer facing difficulties in awarding a sourcing event.

Solution:
Verify if the sourcing event evaluation is complete and that all required information is available. Ensure that the buyer has permissions to make awards and that there are no outstanding validation errors.

T-Code: Not applicable.

Process Steps:

1. Go to "Sourcing Events" in SAP Ariba.
2. Verify if the event evaluation is complete and all information is available.
3. Confirm buyer permissions for making awards.
4. Address any outstanding validation errors and guide the buyer through the award process.

Question: User unable to track changes made to the sourcing event timeline.

Solution:

Ensure that change tracking is enabled for the sourcing event. Verify if the user has permissions to view change logs and guide them on accessing the timeline history.

T-Code: Not applicable.

Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Verify if change tracking is enabled.
3. Confirm that the user has permissions to view change logs.
4. Guide the user through accessing the timeline history for the sourcing event.

Question: Supplier experiencing issues submitting a bid due to errors in pricing fields.

Solution:

Verify if all pricing fields are filled correctly and meet the event requirements. Ensure that the supplier is using the correct pricing format and that no mandatory fields are left blank.

T-Code: Not applicable.

Process Steps:

1. Navigate to the sourcing event in SAP Ariba.
2. Verify the pricing fields for any errors or inconsistencies.
3. Ensure that all mandatory fields are filled and meet the required format.
4. Guide the supplier in correcting the errors and resubmitting the bid.

Question: User cannot add a team member to the sourcing event during its execution.

Solution:

Ensure that the sourcing event settings allow modifications during execution. Verify if the user has permissions to add team members and that the individual being added has appropriate access.

T-Code: Not applicable.

Process Steps:

1. Go to the sourcing event in "Sourcing Management."
2. Verify if modifications are allowed during execution.
3. Confirm user permissions for adding team members.
4. Add the team member and save the changes.

Question: User unable to delete a supplier from a sourcing event once bids are submitted.
Solution:
Verify if the event settings allow supplier deletion after bids have been submitted. Ensure that the user has the permissions to make such changes, and assess the implications on the event.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing event in SAP Ariba.
2. Verify if supplier deletion is allowed at the current stage.
3. Confirm user permissions to delete suppliers.
4. If permitted, remove the supplier and save changes.

Question: User unable to access sourcing event metrics and analytics after event completion.
Solution:
Ensure that the analytics feature is enabled for completed events. Verify if the user has permissions to access sourcing analytics, including bid metrics and event performance.
T-Code: Not applicable.
Process Steps:

1. Go to "Sourcing Analytics" in SAP Ariba.
2. Verify if analytics for completed events is enabled.
3. Confirm that the user has permissions to access analytics.
4. Guide the user through accessing event metrics and performance data.

Question: User cannot edit event rules for a sourcing event already published.
Solution:
Editing event rules after publishing may require event suspension or amendment. Suggest pausing the event to edit the rules if allowed.
T-Code: Not applicable.
Process Steps:

1. Open the published event in "Sourcing Management."
2. Verify if editing the rules is allowed at the current stage.
3. Suggest pausing or suspending the event if edits are necessary.
4. Make the required changes to the event rules and save.

Question: Supplier unable to view specific attachments for the sourcing event.
Solution:
Ensure that the attachments are shared correctly and meet visibility requirements for suppliers. Verify if the attachment is in a compatible format for the supplier to view.
T-Code: Not applicable.
Process Steps:

1. Navigate to the sourcing event in SAP Ariba.
2. Verify if the attachments are shared with the supplier.
3. Confirm that the attachment is in a compatible format.
4. Update sharing permissions if needed and guide the supplier.

Question: User facing difficulties creating recurring sourcing events.
Solution:
Ensure that the recurring event feature is enabled for the user's organization. Verify that the user has permissions to create recurring events and that the event schedule is correctly configured.
T-Code: Not applicable.
Process Steps:

1. Open "Sourcing Management" in SAP Ariba.
2. Verify if the recurring event feature is enabled.
3. Check user permissions for creating recurring events.
4. Guide the user to configure the schedule and save the recurring event.

Question: Buyer unable to set bid decrement values for reverse auction events.
Solution:
Ensure that the reverse auction settings allow bid decrements and that the decrement value is correctly configured. Verify if the buyer has permissions to set auction parameters.
T-Code: Not applicable.
Process Steps:

1. Navigate to the specific reverse auction event.
2. Verify if bid decrement settings are enabled.
3. Confirm the buyer's permissions to set auction parameters.
4. Guide the buyer to enter decrement values and save changes.

Question: Supplier not able to participate in multiple sourcing events simultaneously.
Solution:
Verify if there are any participation restrictions set for suppliers in multiple events. Ensure that the supplier is properly registered for all events and guide them through accessing each.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Sourcing Events" in SAP Ariba.
2. Verify if there are participation restrictions for multiple events.
3. Confirm that the supplier is registered for all relevant events.
4. Guide the supplier through accessing each event.

Question: User unable to configure automatic reminders for suppliers about sourcing event deadlines.
Solution:
Ensure that the reminder feature is enabled for the event and that reminders are properly configured. Verify if the user has permissions to set up automated reminders.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Verify if the reminder feature is enabled.
3. Confirm user permissions for setting reminders.
4. Configure automatic reminders and save the settings.

Question: Supplier unable to edit their bid after submission but before the event closing date.
Solution:
Verify if the event settings allow bid modifications after submission. Ensure that the supplier is attempting the modification within the permitted timeframe.
T-Code: Not applicable.
Process Steps:

1. Go to the sourcing event in SAP Ariba.
2. Verify if bid modifications are allowed after submission.
3. Confirm that the supplier is within the allowed timeframe for changes.
4. Guide the supplier through the process of modifying their bid.

Question: User experiencing issues creating a sourcing event from an awarded contract.
Solution:
Ensure that the contract is in an active state and that the "Create Event from Contract" feature is enabled. Verify if the user has the necessary permissions.
T-Code: Not applicable.
Process Steps:

1. Open the awarded contract in "Contract Management."
2. Verify if the contract is active and the feature is enabled.
3. Confirm user permissions for creating sourcing events from contracts.
4. Guide the user through the event creation process.

Question: User unable to convert an RFQ to a full sourcing project.
Solution:
Verify if the RFQ is eligible for conversion and if the user has the appropriate role to convert RFQs. Ensure that all required fields are filled before conversion.
T-Code: Not applicable.
Process Steps:

1. Navigate to the RFQ in "Sourcing Management."
2. Verify eligibility for conversion.
3. Confirm user permissions to convert RFQs.
4. Fill in any required fields and guide the user through the conversion.

Question: User unable to apply discounts to line items in a sourcing event.
Solution:
Ensure that the discount feature is enabled for line items in the event. Verify that the user has permissions to modify pricing and apply discounts.
T-Code: Not applicable.
Process Steps:

1. Go to the specific sourcing event in SAP Ariba.
2. Verify if the discount feature is enabled for line items.
3. Confirm user permissions for modifying pricing.
4. Guide the user in applying discounts and save changes.

Topic: eAuctions and Bidding

Question: Supplier unable to participate in a live eAuction event.

Solution:

Ensure that the supplier has accepted the invitation to the eAuction event and is registered in SAP Ariba. Verify if the supplier has internet connectivity and is accessing the event during the scheduled time.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Sourcing Events" in SAP Ariba.
2. Verify if the supplier has accepted the invitation.
3. Confirm supplier registration and internet connectivity.
4. Guide the supplier on accessing the event during the scheduled time.

Question: User unable to set up bid decrement values for a reverse auction.

Solution:

Verify if the decrement values are correctly configured in the auction settings. Ensure that the reverse auction type allows for decrements and that user permissions are enabled.

T-Code: Not applicable.

Process Steps:

1. Open the reverse auction event in "Sourcing Management."
2. Navigate to the auction settings.
3. Verify if the decrement values are configured correctly.
4. Guide the user to enter decrement values and save the settings.

Question: Supplier unable to view the minimum bid decrement for the reverse auction.

Solution:

Ensure that the decrement information is shared with suppliers. Verify if the supplier has permissions to view auction settings, including minimum decrement values.

T-Code: Not applicable.

Process Steps:

1. Go to the reverse auction in SAP Ariba.
2. Verify if decrement information is shared with suppliers.
3. Confirm supplier permissions to view auction settings.
4. Update permissions and guide the supplier to view decrement details.

Question: User facing issues when trying to convert an RFQ to an eAuction.
Solution:
Verify if the RFQ meets all criteria for conversion. Ensure that the user has permissions to convert RFQs to eAuctions and that all required data is filled in.
T-Code: Not applicable.
Process Steps:

1. Navigate to the RFQ in "Sourcing Management."
2. Verify if all criteria for conversion are met.
3. Confirm user permissions for conversion.
4. Guide the user through the conversion process to an eAuction.

Question: Buyer unable to set auction start and end times.
Solution:
Ensure that the buyer has permissions to modify auction timelines. Verify if the auction settings are correctly configured, and guide the buyer through setting the start and end times.
T-Code: Not applicable.
Process Steps:

1. Open the eAuction in "Sourcing Management."
2. Verify if the buyer has permissions to modify timelines.
3. Confirm that the auction settings allow for start and end time configuration.
4. Guide the buyer through setting the auction times and save changes.

Question: Supplier cannot see the current leading bid in an English reverse auction.
Solution:
Ensure that the auction settings allow suppliers to view the leading bid. Verify if the supplier is accessing the live event correctly and guide them to the right section of the dashboard.
T-Code: Not applicable.
Process Steps:

1. Navigate to the eAuction in SAP Ariba.
2. Verify if leading bid visibility is enabled for suppliers.
3. Ensure the supplier is accessing the event in real-time.
4. Guide the supplier to the section where they can see the current leading bid.

Question: User unable to add reserve prices for an eAuction event.
Solution:
Ensure that reserve pricing is enabled for the eAuction event. Verify if the user has permissions to set reserve prices and if the pricing details are entered correctly.
T-Code: Not applicable.
Process Steps:

1. Open the eAuction in "Sourcing Management."
2. Verify if reserve pricing is enabled for the event.
3. Confirm user permissions to set reserve prices.
4. Guide the user to enter the reserve price and save the settings.

Question: Supplier unable to place a bid due to minimum bid decrement error.
Solution:
Verify if the supplier's bid meets the decrement requirements set for the auction. Ensure that the decrement is correctly configured, and the supplier is following the bid rules.
T-Code: Not applicable.
Process Steps:

1. Go to the eAuction in SAP Ariba.
2. Verify if the supplier's bid meets the decrement requirements.
3. Check the decrement configuration and ensure it matches the event rules.
4. Guide the supplier through placing a bid that meets the requirements.

Question: User unable to create a Dutch auction in SAP Ariba.
Solution:
Ensure that the Dutch auction feature is enabled in SAP Ariba. Verify if the user has permissions to create Dutch auctions and that all mandatory fields are filled.
T-Code: Not applicable.
Process Steps:

1. Open "Sourcing Management" in SAP Ariba.
2. Verify if the Dutch auction feature is enabled.
3. Confirm user permissions for creating Dutch auctions.
4. Guide the user to fill in all required fields and create the auction.

Question: Supplier unable to access the eAuction event summary after the event ends.

Solution:
Ensure that the eAuction summary is shared with suppliers and that the supplier has permissions to view it. Verify if the summary document is correctly published.

T-Code: Not applicable.

Process Steps:

1. Navigate to the specific eAuction in SAP Ariba.
2. Verify if the event summary is shared with suppliers.
3. Confirm that the supplier has permissions to access the summary.
4. Update sharing settings and guide the supplier through viewing the summary.

Question: User facing difficulties configuring bid extensions for an eAuction.

Solution:
Ensure that the bid extension feature is enabled for the event. Verify if the user has permissions to configure bid extensions and that the extension criteria are correctly set.

T-Code: Not applicable.

Process Steps:

1. Open the eAuction in "Sourcing Management."
2. Verify if the bid extension feature is enabled.
3. Confirm user permissions to configure bid extensions.
4. Guide the user to set the extension criteria and save changes.

Question: Supplier unable to place bids due to currency discrepancies in an eAuction.

Solution:
Ensure that the correct currency is selected for both the event and the supplier. Verify if the supplier's currency matches the currency configured in the event.

T-Code: Not applicable.

Process Steps:

1. Navigate to the eAuction in SAP Ariba.
2. Verify the currency selected for the event.
3. Confirm that the supplier’s currency matches the event currency.
4. Guide the supplier to place the bid in the correct currency.

Question: Buyer unable to track live bids during an eAuction event.
Solution:
Ensure that the real-time tracking feature is enabled for the eAuction. Verify if the buyer has permissions to view live bids and that the dashboard is functioning properly.
T-Code: Not applicable.
Process Steps:

1. Go to the eAuction event in SAP Ariba.
2. Verify if the real-time tracking feature is enabled.
3. Confirm buyer permissions for viewing live bids.
4. Guide the buyer through accessing the live bid tracking dashboard.

Question: Supplier facing issues when submitting proxy bids during an eAuction.
Solution:
Ensure that the proxy bidding feature is enabled and that the supplier understands how to use it. Verify if the supplier's bid amount meets the event's minimum requirements.
T-Code: Not applicable.
Process Steps:

1. Open the eAuction in SAP Ariba.
2. Verify if the proxy bidding feature is enabled.
3. Confirm that the supplier’s bid meets the event’s requirements.
4. Guide the supplier through submitting a proxy bid.

Question: User unable to apply bid shading in an eAuction.
Solution:
Ensure that bid shading is enabled in the auction settings. Verify if the user has permissions to configure bid shading and that all shading parameters are filled.
T-Code: Not applicable.
Process Steps:

1. Navigate to the eAuction event.
2. Verify if the bid shading feature is enabled.
3. Confirm user permissions to apply bid shading.
4. Guide the user to enter shading parameters and save.

Question: Supplier unable to submit a bid due to technical errors during the live eAuction.
Solution:
Ensure that the supplier's internet connection is stable. Verify if the supplier is using a compatible browser and guide them through refreshing the page or rejoining the event.
T-Code: Not applicable.
Process Steps:

1. Confirm the supplier's internet connection stability.
2. Verify if the supplier is using a compatible browser.
3. Guide the supplier to refresh the event page or rejoin the event.
4. Troubleshoot any additional technical errors.

Question: User unable to configure an overtime rule for the eAuction event.
Solution:
Ensure that the overtime rule feature is enabled for the event. Verify if the user has permissions to add overtime settings and that the rule criteria are correctly configured.
T-Code: Not applicable.
Process Steps:

1. Open the eAuction in "Sourcing Management."
2. Verify if the overtime rule feature is enabled.
3. Confirm user permissions to add overtime rules.
4. Guide the user to configure the rule criteria and save changes.

Question: Supplier facing difficulties viewing historical bids in an eAuction event.
Solution:
Ensure that historical bid visibility is enabled for suppliers. Verify if the supplier has permissions to view past bids and that the bid history is correctly logged.
T-Code: Not applicable.
Process Steps:

1. Navigate to the specific eAuction in SAP Ariba.
2. Verify if historical bid visibility is enabled.
3. Confirm supplier permissions to view past bids.
4. Guide the supplier to access the bid history.

Question: User unable to create a scoring matrix for evaluating bids in an eAuction.

Solution:
Ensure that the scoring feature is enabled for the eAuction. Verify if the user has permissions to create and configure a scoring matrix, and that all scoring criteria are defined.
T-Code: Not applicable.
Process Steps:

1. Open the eAuction in "Sourcing Management."
2. Verify if the scoring feature is enabled.
3. Confirm user permissions to create a scoring matrix.
4. Guide the user through configuring the scoring criteria and saving the matrix.

Topic: Supplier Qualification and Evaluation

Question: Supplier unable to complete the qualification questionnaire in SAP Ariba.

Solution:
Ensure that all mandatory fields in the questionnaire are completed. Verify if the questionnaire is correctly assigned to the supplier and there are no validation errors.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Qualification" in SAP Ariba.
2. Open the questionnaire assigned to the supplier.
3. Verify if all mandatory fields are completed and check for validation errors.
4. Guide the supplier in filling the missing information and resubmitting the questionnaire.

Question: User unable to assign a qualification template to a new supplier.

Solution:
Verify if the qualification template is active and available for assignment. Ensure that the user has permissions to assign templates to suppliers.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Qualification Templates" in SAP Ariba.
2. Verify if the template is active and available for use.
3. Confirm user permissions for assigning templates.
4. Assign the template to the new supplier and save changes.

Question: Supplier does not receive notification about qualification status.
Solution:
Ensure that notification settings for qualification status updates are enabled. Verify if the supplier's email address is correct and if notifications have been sent.
T-Code: Not applicable.
Process Steps:

1. Go to "Notification Settings" in Supplier Qualification.
2. Verify if notifications are enabled for qualification status updates.
3. Confirm that the supplier’s email address is correct.
4. Resend the notification if needed.

Question: User unable to view supplier qualification results.
Solution:
Ensure that the user has permissions to access supplier qualification results. Verify if the qualification assessments are complete and available for viewing.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Qualification" in SAP Ariba.
2. Verify if the qualification assessments are complete.
3. Confirm that the user has permissions to view results.
4. Guide the user to access the qualification results.

Question: Supplier cannot upload documents required for qualification.
Solution:
Ensure that the document upload feature is enabled for the qualification. Verify if the documents meet the required format and size limits and that the supplier has permissions to upload them.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Qualification" in SAP Ariba.
2. Verify if document upload is enabled for the qualification.
3. Check if the document meets format and size requirements.
4. Guide the supplier through the upload process.

Question: User facing issues with assigning evaluators for supplier qualification.
Solution:
Verify if the user has permissions to assign evaluators. Ensure that the evaluators are active in the system and are assigned to the correct role.
T-Code: Not applicable.
Process Steps:

1. Open the supplier qualification process in SAP Ariba.
2. Verify if the user has permissions to assign evaluators.
3. Confirm that the evaluators are active in the system.
4. Assign the evaluators and save changes.

Question: Supplier qualification score not visible in the supplier profile.
Solution:
Ensure that the qualification score is calculated and finalized. Verify if the score visibility is enabled for suppliers and that the assessment is completed.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Profile" in SAP Ariba.
2. Verify if the qualification score is calculated and finalized.
3. Confirm if score visibility is enabled for suppliers.
4. Guide the user to update settings if required to display the score.

Question: User unable to edit qualification criteria after launching the qualification process.
Solution:
Once the qualification process is launched, changes may be restricted. Suggest pausing the process or creating a new qualification if changes are needed.
T-Code: Not applicable.
Process Steps:

1. Open the qualification process in SAP Ariba.
2. Verify if the qualification criteria can be edited.
3. If not, suggest pausing the process or creating a new qualification.
4. Guide the user through editing or restarting the qualification process.

Question: Supplier unable to see the qualification requirements shared by the buyer.
Solution:
Ensure that the qualification requirements are shared correctly and that the supplier has permissions to access them. Verify if the requirements are published.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Qualification" in SAP Ariba.
2. Verify if the qualification requirements are shared with the supplier.
3. Confirm that the supplier has permissions to access the requirements.
4. Publish the requirements if needed and guide the supplier.

Question: User unable to approve supplier qualification results.
Solution:
Verify if the user has permissions to approve qualification results. Ensure that all evaluation steps are completed and there are no pending approvals from other evaluators.
T-Code: Not applicable.
Process Steps:

1. Open the qualification process in SAP Ariba.
2. Verify if all evaluation steps are complete.
3. Confirm user permissions for approving results.
4. Approve the qualification results and save.

Question: Supplier facing issues with submitting a self-assessment form for qualification.
Solution:
Ensure that the self-assessment form is correctly assigned to the supplier. Verify if all mandatory fields are filled, and there are no validation errors.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier qualification form in SAP Ariba.
2. Verify if the form is correctly assigned to the supplier.
3. Ensure that all mandatory fields are filled.
4. Guide the supplier in completing the form and submitting it.

Question: User unable to set weighting factors for qualification criteria.
Solution:
Ensure that the qualification template allows for setting weighting factors. Verify if the user has permissions to configure weighting for each criterion.
T-Code: Not applicable.
Process Steps:

1. Open the qualification template in "Supplier Qualification."
2. Verify if the template supports weighting factors.
3. Confirm user permissions to configure weighting.
4. Guide the user to set weighting factors for each criterion.

Question: Supplier qualification process stuck in "Pending" status.
Solution:
Verify if all required actions are completed by evaluators and suppliers. Ensure there are no incomplete tasks preventing the qualification process from moving forward.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Qualification" in SAP Ariba.
2. Verify if there are any pending actions from evaluators or suppliers.
3. Confirm that all tasks are completed.
4. Follow up with pending participants and guide the user to move the process forward.

Question: User facing difficulties in linking a supplier qualification to a sourcing event.
Solution:
Ensure that the qualification is complete and that the supplier is eligible for the sourcing event. Verify if the user has permissions to link qualifications to events.
T-Code: Not applicable.
Process Steps:

1. Navigate to the sourcing event in SAP Ariba.
2. Verify if the qualification is complete and the supplier is eligible.
3. Confirm user permissions to link qualifications.
4. Guide the user to link the qualification to the sourcing event.

Question: Supplier unable to access feedback provided during the qualification evaluation.

Solution:
Ensure that feedback visibility is enabled for suppliers. Verify if the feedback is shared correctly and that the supplier has permissions to access it.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Qualification" in SAP Ariba.
2. Verify if feedback visibility is enabled.
3. Confirm that the feedback is shared with the supplier.
4. Update sharing settings if needed and guide the supplier.

Question: User unable to schedule periodic requalification for suppliers.

Solution:
Ensure that the requalification feature is enabled for the supplier qualification. Verify if the user has permissions to set requalification schedules.
T-Code: Not applicable.
Process Steps:

1. Open the supplier qualification process in SAP Ariba.
2. Verify if the requalification feature is enabled.
3. Confirm user permissions to schedule requalification.
4. Guide the user to set up the periodic requalification schedule.

Question: Supplier qualification score not updating after re-evaluation.

Solution:
Ensure that the re-evaluation is completed and that the new scores are finalized. Verify if there are any pending tasks that prevent the score update.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Qualification" in SAP Ariba.
2. Verify if the re-evaluation process is completed.
3. Confirm that all scores are finalized and no tasks are pending.
4. Guide the user through the score update process.

Question: User unable to create a custom qualification questionnaire.
Solution:
Verify if the user has permissions to create custom questionnaires. Ensure that all required fields are filled and that the questionnaire template is saved correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Qualification Templates" in SAP Ariba.
2. Verify user permissions for creating custom questionnaires.
3. Ensure that all required fields are completed.
4. Guide the user through saving the custom questionnaire.

Question: Supplier unable to withdraw from a qualification process.
Solution:
Verify if the qualification settings allow withdrawal. Ensure that the supplier's request is within the permitted timeline and guide them through the withdrawal process.
T-Code: Not applicable.
Process Steps:

1. Navigate to the qualification process in SAP Ariba.
2. Verify if withdrawal is allowed for the current stage.
3. Confirm the withdrawal timeline and supplier permissions.
4. Guide the supplier through the withdrawal process.

Question: User unable to compare qualification results for multiple suppliers.
Solution:
Ensure that the comparison feature is enabled and that the user has permissions to access qualification data. Verify if all qualification assessments are complete and available.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Qualification" in SAP Ariba.
2. Verify if the comparison feature is enabled.
3. Confirm user permissions to access qualification data.
4. Guide the user through comparing results for multiple suppliers.

Topic: Sourcing Optimization

Question: User unable to configure optimization settings for a sourcing event.

Solution:
Ensure that the optimization feature is enabled for the sourcing event. Verify if the user has permissions to configure optimization settings and that all required data is available.
T-Code: Not applicable.
Process Steps:

1. Navigate to the sourcing event in "Sourcing Management."
2. Verify if the optimization feature is enabled.
3. Confirm user permissions for configuring optimization.
4. Guide the user to enter the required data and save the settings.

Question: User facing issues when defining objectives for sourcing optimization.

Solution:
Ensure that all sourcing objectives are defined in the system. Verify if the user has permissions to configure objectives and that the objectives align with the event's parameters.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Verify if the sourcing objectives are defined and visible.
3. Confirm user permissions for configuring objectives.
4. Guide the user through defining and saving the sourcing objectives.

Question: Supplier bids not reflecting in the optimization analysis.

Solution:
Ensure that all supplier bids are successfully submitted. Verify if there are any validation issues or errors in the bids that prevent them from being included in the analysis.
T-Code: Not applicable.
Process Steps:

1. Navigate to the specific sourcing event in SAP Ariba.
2. Verify if all supplier bids are successfully submitted.
3. Check for validation issues or errors in the submitted bids.
4. Correct any issues and refresh the optimization analysis.

Question: User unable to run what-if analysis in sourcing optimization.

Solution:
Verify if the what-if analysis feature is enabled for the sourcing event. Ensure that all required bid data is available and that the user has permissions to conduct the analysis.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Verify if the what-if analysis feature is enabled.
3. Confirm that all required bid data is available.
4. Guide the user through running the what-if analysis.

Question: User unable to set constraints for sourcing optimization.

Solution:
Ensure that the constraint configuration feature is available for the event. Verify if the user has permissions to set constraints and that the constraints are logically aligned with sourcing requirements.
T-Code: Not applicable.
Process Steps:

1. Navigate to the optimization section in the sourcing event.
2. Verify if the constraint configuration feature is enabled.
3. Confirm user permissions to set constraints.
4. Guide the user to enter the constraints and save the settings.

Question: Optimization scenarios not saving correctly in the system.

Solution:
Verify if all required fields in the optimization scenario are filled. Ensure that the system allows saving scenarios and that there are no validation errors.
T-Code: Not applicable.
Process Steps:

1. Navigate to the optimization section in "Sourcing Management."
2. Verify if all required fields are completed.
3. Check for any validation errors in the scenario configuration.
4. Correct errors if necessary and guide the user to save the scenario.

Question: User unable to compare different optimization scenarios.

Solution:

Ensure that multiple scenarios are created and saved for comparison. Verify if the user has permissions to access and compare scenarios in the system.

T-Code: Not applicable.

Process Steps:

1. Open the optimization section in the sourcing event.
2. Verify if multiple scenarios are saved for the event.
3. Confirm user permissions for comparing scenarios.
4. Guide the user through the comparison process.

Question: Supplier data missing from optimization calculations.

Solution:

Ensure that all supplier data is available and correctly mapped to the optimization model. Verify if there are any data import or mapping issues that prevent supplier data from being included.

T-Code: Not applicable.

Process Steps:

1. Navigate to the supplier data section in "Sourcing Management."
2. Verify if all supplier data is available and correctly mapped.
3. Check for any data import or mapping issues.
4. Correct the issues and rerun the optimization calculations.

Question: User unable to add cost parameters for sourcing optimization.

Solution:

Ensure that the cost parameter feature is enabled for the sourcing event. Verify if the user has permissions to add cost parameters and that all necessary data is available.

T-Code: Not applicable.

Process Steps:

1. Go to the optimization settings in "Sourcing Management."
2. Verify if the cost parameter feature is enabled.
3. Confirm user permissions to add cost parameters.
4. Guide the user to add the parameters and save changes.

Question: User unable to view the optimization summary report.
Solution:
Ensure that the optimization summary is generated and available for viewing. Verify if the user has permissions to access the summary report.
T-Code: Not applicable.
Process Steps:

1. Navigate to the optimization section in SAP Ariba.
2. Verify if the summary report is generated.
3. Confirm user permissions to access the summary report.
4. Guide the user through viewing the report.

Question: Optimization model fails to run due to incomplete data.
Solution:
Verify if all required bid data and supplier information are available. Ensure that the optimization model settings are correctly configured and that no fields are left blank.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Verify if all required data is available and complete.
3. Check the optimization model settings for configuration errors.
4. Correct any incomplete fields and rerun the model.

Question: User unable to modify existing optimization rules.
Solution:
Ensure that the optimization rules can be modified at the current stage of the sourcing event. Verify if the user has permissions to make modifications to the rules.
T-Code: Not applicable.
Process Steps:

1. Navigate to the optimization section in SAP Ariba.
2. Verify if the optimization rules can be modified.
3. Confirm user permissions for making modifications.
4. Guide the user through modifying the rules and save changes.

Question: Buyer facing issues with setting multi-tier bid preferences for optimization.
Solution:
Ensure that the multi-tier bid feature is enabled in the sourcing event settings. Verify if the user has permissions to set multi-tier bid preferences and that all tiers are defined.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Verify if the multi-tier bid feature is enabled.
3. Confirm user permissions for setting preferences.
4. Guide the user to define the tiers and set preferences.

Question: User unable to create a supplier award scenario from the optimization analysis.
Solution:
Ensure that the optimization analysis is complete and all criteria are met. Verify if the user has permissions to create award scenarios and that the award conditions are configured correctly.
T-Code: Not applicable.
Process Steps:

1. Navigate to the optimization section in SAP Ariba.
2. Verify if the analysis is complete and criteria are met.
3. Confirm user permissions for creating award scenarios.
4. Guide the user through the process of creating an award scenario.

Question: Optimization analysis taking too long to complete.
Solution:
Ensure that the optimization model is correctly configured and that the system resources are sufficient. Verify if the data volume is affecting performance and optimize where necessary.
T-Code: Not applicable.
Process Steps:

1. Go to the optimization model in "Sourcing Management."
2. Verify if the model configuration is correct.
3. Check system resources and data volume.
4. Optimize the model or data inputs to improve performance.

Question: User facing difficulties when trying to add supplier diversity requirements in optimization.
Solution:
Ensure that supplier diversity requirements are enabled for the sourcing event. Verify if the user has permissions to add diversity requirements and that the suppliers meet the necessary criteria.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing event in "Sourcing Management."
2. Verify if supplier diversity requirements are enabled.
3. Confirm user permissions for adding diversity requirements.
4. Guide the user through adding the requirements.

Question: Supplier unable to see how their bid was evaluated during optimization.
Solution:
Ensure that evaluation transparency is enabled for suppliers. Verify if the evaluation criteria and results are shared with suppliers after the optimization analysis is complete.
T-Code: Not applicable.
Process Steps:

1. Navigate to the optimization section in SAP Ariba.
2. Verify if evaluation transparency is enabled.
3. Confirm that evaluation results are shared with the supplier.
4. Update sharing settings and guide the supplier through viewing their evaluation.

Question: User unable to assign weight to non-cost parameters in the optimization model.
Solution:
Ensure that the optimization model allows assigning weights to non-cost parameters. Verify if the user has permissions to configure weights and that all non-cost parameters are defined.
T-Code: Not applicable.
Process Steps:

1. Open the optimization model in SAP Ariba.
2. Verify if non-cost parameters are defined and weights can be assigned.
3. Confirm user permissions for configuring weights.
4. Guide the user to assign weights to non-cost parameters.

Question: User unable to apply geographic constraints in sourcing optimization.
Solution:
Ensure that geographic constraints are supported in the optimization model. Verify if the user has permissions to set geographic parameters and that all locations are properly defined.
T-Code: Not applicable.
Process Steps:

1. Navigate to the optimization settings in "Sourcing Management."
2. Verify if geographic constraints are supported.
3. Confirm user permissions to set geographic parameters.
4. Guide the user to define and apply the geographic constraints.

Question: User unable to define supplier lead time preferences in the optimization model.
Solution:
Ensure that lead time preferences are allowed within the optimization settings. Verify if the user has permissions to set supplier lead time and that all required data is available.
T-Code: Not applicable.
Process Steps:

1. Open the optimization model in "Sourcing Management."
2. Verify if lead time preferences can be set.
3. Confirm user permissions for configuring lead times.
4. Guide the user through setting supplier lead time preferences and save changes.

Question: Optimization recommendations are not reflecting the specified sourcing constraints.
Solution:
Verify if all constraints are correctly configured in the optimization model. Ensure that there are no conflicts between constraints and that all scenarios are recalculated after changes.
T-Code: Not applicable.
Process Steps:

1. Navigate to the sourcing optimization section.
2. Verify if all constraints are configured correctly.
3. Check for any conflicts between constraints.
4. Recalculate the optimization analysis and update recommendations.

Question: User unable to adjust target allocation percentages for suppliers during optimization.

Solution:

Ensure that allocation adjustments are enabled in the sourcing event settings. Verify if the user has permissions to modify allocation percentages and that all allocation parameters are set.

T-Code: Not applicable.

Process Steps:

1. Open the sourcing optimization settings.
2. Verify if allocation adjustments are allowed.
3. Confirm user permissions to modify allocations.
4. Guide the user through adjusting the allocation percentages.

Question: User unable to add environmental impact factors as constraints in optimization.

Solution:

Ensure that the environmental impact factor feature is enabled for the sourcing event. Verify if the user has permissions to add these factors as constraints.

T-Code: Not applicable.

Process Steps:

1. Navigate to the optimization section in SAP Ariba.
2. Verify if environmental impact factors are supported.
3. Confirm user permissions for adding constraints.
4. Guide the user to enter the environmental impact factors and save.

Question: Optimization analysis not considering alternate supplier proposals.

Solution:

Verify if alternate proposals are included in the optimization model. Ensure that all supplier data, including alternate proposals, is correctly uploaded and validated.

T-Code: Not applicable.

Process Steps:

1. Go to the sourcing event in "Sourcing Management."
2. Verify if alternate proposals are included.
3. Confirm that all data is uploaded and validated.
4. Rerun the optimization analysis to include alternate proposals.

Question: User unable to apply penalty cost considerations for late delivery in optimization.

Solution:
Ensure that penalty costs are enabled as part of the optimization settings. Verify if the user has permissions to configure penalty costs for late delivery.

T-Code: Not applicable.

Process Steps:

1. Open the optimization section in SAP Ariba.
2. Verify if penalty cost considerations are supported.
3. Confirm user permissions for setting penalty costs.
4. Guide the user through configuring the penalty settings.

Question: Supplier feedback not reflected in sourcing optimization results.

Solution:
Ensure that feedback data is included in the optimization parameters. Verify if all supplier feedback has been properly logged and that the model settings include feedback evaluation.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Supplier Feedback" section in SAP Ariba.
2. Verify if all feedback data is correctly logged.
3. Confirm that the optimization model includes feedback as a parameter.
4. Rerun the optimization analysis to include the feedback results.

Question: User unable to apply budgetary constraints in the sourcing optimization model.

Solution:
Ensure that budget constraints are configured in the sourcing event. Verify if the user has permissions to add budget parameters and that all budget data is correctly defined.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Optimization Settings" in the sourcing event.
2. Verify if budget constraints can be configured.
3. Confirm user permissions for adding budget parameters.
4. Guide the user through adding budget constraints and save changes.

Question: User unable to exclude specific suppliers from the optimization model.
Solution:
Verify if the user has permissions to exclude suppliers from the optimization. Ensure that the excluded suppliers are correctly identified and that the exclusion criteria are defined.
T-Code: Not applicable.
Process Steps:

1. Open the optimization model in SAP Ariba.
2. Verify if exclusions are supported.
3. Confirm user permissions for excluding suppliers.
4. Guide the user through excluding suppliers and save the updated model.

Question: Optimization analysis does not consider tiered discount offerings from suppliers.
Solution:
Ensure that tiered discount settings are enabled in the sourcing event. Verify if supplier discounts are uploaded correctly and that the optimization model accounts for them.
T-Code: Not applicable.
Process Steps:

1. Go to the sourcing event in "Sourcing Management."
2. Verify if tiered discount settings are enabled.
3. Confirm that all discount offerings are uploaded.
4. Update the optimization model to consider tiered discounts.

Question: User unable to use optimization to meet sustainability goals in sourcing.
Solution:
Ensure that sustainability criteria are defined in the sourcing event. Verify if the user has permissions to add sustainability goals as parameters and that the criteria align with company objectives.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Optimization Settings" in SAP Ariba.
2. Verify if sustainability goals are defined.
3. Confirm user permissions to add sustainability as parameters.
4. Guide the user through adding and configuring sustainability goals.

Question: User unable to view cost breakdown for optimized supplier award scenarios.
Solution:
Ensure that cost breakdown visibility is enabled in the optimization report. Verify if the user has permissions to view detailed cost data and that all costs are correctly allocated.
T-Code: Not applicable.
Process Steps:

1. Go to the optimization report in SAP Ariba.
2. Verify if the cost breakdown is enabled for viewing.
3. Confirm user permissions for accessing detailed cost data.
4. Guide the user through viewing the cost breakdown.

Question: User unable to prioritize specific supply chain risks in the optimization model.
Solution:
Ensure that risk factors are included as part of the optimization configuration. Verify if the user has permissions to set risk priorities and that all risk data is available.
T-Code: Not applicable.
Process Steps:

1. Open the optimization section in SAP Ariba.
2. Verify if risk factors can be prioritized.
3. Confirm user permissions for configuring risk factors.
4. Guide the user to set priorities for specific risks and save the model.

Question: User facing issues with setting volume flexibility constraints in optimization.
Solution:
Ensure that volume flexibility constraints are enabled in the sourcing model. Verify if the user has permissions to set volume flexibility and that all necessary parameters are defined.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing event in SAP Ariba.
2. Verify if volume flexibility constraints are supported.
3. Confirm user permissions for setting volume flexibility.
4. Guide the user through defining volume flexibility constraints.

Question: User unable to include warranty terms as an optimization parameter.

Solution:

Ensure that warranty terms are defined as an optimization parameter in the model. Verify if the user has permissions to configure warranty terms and that they are aligned with sourcing requirements.

T-Code: Not applicable.

Process Steps:

1. Go to the "Optimization Settings" in the sourcing event.
2. Verify if warranty terms are defined.
3. Confirm user permissions for configuring warranty parameters.
4. Guide the user to add warranty terms to the optimization model.

Topic: Introduction to Ariba Contracts

Question: User unable to access the Ariba Contracts module.

Solution:

Verify if the user has the necessary permissions to access the contracts module. Ensure that the user’s role in SAP Ariba includes access to contract management.

T-Code: Not applicable.

Process Steps:

1. Go to "User Management" in SAP Ariba.
2. Locate the user profile and verify their assigned role.
3. Ensure that the role includes permissions for Ariba Contracts.
4. Update the permissions if needed and save changes.

Question: User cannot see the contract overview page in SAP Ariba.

Solution:

Ensure that the user has visibility rights for contract details. Verify if the contract overview page is shared with the user's role or team.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Contract Management" in SAP Ariba.
2. Verify if the user has visibility rights for contracts.
3. Ensure the overview page is shared with the user’s role.
4. Update the visibility settings if required.

Question: User facing issues with creating a new contract workspace.
Solution:
Verify if the user has permissions to create contract workspaces. Ensure that all mandatory fields are completed and that the appropriate contract template is selected.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Contract Management" in SAP Ariba.
2. Verify user permissions for creating contract workspaces.
3. Ensure that all mandatory fields are filled.
4. Select the appropriate contract template and save.

Question: Supplier unable to access the contract shared by the buyer.
Solution:
Ensure that the contract is shared with the supplier and that the supplier has the correct permissions. Verify if the contract visibility settings allow supplier access.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if the contract is shared with the supplier.
3. Check the contract visibility settings.
4. Update settings if required to allow supplier access.

Question: User unable to add team members to the contract workspace.
Solution:
Ensure that the team member addition feature is enabled in the contract workspace settings. Verify if the user has permissions to modify team roles and add members.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract workspace in SAP Ariba.
2. Verify if the user has permissions to modify team roles.
3. Ensure the feature for adding team members is enabled.
4. Add the required team members and save changes.

Question: User unable to find the necessary contract template for contract creation.
Solution:
Ensure that the required contract template is published and active. Verify if the user has access rights to view and use the template.
T-Code: Not applicable.
Process Steps:

1. Go to "Contract Templates" in SAP Ariba.
2. Verify if the necessary template is published and active.
3. Confirm that the user has access to the template.
4. Update the access settings if needed.

Question: Supplier not receiving notifications about contract actions.
Solution:
Ensure that notifications are enabled for contract actions and updates. Verify if the supplier's email address is correctly configured for receiving notifications.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Notification Settings" in SAP Ariba.
2. Verify if contract action notifications are enabled.
3. Confirm that the supplier's email address is correct.
4. Enable or update notifications if required.

Question: User unable to create a recurring contract in SAP Ariba.
Solution:
Verify if the recurring contract feature is enabled in the user's system. Ensure that the user has the necessary permissions to create and manage recurring contracts.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Contract Management" in SAP Ariba.
2. Verify if the recurring contract feature is enabled.
3. Confirm user permissions to create recurring contracts.
4. Guide the user through the creation of the recurring contract.

Question: Buyer unable to deactivate a contract in SAP Ariba.
Solution:
Ensure that there are no active obligations or transactions linked to the contract. Verify if the buyer has permissions to deactivate contracts and that all dependencies are resolved.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if there are any active obligations linked to the contract.
3. Confirm buyer permissions to deactivate contracts.
4. Resolve dependencies and deactivate the contract.

Question: User unable to edit contract details after contract approval.
Solution:
Editing approved contracts may require creating an amendment. Guide the user to create a contract amendment for making changes.
T-Code: Not applicable.
Process Steps:

1. Open the approved contract in "Contract Management."
2. Click on "Create Amendment."
3. Edit the contract details as needed.
4. Save the amendment and submit it for approval.

Question: Supplier unable to see contract terms and conditions.
Solution:
Ensure that the contract terms and conditions are published and shared with the supplier. Verify if the supplier has permissions to view the contract content.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract in "Contract Management."
2. Verify if the terms and conditions are published.
3. Confirm supplier permissions to view contract content.
4. Update permissions and guide the supplier.

Question: User unable to export contract data for offline review.
Solution:
Verify if the export feature is enabled for contracts. Ensure that the user has permissions to export contract data and that the data format is supported.
T-Code: Not applicable.
Process Steps:

1. Open the specific contract in "Contract Management."
2. Verify if the export feature is enabled.
3. Confirm user permissions to export contract data.
4. Guide the user through exporting the contract.

Question: User facing issues with contract status updates in SAP Ariba.
Solution:
Ensure that all contract conditions are met for status updates. Verify if the user has permissions to modify contract status and that there are no pending actions.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if all contract conditions are met for a status change.
3. Confirm user permissions to modify the status.
4. Complete pending actions and update the contract status.

Question: User unable to attach supporting documents to the contract workspace.
Solution:
Verify if attachments are allowed in the contract workspace settings. Ensure that the user has permissions to add attachments and that the document size is within the allowed limit.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract workspace in SAP Ariba.
2. Verify if the attachment feature is enabled.
3. Confirm user permissions for adding documents.
4. Guide the user to attach supporting documents and save.

Question: Supplier unable to access a specific clause in the contract.

Solution:

Ensure that the clause is visible to suppliers and that the supplier has permissions to access it. Verify if the clause is included in the shared version of the contract.

T-Code: Not applicable.

Process Steps:

1. Open the contract in "Contract Management."
2. Verify if the specific clause is shared with the supplier.
3. Confirm supplier permissions to view the clause.
4. Update visibility settings and share the clause with the supplier.

Question: User unable to delete an expired contract from SAP Ariba.

Solution:

Verify if the user has permissions to delete expired contracts. Ensure that there are no active obligations linked to the contract before attempting deletion.

T-Code: Not applicable.

Process Steps:

1. Open the expired contract in "Contract Management."
2. Verify if there are any active obligations linked to the contract.
3. Confirm user permissions to delete contracts.
4. Resolve dependencies and delete the expired contract.

Question: User unable to assign a contract manager to a contract workspace.

Solution:

Verify if the contract manager role is defined in SAP Ariba. Ensure that the user has permissions to assign roles and that the assigned person is available for the role.

T-Code: Not applicable.

Process Steps:

1. Open the contract workspace in "Contract Management."
2. Verify if the contract manager role is defined.
3. Confirm user permissions to assign roles.
4. Assign the contract manager and save changes.

Question: Supplier unable to accept the contract terms electronically.

Solution:

Ensure that electronic acceptance is enabled for the contract. Verify if the supplier has permissions to accept the contract and that the acceptance link is active.

T-Code: Not applicable.

Process Steps:

1. Open the contract in "Contract Management."
2. Verify if electronic acceptance is enabled.
3. Confirm supplier permissions to accept contracts electronically.
4. Guide the supplier to access and accept the terms.

Question: User unable to add milestones to the contract workspace.

Solution:

Ensure that milestone tracking is enabled for the contract. Verify if the user has permissions to add milestones and that all necessary data is provided.

T-Code: Not applicable.

Process Steps:

1. Open the contract workspace in SAP Ariba.
2. Verify if milestone tracking is enabled.
3. Confirm user permissions for adding milestones.
4. Guide the user through adding milestones to the workspace.

Question: User facing issues with searching for contracts in SAP Ariba.

Solution:

Ensure that the search parameters are correctly configured. Verify if the contract data is indexed properly, and guide the user through refining their search criteria.

T-Code: Not applicable.

Process Steps:

1. Go to the "Contract Search" section in SAP Ariba.
2. Verify if the search parameters are configured correctly.
3. Ensure that contract data is indexed for search.
4. Guide the user in refining their search criteria.

Topic: Contract Lifecycle Management (CLM)

Question: User unable to initiate the contract lifecycle in SAP Ariba.

Solution:

Ensure that the user has the necessary permissions to initiate the contract lifecycle. Verify if the contract template and lifecycle stages are correctly set up.

T-Code: Not applicable.

Process Steps:

1. Go to "Contract Management" in SAP Ariba.
2. Verify if the user has permissions to initiate the lifecycle.
3. Confirm that the template and lifecycle stages are correctly configured.
4. Guide the user through initiating the lifecycle process.

Question: Contract status not updating during the lifecycle.

Solution:

Verify if all tasks required to move to the next stage are completed. Ensure that there are no pending approvals or dependencies holding the status update.

T-Code: Not applicable.

Process Steps:

1. Open the contract in "Contract Management."
2. Verify if all required tasks are completed.
3. Confirm that there are no pending approvals.
4. Update the contract status manually if required.

Question: User unable to view contract approval workflow in CLM.

Solution:

Ensure that the approval workflow is set up correctly in the contract template. Verify if the user has visibility permissions for the approval workflow.

T-Code: Not applicable.

Process Steps:

1. Go to the contract template in SAP Ariba.
2. Verify if the approval workflow is defined correctly.
3. Confirm user permissions for viewing workflows.
4. Guide the user through accessing the workflow details.

Question: Supplier not notified about contract stage transitions.

Solution:

Ensure that the notification settings are configured for stage transitions. Verify if the supplier's contact information is updated and that notifications are enabled.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Notification Settings" in CLM.
2. Verify if notifications for stage transitions are enabled.
3. Confirm that the supplier's contact information is updated.
4. Update notification settings if needed.

Question: User unable to assign responsibilities at different stages of the contract lifecycle.

Solution:

Verify if the responsibility assignment feature is enabled for each stage. Ensure that the user has permissions to assign responsibilities and that all roles are defined.

T-Code: Not applicable.

Process Steps:

1. Open the contract in "Contract Management."
2. Verify if the responsibility assignment feature is enabled.
3. Confirm user permissions for assigning responsibilities.
4. Guide the user to assign roles for each lifecycle stage.

Question: User unable to edit contract information during the lifecycle.

Solution:

Editing contract details during the lifecycle may require a contract amendment. Guide the user to create an amendment if edits are necessary.

T-Code: Not applicable.

Process Steps:

1. Open the contract in SAP Ariba.
2. Click on "Create Amendment" if editing is needed.
3. Make the necessary changes to the contract.
4. Save the amendment and submit for approval.

Question: Contract stuck in the "Pending Approval" stage in CLM.
Solution:
Verify if all assigned approvers have taken action. Ensure there are no errors or issues preventing approval and remind approvers to complete their tasks.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if all assigned approvers have taken action.
3. Check for any approval errors or issues.
4. Remind the pending approvers and escalate if needed.

Question: User facing issues with configuring contract renewal reminders in CLM.
Solution:
Ensure that renewal reminders are enabled in the contract settings. Verify if the user has permissions to configure reminders and that the renewal date is correctly set.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if renewal reminders are enabled.
3. Confirm user permissions for configuring reminders.
4. Set the renewal reminder date and save.

Question: User unable to add approval conditions at different stages of the lifecycle.
Solution:
Ensure that approval conditions are defined in the contract template. Verify if the user has permissions to add conditions and that each condition is logically aligned with the contract stage.
T-Code: Not applicable.
Process Steps:

1. Open the contract template in SAP Ariba.
2. Verify if approval conditions are defined.
3. Confirm user permissions for adding conditions.
4. Guide the user to add approval conditions to each lifecycle stage.

Question: User unable to archive completed contracts after the lifecycle is complete.
Solution:
Ensure that the contract archiving feature is enabled in SAP Ariba. Verify if the user has permissions to archive contracts and that all lifecycle tasks are completed.
T-Code: Not applicable.
Process Steps:

1. Navigate to the completed contract in "Contract Management."
2. Verify if the archiving feature is enabled.
3. Confirm user permissions for archiving contracts.
4. Guide the user through archiving the completed contract.

Question: User unable to view historical changes made during the contract lifecycle.
Solution:
Ensure that change tracking is enabled for the contract. Verify if the user has permissions to view change history and that all changes are logged correctly.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if change tracking is enabled.
3. Confirm user permissions for viewing change history.
4. Guide the user to access the change log for the contract.

Question: User unable to initiate termination of a contract during the lifecycle.
Solution:
Verify if the termination feature is enabled and that the user has the necessary permissions. Ensure that all contractual obligations are fulfilled before initiating termination.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if the termination feature is enabled.
3. Confirm user permissions to initiate termination.
4. Ensure all obligations are fulfilled and guide the user through termination.

Question: User unable to link related contracts during the lifecycle.
Solution:
Ensure that the related contract feature is enabled in SAP Ariba. Verify if the user has permissions to link contracts and that both contracts are active.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract in "Contract Management."
2. Verify if the related contract feature is enabled.
3. Confirm user permissions to link contracts.
4. Guide the user to link the related contracts and save changes.

Question: User unable to assign a workflow to a contract during its lifecycle.
Solution:
Ensure that the workflow templates are defined in the contract settings. Verify if the user has permissions to assign workflows and that the contract is at the appropriate stage.
T-Code: Not applicable.
Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if the workflow templates are defined in the contract settings.
3. Confirm user permissions to assign workflows.
4. Assign the workflow and save the contract.

Question: User unable to activate contract clauses during the contract lifecycle.
Solution:
Ensure that the clause activation feature is enabled. Verify if the user has permissions to activate clauses and that the clause meets the contract requirements.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if clause activation is enabled.
3. Confirm user permissions for activating clauses.
4. Activate the required clause and save the changes.

Question: Contract lifecycle not progressing after milestone completion.
Solution:
Verify if the milestone completion is correctly logged. Ensure that the next stage of the lifecycle is triggered automatically upon milestone completion.
T-Code: Not applicable.
Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if the milestone completion is logged.
3. Confirm if the next stage trigger is configured.
4. Manually trigger the next stage if needed.

Question: User unable to track performance metrics associated with a contract in CLM.
Solution:
Ensure that performance metrics are defined and tracked for the contract. Verify if the user has permissions to access performance metrics and that all data is available.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract in "Contract Management."
2. Verify if performance metrics are defined.
3. Confirm user permissions to access metrics.
4. Guide the user through viewing and analyzing performance data.

Question: User unable to integrate contract lifecycle data with external systems.
Solution:
Ensure that the integration feature is enabled for SAP Ariba. Verify if the user has permissions to configure integrations and that the external system is set up correctly.
T-Code: Not applicable.
Process Steps:

1. Open the integration settings in SAP Ariba.
2. Verify if integration is enabled for contract lifecycle data.
3. Confirm user permissions to configure integrations.
4. Set up the external system integration and test connectivity.

Question: User unable to generate a contract summary during the lifecycle.
Solution:
Ensure that the contract summary feature is enabled. Verify if the user has permissions to generate summaries and that the contract data is complete.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract in "Contract Management."
2. Verify if the contract summary feature is enabled.
3. Confirm user permissions to generate summaries.
4. Guide the user to generate and save the contract summary.

Question: User facing issues when updating contract compliance information during lifecycle stages.
Solution:
Ensure that compliance fields are editable during the contract lifecycle. Verify if the user has permissions to update compliance information and that there are no restrictions.
T-Code: Not applicable.
Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if compliance fields are editable during the lifecycle.
3. Confirm user permissions for updating compliance data.
4. Guide the user through updating compliance information.

Topic: Creating and Managing Contracts

Question: User unable to create a new contract in SAP Ariba.
Solution:
Verify if the user has the necessary permissions to create contracts. Ensure that the correct contract template is available and that all mandatory fields are filled.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Contract Management" in SAP Ariba.
2. Verify user permissions for contract creation.
3. Confirm that the correct contract template is selected.
4. Guide the user through completing mandatory fields and saving the contract.

Question: User facing issues while selecting a contract template during contract creation.

Solution:

Ensure that the required contract template is published and active. Verify if the user has access rights to view and use the template.

T-Code: Not applicable.

Process Steps:

1. Go to "Contract Templates" in SAP Ariba.
2. Verify if the required template is published and active.
3. Confirm that the user has access to the template.
4. Update the access settings if needed.

Question: User unable to add suppliers to a newly created contract.

Solution:

Verify if the supplier is registered in SAP Ariba. Ensure that the user has permissions to add suppliers to contracts and that the contract is in an editable state.

T-Code: Not applicable.

Process Steps:

1. Open the contract in "Contract Management."
2. Verify if the supplier is registered in the system.
3. Confirm user permissions to add suppliers to contracts.
4. Guide the user through adding the supplier and saving changes.

Question: User unable to edit contract details after saving it.

Solution:

Ensure that the contract is still in a draft or editable state. Verify if the user has permissions to edit contracts and that there are no approvals in progress.

T-Code: Not applicable.

Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if the contract is in a draft state.
3. Confirm user permissions for editing contracts.
4. Make the necessary changes and save the contract.

Question: User unable to upload documents to the contract workspace.
Solution:
Verify if document upload is enabled in the contract workspace. Ensure that the document format and size meet the system requirements and that the user has permissions to upload files.
T-Code: Not applicable.
Process Steps:

1. Open the contract workspace in SAP Ariba.
2. Verify if document upload is enabled.
3. Confirm that the document meets format and size requirements.
4. Guide the user through uploading the document.

Question: Supplier unable to access the shared contract documents.
Solution:
Ensure that the contract documents are shared with the supplier and that the supplier has permissions to access them. Verify if the sharing settings are correctly configured.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract workspace.
2. Verify if the documents are shared with the supplier.
3. Confirm that the sharing settings are correctly configured.
4. Update sharing permissions if needed.

Question: User unable to assign a contract manager to the contract workspace.
Solution:
Ensure that the contract manager role is defined in SAP Ariba. Verify if the user has permissions to assign roles and that the person being assigned is available in the system.
T-Code: Not applicable.
Process Steps:

1. Open the contract workspace in "Contract Management."
2. Verify if the contract manager role is defined.
3. Confirm user permissions for assigning roles.
4. Assign the contract manager and save changes.

Question: User unable to set contract milestones.
Solution:
Ensure that the milestone feature is enabled for the contract. Verify if the user has permissions to add milestones and that all necessary milestone data is provided.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract workspace.
2. Verify if the milestone feature is enabled.
3. Confirm user permissions to add milestones.
4. Guide the user to add and save the milestone details.

Question: User unable to generate a contract report for management review.
Solution:
Ensure that the reporting feature is enabled in SAP Ariba. Verify if the user has permissions to generate contract reports and that all required data is available.
T-Code: Not applicable.
Process Steps:

1. Go to "Contract Reports" in SAP Ariba.
2. Verify if the reporting feature is enabled.
3. Confirm user permissions for generating reports.
4. Guide the user through generating and exporting the report.

Question: Supplier unable to electronically sign the contract.
Solution:
Ensure that the electronic signature feature is enabled for the contract. Verify if the supplier has access to the contract and that the signature link is active.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if electronic signature is enabled.
3. Confirm that the supplier has access to the contract.
4. Guide the supplier to sign the contract electronically.

Question: User unable to activate a draft contract.
Solution:
Ensure that all mandatory fields are filled and that there are no pending tasks or approvals. Verify if the user has permissions to activate contracts.
T-Code: Not applicable.
Process Steps:

1. Navigate to the draft contract in SAP Ariba.
2. Verify if all mandatory fields are completed.
3. Confirm user permissions to activate the contract.
4. Activate the contract and save changes.

Question: User unable to link a contract to a sourcing event.
Solution:
Ensure that the contract and sourcing event are both active. Verify if the user has permissions to link contracts and that all linking criteria are met.
T-Code: Not applicable.
Process Steps:

1. Open the sourcing event in SAP Ariba.
2. Verify if the contract is active and eligible for linking.
3. Confirm user permissions to link contracts.
4. Guide the user through linking the contract to the sourcing event.

Question: User unable to delete a contract draft.
Solution:
Verify if the user has permissions to delete contracts. Ensure that the contract is in a draft state and that there are no active tasks associated with it.
T-Code: Not applicable.
Process Steps:

1. Open the draft contract in SAP Ariba.
2. Verify if the contract is in a draft state.
3. Confirm user permissions to delete contracts.
4. Guide the user through deleting the contract.

Question: User unable to update contract terms during contract negotiation.
Solution:
Ensure that the contract is in the negotiation stage and that the user has the necessary permissions. Verify if all involved parties are aware of the changes.
T-Code: Not applicable.
Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if the contract is in the negotiation stage.
3. Confirm user permissions to update contract terms.
4. Guide the user through updating the terms and notifying involved parties.

Question: User unable to add attachments to a contract amendment.
Solution:
Verify if attachments are allowed for contract amendments. Ensure that the user has permissions to add attachments and that the document format is supported.
T-Code: Not applicable.
Process Steps:

1. Open the contract amendment in SAP Ariba.
2. Verify if attachments are allowed.
3. Confirm user permissions to add attachments.
4. Guide the user to upload and attach the document.

Question: User unable to assign contract reviewers.
Solution:
Ensure that the reviewer role is defined in the contract workspace. Verify if the user has permissions to assign reviewers and that the reviewers are available in the system.
T-Code: Not applicable.
Process Steps:

1. Open the contract workspace.
2. Verify if the reviewer role is defined.
3. Confirm user permissions to assign reviewers.
4. Assign the reviewers and save changes.

Question: User unable to see the contract compliance details in SAP Ariba.
Solution:
Ensure that compliance tracking is enabled for the contract. Verify if the user has permissions to view compliance details and that all required data is updated.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract in "Contract Management."
2. Verify if compliance tracking is enabled.
3. Confirm user permissions to view compliance details.
4. Update any missing data and guide the user through accessing compliance information.

Question: User unable to create a contract workspace from a template.
Solution:
Verify if the selected template is active and that the user has permissions to use it. Ensure that all mandatory fields in the template are filled.
T-Code: Not applicable.
Process Steps:

1. Go to "Contract Templates" in SAP Ariba.
2. Verify if the template is active and available.
3. Confirm user permissions for using the template.
4. Guide the user through filling mandatory fields and creating the workspace.

Question: User unable to set up contract renewal reminders.
Solution:
Ensure that the renewal reminder feature is enabled. Verify if the user has permissions to configure reminders and that the renewal date is correctly set.
T-Code: Not applicable.
Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if renewal reminders are enabled.
3. Confirm user permissions to configure reminders.
4. Set the renewal reminder date and save the settings.

Question: User unable to assign contract obligations to stakeholders.
Solution:
Ensure that the obligation management feature is enabled for the contract. Verify if the user has permissions to assign obligations and that the stakeholders are available in the system.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract in SAP Ariba.
2. Verify if the obligation management feature is enabled.
3. Confirm user permissions for assigning obligations.
4. Assign the obligations to stakeholders and save changes.

Question: User unable to add payment schedules to the contract.
Solution:
Ensure that the payment schedule feature is enabled in the contract workspace. Verify if the user has permissions to add payment schedules and that all required information is provided.
T-Code: Not applicable.
Process Steps:

1. Open the contract workspace.
2. Verify if the payment schedule feature is enabled.
3. Confirm user permissions to add payment schedules.
4. Enter the payment details and save the schedule.

Question: User facing issues when setting contract expiration dates.
Solution:
Ensure that the expiration date is within the allowed timeframe and that the user has the necessary permissions. Verify if all related contract activities are planned accordingly.
T-Code: Not applicable.
Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if the expiration date is within the allowed range.
3. Confirm user permissions to set expiration dates.
4. Set the expiration date and save changes.

Question: User unable to set up contract approval conditions.
Solution:
Ensure that the approval conditions feature is enabled in the contract settings. Verify if the user has permissions to set approval conditions and that all approval criteria are defined.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if the approval conditions feature is enabled.
3. Confirm user permissions for setting approval conditions.
4. Define the approval criteria and save the conditions.

Question: Supplier unable to submit contract documents for review.
Solution:
Ensure that the review feature is enabled for the contract and that the supplier has permissions to submit documents. Verify if the document format meets the system requirements.
T-Code: Not applicable.
Process Steps:

1. Open the contract workspace in SAP Ariba.
2. Verify if the review feature is enabled.
3. Confirm that the supplier has permissions to submit documents.
4. Guide the supplier through uploading and submitting the documents for review.

Question: User unable to edit contract milestones once set.
Solution:
Ensure that the milestone feature allows for editing after it has been set. Verify if the user has permissions to modify milestones and that there are no dependencies preventing edits.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract workspace.
2. Verify if the milestone feature allows for editing.
3. Confirm user permissions to modify milestones.
4. Guide the user through editing the milestone details and saving changes.

Question: User unable to copy an existing contract to create a similar one.

Solution:
Ensure that the contract copy feature is enabled in SAP Ariba. Verify if the user has permissions to use this feature and that the source contract is in a copyable state.
T-Code: Not applicable.
Process Steps:

1. Go to the existing contract in "Contract Management."
2. Verify if the copy feature is enabled.
3. Confirm user permissions to copy the contract.
4. Guide the user through copying the contract and making any necessary modifications.

Question: User unable to send the contract for electronic approval.

Solution:
Ensure that the electronic approval feature is enabled for the contract. Verify if the user has permissions to initiate electronic approval and that all approvers are correctly assigned.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if electronic approval is enabled.
3. Confirm user permissions for initiating approvals.
4. Assign approvers and guide the user through initiating the approval process.

Topic: Contract Compliance and Monitoring

Question: User unable to track contract compliance metrics.

Solution:
Ensure that compliance tracking is enabled for the contract. Verify if the user has permissions to view compliance metrics and that all required data is updated.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Contract Management" in SAP Ariba.
2. Verify if compliance tracking is enabled for the contract.
3. Confirm user permissions to view compliance metrics.
4. Update any missing compliance data and guide the user through accessing metrics.

Question: User facing issues with setting compliance rules in a contract.
Solution:
Ensure that the compliance rule feature is enabled in the contract settings. Verify if the user has permissions to set compliance rules and that the contract is in an editable state.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if compliance rule settings are enabled.
3. Confirm user permissions for setting compliance rules.
4. Define the compliance rules and save changes.

Question: Supplier unable to submit compliance documentation for review.
Solution:
Ensure that the supplier has permissions to submit compliance documents. Verify if the review feature is enabled and if the document meets system requirements.
T-Code: Not applicable.
Process Steps:

1. Go to the contract workspace.
2. Verify if the supplier has permissions to submit documents.
3. Confirm if the review feature is enabled.
4. Guide the supplier to upload the compliance documentation for review.

Question: User unable to receive compliance alerts for contract deviations.
Solution:
Ensure that compliance alerts are configured correctly for the contract. Verify if the user has permissions to receive alerts and that their notification settings are updated.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract in "Contract Management."
2. Verify if compliance alerts are configured.
3. Confirm user permissions for receiving alerts.
4. Update the user's notification settings if required.

Question: User unable to monitor supplier performance in relation to contract compliance.
Solution:
Ensure that the performance monitoring feature is enabled for the contract. Verify if the user has permissions to access supplier performance metrics and that all performance data is updated.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if performance monitoring is enabled.
3. Confirm user permissions for accessing supplier performance metrics.
4. Guide the user through viewing performance data.

Question: User unable to add compliance milestones to the contract.
Solution:
Ensure that compliance milestones are allowed for the contract type. Verify if the user has permissions to add milestones and that the contract is in an editable state.
T-Code: Not applicable.
Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if compliance milestones are allowed for the contract type.
3. Confirm user permissions for adding milestones.
4. Guide the user through adding compliance milestones.

Question: User unable to view compliance-related tasks in the contract workspace.
Solution:
Ensure that compliance tasks are assigned to the correct roles. Verify if the user has permissions to view these tasks and that all tasks are updated.
T-Code: Not applicable.
Process Steps:

1. Open the contract workspace.
2. Verify if compliance tasks are assigned correctly.
3. Confirm user permissions for viewing compliance tasks.
4. Guide the user to access the compliance tasks section.

Question: User unable to link compliance certificates to a contract.

Solution:

Ensure that linking compliance certificates is enabled for the contract. Verify if the user has permissions to link documents and that the certificate meets the required format.

T-Code: Not applicable.

Process Steps:

1. Go to the contract in "Contract Management."
2. Verify if linking compliance certificates is enabled.
3. Confirm user permissions for linking documents.
4. Guide the user to link the compliance certificate to the contract.

Question: User facing issues with tracking payment compliance terms.

Solution:

Ensure that payment compliance terms are defined in the contract. Verify if the user has permissions to track payment compliance and that the payment schedule is updated.

T-Code: Not applicable.

Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if payment compliance terms are defined.
3. Confirm user permissions for tracking payment compliance.
4. Update the payment schedule if necessary.

Question: User unable to track contract compliance with company policies.

Solution:

Ensure that company policy compliance is mapped to the contract. Verify if the user has permissions to track compliance and that all relevant policies are linked.

T-Code: Not applicable.

Process Steps:

1. Open the contract in "Contract Management."
2. Verify if company policies are linked to the contract.
3. Confirm user permissions for tracking compliance.
4. Guide the user through linking company policies if needed.

Question: Compliance scorecard not updating for supplier compliance tracking.

Solution:

Ensure that the compliance scorecard is correctly configured and that all compliance data is entered. Verify if the user has permissions to update the scorecard.

T-Code: Not applicable.

Process Steps:

1. Navigate to the contract in "Contract Management."
2. Verify if the compliance scorecard is configured correctly.
3. Confirm that all compliance data is updated.
4. Guide the user through updating the scorecard.

Question: User unable to receive reminders for compliance milestones.

Solution:

Ensure that reminders are enabled for compliance milestones. Verify if the user has permissions to receive reminders and that the milestone dates are correctly set.

T-Code: Not applicable.

Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if reminders are enabled for compliance milestones.
3. Confirm user permissions to receive reminders.
4. Set the milestone dates and enable reminders.

Question: User unable to track regulatory compliance requirements in the contract.

Solution:

Ensure that regulatory compliance fields are included in the contract. Verify if the user has permissions to track these fields and that all necessary information is provided.

T-Code: Not applicable.

Process Steps:

1. Navigate to the contract in "Contract Management."
2. Verify if regulatory compliance fields are included.
3. Confirm user permissions for tracking regulatory compliance.
4. Enter the necessary information and save changes.

Question: User unable to assign compliance-related tasks to team members.
Solution:
Ensure that the task assignment feature is enabled for compliance tasks. Verify if the user has permissions to assign tasks and that team members are available in the system.
T-Code: Not applicable.
Process Steps:

1. Open the contract workspace.
2. Verify if task assignment is enabled for compliance tasks.
3. Confirm user permissions to assign tasks.
4. Assign the compliance tasks to team members and save changes.

Question: User unable to see audit trail for compliance-related actions.
Solution:
Ensure that audit tracking is enabled for compliance actions in the contract. Verify if the user has permissions to view audit trails and that all actions are correctly logged.
T-Code: Not applicable.
Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if audit tracking is enabled for compliance actions.
3. Confirm user permissions for viewing audit trails.
4. Guide the user to access the audit trail section.

Question: User unable to generate a compliance report for the contract.
Solution:
Ensure that the reporting feature is enabled for compliance. Verify if the user has permissions to generate compliance reports and that all required data is available.
T-Code: Not applicable.
Process Steps:

1. Go to "Compliance Reporting" in SAP Ariba.
2. Verify if the reporting feature is enabled for compliance.
3. Confirm user permissions for generating reports.
4. Guide the user through generating and exporting the compliance report.

Question: User unable to add custom compliance clauses to a contract.
Solution:
Ensure that custom compliance clauses are allowed in the contract template. Verify if the user has permissions to add clauses and that the contract is in an editable state.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if custom compliance clauses are allowed.
3. Confirm user permissions for adding clauses.
4. Add the custom compliance clause and save changes.

Question: User facing issues while managing contract exceptions for compliance.
Solution:
Ensure that the exception management feature is enabled for compliance. Verify if the user has permissions to manage exceptions and that all necessary information is entered.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract in SAP Ariba.
2. Verify if exception management is enabled.
3. Confirm user permissions for managing exceptions.
4. Enter the necessary information and save the exception details.

Question: User unable to track environmental compliance for the contract.
Solution:
Ensure that environmental compliance requirements are included in the contract. Verify if the user has permissions to track these requirements and that all data is updated.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if environmental compliance requirements are included.
3. Confirm user permissions for tracking compliance.
4. Update the compliance data if necessary.

Question: User unable to verify supplier compliance with contractual obligations.

Solution:

Ensure that supplier compliance is tracked in the contract. Verify if the user has permissions to access compliance data and that all obligations are updated.

T-Code: Not applicable.

Process Steps:

1. Navigate to the contract in "Contract Management."
2. Verify if supplier compliance tracking is enabled.
3. Confirm user permissions for accessing compliance data.
4. Update obligations if necessary and guide the user through verifying compliance.

Topic: Contract Amendments and Renewals

Question: User unable to initiate a contract amendment in SAP Ariba.

Solution:

Ensure that the contract is eligible for amendment and that the user has permissions to initiate amendments. Verify if all contract dependencies are fulfilled.

T-Code: Not applicable.

Process Steps:

1. Open the contract in "Contract Management."
2. Verify if the contract is eligible for amendments.
3. Confirm user permissions to initiate amendments.
4. Guide the user through initiating the contract amendment.

Question: User unable to modify contract terms during an amendment.

Solution:

Ensure that the contract amendment is in an editable state. Verify if the user has permissions to modify contract terms and that all necessary fields are accessible.

T-Code: Not applicable.

Process Steps:

1. Open the contract amendment in SAP Ariba.
2. Verify if the amendment is in an editable state.
3. Confirm user permissions for modifying contract terms.
4. Guide the user through making changes and saving the amendment.

Question: User facing issues with adding new clauses during a contract amendment.
Solution:
Ensure that adding new clauses is allowed in the contract amendment settings. Verify if the user has permissions to add clauses and that the clause meets the contract requirements.
T-Code: Not applicable.
Process Steps:

1. Navigate to the amendment section in "Contract Management."
2. Verify if adding new clauses is allowed.
3. Confirm user permissions for adding clauses.
4. Add the required clause and save the amendment.

Question: User unable to send contract amendments for approval.
Solution:
Ensure that the approval workflow is correctly configured for the contract amendment. Verify if the user has permissions to initiate the approval process and that all necessary details are filled.
T-Code: Not applicable.
Process Steps:

1. Open the contract amendment in SAP Ariba.
2. Verify if the approval workflow is configured correctly.
3. Confirm user permissions to initiate approvals.
4. Guide the user through sending the amendment for approval.

Question: Supplier unable to view the amended contract version.
Solution:
Ensure that the amended version is shared with the supplier and that the supplier has the correct permissions. Verify if the amended document is published.
T-Code: Not applicable.
Process Steps:

1. Open the amended contract in "Contract Management."
2. Verify if the amended version is shared with the supplier.
3. Confirm supplier permissions to view the amendment.
4. Publish the amended document and notify the supplier.

Question: User unable to add an effective date for the contract renewal.
Solution:
Ensure that the contract is eligible for renewal and that the effective date is within the valid range. Verify if the user has permissions to modify renewal settings.
T-Code: Not applicable.
Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if the contract is eligible for renewal.
3. Confirm user permissions to add or modify the effective date.
4. Set the effective date and save the renewal settings.

Question: User unable to delete a draft amendment.
Solution:
Verify if the user has permissions to delete amendments. Ensure that the amendment is in a draft state and that there are no active tasks linked to it.
T-Code: Not applicable.
Process Steps:

1. Open the draft amendment in SAP Ariba.
2. Verify if the amendment is in a draft state.
3. Confirm user permissions to delete amendments.
4. Guide the user through deleting the amendment.

Question: User unable to generate a summary of changes made during the contract amendment.
Solution:
Ensure that the change tracking feature is enabled for contract amendments. Verify if the user has permissions to generate a summary and that all changes are logged.
T-Code: Not applicable.
Process Steps:

1. Open the contract amendment in SAP Ariba.
2. Verify if change tracking is enabled.
3. Confirm user permissions to generate a summary.
4. Guide the user through generating the change summary.

Question: User unable to assign new reviewers for a contract amendment.
Solution:
Ensure that the amendment is still in a draft state and that the reviewer role is defined. Verify if the user has permissions to assign reviewers.
T-Code: Not applicable.
Process Steps:

1. Open the amendment in "Contract Management."
2. Verify if the amendment is in a draft state.
3. Confirm that the reviewer role is defined and that user permissions are granted.
4. Assign new reviewers and save the changes.

Question: User unable to set auto-renewal options for a contract.
Solution:
Ensure that the auto-renewal feature is enabled in the contract settings. Verify if the user has permissions to configure auto-renewal and that the contract is eligible for renewal.
T-Code: Not applicable.
Process Steps:

1. Navigate to the contract in SAP Ariba.
2. Verify if the auto-renewal feature is enabled.
3. Confirm user permissions for configuring auto-renewal.
4. Set the renewal options and save the settings.

Question: User unable to link a new contract amendment to an existing sourcing event.
Solution:
Ensure that the contract and sourcing event are both active. Verify if the user has permissions to link amendments and that all linking criteria are met.
T-Code: Not applicable.
Process Steps:

1. Open the amendment in "Contract Management."
2. Verify if both the contract and sourcing event are active.
3. Confirm user permissions for linking amendments.
4. Guide the user through linking the amendment to the sourcing event.

Question: User unable to edit renewal terms once the renewal process has started.
Solution:
Ensure that the renewal terms are editable at the current stage. Verify if the user has permissions to modify renewal terms and that no approvals are in progress.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if the renewal terms are editable at the current stage.
3. Confirm user permissions for modifying renewal terms.
4. Make necessary changes and save the contract renewal settings.

Question: User unable to track amendments made to the contract.
Solution:
Ensure that amendment tracking is enabled in the contract settings. Verify if the user has permissions to track amendments and that all amendment history is logged.
T-Code: Not applicable.
Process Steps:

1. Open the contract in "Contract Management."
2. Verify if amendment tracking is enabled.
3. Confirm user permissions for viewing amendment history.
4. Guide the user through accessing the amendment log.

Question: User unable to send contract renewal notifications to stakeholders.
Solution:
Ensure that renewal notifications are configured correctly in the contract settings. Verify if the user has permissions to send notifications and that stakeholder contact details are updated.
T-Code: Not applicable.
Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if renewal notifications are enabled.
3. Confirm user permissions to send notifications.
4. Update stakeholder contact details and send notifications.

Question: User unable to cancel a contract amendment in progress.

Solution:

Ensure that the user has permissions to cancel amendments and that the amendment is still in progress. Verify if there are no active tasks preventing cancellation.

T-Code: Not applicable.

Process Steps:

1. Open the amendment in "Contract Management."
2. Verify if the amendment is still in progress.
3. Confirm user permissions to cancel amendments.
4. Guide the user through cancelling the amendment.

Question: User unable to set up multiple renewal options for a contract.

Solution:

Ensure that multiple renewal options are enabled for the contract type. Verify if the user has permissions to configure multiple renewals and that all required fields are completed.

T-Code: Not applicable.

Process Steps:

1. Navigate to the contract in SAP Ariba.
2. Verify if multiple renewal options are enabled.
3. Confirm user permissions to configure multiple renewals.
4. Set up the renewal options and save the contract.

Question: User unable to add stakeholders to the contract amendment process.

Solution:

Ensure that the amendment allows for adding stakeholders. Verify if the user has permissions to add stakeholders and that the stakeholders are available in the system.

T-Code: Not applicable.

Process Steps:

1. Open the amendment in "Contract Management."
2. Verify if adding stakeholders is allowed for the amendment.
3. Confirm user permissions to add stakeholders.
4. Add the stakeholders to the amendment process and save changes.

Question: User unable to view the renewal history of a contract.

Solution:

Ensure that the renewal history feature is enabled in the contract settings. Verify if the user has permissions to view the history and that all renewal activities are logged.

T-Code: Not applicable.

Process Steps:

1. Open the contract in SAP Ariba.
2. Verify if renewal history is enabled.
3. Confirm user permissions for viewing renewal history.
4. Guide the user to access the renewal log.

Question: User unable to make changes to a renewed contract version.

Solution:

Ensure that the renewed contract is in an editable state. Verify if the user has permissions to modify the renewed version and that all necessary approvals are in place.

T-Code: Not applicable.

Process Steps:

1. Open the renewed contract in "Contract Management."
2. Verify if the contract is in an editable state.
3. Confirm user permissions for modifying the renewed version.
4. Make the necessary changes and save the contract.

Topic: Supplier Lifecycle and Performance Management (SLP)

Question: User unable to initiate the supplier lifecycle process in SAP Ariba.

Solution:

Ensure that the user has permissions to initiate the supplier lifecycle process. Verify if the supplier profile is complete and meets the eligibility criteria.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Supplier Management" in SAP Ariba.
2. Verify user permissions for initiating the supplier lifecycle.
3. Confirm that the supplier profile is complete.
4. Guide the user through initiating the lifecycle process.

Question: Supplier profile not transitioning to the next stage in the lifecycle.

Solution:
Verify if all tasks in the current stage are complete. Ensure there are no pending approvals or missing information that may be preventing the transition.

T-Code: Not applicable.

Process Steps:

1. Open the supplier profile in "Supplier Management."
2. Verify if all required tasks are complete.
3. Confirm that there are no pending approvals or missing information.
4. Guide the user through updating the profile and transitioning to the next stage.

Question: User unable to assign lifecycle stages to a supplier.

Solution:
Ensure that the lifecycle stage assignment feature is enabled. Verify if the user has permissions to assign lifecycle stages and that the supplier profile meets the criteria for the next stage.

T-Code: Not applicable.

Process Steps:

1. Open the supplier profile in "Supplier Management."
2. Verify if the lifecycle stage assignment feature is enabled.
3. Confirm user permissions to assign lifecycle stages.
4. Assign the appropriate lifecycle stage and save changes.

Question: Supplier not receiving notifications about lifecycle changes.

Solution:
Ensure that notification settings for lifecycle changes are enabled. Verify if the supplier's contact information is correct and that notifications are configured for each stage.

T-Code: Not applicable.

Process Steps:

1. Go to "Notification Settings" in Supplier Management.
2. Verify if notifications for lifecycle changes are enabled.
3. Confirm that the supplier's contact information is correct.
4. Update notification settings if required.

Question: User unable to add performance metrics to the supplier lifecycle process.
Solution:
Ensure that performance metrics are defined for the supplier lifecycle. Verify if the user has permissions to add performance metrics and that the supplier data is updated.
T-Code: Not applicable.
Process Steps:

1. Open the supplier lifecycle in SAP Ariba.
2. Verify if performance metrics are defined.
3. Confirm user permissions for adding metrics.
4. Guide the user to add the performance metrics and save.

Question: User unable to view historical lifecycle events for a supplier.
Solution:
Ensure that the history tracking feature is enabled for supplier lifecycle events. Verify if the user has permissions to view lifecycle history and that all events are logged.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier profile in SAP Ariba.
2. Verify if history tracking is enabled for lifecycle events.
3. Confirm user permissions for viewing lifecycle history.
4. Guide the user to access the lifecycle history log.

Question: User unable to assign performance assessments to suppliers.
Solution:
Ensure that the performance assessment feature is enabled. Verify if the user has permissions to assign assessments and that the assessment template is available.
T-Code: Not applicable.
Process Steps:

1. Open the supplier profile in SAP Ariba.
2. Verify if the performance assessment feature is enabled.
3. Confirm user permissions for assigning assessments.
4. Guide the user to assign the performance assessment template and save changes.

Question: User unable to configure supplier status updates in the lifecycle.

Solution:

Ensure that the status update feature is enabled for supplier lifecycle management. Verify if the user has permissions to update supplier status and that all required data is available.

T-Code: Not applicable.

Process Steps:

1. Navigate to the supplier profile in SAP Ariba.
2. Verify if the status update feature is enabled.
3. Confirm user permissions for updating supplier status.
4. Update the status and save changes.

Question: User unable to track key performance indicators (KPIs) for a supplier.

Solution:

Ensure that KPIs are defined for supplier performance tracking. Verify if the user has permissions to access KPI data and that all metrics are updated.

T-Code: Not applicable.

Process Steps:

1. Go to the supplier performance section in SAP Ariba.
2. Verify if KPIs are defined for the supplier.
3. Confirm user permissions for accessing KPI data.
4. Guide the user through viewing and analyzing KPI data.

Question: Supplier lifecycle process stuck in the 'Pending Approval' stage.

Solution:

Verify if all assigned approvers have taken action. Ensure there are no pending tasks or missing information preventing the approval.

T-Code: Not applicable.

Process Steps:

1. Open the supplier lifecycle in SAP Ariba.
2. Verify if all assigned approvers have taken action.
3. Confirm that there are no pending tasks or missing information.
4. Follow up with pending approvers and escalate if needed.

Question: User unable to update supplier performance ratings.
Solution:
Ensure that the performance rating feature is enabled. Verify if the user has permissions to update ratings and that all performance data is provided.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier profile in SAP Ariba.
2. Verify if the performance rating feature is enabled.
3. Confirm user permissions for updating ratings.
4. Update the performance ratings and save changes.

Question: User unable to add team members to the supplier lifecycle process.
Solution:
Ensure that team member addition is allowed in the supplier lifecycle settings. Verify if the user has permissions to modify team roles and add members.
T-Code: Not applicable.
Process Steps:

1. Open the supplier lifecycle in SAP Ariba.
2. Verify if team member addition is allowed.
3. Confirm user permissions for modifying team roles.
4. Add the required team members and save changes.

Question: User unable to generate a supplier performance report.
Solution:
Ensure that the reporting feature is enabled for supplier performance. Verify if the user has permissions to generate reports and that all necessary data is available.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Performance Reports" in SAP Ariba.
2. Verify if the reporting feature is enabled.
3. Confirm user permissions for generating reports.
4. Guide the user through generating and exporting the report.

Question: Supplier unable to submit self-assessment forms during the lifecycle process.

Solution:
Ensure that the self-assessment form is correctly assigned to the supplier. Verify if all mandatory fields are filled and if the supplier has permissions to submit the form.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier lifecycle in SAP Ariba.
2. Verify if the self-assessment form is correctly assigned.
3. Confirm that all mandatory fields are completed.
4. Guide the supplier through submitting the form.

Question: User unable to integrate supplier lifecycle data with other SAP modules.

Solution:
Ensure that the integration feature is enabled for supplier lifecycle data. Verify if the user has permissions to configure integrations and that the external system is set up correctly.
T-Code: Not applicable.
Process Steps:

1. Open the integration settings in SAP Ariba.
2. Verify if integration is enabled for supplier lifecycle data.
3. Confirm user permissions to configure integrations.
4. Set up the external system integration and test connectivity.

Question: User unable to archive completed supplier lifecycle stages.

Solution:
Ensure that the archiving feature is enabled in SAP Ariba. Verify if the user has permissions to archive completed stages and that all lifecycle tasks are marked as complete.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier lifecycle in "Supplier Management."
2. Verify if the archiving feature is enabled.
3. Confirm user permissions for archiving lifecycle stages.
4. Archive the completed stages and save changes.

Question: User unable to link related suppliers during the lifecycle.

Solution:

Ensure that the related supplier feature is enabled in SAP Ariba. Verify if the user has permissions to link suppliers and that both suppliers are active.

T-Code: Not applicable.

Process Steps:

1. Navigate to the supplier profile in SAP Ariba.
2. Verify if the related supplier feature is enabled.
3. Confirm user permissions to link suppliers.
4. Link the related suppliers and save changes.

Question: User unable to configure performance review schedules for suppliers.

Solution:

Ensure that the performance review scheduling feature is enabled. Verify if the user has permissions to configure review schedules and that the schedule details are correctly filled.

T-Code: Not applicable.

Process Steps:

1. Open the supplier lifecycle in SAP Ariba.
2. Verify if the review scheduling feature is enabled.
3. Confirm user permissions for configuring schedules.
4. Set the review schedule and save changes.

Question: User facing issues with tracking compliance in supplier performance.

Solution:

Ensure that compliance tracking is enabled for supplier performance. Verify if the user has permissions to track compliance metrics and that all compliance data is updated.

T-Code: Not applicable.

Process Steps:

1. Go to the supplier performance section in SAP Ariba.
2. Verify if compliance tracking is enabled.
3. Confirm user permissions for tracking compliance metrics.
4. Update compliance data and guide the user through viewing the metrics.

Topic: Supplier Onboarding and Qualification

Question: User unable to initiate the supplier onboarding process in SAP Ariba.

Solution:
Ensure that the user has permissions to initiate the onboarding process. Verify if the supplier registration form is configured and active.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Supplier Management" in SAP Ariba.
2. Verify user permissions for initiating the onboarding process.
3. Confirm that the supplier registration form is configured and active.
4. Guide the user through initiating the onboarding process.

Question: Supplier unable to access the onboarding form.

Solution:
Ensure that the onboarding form is shared with the supplier and that the supplier has the correct permissions. Verify if the form is published and active.

T-Code: Not applicable.

Process Steps:

1. Open the onboarding form in "Supplier Management."
2. Verify if the form is shared with the supplier.
3. Confirm that the form is published and active.
4. Update sharing settings if required and guide the supplier.

Question: User unable to assign onboarding tasks to internal team members.

Solution:
Ensure that task assignment is enabled for the onboarding process. Verify if the user has permissions to assign onboarding tasks and that the team members are available in the system.

T-Code: Not applicable.

Process Steps:

1. Open the supplier onboarding process in SAP Ariba.
2. Verify if task assignment is enabled.
3. Confirm user permissions for assigning onboarding tasks.
4. Assign the required tasks to team members and save changes.

Question: Supplier onboarding form not progressing to the next stage.

Solution:
Verify if all required fields in the onboarding form are completed. Ensure there are no pending tasks or missing information that may be preventing the progression.
T-Code: Not applicable.
Process Steps:

1. Open the supplier onboarding form in "Supplier Management."
2. Verify if all required fields are completed.
3. Confirm that there are no pending tasks or missing information.
4. Guide the user through completing the form and progressing to the next stage.

Question: User unable to set qualification criteria during supplier onboarding.

Solution:
Ensure that the qualification criteria feature is enabled in the onboarding process. Verify if the user has permissions to set criteria and that the criteria template is available.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier onboarding in SAP Ariba.
2. Verify if qualification criteria are enabled.
3. Confirm user permissions for setting criteria.
4. Guide the user to select the qualification template and save changes.

Question: Supplier unable to submit required documents for onboarding.

Solution:
Ensure that the document submission feature is enabled for onboarding. Verify if the supplier has permissions to upload documents and that the document format meets the requirements.
T-Code: Not applicable.
Process Steps:

1. Go to the supplier onboarding process.
2. Verify if document submission is enabled.
3. Confirm that the supplier has permissions to upload documents.
4. Guide the supplier through submitting the required documents.

Question: User unable to review supplier qualification responses.
Solution:
Ensure that the supplier has submitted the qualification responses and that the review feature is enabled. Verify if the user has permissions to access the responses.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier qualification section in SAP Ariba.
2. Verify if the supplier has submitted the responses.
3. Confirm user permissions for reviewing responses.
4. Guide the user through accessing the qualification responses.

Question: Supplier not receiving notifications about onboarding requirements.
Solution:
Ensure that notification settings are configured for onboarding requirements. Verify if the supplier's contact information is correct and that notifications are enabled.
T-Code: Not applicable.
Process Steps:

1. Go to "Notification Settings" in Supplier Management.
2. Verify if onboarding notifications are configured.
3. Confirm that the supplier's contact information is correct.
4. Update notification settings if needed.

Question: User unable to track the progress of supplier onboarding.
Solution:
Ensure that the tracking feature is enabled for onboarding processes. Verify if the user has permissions to track onboarding progress and that all required data is updated.
T-Code: Not applicable.
Process Steps:

1. Open the supplier onboarding in SAP Ariba.
2. Verify if the tracking feature is enabled.
3. Confirm user permissions for tracking progress.
4. Guide the user through viewing the onboarding progress.

Question: User unable to set reminders for pending supplier onboarding tasks.

Solution:

Ensure that reminder notifications are enabled for onboarding tasks. Verify if the user has permissions to configure reminders and that all required task information is complete.

T-Code: Not applicable.

Process Steps:

1. Navigate to the onboarding process in SAP Ariba.
2. Verify if reminders are enabled for onboarding tasks.
3. Confirm user permissions for configuring reminders.
4. Set the reminders for pending tasks and save changes.

Question: User unable to integrate supplier onboarding data with other SAP modules.

Solution:

Ensure that integration is enabled for supplier onboarding data. Verify if the user has permissions to configure integrations and that the external system is correctly set up.

T-Code: Not applicable.

Process Steps:

1. Open the integration settings in SAP Ariba.
2. Verify if integration is enabled for onboarding data.
3. Confirm user permissions for configuring integrations.
4. Set up the external system integration and test connectivity.

Question: Supplier onboarding form stuck in the 'Pending Approval' stage.

Solution:

Verify if all assigned approvers have taken action. Ensure there are no pending tasks or missing information preventing the approval.

T-Code: Not applicable.

Process Steps:

1. Open the supplier onboarding form in SAP Ariba.
2. Verify if all assigned approvers have taken action.
3. Confirm that there are no pending tasks or missing information.
4. Follow up with pending approvers and escalate if needed.

Question: User unable to add custom fields to the supplier onboarding form.
Solution:
Ensure that adding custom fields is enabled in the onboarding form settings. Verify if the user has permissions to add fields and that the form is in an editable state.
T-Code: Not applicable.
Process Steps:

1. Open the supplier onboarding form in SAP Ariba.
2. Verify if custom fields are allowed.
3. Confirm user permissions for adding fields.
4. Add the custom fields and save changes.

Question: User unable to qualify suppliers based on onboarding responses.
Solution:
Ensure that the qualification process is enabled and that criteria are correctly defined. Verify if the user has permissions to qualify suppliers and that all responses are reviewed.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier onboarding process.
2. Verify if the qualification process is enabled.
3. Confirm user permissions for qualifying suppliers.
4. Review responses and qualify the suppliers.

Question: User unable to update supplier contact information during onboarding.
Solution:
Ensure that the supplier profile is in an editable state. Verify if the user has permissions to update contact information and that the onboarding form allows edits.
T-Code: Not applicable.
Process Steps:

1. Open the supplier profile in SAP Ariba.
2. Verify if the profile is in an editable state.
3. Confirm user permissions for updating contact information.
4. Make the necessary updates and save changes.

Question: User unable to archive completed onboarding forms.

Solution:

Ensure that the archiving feature is enabled for supplier onboarding. Verify if the user has permissions to archive completed forms and that all tasks are marked complete.

T-Code: Not applicable.

Process Steps:

1. Navigate to the onboarding form in SAP Ariba.
2. Verify if the archiving feature is enabled.
3. Confirm user permissions for archiving forms.
4. Archive the completed onboarding form and save changes.

Question: User unable to create onboarding templates for future use.

Solution:

Ensure that the template creation feature is enabled for supplier onboarding. Verify if the user has permissions to create templates and that all required fields are filled.

T-Code: Not applicable.

Process Steps:

1. Open the supplier onboarding in SAP Ariba.
2. Verify if template creation is enabled.
3. Confirm user permissions for creating templates.
4. Create the onboarding template and save it for future use.

Question: Supplier unable to complete onboarding due to missing qualification documents.

Solution:

Ensure that the qualification documents are correctly assigned to the supplier. Verify if all mandatory documents are available and that the supplier has permissions to upload them.

T-Code: Not applicable.

Process Steps:

1. Open the supplier onboarding process.
2. Verify if the qualification documents are assigned correctly.
3. Confirm that all mandatory documents are available.
4. Guide the supplier through uploading the missing documents.

Question: User facing issues with tracking onboarding status for multiple suppliers.
Solution:
Ensure that the onboarding tracking feature is enabled for all suppliers. Verify if the user has permissions to view the onboarding status and that all required data is updated.
T-Code: Not applicable.
Process Steps:

1. Go to the supplier onboarding tracking section in SAP Ariba.
2. Verify if tracking is enabled for all suppliers.
3. Confirm user permissions for viewing onboarding status.
4. Guide the user through accessing and tracking onboarding status for multiple suppliers.

Topic: Supplier Performance and Risk Management

Question: User unable to initiate supplier performance assessment in SAP Ariba.
Solution:
Ensure that the performance assessment feature is enabled for the supplier. Verify if the user has permissions to initiate assessments and that the assessment template is configured.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Management" in SAP Ariba.
2. Verify if the performance assessment feature is enabled.
3. Confirm user permissions for initiating assessments.
4. Guide the user to select the assessment template and initiate the assessment.

Question: Supplier performance metrics not updating in SAP Ariba.
Solution:
Verify if all necessary data is entered for performance metrics. Ensure that the data is correctly mapped to the performance fields and that metrics are updated regularly.
T-Code: Not applicable.
Process Steps:

1. Open the supplier profile in "Supplier Management."
2. Verify if all necessary data is entered for performance metrics.
3. Confirm that data is mapped to the performance fields.
4. Guide the user through updating the performance metrics.

Question: User unable to view supplier risk evaluation scores.
Solution:
Ensure that the risk evaluation feature is enabled for the supplier. Verify if the user has permissions to view risk scores and that all risk factors are assessed.

T-Code: Not applicable.

Process Steps:

1. Navigate to the supplier profile in SAP Ariba.
2. Verify if the risk evaluation feature is enabled.
3. Confirm user permissions for viewing risk scores.
4. Guide the user to access the risk evaluation section.

Question: User unable to assign risk mitigation tasks to internal team members.
Solution:
Ensure that risk mitigation tasks are enabled for supplier management. Verify if the user has permissions to assign tasks and that the team members are available in the system.

T-Code: Not applicable.

Process Steps:

1. Open the supplier risk management section.
2. Verify if risk mitigation tasks are enabled.
3. Confirm user permissions for assigning tasks.
4. Assign the tasks to team members and save changes.

Question: Supplier not receiving notifications about performance evaluations.
Solution:
Ensure that notification settings are configured for performance evaluations. Verify if the supplier’s contact information is correct and that notifications are enabled.

T-Code: Not applicable.

Process Steps:

1. Go to "Notification Settings" in Supplier Management.
2. Verify if notifications for performance evaluations are configured.
3. Confirm that the supplier’s contact information is correct.
4. Update notification settings if needed.

Question: User unable to configure key performance indicators (KPIs) for a supplier.

Solution:

Ensure that KPI configuration is enabled for supplier management. Verify if the user has permissions to configure KPIs and that all required fields are filled.

T-Code: Not applicable.

Process Steps:

1. Navigate to the supplier performance section in SAP Ariba.
2. Verify if KPI configuration is enabled.
3. Confirm user permissions for configuring KPIs.
4. Guide the user through setting up the KPIs and save changes.

Question: Supplier risk assessment stuck in 'Pending Approval' stage.

Solution:

Verify if all assigned approvers have taken action. Ensure there are no pending tasks or missing information preventing the approval.

T-Code: Not applicable.

Process Steps:

1. Open the supplier risk assessment in SAP Ariba.
2. Verify if all assigned approvers have taken action.
3. Confirm that there are no pending tasks or missing information.
4. Follow up with pending approvers and escalate if needed.

Question: User unable to track risk exposure for suppliers.

Solution:

Ensure that the risk tracking feature is enabled for supplier management. Verify if the user has permissions to track risk exposure and that all risk data is updated.

T-Code: Not applicable.

Process Steps:

1. Navigate to the supplier risk management section.
2. Verify if risk tracking is enabled.
3. Confirm user permissions for tracking risk exposure.
4. Update risk data and guide the user through accessing risk tracking.

Question: User unable to update supplier performance ratings.
Solution:
Ensure that the performance rating feature is enabled. Verify if the user has permissions to update ratings and that all performance data is available.
T-Code: Not applicable.
Process Steps:

1. Open the supplier profile in SAP Ariba.
2. Verify if the performance rating feature is enabled.
3. Confirm user permissions for updating ratings.
4. Update the performance ratings and save changes.

Question: User unable to generate a supplier performance report.
Solution:
Ensure that the reporting feature is enabled for supplier performance. Verify if the user has permissions to generate reports and that all necessary data is available.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Performance Reports" in SAP Ariba.
2. Verify if the reporting feature is enabled.
3. Confirm user permissions for generating reports.
4. Guide the user through generating and exporting the report.

Question: User unable to add risk mitigation measures to supplier profiles.
Solution:
Ensure that the risk mitigation feature is enabled. Verify if the user has permissions to add mitigation measures and that the supplier profile is in an editable state.
T-Code: Not applicable.
Process Steps:

1. Open the supplier profile in SAP Ariba.
2. Verify if the risk mitigation feature is enabled.
3. Confirm user permissions for adding mitigation measures.
4. Add the mitigation measures and save changes.

Question: Supplier unable to submit self-assessment for risk evaluation.
Solution:
Ensure that the self-assessment form is correctly assigned to the supplier. Verify if all mandatory fields are filled and if the supplier has permissions to submit the form.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier risk management section.
2. Verify if the self-assessment form is correctly assigned.
3. Confirm that all mandatory fields are completed.
4. Guide the supplier through submitting the form.

Question: User unable to link performance metrics with supplier contracts.
Solution:
Ensure that the linking feature is enabled for performance metrics and contracts. Verify if the user has permissions to link metrics and that the contract is active.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier performance section in SAP Ariba.
2. Verify if linking metrics with contracts is enabled.
3. Confirm user permissions for linking metrics.
4. Link the performance metrics with the supplier contract and save changes.

Question: User unable to configure risk alerts for suppliers.
Solution:
Ensure that risk alerts are enabled in the supplier management settings. Verify if the user has permissions to configure alerts and that all required risk parameters are defined.
T-Code: Not applicable.
Process Steps:

1. Go to the supplier risk management section in SAP Ariba.
2. Verify if risk alerts are enabled.
3. Confirm user permissions for configuring alerts.
4. Set up the risk alert parameters and save changes.

Question: User unable to add team members to the supplier risk mitigation process.
Solution:
Ensure that team member addition is allowed in the risk mitigation settings. Verify if the user has permissions to add team members and that the mitigation task is in an editable state.
T-Code: Not applicable.
Process Steps:

1. Open the supplier risk mitigation process.
2. Verify if team member addition is allowed.
3. Confirm user permissions for modifying team roles.
4. Add the required team members and save changes.

Question: User unable to integrate supplier performance data with ERP systems.
Solution:
Ensure that the integration feature is enabled for supplier performance data. Verify if the user has permissions to configure integrations and that the ERP system is correctly set up.
T-Code: Not applicable.
Process Steps:

1. Open the integration settings in SAP Ariba.
2. Verify if integration is enabled for performance data.
3. Confirm user permissions for configuring integrations.
4. Set up the ERP system integration and test connectivity.

Question: User unable to view risk history for a supplier.
Solution:
Ensure that the risk history tracking feature is enabled. Verify if the user has permissions to view the history and that all risk events are logged.
T-Code: Not applicable.
Process Steps:

1. Open the supplier profile in SAP Ariba.
2. Verify if risk history tracking is enabled.
3. Confirm user permissions for viewing risk history.
4. Guide the user through accessing the risk history log.

Question: User unable to set up periodic risk assessments for suppliers.

Solution:
Ensure that the periodic assessment feature is enabled. Verify if the user has permissions to configure periodic assessments and that the assessment criteria are defined.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier risk management section.
2. Verify if periodic assessment is enabled.
3. Confirm user permissions for configuring assessments.
4. Set up the periodic assessment schedule and save changes.

Question: User unable to cancel a risk assessment in progress.

Solution:
Ensure that the user has permissions to cancel assessments and that the assessment is still in progress. Verify if there are no active tasks preventing cancellation.
T-Code: Not applicable.
Process Steps:

1. Open the risk assessment in SAP Ariba.
2. Verify if the assessment is still in progress.
3. Confirm user permissions to cancel assessments.
4. Guide the user through cancelling the assessment.

Topic: Supplier Information Management

Question: User unable to update supplier contact information in SAP Ariba.

Solution:
Ensure that the supplier profile is in an editable state. Verify if the user has permissions to update supplier information and that all mandatory fields are completed.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier profile in "Supplier Management."
2. Verify if the supplier profile is in an editable state.
3. Confirm user permissions to update supplier information.
4. Update the contact information and save changes.

Question: Supplier unable to access and update their profile details.
Solution:
Ensure that the supplier has the necessary permissions to update profile details. Verify if the supplier portal is accessible and that the profile is shared with the supplier.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier profile settings.
2. Verify if the profile is shared with the supplier.
3. Confirm that the supplier has permissions to update details.
4. Guide the supplier through accessing and updating the profile.

Question: User unable to add additional fields to the supplier information form.
Solution:
Ensure that the form customization feature is enabled for supplier information management. Verify if the user has permissions to add fields and that the form is in an editable state.
T-Code: Not applicable.
Process Steps:

1. Open the supplier information form in SAP Ariba.
2. Verify if customization is enabled for the form.
3. Confirm user permissions for adding fields.
4. Add the additional fields and save changes.

Question: Supplier information not syncing with other SAP modules.
Solution:
Ensure that the integration settings are correctly configured for syncing data with other SAP modules. Verify if the user has permissions to manage integrations and that the sync feature is enabled.
T-Code: Not applicable.
Process Steps:

1. Navigate to the integration settings in SAP Ariba.
2. Verify if data sync is enabled for supplier information.
3. Confirm user permissions to manage integrations.
4. Update integration settings and test the data sync process.

Question: User unable to assign a specific category to a supplier.

Solution:

Ensure that the category is defined in the system and that the user has permissions to assign categories. Verify if the supplier profile is in an editable state.

T-Code: Not applicable.

Process Steps:

1. Navigate to the supplier profile in SAP Ariba.
2. Verify if the required category is defined.
3. Confirm user permissions for assigning categories.
4. Assign the category to the supplier and save changes.

Question: User unable to generate a supplier information report.

Solution:

Ensure that the reporting feature is enabled for supplier information. Verify if the user has permissions to generate reports and that all necessary data is updated.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Information Reports" in SAP Ariba.
2. Verify if the reporting feature is enabled.
3. Confirm user permissions for generating reports.
4. Guide the user through generating and exporting the report.

Question: Supplier unable to upload compliance documents to their profile.

Solution:

Ensure that the compliance document feature is enabled for supplier profiles. Verify if the supplier has permissions to upload documents and that the document format is supported.

T-Code: Not applicable.

Process Steps:

1. Navigate to the supplier profile in SAP Ariba.
2. Verify if the compliance document feature is enabled.
3. Confirm that the supplier has permissions to upload documents.
4. Guide the supplier through uploading the compliance documents.

Question: User unable to assign a supplier to a specific procurement region.

Solution:

Ensure that the procurement region is defined in the system. Verify if the user has permissions to assign regions and that the supplier profile is in an editable state.

T-Code: Not applicable.

Process Steps:

1. Open the supplier profile in SAP Ariba.
2. Verify if the procurement region is defined.
3. Confirm user permissions for assigning procurement regions.
4. Assign the region to the supplier and save changes.

Question: User unable to deactivate a supplier profile.

Solution:

Ensure that the supplier profile is eligible for deactivation. Verify if the user has permissions to deactivate profiles and that all active tasks or dependencies are resolved.

T-Code: Not applicable.

Process Steps:

1. Navigate to the supplier profile in SAP Ariba.
2. Verify if the profile is eligible for deactivation.
3. Confirm user permissions for deactivating profiles.
4. Resolve any active tasks and deactivate the supplier profile.

Question: User unable to add multiple contact persons to a supplier profile.

Solution:

Ensure that adding multiple contacts is allowed in the supplier information settings. Verify if the user has permissions to add contacts and that all necessary details are provided.

T-Code: Not applicable.

Process Steps:

1. Open the supplier profile in SAP Ariba.
2. Verify if multiple contacts can be added.
3. Confirm user permissions for adding contacts.
4. Enter the details of each contact and save changes.

Question: User unable to verify supplier bank details.
Solution:
Ensure that bank detail verification is enabled in the supplier information management settings. Verify if the user has permissions to verify bank details and that the supplier has provided all necessary information.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier profile in SAP Ariba.
2. Verify if bank detail verification is enabled.
3. Confirm user permissions for verifying bank details.
4. Verify the bank information and mark it as verified.

Question: User unable to link supplier information with supplier performance metrics.
Solution:
Ensure that the linking feature is enabled for supplier information and performance metrics. Verify if the user has permissions to link these sections and that both profiles are active.
T-Code: Not applicable.
Process Steps:

1. Open the supplier profile in SAP Ariba.
2. Verify if linking with performance metrics is enabled.
3. Confirm user permissions for linking profiles.
4. Link the supplier information with the performance metrics and save changes.

Question: Supplier profile changes not reflecting in real-time.
Solution:
Ensure that real-time updates are enabled in the supplier information settings. Verify if the user has permissions to make changes and that all changes are saved.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier profile in SAP Ariba.
2. Verify if real-time updates are enabled.
3. Confirm user permissions for making changes.
4. Ensure that all changes are saved correctly and verify if they reflect in real-time.

Question: User unable to delete an outdated supplier profile.

Solution:

Verify if the user has permissions to delete supplier profiles. Ensure that the profile is eligible for deletion and that there are no active dependencies or tasks linked to the profile.

T-Code: Not applicable.

Process Steps:

1. Open the supplier profile in SAP Ariba.
2. Verify if the profile is eligible for deletion.
3. Confirm user permissions for deleting profiles.
4. Resolve any dependencies and delete the outdated supplier profile.

Question: User unable to update tax information for a supplier.

Solution:

Ensure that the tax information section is editable in the supplier profile. Verify if the user has permissions to update tax information and that all necessary details are provided.

T-Code: Not applicable.

Process Steps:

1. Open the supplier profile in SAP Ariba.
2. Verify if the tax information section is editable.
3. Confirm user permissions for updating tax information.
4. Enter the updated tax details and save changes.

Question: User unable to create a supplier profile from an existing template.

Solution:

Ensure that the template creation feature is enabled for supplier profiles. Verify if the user has permissions to use templates and that the template is active.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Templates" in SAP Ariba.
2. Verify if the template creation feature is enabled.
3. Confirm user permissions for using the template.
4. Create the supplier profile from the existing template and save changes.

Question: User unable to assign supplier compliance tasks.
Solution:
Ensure that the compliance task feature is enabled in supplier information management. Verify if the user has permissions to assign compliance tasks and that the supplier profile is in an editable state.
T-Code: Not applicable.
Process Steps:

1. Navigate to the supplier profile in SAP Ariba.
2. Verify if compliance tasks are enabled.
3. Confirm user permissions for assigning tasks.
4. Assign the compliance tasks and save changes.

Question: Supplier unable to see their performance feedback.
Solution:
Ensure that the performance feedback is shared with the supplier. Verify if the user has permissions to share feedback and that the feedback section is updated.
T-Code: Not applicable.
Process Steps:

1. Open the supplier profile in SAP Ariba.
2. Verify if the performance feedback is updated.
3. Confirm user permissions to share feedback with the supplier.
4. Share the feedback and notify the supplier.

Question: User unable to view audit trail for changes made to supplier information.
Solution:
Ensure that the audit tracking feature is enabled for supplier information. Verify if the user has permissions to view the audit trail and that all changes are logged.
T-Code: Not applicable.
Process Steps:

1. Open the supplier profile in SAP Ariba.
2. Verify if audit tracking is enabled for supplier information.
3. Confirm user permissions for viewing the audit trail.
4. Guide the user through accessing the audit log.

Topic: Overview of Spend Analysis

Question: User unable to access the Spend Analysis dashboard in SAP Ariba.

Solution:

Ensure that the user has permissions to access the Spend Analysis module. Verify if the dashboard is configured correctly and that all necessary data is loaded.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Spend Analysis" in SAP Ariba.
2. Verify user permissions for accessing the Spend Analysis dashboard.
3. Confirm that the dashboard is configured and data is loaded.
4. Guide the user through accessing the dashboard.

Question: Spend data not reflecting in the Spend Analysis overview.

Solution:

Verify if the spend data is uploaded and mapped correctly. Ensure that the data is categorized and the Spend Analysis module is up to date.

T-Code: Not applicable.

Process Steps:

1. Go to the data upload section in Spend Analysis.
2. Verify if the spend data is uploaded and categorized.
3. Confirm if the data is mapped correctly to categories.
4. Refresh the Spend Analysis dashboard to reflect updated data.

Question: User unable to view historical spend trends in the Spend Analysis overview.

Solution:

Ensure that the historical data is available and uploaded correctly. Verify if the user has permissions to view historical trends and that the analysis range is configured.

T-Code: Not applicable.

Process Steps:

1. Open the Spend Analysis module.
2. Verify if historical data is uploaded.
3. Confirm user permissions for viewing historical spend trends.
4. Configure the analysis range to include historical data.

Question: Spend Analysis dashboard taking too long to load.
Solution:
Verify if the data volume is optimized for the dashboard. Ensure that filters and settings are configured to reduce data load time.
T-Code: Not applicable.
Process Steps:

1. Open the Spend Analysis dashboard.
2. Check the data volume and filters applied.
3. Optimize filters and reduce the data range to improve load time.
4. Save the updated dashboard settings for quicker access.

Question: User unable to filter spend data by supplier category in Spend Analysis.
Solution:
Ensure that supplier categories are defined and linked to spend data. Verify if the user has permissions to filter by category and that the filter feature is enabled.
T-Code: Not applicable.
Process Steps:

1. Go to the Spend Analysis module in SAP Ariba.
2. Verify if supplier categories are defined and linked.
3. Confirm user permissions for filtering by category.
4. Guide the user through applying category filters.

Question: User unable to export Spend Analysis data to Excel.
Solution:
Ensure that the export feature is enabled for the Spend Analysis module. Verify if the user has permissions to export data and that the required data is selected.
T-Code: Not applicable.
Process Steps:

1. Open the Spend Analysis module.
2. Verify if the export feature is enabled.
3. Confirm user permissions for exporting data.
4. Guide the user to select the data and export it to Excel.

Question: User unable to configure spend categories in the Spend Analysis overview.
Solution:
Ensure that the spend category configuration feature is enabled. Verify if the user has permissions to configure categories and that the categories are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Navigate to the Spend Analysis module.
2. Verify if category configuration is enabled.
3. Confirm user permissions for configuring spend categories.
4. Configure the spend categories and save changes.

Question: Spend Analysis overview not displaying supplier-specific spend.
Solution:
Ensure that the supplier data is mapped correctly to the spend categories. Verify if the user has permissions to view supplier-specific spend and that the data is correctly loaded.
T-Code: Not applicable.
Process Steps:

1. Go to the Spend Analysis module.
2. Verify if supplier data is mapped to spend categories.
3. Confirm user permissions for viewing supplier-specific spend.
4. Refresh the Spend Analysis overview to include supplier spend data.

Question: User unable to drill down into spend categories in the Spend Analysis overview.
Solution:
Ensure that drill-down analysis is enabled for the Spend Analysis module. Verify if the user has permissions to drill down and that all necessary data is categorized.
T-Code: Not applicable.
Process Steps:

1. Open the Spend Analysis module in SAP Ariba.
2. Verify if drill-down analysis is enabled.
3. Confirm user permissions for drill-down analysis.
4. Guide the user through drilling down into spend categories.

Question: User unable to see real-time spend data in the Spend Analysis overview.

Solution:

Ensure that real-time data integration is enabled for Spend Analysis. Verify if the user has permissions to access real-time data and that the integration settings are correctly configured.

T-Code: Not applicable.

Process Steps:

1. Navigate to the Spend Analysis module.
2. Verify if real-time data integration is enabled.
3. Confirm user permissions for accessing real-time data.
4. Update integration settings if needed and refresh the dashboard.

Question: User unable to add benchmarks to the Spend Analysis overview.

Solution:

Ensure that benchmarking is enabled in the Spend Analysis module. Verify if the user has permissions to add benchmarks and that benchmark data is available.

T-Code: Not applicable.

Process Steps:

1. Go to the Spend Analysis module.
2. Verify if benchmarking is enabled.
3. Confirm user permissions for adding benchmarks.
4. Add benchmark data and save the Spend Analysis overview.

Question: Spend Analysis overview not showing accurate spend data for specific regions.

Solution:

Verify if the regional spend data is uploaded correctly and categorized. Ensure that all necessary data is mapped and that regional filters are applied.

T-Code: Not applicable.

Process Steps:

1. Open the Spend Analysis module.
2. Verify if regional data is uploaded and categorized.
3. Confirm that all necessary data is mapped correctly.
4. Apply regional filters to view accurate spend data.

Question: User unable to customize the Spend Analysis dashboard layout.

Solution:

Ensure that the customization feature is enabled for the dashboard. Verify if the user has permissions to customize the layout and that all required components are accessible.

T-Code: Not applicable.

Process Steps:

1. Open the Spend Analysis dashboard in SAP Ariba.
2. Verify if the customization feature is enabled.
3. Confirm user permissions for customizing the layout.
4. Guide the user through customizing the dashboard layout.

Question: Spend Analysis overview not displaying currency conversions accurately.

Solution:

Ensure that currency conversion settings are configured correctly. Verify if the user has permissions to view converted values and that the exchange rates are up to date.

T-Code: Not applicable.

Process Steps:

1. Navigate to the Spend Analysis module.
2. Verify if currency conversion settings are configured.
3. Confirm user permissions for viewing converted values.
4. Update exchange rates and refresh the dashboard.

Question: User unable to assign spend categories to specific departments.

Solution:

Ensure that the category assignment feature is enabled. Verify if the user has permissions to assign categories and that the departments are defined in the system.

T-Code: Not applicable.

Process Steps:

1. Go to the Spend Analysis module.
2. Verify if the category assignment feature is enabled.
3. Confirm user permissions for assigning spend categories.
4. Assign categories to the respective departments and save changes.

Question: User unable to add notes to spend items in the Spend Analysis overview.

Solution:

Ensure that the note-adding feature is enabled for the Spend Analysis module. Verify if the user has permissions to add notes and that the spend items are editable.

T-Code: Not applicable.

Process Steps:

1. Open the Spend Analysis module.
2. Verify if the note-adding feature is enabled.
3. Confirm user permissions for adding notes.
4. Add notes to the spend items and save changes.

Question: User unable to view consolidated spend data for multiple suppliers.

Solution:

Ensure that consolidation is enabled for spend data in the Spend Analysis module. Verify if the user has permissions to view consolidated data and that the suppliers are linked correctly.

T-Code: Not applicable.

Process Steps:

1. Navigate to the Spend Analysis module.
2. Verify if data consolidation is enabled.
3. Confirm user permissions for viewing consolidated spend data.
4. Link the suppliers correctly and refresh the dashboard.

Question: User unable to create a custom spend analysis report.

Solution:

Ensure that the custom report feature is enabled in Spend Analysis. Verify if the user has permissions to create custom reports and that all required data is available.

T-Code: Not applicable.

Process Steps:

1. Go to "Spend Analysis Reports" in SAP Ariba.
2. Verify if the custom report feature is enabled.
3. Confirm user permissions for creating custom reports.
4. Guide the user through creating and saving the custom report.

Question: User facing issues with spend data categorization in Spend Analysis.
Solution:
Ensure that spend categories are correctly defined and mapped. Verify if the user has permissions to update categorization and that all necessary data is entered.
T-Code: Not applicable.
Process Steps:

1. Navigate to the Spend Analysis module.
2. Verify if spend categories are correctly defined and mapped.
3. Confirm user permissions for updating categorization.
4. Guide the user through categorizing the spend data.

Topic: Data Collection and Classification

Question: User unable to upload spend data for analysis in SAP Ariba.
Solution:
Ensure that the data upload feature is enabled and that the file format is supported. Verify if the user has permissions to upload data and that all required fields are filled.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Data Upload" section in Spend Analysis.
2. Verify if the data upload feature is enabled.
3. Confirm user permissions for uploading data.
4. Ensure the file is in a supported format and upload it.

Question: Uploaded spend data not appearing in the Spend Analysis module.
Solution:
Verify if the data upload was successful and mapped correctly to spend categories. Ensure that the data processing job is complete and the data is correctly classified.
T-Code: Not applicable.
Process Steps:

1. Go to the "Data Upload History" in Spend Analysis.
2. Verify if the data upload was successful.
3. Check if the data processing job is complete.
4. Refresh the Spend Analysis dashboard to view the uploaded data.

Question: User unable to classify spend data into appropriate categories.
Solution:
Ensure that the classification feature is enabled in Spend Analysis. Verify if the user has permissions to classify data and that spend categories are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Open the "Data Classification" section in Spend Analysis.
2. Verify if classification is enabled.
3. Confirm user permissions for classifying data.
4. Guide the user through selecting appropriate spend categories.

Question: Spend data not mapping correctly to predefined categories.
Solution:
Verify if the data mapping rules are configured correctly. Ensure that the spend data fields match the category requirements and that no data is missing.
T-Code: Not applicable.
Process Steps:

1. Go to the "Data Mapping" section in Spend Analysis.
2. Verify if mapping rules are configured correctly.
3. Confirm that spend data fields match category requirements.
4. Update mapping rules if necessary and reprocess the data.

Question: User unable to edit data classification rules in Spend Analysis.
Solution:
Ensure that the classification rule editing feature is enabled. Verify if the user has permissions to edit rules and that the spend categories are active.
T-Code: Not applicable.
Process Steps:

1. Open the "Classification Rules" section in Spend Analysis.
2. Verify if rule editing is enabled.
3. Confirm user permissions for editing classification rules.
4. Guide the user through modifying the rules and saving changes.

Question: Spend data import is failing due to format errors.

Solution:
Verify if the data file matches the required format. Ensure that all mandatory fields are included and that data values are in the correct format.
T-Code: Not applicable.
Process Steps:

1. Review the data file for format errors.
2. Confirm that all mandatory fields are included.
3. Ensure that data values are in the correct format.
4. Correct the errors and re-upload the file.

Question: User unable to set up automated spend data collection.

Solution:
Ensure that the automated data collection feature is enabled. Verify if the user has permissions to set up automation and that the source data systems are correctly integrated.
T-Code: Not applicable.
Process Steps:

1. Go to the "Automation Settings" in Spend Analysis.
2. Verify if automated data collection is enabled.
3. Confirm user permissions for setting up automation.
4. Configure the data source integration and schedule automated collection.

Question: Spend data not updating after changes in source data.

Solution:
Ensure that the data integration settings are correctly configured. Verify if the data synchronization job is scheduled and that the source system is connected.
T-Code: Not applicable.
Process Steps:

1. Open the "Integration Settings" in Spend Analysis.
2. Verify if the data synchronization job is scheduled.
3. Confirm that the source system is connected.
4. Update the integration settings if necessary and re-run the synchronization job.

Question: User unable to classify spend data based on custom fields.
Solution:
Ensure that custom fields are enabled for data classification. Verify if the user has permissions to use custom fields and that the custom fields are correctly configured.
T-Code: Not applicable.
Process Steps:

1. Open the "Data Classification" section in Spend Analysis.
2. Verify if custom fields are enabled for classification.
3. Confirm user permissions for using custom fields.
4. Guide the user through classifying data based on custom fields.

Question: User unable to delete incorrectly classified spend data.
Solution:
Ensure that the data deletion feature is enabled for classified data. Verify if the user has permissions to delete data and that the classification status allows for deletion.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Data Classification" section.
2. Verify if the data deletion feature is enabled.
3. Confirm user permissions for deleting data.
4. Guide the user through selecting and deleting the incorrect data.

Question: Spend data classification process is taking too long to complete.
Solution:
Verify if the data volume is optimized for classification. Ensure that classification rules are configured efficiently and that unnecessary data is filtered out.
T-Code: Not applicable.
Process Steps:

1. Open the "Data Classification" settings.
2. Verify if the data volume is optimized.
3. Check if classification rules are configured efficiently.
4. Update the rules and apply filters to reduce processing time.

Question: User unable to classify spend data by supplier location.
Solution:
Ensure that supplier location data is included in the uploaded spend data. Verify if the classification rules include supplier location as a parameter.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Data Classification" section.
2. Verify if supplier location data is included in the spend data.
3. Confirm that classification rules include supplier location.
4. Guide the user through classifying spend data by location.

Question: Spend data not categorized correctly after import.
Solution:
Verify if the data import settings and mapping rules are configured correctly. Ensure that the spend categories are defined and that all necessary data is mapped properly.
T-Code: Not applicable.
Process Steps:

1. Go to the "Data Import" section.
2. Verify if the import settings and mapping rules are correct.
3. Confirm that spend categories are defined.
4. Update the mapping rules if needed and re-import the data.

Question: User unable to add new spend categories for data classification.
Solution:
Ensure that the spend category creation feature is enabled. Verify if the user has permissions to create categories and that the category list is not restricted.
T-Code: Not applicable.
Process Steps:

1. Open the "Spend Categories" section in Spend Analysis.
2. Verify if the category creation feature is enabled.
3. Confirm user permissions for creating spend categories.
4. Add new categories and save changes.

Question: User unable to view detailed classification reports.
Solution:
Ensure that the reporting feature is enabled for classification. Verify if the user has permissions to generate classification reports and that all necessary data is available.
T-Code: Not applicable.
Process Steps:

1. Go to "Classification Reports" in Spend Analysis.
2. Verify if the reporting feature is enabled.
3. Confirm user permissions for generating reports.
4. Guide the user through generating and exporting the classification report.

Question: User unable to merge similar spend categories in the classification process.
Solution:
Ensure that the merging feature is enabled for spend categories. Verify if the user has permissions to merge categories and that the categories are eligible for merging.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Spend Categories" section.
2. Verify if the merging feature is enabled.
3. Confirm user permissions for merging categories.
4. Merge similar categories and save changes.

Question: User unable to assign spend classification to specific business units.
Solution:
Ensure that business unit assignment is enabled in the classification settings. Verify if the user has permissions to assign classifications and that business units are defined.
T-Code: Not applicable.
Process Steps:

1. Go to the "Data Classification" section.
2. Verify if business unit assignment is enabled.
3. Confirm user permissions for assigning classifications.
4. Assign spend classifications to business units and save changes.

Question: User facing issues with classifying spend data from multiple sources.

Solution:

Ensure that data from multiple sources is integrated correctly. Verify if the classification rules apply to all data sources and that no data conflicts exist.

T-Code: Not applicable.

Process Steps:

1. Open the "Data Integration" section in Spend Analysis.
2. Verify if data from multiple sources is integrated.
3. Confirm that classification rules apply to all sources.
4. Resolve data conflicts and classify the spend data.

Question: User unable to use machine learning features for spend classification.

Solution:

Ensure that the machine learning feature is enabled for classification. Verify if the user has permissions to use machine learning and that training data is available.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Data Classification" section.
2. Verify if machine learning is enabled.
3. Confirm user permissions for using machine learning.
4. Guide the user through setting up machine learning classification.

Topic: Spend Visibility and Analytics

Question: User unable to access the Spend Visibility dashboard.

Solution:

Ensure that the user has permissions to access the Spend Visibility module. Verify if the dashboard is configured correctly and that the necessary data is available.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Spend Visibility" in SAP Ariba.
2. Verify user permissions for accessing the Spend Visibility dashboard.
3. Confirm that the dashboard is configured and data is available.
4. Guide the user through accessing the Spend Visibility dashboard.

Question: User unable to view spend data by department in Spend Visibility.

Solution:

Ensure that the spend data is categorized by department. Verify if the user has permissions to filter by department and that the department data is correctly uploaded.

T-Code: Not applicable.

Process Steps:

1. Open the Spend Visibility module in SAP Ariba.
2. Verify if the spend data is categorized by department.
3. Confirm user permissions for filtering by department.
4. Guide the user through applying department filters.

Question: Spend Visibility dashboard not displaying accurate real-time data.

Solution:

Ensure that real-time data integration is enabled. Verify if the data synchronization settings are configured correctly and that the data sources are connected.

T-Code: Not applicable.

Process Steps:

1. Go to "Integration Settings" in Spend Visibility.
2. Verify if real-time data integration is enabled.
3. Confirm that the synchronization settings are configured.
4. Update settings if necessary and refresh the dashboard.

Question: User unable to customize analytics charts in the Spend Visibility dashboard.

Solution:

Ensure that the chart customization feature is enabled. Verify if the user has permissions to customize analytics charts and that all required components are accessible.

T-Code: Not applicable.

Process Steps:

1. Open the Spend Visibility dashboard.
2. Verify if chart customization is enabled.
3. Confirm user permissions for customizing analytics charts.
4. Guide the user through customizing the charts.

Question: User unable to filter spend data by supplier performance.
Solution:
Ensure that supplier performance data is linked to spend data. Verify if the user has permissions to filter by supplier performance and that the filter feature is enabled.
T-Code: Not applicable.
Process Steps:

1. Navigate to the Spend Visibility module.
2. Verify if supplier performance data is linked to spend data.
3. Confirm user permissions for filtering by supplier performance.
4. Apply the filter and guide the user through analyzing the data.

Question: Spend analytics charts not updating after data changes.
Solution:
Verify if the data refresh settings are configured correctly. Ensure that the data changes are processed and the Spend Visibility module is updated.
T-Code: Not applicable.
Process Steps:

1. Go to "Data Refresh Settings" in Spend Visibility.
2. Verify if the refresh frequency is set correctly.
3. Confirm that the data changes are processed.
4. Refresh the Spend Visibility dashboard and verify updates.

Question: User unable to generate custom spend analytics reports.
Solution:
Ensure that the custom report feature is enabled for Spend Analytics. Verify if the user has permissions to generate reports and that all necessary data is available.
T-Code: Not applicable.
Process Steps:

1. Open the "Custom Reports" section in Spend Visibility.
2. Verify if the report generation feature is enabled.
3. Confirm user permissions for generating custom reports.
4. Guide the user through creating and saving the report.

Question: User unable to create a spend visibility alert based on spend thresholds.
Solution:
Ensure that the alert creation feature is enabled for Spend Visibility. Verify if the user has permissions to create alerts and that spend thresholds are defined.
T-Code: Not applicable.
Process Steps:

1. Go to "Alert Settings" in Spend Visibility.
2. Verify if alert creation is enabled.
3. Confirm user permissions for creating alerts.
4. Set the spend thresholds and create the alert.

Question: User unable to view consolidated spend data across multiple business units.
Solution:
Ensure that the spend data consolidation feature is enabled. Verify if the user has permissions to view consolidated data and that all business units are included in the analysis.
T-Code: Not applicable.
Process Steps:

1. Navigate to the Spend Visibility module.
2. Verify if spend data consolidation is enabled.
3. Confirm user permissions for viewing consolidated data.
4. Guide the user through consolidating and analyzing spend data across business units.

Question: User unable to drill down into supplier-specific spend details.
Solution:
Ensure that the drill-down feature is enabled in the Spend Visibility module. Verify if the user has permissions to drill down into supplier details and that the supplier data is correctly categorized.
T-Code: Not applicable.
Process Steps:

1. Open the Spend Visibility module.
2. Verify if the drill-down feature is enabled.
3. Confirm user permissions for drilling down into supplier details.
4. Guide the user through the drill-down process to view supplier-specific spend.

Question: Spend Visibility dashboard showing outdated exchange rates.
Solution:
Ensure that the currency exchange rates are up to date. Verify if the user has permissions to update exchange rates and that the rates are configured correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Currency Settings" in Spend Visibility.
2. Verify if the exchange rates are up to date.
3. Confirm user permissions for updating exchange rates.
4. Update the exchange rates and refresh the dashboard.

Question: User unable to add spend tags for analytics purposes.
Solution:
Ensure that tagging is enabled for spend data. Verify if the user has permissions to add tags and that the spend data is correctly categorized.
T-Code: Not applicable.
Process Steps:

1. Open the "Spend Tags" section in Spend Visibility.
2. Verify if tagging is enabled.
3. Confirm user permissions for adding tags.
4. Guide the user through adding spend tags for analytics.

Question: User unable to export Spend Visibility analytics to a PDF report.
Solution:
Ensure that the export feature is enabled for Spend Visibility. Verify if the user has permissions to export analytics and that the correct format is selected.
T-Code: Not applicable.
Process Steps:

1. Go to the Spend Visibility dashboard.
2. Verify if the export feature is enabled.
3. Confirm user permissions for exporting analytics.
4. Guide the user through selecting PDF as the export format and exporting the report.

Question: User unable to access spend data for a specific time period.
Solution:
Ensure that the time period filters are configured correctly. Verify if the user has permissions to filter spend data by time period and that the necessary data is available.
T-Code: Not applicable.
Process Steps:

1. Navigate to the Spend Visibility module.
2. Verify if the time period filters are correctly configured.
3. Confirm user permissions for filtering spend data by time period.
4. Guide the user through applying the time period filter.

Question: User unable to compare spend data from different suppliers.
Solution:
Ensure that the comparison feature is enabled for Spend Visibility. Verify if the user has permissions to compare spend data and that the suppliers are categorized correctly.
T-Code: Not applicable.
Process Steps:

1. Open the Spend Visibility module.
2. Verify if the comparison feature is enabled.
3. Confirm user permissions for comparing spend data.
4. Guide the user through selecting suppliers and comparing their spend data.

Question: User unable to visualize spend data using heat maps.
Solution:
Ensure that the heat map visualization feature is enabled. Verify if the user has permissions to use heat maps and that all necessary data is categorized.
T-Code: Not applicable.
Process Steps:

1. Go to the Spend Visibility dashboard.
2. Verify if the heat map feature is enabled.
3. Confirm user permissions for using heat maps.
4. Guide the user through visualizing spend data using heat maps.

Question: User unable to set spend visibility access restrictions for certain teams.

Solution:

Ensure that access control is enabled in the Spend Visibility settings. Verify if the user has permissions to set access restrictions and that the teams are defined in the system.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Access Control" section in Spend Visibility.
2. Verify if access restrictions are enabled.
3. Confirm user permissions for setting access restrictions.
4. Set up the access control for specific teams and save changes.

Question: User unable to view spend data analytics in graphical form.

Solution:

Ensure that graphical representation is enabled for Spend Visibility. Verify if the user has permissions to view analytics in graphical form and that the required data is available.

T-Code: Not applicable.

Process Steps:

1. Go to the Spend Visibility module.
2. Verify if graphical representation is enabled.
3. Confirm user permissions for viewing analytics in graphical form.
4. Guide the user through selecting the desired graph type.

Question: User unable to create a spend visibility forecast based on historical data.

Solution:

Ensure that the forecasting feature is enabled for Spend Visibility. Verify if the user has permissions to create forecasts and that historical data is available.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Forecasting" section in Spend Visibility.
2. Verify if the forecasting feature is enabled.
3. Confirm user permissions for creating forecasts.
4. Guide the user through selecting historical data and creating the forecast.

Topic: Savings Identification and Opportunity Analysis

Question: User unable to access the Savings Opportunity Analysis dashboard.

Solution:
Ensure that the user has permissions to access the Savings Opportunity module. Verify if the dashboard is configured correctly and that all necessary data is available.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Savings Opportunity Analysis" in SAP Ariba.
2. Verify user permissions for accessing the Savings dashboard.
3. Confirm that the dashboard is configured and data is available.
4. Guide the user through accessing the Savings Opportunity dashboard.

Question: User unable to identify savings opportunities for specific spend categories.

Solution:
Ensure that the spend categories are correctly defined and linked to the opportunity analysis module. Verify if the user has permissions to filter by category and that the necessary spend data is available.
T-Code: Not applicable.
Process Steps:

1. Open the Savings Opportunity Analysis module in SAP Ariba.
2. Verify if the spend categories are correctly defined.
3. Confirm user permissions for filtering by category.
4. Guide the user through identifying opportunities for the specified categories.

Question: Savings analysis data not reflecting recent spend updates.

Solution:
Ensure that the spend data is up to date and correctly mapped. Verify if the synchronization settings are configured properly and that data processing is complete.
T-Code: Not applicable.
Process Steps:

1. Go to "Data Synchronization" settings in Savings Analysis.
2. Verify if the spend data is up to date.
3. Confirm that synchronization settings are configured properly.
4. Reprocess the data and refresh the Savings Analysis dashboard.

Question: User unable to configure savings targets for specific departments.

Solution:

Ensure that the savings target configuration feature is enabled. Verify if the user has permissions to set savings targets and that the departments are defined in the system.

T-Code: Not applicable.

Process Steps:

1. Open the "Savings Target" section in Savings Analysis.
2. Verify if target configuration is enabled.
3. Confirm user permissions for setting savings targets.
4. Set the targets for the specified departments and save changes.

Question: User unable to generate savings opportunity reports.

Solution:

Ensure that the report generation feature is enabled for Savings Analysis. Verify if the user has permissions to generate reports and that all necessary data is available.

T-Code: Not applicable.

Process Steps:

1. Open the "Opportunity Reports" section in Savings Analysis.
2. Verify if report generation is enabled.
3. Confirm user permissions for generating reports.
4. Guide the user through generating and exporting the report.

Question: User unable to set up automated savings identification rules.

Solution:

Ensure that the automation feature is enabled for Savings Identification. Verify if the user has permissions to configure automation and that the rules are correctly defined.

T-Code: Not applicable.

Process Steps:

1. Go to "Automation Settings" in Savings Analysis.
2. Verify if automation is enabled.
3. Confirm user permissions for configuring rules.
4. Guide the user through setting up automated savings identification rules.

Question: Savings opportunities not correctly calculated for negotiated contracts.

Solution:

Ensure that contract terms are accurately reflected in the Savings Analysis module. Verify if all contract data is entered correctly and linked to the analysis process.

T-Code: Not applicable.

Process Steps:

1. Open the "Contract Data" section in Savings Analysis.
2. Verify if contract terms are accurately reflected.
3. Confirm that all contract data is linked to the analysis.
4. Update the contract data and re-calculate the savings opportunities.

Question: User unable to visualize savings opportunities using charts.

Solution:

Ensure that the chart visualization feature is enabled for Savings Analysis. Verify if the user has permissions to use charts and that all necessary data is categorized.

T-Code: Not applicable.

Process Steps:

1. Go to the "Visualization Settings" in Savings Analysis.
2. Verify if chart visualization is enabled.
3. Confirm user permissions for using charts.
4. Guide the user through visualizing savings opportunities using charts.

Question: User unable to compare potential savings across multiple suppliers.

Solution:

Ensure that the comparison feature is enabled for Savings Analysis. Verify if the user has permissions to compare savings and that the suppliers are correctly categorized.

T-Code: Not applicable.

Process Steps:

1. Open the Savings Analysis module.
2. Verify if the comparison feature is enabled.
3. Confirm user permissions for comparing savings.
4. Guide the user through selecting suppliers and comparing savings.

Question: User unable to set savings targets based on historical spend data.

Solution:

Ensure that the historical data is available and correctly mapped for savings analysis. Verify if the user has permissions to set targets based on historical data.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Savings Target" section.
2. Verify if historical data is available for target setting.
3. Confirm user permissions for setting savings targets.
4. Guide the user through setting targets based on historical spend data.

Question: User unable to assign savings opportunities to specific procurement teams.

Solution:

Ensure that the assignment feature is enabled for Savings Analysis. Verify if the user has permissions to assign opportunities and that procurement teams are defined.

T-Code: Not applicable.

Process Steps:

1. Open the "Opportunity Assignment" section in Savings Analysis.
2. Verify if the assignment feature is enabled.
3. Confirm user permissions for assigning opportunities.
4. Assign opportunities to specific procurement teams and save changes.

Question: User unable to export savings analysis data to Excel.

Solution:

Ensure that the export feature is enabled for Savings Analysis. Verify if the user has permissions to export data and that the required data is selected.

T-Code: Not applicable.

Process Steps:

1. Go to the Savings Analysis dashboard.
2. Verify if the export feature is enabled.
3. Confirm user permissions for exporting data.
4. Guide the user through selecting data and exporting it to Excel.

Question: User unable to set up savings tracking for ongoing projects.
Solution:
Ensure that the tracking feature is enabled for ongoing projects in Savings Analysis. Verify if the user has permissions to set up tracking and that the projects are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Savings Tracking" section.
2. Verify if tracking is enabled for ongoing projects.
3. Confirm user permissions for setting up tracking.
4. Guide the user through configuring tracking for ongoing projects.

Question: Savings analysis results not matching expected values for specific categories.
Solution:
Verify if the spend data is correctly categorized and that savings calculation rules are configured properly. Ensure that there are no discrepancies in data mapping.
T-Code: Not applicable.
Process Steps:

1. Open the Savings Analysis module.
2. Verify if spend data is correctly categorized.
3. Confirm that savings calculation rules are configured properly.
4. Update the categorization or rules as necessary and re-run the analysis.

Question: User unable to set alerts for underperforming savings targets.
Solution:
Ensure that the alert feature is enabled for savings targets. Verify if the user has permissions to set alerts and that the thresholds are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Go to "Alert Settings" in Savings Analysis.
2. Verify if alert creation is enabled.
3. Confirm user permissions for setting alerts.
4. Set the thresholds for savings targets and configure alerts.

Question: User unable to identify savings opportunities from unclassified spend.
Solution:
Ensure that the classification rules are correctly configured for unclassified spend. Verify if the user has permissions to analyze unclassified spend and that the rules are applied.
T-Code: Not applicable.
Process Steps:

1. Open the "Unclassified Spend" section.
2. Verify if classification rules are configured.
3. Confirm user permissions for analyzing unclassified spend.
4. Guide the user through identifying opportunities from unclassified spend.

Question: User unable to see the impact of supplier negotiations on savings analysis.
Solution:
Ensure that supplier negotiation data is integrated into Savings Analysis. Verify if the user has permissions to view the impact and that all negotiation data is up to date.
T-Code: Not applicable.
Process Steps:

1. Go to the "Supplier Negotiation" section in Savings Analysis.
2. Verify if negotiation data is integrated.
3. Confirm user permissions for viewing negotiation impacts.
4. Update the negotiation data if necessary and guide the user through viewing the impact.

Question: User unable to add potential savings to a pipeline of projects.
Solution:
Ensure that the savings pipeline feature is enabled in Savings Analysis. Verify if the user has permissions to add savings opportunities to the pipeline and that the project details are available.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Savings Pipeline" section.
2. Verify if the pipeline feature is enabled.
3. Confirm user permissions for adding opportunities.
4. Guide the user through adding potential savings to the project pipeline.

Question: User unable to create benchmarks for savings identification.

Solution:

Ensure that the benchmarking feature is enabled in Savings Analysis. Verify if the user has permissions to create benchmarks and that the benchmarking data is available.

T-Code: Not applicable.

Process Steps:

1. Go to the "Benchmarking" section in Savings Analysis.
2. Verify if benchmarking is enabled.
3. Confirm user permissions for creating benchmarks.
4. Guide the user through setting up benchmarks for savings identification.

Question: User unable to update savings goals after the analysis is complete.

Solution:

Ensure that the goal update feature is enabled in Savings Analysis. Verify if the user has permissions to update savings goals and that the analysis is marked as editable.

T-Code: Not applicable.

Process Steps:

1. Open the Savings Analysis module.
2. Verify if the goal update feature is enabled.
3. Confirm user permissions for updating savings goals.
4. Guide the user through updating the goals and saving changes.

Topic: Overview of Ariba Invoice Management

Question: User unable to access the Invoice Management module in SAP Ariba.

Solution:

Ensure that the user has permissions to access the Invoice Management module. Verify if the module is active and that the user's profile is configured correctly.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Invoice Management" in SAP Ariba.
2. Verify user permissions for accessing the Invoice Management module.
3. Confirm that the module is active and the user's profile is set up.
4. Guide the user through accessing the module.

Question: User unable to upload invoices in Ariba Invoice Management.

Solution:
Ensure that the upload feature is enabled and that the invoice file format is supported. Verify if the user has permissions to upload invoices and that the required fields are filled.
T-Code: Not applicable.
Process Steps:

1. Open the "Invoice Upload" section in Invoice Management.
2. Verify if the upload feature is enabled.
3. Confirm user permissions for uploading invoices.
4. Guide the user through uploading the invoice file in a supported format.

Question: Invoice data not appearing in the Invoice Management dashboard.

Solution:
Verify if the invoice upload was successful and that data processing is complete. Ensure that the invoice data is mapped correctly to the appropriate fields.
T-Code: Not applicable.
Process Steps:

1. Go to the "Invoice Upload History" in Invoice Management.
2. Verify if the invoice upload was successful.
3. Confirm if data processing is complete.
4. Refresh the dashboard to view the uploaded invoice data.

Question: User unable to classify invoices by supplier in Invoice Management.

Solution:
Ensure that supplier classification is enabled in the Invoice Management module. Verify if the user has permissions to classify invoices and that supplier data is available.
T-Code: Not applicable.
Process Steps:

1. Open the "Invoice Classification" section.
2. Verify if classification by supplier is enabled.
3. Confirm user permissions for classifying invoices.
4. Guide the user through selecting the supplier and classifying the invoices.

Question: User unable to set up automated invoice processing.
Solution:
Ensure that the automation feature is enabled for invoice processing. Verify if the user has permissions to configure automation and that the rules are defined correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Automation Settings" in Invoice Management.
2. Verify if the automation feature is enabled.
3. Confirm user permissions for setting up automation.
4. Guide the user through defining rules for automated invoice processing.

Question: User unable to generate invoice reports in SAP Ariba.
Solution:
Ensure that the report generation feature is enabled in Invoice Management. Verify if the user has permissions to generate reports and that all necessary data is available.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Reports" section in Invoice Management.
2. Verify if report generation is enabled.
3. Confirm user permissions for generating invoice reports.
4. Guide the user through generating and exporting the report.

Question: User unable to apply tax codes to invoices in Invoice Management.
Solution:
Ensure that tax code assignment is enabled for Invoice Management. Verify if the user has permissions to assign tax codes and that the tax codes are correctly configured.
T-Code: Not applicable.
Process Steps:

1. Open the "Tax Code Assignment" section in Invoice Management.
2. Verify if tax code assignment is enabled.
3. Confirm user permissions for assigning tax codes.
4. Guide the user through selecting and applying the tax codes to invoices.

Question: Invoices not appearing in the correct status after submission.

Solution:

Verify if the invoice submission workflow is configured correctly. Ensure that all steps are completed and that the workflow is functioning as expected.

T-Code: Not applicable.

Process Steps:

1. Go to the "Invoice Workflow" section in Invoice Management.
2. Verify if the submission workflow is configured correctly.
3. Confirm that all steps are completed for the invoices.
4. Update the workflow settings if necessary and resubmit the invoices.

Question: User unable to create recurring invoices in Invoice Management.

Solution:

Ensure that the recurring invoice feature is enabled. Verify if the user has permissions to create recurring invoices and that all necessary details are provided.

T-Code: Not applicable.

Process Steps:

1. Open the "Recurring Invoices" section.
2. Verify if the recurring invoice feature is enabled.
3. Confirm user permissions for creating recurring invoices.
4. Guide the user through setting up recurring invoices.

Question: User unable to update invoice details after submission.

Solution:

Ensure that the invoice edit feature is enabled for submitted invoices. Verify if the user has permissions to edit invoices and that the status allows for modifications.

T-Code: Not applicable.

Process Steps:

1. Navigate to the submitted invoice in Invoice Management.
2. Verify if the invoice edit feature is enabled.
3. Confirm user permissions for editing invoices.
4. Guide the user through updating the invoice details and saving changes.

Question: User unable to create invoice templates for future use.
Solution:
Ensure that the template creation feature is enabled for Invoice Management. Verify if the user has permissions to create templates and that all required fields are filled.
T-Code: Not applicable.
Process Steps:

1. Go to the "Invoice Templates" section in Invoice Management.
2. Verify if template creation is enabled.
3. Confirm user permissions for creating templates.
4. Guide the user through creating and saving the invoice template.

Question: User unable to categorize invoices by payment status.
Solution:
Ensure that categorization by payment status is enabled. Verify if the user has permissions to categorize invoices and that the payment status data is correctly mapped.
T-Code: Not applicable.
Process Steps:

1. Open the "Invoice Categorization" section in Invoice Management.
2. Verify if categorization by payment status is enabled.
3. Confirm user permissions for categorizing invoices.
4. Guide the user through categorizing invoices based on payment status.

Question: User unable to delete an incorrectly uploaded invoice.
Solution:
Ensure that the invoice deletion feature is enabled. Verify if the user has permissions to delete invoices and that the invoice is not linked to any active workflow.
T-Code: Not applicable.
Process Steps:

1. Go to the "Invoice Management" module.
2. Verify if the invoice deletion feature is enabled.
3. Confirm user permissions for deleting invoices.
4. Guide the user through selecting and deleting the incorrectly uploaded invoice.

Question: User unable to view historical invoice data for analysis.
Solution:
Ensure that historical data storage is enabled for Invoice Management. Verify if the user has permissions to view historical data and that the data is available in the system.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Historical Data" section.
2. Verify if historical data storage is enabled.
3. Confirm user permissions for viewing historical invoice data.
4. Guide the user through accessing the historical data for analysis.

Question: Invoice approval notifications not being sent to users.
Solution:
Ensure that notification settings are configured for invoice approvals. Verify if the user has permissions to receive notifications and that the correct email addresses are configured.
T-Code: Not applicable.
Process Steps:

1. Go to "Notification Settings" in Invoice Management.
2. Verify if notifications are enabled for approvals.
3. Confirm user permissions for receiving notifications.
4. Update email addresses if necessary and configure the notification settings.

Question: User unable to link invoices to purchase orders in Invoice Management.
Solution:
Ensure that the linking feature is enabled for invoices and purchase orders. Verify if the user has permissions to link invoices and that the purchase order details are available.
T-Code: Not applicable.
Process Steps:

1. Open the "Link Invoices" section in Invoice Management.
2. Verify if linking to purchase orders is enabled.
3. Confirm user permissions for linking invoices.
4. Guide the user through linking the invoice to the appropriate purchase order.

Question: User unable to assign invoices to specific cost centers.
Solution:
Ensure that cost center assignment is enabled for Invoice Management. Verify if the user has permissions to assign cost centers and that the cost centers are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Open the "Cost Center Assignment" section in Invoice Management.
2. Verify if cost center assignment is enabled.
3. Confirm user permissions for assigning cost centers.
4. Guide the user through assigning the invoice to a specific cost center.

Question: User unable to add comments to an invoice.
Solution:
Ensure that the comment feature is enabled for invoices. Verify if the user has permissions to add comments and that the invoice is in an editable state.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Invoice Details" section.
2. Verify if the comment feature is enabled.
3. Confirm user permissions for adding comments.
4. Guide the user through adding a comment to the invoice.

Question: User unable to reconcile invoice discrepancies in Invoice Management.
Solution:
Ensure that the reconciliation feature is enabled for Invoice Management. Verify if the user has permissions to reconcile invoices and that all necessary data is available.
T-Code: Not applicable.
Process Steps:

1. Open the "Reconciliation" section in Invoice Management.
2. Verify if the reconciliation feature is enabled.
3. Confirm user permissions for reconciling invoices.
4. Guide the user through reconciling the discrepancies.

Topic: Electronic Invoicing and Compliance

Question: User unable to generate electronic invoices in SAP Ariba.

Solution:

Ensure that the electronic invoicing feature is enabled. Verify if the user has permissions to generate electronic invoices and that all required fields are filled.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Electronic Invoicing" in SAP Ariba.
2. Verify if the electronic invoicing feature is enabled.
3. Confirm user permissions for generating electronic invoices.
4. Guide the user through generating an electronic invoice.

Question: Electronic invoice not being accepted due to compliance errors.

Solution:

Verify if the electronic invoice complies with regional regulations. Ensure that all mandatory fields are completed and that the format meets compliance standards.

T-Code: Not applicable.

Process Steps:

1. Open the "Compliance Check" section in Electronic Invoicing.
2. Verify if the invoice complies with regional regulations.
3. Confirm that all mandatory fields are completed correctly.
4. Update the invoice to meet compliance standards and resubmit.

Question: User unable to set up compliance rules for electronic invoicing.

Solution:

Ensure that the compliance rule configuration feature is enabled. Verify if the user has permissions to set up rules and that the compliance requirements are defined.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Compliance Rules" section in Electronic Invoicing.
2. Verify if compliance rule configuration is enabled.
3. Confirm user permissions for setting up compliance rules.
4. Guide the user through defining compliance rules and saving them.

Question: Electronic invoices not being sent to customers automatically.

Solution:

Verify if the automation feature is enabled for sending electronic invoices. Ensure that the customer's email address is configured correctly and that the automation settings are defined.

T-Code: Not applicable.

Process Steps:

1. Go to "Automation Settings" in Electronic Invoicing.
2. Verify if automation is enabled for sending invoices.
3. Confirm that the customer's email address is correctly configured.
4. Update automation settings if necessary and activate automatic sending.

Question: User unable to upload supporting documents with electronic invoices.

Solution:

Ensure that the document upload feature is enabled for electronic invoices. Verify if the user has permissions to attach documents and that the document format is supported.

T-Code: Not applicable.

Process Steps:

1. Open the "Upload Documents" section in Electronic Invoicing.
2. Verify if the document upload feature is enabled.
3. Confirm user permissions for attaching documents.
4. Guide the user through uploading supporting documents in a supported format.

Question: Electronic invoice failing due to incorrect tax calculations.

Solution:

Verify if tax calculation settings are configured correctly. Ensure that the correct tax rates are applied based on the regional requirements and that all fields are completed.

T-Code: Not applicable.

Process Steps:

1. Go to the "Tax Settings" section in Electronic Invoicing.
2. Verify if the tax calculation settings are configured correctly.
3. Confirm that the correct tax rates are applied.
4. Update the tax fields if necessary and resubmit the invoice.

Question: User unable to set invoice approval workflow for electronic invoices.
Solution:
Ensure that the approval workflow feature is enabled for electronic invoices. Verify if the user has permissions to set up workflows and that all approvers are assigned.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Approval Workflow" section in Electronic Invoicing.
2. Verify if the workflow feature is enabled.
3. Confirm user permissions for setting up approval workflows.
4. Guide the user through assigning approvers and configuring the workflow.

Question: Electronic invoices not generating unique invoice numbers.
Solution:
Verify if the numbering sequence settings are configured correctly for electronic invoices. Ensure that the numbering rules are applied consistently to avoid duplicates.
T-Code: Not applicable.
Process Steps:

1. Open the "Numbering Sequence" settings in Electronic Invoicing.
2. Verify if the numbering sequence is configured correctly.
3. Confirm that numbering rules are applied consistently.
4. Update the settings if necessary to generate unique invoice numbers.

Question: User unable to apply digital signatures to electronic invoices.
Solution:
Ensure that the digital signature feature is enabled for electronic invoices. Verify if the user has permissions to apply signatures and that the signature certificate is valid.
T-Code: Not applicable.
Process Steps:

1. Go to the "Digital Signature" section in Electronic Invoicing.
2. Verify if the digital signature feature is enabled.
3. Confirm user permissions for applying signatures.
4. Guide the user through selecting the signature certificate and applying it.

Question: User unable to verify the status of electronic invoices.

Solution:

Ensure that the status tracking feature is enabled for electronic invoices. Verify if the user has permissions to view the status and that the invoice is submitted correctly.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Invoice Status" section in Electronic Invoicing.
2. Verify if status tracking is enabled.
3. Confirm user permissions for viewing the invoice status.
4. Guide the user through verifying the status of the invoice.

Question: Electronic invoices not being transmitted to tax authorities.

Solution:

Ensure that the integration with the tax authority system is configured correctly. Verify if the user has permissions for transmission and that the system is connected.

T-Code: Not applicable.

Process Steps:

1. Go to the "Integration Settings" in Electronic Invoicing.
2. Verify if the integration with the tax authority system is configured.
3. Confirm user permissions for transmitting invoices.
4. Update the integration settings if necessary and retransmit the invoices.

Question: User unable to reconcile electronic invoices with purchase orders.

Solution:

Ensure that the reconciliation feature is enabled for electronic invoices. Verify if the user has permissions to reconcile invoices and that the purchase order details are correctly linked.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Reconciliation" section in Electronic Invoicing.
2. Verify if the reconciliation feature is enabled.
3. Confirm user permissions for reconciling invoices.
4. Guide the user through linking the invoices with the purchase orders.

Question: User unable to add compliance tags to electronic invoices.
Solution:
Ensure that the tagging feature is enabled for compliance in electronic invoices. Verify if the user has permissions to add tags and that the compliance tags are correctly configured.
T-Code: Not applicable.
Process Steps:

1. Open the "Compliance Tags" section in Electronic Invoicing.
2. Verify if tagging is enabled.
3. Confirm user permissions for adding compliance tags.
4. Guide the user through adding the compliance tags to electronic invoices.

Question: User unable to delete an incorrectly generated electronic invoice.
Solution:
Ensure that the deletion feature is enabled for electronic invoices. Verify if the user has permissions to delete invoices and that there are no active workflows associated.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Invoice Management" module.
2. Verify if the deletion feature is enabled for electronic invoices.
3. Confirm user permissions for deleting invoices.
4. Guide the user through selecting and deleting the incorrect invoice.

Question: Electronic invoices failing to comply with country-specific invoicing regulations.
Solution:
Ensure that the country-specific compliance settings are configured correctly. Verify if the user has permissions to adjust settings and that the invoice format meets the local requirements.
T-Code: Not applicable.
Process Steps:

1. Go to the "Country Compliance" settings in Electronic Invoicing.
2. Verify if the compliance settings are configured correctly.
3. Confirm user permissions for adjusting compliance settings.
4. Update the invoice to meet the country-specific requirements and resubmit.

Question: User unable to create batch invoices for multiple transactions.

Solution:

Ensure that the batch invoicing feature is enabled. Verify if the user has permissions to create batch invoices and that the transactions are correctly grouped.

T-Code: Not applicable.

Process Steps:

1. Open the "Batch Invoicing" section in Electronic Invoicing.
2. Verify if the batch invoicing feature is enabled.
3. Confirm user permissions for creating batch invoices.
4. Guide the user through selecting transactions and creating batch invoices.

Question: User unable to view electronic invoices in the required format (e.g., XML, PDF).

Solution:

Ensure that the output format settings are correctly configured. Verify if the user has permissions to view invoices in the required format and that the conversion feature is enabled.

T-Code: Not applicable.

Process Steps:

1. Go to the "Output Format" settings in Electronic Invoicing.
2. Verify if the required formats are configured.
3. Confirm user permissions for viewing invoices in different formats.
4. Guide the user through selecting and viewing invoices in the required format.

Question: User unable to send electronic invoices to multiple recipients.

Solution:

Ensure that the multi-recipient feature is enabled. Verify if the user has permissions to send invoices to multiple recipients and that all email addresses are correctly configured.

T-Code: Not applicable.

Process Steps:

1. Open the "Multi-Recipient" settings in Electronic Invoicing.
2. Verify if the feature is enabled.
3. Confirm user permissions for sending invoices to multiple recipients.
4. Guide the user through adding recipients and sending the invoices.

Question: User unable to generate compliance reports for electronic invoices.
Solution:
Ensure that the reporting feature is enabled for compliance. Verify if the user has permissions to generate compliance reports and that all necessary data is available.
T-Code: Not applicable.
Process Steps:

1. Go to the "Compliance Reports" section in Electronic Invoicing.
2. Verify if the reporting feature is enabled.
3. Confirm user permissions for generating compliance reports.
4. Guide the user through generating and exporting the report.

Topic: Payment Management and Reconciliation

Question: User unable to access the Payment Management module in SAP Ariba.
Solution:
Ensure that the user has permissions to access the Payment Management module. Verify if the module is active and that the user's profile is configured correctly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Payment Management" in SAP Ariba.
2. Verify user permissions for accessing the module.
3. Confirm that the module is active.
4. Guide the user through accessing the Payment Management module.

Question: Payment data not syncing with the Payment Management module.
Solution:
Ensure that data synchronization is enabled for payment data. Verify if the integration settings are configured properly and that the sync job is running as scheduled.
T-Code: Not applicable.
Process Steps:

1. Go to "Integration Settings" in Payment Management.
2. Verify if data synchronization is enabled.
3. Confirm that the sync job is configured and active.
4. Manually trigger a data sync and verify the results.

Question: User unable to process payments for invoices.
Solution:
Ensure that the payment processing feature is enabled. Verify if the user has permissions to process payments and that the payment method is defined correctly.
T-Code: Not applicable.
Process Steps:

1. Open the "Payment Processing" section.
2. Verify if payment processing is enabled.
3. Confirm user permissions for processing payments.
4. Ensure the payment method is defined, and guide the user through processing the payment.

Question: User unable to generate payment reports.
Solution:
Ensure that the report generation feature is enabled for Payment Management. Verify if the user has permissions to generate reports and that all necessary data is available.
T-Code: Not applicable.
Process Steps:

1. Go to the "Reports" section in Payment Management.
2. Verify if report generation is enabled.
3. Confirm user permissions for generating reports.
4. Guide the user through generating and exporting the report.

Question: Payments are not being processed automatically as per schedule.
Solution:
Verify if the automation feature is enabled for scheduled payments. Ensure that the payment schedule is configured properly and that the automation settings are active.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Automation Settings" in Payment Management.
2. Verify if automation is enabled for scheduled payments.
3. Confirm that the payment schedule is configured correctly.
4. Update settings if necessary and activate automatic processing.

Question: User unable to reconcile payment discrepancies.
Solution:
Ensure that the reconciliation feature is enabled. Verify if the user has permissions to perform reconciliation and that all relevant data is available for comparison.
T-Code: Not applicable.
Process Steps:

1. Go to "Reconciliation" in Payment Management.
2. Verify if the reconciliation feature is enabled.
3. Confirm user permissions for reconciling payments.
4. Guide the user through identifying and reconciling discrepancies.

Question: User unable to view payment status updates.
Solution:
Ensure that the status tracking feature is enabled for payments. Verify if the user has permissions to view payment statuses and that the payment data is updated correctly.
T-Code: Not applicable.
Process Steps:

1. Open the "Payment Status" section.
2. Verify if status tracking is enabled.
3. Confirm user permissions for viewing payment statuses.
4. Guide the user through accessing the payment status.

Question: User unable to assign payments to specific cost centers.
Solution:
Ensure that cost center assignment is enabled. Verify if the user has permissions to assign payments and that the cost centers are defined correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Cost Center Assignment" in Payment Management.
2. Verify if cost center assignment is enabled.
3. Confirm user permissions for assigning payments.
4. Guide the user through assigning payments to cost centers.

Question: Payment batches not processing as expected.
Solution:
Verify if the batch processing settings are configured correctly. Ensure that the user has permissions to process payment batches and that all criteria are met.
T-Code: Not applicable.
Process Steps:

1. Open the "Batch Processing" section.
2. Verify if batch settings are configured correctly.
3. Confirm user permissions for processing payment batches.
4. Update the batch settings if necessary and process the payment batch.

Question: User unable to mark payments as reconciled after verification.
Solution:
Ensure that the marking feature is enabled for reconciled payments. Verify if the user has permissions to mark payments and that all necessary verification steps are completed.
T-Code: Not applicable.
Process Steps:

1. Go to "Reconciliation" in Payment Management.
2. Verify if the marking feature is enabled for reconciled payments.
3. Confirm user permissions for marking payments as reconciled.
4. Guide the user through marking the payment after verification.

Question: Payments failing due to incorrect bank details.
Solution:
Verify if the bank details are correctly configured in the system. Ensure that the user has permissions to edit bank details and that all required fields are filled.
T-Code: Not applicable.
Process Steps:

1. Open the "Bank Details" section in Payment Management.
2. Verify if bank details are correctly configured.
3. Confirm user permissions for editing bank details.
4. Update the incorrect bank details and retry processing the payment.

Question: User unable to configure payment approval workflows.

Solution:

Ensure that the workflow feature is enabled for Payment Management. Verify if the user has permissions to set up workflows and that all approvers are assigned.

T-Code: Not applicable.

Process Steps:

1. Go to "Approval Workflow" in Payment Management.
2. Verify if the workflow feature is enabled.
3. Confirm user permissions for configuring workflows.
4. Guide the user through assigning approvers and setting up the workflow.

Question: User unable to export payment data to a spreadsheet.

Solution:

Ensure that the export feature is enabled for Payment Management. Verify if the user has permissions to export data and that the required data is selected.

T-Code: Not applicable.

Process Steps:

1. Go to the "Export Data" section in Payment Management.
2. Verify if the export feature is enabled.
3. Confirm user permissions for exporting data.
4. Guide the user through selecting the data and exporting it to a spreadsheet.

Question: User unable to create custom payment schedules.

Solution:

Ensure that the custom schedule creation feature is enabled. Verify if the user has permissions to create schedules and that the necessary payment data is available.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Payment Schedules" section.
2. Verify if custom schedule creation is enabled.
3. Confirm user permissions for creating payment schedules.
4. Guide the user through creating and saving a custom payment schedule.

Question: User unable to view payment history for a specific supplier.
Solution:
Ensure that the payment history feature is enabled. Verify if the user has permissions to view history and that the supplier's payment data is available.
T-Code: Not applicable.
Process Steps:

1. Open the "Payment History" section.
2. Verify if the payment history feature is enabled.
3. Confirm user permissions for viewing payment history.
4. Guide the user through accessing the payment history for the specific supplier.

Question: Payment records not reconciling with bank statements.
Solution:
Verify if the bank statement integration settings are configured correctly. Ensure that the reconciliation rules are defined and that the bank statement data is accurate.
T-Code: Not applicable.
Process Steps:

1. Go to the "Bank Statement Integration" settings.
2. Verify if the integration settings are correct.
3. Confirm that reconciliation rules are defined properly.
4. Update the settings or reconciliation rules as needed.

Question: User unable to add comments to payment transactions.
Solution:
Ensure that the comment feature is enabled for payment transactions. Verify if the user has permissions to add comments and that the payment transaction is editable.
T-Code: Not applicable.
Process Steps:

1. Open the "Transaction Details" section.
2. Verify if the comment feature is enabled.
3. Confirm user permissions for adding comments.
4. Guide the user through adding comments to the payment transaction.

Question: User unable to assign payment transactions to specific business units.
Solution:
Ensure that business unit assignment is enabled for Payment Management. Verify if the user has permissions to assign transactions and that the business units are defined.
T-Code: Not applicable.
Process Steps:

1. Go to "Business Unit Assignment" in Payment Management.
2. Verify if assignment is enabled.
3. Confirm user permissions for assigning transactions.
4. Guide the user through assigning transactions to business units.

Question: User unable to apply early payment discounts to invoices.
Solution:
Ensure that the discount application feature is enabled. Verify if the user has permissions to apply early payment discounts and that the discount terms are defined.
T-Code: Not applicable.
Process Steps:

1. Open the "Early Payment Discounts" section.
2. Verify if the discount feature is enabled.
3. Confirm user permissions for applying discounts.
4. Guide the user through selecting the invoices and applying the discount.

Topic: Invoice Dispute Management

Question: User unable to access the Invoice Dispute Management module in SAP Ariba.
Solution:
Ensure that the user has permissions to access the Invoice Dispute Management module. Verify if the module is active and that the user's profile is configured correctly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Invoice Dispute Management" in SAP Ariba.
2. Verify user permissions for accessing the module.
3. Confirm that the module is active.
4. Guide the user through accessing the Invoice Dispute Management module.

Question: User unable to raise a dispute against an invoice.
Solution:
Ensure that the dispute feature is enabled for the invoice. Verify if the user has permissions to raise disputes and that all required information is provided.
T-Code: Not applicable.
Process Steps:

1. Open the "Raise Dispute" section in Invoice Dispute Management.
2. Verify if the dispute feature is enabled for the selected invoice.
3. Confirm user permissions for raising disputes.
4. Guide the user through providing the required information to raise the dispute.

Question: User unable to attach supporting documents to an invoice dispute.
Solution:
Ensure that the document attachment feature is enabled for disputes. Verify if the user has permissions to upload documents and that the file format is supported.
T-Code: Not applicable.
Process Steps:

1. Navigate to the disputed invoice.
2. Verify if the document attachment feature is enabled.
3. Confirm user permissions for attaching documents.
4. Guide the user through uploading the supporting document in a supported format.

Question: Invoice disputes not being assigned to the responsible team.
Solution:
Ensure that the assignment rules are configured correctly for dispute resolution. Verify if the responsible team is defined in the settings and that the workflow is active.
T-Code: Not applicable.
Process Steps:

1. Go to the "Assignment Rules" section in Invoice Dispute Management.
2. Verify if assignment rules are configured correctly.
3. Confirm that the responsible team is defined.
4. Update the assignment rules if necessary and activate the workflow.

Question: User unable to track the status of an ongoing invoice dispute.
Solution:
Ensure that the status tracking feature is enabled for invoice disputes. Verify if the user has permissions to view dispute statuses and that the dispute has been properly logged.
T-Code: Not applicable.
Process Steps:

1. Open the "Dispute Status" section in Invoice Dispute Management.
2. Verify if the status tracking feature is enabled.
3. Confirm user permissions for viewing dispute statuses.
4. Guide the user through accessing the dispute status.

Question: Invoice dispute notifications not being sent to stakeholders.
Solution:
Ensure that the notification settings are configured correctly for disputes. Verify if the user has permissions to send notifications and that the stakeholders are defined.
T-Code: Not applicable.
Process Steps:

1. Go to "Notification Settings" in Invoice Dispute Management.
2. Verify if notifications are enabled for disputes.
3. Confirm user permissions for sending notifications.
4. Update the settings and configure stakeholder details if necessary.

Question: User unable to close a resolved invoice dispute.
Solution:
Ensure that the close dispute feature is enabled. Verify if the user has permissions to close disputes and that all necessary resolution steps are completed.
T-Code: Not applicable.
Process Steps:

1. Navigate to the resolved invoice dispute.
2. Verify if the close dispute feature is enabled.
3. Confirm user permissions for closing disputes.
4. Guide the user through the steps to close the dispute.

Question: User unable to escalate an unresolved dispute.
Solution:
Ensure that the escalation feature is enabled for disputes. Verify if the user has permissions to escalate disputes and that the escalation workflow is configured.
T-Code: Not applicable.
Process Steps:

1. Open the "Escalate Dispute" section.
2. Verify if the escalation feature is enabled.
3. Confirm user permissions for escalating disputes.
4. Guide the user through escalating the dispute according to the workflow.

Question: User unable to modify the details of an invoice dispute after submission.
Solution:
Ensure that the modification feature is enabled for disputes. Verify if the user has permissions to modify disputes and that the dispute is still in an editable state.
T-Code: Not applicable.
Process Steps:

1. Go to the disputed invoice.
2. Verify if the modification feature is enabled.
3. Confirm user permissions for modifying disputes.
4. Guide the user through making necessary modifications.

Question: Dispute resolution timeline not being updated correctly.
Solution:
Verify if the resolution timeline settings are configured correctly. Ensure that the user has permissions to update the timeline and that all required fields are filled.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Resolution Timeline" section.
2. Verify if the settings are configured correctly.
3. Confirm user permissions for updating the timeline.
4. Update the timeline if necessary and ensure all fields are completed.

Question: User unable to view dispute history for a specific invoice.

Solution:

Ensure that the dispute history feature is enabled. Verify if the user has permissions to view history and that the dispute records are available.

T-Code: Not applicable.

Process Steps:

1. Open the "Dispute History" section.
2. Verify if the history feature is enabled.
3. Confirm user permissions for viewing dispute history.
4. Guide the user through accessing the history for the specific invoice.

Question: Invoice dispute failing due to missing mandatory fields.

Solution:

Ensure that all mandatory fields are completed before raising a dispute. Verify if the user has filled in all necessary information and guide them to provide the missing details.

T-Code: Not applicable.

Process Steps:

1. Open the "Dispute Details" section.
2. Verify which mandatory fields are missing.
3. Guide the user through filling in all required fields.
4. Resubmit the dispute once all fields are completed.

Question: User unable to set priorities for disputes.

Solution:

Ensure that the priority setting feature is enabled for disputes. Verify if the user has permissions to set priorities and that priority levels are defined.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Set Priority" section in Invoice Dispute Management.
2. Verify if the priority feature is enabled.
3. Confirm user permissions for setting dispute priorities.
4. Guide the user through assigning a priority to the dispute.

Question: User unable to link a dispute to a related contract.

Solution:

Ensure that the linking feature is enabled for disputes and contracts. Verify if the user has permissions to link disputes and that the related contract is available.

T-Code: Not applicable.

Process Steps:

1. Open the "Link Dispute to Contract" section.
2. Verify if the linking feature is enabled.
3. Confirm user permissions for linking disputes.
4. Guide the user through selecting the related contract and linking it.

Question: User unable to add comments to a dispute.

Solution:

Ensure that the comment feature is enabled for disputes. Verify if the user has permissions to add comments and that the dispute is in an editable state.

T-Code: Not applicable.

Process Steps:

1. Open the disputed invoice.
2. Verify if the comment feature is enabled.
3. Confirm user permissions for adding comments.
4. Guide the user through adding comments to the dispute.

Question: Dispute resolution notes not being saved.

Solution:

Verify if the save feature is enabled for dispute notes. Ensure that all required fields are filled in and that the user has permissions to save notes.

T-Code: Not applicable.

Process Steps:

1. Go to the "Resolution Notes" section.
2. Verify if the save feature is enabled.
3. Confirm user permissions for saving notes.
4. Guide the user through completing required fields and saving the notes.

Question: User unable to generate reports on dispute trends.

Solution:

Ensure that the reporting feature is enabled for dispute trends. Verify if the user has permissions to generate reports and that all necessary data is available.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Dispute Trends Reports" section.
2. Verify if the reporting feature is enabled.
3. Confirm user permissions for generating reports.
4. Guide the user through generating and exporting the report.

Question: Dispute notifications not being received by suppliers.

Solution:

Ensure that the supplier notification feature is enabled for disputes. Verify if the supplier's contact information is correct and that the notification settings are configured properly.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Notification Settings" in Invoice Dispute Management.
2. Verify if the notification feature is enabled.
3. Confirm that the supplier's contact information is correct.
4. Update the settings if necessary and ensure notifications are sent.

Question: User unable to cancel a dispute after submission.

Solution:

Ensure that the cancel dispute feature is enabled. Verify if the user has permissions to cancel disputes and that the dispute is in a cancellable state.

T-Code: Not applicable.

Process Steps:

1. Navigate to the disputed invoice.
2. Verify if the cancel dispute feature is enabled.
3. Confirm user permissions for cancelling disputes.
4. Guide the user through cancelling the dispute.

Question: User unable to create custom dispute categories.

Solution:
Ensure that the custom category creation feature is enabled. Verify if the user has permissions to create categories and that the necessary configuration is completed.
T-Code: Not applicable.
Process Steps:

1. Go to "Dispute Categories" in Invoice Dispute Management.
2. Verify if the custom category creation feature is enabled.
3. Confirm user permissions for creating categories.
4. Guide the user through creating and saving the custom dispute category.

Topic: Integration with ERP Systems

Question: User unable to connect SAP Ariba with SAP ERP system.

Solution:
Ensure that the integration configuration is set up properly. Verify if the connection parameters, including endpoints and credentials, are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Go to "Integration Settings" in SAP Ariba.
2. Verify if the connection parameters, such as endpoints and credentials, are correctly configured.
3. Confirm if the ERP system is active and accessible.
4. Update the settings if necessary and test the connection.

Question: Data sync between SAP Ariba and SAP ERP is failing.

Solution:
Verify if the integration job is scheduled correctly and that there are no errors in the logs. Ensure that both systems are accessible during the sync.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Integration Jobs" section in SAP Ariba.
2. Verify if the sync job is scheduled correctly.
3. Review the integration logs for any errors.
4. Resolve the issues and rerun the sync job.

Question: User unable to import purchase orders from SAP ERP to SAP Ariba.

Solution:

Ensure that the import feature is enabled. Verify if the mapping rules between SAP ERP and SAP Ariba are defined correctly and that the PO data is accessible.

T-Code: Not applicable.

Process Steps:

1. Open the "Import Settings" in SAP Ariba.
2. Verify if the import feature is enabled.
3. Confirm that the mapping rules between SAP ERP and SAP Ariba are defined correctly.
4. Guide the user through importing purchase orders.

Question: Invoices not syncing to SAP ERP after approval in SAP Ariba.

Solution:

Ensure that the integration settings for invoices are correctly configured. Verify if the workflow is complete and that the invoice data meets the required format for SAP ERP.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Invoice Integration" settings in SAP Ariba.
2. Verify if the integration settings for invoices are configured correctly.
3. Confirm that the workflow is complete and that the invoice data meets SAP ERP's requirements.
4. Sync the approved invoices manually if necessary.

Question: User unable to view payment status updates from SAP ERP in SAP Ariba.

Solution:

Ensure that the payment status integration is active. Verify if the user has permissions to view payment status and that the data sync job is running correctly.

T-Code: Not applicable.

Process Steps:

1. Go to "Payment Status Integration" in SAP Ariba.
2. Verify if the integration is active.
3. Confirm user permissions for viewing payment status.
4. Rerun the sync job if required to update the payment status.

Question: Error in mapping tax codes between SAP Ariba and SAP ERP.

Solution:

Ensure that the tax code mapping rules are defined correctly. Verify if the tax codes are consistent between both systems and that all required fields are filled.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Tax Code Mapping" section.
2. Verify if the mapping rules are configured correctly.
3. Confirm that tax codes are consistent between SAP Ariba and SAP ERP.
4. Update the mapping rules as necessary.

Question: User unable to synchronize vendor master data between SAP ERP and SAP Ariba.

Solution:

Ensure that the vendor data integration feature is enabled. Verify if the data mapping rules are correctly defined and that all vendor records are complete.

T-Code: Not applicable.

Process Steps:

1. Open the "Vendor Data Integration" section.
2. Verify if vendor integration is enabled.
3. Confirm that data mapping rules are defined correctly.
4. Guide the user through synchronizing vendor master data.

Question: Payment data from SAP ERP not appearing in SAP Ariba dashboard.

Solution:

Ensure that the payment integration settings are configured properly. Verify if the data sync job has completed successfully and that there are no errors in the logs.

T-Code: Not applicable.

Process Steps:

1. Go to "Payment Integration Settings" in SAP Ariba.
2. Verify if the settings are configured properly.
3. Review the integration logs for any errors.
4. Sync the payment data manually if needed.

Question: User unable to export data from SAP Ariba to SAP ERP.
Solution:
Ensure that the export feature is enabled for the required data type. Verify if the user has permissions to export data and that the correct format is selected.
T-Code: Not applicable.
Process Steps:

1. Open the "Export Settings" section in SAP Ariba.
2. Verify if the export feature is enabled.
3. Confirm user permissions for exporting data.
4. Guide the user through selecting the format and exporting the data.

Question: User unable to integrate payment terms from SAP ERP into SAP Ariba.
Solution:
Ensure that payment term integration is enabled. Verify if the mapping rules are defined correctly and that all payment terms are complete and consistent between systems.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Payment Term Integration" settings.
2. Verify if integration is enabled.
3. Confirm that the mapping rules are defined correctly.
4. Guide the user through syncing the payment terms.

Question: Invoices are getting rejected during integration due to missing mandatory fields.
Solution:
Verify if all mandatory fields are mapped correctly between SAP Ariba and SAP ERP. Ensure that the user fills in all required information before syncing.
T-Code: Not applicable.
Process Steps:

1. Go to the "Field Mapping" section in Integration Settings.
2. Verify if all mandatory fields are mapped correctly.
3. Guide the user through updating the missing information.
4. Resubmit the invoice for integration.

Question: User unable to set up automated data sync between SAP ERP and SAP Ariba.
Solution:
Ensure that the automation feature is enabled for integration. Verify if the user has permissions to configure automation and that the correct schedule is defined.
T-Code: Not applicable.
Process Steps:

1. Open the "Automation Settings" in Integration.
2. Verify if automation is enabled for data sync.
3. Confirm user permissions for configuring automation.
4. Guide the user through setting up the correct schedule.

Question: User unable to view SAP ERP GL account details in SAP Ariba.
Solution:
Ensure that GL account integration is enabled. Verify if the GL account mapping rules are defined correctly and that the sync job is complete.
T-Code: Not applicable.
Process Steps:

1. Navigate to "GL Account Integration" in SAP Ariba.
2. Verify if GL account integration is enabled.
3. Confirm that the mapping rules are defined correctly.
4. Run the sync job and verify if GL account details are updated.

Question: Error while syncing invoice approval workflow from SAP Ariba to SAP ERP.
Solution:
Ensure that the workflow integration settings are configured correctly. Verify if the workflow steps match between SAP Ariba and SAP ERP and that the approval rules are defined.
T-Code: Not applicable.
Process Steps:

1. Go to "Workflow Integration" settings.
2. Verify if workflow integration is configured correctly.
3. Confirm that workflow steps match between both systems.
4. Update the settings if necessary and resync the workflow.

Question: User unable to validate bank details during integration between SAP Ariba and SAP ERP.

Solution:

Ensure that bank detail validation rules are defined. Verify if the user has permissions to validate bank details and that the data is consistent between both systems.

T-Code: Not applicable.

Process Steps:

1. Open the "Bank Detail Validation" settings.
2. Verify if validation rules are defined.
3. Confirm user permissions for validating bank details.
4. Guide the user through validating and updating the bank details.

Question: User unable to retrieve vendor invoices from SAP ERP to SAP Ariba.

Solution:

Ensure that invoice retrieval integration is enabled. Verify if the user has permissions to retrieve invoices and that all data mapping rules are defined correctly.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Invoice Retrieval" section.
2. Verify if invoice retrieval is enabled.
3. Confirm user permissions for retrieving invoices.
4. Guide the user through retrieving vendor invoices from SAP ERP.

Question: Purchase orders from SAP ERP not being matched with invoices in SAP Ariba.

Solution:

Verify if the PO matching rules are correctly configured in SAP Ariba. Ensure that all PO data from SAP ERP is accessible and that the integration job is complete.

T-Code: Not applicable.

Process Steps:

1. Open the "PO Matching Rules" section in SAP Ariba.
2. Verify if the matching rules are configured correctly.
3. Confirm that all PO data from SAP ERP is accessible.
4. Run the integration job to complete the matching process.

Question: User unable to resolve duplicate vendor records after integration.

Solution:

Ensure that duplicate detection rules are configured correctly. Verify if the user has permissions to resolve duplicates and that the vendor data is consistent between both systems.

T-Code: Not applicable.

Process Steps:

1. Go to the "Duplicate Detection" section.
2. Verify if duplicate detection rules are configured.
3. Confirm user permissions for resolving duplicates.
4. Guide the user through updating or merging duplicate vendor records.

Question: Data fields missing during integration from SAP ERP to SAP Ariba.

Solution:

Verify if the field mapping settings are configured correctly. Ensure that all necessary data fields are included in the mapping and that the integration job runs without errors.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Field Mapping" in Integration Settings.
2. Verify if all necessary fields are included in the mapping.
3. Confirm that the integration job runs without errors.
4. Update the mapping settings if necessary.

Question: User unable to generate integration success/failure reports.

Solution:

Ensure that the reporting feature is enabled for integration. Verify if the user has permissions to generate reports and that all necessary data is available.

T-Code: Not applicable.

Process Steps:

1. Go to the "Integration Reports" section.
2. Verify if the reporting feature is enabled.
3. Confirm user permissions for generating reports.
4. Guide the user through generating and exporting the report.

Topic: Integration with SAP ERP (MM, FI, CO)

Question: User unable to connect SAP Ariba with SAP MM for purchase order integration.

Solution:

Ensure that the integration configuration for SAP MM is set up properly. Verify if the connection parameters, including endpoints and credentials, are correctly defined.

T-Code: Not applicable.

Process Steps:

1. Go to "Integration Settings" in SAP Ariba.
2. Verify if the connection parameters, such as endpoints and credentials, are correctly configured for SAP MM.
3. Confirm if SAP MM is active and accessible.
4. Update the settings if necessary and test the connection.

Question: Data sync between SAP Ariba and SAP FI is failing.

Solution:

Verify if the integration job is scheduled correctly and that there are no errors in the logs. Ensure that both SAP Ariba and SAP FI systems are accessible during the sync.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Integration Jobs" section in SAP Ariba.
2. Verify if the sync job is scheduled correctly.
3. Review the integration logs for any errors.
4. Resolve the issues and rerun the sync job.

Question: User unable to integrate purchase requisitions from SAP MM to SAP Ariba.

Solution:

Ensure that the integration for purchase requisitions is enabled. Verify if the mapping rules between SAP MM and SAP Ariba are defined correctly and that the PR data is accessible.

T-Code: Not applicable.

Process Steps:

1. Open the "Integration Settings" in SAP Ariba.
2. Verify if the integration for purchase requisitions is enabled.
3. Confirm that the mapping rules between SAP MM and SAP Ariba are defined correctly.
4. Guide the user through integrating purchase requisitions.

Question: Invoices not syncing to SAP FI after approval in SAP Ariba.
Solution:
Ensure that the integration settings for SAP FI are correctly configured. Verify if the workflow is complete and that the invoice data meets the required format for SAP FI.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Invoice Integration" settings in SAP Ariba.
2. Verify if the integration settings for SAP FI are configured correctly.
3. Confirm that the workflow is complete and that the invoice data meets SAP FI's requirements.
4. Sync the approved invoices manually if necessary.

Question: User unable to view cost center data from SAP CO in SAP Ariba.
Solution:
Ensure that the cost center integration is active. Verify if the user has permissions to view cost center data and that the data sync job is running correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Cost Center Integration" in SAP Ariba.
2. Verify if the integration is active.
3. Confirm user permissions for viewing cost center data.
4. Rerun the sync job if required to update the cost center data.

Question: Error in mapping tax codes between SAP FI and SAP Ariba.
Solution:
Ensure that the tax code mapping rules are defined correctly. Verify if the tax codes are consistent between SAP FI and SAP Ariba and that all required fields are filled.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Tax Code Mapping" section.
2. Verify if the mapping rules are configured correctly.
3. Confirm that tax codes are consistent between SAP FI and SAP Ariba.
4. Update the mapping rules as necessary.

Question: User unable to synchronize material master data between SAP MM and SAP Ariba.
Solution:
Ensure that the material master data integration feature is enabled. Verify if the data mapping rules are correctly defined and that all material records are complete.
T-Code: Not applicable.
Process Steps:

1. Open the "Material Data Integration" section.
2. Verify if material integration is enabled.
3. Confirm that data mapping rules are defined correctly.
4. Guide the user through synchronizing material master data.

Question: GL account data from SAP FI not appearing in SAP Ariba.
Solution:
Ensure that the GL account integration settings are configured properly. Verify if the data sync job has completed successfully and that there are no errors in the logs.
T-Code: Not applicable.
Process Steps:

1. Go to "GL Account Integration Settings" in SAP Ariba.
2. Verify if the settings are configured properly.
3. Review the integration logs for any errors.
4. Sync the GL account data manually if needed.

Question: User unable to export payment data from SAP FI to SAP Ariba.
Solution:
Ensure that the export feature is enabled for payment data. Verify if the user has permissions to export data and that the correct format is selected.
T-Code: Not applicable.
Process Steps:

1. Open the "Export Settings" section in SAP Ariba.
2. Verify if the export feature is enabled.
3. Confirm user permissions for exporting payment data.
4. Guide the user through selecting the format and exporting the data.

Question: User unable to integrate cost allocation data from SAP CO into SAP Ariba.
Solution:
Ensure that cost allocation integration is enabled. Verify if the mapping rules are defined correctly and that all cost allocation data is complete and consistent between systems.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Cost Allocation Integration" settings.
2. Verify if integration is enabled.
3. Confirm that the mapping rules are defined correctly.
4. Guide the user through syncing the cost allocation data.

Question: Invoices are getting rejected during integration with SAP FI due to missing mandatory fields.
Solution:
Verify if all mandatory fields are mapped correctly between SAP Ariba and SAP FI. Ensure that the user fills in all required information before syncing.
T-Code: Not applicable.
Process Steps:

1. Go to the "Field Mapping" section in Integration Settings.
2. Verify if all mandatory fields are mapped correctly.
3. Guide the user through updating the missing information.
4. Resubmit the invoice for integration.

Question: User unable to set up automated data sync between SAP MM and SAP Ariba.
Solution:
Ensure that the automation feature is enabled for integration. Verify if the user has permissions to configure automation and that the correct schedule is defined.
T-Code: Not applicable.
Process Steps:

1. Open the "Automation Settings" in Integration.
2. Verify if automation is enabled for data sync.
3. Confirm user permissions for configuring automation.
4. Guide the user through setting up the correct schedule.

Question: User unable to view SAP FI financial posting details in SAP Ariba.
Solution:
Ensure that financial posting integration is enabled. Verify if the financial posting mapping rules are defined correctly and that the sync job is complete.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Financial Posting Integration" in SAP Ariba.
2. Verify if integration is enabled.
3. Confirm that the mapping rules are defined correctly.
4. Run the sync job and verify if financial posting details are updated.

Question: Error while syncing cost elements from SAP CO to SAP Ariba.
Solution:
Ensure that the integration settings for cost elements are configured correctly. Verify if the cost elements are properly defined in SAP CO and mapped in SAP Ariba.
T-Code: Not applicable.
Process Steps:

1. Go to "Cost Element Integration" settings.
2. Verify if integration is configured correctly.
3. Confirm that cost elements are defined in SAP CO.
4. Update the settings if necessary and resync the data.

Question: User unable to validate material groups during integration between SAP MM and SAP Ariba.
Solution:
Ensure that material group validation rules are defined. Verify if the user has permissions to validate material groups and that the data is consistent between both systems.
T-Code: Not applicable.
Process Steps:

1. Open the "Material Group Validation" settings.
2. Verify if validation rules are defined.
3. Confirm user permissions for validating material groups.
4. Guide the user through validating and updating the material groups.

Question: User unable to retrieve payment terms from SAP FI to SAP Ariba.
Solution:
Ensure that payment term integration is enabled. Verify if the user has permissions to retrieve payment terms and that the mapping rules are defined correctly.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Payment Term Integration" section.
2. Verify if payment term integration is enabled.
3. Confirm user permissions for retrieving payment terms.
4. Guide the user through retrieving payment terms from SAP FI.

Question: Purchase orders from SAP MM not being matched with invoices in SAP Ariba.
Solution:
Verify if the PO matching rules are correctly configured in SAP Ariba. Ensure that all PO data from SAP MM is accessible and that the integration job is complete.
T-Code: Not applicable.
Process Steps:

1. Open the "PO Matching Rules" section in SAP Ariba.
2. Verify if the matching rules are configured correctly.
3. Confirm that all PO data from SAP MM is accessible.
4. Run the integration job to complete the matching process.

Question: User unable to resolve duplicate customer records after integration.
Solution:
Ensure that duplicate detection rules are configured correctly. Verify if the user has permissions to resolve duplicates and that the customer data is consistent between both systems.
T-Code: Not applicable.
Process Steps:

1. Go to the "Duplicate Detection" section.
2. Verify if duplicate detection rules are configured.
3. Confirm user permissions for resolving duplicates.
4. Guide the user through updating or merging duplicate customer records.

Question: GL account fields missing during integration from SAP FI to SAP Ariba.
Solution:
Verify if the field mapping settings are configured correctly. Ensure that all necessary GL account fields are included in the mapping and that the integration job runs without errors.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Field Mapping" in Integration Settings.
2. Verify if all necessary GL account fields are included in the mapping.
3. Confirm that the integration job runs without errors.
4. Update the mapping settings if necessary.

Question: User unable to generate integration success/failure reports for SAP FI and SAP Ariba.
Solution:
Ensure that the reporting feature is enabled for integration. Verify if the user has permissions to generate reports and that all necessary data is available.
T-Code: Not applicable.
Process Steps:

1. Go to the "Integration Reports" section.
2. Verify if the reporting feature is enabled.
3. Confirm user permissions for generating reports.
4. Guide the user through generating and exporting the report.

Topic: SAP Ariba Cloud Integration Gateway

Question: User unable to access the Cloud Integration Gateway module in SAP Ariba.
Solution:
Ensure that the user has permissions to access the Cloud Integration Gateway (CIG). Verify if the module is activated and that the user's credentials are properly configured.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Cloud Integration Gateway" in SAP Ariba.
2. Verify user permissions for accessing CIG.
3. Confirm that the CIG module is activated.
4. Guide the user through accessing the CIG.

Question: Integration project not visible in the Cloud Integration Gateway.
Solution:
Ensure that the integration project is properly configured and published. Verify if the user has permissions to view the project and that all configurations are complete.
T-Code: Not applicable.
Process Steps:

1. Open the "Integration Projects" section in CIG.
2. Verify if the project is configured and published.
3. Confirm user permissions for viewing the integration project.
4. Guide the user through publishing or updating the project configuration.

Question: User unable to configure endpoint settings in Cloud Integration Gateway.
Solution:
Ensure that the user has permissions to configure endpoint settings. Verify if the endpoint details are correctly defined and that the configuration follows best practices.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Endpoint Settings" section in CIG.
2. Verify if the endpoint details are configured correctly.
3. Confirm user permissions for configuring endpoint settings.
4. Guide the user through updating or validating the endpoint details.

Question: Data transfer from SAP Ariba through CIG to ERP system failing.
Solution:
Ensure that the data mapping rules are configured correctly. Verify if the connection between SAP Ariba and the ERP system is active and that no errors are present in the logs.
T-Code: Not applicable.
Process Steps:

1. Go to "Data Mapping" in CIG.
2. Verify if the data mapping rules are configured properly.
3. Check if the connection to the ERP system is active.
4. Review error logs, resolve any issues, and rerun the data transfer.

Question: User unable to add integration partner details in Cloud Integration Gateway.

Solution:

Ensure that the integration partner feature is enabled in CIG. Verify if the user has permissions to add partners and that all required fields are completed.

T-Code: Not applicable.

Process Steps:

1. Open the "Integration Partner" section in CIG.
2. Verify if the feature is enabled.
3. Confirm user permissions for adding integration partners.
4. Guide the user through adding partner details.

Question: Error encountered during connection testing in Cloud Integration Gateway.

Solution:

Verify if the connection settings, including authentication details and endpoint URLs, are correctly configured. Ensure that the ERP system is accessible.

T-Code: Not applicable.

Process Steps:

1. Go to "Connection Test" in CIG.
2. Verify if the authentication details and endpoint URLs are correct.
3. Confirm that the ERP system is accessible.
4. Update the settings and rerun the connection test.

Question: User unable to map fields for integration in CIG.

Solution:

Ensure that the field mapping feature is enabled. Verify if the user has permissions to configure field mappings and that the source and target fields are identified.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Field Mapping" section in CIG.
2. Verify if field mapping is enabled.
3. Confirm user permissions for configuring field mappings.
4. Guide the user through selecting the source and target fields for mapping.

Question: Integration job failing due to data format mismatch.
Solution:
Ensure that the data format in SAP Ariba matches the format expected by the ERP system. Verify if the data transformation rules are configured properly in CIG.
T-Code: Not applicable.
Process Steps:

1. Go to the "Data Transformation" section in CIG.
2. Verify if the data transformation rules are configured correctly.
3. Confirm that the data format matches the ERP system's requirements.
4. Update the transformation rules as necessary.

Question: User unable to schedule integration jobs in CIG.
Solution:
Ensure that the job scheduling feature is enabled. Verify if the user has permissions to schedule jobs and that the schedule settings are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Open the "Job Scheduling" section in CIG.
2. Verify if the scheduling feature is enabled.
3. Confirm user permissions for scheduling jobs.
4. Guide the user through configuring the schedule settings.

Question: User unable to update credentials for integration endpoints.
Solution:
Ensure that the endpoint credential update feature is enabled. Verify if the user has permissions to update credentials and that the endpoint configuration is accessible.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Endpoint Credentials" in CIG.
2. Verify if the update feature is enabled.
3. Confirm user permissions for updating credentials.
4. Guide the user through updating the credentials for the endpoint.

Question: User unable to access integration logs in Cloud Integration Gateway.
Solution:
Ensure that the log access feature is enabled. Verify if the user has permissions to view logs and that the integration logs are being generated correctly.
T-Code: Not applicable.
Process Steps:

1. Go to the "Integration Logs" section in CIG.
2. Verify if the log access feature is enabled.
3. Confirm user permissions for viewing logs.
4. Guide the user through accessing and interpreting the integration logs.

Question: Data transformation rules not being applied during integration.
Solution:
Verify if the transformation rules are configured and activated correctly. Ensure that the data transformation feature is enabled for the specific integration project.
T-Code: Not applicable.
Process Steps:

1. Open the "Data Transformation" section in CIG.
2. Verify if the transformation rules are configured and activated.
3. Confirm that the transformation feature is enabled for the integration project.
4. Activate the rules if necessary and rerun the integration.

Question: User unable to initiate integration testing through CIG.
Solution:
Ensure that the integration testing feature is enabled. Verify if the user has permissions to initiate tests and that the testing configurations are complete.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Integration Testing" section in CIG.
2. Verify if the testing feature is enabled.
3. Confirm user permissions for initiating integration tests.
4. Guide the user through configuring and starting the test.

Question: Error encountered while transforming XML data in CIG.
Solution:
Verify if the XML transformation settings are configured correctly. Ensure that the XML structure matches the target system's requirements and that no tags are missing.
T-Code: Not applicable.
Process Steps:

1. Go to the "XML Transformation" settings in CIG.
2. Verify if the settings are correctly configured.
3. Confirm that the XML structure matches the target system's requirements.
4. Update the XML tags or structure if necessary.

Question: User unable to add custom fields during integration mapping.
Solution:
Ensure that the custom field feature is enabled in CIG. Verify if the user has permissions to add custom fields and that the field mapping rules are updated accordingly.
T-Code: Not applicable.
Process Steps:

1. Open the "Custom Fields" section in CIG.
2. Verify if the custom field feature is enabled.
3. Confirm user permissions for adding custom fields.
4. Guide the user through adding custom fields and updating mapping rules.

Question: Integration with SAP ECC not working through CIG.
Solution:
Ensure that the connection between SAP Ariba and SAP ECC is configured correctly. Verify if the authentication details and endpoints are correctly set up.
T-Code: Not applicable.
Process Steps:

1. Navigate to "SAP ECC Integration" settings in CIG.
2. Verify if the connection settings are configured correctly.
3. Confirm that authentication details and endpoints are accurate.
4. Update settings and test the integration.

Question: User unable to assign integration roles to other team members.
Solution:
Ensure that the role assignment feature is enabled in CIG. Verify if the user has permissions to assign roles and that the team members are added to the project.
T-Code: Not applicable.
Process Steps:

1. Go to the "Role Assignment" section in CIG.
2. Verify if the role assignment feature is enabled.
3. Confirm user permissions for assigning roles.
4. Guide the user through assigning roles to team members.

Question: Data not being encrypted during transfer in CIG.
Solution:
Ensure that the data encryption feature is enabled. Verify if the encryption settings are configured correctly and that the security protocols are activated.
T-Code: Not applicable.
Process Steps:

1. Open the "Data Encryption" section in CIG.
2. Verify if the encryption feature is enabled.
3. Confirm that the encryption settings are configured correctly.
4. Activate the security protocols if necessary and rerun the integration.

Question: User unable to rollback an integration update.
Solution:
Ensure that the rollback feature is enabled in CIG. Verify if the user has permissions to perform rollbacks and that the integration update is eligible for rollback.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Integration Updates" section in CIG.
2. Verify if the rollback feature is enabled.
3. Confirm user permissions for performing rollbacks.
4. Guide the user through the rollback process for the eligible integration update.

Question: User unable to add multiple ERP systems for integration in CIG.

Solution:
Ensure that the multi-system integration feature is enabled. Verify if the user has permissions to add multiple ERP systems and that the endpoint configurations are defined correctly for each system.
T-Code: Not applicable.
Process Steps:

1. Go to the "Multi-System Integration" section in CIG.
2. Verify if the feature for integrating multiple ERP systems is enabled.
3. Confirm user permissions for adding ERP systems.
4. Guide the user through configuring endpoints for each ERP system.

Question: Integration reports are not being generated in CIG.

Solution:
Ensure that the reporting feature is enabled for the Cloud Integration Gateway. Verify if the report configuration is correct and that all necessary data is available for generating reports.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Reports" section in CIG.
2. Verify if the reporting feature is enabled.
3. Confirm that the report configuration is correct.
4. Guide the user through generating the integration report.

Question: User unable to configure error handling for failed integrations in CIG.

Solution:
Ensure that the error handling configuration feature is enabled. Verify if the user has permissions to set error handling rules and that all failure conditions are defined.
T-Code: Not applicable.
Process Steps:

1. Go to "Error Handling" settings in CIG.
2. Verify if error handling configuration is enabled.
3. Confirm user permissions for configuring error handling.
4. Guide the user through setting up error handling rules for failed integrations.

Question: User unable to configure failover settings for integration in CIG.
Solution:
Ensure that the failover feature is enabled for the integration. Verify if the user has permissions to configure failover and that the backup connections are defined properly.
T-Code: Not applicable.
Process Steps:

1. Open the "Failover Settings" section in CIG.
2. Verify if the failover feature is enabled.
3. Confirm user permissions for configuring failover.
4. Guide the user through defining backup connections and configuring failover.

Question: User unable to configure message retry for failed integration messages in CIG.
Solution:
Ensure that the message retry feature is enabled. Verify if the user has permissions to configure retry rules and that all conditions for retrying messages are defined.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Message Retry" settings in CIG.
2. Verify if the message retry feature is enabled.
3. Confirm user permissions for configuring retry rules.
4. Guide the user through setting up retry rules for failed messages.

Question: User unable to map additional document types for integration in CIG.
Solution:
Ensure that the feature for mapping additional document types is enabled. Verify if the user has permissions to map new document types and that the required fields are defined.
T-Code: Not applicable.
Process Steps:

1. Open the "Document Mapping" section in CIG.
2. Verify if mapping additional document types is enabled.
3. Confirm user permissions for mapping document types.
4. Guide the user through mapping additional document types.

Question: User unable to configure the frequency of integration sync jobs in CIG.

Solution:

Ensure that the frequency configuration feature is enabled. Verify if the user has permissions to adjust the frequency of sync jobs and that all schedules are correctly set.

T-Code: Not applicable.

Process Steps:

1. Go to the "Sync Job Frequency" settings in CIG.
2. Verify if frequency configuration is enabled.
3. Confirm user permissions for adjusting sync frequency.
4. Guide the user through configuring the desired sync job frequency.

Question: User unable to view audit logs for integration transactions in CIG.

Solution:

Ensure that the audit logging feature is enabled. Verify if the user has permissions to view audit logs and that all logs are being recorded properly.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Audit Logs" section in CIG.
2. Verify if audit logging is enabled.
3. Confirm user permissions for viewing audit logs.
4. Guide the user through accessing and interpreting audit logs.

Question: Data encryption settings not applying to specific integrations in CIG.

Solution:

Verify if the encryption settings are applied to the specific integration project. Ensure that the data encryption feature is enabled and correctly configured for the integration type.

T-Code: Not applicable.

Process Steps:

1. Go to "Data Encryption Settings" in CIG.
2. Verify if encryption is enabled for the specific integration.
3. Confirm that the encryption settings are correctly configured.
4. Apply the settings and test the integration.

Topic: Data Exchange and Integration Scenarios

Question: User unable to initiate data exchange between SAP Ariba and SAP ERP.

Solution:

Ensure that the data exchange configuration is set up properly. Verify if the connection parameters, including endpoints and authentication details, are correctly defined.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Data Exchange Settings" in SAP Ariba.
2. Verify if the connection parameters are correctly configured.
3. Confirm if both systems are active and accessible.
4. Update the settings if necessary and test the data exchange.

Question: Data transfer is incomplete between SAP Ariba and SAP S/4HANA.

Solution:

Verify if the data exchange job is set up properly and if all required fields are mapped. Ensure that the data transformation rules are correctly configured.

T-Code: Not applicable.

Process Steps:

1. Open the "Data Exchange Jobs" section in SAP Ariba.
2. Verify if the job is set up properly and if all required fields are mapped.
3. Confirm if data transformation rules are correctly configured.
4. Update the rules if necessary and re-initiate the data transfer.

Question: User unable to add data validation rules for integration scenarios.

Solution:

Ensure that the data validation feature is enabled for the integration. Verify if the user has permissions to set validation rules and that the rules are defined according to the requirements.

T-Code: Not applicable.

Process Steps:

1. Go to the "Data Validation Rules" section.
2. Verify if the validation feature is enabled.
3. Confirm user permissions for setting validation rules.
4. Guide the user through defining the validation rules.

Question: Data exchange between SAP Ariba and SAP SuccessFactors is not working.
Solution:
Ensure that the integration settings for SAP SuccessFactors are configured correctly. Verify if the endpoints are properly defined and if the authentication details are valid.
T-Code: Not applicable.
Process Steps:

1. Navigate to "SuccessFactors Integration" in SAP Ariba.
2. Verify if the settings are configured correctly.
3. Confirm that the authentication details and endpoints are correct.
4. Update settings and test the data exchange.

Question: User unable to synchronize pricing data between SAP Ariba and SAP ERP.
Solution:
Ensure that the pricing data integration is enabled. Verify if the mapping rules are defined correctly and that all necessary fields are completed.
T-Code: Not applicable.
Process Steps:

1. Go to "Pricing Data Integration" in SAP Ariba.
2. Verify if integration is enabled for pricing data.
3. Confirm if mapping rules are defined correctly.
4. Guide the user through synchronizing pricing data.

Question: Error while transforming JSON data during data exchange.
Solution:
Verify if the JSON transformation rules are correctly defined. Ensure that the data structure follows the expected format and that all required keys are included.
T-Code: Not applicable.
Process Steps:

1. Open the "JSON Transformation" section in SAP Ariba.
2. Verify if the transformation rules are correctly defined.
3. Confirm that the data structure follows the expected format.
4. Update the rules if necessary to resolve the error.

Question: User unable to export contract data from SAP Ariba to SAP ERP.
Solution:
Ensure that the export feature for contract data is enabled. Verify if the user has permissions to export data and that the correct format is selected.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Contract Data Export" section.
2. Verify if the export feature is enabled.
3. Confirm user permissions for exporting data.
4. Guide the user through selecting the format and exporting contract data.

Question: User unable to schedule recurring data exchange jobs.
Solution:
Ensure that the scheduling feature is enabled for data exchange. Verify if the user has permissions to configure recurring jobs and that the schedule is defined correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Recurring Job Scheduling" in Data Exchange Settings.
2. Verify if the scheduling feature is enabled.
3. Confirm user permissions for configuring recurring jobs.
4. Guide the user through setting up the recurring data exchange schedule.

Question: Data from SAP Ariba is not reaching SAP BW for reporting.
Solution:
Ensure that the integration with SAP BW is configured properly. Verify if the data mapping and connection settings are correct and if the data sync job is running as expected.
T-Code: Not applicable.
Process Steps:

1. Open the "SAP BW Integration" section in SAP Ariba.
2. Verify if the mapping and connection settings are configured properly.
3. Confirm that the data sync job is running correctly.
4. Update settings or rerun the job if necessary.

Question: User unable to filter data during integration scenarios.
Solution:
Ensure that the data filtering feature is enabled. Verify if the user has permissions to apply filters and that the filtering conditions are defined correctly.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Data Filtering" section in Data Exchange Settings.
2. Verify if the filtering feature is enabled.
3. Confirm user permissions for applying filters.
4. Guide the user through defining and applying filtering conditions.

Question: Invoices are not being transferred to SAP S/4HANA after approval in SAP Ariba.
Solution:
Ensure that the integration settings for invoices are properly configured. Verify if the data format matches the requirements of SAP S/4HANA and if the workflow is complete.
T-Code: Not applicable.
Process Steps:

1. Go to the "Invoice Integration" settings in SAP Ariba.
2. Verify if the settings are correctly configured.
3. Confirm if the data format matches SAP S/4HANA's requirements.
4. Sync the approved invoices manually if needed.

Question: User unable to add additional fields for data exchange.
Solution:
Ensure that the feature for adding additional fields is enabled. Verify if the user has permissions to add fields and that the mapping rules are updated accordingly.
T-Code: Not applicable.
Process Steps:

1. Open the "Field Configuration" section in Data Exchange.
2. Verify if adding additional fields is enabled.
3. Confirm user permissions for adding fields.
4. Guide the user through adding additional fields and updating the mapping rules.

Question: User unable to monitor data exchange processes.

Solution:

Ensure that the monitoring feature is enabled for data exchange. Verify if the user has permissions to access the monitoring dashboard and that all integration jobs are being tracked.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Data Exchange Monitoring" section.
2. Verify if monitoring is enabled.
3. Confirm user permissions for accessing the monitoring dashboard.
4. Guide the user through viewing and interpreting the status of data exchange processes.

Question: Data exchange logs not being generated for failed transfers.

Solution:

Ensure that the logging feature is enabled for data exchange jobs. Verify if the log settings are configured correctly and if the user has permissions to access the logs.

T-Code: Not applicable.

Process Steps:

1. Go to the "Log Settings" in Data Exchange.
2. Verify if the logging feature is enabled.
3. Confirm user permissions for accessing the logs.
4. Guide the user through generating and viewing logs for failed data transfers.

Question: User unable to configure retries for failed data exchange jobs.

Solution:

Ensure that the retry configuration feature is enabled for data exchange. Verify if the user has permissions to configure retry rules and that all retry conditions are defined.

T-Code: Not applicable.

Process Steps:

1. Open the "Retry Settings" in Data Exchange.
2. Verify if the retry configuration feature is enabled.
3. Confirm user permissions for configuring retries.
4. Guide the user through setting up retry rules for failed jobs.

Question: Error while converting CSV data during data exchange in SAP Ariba.
Solution:
Verify if the CSV transformation settings are configured properly. Ensure that the data structure follows the required format and that no fields are missing.
T-Code: Not applicable.
Process Steps:

1. Go to "CSV Transformation" settings in Data Exchange.
2. Verify if the settings are configured correctly.
3. Confirm if the data structure follows the required format.
4. Update the settings or modify the CSV structure if necessary.

Question: User unable to send data exchange notifications to stakeholders.
Solution:
Ensure that the notification feature is enabled for data exchange. Verify if the user has permissions to configure notifications and that all recipient details are defined.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Notification Settings" in Data Exchange.
2. Verify if the notification feature is enabled.
3. Confirm user permissions for configuring notifications.
4. Guide the user through adding recipients and configuring notification settings.

Question: User unable to customize integration scenarios in Data Exchange.
Solution:
Ensure that the customization feature is enabled for integration scenarios. Verify if the user has permissions to customize and that all necessary fields are available.
T-Code: Not applicable.
Process Steps:

1. Go to "Integration Scenarios" in Data Exchange Settings.
2. Verify if customization is enabled.
3. Confirm user permissions for customizing scenarios.
4. Guide the user through modifying and saving the customized scenario.

Question: Data exchange failing due to incorrect security certificate.
Solution:
Verify if the correct security certificate is uploaded and configured for the integration. Ensure that the certificate is valid and matches the requirements of the target system.
T-Code: Not applicable.
Process Steps:

1. Open the "Security Certificate" section in Data Exchange.
2. Verify if the correct certificate is uploaded.
3. Confirm that the certificate is valid and matches the requirements.
4. Update the certificate if necessary and test the integration.

Topic: Troubleshooting Integration Issues

Question: Data integration job is failing without any specific error message.
Solution:
Verify the integration logs for any hidden errors. Check if the network connection between SAP Ariba and the target system is stable and if the endpoint is reachable.
T-Code: Not applicable.
Process Steps:

1. Go to "Integration Logs" in SAP Ariba.
2. Review the logs for hidden errors or warnings.
3. Check the network connection and verify if the endpoint is accessible.
4. Resolve any issues and retry the integration job.

Question: User unable to retrieve error details for failed integration jobs.
Solution:
Ensure that the logging feature is enabled for integration jobs. Verify if the log configuration is set to "Detailed" and that the user has permissions to access logs.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Log Settings" in SAP Ariba Integration.
2. Verify if the logging feature is enabled and set to "Detailed."
3. Confirm user permissions for viewing logs.
4. Guide the user through accessing the detailed logs for error information.

Question: Data transfer between SAP Ariba and SAP S/4HANA is timing out.
Solution:
Ensure that the timeout settings are configured correctly. Verify if the data volume being transferred is manageable and consider splitting the transfer into smaller batches.
T-Code: Not applicable.
Process Steps:

1. Open the "Timeout Settings" section in Integration Settings.
2. Verify if the timeout duration is sufficient.
3. Check the data volume being transferred.
4. Split the data transfer into smaller batches and retry.

Question: Incorrect data format is being exchanged between SAP Ariba and SAP ERP.
Solution:
Verify if the data mapping and transformation rules are configured correctly. Ensure that the data format matches the expected format for both systems.
T-Code: Not applicable.
Process Steps:

1. Go to "Data Mapping and Transformation" in Integration Settings.
2. Verify if the mapping and transformation rules are correctly configured.
3. Confirm that the data format matches the requirements.
4. Update the mapping and transformation rules if necessary.

Question: User unable to identify the cause of frequent integration failures.
Solution:
Ensure that the monitoring feature is enabled for integration. Verify if any patterns exist in the failure times and review logs for recurring errors.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Integration Monitoring" section.
2. Verify if monitoring is enabled and if there are recurring failure patterns.
3. Review logs for common errors.
4. Identify and address the root cause of the recurring failures.

Question: User unable to test connection settings for integration endpoints.

Solution:

Ensure that the connection testing feature is enabled. Verify if the user has permissions to initiate connection tests and that the endpoint details are correct.

T-Code: Not applicable.

Process Steps:

1. Open the "Connection Test" section in Integration Settings.
2. Verify if the connection testing feature is enabled.
3. Confirm user permissions for testing connections.
4. Guide the user through testing the connection settings for the integration endpoints.

Question: Integration job is failing due to authentication errors.

Solution:

Ensure that the authentication details are correct. Verify if the credentials provided are valid and if the target system is accessible.

T-Code: Not applicable.

Process Steps:

1. Go to the "Authentication Settings" in Integration.
2. Verify if the provided credentials are correct.
3. Confirm if the target system is accessible.
4. Update the authentication details and retry the integration.

Question: User unable to rollback changes after failed integration.

Solution:

Ensure that the rollback feature is enabled. Verify if the integration update is eligible for rollback and that the user has permissions to perform rollbacks.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Rollback Settings" in Integration.
2. Verify if the rollback feature is enabled.
3. Confirm user permissions for performing rollbacks.
4. Guide the user through rolling back the integration update.

Question: Duplicate records are being created during data integration.
Solution:
Verify if the duplicate detection rules are configured properly. Ensure that the unique keys are defined correctly to avoid duplicates during integration.
T-Code: Not applicable.
Process Steps:

1. Go to "Duplicate Detection" settings in Integration.
2. Verify if the rules are configured correctly.
3. Confirm that unique keys are properly defined.
4. Update the rules to prevent duplicate records and rerun the integration.

Question: User unable to access the integration error dashboard.
Solution:
Ensure that the error dashboard feature is enabled. Verify if the user has permissions to access the dashboard and that the integration errors are being logged.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Integration Error Dashboard" section.
2. Verify if the error dashboard feature is enabled.
3. Confirm user permissions for accessing the dashboard.
4. Guide the user through accessing and using the error dashboard.

Question: User unable to resolve mapping issues between SAP Ariba and the target system.
Solution:
Ensure that the mapping rules are configured correctly. Verify if the user has permissions to modify mapping rules and that the source and target fields are properly identified.
T-Code: Not applicable.
Process Steps:

1. Go to "Field Mapping" in Integration Settings.
2. Verify if the mapping rules are correctly configured.
3. Confirm user permissions for modifying mapping rules.
4. Guide the user through updating the mapping rules for the integration.

Question: Data exchange logs showing 'Access Denied' errors during integration.

Solution:

Ensure that the user has sufficient permissions in both SAP Ariba and the target system. Verify if the access rights are correctly assigned for data exchange.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "User Permissions" section in Integration.
2. Verify if the user has sufficient permissions in both systems.
3. Confirm that access rights are assigned correctly.
4. Update the permissions and retry the data exchange.

Question: User unable to interpret integration error codes.

Solution:

Ensure that the error code documentation is available. Verify if the user has access to the integration error code guide and provide explanations for the specific error codes.

T-Code: Not applicable.

Process Steps:

1. Open the "Error Code Documentation" in Integration Settings.
2. Verify if the user has access to the error code guide.
3. Provide explanations for the specific error codes encountered.
4. Guide the user through resolving the issues based on the error codes.

Question: Integration is failing due to data volume exceeding limits.

Solution:

Verify if the data volume settings are configured properly. Ensure that the data is split into manageable chunks and that the integration job is scheduled during non-peak hours.

T-Code: Not applicable.

Process Steps:

1. Go to "Data Volume Settings" in Integration.
2. Verify if the settings are correctly configured.
3. Split the data into smaller chunks if necessary.
4. Schedule the integration job during non-peak hours and retry.

Question: User unable to apply retry logic for failed integration attempts.

Solution:

Ensure that the retry feature is enabled for integration jobs. Verify if the user has permissions to configure retry settings and that the retry conditions are defined.

T-Code: Not applicable.

Process Steps:

1. Open the "Retry Logic" section in Integration Settings.
2. Verify if the retry feature is enabled.
3. Confirm user permissions for configuring retry logic.
4. Guide the user through setting up retry conditions for failed attempts.

Question: Integration job is failing intermittently without a clear reason.

Solution:

Ensure that the network stability is checked during integration runs. Verify if the job is scheduled during a time when system resources are sufficient and if there are any external dependencies causing the failure.

T-Code: Not applicable.

Process Steps:

1. Monitor network stability during integration runs.
2. Verify if the job is scheduled during a low-resource usage period.
3. Check for external dependencies that might cause failures.
4. Adjust the schedule and settings to improve integration stability.

Question: Data exchange is failing due to unsupported data types.

Solution:

Verify if the data types are supported by both SAP Ariba and the target system. Ensure that the data transformation settings are configured to convert unsupported data types.

T-Code: Not applicable.

Process Steps:

1. Go to "Data Transformation Settings" in Integration.
2. Verify if the data types are supported by both systems.
3. Configure the transformation settings to convert unsupported data types.
4. Retry the data exchange after updating the settings.

Question: User unable to create a support case for recurring integration errors.
Solution:
Ensure that the support case creation feature is enabled. Verify if the user has permissions to create support cases and that all error details are included in the case.
T-Code: Not applicable.
Process Steps:

1. Navigate to the "Support Case Creation" section.
2. Verify if the feature is enabled for integration errors.
3. Confirm user permissions for creating support cases.
4. Guide the user through creating a support case with all necessary details.

Question: User unable to identify the root cause of data mismatch during integration.
Solution:
Verify if the data validation rules are correctly configured. Ensure that the mapping and transformation rules are consistent and that data is validated before integration.
T-Code: Not applicable.
Process Steps:

1. Go to "Data Validation" settings in Integration.
2. Verify if the validation rules are correctly configured.
3. Confirm that mapping and transformation rules are consistent.
4. Guide the user through validating the data before integration.

Topic: Overview of Guided Buying

Question: User unable to access the Guided Buying module in SAP Ariba.
Solution:
Ensure that the user has permissions to access the Guided Buying module. Verify if the module is activated and that the user's profile is configured correctly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "User Management" in SAP Ariba.
2. Verify if the user has the required permissions to access Guided Buying.
3. Confirm that the Guided Buying module is activated.
4. Guide the user through accessing the Guided Buying module.

Question: Guided Buying catalogs not visible to the user.

Solution:

Verify if the catalogs are published and the user has permissions to view them. Ensure that the user is assigned to the correct buying group.

T-Code: Not applicable.

Process Steps:

1. Go to "Catalog Management" in Guided Buying.
2. Verify if the catalogs are published.
3. Confirm if the user is assigned to the correct buying group.
4. Update the user's buying group assignment if necessary.

Question: User unable to find items in the Guided Buying catalog.

Solution:

Ensure that the items are correctly categorized and searchable. Verify if the catalog is up to date and that the search filters are applied properly.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Catalog Search" in Guided Buying.
2. Verify if the items are correctly categorized.
3. Confirm that the search filters are set appropriately.
4. Guide the user through modifying search filters to find the items.

Question: Guided Buying not displaying preferred suppliers.

Solution:

Ensure that the preferred suppliers are configured correctly in the system. Verify if the supplier information is up to date and linked to the catalog items.

T-Code: Not applicable.

Process Steps:

1. Open the "Supplier Management" section.
2. Verify if preferred suppliers are correctly configured.
3. Confirm that supplier information is linked to catalog items.
4. Update the preferred supplier settings if needed.

Question: User unable to initiate a requisition from Guided Buying.
Solution:
Ensure that the requisition feature is enabled. Verify if the user has permissions to create requisitions and that the item details are complete.
T-Code: Not applicable.
Process Steps:

1. Go to "Requisition Settings" in Guided Buying.
2. Verify if the requisition feature is enabled.
3. Confirm user permissions for creating requisitions.
4. Guide the user through initiating the requisition process.

Question: Guided Buying showing outdated pricing information for items.
Solution:
Verify if the catalog is updated with the latest pricing information. Ensure that the pricing is synchronized with the suppliers' data.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Catalog Management" in Guided Buying.
2. Verify if the pricing information is up to date.
3. Confirm if the pricing is synchronized with supplier data.
4. Update the catalog with the latest pricing details.

Question: User unable to see the Guided Buying landing page.
Solution:
Ensure that the Guided Buying landing page is enabled for the user. Verify if the user has permissions to access the landing page and that the URL is correct.
T-Code: Not applicable.
Process Steps:

1. Go to "Landing Page Settings" in Guided Buying.
2. Verify if the landing page is enabled for the user.
3. Confirm user permissions for accessing the landing page.
4. Guide the user through accessing the correct URL.

Question: User unable to select the correct buying channel in Guided Buying.
Solution:
Ensure that all available buying channels are configured and activated. Verify if the user has permissions to select the channels and that they are linked to the appropriate items.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Buying Channels" in Guided Buying.
2. Verify if all buying channels are configured and activated.
3. Confirm user permissions for selecting buying channels.
4. Guide the user through selecting the correct channel for the item.

Question: Guided Buying not suggesting preferred items for the user.
Solution:
Ensure that the preferred item suggestions feature is enabled. Verify if the user is part of the correct buying group and that preferences are set correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Preference Settings" in Guided Buying.
2. Verify if the preferred item suggestions feature is enabled.
3. Confirm if the user is part of the correct buying group.
4. Update preferences as necessary and guide the user through accessing preferred items.

Question: User unable to view approval status for requisitions in Guided Buying.
Solution:
Ensure that the approval tracking feature is enabled. Verify if the user has permissions to view approval status and that the workflow is configured properly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Approval Workflow" in Guided Buying.
2. Verify if the approval tracking feature is enabled.
3. Confirm user permissions for viewing approval status.
4. Guide the user through checking the status of requisitions.

Question: Guided Buying not displaying category-specific buying policies.

Solution:

Ensure that the buying policies are configured for the specific categories. Verify if the policies are activated and linked to the appropriate catalog items.

T-Code: Not applicable.

Process Steps:

1. Go to "Buying Policy Management" in Guided Buying.
2. Verify if the policies are configured for the categories.
3. Confirm if the policies are activated and linked to catalog items.
4. Update the policies and link them to the correct categories if needed.

Question: User unable to add items to the shopping cart in Guided Buying.

Solution:

Ensure that the shopping cart feature is enabled. Verify if the item details are complete and that the user has permissions to add items to the cart.

T-Code: Not applicable.

Process Steps:

1. Navigate to the "Shopping Cart" section.
2. Verify if the shopping cart feature is enabled.
3. Confirm user permissions for adding items to the cart.
4. Guide the user through adding items to the shopping cart.

Question: Guided Buying search results are not showing relevant items.

Solution:

Ensure that the search indexing is up to date. Verify if the search filters are set correctly and that the catalog data is complete.

T-Code: Not applicable.

Process Steps:

1. Go to "Search Settings" in Guided Buying.
2. Verify if the search indexing is up to date.
3. Confirm if the search filters are configured correctly.
4. Guide the user through refining search queries to show relevant items.

Question: User unable to receive notifications for requisition approvals in Guided Buying.
Solution:
Ensure that the notification feature is enabled for approvals. Verify if the user has permissions to receive notifications and that the settings are configured properly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Notification Settings" in Guided Buying.
2. Verify if the notification feature is enabled for approvals.
3. Confirm user permissions for receiving notifications.
4. Guide the user through configuring notification settings.

Question: Guided Buying page loads slowly for the user.
Solution:
Ensure that the performance settings are optimized. Verify if the network connection is stable and if there are any unnecessary filters or customizations affecting the load time.
T-Code: Not applicable.
Process Steps:

1. Go to "Performance Settings" in Guided Buying.
2. Verify if the settings are optimized.
3. Check the network connection for stability.
4. Remove unnecessary filters or customizations to improve load time.

Question: User unable to change the quantity of items during requisition creation in Guided Buying.
Solution:
Ensure that the quantity modification feature is enabled. Verify if the user has permissions to modify quantities and that the item allows multiple quantities.
T-Code: Not applicable.
Process Steps:

1. Open the "Item Settings" in Guided Buying.
2. Verify if the quantity modification feature is enabled.
3. Confirm user permissions for modifying item quantities.
4. Guide the user through changing the quantity during requisition creation.

Question: User unable to view recently ordered items in Guided Buying.
Solution:
Ensure that the "Recently Ordered Items" feature is enabled. Verify if the user has permissions to view order history and that the data is up to date.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Order History" in Guided Buying.
2. Verify if the "Recently Ordered Items" feature is enabled.
3. Confirm user permissions for viewing recently ordered items.
4. Guide the user through accessing the order history.

Question: Guided Buying not displaying available budgets for the user.
Solution:
Ensure that the budget visibility feature is enabled. Verify if the user is assigned to the correct cost center and that the budget data is up to date.
T-Code: Not applicable.
Process Steps:

1. Go to "Budget Settings" in Guided Buying.
2. Verify if the budget visibility feature is enabled.
3. Confirm if the user is assigned to the correct cost center.
4. Update the budget information if necessary.

Question: User unable to cancel a requisition in Guided Buying.
Solution:
Ensure that the requisition cancellation feature is enabled. Verify if the requisition is eligible for cancellation and that the user has permissions to cancel.
T-Code: Not applicable.
Process Steps:

1. Open the "Requisition Management" section.
2. Verify if the cancellation feature is enabled for the requisition.
3. Confirm user permissions for cancelling requisitions.
4. Guide the user through the cancellation process.

Topic: Configuration of Guided Buying

Question: User unable to access the configuration settings for Guided Buying.

Solution:

Ensure that the user has administrative permissions to access the configuration settings. Verify if the configuration module is activated in the system.

T-Code: Not applicable.

Process Steps:

1. Navigate to "User Management" in SAP Ariba.
2. Verify if the user has administrative permissions for configuration access.
3. Confirm that the configuration module is activated.
4. Guide the user through accessing the configuration settings.

Question: Guided Buying categories not appearing during configuration.

Solution:

Ensure that the categories are properly defined in the master data. Verify if the categories are published and that they are linked to the correct buying groups.

T-Code: Not applicable.

Process Steps:

1. Open the "Category Management" section in Configuration Settings.
2. Verify if the categories are properly defined and published.
3. Confirm if the categories are linked to the correct buying groups.
4. Update the configuration if necessary to display the categories.

Question: User unable to configure catalog visibility in Guided Buying.

Solution:

Ensure that the catalog visibility settings are enabled. Verify if the user has permissions to modify catalog visibility and that all catalog details are correctly configured.

T-Code: Not applicable.

Process Steps:

1. Go to "Catalog Visibility Settings" in Guided Buying Configuration.
2. Verify if the visibility settings are enabled.
3. Confirm user permissions for modifying catalog visibility.
4. Guide the user through updating the catalog visibility settings.

Question: Error while configuring approval workflows in Guided Buying.
Solution:
Ensure that the approval rules are correctly defined. Verify if all required approvers are added and that the workflow steps are properly sequenced.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Approval Workflow Configuration" in Guided Buying.
2. Verify if the approval rules are defined correctly.
3. Confirm that all required approvers are included.
4. Update the workflow sequence if necessary to resolve the error.

Question: User unable to create custom buying channels in Guided Buying.
Solution:
Ensure that the buying channel customization feature is enabled. Verify if the user has permissions to create buying channels and that all necessary details are provided.
T-Code: Not applicable.
Process Steps:

1. Go to "Buying Channel Configuration" in Guided Buying.
2. Verify if customization is enabled.
3. Confirm user permissions for creating custom buying channels.
4. Guide the user through providing the required details and creating the channel.

Question: Guided Buying configuration changes not reflecting for end users.
Solution:
Ensure that the changes are saved and published. Verify if there is a delay in the system update and that the changes are propagated to all user profiles.
T-Code: Not applicable.
Process Steps:

1. Open the "Configuration Changes" section.
2. Verify if the changes are saved and published.
3. Check if there is a delay in the system update.
4. Guide the user through refreshing the system or logging out and back in.

Question: User unable to configure item-level restrictions in Guided Buying.
Solution:
Ensure that the item restriction feature is enabled. Verify if the user has permissions to apply restrictions and that the items are linked to the correct categories.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Item Restriction Settings" in Guided Buying.
2. Verify if the restriction feature is enabled.
3. Confirm user permissions for applying item-level restrictions.
4. Guide the user through linking the items to the correct categories and applying restrictions.

Question: User unable to set preferred suppliers during Guided Buying configuration.
Solution:
Ensure that the preferred supplier feature is enabled. Verify if the user has permissions to configure suppliers and that all supplier details are correct.
T-Code: Not applicable.
Process Steps:

1. Go to "Preferred Supplier Settings" in Guided Buying.
2. Verify if the feature is enabled.
3. Confirm user permissions for configuring preferred suppliers.
4. Guide the user through updating supplier details and setting preferences.

Question: Configuration settings for budget limits are not being applied in Guided Buying.
Solution:
Ensure that the budget limit settings are configured correctly. Verify if the budget limits are linked to the correct cost centers and that the data is up to date.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Budget Limit Configuration" in Guided Buying.
2. Verify if the budget limits are set correctly.
3. Confirm if the limits are linked to the correct cost centers.
4. Update the budget settings if necessary and ensure they are applied.

Question: User unable to configure approval thresholds for Guided Buying requisitions.
Solution:
Ensure that the threshold feature is enabled. Verify if the user has permissions to modify approval thresholds and that all conditions are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Open the "Approval Threshold Settings" in Guided Buying.
2. Verify if the feature is enabled for configuring thresholds.
3. Confirm user permissions for modifying thresholds.
4. Guide the user through defining and saving the approval thresholds.

Question: User unable to configure multiple currencies in Guided Buying.
Solution:
Ensure that the multi-currency feature is enabled. Verify if the user has permissions to add currencies and that the exchange rates are defined correctly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Currency Configuration" in Guided Buying.
2. Verify if the multi-currency feature is enabled.
3. Confirm user permissions for adding currencies.
4. Guide the user through configuring exchange rates and adding currencies.

Question: Guided Buying configuration not allowing the addition of new suppliers.
Solution:
Ensure that the supplier addition feature is enabled. Verify if the user has permissions to add suppliers and that all required fields are completed.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Configuration" in Guided Buying.
2. Verify if the supplier addition feature is enabled.
3. Confirm user permissions for adding new suppliers.
4. Guide the user through completing the required fields and adding the supplier.

Question: Error while configuring custom fields in Guided Buying forms.

Solution:

Ensure that the custom field feature is enabled. Verify if the user has permissions to add custom fields and that the field properties are correctly defined.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Custom Field Configuration" in Guided Buying.
2. Verify if the custom field feature is enabled.
3. Confirm user permissions for adding custom fields.
4. Guide the user through defining field properties and saving the changes.

Question: User unable to enable Guided Buying for a specific department.

Solution:

Ensure that the department settings are correctly configured. Verify if the user has permissions to modify department-level settings and that the department is active.

T-Code: Not applicable.

Process Steps:

1. Open the "Department Settings" in Guided Buying.
2. Verify if the department settings are configured correctly.
3. Confirm user permissions for modifying department-level settings.
4. Guide the user through enabling Guided Buying for the department.

Question: Configuration settings for custom workflows not being saved.

Solution:

Ensure that the custom workflow feature is enabled. Verify if all workflow steps are properly defined and that there are no missing fields or errors in the sequence.

T-Code: Not applicable.

Process Steps:

1. Go to "Custom Workflow Configuration" in Guided Buying.
2. Verify if the custom workflow feature is enabled.
3. Check if all workflow steps are correctly defined.
4. Resolve any errors and save the configuration.

Question: User unable to configure notifications for Guided Buying transactions.

Solution:

Ensure that the notification feature is enabled for transactions. Verify if the user has permissions to configure notifications and that the email settings are correct.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Notification Settings" in Guided Buying Configuration.
2. Verify if the notification feature is enabled for transactions.
3. Confirm user permissions for configuring notifications.
4. Guide the user through setting up the notification preferences.

Question: Guided Buying configuration not reflecting for users in a specific region.

Solution:

Ensure that the regional settings are properly configured. Verify if the configuration is applied to the correct user group and that there are no conflicts in the settings.

T-Code: Not applicable.

Process Steps:

1. Open the "Regional Configuration" section in Guided Buying.
2. Verify if the settings are correctly configured for the specific region.
3. Confirm that the configuration is applied to the correct user group.
4. Update the regional settings if necessary.

Question: User unable to configure commodity codes in Guided Buying.

Solution:

Ensure that the commodity code feature is enabled. Verify if the user has permissions to add or modify commodity codes and that all necessary details are included.

T-Code: Not applicable.

Process Steps:

1. Go to "Commodity Code Configuration" in Guided Buying.
2. Verify if the feature is enabled for adding commodity codes.
3. Confirm user permissions for adding or modifying codes.
4. Guide the user through completing the details and saving the configuration.

Question: User unable to configure default buying policies in Guided Buying.

Solution:

Ensure that the buying policy configuration feature is enabled. Verify if the user has permissions to modify default policies and that all conditions are correctly defined.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Buying Policy Configuration" in Guided Buying.
2. Verify if the feature is enabled for modifying default policies.
3. Confirm user permissions for modifying buying policies.
4. Guide the user through defining and saving the default buying policies.

Topic: Creating Policies and Approvals

Question: User unable to create a new policy in Guided Buying.

Solution:

Ensure that the user has administrative permissions to create new policies. Verify if the policy creation feature is enabled and that all required fields are completed.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Policy Management" in Guided Buying.
2. Verify if the user has the required permissions for policy creation.
3. Confirm that the policy creation feature is enabled.
4. Guide the user through completing all required fields to create the policy.

Question: Policy not appearing for specific buying categories.

Solution:

Ensure that the policy is linked to the appropriate buying categories. Verify if the category settings are correct and that the policy is activated.

T-Code: Not applicable.

Process Steps:

1. Go to "Category Management" in Policy Settings.
2. Verify if the policy is linked to the correct buying categories.
3. Confirm that the category settings are correct and the policy is activated.
4. Update the link between the policy and the categories if necessary.

Question: User unable to add approvers to an existing approval workflow.
Solution:
Ensure that the user has permissions to modify approval workflows. Verify if the workflow is editable and that there are no errors in adding the approver details.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Approval Workflow Configuration" in Guided Buying.
2. Verify if the user has permissions to modify the workflow.
3. Confirm that the workflow is in an editable state.
4. Guide the user through adding the approver details and saving the changes.

Question: Approval workflow not triggering for specific requisitions.
Solution:
Ensure that the approval workflow rules are correctly defined. Verify if the requisition meets the criteria for the workflow and that the workflow is activated.
T-Code: Not applicable.
Process Steps:

1. Open the "Approval Workflow Rules" section in Guided Buying.
2. Verify if the rules are correctly defined.
3. Confirm that the requisition meets the workflow criteria.
4. Update the rules if necessary and activate the workflow.

Question: User unable to set up approval thresholds for policies.
Solution:
Ensure that the threshold settings are enabled for the policy. Verify if the user has permissions to define thresholds and that all necessary conditions are met.
T-Code: Not applicable.
Process Steps:

1. Go to "Approval Threshold Settings" in Policy Management.
2. Verify if the threshold settings are enabled.
3. Confirm user permissions for defining thresholds.
4. Guide the user through setting up approval thresholds for the policy.

Question: Policy changes not reflecting for end users.

Solution:

Ensure that the changes are saved and published. Verify if there is a delay in the system update and that the policy changes are applied to all relevant user groups.

T-Code: Not applicable.

Process Steps:

1. Open the "Policy Changes" section in Guided Buying.
2. Verify if the changes are saved and published.
3. Check if there is a delay in the system update.
4. Guide the user through refreshing the system or logging out and back in.

Question: User unable to assign a policy to a specific buying group.

Solution:

Ensure that the buying group is active and configured correctly. Verify if the user has permissions to assign policies and that the buying group details are complete.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Buying Group Management" in Policy Settings.
2. Verify if the buying group is active.
3. Confirm user permissions for assigning policies to buying groups.
4. Guide the user through assigning the policy to the specific buying group.

Question: Error while creating custom approval rules in Guided Buying.

Solution:

Ensure that the custom approval feature is enabled. Verify if the rules are correctly defined and that there are no missing fields or conflicts in the logic.

T-Code: Not applicable.

Process Steps:

1. Go to "Custom Approval Rules" in Guided Buying.
2. Verify if the feature is enabled for creating custom rules.
3. Check if all fields are filled correctly and there are no conflicts in logic.
4. Resolve any errors and save the custom approval rules.

Question: User unable to create a multi-level approval workflow.

Solution:
Ensure that the multi-level approval feature is enabled. Verify if the user has permissions to create multi-level workflows and that all levels are properly defined.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Approval Workflow Configuration" in Guided Buying.
2. Verify if the multi-level approval feature is enabled.
3. Confirm user permissions for creating multi-level workflows.
4. Guide the user through defining and saving each level in the workflow.

Question: Policy not being enforced for specific requisition types.

Solution:
Ensure that the policy is applied to the correct requisition types. Verify if the requisition meets the policy conditions and that the policy is activated.
T-Code: Not applicable.
Process Steps:

1. Go to "Policy Application Settings" in Guided Buying.
2. Verify if the policy is applied to the correct requisition types.
3. Confirm that the requisition meets the policy conditions.
4. Activate or update the policy as necessary to enforce it.

Question: User unable to view approval status for requisitions linked to a policy.

Solution:
Ensure that the approval tracking feature is enabled for policies. Verify if the user has permissions to view the approval status and that the workflow is configured correctly.
T-Code: Not applicable.
Process Steps:

1. Open the "Approval Tracking" section in Policy Management.
2. Verify if the feature is enabled for tracking approvals.
3. Confirm user permissions for viewing approval status.
4. Guide the user through checking the status of requisitions linked to a policy.

Question: User unable to modify an existing policy in Guided Buying.
Solution:
Ensure that the policy is not locked or restricted from editing. Verify if the user has permissions to modify the policy and that all required changes are within policy guidelines.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Policy Management" in Guided Buying.
2. Verify if the policy is locked or restricted from editing.
3. Confirm user permissions for modifying policies.
4. Guide the user through making and saving the required changes.

Question: Approval workflow emails not being sent to approvers.
Solution:
Ensure that the notification feature is enabled for approval workflows. Verify if the email addresses are correct and that the email server settings are configured properly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Notification Settings" in Approval Workflow.
2. Verify if the notification feature is enabled for emails.
3. Confirm that the email addresses are correct.
4. Update the email server settings if necessary and resend the notifications.

Question: User unable to create exceptions for a policy in Guided Buying.
Solution:
Ensure that the exception feature is enabled for the policy. Verify if the user has permissions to create exceptions and that the conditions are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Open the "Policy Exception Settings" in Guided Buying.
2. Verify if the exception feature is enabled.
3. Confirm user permissions for creating exceptions.
4. Guide the user through defining and saving the exception conditions.

Question: Approval workflow is skipping a required approver.
Solution:
Ensure that the workflow sequence is correctly defined. Verify if the approver is properly assigned to the workflow and that the conditions for approval are met.
T-Code: Not applicable.
Process Steps:

1. Go to "Approval Workflow Configuration" in Guided Buying.
2. Verify if the workflow sequence is defined correctly.
3. Confirm that the approver is assigned to the workflow.
4. Update the workflow sequence if necessary to include the approver.

Question: User unable to configure default policy templates in Guided Buying.
Solution:
Ensure that the template configuration feature is enabled. Verify if the user has permissions to modify templates and that all template details are complete.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Policy Template Configuration" in Guided Buying.
2. Verify if the feature is enabled for modifying templates.
3. Confirm user permissions for modifying policy templates.
4. Guide the user through completing the template details.

Question: User unable to set conditions for approval escalation in Guided Buying.
Solution:
Ensure that the escalation feature is enabled for approvals. Verify if the user has permissions to define escalation conditions and that the conditions are logically defined.
T-Code: Not applicable.
Process Steps:

1. Go to "Approval Escalation Settings" in Guided Buying.
2. Verify if the escalation feature is enabled.
3. Confirm user permissions for defining escalation conditions.
4. Guide the user through setting up and saving the escalation conditions.

Question: Approval policy not being enforced for high-value requisitions.

Solution:
Ensure that the policy conditions are set correctly for high-value requisitions. Verify if the value thresholds are properly defined and that the policy is activated.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Policy Conditions" in Guided Buying.
2. Verify if the conditions are set correctly for high-value requisitions.
3. Confirm that the value thresholds are properly defined.
4. Update the policy conditions if necessary to enforce the policy.

Topic: User Experience and Best Practices

Question: User interface is not intuitive for new Guided Buying users.

Solution:
Ensure that the user has access to Guided Buying training resources. Suggest enabling tooltips and guided walkthroughs for better user experience.
T-Code: Not applicable.
Process Steps:

1. Go to "User Training Resources" in Guided Buying.
2. Ensure that tooltips are enabled for new users.
3. Provide links to user training materials.
4. Guide the user through a brief walkthrough of the Guided Buying interface.

Question: Page load time is slow in Guided Buying for users.

Solution:
Ensure that performance settings are optimized. Verify if there are any unnecessary customizations or large data loads causing the slow performance.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Performance Optimization" in Guided Buying.
2. Verify if any customizations are impacting page load time.
3. Remove unnecessary data loads or custom features.
4. Monitor the page load time and optimize where possible.

Question: Search results are not relevant for user queries.
Solution:
Ensure that the catalog is properly indexed and that the search filters are set appropriately. Train users on effective search techniques to get better results.
T-Code: Not applicable.
Process Steps:

1. Go to "Search Index Settings" in Guided Buying.
2. Verify if the catalog is indexed correctly.
3. Confirm that search filters are configured properly.
4. Guide the user through using search filters effectively.

Question: User unable to navigate between different sections easily.
Solution:
Ensure that the navigation settings are user-friendly. Verify if quick links are configured for easy access and that the interface is not cluttered.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Navigation Settings" in Guided Buying.
2. Verify if quick links are configured for easy access.
3. Remove unnecessary links or features that might clutter the interface.
4. Guide the user through using the quick links for easier navigation.

Question: User unable to understand the icons and labels in Guided Buying.
Solution:
Ensure that the tooltips and labels are descriptive. Verify if the labels and icons are consistent across the interface and provide a guide for commonly used icons.
T-Code: Not applicable.
Process Steps:

1. Open "Tooltip and Label Settings" in Guided Buying.
2. Verify if all icons and labels are descriptive.
3. Confirm that the labels are consistent across the interface.
4. Provide the user with a guide for understanding commonly used icons.

Question: User unable to view a summary of recent requisitions.
Solution:
Ensure that the "Recent Requisitions" feature is enabled. Verify if the user has permissions to view requisition summaries and that the data is up to date.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Requisition Summary Settings" in Guided Buying.
2. Verify if the "Recent Requisitions" feature is enabled.
3. Confirm user permissions for viewing requisition summaries.
4. Guide the user through accessing the summary section.

Question: User feedback on Guided Buying experience is not being captured.
Solution:
Ensure that the feedback feature is enabled. Verify if users have permissions to submit feedback and that the feedback mechanism is user-friendly.
T-Code: Not applicable.
Process Steps:

1. Open "User Feedback Settings" in Guided Buying.
2. Verify if the feedback feature is enabled.
3. Confirm user permissions for submitting feedback.
4. Guide the user through providing feedback on their experience.

Question: User unable to switch between different buying channels easily.
Solution:
Ensure that the buying channels are clearly displayed and accessible. Verify if the user has permissions for all relevant channels and that the navigation is simple.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Buying Channel Configuration" in Guided Buying.
2. Verify if the channels are clearly displayed and accessible.
3. Confirm user permissions for switching channels.
4. Guide the user through switching between different buying channels.

Question: The interface language in Guided Buying is not suitable for the user.

Solution:
Ensure that the appropriate language setting is available. Verify if the user has permissions to change the language and that the desired language is supported.
T-Code: Not applicable.
Process Steps:

1. Go to "Language Settings" in Guided Buying.
2. Verify if the user's preferred language is available.
3. Confirm user permissions for changing the language.
4. Guide the user through selecting the preferred language.

Question: User unable to get assistance on using Guided Buying features.

Solution:
Ensure that the help documentation is accessible and up to date. Verify if the user has permissions to access help resources and provide links to tutorials.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Help Documentation" in Guided Buying.
2. Verify if the help resources are accessible and up to date.
3. Confirm user permissions for accessing help content.
4. Provide the user with links to tutorials and relevant help documents.

Question: User confused by the approval status icons in Guided Buying.

Solution:
Ensure that approval icons are consistent and understandable. Verify if tooltips are enabled for icons to help users understand their meaning.
T-Code: Not applicable.
Process Steps:

1. Go to "Approval Icon Settings" in Guided Buying.
2. Verify if all icons are consistent and intuitive.
3. Enable tooltips for icons to provide further explanation.
4. Guide the user through interpreting the approval status icons.

Question: User unable to personalize the Guided Buying dashboard.
Solution:
Ensure that the personalization feature is enabled. Verify if the user has permissions to customize the dashboard and that the options are available.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Dashboard Personalization Settings" in Guided Buying.
2. Verify if personalization is enabled.
3. Confirm user permissions for customizing the dashboard.
4. Guide the user through adding or removing widgets and arranging the layout.

Question: User unable to save favorite items in Guided Buying.
Solution:
Ensure that the "Favorites" feature is enabled. Verify if the user has permissions to save items and that the items are correctly configured for favorites.
T-Code: Not applicable.
Process Steps:

1. Go to "Favorites Settings" in Guided Buying.
2. Verify if the feature is enabled for saving items.
3. Confirm user permissions for adding items to favorites.
4. Guide the user through saving items as favorites for easy access.

Question: User interface too cluttered with options they don't need.
Solution:
Ensure that unnecessary features are disabled for the user. Verify if the user profile can be customized to display only the necessary features.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Feature Customization" in Guided Buying.
2. Disable features that are not needed for the specific user.
3. Confirm that the interface is simplified for the user's role.
4. Guide the user through accessing only the necessary features.

Question: User unable to access the shopping cart easily.
Solution:
Ensure that the shopping cart is prominently displayed on the interface. Verify if the user has permissions to access the cart and that it is functioning correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Shopping Cart Display Settings" in Guided Buying.
2. Verify if the shopping cart is prominently displayed.
3. Confirm user permissions for accessing the shopping cart.
4. Guide the user through navigating to the shopping cart.

Question: User experience negatively impacted by frequent page refreshes.
Solution:
Ensure that the auto-refresh settings are configured appropriately. Verify if the refresh frequency can be reduced to improve user experience.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Auto-Refresh Settings" in Guided Buying.
2. Verify if the refresh frequency is too high.
3. Reduce the refresh frequency to improve user experience.
4. Guide the user through making adjustments to refresh settings.

Question: User unable to find guided buying training videos.
Solution:
Ensure that the training resources are accessible and up to date. Verify if the user has permissions to access training videos and provide direct links if needed.
T-Code: Not applicable.
Process Steps:

1. Go to "Training Resources" in Guided Buying.
2. Verify if the training videos are up to date.
3. Confirm user permissions for accessing training materials.
4. Provide the user with links to guided buying training videos.

Question: User overwhelmed by too many approval notifications.

Solution:
Ensure that the notification preferences are configurable. Verify if the user has permissions to modify notification settings and that only relevant notifications are enabled.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Notification Preferences" in Guided Buying.
2. Verify if the user can customize notification settings.
3. Guide the user through disabling unnecessary notifications.
4. Ensure that only relevant approval notifications are enabled.

Question: User unable to understand approval rejection reasons.

Solution:
Ensure that rejection reasons are clearly communicated. Verify if approvers are using predefined reasons or adding detailed explanations for clarity.
T-Code: Not applicable.
Process Steps:

1. Go to "Approval Workflow Settings" in Guided Buying.
2. Verify if predefined rejection reasons are available.
3. Confirm that approvers are providing detailed explanations.
4. Guide approvers through adding clear rejection reasons to assist users.

Topic: Standard Reports in SAP Ariba

Question: User unable to access standard reports in SAP Ariba.

Solution:
Ensure that the user has permissions to access the standard reports. Verify if the reporting module is activated and if the user profile is correctly configured.
T-Code: Not applicable.
Process Steps:

1. Go to "User Management" in SAP Ariba.
2. Verify if the user has permissions to access the reporting module.
3. Confirm that the reporting module is activated.
4. Guide the user through accessing the available standard reports.

Question: Standard report not displaying any data for the user.
Solution:
Verify if the data sources for the report are correctly linked. Ensure that the user has access to the relevant data and that the report filters are set correctly.
T-Code: Not applicable.
Process Steps:

1. Open the "Report Configuration" section in SAP Ariba.
2. Verify if the data sources are correctly linked to the report.
3. Confirm user access to the relevant data.
4. Update the report filters if necessary to display data.

Question: User unable to export a standard report to Excel.
Solution:
Ensure that the export feature is enabled. Verify if the user has permissions to export reports and that the correct format is selected.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Export Settings" in the Reporting module.
2. Verify if the export feature is enabled.
3. Confirm user permissions for exporting reports.
4. Guide the user through selecting the Excel format and exporting the report.

Question: Report not refreshing with the latest data.
Solution:
Ensure that the report refresh settings are configured correctly. Verify if the data synchronization is running as scheduled and that there are no delays.
T-Code: Not applicable.
Process Steps:

1. Go to "Report Refresh Settings" in SAP Ariba.
2. Verify if the refresh schedule is set correctly.
3. Confirm that data synchronization is running without issues.
4. Update the refresh settings if necessary to get the latest data.

Question: User unable to filter data in a standard report.
Solution:
Ensure that the filtering feature is enabled. Verify if the user has permissions to use filters and that the filters are correctly configured.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Filter Settings" in the Reporting module.
2. Verify if the filtering feature is enabled.
3. Confirm user permissions for using filters.
4. Guide the user through setting up and applying filters in the report.

Question: Standard report showing incorrect data for specific fields.
Solution:
Ensure that the report configuration is accurate. Verify if the data mappings are correct and if there are any discrepancies in the data sources.
T-Code: Not applicable.
Process Steps:

1. Open the "Report Configuration" section.
2. Verify if the data mappings are correctly defined.
3. Confirm that there are no discrepancies in the data sources.
4. Update the configuration to correct any issues and rerun the report.

Question: User unable to view a summary view of a standard report.
Solution:
Ensure that the summary view feature is enabled. Verify if the user has permissions to view summaries and that the report supports a summary view.
T-Code: Not applicable.
Process Steps:

1. Go to "Summary View Settings" in the Reporting module.
2. Verify if the summary view feature is enabled.
3. Confirm user permissions for viewing summaries.
4. Guide the user through accessing the summary view of the report.

Question: User unable to schedule a report to run at a specific time.
Solution:
Ensure that the scheduling feature is enabled. Verify if the user has permissions to schedule reports and that the schedule details are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Report Scheduling Settings" in SAP Ariba.
2. Verify if the scheduling feature is enabled.
3. Confirm user permissions for scheduling reports.
4. Guide the user through setting up the report schedule.

Question: Report not displaying in the correct format for the user.
Solution:
Ensure that the report format settings are configured correctly. Verify if the user has selected the correct format and that the report is compatible with it.
T-Code: Not applicable.
Process Steps:

1. Go to "Report Format Settings" in SAP Ariba.
2. Verify if the format settings are configured correctly.
3. Confirm that the user has selected the desired format.
4. Guide the user through changing the report format.

Question: User unable to drill down into specific data in the report.
Solution:
Ensure that the drill-down feature is enabled for the report. Verify if the user has permissions to use drill-down and that the data supports this functionality.
T-Code: Not applicable.
Process Steps:

1. Open the "Drill-Down Settings" in the Reporting module.
2. Verify if the drill-down feature is enabled.
3. Confirm user permissions for using drill-down functionality.
4. Guide the user through drilling down into the specific data.

Question: Standard report not showing the correct time zone for the data.

Solution:

Ensure that the time zone settings are configured correctly for the report. Verify if the user's profile settings are in the correct time zone.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Time Zone Settings" in the Reporting module.
2. Verify if the report and user profile settings match the correct time zone.
3. Update the time zone settings if necessary.
4. Guide the user through viewing the report with the correct time zone.

Question: User unable to add comments to a report in SAP Ariba.

Solution:

Ensure that the commenting feature is enabled for the report. Verify if the user has permissions to add comments and that the feature is configured correctly.

T-Code: Not applicable.

Process Steps:

1. Go to "Comment Settings" in the Reporting module.
2. Verify if the commenting feature is enabled.
3. Confirm user permissions for adding comments.
4. Guide the user through adding comments to the report.

Question: Report data not matching the data in SAP Ariba modules.

Solution:

Ensure that the data synchronization settings are correct. Verify if the report is using the correct data source and that the data is up to date.

T-Code: Not applicable.

Process Steps:

1. Open the "Data Synchronization" section in the Reporting module.
2. Verify if the correct data source is being used.
3. Confirm that data synchronization settings are up to date.
4. Update the data synchronization settings if necessary.

Question: User unable to share a standard report with team members.

Solution:

Ensure that the sharing feature is enabled. Verify if the user has permissions to share reports and that the team members are listed as recipients.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Sharing Settings" in the Reporting module.
2. Verify if the sharing feature is enabled.
3. Confirm user permissions for sharing reports.
4. Guide the user through selecting team members and sharing the report.

Question: Report permissions not working correctly for different user roles.

Solution:

Ensure that the permission settings are configured for each user role. Verify if the permissions are assigned correctly and that there are no conflicts.

T-Code: Not applicable.

Process Steps:

1. Go to "Permission Settings" in the Reporting module.
2. Verify if permissions are correctly assigned for each user role.
3. Confirm that there are no conflicts in the permission settings.
4. Update the permissions if necessary to ensure correct access.

Question: User unable to create report bookmarks for easy access.

Solution:

Ensure that the bookmarking feature is enabled. Verify if the user has permissions to create bookmarks and that the report supports bookmarking.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Bookmark Settings" in the Reporting module.
2. Verify if the bookmarking feature is enabled.
3. Confirm user permissions for creating bookmarks.
4. Guide the user through bookmarking the report for easy access.

Question: Standard report taking too long to generate results.

Solution:
Ensure that the report performance settings are optimized. Verify if the report is retrieving a large volume of data and consider applying filters to reduce data size.
T-Code: Not applicable.
Process Steps:

1. Open "Performance Optimization" in the Reporting module.
2. Verify if the report settings are optimized for performance.
3. Apply filters to reduce the data size if necessary.
4. Guide the user through generating the report with optimized settings.

Question: User unable to save changes made to a standard report view.

Solution:
Ensure that the report editing feature is enabled. Verify if the user has permissions to save changes and that the report view is editable.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Report Editing Settings" in SAP Ariba.
2. Verify if the report editing feature is enabled.
3. Confirm user permissions for saving changes to the report view.
4. Guide the user through saving the edited report view.

Topic: Custom Report Creation

Question: User unable to create a new custom report in SAP Ariba.

Solution:
Ensure that the user has permissions to create custom reports. Verify if the custom report creation feature is enabled and that the user profile is configured correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "User Management" in SAP Ariba.
2. Verify if the user has permissions to create custom reports.
3. Confirm that the custom report creation feature is enabled.
4. Guide the user through the steps to create a new custom report.

Question: User unable to add data fields to a custom report.
Solution:
Ensure that the data fields are available for the report type. Verify if the user has permissions to add fields and that the report is configured to allow modifications.
T-Code: Not applicable.
Process Steps:

1. Open "Field Configuration" in the Reporting module.
2. Verify if the data fields are available for the selected report type.
3. Confirm user permissions for adding fields.
4. Guide the user through adding the required data fields to the report.

Question: Custom report not displaying data for specific time periods.
Solution:
Ensure that the date range filter is correctly set. Verify if the data for the selected time period is available and that the report filters are applied properly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Date Range Filter" in the Custom Report Settings.
2. Verify if the date range filter is set correctly.
3. Confirm that data for the selected time period is available.
4. Update the filter settings if necessary to display the correct data.

Question: User unable to group data in a custom report.
Solution:
Ensure that the grouping feature is enabled for the report. Verify if the user has permissions to create groupings and that the fields support grouping.
T-Code: Not applicable.
Process Steps:

1. Go to "Grouping Settings" in the Custom Report module.
2. Verify if the grouping feature is enabled.
3. Confirm user permissions for grouping data.
4. Guide the user through grouping data in the custom report.

Question: User unable to share a custom report with team members.
Solution:
Ensure that the sharing feature is enabled. Verify if the user has permissions to share reports and that the team members are added as recipients.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Sharing Settings" in the Custom Report module.
2. Verify if the sharing feature is enabled.
3. Confirm user permissions for sharing reports.
4. Guide the user through selecting team members and sharing the custom report.

Question: Custom report not showing up in the report list after creation.
Solution:
Ensure that the report was saved successfully. Verify if there were any errors during the creation process and that the report visibility settings are correct.
T-Code: Not applicable.
Process Steps:

1. Go to "Report Management" in the Custom Report module.
2. Verify if the report was saved successfully without errors.
3. Confirm that the visibility settings allow the report to be viewed.
4. Update the report settings if necessary and make it visible.

Question: User unable to add calculated fields to a custom report.
Solution:
Ensure that the calculated field feature is enabled. Verify if the user has permissions to create calculated fields and that the formulas are defined correctly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Calculated Field Settings" in the Custom Report module.
2. Verify if the feature is enabled.
3. Confirm user permissions for creating calculated fields.
4. Guide the user through defining and adding calculated fields.

Question: Error while adding charts to a custom report.
Solution:
Ensure that the chart creation feature is enabled. Verify if the user has permissions to add charts and that the data supports visualization.
T-Code: Not applicable.
Process Steps:

1. Go to "Chart Configuration" in the Custom Report module.
2. Verify if the chart creation feature is enabled.
3. Confirm user permissions for adding charts.
4. Guide the user through configuring and adding charts to the report.

Question: User unable to apply conditional formatting in a custom report.
Solution:
Ensure that the conditional formatting feature is enabled. Verify if the user has permissions to apply formatting and that the conditions are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Open "Conditional Formatting Settings" in the Custom Report module.
2. Verify if the feature is enabled for the user.
3. Confirm user permissions for applying conditional formatting.
4. Guide the user through defining conditions and applying formatting.

Question: Custom report data not updating with new entries.
Solution:
Ensure that the data refresh settings are configured correctly. Verify if the report is linked to the right data source and that the refresh schedule is active.
T-Code: Not applicable.
Process Steps:

1. Go to "Data Refresh Settings" in the Custom Report module.
2. Verify if the report is linked to the correct data source.
3. Confirm that the refresh schedule is active.
4. Update the settings if necessary and refresh the report.

Question: User unable to format the layout of a custom report.
Solution:
Ensure that the layout customization feature is enabled. Verify if the user has permissions to modify the report layout and that the options are available.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Layout Customization" in the Custom Report module.
2. Verify if the feature is enabled for modifying the layout.
3. Confirm user permissions for layout customization.
4. Guide the user through adjusting the layout options.

Question: User unable to save changes made to a custom report.
Solution:
Ensure that the report editing feature is enabled. Verify if the user has permissions to save changes and that there are no validation errors in the report.
T-Code: Not applicable.
Process Steps:

1. Go to "Report Editing Settings" in the Custom Report module.
2. Verify if the editing feature is enabled for the user.
3. Confirm that there are no validation errors preventing the save.
4. Guide the user through saving the changes to the report.

Question: User unable to apply advanced filters to a custom report.
Solution:
Ensure that the advanced filtering feature is enabled. Verify if the user has permissions to use advanced filters and that the filter conditions are correctly set.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Advanced Filter Settings" in the Custom Report module.
2. Verify if the feature is enabled.
3. Confirm user permissions for applying advanced filters.
4. Guide the user through configuring and applying the advanced filters.

Question: Custom report showing data that is not relevant to the user.

Solution:

Ensure that the data source and filters are correctly set for the report. Verify if the user-specific filters are applied and that the data mapping is accurate.

T-Code: Not applicable.

Process Steps:

1. Go to "Data Source and Filter Settings" in the Custom Report module.
2. Verify if the data source is correct and user-specific filters are applied.
3. Confirm that data mapping is accurate.
4. Update the report configuration if necessary to ensure relevance.

Question: User unable to copy an existing custom report.

Solution:

Ensure that the report copy feature is enabled. Verify if the user has permissions to duplicate reports and that the original report is not restricted.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Report Copy Settings" in the Custom Report module.
2. Verify if the copy feature is enabled.
3. Confirm user permissions for duplicating reports.
4. Guide the user through copying the existing report.

Question: Custom report data is not matching with SAP Ariba transactional data.

Solution:

Ensure that the data sources are correctly configured for the report. Verify if the correct data fields are mapped and if the data synchronization settings are up to date.

T-Code: Not applicable.

Process Steps:

1. Go to "Data Source Configuration" in the Custom Report module.
2. Verify if the correct data fields are mapped for the report.
3. Confirm that the data synchronization settings are up to date.
4. Update the data source configuration if necessary to correct the discrepancies.

Question: User unable to filter data in a custom report.

Solution:

Ensure that the filtering feature is enabled for the custom report. Verify if the user has permissions to apply filters and that the fields are correctly configured for filtering.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Filter Settings" in the Custom Report module.
2. Verify if the filtering feature is enabled.
3. Confirm user permissions for applying filters.
4. Guide the user through setting up and applying filters to the custom report.

Question: User unable to save a custom report layout.

Solution:

Ensure that the save feature is enabled for custom reports. Verify if the user has permissions to save custom layouts and that all required fields are completed.

T-Code: Not applicable.

Process Steps:

1. Go to "Layout Settings" in the Custom Report module.
2. Verify if the save feature is enabled.
3. Confirm user permissions for saving custom layouts.
4. Guide the user through saving the custom report layout.

Question: Custom report not refreshing with the latest data.

Solution:

Ensure that the report refresh settings are correctly configured. Verify if the data synchronization is running as scheduled and that there are no delays.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Report Refresh Settings" in the Custom Report module.
2. Verify if the refresh schedule is set correctly.
3. Confirm that data synchronization is running without issues.
4. Update the refresh settings if necessary to get the latest data.

Question: User unable to add calculations to a custom report.
Solution:
Ensure that the calculation feature is enabled for custom reports. Verify if the user has permissions to add calculations and that the fields support arithmetic operations.
T-Code: Not applicable.
Process Steps:

1. Go to "Calculation Settings" in the Custom Report module.
2. Verify if the calculation feature is enabled.
3. Confirm user permissions for adding calculations.
4. Guide the user through adding calculations to the custom report.

Question: User unable to delete an outdated custom report.
Solution:
Ensure that the delete feature is enabled for custom reports. Verify if the user has permissions to delete reports and that the report is not locked.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Delete Report Settings" in the Custom Report module.
2. Verify if the delete feature is enabled.
3. Confirm user permissions for deleting custom reports.
4. Guide the user through deleting the outdated custom report.

Question: User unable to configure report visibility for specific user roles.
Solution:
Ensure that the visibility configuration feature is enabled. Verify if the user has permissions to set visibility and that the user roles are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Go to "Report Visibility Settings" in the Custom Report module.
2. Verify if the visibility configuration feature is enabled.
3. Confirm user permissions for setting report visibility.
4. Guide the user through configuring visibility for specific user roles.

Question: User unable to schedule custom report generation.
Solution:
Ensure that the scheduling feature is enabled for custom reports. Verify if the user has permissions to schedule reports and that the schedule settings are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Report Scheduling Settings" in the Custom Report module.
2. Verify if the scheduling feature is enabled.
3. Confirm user permissions for scheduling reports.
4. Guide the user through setting up the report schedule.

Question: Custom report not displaying in the correct format for the user.
Solution:
Ensure that the report format settings are configured correctly. Verify if the user has selected the correct format and that the report is compatible with it.
T-Code: Not applicable.
Process Steps:

1. Go to "Report Format Settings" in the Custom Report module.
2. Verify if the format settings are configured correctly.
3. Confirm that the user has selected the desired format.
4. Guide the user through changing the report format.

Question: User unable to view report preview before saving the custom report.
Solution:
Ensure that the preview feature is enabled for custom reports. Verify if the user has permissions to view the report preview and that the report configuration is complete.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Preview Settings" in the Custom Report module.
2. Verify if the preview feature is enabled.
3. Confirm user permissions for viewing the report preview.
4. Guide the user through accessing the preview before saving the report.

Question: Custom report taking too long to generate results.
Solution:
Ensure that the report performance settings are optimized. Verify if the report is retrieving a large volume of data and consider applying filters to reduce the data size.
T-Code: Not applicable.
Process Steps:

1. Open "Performance Optimization" in the Custom Report module.
2. Verify if the report settings are optimized for performance.
3. Apply filters to reduce the data size if necessary.
4. Guide the user through generating the report with optimized settings.

Question: User unable to duplicate an existing custom report for modification.
Solution:
Ensure that the duplication feature is enabled for custom reports. Verify if the user has permissions to duplicate reports and that the report is eligible for duplication.
T-Code: Not applicable.
Process Steps:

1. Go to "Report Duplication Settings" in the Custom Report module.
2. Verify if the duplication feature is enabled.
3. Confirm user permissions for duplicating custom reports.
4. Guide the user through duplicating and modifying the existing report.

Question: User unable to create a report with data from multiple sources.
Solution:
Ensure that the multi-source reporting feature is enabled. Verify if the user has permissions to create reports with multiple data sources and that the sources are correctly linked.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Multi-Source Settings" in the Custom Report module.
2. Verify if the feature is enabled for using multiple data sources.
3. Confirm user permissions for creating multi-source reports.
4. Guide the user through linking the data sources and creating the report.

Topic: Spend and Sourcing Analytics

Question: User unable to access Spend Analytics in SAP Ariba.

Solution:

Ensure that the user has permissions to access Spend Analytics. Verify if the Spend Analytics module is activated and that the user profile is correctly configured.

T-Code: Not applicable.

Process Steps:

1. Go to "User Management" in SAP Ariba.
2. Verify if the user has permissions to access Spend Analytics.
3. Confirm that the Spend Analytics module is activated.
4. Guide the user through accessing the Spend Analytics dashboard.

Question: Spend data not updating in real-time for the user.

Solution:

Ensure that the data synchronization settings are correct. Verify if the data refresh frequency is set appropriately and that the integration job is running without errors.

T-Code: Not applicable.

Process Steps:

1. Open "Data Synchronization Settings" in Spend Analytics.
2. Verify if the data refresh frequency is set correctly.
3. Confirm that the integration job is running without issues.
4. Update the refresh frequency if necessary to get the latest spend data.

Question: User unable to drill down into specific spend categories.

Solution:

Ensure that the drill-down feature is enabled for Spend Analytics. Verify if the user has permissions to use drill-down and that the data supports this functionality.

T-Code: Not applicable.

Process Steps:

1. Go to "Drill-Down Settings" in Spend Analytics.
2. Verify if the drill-down feature is enabled.
3. Confirm user permissions for using drill-down functionality.
4. Guide the user through drilling down into specific spend categories.

Question: Sourcing Analytics not displaying the correct supplier performance data.
Solution:
Ensure that the data sources are correctly linked for Sourcing Analytics. Verify if the supplier performance data is up to date and that the report filters are set properly.
T-Code: Not applicable.
Process Steps:

1. Open "Data Source Configuration" in Sourcing Analytics.
2. Verify if the supplier performance data is correctly linked.
3. Confirm that the data is up to date.
4. Update the report filters if necessary to display the correct data.

Question: User unable to export Spend Analytics report to Excel.
Solution:
Ensure that the export feature is enabled. Verify if the user has permissions to export reports and that the correct format is selected.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Export Settings" in Spend Analytics.
2. Verify if the export feature is enabled.
3. Confirm user permissions for exporting reports.
4. Guide the user through selecting the Excel format and exporting the report.

Question: Spend Analytics not displaying insights for indirect spend.
Solution:
Ensure that the indirect spend categories are correctly configured. Verify if the data is being captured for indirect spend and that the analytics settings are correct.
T-Code: Not applicable.
Process Steps:

1. Go to "Category Configuration" in Spend Analytics.
2. Verify if the indirect spend categories are correctly set up.
3. Confirm that data is being captured for indirect spend.
4. Update the analytics settings if necessary to display insights.

Question: User unable to set spend targets in Spend Analytics.
Solution:
Ensure that the spend target feature is enabled. Verify if the user has permissions to set targets and that the target values are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Spend Target Settings" in Spend Analytics.
2. Verify if the spend target feature is enabled.
3. Confirm user permissions for setting spend targets.
4. Guide the user through defining and saving spend targets.

Question: User unable to view savings opportunities in Sourcing Analytics.
Solution:
Ensure that the savings opportunities feature is enabled. Verify if the user has permissions to view savings data and that the analysis settings are correctly configured.
T-Code: Not applicable.
Process Steps:

1. Go to "Savings Analysis Settings" in Sourcing Analytics.
2. Verify if the savings opportunities feature is enabled.
3. Confirm user permissions for viewing savings data.
4. Guide the user through accessing savings opportunities in the report.

Question: Sourcing Analytics not displaying sourcing cycle time data.
Solution:
Ensure that the cycle time data is being tracked correctly. Verify if the data source is correctly linked and that the analytics settings support cycle time tracking.
T-Code: Not applicable.
Process Steps:

1. Open "Data Source Configuration" in Sourcing Analytics.
2. Verify if the cycle time data is correctly linked.
3. Confirm that the analytics settings support cycle time tracking.
4. Update the settings if necessary to display cycle time data.

Question: User unable to create custom dashboards for Spend Analytics.
Solution:
Ensure that the custom dashboard creation feature is enabled. Verify if the user has permissions to create dashboards and that all required data fields are available.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Dashboard Configuration" in Spend Analytics.
2. Verify if the custom dashboard creation feature is enabled.
3. Confirm user permissions for creating dashboards.
4. Guide the user through adding data fields to create a custom dashboard.

Question: User unable to filter spend data by region.
Solution:
Ensure that the regional filtering feature is enabled. Verify if the user has permissions to apply filters and that the regional data is correctly configured.
T-Code: Not applicable.
Process Steps:

1. Go to "Filter Settings" in Spend Analytics.
2. Verify if the regional filtering feature is enabled.
3. Confirm user permissions for applying regional filters.
4. Guide the user through setting up and applying regional filters to the spend data.

Question: Spend Analytics not showing data in the desired currency.
Solution:
Ensure that the currency conversion settings are configured correctly. Verify if the user has selected the correct currency and that the exchange rates are up to date.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Currency Settings" in Spend Analytics.
2. Verify if the currency conversion settings are correct.
3. Confirm that the exchange rates are up to date.
4. Guide the user through selecting the desired currency for spend data.

Question: User unable to view category-level spend insights in Spend Analytics.
Solution:
Ensure that the category-level analysis feature is enabled. Verify if the user has permissions to view category-level insights and that the category data is correctly configured.
T-Code: Not applicable.
Process Steps:

1. Go to "Category-Level Settings" in Spend Analytics.
2. Verify if the feature for category-level analysis is enabled.
3. Confirm user permissions for viewing category-level insights.
4. Guide the user through accessing category-level spend insights.

Question: Sourcing Analytics report not displaying supplier compliance data.
Solution:
Ensure that supplier compliance data is being tracked correctly. Verify if the data source is linked and if the compliance metrics are configured in the report.
T-Code: Not applicable.
Process Steps:

1. Open "Data Source Configuration" in Sourcing Analytics.
2. Verify if supplier compliance data is correctly linked.
3. Confirm that the compliance metrics are configured in the report.
4. Update the settings if necessary to display supplier compliance data.

Question: User unable to export Spend and Sourcing Analytics data to PDF.
Solution:
Ensure that the export feature is enabled for PDF. Verify if the user has permissions to export data and that the correct format is selected.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Export Settings" in Spend and Sourcing Analytics.
2. Verify if the export feature for PDF is enabled.
3. Confirm user permissions for exporting data.
4. Guide the user through selecting the PDF format and exporting the data.

Question: Spend Analytics report not providing insights into supplier diversity spend.

Solution:

Ensure that the supplier diversity categories are configured correctly. Verify if the spend data is captured for diverse suppliers and that the analytics settings support diversity tracking.

T-Code: Not applicable.

Process Steps:

1. Go to "Diversity Settings" in Spend Analytics.
2. Verify if supplier diversity categories are correctly configured.
3. Confirm that data is captured for diverse suppliers.
4. Update the analytics settings if necessary to include supplier diversity insights.

Question: User unable to configure alerts for spend threshold breaches.

Solution:

Ensure that the alert configuration feature is enabled. Verify if the user has permissions to set alerts and that the threshold values are correctly defined.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Alert Settings" in Spend Analytics.
2. Verify if the alert configuration feature is enabled.
3. Confirm user permissions for setting alerts.
4. Guide the user through configuring alerts for spend threshold breaches.

Question: User unable to compare spend data across multiple periods.

Solution:

Ensure that the period comparison feature is enabled. Verify if the user has permissions to compare data and that the date ranges are correctly defined.

T-Code: Not applicable.

Process Steps:

1. Go to "Period Comparison Settings" in Spend Analytics.
2. Verify if the feature for comparing data across periods is enabled.
3. Confirm user permissions for comparing data.
4. Guide the user through setting up date ranges for comparison.

Question: Sourcing Analytics not displaying sourcing savings versus target.

Solution:

Ensure that the target savings data is correctly configured. Verify if the user has permissions to view the comparison and that the savings targets are up to date.

T-Code: Not applicable.

Process Steps:

1. Open "Savings Target Configuration" in Sourcing Analytics.
2. Verify if the target savings data is correctly set up.
3. Confirm user permissions for viewing savings versus target.
4. Update the savings targets if necessary to provide accurate comparison insights.

Topic: Dashboard Configuration and Management

Question: User unable to access the dashboard in SAP Ariba.

Solution:

Ensure that the user has permissions to access the dashboard. Verify if the dashboard feature is enabled and that the user profile is correctly configured.

T-Code: Not applicable.

Process Steps:

1. Go to "User Management" in SAP Ariba.
2. Verify if the user has permissions to access the dashboard.
3. Confirm that the dashboard feature is enabled.
4. Guide the user through accessing the dashboard.

Question: Dashboard widgets are not displaying any data.

Solution:

Ensure that the widgets are correctly configured. Verify if the data sources for the widgets are linked properly and that the data is up to date.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Widget Configuration" in the Dashboard Settings.
2. Verify if the data sources are correctly linked to the widgets.
3. Confirm that the data is up to date.
4. Update the configuration if necessary to display data in the widgets.

Question: User unable to add widgets to the dashboard.
Solution:
Ensure that the widget addition feature is enabled. Verify if the user has permissions to add widgets and that all necessary components are available.
T-Code: Not applicable.
Process Steps:

1. Go to "Widget Management" in the Dashboard Configuration.
2. Verify if the widget addition feature is enabled.
3. Confirm user permissions for adding widgets.
4. Guide the user through adding widgets to the dashboard.

Question: Dashboard layout changes not saving for the user.
Solution:
Ensure that the save feature is enabled for the dashboard layout. Verify if the user has permissions to modify the layout and that all changes are correctly applied.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Layout Settings" in the Dashboard Configuration.
2. Verify if the save feature is enabled.
3. Confirm user permissions for modifying and saving the layout.
4. Guide the user through saving the layout changes.

Question: User unable to delete unwanted widgets from the dashboard.
Solution:
Ensure that the delete feature is enabled for widgets. Verify if the user has permissions to remove widgets and that the widgets are not locked.
T-Code: Not applicable.
Process Steps:

1. Go to "Widget Management" in the Dashboard Configuration.
2. Verify if the delete feature is enabled for widgets.
3. Confirm user permissions for deleting widgets.
4. Guide the user through deleting the unwanted widgets.

Question: Dashboard not refreshing with the latest data.
Solution:
Ensure that the refresh settings are configured correctly. Verify if the data synchronization settings are set properly and that there are no delays in the data update.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Dashboard Refresh Settings" in the Dashboard Configuration.
2. Verify if the refresh schedule is set correctly.
3. Confirm that data synchronization is running without issues.
4. Update the refresh settings if necessary to get the latest data.

Question: User unable to create a custom dashboard in SAP Ariba.
Solution:
Ensure that the custom dashboard creation feature is enabled. Verify if the user has permissions to create custom dashboards and that all required components are available.
T-Code: Not applicable.
Process Steps:

1. Go to "Dashboard Creation Settings" in SAP Ariba.
2. Verify if the custom dashboard creation feature is enabled.
3. Confirm user permissions for creating custom dashboards.
4. Guide the user through adding widgets and data fields to create a custom dashboard.

Question: Dashboard not displaying in the desired format for the user.
Solution:
Ensure that the display format settings are configured correctly. Verify if the user has selected the correct format and that the widgets are compatible with it.
T-Code: Not applicable.
Process Steps:

1. Go to "Display Format Settings" in the Dashboard Configuration.
2. Verify if the format settings are configured correctly.
3. Confirm that the user has selected the desired format.
4. Guide the user through changing the dashboard display format.

Question: User unable to share the dashboard with team members.
Solution:
Ensure that the sharing feature is enabled for dashboards. Verify if the user has permissions to share dashboards and that the team members are added as recipients.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Sharing Settings" in the Dashboard Configuration.
2. Verify if the sharing feature is enabled.
3. Confirm user permissions for sharing dashboards.
4. Guide the user through sharing the dashboard with team members.

Question: User unable to set a specific dashboard as their default view.
Solution:
Ensure that the default dashboard setting feature is enabled. Verify if the user has permissions to set default views and that the dashboard is configured correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Default Dashboard Settings" in the Dashboard Configuration.
2. Verify if the feature is enabled for setting a default view.
3. Confirm user permissions for configuring the default dashboard.
4. Guide the user through setting the dashboard as their default view.

Question: User unable to customize the dashboard filters.
Solution:
Ensure that the filter customization feature is enabled. Verify if the user has permissions to modify filters and that all necessary data fields are available.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Filter Settings" in the Dashboard Configuration.
2. Verify if the filter customization feature is enabled.
3. Confirm user permissions for modifying filters.
4. Guide the user through customizing and applying filters to the dashboard.

Question: Dashboard data not matching the data in SAP Ariba modules.

Solution:

Ensure that the data synchronization settings are correct. Verify if the correct data sources are being used and that the data is up to date.

T-Code: Not applicable.

Process Steps:

1. Open "Data Source Configuration" in the Dashboard module.
2. Verify if the correct data sources are being used.
3. Confirm that data synchronization settings are up to date.
4. Update the data source settings if necessary.

Question: User unable to add a KPI widget to the dashboard.

Solution:

Ensure that the KPI widget feature is enabled. Verify if the user has permissions to add KPI widgets and that the necessary data is available.

T-Code: Not applicable.

Process Steps:

1. Go to "Widget Management" in the Dashboard Configuration.
2. Verify if the KPI widget feature is enabled.
3. Confirm user permissions for adding KPI widgets.
4. Guide the user through adding a KPI widget to the dashboard.

Question: User unable to apply color-coded indicators to dashboard widgets.

Solution:

Ensure that the color-coding feature is enabled for widgets. Verify if the user has permissions to apply indicators and that the widgets support this feature.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Color-Coding Settings" in the Dashboard Configuration.
2. Verify if the color-coding feature is enabled.
3. Confirm user permissions for applying indicators.
4. Guide the user through configuring color-coded indicators for widgets.

Question: Dashboard layout not adjusting properly for different screen sizes.
Solution:
Ensure that the responsive layout feature is enabled. Verify if the user has selected the responsive layout option and that the widgets are compatible with it.
T-Code: Not applicable.
Process Steps:

1. Go to "Layout Settings" in the Dashboard Configuration.
2. Verify if the responsive layout feature is enabled.
3. Confirm that the user has selected the responsive layout option.
4. Guide the user through adjusting the layout for different screen sizes.

Question: User unable to see historical data trends on the dashboard.
Solution:
Ensure that the historical data feature is enabled for the dashboard. Verify if the user has permissions to view historical data and that the time range is set appropriately.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Historical Data Settings" in the Dashboard Configuration.
2. Verify if the feature is enabled for viewing historical data.
3. Confirm user permissions for accessing historical trends.
4. Guide the user through selecting the appropriate time range.

Question: User unable to configure alerts for specific dashboard metrics.
Solution:
Ensure that the alert configuration feature is enabled for dashboard metrics. Verify if the user has permissions to set alerts and that the threshold values are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Go to "Alert Settings" in the Dashboard Configuration.
2. Verify if the alert configuration feature is enabled.
3. Confirm user permissions for setting alerts.
4. Guide the user through configuring alerts for specific metrics.

Question: Dashboard widgets not updating after data changes in SAP Ariba.

Solution:
Ensure that the data synchronization settings are correct. Verify if the widgets are correctly linked to the data sources and that the refresh settings are appropriately configured.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Widget Data Source Configuration" in the Dashboard Settings.
2. Verify if the widgets are linked correctly to the data sources.
3. Confirm that the refresh settings are appropriately configured.
4. Update the settings if necessary to ensure data synchronization.

Question: User unable to create a copy of an existing dashboard for modification.

Solution:
Ensure that the dashboard duplication feature is enabled. Verify if the user has permissions to duplicate dashboards and that the original dashboard is eligible for duplication.

T-Code: Not applicable.

Process Steps:

1. Go to "Dashboard Duplication Settings" in SAP Ariba.
2. Verify if the feature is enabled for duplicating dashboards.
3. Confirm user permissions for creating a copy of the dashboard.
4. Guide the user through duplicating and modifying the existing dashboard.

Topic: Overview of Supplier Risk Management

Question: User unable to access Supplier Risk Management in SAP Ariba.

Solution:
Ensure that the user has permissions to access Supplier Risk Management. Verify if the module is activated and that the user profile is configured correctly.

T-Code: Not applicable.

Process Steps:

1. Go to "User Management" in SAP Ariba.
2. Verify if the user has permissions to access Supplier Risk Management.
3. Confirm that the Supplier Risk Management module is activated.
4. Guide the user through accessing Supplier Risk Management.

Question: Supplier risk data not loading for a specific supplier.
Solution:
Ensure that the supplier is onboarded to Supplier Risk Management. Verify if the data for the supplier is up to date and that the data sources are correctly linked.
T-Code: Not applicable.
Process Steps:

1. Open "Supplier Management" in Supplier Risk.
2. Verify if the supplier is onboarded and the data sources are linked.
3. Confirm that the data is up to date.
4. Update the supplier data if necessary to load the risk information.

Question: User unable to see supplier risk score on the dashboard.
Solution:
Ensure that the risk scoring feature is enabled for Supplier Risk Management. Verify if the supplier's data is sufficient to calculate the risk score and that the user has permissions to view it.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Risk Scoring Settings" in Supplier Risk.
2. Verify if the risk scoring feature is enabled.
3. Confirm that sufficient supplier data is available.
4. Guide the user through accessing the supplier risk score.

Question: Supplier Risk Management module not displaying risk factors for suppliers.
Solution:
Ensure that the risk factor configuration is set up correctly. Verify if the risk factors are defined for the suppliers and that the data sources are configured properly.
T-Code: Not applicable.
Process Steps:

1. Go to "Risk Factor Configuration" in Supplier Risk.
2. Verify if the risk factors are defined for the suppliers.
3. Confirm that the data sources are configured correctly.
4. Update the configuration if necessary to display the risk factors.

Question: User unable to subscribe to supplier risk alerts.
Solution:
Ensure that the alert subscription feature is enabled. Verify if the user has permissions to subscribe to alerts and that the supplier risk settings are correctly configured.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Alert Subscription Settings" in Supplier Risk.
2. Verify if the alert subscription feature is enabled.
3. Confirm user permissions for subscribing to alerts.
4. Guide the user through subscribing to supplier risk alerts.

Question: Risk data for suppliers not updating in real-time.
Solution:
Ensure that the data synchronization settings are correct. Verify if the data refresh frequency is set appropriately and that the integration job is running without errors.
T-Code: Not applicable.
Process Steps:

1. Open "Data Synchronization Settings" in Supplier Risk Management.
2. Verify if the data refresh frequency is set correctly.
3. Confirm that the integration job is running without issues.
4. Update the refresh frequency if necessary to get the latest supplier risk data.

Question: User unable to view supplier risk trends over time.
Solution:
Ensure that the historical data tracking feature is enabled. Verify if the user has permissions to view historical trends and that the data retention settings are configured correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Historical Data Settings" in Supplier Risk.
2. Verify if the feature for tracking historical data is enabled.
3. Confirm user permissions for viewing risk trends.
4. Guide the user through accessing the historical data for supplier risk.

Question: Supplier risk rating not available for newly added suppliers.

Solution:

Ensure that the risk rating process is initiated for newly added suppliers. Verify if the supplier data is complete and that the risk rating rules are configured correctly.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Risk Rating Process" in Supplier Risk.
2. Verify if the risk rating process is initiated for new suppliers.
3. Confirm that the supplier data is complete.
4. Update the risk rating rules if necessary to generate a rating.

Question: User unable to add new risk categories for suppliers.

Solution:

Ensure that the risk category customization feature is enabled. Verify if the user has permissions to add risk categories and that the settings are correctly configured.

T-Code: Not applicable.

Process Steps:

1. Go to "Risk Category Configuration" in Supplier Risk.
2. Verify if the customization feature is enabled for adding risk categories.
3. Confirm user permissions for adding risk categories.
4. Guide the user through adding new risk categories.

Question: Supplier risk mitigation actions not appearing on the dashboard.

Solution:

Ensure that the mitigation action tracking feature is enabled. Verify if the user has permissions to view mitigation actions and that the actions are correctly linked to the suppliers.

T-Code: Not applicable.

Process Steps:

1. Open "Mitigation Action Settings" in Supplier Risk.
2. Verify if the feature is enabled for tracking mitigation actions.
3. Confirm user permissions for viewing mitigation actions.
4. Update the linkage between suppliers and mitigation actions if necessary.

Question: User unable to filter suppliers by risk level.

Solution:
Ensure that the filtering feature is enabled for supplier risk levels. Verify if the user has permissions to apply filters and that the data fields are configured for filtering.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Filter Settings" in Supplier Risk.
2. Verify if the feature for filtering by risk level is enabled.
3. Confirm user permissions for applying filters.
4. Guide the user through setting up and applying filters to view suppliers by risk level.

Question: Supplier Risk Management dashboard not displaying the correct number of high-risk suppliers.

Solution:
Ensure that the data aggregation settings are correct. Verify if the high-risk criteria are correctly defined and that the data is up to date.
T-Code: Not applicable.
Process Steps:

1. Open "Data Aggregation Settings" in Supplier Risk Management.
2. Verify if the criteria for high-risk suppliers are correctly defined.
3. Confirm that the data aggregation settings are correct.
4. Update the settings if necessary to display the correct number of high-risk suppliers.

Question: User unable to generate supplier risk reports.

Solution:
Ensure that the report generation feature is enabled. Verify if the user has permissions to generate reports and that the necessary data fields are available for the report.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Report Generation Settings" in Supplier Risk.
2. Verify if the report generation feature is enabled.
3. Confirm user permissions for generating reports.
4. Guide the user through selecting data fields and generating the report.

Question: User unable to configure supplier risk alert thresholds.

Solution:

Ensure that the alert configuration feature is enabled. Verify if the user has permissions to set alert thresholds and that the threshold values are correctly defined.

T-Code: Not applicable.

Process Steps:

1. Go to "Alert Threshold Settings" in Supplier Risk.
2. Verify if the alert configuration feature is enabled.
3. Confirm user permissions for setting alert thresholds.
4. Guide the user through configuring alert thresholds for supplier risk.

Question: User unable to add mitigation plans for high-risk suppliers.

Solution:

Ensure that the mitigation plan feature is enabled. Verify if the user has permissions to create mitigation plans and that the supplier risk data is complete.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Mitigation Plan Settings" in Supplier Risk.
2. Verify if the mitigation plan feature is enabled.
3. Confirm user permissions for creating mitigation plans.
4. Guide the user through defining and adding mitigation plans for high-risk suppliers.

Question: User unable to access supplier risk reports in a preferred format (e.g., PDF).

Solution:

Ensure that the export feature is enabled for reports. Verify if the user has permissions to export reports and that the correct format is available.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Report Export Settings" in Supplier Risk.
2. Verify if the export feature for the preferred format is enabled.
3. Confirm user permissions for exporting reports.
4. Guide the user through selecting the preferred format and exporting the report.

Question: Supplier Risk Management not displaying external risk sources (e.g., financial ratings).
Solution:
Ensure that external risk sources are integrated properly. Verify if the external data feeds are linked and that the integration is running without issues.
T-Code: Not applicable.
Process Steps:

1. Go to "External Data Source Integration" in Supplier Risk.
2. Verify if the external risk sources are linked correctly.
3. Confirm that the integration is running without issues.
4. Update the settings if necessary to include external risk sources.

Topic: Risk Assessment and Monitoring

Question: User unable to initiate a risk assessment for a supplier.
Solution:
Ensure that the user has permissions to initiate risk assessments. Verify if the supplier data is complete and if the assessment criteria are configured correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "User Management" in SAP Ariba.
2. Verify if the user has permissions to initiate risk assessments.
3. Confirm that the supplier data is complete.
4. Guide the user through initiating the risk assessment process.

Question: Risk assessment not displaying scores for specific risk factors.
Solution:
Ensure that the risk factor scoring feature is enabled. Verify if the data sources for the risk factors are correctly linked and that the scoring model is configured properly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Risk Factor Configuration" in Risk Assessment.
2. Verify if the scoring feature is enabled for the risk factors.
3. Confirm that the data sources are correctly linked.
4. Update the configuration if necessary to display the scores.

Question: User unable to add custom risk factors to the assessment.

Solution:

Ensure that the customization feature is enabled for risk factors. Verify if the user has permissions to add custom risk factors and that the settings are configured correctly.

T-Code: Not applicable.

Process Steps:

1. Go to "Risk Factor Customization" in Risk Assessment.
2. Verify if the customization feature is enabled.
3. Confirm user permissions for adding custom risk factors.
4. Guide the user through adding custom risk factors to the assessment.

Question: Risk assessment not updating with the latest data.

Solution:

Ensure that the data synchronization settings are correct. Verify if the data refresh frequency is set appropriately and that the integration job is running without errors.

T-Code: Not applicable.

Process Steps:

1. Open "Data Synchronization Settings" in Risk Assessment.
2. Verify if the data refresh frequency is set correctly.
3. Confirm that the integration job is running without issues.
4. Update the refresh settings if necessary to get the latest data.

Question: User unable to view supplier risk trends over time.

Solution:

Ensure that the historical data tracking feature is enabled. Verify if the user has permissions to view historical trends and that the data retention settings are configured correctly.

T-Code: Not applicable.

Process Steps:

1. Go to "Historical Data Settings" in Risk Assessment.
2. Verify if the feature for tracking historical data is enabled.
3. Confirm user permissions for viewing risk trends.
4. Guide the user through accessing the historical data for risk assessment.

Question: Risk monitoring alerts not being generated for high-risk suppliers.
Solution:
Ensure that the alert configuration feature is enabled. Verify if the alert thresholds are set correctly and that the user has permissions to receive alerts.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Alert Settings" in Risk Monitoring.
2. Verify if the alert configuration feature is enabled.
3. Confirm that the alert thresholds are correctly set.
4. Guide the user through configuring the alert settings for high-risk suppliers.

Question: User unable to view the risk assessment summary for a supplier.
Solution:
Ensure that the summary view feature is enabled for risk assessments. Verify if the user has permissions to view summaries and that the assessment is complete.
T-Code: Not applicable.
Process Steps:

1. Open "Summary View Settings" in Risk Assessment.
2. Verify if the summary view feature is enabled.
3. Confirm user permissions for viewing assessment summaries.
4. Guide the user through accessing the risk assessment summary.

Question: Risk assessment not displaying external risk factors (e.g., financial ratings).
Solution:
Ensure that the external data integration is correctly configured. Verify if the external risk sources are linked and if the integration is running without issues.
T-Code: Not applicable.
Process Steps:

1. Go to "External Data Source Integration" in Risk Assessment.
2. Verify if the external risk factors are linked correctly.
3. Confirm that the integration is running without issues.
4. Update the settings if necessary to include external risk factors.

Question: User unable to set risk assessment frequency for suppliers.

Solution:

Ensure that the assessment frequency feature is enabled. Verify if the user has permissions to configure assessment frequency and that the settings are correctly defined.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Assessment Frequency Settings" in Risk Assessment.
2. Verify if the feature is enabled for setting assessment frequency.
3. Confirm user permissions for configuring the frequency.
4. Guide the user through setting the frequency for risk assessments.

Question: Risk assessment scores not calculating correctly for suppliers.

Solution:

Ensure that the scoring model is correctly configured. Verify if all risk factors are assigned the correct weights and that the data sources are accurate.

T-Code: Not applicable.

Process Steps:

1. Open "Scoring Model Configuration" in Risk Assessment.
2. Verify if the risk factors are assigned correct weights.
3. Confirm that the data sources are accurate and up to date.
4. Update the scoring model if necessary to correct the calculations.

Question: User unable to generate a risk assessment report for a supplier.

Solution:

Ensure that the report generation feature is enabled for risk assessments. Verify if the user has permissions to generate reports and that the assessment is complete.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Report Generation Settings" in Risk Assessment.
2. Verify if the report generation feature is enabled.
3. Confirm user permissions for generating risk assessment reports.
4. Guide the user through generating the report for the supplier.

Question: User unable to compare risk assessments between multiple suppliers.
Solution:
Ensure that the comparison feature is enabled. Verify if the user has permissions to compare assessments and that the suppliers have complete data for comparison.
T-Code: Not applicable.
Process Steps:

1. Go to "Assessment Comparison Settings" in Risk Assessment.
2. Verify if the comparison feature is enabled.
3. Confirm user permissions for comparing risk assessments.
4. Guide the user through selecting suppliers for comparison.

Question: User unable to assign risk assessment tasks to team members.
Solution:
Ensure that the task assignment feature is enabled. Verify if the user has permissions to assign tasks and that the team members are added to the system.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Task Assignment Settings" in Risk Assessment.
2. Verify if the task assignment feature is enabled.
3. Confirm user permissions for assigning assessment tasks.
4. Guide the user through assigning tasks to team members.

Question: Risk assessment dashboard not displaying all suppliers.
Solution:
Ensure that the dashboard settings are configured to display all suppliers. Verify if the filters are correctly applied and that the data is up to date.
T-Code: Not applicable.
Process Steps:

1. Open "Dashboard Configuration" in Risk Assessment.
2. Verify if the dashboard settings are configured to display all suppliers.
3. Confirm that the filters are correctly applied.
4. Update the settings if necessary to include all suppliers.

Question: User unable to access the detailed risk assessment report for a high-risk supplier.
Solution:
Ensure that the detailed report feature is enabled. Verify if the user has permissions to access detailed reports and that the assessment is complete.
T-Code: Not applicable.
Process Steps:

1. Go to "Detailed Report Settings" in Risk Assessment.
2. Verify if the detailed report feature is enabled.
3. Confirm user permissions for accessing detailed reports.
4. Guide the user through accessing the detailed risk assessment report.

Question: Risk monitoring alerts not being sent to assigned stakeholders.
Solution:
Ensure that the alert notification settings are correctly configured. Verify if the stakeholders are assigned to the alerts and that the email server settings are functioning properly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Alert Notification Settings" in Risk Monitoring.
2. Verify if the stakeholders are assigned to receive alerts.
3. Confirm that the email server settings are functioning correctly.
4. Update the notification settings if necessary and resend the alerts.

Question: User unable to include custom risk metrics in the assessment.
Solution:
Ensure that the custom metrics feature is enabled. Verify if the user has permissions to add custom metrics and that the metrics are correctly configured.
T-Code: Not applicable.
Process Steps:

1. Go to "Custom Metrics Settings" in Risk Assessment.
2. Verify if the feature for adding custom metrics is enabled.
3. Confirm user permissions for adding custom metrics.
4. Guide the user through including custom metrics in the risk assessment.

Topic: Supplier Risk Reports and Dashboards

Question: User unable to access Supplier Risk Reports in SAP Ariba.

Solution:
Ensure that the user has permissions to access Supplier Risk Reports. Verify if the reporting feature is enabled and that the user profile is configured correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "User Management" in SAP Ariba.
2. Verify if the user has permissions to access Supplier Risk Reports.
3. Confirm that the reporting feature is enabled.
4. Guide the user through accessing the available risk reports.

Question: Supplier risk report not displaying the latest risk data.

Solution:
Ensure that the data refresh settings are configured correctly. Verify if the data synchronization is running as scheduled and that there are no delays.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Data Refresh Settings" in Supplier Risk Reports.
2. Verify if the refresh schedule is set correctly.
3. Confirm that data synchronization is running without issues.
4. Update the refresh settings if necessary to get the latest data.

Question: User unable to export Supplier Risk Reports to Excel.

Solution:
Ensure that the export feature is enabled. Verify if the user has permissions to export reports and that the correct format is selected.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Export Settings" in the Reporting module.
2. Verify if the export feature is enabled.
3. Confirm user permissions for exporting reports.
4. Guide the user through selecting the Excel format and exporting the report.

Question: Supplier Risk Dashboard not displaying all high-risk suppliers.

Solution:

Ensure that the dashboard settings are configured to display all risk levels. Verify if the filters are applied correctly and if the data sources are up to date.

T-Code: Not applicable.

Process Steps:

1. Go to "Dashboard Configuration" in Supplier Risk.
2. Verify if the dashboard settings are configured to display all risk levels.
3. Confirm that the filters are correctly applied.
4. Update the settings if necessary to include all high-risk suppliers.

Question: User unable to create custom supplier risk reports.

Solution:

Ensure that the custom report creation feature is enabled. Verify if the user has permissions to create reports and that the necessary data fields are available.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Custom Report Settings" in Supplier Risk.
2. Verify if the custom report creation feature is enabled.
3. Confirm user permissions for creating reports.
4. Guide the user through selecting data fields and creating the custom report.

Question: Supplier Risk Dashboard not updating in real-time.

Solution:

Ensure that the dashboard refresh settings are configured correctly. Verify if the data synchronization is running as scheduled and that there are no delays.

T-Code: Not applicable.

Process Steps:

1. Go to "Dashboard Refresh Settings" in Supplier Risk.
2. Verify if the refresh schedule is set correctly.
3. Confirm that data synchronization is running without issues.
4. Update the refresh settings if necessary to get the latest data.

Question: User unable to filter suppliers by risk level in the dashboard.
Solution:
Ensure that the filtering feature is enabled for the Supplier Risk Dashboard. Verify if the user has permissions to apply filters and that the filter criteria are correctly set.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Filter Settings" in the Supplier Risk Dashboard.
2. Verify if the filtering feature is enabled.
3. Confirm user permissions for applying filters.
4. Guide the user through setting up and applying filters to view suppliers by risk level.

Question: User unable to view supplier risk trends in the dashboard.
Solution:
Ensure that the historical data tracking feature is enabled. Verify if the user has permissions to view historical trends and that the data retention settings are configured correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Historical Data Settings" in Supplier Risk Dashboard.
2. Verify if the feature for tracking historical data is enabled.
3. Confirm user permissions for viewing risk trends.
4. Guide the user through accessing the historical data for supplier risk.

Question: User unable to add custom widgets to the Supplier Risk Dashboard.
Solution:
Ensure that the custom widget addition feature is enabled. Verify if the user has permissions to add widgets and that all necessary components are available.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Widget Management" in Supplier Risk Dashboard.
2. Verify if the custom widget addition feature is enabled.
3. Confirm user permissions for adding widgets.
4. Guide the user through adding custom widgets to the dashboard.

Question: Supplier Risk Report not displaying external risk factors.
Solution:
Ensure that the external data integration is correctly configured. Verify if the external risk sources are linked and if the integration is running without issues.
T-Code: Not applicable.
Process Steps:

1. Go to "External Data Source Integration" in Supplier Risk Reports.
2. Verify if the external risk factors are linked correctly.
3. Confirm that the integration is running without issues.
4. Update the settings if necessary to include external risk factors.

Question: User unable to save a custom layout for the Supplier Risk Dashboard.
Solution:
Ensure that the save feature is enabled for dashboard layouts. Verify if the user has permissions to save custom layouts and that all changes are correctly applied.
T-Code: Not applicable.
Process Steps:

1. Go to "Layout Settings" in the Supplier Risk Dashboard.
2. Verify if the save feature is enabled.
3. Confirm user permissions for modifying and saving the layout.
4. Guide the user through saving the custom layout.

Question: Risk reports not showing compliance metrics for suppliers.
Solution:
Ensure that the compliance metrics are correctly configured in the report. Verify if the data source is linked and if the compliance metrics are available for the selected suppliers.
T-Code: Not applicable.
Process Steps:

1. Open "Compliance Metrics Configuration" in Supplier Risk Reports.
2. Verify if the compliance metrics are correctly linked.
3. Confirm that the data is available for the selected suppliers.
4. Update the settings if necessary to include compliance metrics in the report.

Question: User unable to compare risk reports between multiple suppliers.

Solution:

Ensure that the comparison feature is enabled. Verify if the user has permissions to compare reports and that the suppliers have complete data for comparison.

T-Code: Not applicable.

Process Steps:

1. Go to "Report Comparison Settings" in Supplier Risk Reports.
2. Verify if the comparison feature is enabled.
3. Confirm user permissions for comparing risk reports.
4. Guide the user through selecting suppliers for comparison.

Question: Supplier Risk Dashboard not displaying risk mitigation actions.

Solution:

Ensure that the mitigation action tracking feature is enabled. Verify if the user has permissions to view mitigation actions and that the actions are correctly linked to the suppliers.

T-Code: Not applicable.

Process Steps:

1. Open "Mitigation Action Settings" in Supplier Risk Dashboard.
2. Verify if the feature is enabled for tracking mitigation actions.
3. Confirm user permissions for viewing mitigation actions.
4. Update the linkage between suppliers and mitigation actions if necessary.

Question: User unable to set risk report scheduling frequency.

Solution:

Ensure that the report scheduling feature is enabled. Verify if the user has permissions to schedule reports and that the schedule settings are correctly defined.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Report Scheduling Settings" in Supplier Risk Reports.
2. Verify if the report scheduling feature is enabled.
3. Confirm user permissions for scheduling reports.
4. Guide the user through setting up the report schedule.

Question: Supplier Risk Dashboard not displaying supplier diversity risk data.
Solution:
Ensure that the diversity data is correctly configured. Verify if the diversity metrics are available and linked to the dashboard and that the data is up to date.
T-Code: Not applicable.
Process Steps:

1. Go to "Diversity Data Settings" in Supplier Risk Dashboard.
2. Verify if the diversity metrics are correctly configured.
3. Confirm that the data is up to date.
4. Update the settings if necessary to display diversity risk data.

Question: User unable to add risk alerts to the dashboard.
Solution:
Ensure that the alert configuration feature is enabled. Verify if the user has permissions to add alerts and that the alert criteria are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Alert Settings" in Supplier Risk Dashboard.
2. Verify if the alert configuration feature is enabled.
3. Confirm user permissions for adding alerts.
4. Guide the user through configuring alerts for the dashboard.

Question: User unable to view supplier risk mitigation plans in the dashboard.
Solution:
Ensure that the mitigation plan tracking feature is enabled. Verify if the user has permissions to view mitigation plans and that the plans are linked to the suppliers.
T-Code: Not applicable.
Process Steps:

1. Open "Mitigation Plan Settings" in Supplier Risk Dashboard.
2. Verify if the feature is enabled for tracking mitigation plans.
3. Confirm user permissions for viewing mitigation plans.
4. Update the linkage between suppliers and mitigation plans if necessary.

Topic: Mitigating Supplier Risk

Question: User unable to create a risk mitigation plan for a high-risk supplier.

Solution:
Ensure that the mitigation plan feature is enabled. Verify if the user has permissions to create mitigation plans and that the supplier's risk data is complete.
T-Code: Not applicable.
Process Steps:

1. Go to "Mitigation Plan Settings" in Supplier Risk.
2. Verify if the mitigation plan feature is enabled.
3. Confirm user permissions for creating mitigation plans.
4. Guide the user through creating a mitigation plan for the high-risk supplier.

Question: User unable to assign tasks within a risk mitigation plan.

Solution:
Ensure that the task assignment feature is enabled for mitigation plans. Verify if the user has permissions to assign tasks and that the team members are correctly configured in the system.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Task Assignment Settings" in Mitigation Plan Configuration.
2. Verify if the task assignment feature is enabled.
3. Confirm user permissions for assigning tasks.
4. Guide the user through assigning tasks within the mitigation plan.

Question: Risk mitigation actions not appearing on the Supplier Risk Dashboard.

Solution:
Ensure that the mitigation action tracking feature is enabled. Verify if the user has permissions to view mitigation actions and that they are linked to the correct suppliers.
T-Code: Not applicable.
Process Steps:

1. Open "Mitigation Action Settings" in Supplier Risk Dashboard.
2. Verify if the mitigation action tracking feature is enabled.
3. Confirm user permissions for viewing mitigation actions.
4. Update the linkage between suppliers and mitigation actions if necessary.

Question: User unable to add mitigation deadlines for risk actions.
Solution:
Ensure that the deadline feature is enabled for mitigation actions. Verify if the user has permissions to set deadlines and that all necessary fields are completed.
T-Code: Not applicable.
Process Steps:

1. Go to "Deadline Settings" in Mitigation Plan Configuration.
2. Verify if the deadline feature is enabled for risk actions.
3. Confirm user permissions for setting deadlines.
4. Guide the user through adding deadlines for each mitigation action.

Question: Mitigation plan not displaying the completion status of assigned tasks.
Solution:
Ensure that the task tracking feature is enabled. Verify if the user has permissions to view task statuses and that the tracking configuration is correct.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Task Tracking Settings" in Mitigation Plan.
2. Verify if the task tracking feature is enabled.
3. Confirm user permissions for viewing task statuses.
4. Update the tracking configuration if necessary to display the completion status.

Question: User unable to link mitigation actions to specific risk factors.
Solution:
Ensure that the linking feature is enabled for risk factors and mitigation actions. Verify if the user has permissions to link actions and that the risk factors are configured correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Linking Settings" in Mitigation Plan Configuration.
2. Verify if the feature for linking risk factors and mitigation actions is enabled.
3. Confirm user permissions for linking actions to risk factors.
4. Guide the user through linking the mitigation actions to specific risk factors.

Question: Mitigation plan not being approved by assigned approvers.
Solution:
Ensure that the approval workflow is correctly configured. Verify if the assigned approvers are notified and that the approval conditions are met.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Approval Workflow Settings" in Mitigation Plan.
2. Verify if the approval workflow is correctly configured.
3. Confirm that the assigned approvers are notified.
4. Guide the user through modifying the approval conditions if necessary.

Question: User unable to view historical mitigation actions for a supplier.
Solution:
Ensure that the historical tracking feature is enabled. Verify if the user has permissions to view historical actions and that the data retention settings are correctly configured.
T-Code: Not applicable.
Process Steps:

1. Go to "Historical Tracking Settings" in Supplier Risk.
2. Verify if the historical tracking feature is enabled.
3. Confirm user permissions for viewing historical mitigation actions.
4. Guide the user through accessing historical mitigation actions for the supplier.

Question: Mitigation plan not saving after adding risk actions.
Solution:
Ensure that the save feature is enabled for mitigation plans. Verify if all required fields are completed and that there are no validation errors.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Save Settings" in Mitigation Plan Configuration.
2. Verify if the save feature is enabled for mitigation plans.
3. Confirm that all required fields are completed.
4. Guide the user through saving the mitigation plan after adding actions.

Question: User unable to add cost estimates to mitigation actions.
Solution:
Ensure that the cost estimation feature is enabled. Verify if the user has permissions to add cost estimates and that the fields are configured correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Cost Estimation Settings" in Mitigation Plan Configuration.
2. Verify if the cost estimation feature is enabled.
3. Confirm user permissions for adding cost estimates.
4. Guide the user through adding cost estimates to mitigation actions.

Question: User unable to assign mitigation actions to external stakeholders.
Solution:
Ensure that external stakeholder assignment is enabled. Verify if the external stakeholders are onboarded in the system and that the user has permissions to assign actions.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Stakeholder Management" in Mitigation Plan Configuration.
2. Verify if the feature for external stakeholder assignment is enabled.
3. Confirm that external stakeholders are onboarded.
4. Guide the user through assigning mitigation actions to external stakeholders.

Question: User unable to escalate mitigation actions that are past due.
Solution:
Ensure that the escalation feature is enabled for overdue actions. Verify if the user has permissions to escalate actions and that the escalation conditions are configured correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Escalation Settings" in Mitigation Plan Configuration.
2. Verify if the escalation feature is enabled for overdue actions.
3. Confirm user permissions for escalating actions.
4. Guide the user through escalating the mitigation actions that are past due.

Question: User unable to include custom metrics in a mitigation plan.
Solution:
Ensure that the custom metrics feature is enabled. Verify if the user has permissions to add custom metrics and that the metrics are correctly defined.
T-Code: Not applicable.
Process Steps:

1. Go to "Custom Metrics Settings" in Mitigation Plan.
2. Verify if the feature for adding custom metrics is enabled.
3. Confirm user permissions for adding custom metrics.
4. Guide the user through including custom metrics in the mitigation plan.

Question: Mitigation actions not appearing in Supplier Risk Reports.
Solution:
Ensure that the mitigation action tracking is linked to reporting. Verify if the user has permissions to view mitigation actions in reports and that the data sources are correctly configured.
T-Code: Not applicable.
Process Steps:

1. Open "Report Configuration" in Supplier Risk.
2. Verify if the mitigation action tracking is linked to reporting.
3. Confirm user permissions for viewing mitigation actions in reports.
4. Update the settings if necessary to include mitigation actions in Supplier Risk Reports.

Question: User unable to update mitigation action status.
Solution:
Ensure that the status update feature is enabled. Verify if the user has permissions to modify action statuses and that the fields are correctly configured.
T-Code: Not applicable.
Process Steps:

1. Go to "Status Update Settings" in Mitigation Plan.
2. Verify if the status update feature is enabled.
3. Confirm user permissions for modifying action statuses.
4. Guide the user through updating the mitigation action status.

Question: User unable to link mitigation actions to contract clauses.
Solution:
Ensure that the linking feature is enabled for mitigation actions and contract clauses. Verify if the user has permissions to create links and that the contract information is available.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Linking Settings" in Mitigation Plan.
2. Verify if the feature for linking mitigation actions to contract clauses is enabled.
3. Confirm user permissions for creating links.
4. Guide the user through linking mitigation actions to contract clauses.

Topic: Types of Catalogs in Ariba

Question: User unable to differentiate between different catalog types in SAP Ariba.
Solution:
Provide an overview of each catalog type, such as PunchOut, Hosted, and CIF catalogs, and explain their key differences.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Catalog Management" in SAP Ariba.
2. Explain that **Hosted Catalogs** are created and maintained in Ariba, **CIF Catalogs** are loaded through a Catalog Interchange Format file, and **PunchOut Catalogs** involve external websites.
3. Provide documentation on each catalog type for further reference.

Question: User unable to create a PunchOut catalog in SAP Ariba.
Solution:
Ensure that the PunchOut catalog feature is enabled. Verify if the user has permissions to create PunchOut catalogs and that the supplier integration details are complete.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Creation" in SAP Ariba.
2. Verify if the PunchOut catalog feature is enabled.
3. Confirm user permissions for creating PunchOut catalogs.
4. Guide the user through completing supplier integration details to create the PunchOut catalog.

Question: User unable to add items to a Hosted catalog.
Solution:
Ensure that the catalog is not locked. Verify if the user has permissions to add items and that all required item details are provided.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Hosted Catalog Management" in SAP Ariba.
2. Verify if the catalog is in an editable state.
3. Confirm user permissions for adding items to the catalog.
4. Guide the user through adding items and saving the changes.

Question: Supplier unable to access their PunchOut catalog link.
Solution:
Ensure that the supplier integration is correctly configured. Verify if the PunchOut URL is correct and if the supplier has the necessary access permissions.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Integration Settings" in PunchOut Catalog Configuration.
2. Verify if the PunchOut URL is correct.
3. Confirm that the supplier has the necessary access permissions.
4. Guide the supplier through accessing the PunchOut catalog link.

Question: User unable to upload a CIF catalog file.
Solution:
Ensure that the CIF format is correct. Verify if the user has permissions to upload CIF catalogs and that the file follows the required structure.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Catalog Upload" in SAP Ariba.
2. Verify if the CIF file follows the required structure.
3. Confirm user permissions for uploading CIF catalogs.
4. Guide the user through uploading the CIF file and resolving any format issues.

Question: Hosted catalog items not displaying correctly for buyers.
Solution:
Ensure that the items are published and that there are no data discrepancies. Verify if the visibility settings are correct for buyers.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Item Management" in Hosted Catalog.
2. Verify if the items are correctly published.
3. Confirm that the visibility settings are configured for buyers.
4. Update the settings if necessary to display items correctly.

Question: User unable to activate a PunchOut catalog.
Solution:
Ensure that all configuration steps are complete. Verify if the supplier site credentials are correct and that the PunchOut catalog is correctly mapped.
T-Code: Not applicable.
Process Steps:

1. Navigate to "PunchOut Catalog Activation" in SAP Ariba.
2. Verify if all required configuration steps are complete.
3. Confirm that the supplier site credentials are correct.
4. Guide the user through activating the PunchOut catalog.

Question: User confused about when to use a Hosted catalog versus a PunchOut catalog.
Solution:
Provide a comparison of Hosted and PunchOut catalogs, including their advantages and when to use each. Hosted catalogs are suitable for items with fixed pricing, while PunchOut catalogs provide dynamic pricing and inventory from the supplier's system.
T-Code: Not applicable.
Process Steps:

1. Explain that **Hosted catalogs** are managed entirely within Ariba and are used when item pricing is stable.
2. Explain that **PunchOut catalogs** allow buyers to connect directly to the supplier’s website for real-time pricing and availability.
3. Provide examples of scenarios where each catalog type is best used.

Question: User unable to edit the pricing in a CIF catalog.
Solution:
Ensure that the catalog is editable and that the user has permissions. Verify if the CIF file is in the correct format and that pricing updates are allowed.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" in SAP Ariba.
2. Verify if the CIF catalog is in an editable state.
3. Confirm user permissions for editing the catalog.
4. Guide the user through making the necessary pricing edits and saving the changes.

Question: Items in a PunchOut catalog are not reflecting the negotiated contract terms.
Solution:
Ensure that the contract terms are correctly linked to the PunchOut catalog. Verify if the supplier has configured the catalog in accordance with the negotiated terms.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Contract Linking" in PunchOut Catalog Configuration.
2. Verify if the catalog is linked to the correct contract.
3. Confirm that the supplier has configured the items based on the negotiated terms.
4. Update the linking if necessary to ensure compliance with contract terms.

Question: User unable to differentiate between CIF and cXML catalogs.
Solution:
Provide an overview of CIF and cXML catalogs, including their use cases and differences. CIF is a flat file format used for bulk uploads, while cXML is an XML-based format for seamless integration and real-time updates.
T-Code: Not applicable.
Process Steps:

1. Explain that **CIF** (Catalog Interchange Format) catalogs are used for bulk uploads and are manually updated.
2. Explain that **cXML** catalogs allow for dynamic updates and integration between systems.
3. Provide examples of scenarios where each type is used and suggest documentation for further reading.

Question: User unable to delete items from a Hosted catalog.

Solution:

Ensure that the catalog is not locked and that the user has permissions. Verify if there are any dependencies, such as active requisitions linked to the items.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Hosted Catalog Management" in SAP Ariba.
2. Verify if the catalog is in an editable state and not locked.
3. Confirm user permissions for deleting items.
4. Guide the user through deleting items, ensuring there are no active dependencies.

Question: Supplier unable to update the pricing in a PunchOut catalog.

Solution:

Ensure that the supplier has access to the PunchOut configuration settings. Verify if the PunchOut URL is correctly linked and that the supplier's pricing system is integrated.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Management" in PunchOut Catalog Configuration.
2. Verify if the supplier has access to update the PunchOut configuration.
3. Confirm that the pricing system is integrated and the URL is correct.
4. Guide the supplier through updating the pricing in their PunchOut catalog.

Question: User unable to determine if a catalog is active or inactive.

Solution:

Guide the user on how to check the catalog status within Catalog Management. Verify if the catalog status is correctly displayed.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Catalog Management" in SAP Ariba.
2. Show the user where the **Status** column is displayed for each catalog.
3. Explain the meaning of **Active** and **Inactive** status indicators.
4. Guide the user through identifying the current status of each catalog.

Question: User unable to set a default catalog type for a specific purchasing category.
Solution:
Ensure that the category settings are configured to allow default catalog types. Verify if the user has permissions to modify category settings.
T-Code: Not applicable.
Process Steps:

1. Go to "Category Configuration" in SAP Ariba.
2. Verify if the settings allow for default catalog type assignments.
3. Confirm user permissions for modifying category settings.
4. Guide the user through assigning a default catalog type to a purchasing category.

Topic: Catalog Creation and Maintenance

Question: User unable to create a new Hosted catalog in SAP Ariba.
Solution:
Ensure that the user has permissions to create Hosted catalogs. Verify if the catalog creation feature is enabled and if all mandatory fields are completed.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" in SAP Ariba.
2. Verify if the user has permissions to create a catalog.
3. Confirm that the Hosted catalog creation feature is enabled.
4. Guide the user through filling out the mandatory fields to create the Hosted catalog.

Question: Catalog creation process stalls without any error messages.
Solution:
Ensure that all required fields are properly completed. Verify if there are any system-wide issues or performance bottlenecks affecting the catalog creation process.
T-Code: Not applicable.
Process Steps:

1. Check if all mandatory fields are completed and formatted correctly.
2. Verify if the system performance is stable without any ongoing outages.
3. Guide the user through retrying the process and ensure all fields are correctly entered.

Question: User unable to upload images to catalog items.
Solution:
Ensure that the image upload feature is enabled and that the file type is supported. Verify if the user has permissions to add item images.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Catalog Item Management" in SAP Ariba.
2. Verify if the image upload feature is enabled.
3. Confirm that the image file type is supported (e.g., JPG, PNG).
4. Guide the user through uploading images to the catalog items.

Question: User unable to update pricing for catalog items.
Solution:
Ensure that the catalog is not locked or under review. Verify if the user has permissions to modify pricing and that all updated information is accurate.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" in SAP Ariba.
2. Verify if the catalog is in an editable state and not locked.
3. Confirm user permissions for modifying pricing.
4. Guide the user through updating pricing and saving the changes.

Question: Supplier unable to access catalog for maintenance.
Solution:
Ensure that the supplier has permissions to access the catalog and that they are onboarded correctly. Verify if the catalog is shared with the supplier.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Supplier Management" in Catalog Settings.
2. Verify if the supplier is onboarded and has necessary permissions.
3. Confirm that the catalog is shared with the supplier.
4. Guide the supplier through accessing the catalog for maintenance.

Question: Catalog item descriptions not displaying correctly.

Solution:

Ensure that the item descriptions are entered properly without formatting errors. Verify if the catalog settings support special characters and formatting.

T-Code: Not applicable.

Process Steps:

1. Open "Catalog Item Management" in SAP Ariba.
2. Verify if the item descriptions are correctly formatted.
3. Confirm that special characters are supported by the catalog.
4. Guide the user through correcting and updating the item descriptions.

Question: User unable to add discount details to catalog items.

Solution:

Ensure that the discount feature is enabled for the catalog. Verify if the user has permissions to add discount information and that the discount structure is correct.

T-Code: Not applicable.

Process Steps:

1. Go to "Discount Settings" in Catalog Management.
2. Verify if the discount feature is enabled.
3. Confirm user permissions for adding discount information.
4. Guide the user through entering discount details for catalog items.

Question: Catalog not appearing in search results for buyers.

Solution:

Ensure that the catalog is published and active. Verify if the visibility settings are configured correctly for the buyers' group.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Catalog Visibility Settings" in SAP Ariba.
2. Verify if the catalog is published and active.
3. Confirm that the visibility settings are configured for the correct buyer groups.
4. Guide the user through updating visibility settings if necessary.

Question: User unable to set an expiration date for a catalog.

Solution:
Ensure that the expiration date feature is enabled. Verify if the user has permissions to set expiration dates and that the date format is correct.
T-Code: Not applicable.
Process Steps:

1. Go to "Expiration Date Settings" in Catalog Management.
2. Verify if the expiration date feature is enabled.
3. Confirm user permissions for setting expiration dates.
4. Guide the user through setting an expiration date for the catalog.

Question: User unable to delete outdated catalogs.

Solution:
Ensure that the catalog is not linked to any active contracts or requisitions. Verify if the user has permissions to delete catalogs and that the deletion conditions are met.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Catalog Management" in SAP Ariba.
2. Verify if the catalog is not linked to active contracts or requisitions.
3. Confirm user permissions for deleting catalogs.
4. Guide the user through deleting the outdated catalog once all conditions are met.

Question: Catalog changes not being reflected for end-users.

Solution:
Ensure that the catalog changes are saved and published. Verify if there is a delay in the system update or if there are any errors in the publication process.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" and verify if all changes are saved.
2. Confirm that the changes are published.
3. Check if there is a delay in the system update.
4. Guide the user through republishing the catalog if necessary.

Question: User unable to assign a catalog to a specific purchasing group.
Solution:
Ensure that the purchasing group is active and configured correctly. Verify if the user has permissions to assign catalogs and that the group settings are correct.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Purchasing Group Settings" in Catalog Management.
2. Verify if the purchasing group is active and correctly configured.
3. Confirm user permissions for assigning catalogs.
4. Guide the user through assigning the catalog to the specified group.

Question: User unable to add catalog items to multiple categories.
Solution:
Ensure that multi-category assignment is enabled for catalog items. Verify if the user has permissions to assign items to multiple categories and that the categories are active.
T-Code: Not applicable.
Process Steps:

1. Go to "Category Assignment Settings" in Catalog Management.
2. Verify if multi-category assignment is enabled.
3. Confirm user permissions for assigning items to multiple categories.
4. Guide the user through adding items to multiple categories.

Question: Catalog maintenance tasks not appearing in the user's task list.
Solution:
Ensure that the task assignment feature is enabled. Verify if the user is assigned to the maintenance tasks and that the catalog is linked correctly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Task Management" in Catalog Maintenance.
2. Verify if the feature for task assignment is enabled.
3. Confirm that the user is assigned to the maintenance tasks.
4. Guide the user through accessing the assigned tasks.

Question: User unable to import catalog items from an external source.
Solution:
Ensure that the import feature is enabled and that the file format is supported. Verify if the user has permissions to import items and that the source data is correct.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Import Settings" in SAP Ariba.
2. Verify if the import feature is enabled.
3. Confirm that the file format is supported (e.g., CSV, CIF).
4. Guide the user through importing catalog items from the external source.

Question: User unable to add catalog notes or comments for specific items.
Solution:
Ensure that the notes feature is enabled for catalog items. Verify if the user has permissions to add comments and that the note field is available.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Notes Settings" in Catalog Item Management.
2. Verify if the notes feature is enabled.
3. Confirm user permissions for adding comments.
4. Guide the user through adding notes or comments to specific items.

Question: User unable to copy an existing catalog to create a new version.
Solution:
Ensure that the copy feature is enabled for catalogs. Verify if the user has permissions to copy catalogs and that the existing catalog is in a suitable state for copying.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" in SAP Ariba.
2. Verify if the copy feature is enabled for catalogs.
3. Confirm user permissions for copying catalogs.
4. Guide the user through copying the existing catalog to create a new version.

Topic: Managing Catalog Content

Question: User unable to update catalog item descriptions.

Solution:

Ensure that the catalog is in an editable state and not locked. Verify if the user has permissions to modify item descriptions and that all mandatory fields are completed.

T-Code: Not applicable.

Process Steps:

1. Go to "Catalog Item Management" in SAP Ariba.
2. Verify if the catalog is in an editable state.
3. Confirm user permissions for modifying item descriptions.
4. Guide the user through updating item descriptions and saving the changes.

Question: User unable to add images to catalog items.

Solution:

Ensure that the image upload feature is enabled and that the file type is supported. Verify if the user has permissions to add item images.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Catalog Content Management" in SAP Ariba.
2. Verify if the image upload feature is enabled.
3. Confirm that the image file type is supported (e.g., JPG, PNG).
4. Guide the user through uploading images to the catalog items.

Question: Catalog content not displaying the correct pricing for specific items.

Solution:

Ensure that the pricing information is entered correctly. Verify if the catalog is updated and published and that there are no data discrepancies.

T-Code: Not applicable.

Process Steps:

1. Open "Catalog Item Management" in SAP Ariba.
2. Verify if the pricing information is correctly entered.
3. Confirm that the catalog is updated and published.
4. Guide the user through correcting and updating the pricing details.

Question: User unable to categorize items in the catalog.

Solution:

Ensure that the category assignment feature is enabled. Verify if the user has permissions to categorize items and that the categories are correctly set up.

T-Code: Not applicable.

Process Steps:

1. Go to "Category Assignment Settings" in Catalog Management.
2. Verify if the feature for assigning categories is enabled.
3. Confirm user permissions for categorizing items.
4. Guide the user through assigning items to the appropriate categories.

Question: User unable to delete outdated items from the catalog.

Solution:

Ensure that the catalog is in an editable state and that the item is not linked to any active contracts or requisitions. Verify if the user has permissions to delete items.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Catalog Content Management" in SAP Ariba.
2. Verify if the catalog is in an editable state.
3. Confirm that the item is not linked to active contracts or requisitions.
4. Guide the user through deleting the outdated items from the catalog.

Question: Catalog content not appearing in search results.

Solution:

Ensure that the catalog is published and that the visibility settings are configured correctly. Verify if the search indexing is updated.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Catalog Visibility Settings" in SAP Ariba.
2. Verify if the catalog is published and active.
3. Confirm that the visibility settings are configured correctly.
4. Guide the user through updating the search indexing if necessary.

Question: User unable to apply filters to view specific catalog items.
Solution:
Ensure that the filtering feature is enabled for the catalog. Verify if the user has permissions to apply filters and that the filter criteria are correctly set up.
T-Code: Not applicable.
Process Steps:

1. Go to "Filter Settings" in Catalog Management.
2. Verify if the filtering feature is enabled.
3. Confirm user permissions for applying filters.
4. Guide the user through setting up and applying filters to view specific catalog items.

Question: Catalog items missing key attribute information.
Solution:
Ensure that all mandatory attribute fields are completed during item entry. Verify if the attribute settings are configured correctly.
T-Code: Not applicable.
Process Steps:

1. Open "Catalog Item Management" in SAP Ariba.
2. Verify if all mandatory attribute fields are completed.
3. Confirm that the attribute settings are configured correctly.
4. Guide the user through adding missing attribute information.

Question: User unable to add custom attributes to catalog items.
Solution:
Ensure that the custom attribute feature is enabled. Verify if the user has permissions to add custom attributes and that the attribute settings are configured correctly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Custom Attribute Settings" in Catalog Management.
2. Verify if the feature for adding custom attributes is enabled.
3. Confirm user permissions for adding custom attributes.
4. Guide the user through adding custom attributes to the catalog items.

Question: Catalog item images not displaying properly.

Solution:

Ensure that the image file format is supported and that the images are properly linked to the items. Verify if the catalog is published.

T-Code: Not applicable.

Process Steps:

1. Go to "Catalog Content Management" in SAP Ariba.
2. Verify if the image file format is supported (e.g., JPG, PNG).
3. Confirm that the images are properly linked to the catalog items.
4. Guide the user through updating the catalog and ensuring the images are displayed correctly.

Question: User unable to bulk update catalog content.

Solution:

Ensure that the bulk update feature is enabled. Verify if the user has permissions to perform bulk updates and that the data file follows the correct format.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Bulk Update Settings" in Catalog Management.
2. Verify if the bulk update feature is enabled.
3. Confirm user permissions for performing bulk updates.
4. Guide the user through preparing the data file and performing the bulk update.

Question: User unable to add catalog content notes or comments.

Solution:

Ensure that the notes feature is enabled for catalog items. Verify if the user has permissions to add comments and that the note field is available.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Notes Settings" in Catalog Item Management.
2. Verify if the notes feature is enabled.
3. Confirm user permissions for adding comments.
4. Guide the user through adding notes or comments to catalog items.

Question: Catalog items not reflecting the negotiated contract terms.
Solution:
Ensure that the contract terms are correctly linked to the catalog items. Verify if the supplier has configured the catalog in accordance with the negotiated terms.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Contract Linking" in Catalog Content Management.
2. Verify if the catalog items are linked to the correct contract.
3. Confirm that the supplier has configured the items based on the negotiated terms.
4. Update the linking if necessary to ensure compliance with contract terms.

Question: User unable to activate catalog items after updating content.
Solution:
Ensure that the activation feature is enabled. Verify if all mandatory fields are completed and if there are any dependencies preventing activation.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Activation Settings" in Catalog Management.
2. Verify if the activation feature is enabled.
3. Confirm that all mandatory fields are completed.
4. Guide the user through activating the catalog items after updating content.

Question: User unable to set catalog item availability dates.
Solution:
Ensure that the availability date feature is enabled. Verify if the user has permissions to set availability dates and that the date format is correct.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Availability Date Settings" in Catalog Management.
2. Verify if the availability date feature is enabled.
3. Confirm user permissions for setting availability dates.
4. Guide the user through setting the availability dates for catalog items.

Question: User unable to add bulk discounts to catalog items.

Solution:

Ensure that the discount feature is enabled for catalog items. Verify if the user has permissions to add bulk discounts and that the discount structure is correct.

T-Code: Not applicable.

Process Steps:

1. Go to "Discount Settings" in Catalog Management.
2. Verify if the discount feature is enabled.
3. Confirm user permissions for adding bulk discounts.
4. Guide the user through setting bulk discounts for catalog items.

Question: Catalog content not displaying in the selected currency.

Solution:

Ensure that the currency settings are correctly configured. Verify if the user has selected the correct currency and if the exchange rates are up to date.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Currency Settings" in Catalog Management.
2. Verify if the currency settings are configured correctly.
3. Confirm that the user has selected the desired currency.
4. Guide the user through changing the currency settings if necessary.

Question: User unable to update catalog content status from draft to active.

Solution:

Ensure that all mandatory fields are filled out and that there are no errors. Verify if the user has permissions to update the catalog status.

T-Code: Not applicable.

Process Steps:

1. Go to "Catalog Management" in SAP Ariba.
2. Verify if all mandatory fields are completed and there are no errors.
3. Confirm user permissions for updating the catalog status.
4. Guide the user through updating the catalog status to active.

Topic: Supplier Catalog Integration

Question: Supplier unable to integrate their PunchOut catalog with SAP Ariba.

Solution:

Ensure that the supplier integration settings are correctly configured. Verify if the PunchOut URL is correct and that the supplier credentials are accurate.

T-Code: Not applicable.

Process Steps:

1. Go to "Supplier Integration Settings" in SAP Ariba.
2. Verify if the PunchOut URL and supplier credentials are correct.
3. Confirm that the supplier has the necessary permissions for integration.
4. Guide the supplier through completing the integration steps.

Question: Supplier catalog integration not displaying items in the buyer's system.

Solution:

Ensure that the supplier catalog is published and the integration settings are configured correctly. Verify if there are any synchronization issues.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Catalog Integration Settings" in SAP Ariba.
2. Verify if the catalog is published and active.
3. Confirm that the integration settings are correctly configured.
4. Guide the supplier through synchronizing the catalog to display items in the buyer's system.

Question: User unable to validate supplier catalog data during integration.

Solution:

Ensure that the validation feature is enabled and that the catalog data follows the correct format. Verify if the user has permissions to perform validation.

T-Code: Not applicable.

Process Steps:

1. Go to "Catalog Validation Settings" in SAP Ariba.
2. Verify if the validation feature is enabled.
3. Confirm that the catalog data follows the correct format.
4. Guide the user through validating the supplier catalog data.

Question: Supplier catalog integration failing due to incorrect data format.

Solution:

Ensure that the supplier's catalog file follows the required format (e.g., CIF, cXML). Verify if all mandatory fields are filled correctly.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Supplier Catalog File Format Settings" in SAP Ariba.
2. Verify if the supplier's file follows the required format.
3. Confirm that all mandatory fields are correctly filled.
4. Guide the supplier through updating the catalog file to match the format requirements.

Question: Supplier unable to connect their catalog to SAP Ariba using cXML.

Solution:

Ensure that the cXML integration feature is enabled and that the supplier's system supports cXML. Verify if the URL and credentials are configured correctly.

T-Code: Not applicable.

Process Steps:

1. Go to "cXML Integration Settings" in SAP Ariba.
2. Verify if the feature is enabled and the URL and credentials are correct.
3. Confirm that the supplier's system supports cXML.
4. Guide the supplier through configuring cXML integration with SAP Ariba.

Question: User unable to map supplier catalog attributes during integration.

Solution:

Ensure that the mapping feature is enabled and that the attributes are compatible. Verify if the user has permissions to perform attribute mapping.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Attribute Mapping Settings" in Supplier Catalog Integration.
2. Verify if the mapping feature is enabled.
3. Confirm that the attributes are compatible between systems.
4. Guide the user through mapping the supplier catalog attributes.

Question: Supplier catalog integration taking too long to complete.
Solution:
Ensure that there are no network issues and that the catalog size is manageable. Verify if the supplier's system meets the integration requirements.
T-Code: Not applicable.
Process Steps:

1. Check for any network issues that may be causing delays.
2. Verify if the catalog size is within acceptable limits.
3. Confirm that the supplier's system meets the integration requirements.
4. Guide the supplier through optimizing the catalog for faster integration.

Question: Supplier unable to test catalog integration before going live.
Solution:
Ensure that the test environment is available and that the supplier has access. Verify if the testing feature is enabled for the supplier's account.
T-Code: Not applicable.
Process Steps:

1. Go to "Integration Test Environment Settings" in SAP Ariba.
2. Verify if the test environment is available and the testing feature is enabled.
3. Confirm that the supplier has access to the test environment.
4. Guide the supplier through testing the catalog integration before going live.

Question: User unable to set up integration for multiple supplier catalogs.
Solution:
Ensure that the multiple catalog integration feature is enabled. Verify if the user has permissions and that the catalogs are configured correctly.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Multiple Catalog Integration Settings" in SAP Ariba.
2. Verify if the feature for integrating multiple catalogs is enabled.
3. Confirm user permissions for integrating multiple supplier catalogs.
4. Guide the user through configuring the integration settings for multiple catalogs.

Question: Supplier unable to update catalog content after integration.
Solution:
Ensure that the catalog is editable after integration. Verify if the supplier has permissions and that there are no restrictions on updating content.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" in SAP Ariba.
2. Verify if the catalog is in an editable state after integration.
3. Confirm supplier permissions for updating catalog content.
4. Guide the supplier through updating the catalog content and saving changes.

Question: User unable to receive updates from a supplier's integrated catalog.
Solution:
Ensure that the update notification feature is enabled. Verify if the supplier has configured the update settings correctly and if the user has subscribed to notifications.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Update Notification Settings" in Catalog Integration.
2. Verify if the feature for receiving updates is enabled.
3. Confirm that the supplier's update settings are correctly configured.
4. Guide the user through subscribing to catalog update notifications.

Question: Supplier unable to integrate catalog due to authentication failure.
Solution:
Ensure that the supplier's credentials are accurate. Verify if the integration settings are configured to accept the supplier's authentication method.
T-Code: Not applicable.
Process Steps:

1. Go to "Authentication Settings" in Supplier Integration.
2. Verify if the supplier's credentials are correct.
3. Confirm that the integration settings accept the supplier's authentication method.
4. Guide the supplier through correcting any credential errors.

Question: User unable to view catalog items from an integrated supplier catalog.
Solution:
Ensure that the visibility settings are configured correctly for the catalog items. Verify if the catalog is active and shared with the appropriate user groups.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Catalog Visibility Settings" in SAP Ariba.
2. Verify if the catalog items are set to be visible to the appropriate users.
3. Confirm that the catalog is active and shared.
4. Guide the user through updating visibility settings if necessary.

Question: Supplier unable to remove outdated items from an integrated catalog.
Solution:
Ensure that the supplier has permissions to edit and remove items. Verify if the catalog is in an editable state and that the items are not linked to any active contracts.
T-Code: Not applicable.
Process Steps:

1. Go to "Catalog Management" in SAP Ariba.
2. Verify if the supplier has permissions to edit and remove items.
3. Confirm that the catalog is editable and that there are no active dependencies.
4. Guide the supplier through removing outdated items.

Question: User unable to monitor supplier catalog integration status.
Solution:
Ensure that the monitoring feature is enabled for catalog integration. Verify if the user has permissions to view the integration status and if the integration logs are accessible.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Integration Monitoring Settings" in SAP Ariba.
2. Verify if the monitoring feature is enabled.
3. Confirm user permissions for viewing the integration status.
4. Guide the user through accessing the integration logs for monitoring purposes.

Question: Supplier catalog integration not supporting specific data fields.
Solution:
Ensure that the data fields are compatible with SAP Ariba's requirements. Verify if the supplier's catalog is configured to match the required field formats.
T-Code: Not applicable.
Process Steps:

1. Go to "Data Field Configuration" in Catalog Integration Settings.
2. Verify if the data fields in the supplier's catalog are compatible.
3. Confirm that the fields are formatted according to SAP Ariba's requirements.
4. Guide the supplier through updating the catalog configuration.

Question: User unable to synchronize supplier catalog updates automatically.
Solution:
Ensure that the automatic synchronization feature is enabled. Verify if the user has permissions and that the supplier has set up the correct synchronization frequency.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Synchronization Settings" in Catalog Integration.
2. Verify if the automatic synchronization feature is enabled.
3. Confirm user permissions for enabling synchronization.
4. Guide the supplier through configuring the synchronization frequency.

Topic: Overview of SAP Ariba Mobile Application

Question: User unable to install the SAP Ariba Mobile App on their device.
Solution:
Ensure that the device meets the minimum system requirements for the SAP Ariba Mobile App. Verify if the device's OS version is compatible and if there is sufficient storage space available.
T-Code: Not applicable.
Process Steps:

1. Confirm the OS version and storage availability on the user's device.
2. Verify if the mobile app version is compatible with the OS.
3. Guide the user through uninstalling any unnecessary apps to free up space if required.
4. Assist the user in downloading and installing the SAP Ariba Mobile App.

Question: User unable to log in to the SAP Ariba Mobile App.

Solution:
Ensure that the user credentials are correct and that the account is active. Verify if there are any connectivity issues or security settings blocking access.
T-Code: Not applicable.
Process Steps:

1. Confirm the user credentials and ensure the account is active.
2. Verify that the device has a stable internet connection.
3. Check if the user is entering the correct password and provide password reset assistance if needed.
4. Guide the user through logging in to the mobile app.

Question: SAP Ariba Mobile App not syncing with the desktop version.

Solution:
Ensure that the sync feature is enabled and that the device has internet access. Verify if there are any synchronization issues due to different versions of the app.
T-Code: Not applicable.
Process Steps:

1. Go to "Sync Settings" in the SAP Ariba Mobile App.
2. Verify if the sync feature is enabled.
3. Confirm that the device is connected to the internet.
4. Guide the user through updating the app and initiating a manual sync.

Question: User unable to access specific features in the SAP Ariba Mobile App.

Solution:
Ensure that the user has the appropriate role permissions assigned. Verify if the feature is available on the mobile app and if the user's access profile is correct.
T-Code: Not applicable.
Process Steps:

1. Navigate to "User Role Management" in SAP Ariba.
2. Verify if the user's role includes the permissions for accessing the specific feature.
3. Confirm that the feature is supported on the mobile app.
4. Update user permissions if necessary to provide access to the requested features.

Question: User experiencing slow performance in the SAP Ariba Mobile App.
Solution:
Ensure that the device has sufficient memory and that there are no connectivity issues. Verify if the app is updated to the latest version.

T-Code: Not applicable.

Process Steps:

1. Confirm that the user's device has sufficient memory available.
2. Check if the internet connection is stable.
3. Verify that the SAP Ariba Mobile App is updated to the latest version.
4. Guide the user through updating the app and freeing up memory to improve performance.

Question: SAP Ariba Mobile App keeps crashing.
Solution:
Ensure that the mobile app is up to date. Verify if the device meets the minimum requirements and if there are any known bugs that need addressing.

T-Code: Not applicable.

Process Steps:

1. Confirm that the SAP Ariba Mobile App is updated to the latest version.
2. Verify if the device meets the minimum system requirements.
3. Check for any known issues or updates from SAP.
4. Guide the user through reinstalling the app if the problem persists.

Question: User unable to receive push notifications from the SAP Ariba Mobile App.
Solution:
Ensure that push notifications are enabled in the app settings and on the device. Verify if the user has granted permission for notifications.

T-Code: Not applicable.

Process Steps:

1. Go to "Notification Settings" in the SAP Ariba Mobile App.
2. Verify if push notifications are enabled.
3. Confirm that the device settings allow notifications from the app.
4. Guide the user through enabling notifications in both the app and device settings.

Question: User unable to approve purchase orders using the SAP Ariba Mobile App.

Solution:

Ensure that the user has the necessary approval permissions. Verify if the mobile app supports the approval feature and if the user is assigned to the correct workflow.

T-Code: Not applicable.

Process Steps:

1. Navigate to "User Role Management" in SAP Ariba.
2. Verify if the user has the necessary permissions for approving purchase orders.
3. Confirm that the mobile app supports the approval feature.
4. Guide the user through approving the purchase order in the mobile app.

Question: SAP Ariba Mobile App not displaying notifications for new tasks.

Solution:

Ensure that task notifications are enabled in the app settings. Verify if the user is assigned to the relevant tasks and that the app is synced properly.

T-Code: Not applicable.

Process Steps:

1. Go to "Task Notification Settings" in the SAP Ariba Mobile App.
2. Verify if notifications for new tasks are enabled.
3. Confirm that the user is assigned to the relevant tasks.
4. Guide the user through syncing the app and enabling task notifications.

Question: User unable to view reports on the SAP Ariba Mobile App.

Solution:

Ensure that the reporting feature is supported on the mobile app. Verify if the user has permissions to view reports and that the reports are configured correctly.

T-Code: Not applicable.

Process Steps:

1. Navigate to "User Role Management" in SAP Ariba.
2. Verify if the user has the necessary permissions for viewing reports.
3. Confirm that the reporting feature is supported on the mobile app.
4. Guide the user through accessing the reports section in the mobile app.

Question: User unable to complete a requisition in the SAP Ariba Mobile App.

Solution:

Ensure that the requisition feature is supported on the mobile app. Verify if the user has permissions to create or complete requisitions and that all required fields are filled.

T-Code: Not applicable.

Process Steps:

1. Go to "User Role Management" in SAP Ariba.
2. Verify if the user has permissions to create or complete requisitions.
3. Confirm that the requisition feature is supported on the mobile app.
4. Guide the user through completing the requisition in the app.

Question: User unable to upload documents using the SAP Ariba Mobile App.

Solution:

Ensure that the document upload feature is enabled in the mobile app. Verify if the file type is supported and if the user has permissions to upload documents.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Document Upload Settings" in the SAP Ariba Mobile App.
2. Verify if the upload feature is enabled.
3. Confirm that the file type is supported by the app (e.g., PDF, DOC).
4. Guide the user through uploading the document using the mobile app.

Question: User unable to view supplier details in the SAP Ariba Mobile App.

Solution:

Ensure that the supplier details feature is supported in the app. Verify if the user has permissions to view supplier details and that the data is synced.

T-Code: Not applicable.

Process Steps:

1. Go to "User Role Management" in SAP Ariba.
2. Verify if the user has permissions to view supplier details.
3. Confirm that the supplier details feature is supported on the mobile app.
4. Guide the user through accessing the supplier information in the app.

Question: SAP Ariba Mobile App not displaying accurate inventory information.
Solution:
Ensure that the inventory data is synced and up to date. Verify if there are any synchronization issues and if the user has permissions to view inventory.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Data Sync Settings" in SAP Ariba.
2. Verify if the inventory data is correctly synced with the mobile app.
3. Confirm user permissions for viewing inventory information.
4. Guide the user through initiating a manual sync for the inventory data.

Question: User unable to log out of the SAP Ariba Mobile App.
Solution:
Ensure that the log-out button is accessible. Verify if the app is functioning properly and if there are any technical issues preventing log-out.
T-Code: Not applicable.
Process Steps:

1. Verify if the "Log Out" button is visible and accessible.
2. Check for any known technical issues affecting the log-out process.
3. Guide the user through closing the app completely if the issue persists.
4. Suggest reinstalling the app if the issue cannot be resolved.

Topic: Features and Functionalities

Question: User unable to access the dashboard in the SAP Ariba Mobile App.
Solution:
Ensure that the dashboard feature is supported on the mobile app and that the user has permissions to access it. Verify if the app version is up to date.
T-Code: Not applicable.
Process Steps:

1. Navigate to "User Role Management" in SAP Ariba.
2. Verify if the user has permissions to access the dashboard.
3. Confirm that the SAP Ariba Mobile App is updated to the latest version.
4. Guide the user through accessing the dashboard after updating the app.

Question: User unable to add new suppliers using the mobile app.
Solution:
Ensure that the supplier addition feature is supported on the mobile app and that the user has appropriate permissions.
T-Code: Not applicable.
Process Steps:

1. Go to "User Role Management" in SAP Ariba.
2. Verify if the user has permissions to add new suppliers.
3. Confirm that the feature is supported on the mobile app.
4. Guide the user through adding a new supplier via the app if permitted.

Question: User unable to create purchase requisitions using the mobile app.
Solution:
Ensure that the requisition creation feature is supported and that the user has permissions to create requisitions. Verify if the mobile app is correctly synced with the backend system.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Requisition Permissions" in SAP Ariba.
2. Verify if the user has permissions for requisition creation.
3. Confirm that the mobile app is synced with the backend system.
4. Guide the user through creating a purchase requisition using the app.

Question: User unable to add attachments to requisitions in the mobile app.
Solution:
Ensure that the attachment feature is enabled and that the file type is supported. Verify if the user has permissions to add attachments.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Attachment Settings" in the SAP Ariba Mobile App.
2. Verify if the attachment feature is enabled.
3. Confirm that the file type (e.g., PDF, DOC) is supported.
4. Guide the user through adding an attachment to a requisition.

Question: User unable to approve invoices using the mobile app.
Solution:
Ensure that the invoice approval feature is supported in the mobile app and that the user has approval permissions. Verify if the approval workflow is correctly configured.
T-Code: Not applicable.
Process Steps:

1. Go to "Approval Workflow Settings" in SAP Ariba.
2. Verify if the invoice approval feature is enabled.
3. Confirm that the user has permissions for invoice approvals.
4. Guide the user through approving invoices using the mobile app.

Question: User unable to view contract details in the mobile app.
Solution:
Ensure that the contract management feature is supported and that the user has permissions to view contract details. Verify if the app is updated to the latest version.
T-Code: Not applicable.
Process Steps:

1. Navigate to "User Permissions" in SAP Ariba.
2. Verify if the user has permissions to view contract details.
3. Confirm that the SAP Ariba Mobile App is updated.
4. Guide the user through accessing the contract details in the app.

Question: User unable to customize the SAP Ariba Mobile App dashboard.
Solution:
Ensure that the dashboard customization feature is enabled. Verify if the user has permissions to customize their dashboard and if the app version supports customization.
T-Code: Not applicable.
Process Steps:

1. Go to "Dashboard Customization Settings" in SAP Ariba.
2. Verify if the customization feature is enabled for the mobile app.
3. Confirm user permissions for dashboard customization.
4. Guide the user through customizing the dashboard in the app.

Question: User unable to see supplier ratings in the mobile app.

Solution:

Ensure that the supplier rating feature is enabled and that the user has access permissions. Verify if the data is correctly synced to display supplier ratings.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Supplier Rating Settings" in SAP Ariba.
2. Verify if the supplier rating feature is enabled for the mobile app.
3. Confirm user permissions for viewing supplier ratings.
4. Guide the user through viewing supplier ratings in the app.

Question: User unable to update purchase orders using the SAP Ariba Mobile App.

Solution:

Ensure that the purchase order update feature is supported. Verify if the user has permissions to update purchase orders and that the app is correctly synced with the backend system.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Purchase Order Permissions" in SAP Ariba.
2. Verify if the update feature is enabled for purchase orders.
3. Confirm user permissions for updating purchase orders.
4. Guide the user through updating purchase orders using the app.

Question: User unable to perform search operations for catalogs in the mobile app.

Solution:

Ensure that the search feature is enabled for catalogs. Verify if the user has permissions to perform searches and that the search indexing is correctly set up.

T-Code: Not applicable.

Process Steps:

1. Go to "Catalog Search Settings" in SAP Ariba.
2. Verify if the search feature is enabled for catalogs.
3. Confirm user permissions for performing searches.
4. Guide the user through searching catalogs using the mobile app.

Question: User unable to change order quantities in the SAP Ariba Mobile App.

Solution:

Ensure that the order modification feature is supported. Verify if the user has permissions to change quantities and if the order is not locked.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Order Modification Settings" in SAP Ariba.
2. Verify if the feature for modifying order quantities is enabled.
3. Confirm user permissions for changing order quantities.
4. Guide the user through changing quantities in the mobile app.

Question: User unable to filter purchase orders by status in the SAP Ariba Mobile App.

Solution:

Ensure that the filtering feature is enabled. Verify if the user has permissions to use filters and if the status field is available in the app.

T-Code: Not applicable.

Process Steps:

1. Go to "Filter Settings" in the SAP Ariba Mobile App.
2. Verify if the filtering feature is enabled for purchase orders.
3. Confirm user permissions for using filters.
4. Guide the user through setting filters by status.

Question: User unable to create new approval workflows in the mobile app.

Solution:

Ensure that the approval workflow creation feature is supported. Verify if the user has permissions and if the app version supports workflow creation.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Approval Workflow Settings" in SAP Ariba.
2. Verify if the feature for creating approval workflows is supported.
3. Confirm user permissions for creating workflows.
4. Guide the user through creating approval workflows in the app.

Question: User unable to log in using biometric authentication.
Solution:
Ensure that biometric authentication is enabled in the app and on the device. Verify if the device supports biometric authentication and if it is set up correctly.
T-Code: Not applicable.
Process Steps:

1. Go to "Authentication Settings" in the SAP Ariba Mobile App.
2. Verify if biometric authentication is enabled.
3. Confirm that biometric authentication is set up on the user's device.
4. Guide the user through setting up and enabling biometric authentication.

Question: User unable to view analytics in the mobile app.
Solution:
Ensure that the analytics feature is enabled for the mobile app. Verify if the user has permissions and that the data is correctly synced for viewing analytics.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Analytics Settings" in SAP Ariba.
2. Verify if the analytics feature is enabled for the mobile app.
3. Confirm user permissions for viewing analytics.
4. Guide the user through accessing analytics in the mobile app.

Topic: Managing Procurement on the Go

Question: User unable to create purchase requisitions while using the mobile app remotely.
Solution:
Ensure that the user has the necessary permissions to create requisitions on the mobile app. Verify if the network connectivity is stable and that the app version is updated.
T-Code: Not applicable.
Process Steps:

1. Verify the user's permissions for creating purchase requisitions in SAP Ariba.
2. Check the network connectivity on the user's mobile device.
3. Confirm that the app is updated to the latest version.
4. Guide the user through the process of creating a purchase requisition while on the go.

Question: User unable to approve purchase orders when not connected to Wi-Fi.
Solution:
Ensure that the mobile app settings allow data access over cellular networks. Verify if the approval feature is enabled and if the user has the appropriate permissions.
T-Code: Not applicable.
Process Steps:

1. Go to "Mobile Data Usage" settings in the SAP Ariba Mobile App.
2. Verify if data access over cellular networks is enabled.
3. Confirm that the approval feature is available on the mobile app.
4. Guide the user through approving purchase orders while on cellular data.

Question: Purchase orders not showing in the mobile app when the user is offsite.
Solution:
Ensure that the data synchronization settings are configured correctly. Verify if the app has permission to sync data in the background and if there is a stable network connection.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Data Sync Settings" in SAP Ariba Mobile App.
2. Verify if background sync is enabled for offsite usage.
3. Confirm that the mobile app is connected to a stable network.
4. Guide the user through manually syncing purchase orders while offsite.

Question: User unable to approve invoices using the SAP Ariba Mobile App during travel.
Solution:
Ensure that the invoice approval feature is enabled and that the user has permissions. Verify if there are any network restrictions and if the app can access the backend system.
T-Code: Not applicable.
Process Steps:

1. Go to "Invoice Approval Settings" in SAP Ariba.
2. Verify if the invoice approval feature is enabled.
3. Confirm user permissions for approving invoices.
4. Guide the user through approving invoices while traveling.

Question: SAP Ariba Mobile App not showing pending requisitions for user when outside the office.
Solution:
Ensure that the requisition sync settings are correctly configured. Verify if the user's mobile app is updated and that there are no pending sync tasks.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Requisition Sync Settings" in SAP Ariba Mobile App.
2. Verify if the sync settings are configured correctly for requisitions.
3. Confirm that the app is updated to the latest version.
4. Guide the user through manually syncing pending requisitions.

Question: User unable to contact suppliers through the mobile app while on the go.
Solution:
Ensure that the supplier contact feature is enabled for the mobile app. Verify if the user has the necessary permissions and if the supplier contact information is available.
T-Code: Not applicable.
Process Steps:

1. Go to "Supplier Contact Settings" in SAP Ariba Mobile App.
2. Verify if the feature for contacting suppliers is enabled.
3. Confirm that the user has permissions for contacting suppliers.
4. Guide the user through accessing supplier contact details and making contact through the app.

Question: Unable to receive notifications for new procurement tasks on the mobile app.
Solution:
Ensure that notifications are enabled for procurement tasks. Verify if the user has allowed the app to send notifications and if the device settings permit notifications.
T-Code: Not applicable.
Process Steps:

1. Go to "Notification Settings" in the SAP Ariba Mobile App.
2. Verify if notifications for procurement tasks are enabled.
3. Confirm that the device settings permit notifications from the SAP Ariba Mobile App.
4. Guide the user through enabling notifications for new procurement tasks.

Question: User unable to view updated supplier information while traveling.

Solution:

Ensure that the supplier data is correctly synced with the mobile app. Verify if the app version is updated and that the user has permissions to view supplier details.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Supplier Data Sync Settings" in SAP Ariba Mobile App.
2. Verify if the supplier data is correctly synced.
3. Confirm that the app version is up to date.
4. Guide the user through viewing the updated supplier information.

Question: User unable to view the status of submitted purchase orders while offsite.

Solution:

Ensure that the purchase order tracking feature is enabled and that the app is synced with the backend system. Verify if there are any connectivity issues.

T-Code: Not applicable.

Process Steps:

1. Go to "Purchase Order Tracking Settings" in SAP Ariba Mobile App.
2. Verify if the tracking feature is enabled.
3. Confirm that the app is synced with the backend system.
4. Guide the user through viewing the status of submitted purchase orders while offsite.

Question: User unable to submit expense claims using the SAP Ariba Mobile App.

Solution:

Ensure that the expense management feature is supported on the mobile app. Verify if the user has permissions and if the feature is correctly configured.

T-Code: Not applicable.

Process Steps:

1. Navigate to "Expense Management Settings" in SAP Ariba.
2. Verify if the expense claim feature is supported on the mobile app.
3. Confirm user permissions for submitting expense claims.
4. Guide the user through submitting an expense claim using the mobile app.

Question: User unable to access catalogs while using mobile data.
Solution:
Ensure that mobile data access is enabled for the SAP Ariba Mobile App. Verify if the catalog access feature is supported and if the user has appropriate permissions.
T-Code: Not applicable.
Process Steps:

1. Go to "Mobile Data Settings" in the SAP Ariba Mobile App.
2. Verify if mobile data access is enabled for accessing catalogs.
3. Confirm that the catalog access feature is supported on the app.
4. Guide the user through accessing catalogs using mobile data.

Question: User unable to manage procurement approvals on the go.
Solution:
Ensure that the procurement approval feature is enabled for the mobile app. Verify if the user has permissions for managing approvals and if there are no workflow issues.
T-Code: Not applicable.
Process Steps:

1. Go to "Approval Management Settings" in SAP Ariba Mobile App.
2. Verify if the procurement approval feature is enabled.
3. Confirm user permissions for managing approvals.
4. Guide the user through approving procurement requests on the go.

Question: Mobile app not updating purchase order statuses while using cellular data.
Solution:
Ensure that the app is configured to update data over cellular networks. Verify if the app is updated to the latest version and if there are no connectivity restrictions.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Data Update Settings" in SAP Ariba Mobile App.
2. Verify if the app is set to update over cellular networks.
3. Confirm that the app is updated and there are no connectivity restrictions.
4. Guide the user through updating the purchase order statuses.

Question: User unable to delegate procurement tasks while using the mobile app.
Solution:
Ensure that the task delegation feature is supported on the mobile app. Verify if the user has permissions for delegation and if the mobile app version allows task delegation.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Task Delegation Settings" in SAP Ariba Mobile App.
2. Verify if the feature for task delegation is supported.
3. Confirm user permissions for delegating procurement tasks.
4. Guide the user through delegating tasks using the mobile app.

Question: Unable to scan barcodes for procurement items using the mobile app.
Solution:
Ensure that the barcode scanning feature is enabled and that the device camera permissions are granted. Verify if the user has permissions for procurement item management.
T-Code: Not applicable.
Process Steps:

1. Go to "Barcode Scanning Settings" in SAP Ariba Mobile App.
2. Verify if the barcode scanning feature is enabled.
3. Confirm that the device has granted camera permissions for the app.
4. Guide the user through scanning barcodes for procurement items.

Topic: Mobile App Security

Question: User unable to enable two-factor authentication in the SAP Ariba Mobile App.
Solution:
Ensure that two-factor authentication (2FA) is enabled for the user's account. Verify if the user has provided the correct contact information for authentication (e.g., email or phone number).
T-Code: Not applicable.
Process Steps:

1. Navigate to "Security Settings" in SAP Ariba.
2. Verify if 2FA is enabled for the user's account.
3. Confirm that the user's contact information is correctly entered.
4. Guide the user through enabling two-factor authentication in the mobile app.

Question: User unable to use biometric authentication to log in.
Solution:
Ensure that biometric authentication is supported on the user's device. Verify if the mobile app and device settings have biometric authentication enabled.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Authentication Settings" in SAP Ariba Mobile App.
2. Verify if the device supports biometric authentication.
3. Confirm that biometric authentication is enabled in both the app and device settings.
4. Guide the user through setting up biometric authentication.

Question: User unable to change their password using the SAP Ariba Mobile App.
Solution:
Ensure that the password change feature is enabled for the mobile app. Verify if the user has permissions to change their password and that they meet the password policy requirements.
T-Code: Not applicable.
Process Steps:

1. Go to "Password Management Settings" in SAP Ariba.
2. Verify if the password change feature is enabled for the mobile app.
3. Confirm that the user meets the password policy requirements (e.g., complexity and length).
4. Guide the user through changing their password.

Question: User receiving unauthorized access alerts in the SAP Ariba Mobile App.
Solution:
Ensure that the unauthorized access alerts are valid. Verify if there has been any unusual activity on the user's account and provide information on mitigating unauthorized access.
T-Code: Not applicable.
Process Steps:

1. Review the account activity logs in SAP Ariba.
2. Verify if the alerts are due to actual unauthorized access attempts.
3. Recommend actions to enhance account security, such as changing passwords and enabling 2FA.
4. Guide the user through securing their account.

Question: User unable to log in due to security policy restrictions.
Solution:
Ensure that the user is aware of the current security policies, such as IP restrictions or device restrictions. Verify if the user is attempting to access from an approved device and location.
T-Code: Not applicable.
Process Steps:

1. Go to "Security Policy Settings" in SAP Ariba.
2. Verify if the user's device and IP address are allowed under the security policy.
3. Confirm that the user understands the security restrictions.
4. Guide the user through logging in from an approved device or location.

Question: User account locked due to multiple failed login attempts.
Solution:
Ensure that the account lockout feature is functioning correctly. Verify if the user is the legitimate account owner and provide steps for unlocking the account.
T-Code: Not applicable.
Process Steps:

1. Go to "Account Lockout Settings" in SAP Ariba.
2. Verify if the account is locked due to multiple failed login attempts.
3. Confirm that the user is the legitimate owner of the account.
4. Guide the user through unlocking the account, including resetting the password if needed.

Question: User unable to grant device permission for secure app usage.
Solution:
Ensure that the necessary device permissions (e.g., location, camera) are enabled for secure usage. Verify if the user has configured these permissions correctly in their device settings.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Device Permissions" in the SAP Ariba Mobile App.
2. Verify if the necessary permissions (e.g., camera, location) are enabled.
3. Confirm that the user has configured these permissions in their device settings.
4. Guide the user through enabling the necessary permissions.

Question: User unable to see security alerts in the mobile app.
Solution:
Ensure that security alerts are enabled in the app settings. Verify if the user has subscribed to receive alerts and if the mobile app version supports this feature.
T-Code: Not applicable.
Process Steps:

1. Go to "Security Alert Settings" in SAP Ariba Mobile App.
2. Verify if the user has subscribed to receive security alerts.
3. Confirm that the mobile app version supports security alerts.
4. Guide the user through enabling and viewing security alerts.

Question: User unable to revoke access for a lost device.
Solution:
Ensure that the device management feature is enabled. Verify if the user has permissions to manage their connected devices and revoke access.
T-Code: Not applicable.
Process Steps:

1. Navigate to "Device Management Settings" in SAP Ariba.
2. Verify if the device management feature is enabled.
3. Confirm that the user has permissions to manage and revoke device access.
4. Guide the user through revoking access for the lost device.

Question: User unable to change security questions in the mobile app.
Solution:
Ensure that the security question feature is supported in the mobile app. Verify if the user has permissions to change their security questions and that the app version supports it.
T-Code: Not applicable.
Process Steps:

1. Go to "Security Question Settings" in SAP Ariba Mobile App.
2. Verify if the feature for changing security questions is supported.
3. Confirm user permissions for modifying security questions.
4. Guide the user through changing their security questions.

Question: User unable to verify identity using a one-time passcode (OTP).

Solution:
Ensure that OTP delivery is enabled for the user's account. Verify if the contact information is correct and if there are any issues with the OTP delivery method (e.g., SMS or email).
T-Code: Not applicable.
Process Steps:

1. Navigate to "OTP Settings" in SAP Ariba.
2. Verify if OTP delivery is enabled for the user.
3. Confirm that the contact information (phone or email) is correct.
4. Guide the user through verifying their identity using the OTP.

Question: User unable to log in due to device encryption requirements.

Solution:
Ensure that the device meets the encryption requirements for using the SAP Ariba Mobile App. Verify if the user's device has encryption enabled and provide steps for enabling it.
T-Code: Not applicable.
Process Steps:

1. Go to "Encryption Requirements" in SAP Ariba Mobile App.
2. Verify if the user's device meets the encryption requirements.
3. Confirm that the device has encryption enabled.
4. Guide the user through enabling device encryption if needed.

Question: User unable to reset password due to security policy violations.

Solution:
Ensure that the user follows the password policy, including length and complexity requirements. Verify if the password reset option is enabled and if the user is following the correct procedure.
T-Code: Not applicable.
Process Steps:

1. Go to "Password Policy Settings" in SAP Ariba.
2. Verify if the password reset option is enabled for the mobile app.
3. Confirm that the user follows the password policy requirements.
4. Guide the user through resetting the password.

Question: User unable to log in using a VPN.

Solution:

Ensure that VPN access is permitted under the security settings. Verify if there are any IP restrictions or security policies that might prevent VPN usage.

T-Code: Not applicable.

Process Steps:

1. Navigate to "VPN Access Settings" in SAP Ariba.
2. Verify if the security policy allows VPN access.
3. Confirm that there are no IP restrictions for the user's VPN connection.
4. Guide the user through accessing the SAP Ariba Mobile App using a VPN.

Question: User unable to disable auto-login for enhanced security.

Solution:

Ensure that the auto-login feature is configurable. Verify if the user has permissions to disable auto-login and that the app version supports this feature.

T-Code: Not applicable.

Process Steps:

1. Go to "Auto-Login Settings" in SAP Ariba Mobile App.
2. Verify if the auto-login feature can be disabled.
3. Confirm user permissions for modifying auto-login settings.
4. Guide the user through disabling auto-login for enhanced security.

Thank You for Reading!

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Remember, every story you read adds to the tapestry of your experiences and shapes the narrative of your life. So read on with enthusiasm, curiosity, and an open heart.

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Happy Reading and Best of Luck!

Warm regards,

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