1. Ariba Network Support
1. From the **Company Settings** dropdown menu, select **Customer Relationships**

2. Click on **Supplier Information Portal** next to NTU to view the following presentations to learn more about transacting with NTU
Supplier Support (BAU)

- **Technical (Ariba Customer Support)**
  1. Portal related technical issues (e.g., website down)
  2. Password reset
  3. Upgrade to Full Account

- **How can suppliers access?**
  - Please refer to next to next slides

- **Business Related (NTU)**
  1. Request a copy of PO for Light Account
  2. Functional questions (Order Confirmation, Advance Ship Notice, Goods Receipt, Invoicing)
  3. Any other business related queries

- **Who to contact?**
  - procurement@ntu.edu.sg
Help and Support

1. **Online Help**
   - Ariba user community with Light Account specific Help content displayed “in-situ”
   - Videos, e.g. for Invoice creation, …

2. **Web form driven Ariba Support**
   - After one time search BUT only for defects/technical issue resolution
1. **Access from Support Link**
2. **Search**
3. **Matching help content**
4. **Web form driven Ariba Support**