

Ariba® Supplier Mobile App Frequently Asked Questions

Benefits

The Ariba Supplier mobile app keeps you and your workforce engaged and connected, allowing you to:

- Boost productivity by enabling employees to work in any location at any time.
- Accelerate the sales cycle with quick answers to questions and fast fulfillment of requests.
- Improve business performance through 24x7 access to crucial information and functionality.
- Enhance customer service through ongoing awareness of important tasks and requirements.
- Strengthen customer relationships through better responsiveness and constant collaboration.

Here are answers to common questions about the Ariba Supplier mobile app.

How do I get the Ariba Supplier mobile app?

For Apple iOS devices, navigate to the Apple App Store to download and install the Ariba Supplier mobile app. For Android devices, navigate to the Google Play Store to download and install the Ariba Supplier mobile app.

Can I register multiple devices?

Yes, you can register multiple devices.

Which devices does the Ariba Supplier mobile app currently support?

At this time, the Ariba Supplier mobile app supports the following operating systems and devices:

- iOS version 7.x or higher:
 - iPad Air 1, mini, and mini with Retina display
 - iPhone 5x and later

For iOS, the app works best when viewed on iPhone 5s, 5c, 6, 6 Plus, and iPad Air devices.

- Android version 4.4.x or higher:
 - Samsung Galaxy S3, S5, and S6

For Android, the app works best when viewed on Samsung Galaxy S5 and S6 devices.

How do I log in to the Ariba Supplier mobile app?

Log in to the Ariba Supplier mobile app with the same user name and password that you use when you log in to Ariba® Network from your workstation.

What are the features of the Ariba Supplier mobile app?

The Ariba Supplier mobile app allows you to monitor your purchase order and invoice activities with your customers on Ariba Network and gives you quick access to documents that require action. Flexible date ranges and configurable customer sets enable you to view only the information you want to see. You can confirm entire purchase orders from anywhere via your mobile device or “pin” important invoices and purchase orders so you can access them quickly when you return to Ariba Network on your desktop.

In-app alerts and notifications keep you informed of status changes to key transaction documents, so you know instantly when a purchase order is changed, canceled, or fails, and when invoices are approved, rejected, or paid.

Does the Ariba Supplier mobile app work in languages other than English?

Yes, the Ariba Supplier mobile app supports English and 20 additional languages: Brazilian Portuguese, Danish, Dutch, Finnish, French, German, Greek, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Romanian, Russian, Simplified Chinese, Spanish, Swedish, Traditional Chinese, and Turkish.

Does the Ariba Supplier mobile app save any enterprise data to my device?

No. The Ariba Supplier mobile app accesses real-time data from Ariba Network servers – the same servers trusted by companies around the world to handle more than US\$450 billion in transaction volume annually – and saves nothing to your device.

About SAP® Ariba® Solutions

SAP® Ariba® solutions support the marketplace for modern business, creating frictionless exchanges between millions of buyers and suppliers across the entire source-to-pay process. Our market-leading solutions enable companies to simplify collaboration with their trading partners, make smarter business decisions, and extend their collaborative business processes with an open technology platform. More than 2 million companies use SAP Ariba solutions to connect and collaborate around nearly US\$1 trillion in commerce on an annual basis. To learn more about SAP Ariba solutions and the transformation they are driving, visit www.ariba.com.

How do I report a problem with the Ariba Supplier mobile app?

Shake your device the moment an issue occurs. Your device's default e-mail client will prompt you to send an e-mail to Ariba Customer Support, automatically attaching a screenshot and an error log. Ariba Customer Support will then follow up with you.

When I installed the app on my Apple iOS device, I chose "No" when prompted to accept notifications. Now I do not get any alerts on my device. How can I start receiving notifications?

Navigate to the notification center of your device's settings, where you can enable notifications for a specific app. An administrator is not required to activate or deactivate the Ariba Supplier mobile app.

How do I uninstall the app from my phone?

Tap and hold the Ariba Supplier mobile app icon and choose the option to uninstall or remove the app. An administrator is not required to uninstall the Ariba Supplier mobile app.

If I lose my device or get a new device, how do I deactivate the Ariba Supplier mobile app on the original device?

If you still have the old device, you can uninstall the application. In addition, you can change your password on the Web application, and then go to the Apple App Store or Google Play Store from your new device to download and install the application again.

You do not need to deactivate the Ariba Supplier mobile app on lost devices, but for added security, you can change your Ariba Network password in the Web portal.

Can I work on documents offline and have the app sync with the server when I'm back online?

No, not at this time. Offline capabilities are being explored for a future release of the Ariba Supplier mobile app.

Why do I have to enter my app PIN so frequently?

There is a five-minute timeout built into the mobile app. You must re-enter the PIN to restore access to the app.

What is the file size limitation for viewing attachments?

You cannot view attachments larger than 10 MB using the Ariba Supplier mobile app. If an attachment is larger than 10 MB, the file name is grayed. Download attachments larger than 10 MB from the Ariba Network portal.

Are there any limitations to how the Ariba Supplier mobile app displays orders and invoices?

This release does not support all flows and documents, so in some cases, certain fields or details may not be displayed. For example, custom or country-specific attributes, line item hierarchies, and tax details may not appear on order detail screens. And you cannot create service sheets or invoices for blanket purchase orders using the Ariba Supplier mobile app.

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