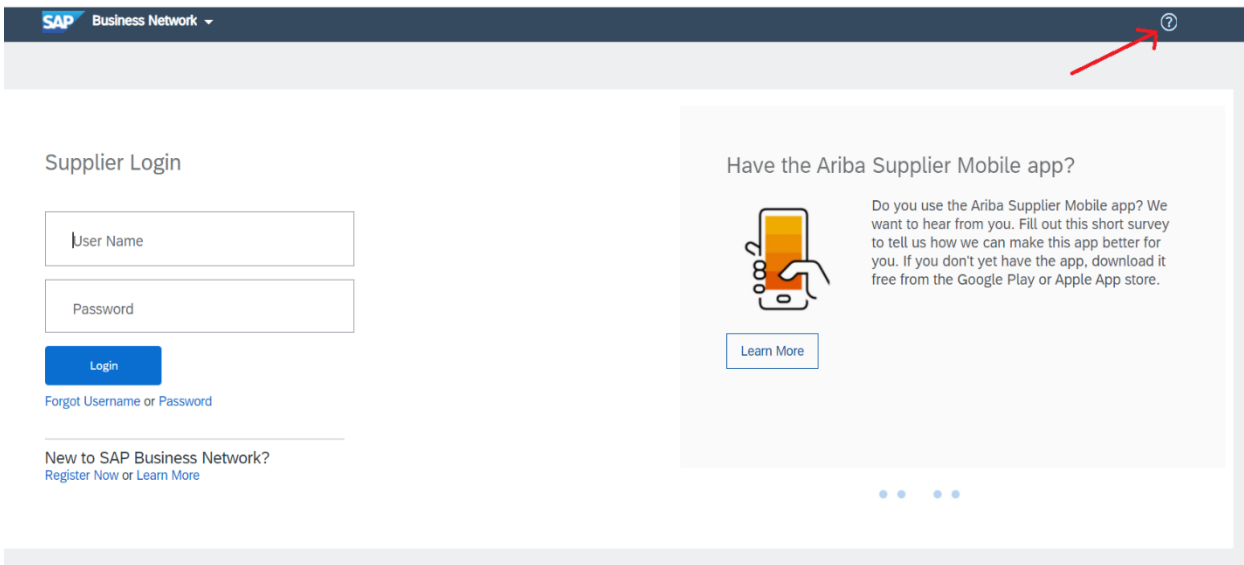


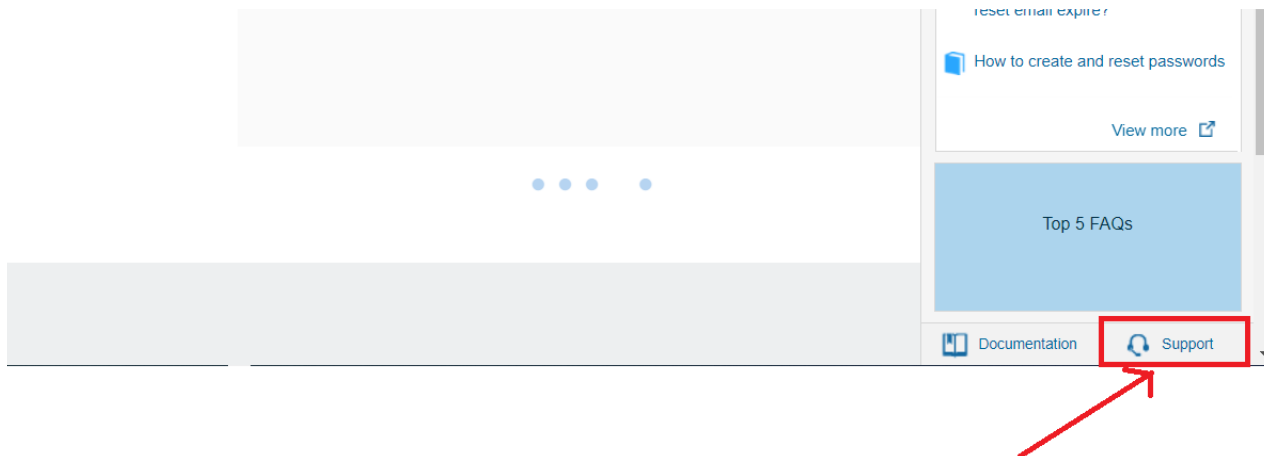
Get help by phone with Ariba Customer Support (1/5)

1. Go to: <https://supplier.ariba.com>

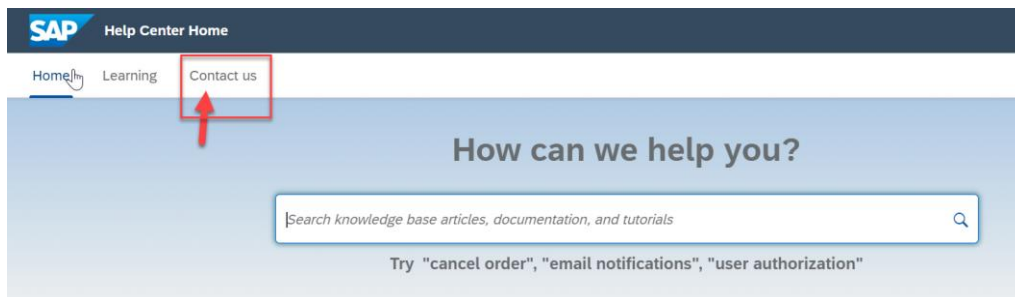
2. Click on the “Question Mark”



3. Click on “Support” at the bottom right corner



4. Select “Contact us”



Get help by phone with Ariba Customer Support (2/5)

5. Select **“Register on SAP Business Network”** again

SAP Help Center Contact us

Home Learning [Contact us](#)

1. Log in to your account.

By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.

[Log in](#)

2. If you're unable to log in, tell us what you need help with.

[Register on SAP Business Network](#) [Reset my password](#) [Forgot username](#) [Unsubscribe](#)

6. Scroll down to choose **“Something else”**

2. If you're unable to log in, tell us what you need help with.

[Register on SAP Business Network](#) [Reset my password](#) [Forgot username](#) [Unsubscribe](#)

3. Choose from the options below to continue.

What do you need help with?

[Register a new account](#) [Registration error](#) [Login](#) [Find out if my company has an account](#) [Something else](#)

Get help by phone with Ariba Customer Support (3/5)

7. Then choose “Participating in Sourcing events (RFPs, auctions, bids, etc.)

3. Choose from the options below to continue.

What do you need help with?

Register a new account

Registration error

Login

Find out if my company has an account

Something else

What are you using SAP Business Network for?

Transacting documents (purchase orders, invoices, etc.)

Participating in Sourcing events (RFPs, auctions, bids, etc.)

Searching for new business opportunities

Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)

8. The “Contact us” solution pops-up on the bottom of the page

What are you using SAP Business Network for?

Transacting documents (purchase orders, invoices, etc.)

Participating in Sourcing events (RFPs, auctions, bids, etc.)

Searching for new business opportunities

Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)

Can't find what you're looking for?

Contact us

Get help by phone with Ariba Customer Support (4/5)

9. Complete all mandatory fields

SAP Help Center Contact us

Home Learning **Contact us**


Requested language of support: English [Change?](#)

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject:* PO

Full description:* *Affected items, expected results, etc.*

Attachment: 

Issue type:*

Issue area:*

PO/Invoice Number:

3. Please review your contact information for correctness:


First name:*

Last name:*

Username:

Company:*

Email:*

Phone:* 

Extension:

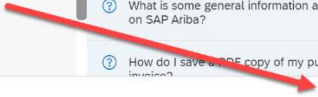
Confirm phone:*

My phone number is correct.

Ariba Network ID:*

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

10. Click on "One last Step"



[How do I send PDF Invoices via email?](#)

[What is some general information about PDF invoicing on SAP Ariba?](#)

[How do I save a PDF copy of my purchase order or invoice?](#)

One last step

Get help by phone with Ariba Customer Support (5/5)

11. Select Phone Recommended and Submit

The screenshot shows the SAP Help Center 'Contact us' page. The 'Phone' option is selected and highlighted with a red box. Below it, there is a text box for 'Estimated wait time in minutes: 28' and a checkbox for 'Do not record my phone call.'. Below the 'Phone' section, there are two other options: 'Live chat: open' and 'Email'. A red arrow points to the 'Submit' button at the bottom right of the page.

12. Your Service request is created,

The screenshot shows the SAP Help Center 'Contact us' page after a service request has been created. A success message is displayed in a white box: 'Success Your Service Request was created. Thank you!'. Below the message, there is a search bar and a 'How can we help you?' prompt.

...You will receive an email that Ariba support call you!

The screenshot shows an email from SAP Customer_Support_SR_Update. The subject is 'Ariba [SR#002028376600003722222021]: AUC900859752 [Call Request] CATALOG'. The email content is as follows:

Dear I n,

Thank you for contacting SAP Ariba Customer Support.

We tried to contact you at (33618891384) but could not reach you.

I tried to leave voice message but as it's not in English, I am not too sure if you received it.

Please visit the Help Center to [submit a new service request](#) when you are available.

Thank you.

Kind regards,

SAP Ariba Customer Support

** Please do not reply to this email **