

# How to Reach the Support

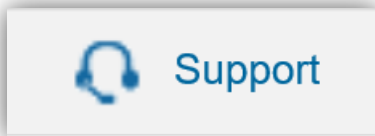
**! Watch this 1 minute video:**

<https://www.youtube.com/watch?v=RdfEsMvrcFc&feature=youtu.be>

**Enter the webpage:**  
[supplier.ariba.com](https://supplier.ariba.com)

1. Click on [Help Center](#)
2. Go to [Support](#)

**You will be directed to the Support Center**




A screenshot of the SAP Ariba website. The top navigation bar includes the SAP Ariba logo, "Orders &amp; Invoices", and "Powered by Ariba Network". A yellow box labeled "1" highlights the "Help Center" link in the top right. The main content area features a "Supplier Login" section with input fields for "User Name" and "Password", a "Login" button, and a link for "Having trouble logging in?". To the right is a "Simple Financing to P Growth" section with a "Learn More" button. On the right side, a "Help Center" sidebar is visible, containing a search bar and a list of FAQ items. A yellow box labeled "2" highlights the "Support" link in the bottom right of the sidebar, with a red arrow pointing to it. The bottom navigation bar includes "Documentation" and "Support" links.

# Support Channels

1. **Support Center:**  
Enter your **search** and find results.

2. **Get Help:**
- a) By **email**, or register to a **webinar**.
  - b) By **phone**, or **Live Chat**

Ariba Exchange User Community

Search...  [Home](#) | [Learning](#) | [Support](#)

### Support Center





I need help with

**1**

- FAQ** Why can't I find a purchase order?
- FAQ** If I have already invoiced my purchase order once, how do I invoice for the remaining amount?
- Video** Register for a light account and send an order confirmation (4:10)
- FAQ** How do I search by purchase order number?
- FAQ** What does it mean if a blanket purchase order requires a release?

Can't find what you are looking for? Let us help you.

Choose your communication preference:

-  Get help by email
-  **Get help by live chat**
-  Get help by phone Estimated wait in minutes: 9
-  Attend a live webinar

**2**

#### Common Troubleshooting Tags

- Spotlight
- Invoice rejection messages
- Invoice history
- Browser configuration
- Customer relationships
- Supplier account login
- My account
- View home dashboard**
- Supply chain
- Search purchase orders
- Contact account administrator
- Invoice status
- Registration
- Light accounts
- Search invoices

trust.ariba.com

Information and latest notifications about product issues and planned downtime.  
[Check status](#)