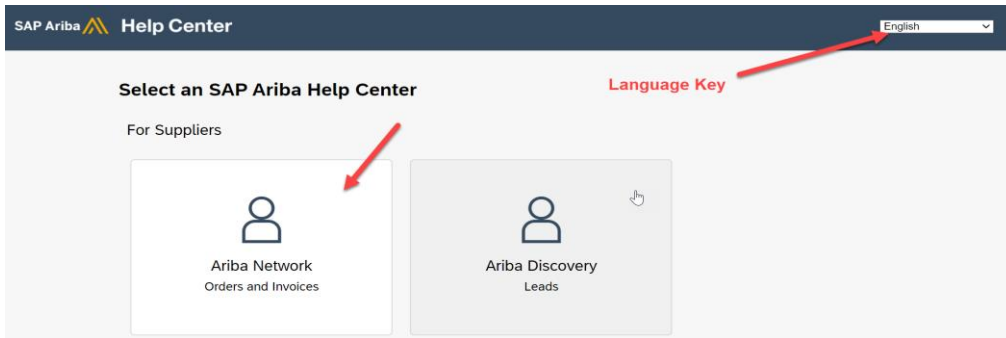
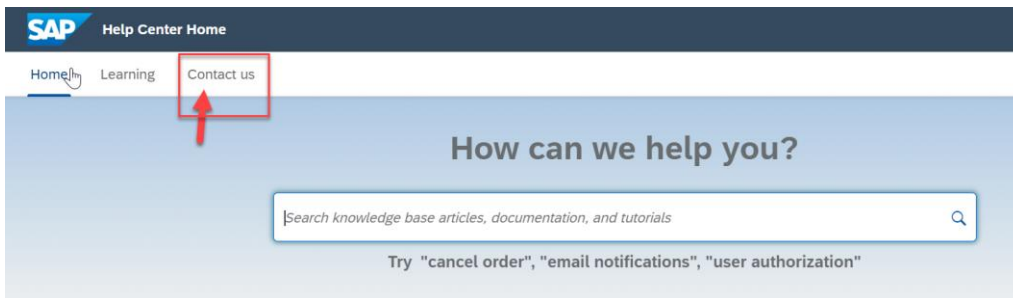


Get help by phone with Ariba Customer Support (1/3)

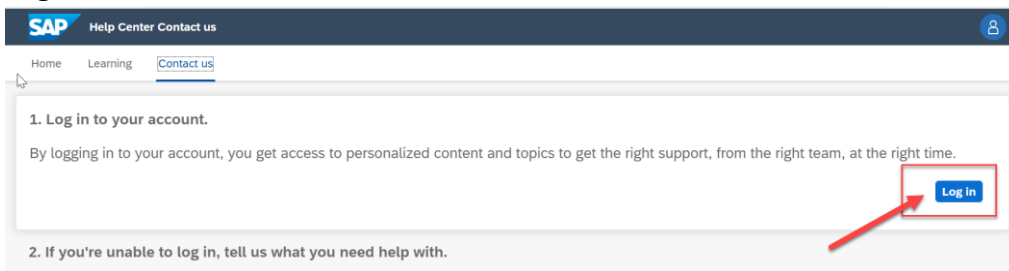
1. Go to: <https://support.ariba.com/help>
2. Select **Ariba Network - Orders and Invoices**



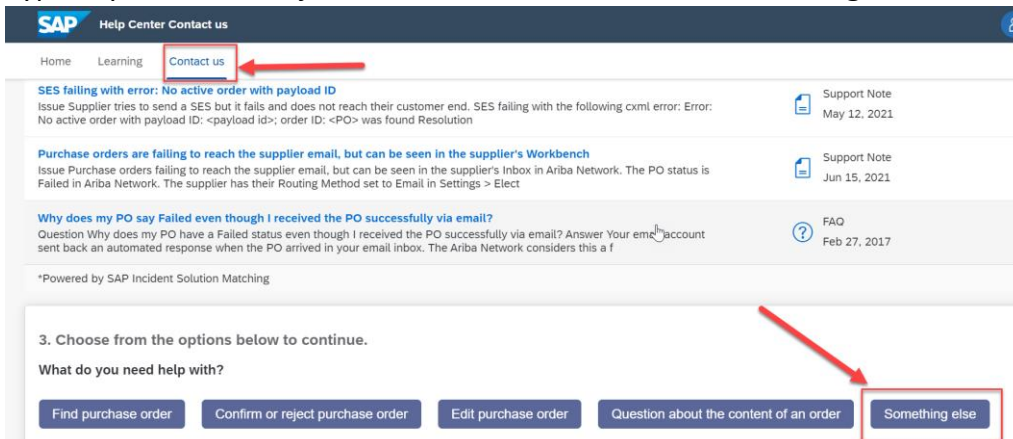
3. Select **“Contact us”**



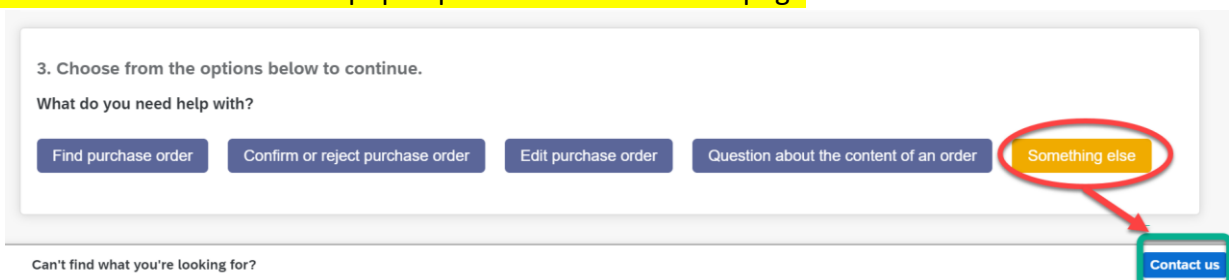
4. Log in



5. Select **“Contact us”** again,
Type in your search object and Scroll down to choose **“Something else”**



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



Get help by phone with Ariba Customer Support (2/3)

7. 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:

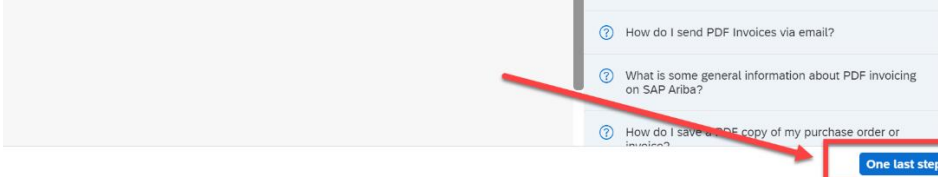
Confirm phone:*

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](#).

8. 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 (3/3)

9. 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.' In the 'Other methods you may choose:' section, 'Live chat: open' and 'Email' are visible. A red arrow points to the 'Submit' button, which is also highlighted with a red box. There are 'Back' and 'Cancel' buttons next to it.

10. 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 dialog box is displayed in the center, with the text 'Success' and 'Your Service Request was created. Thank you!' and an 'OK' button. The background shows a table with service request details and a search bar.

Service Request	Created on	Status
00202837660000372222021	Aug 25, 2021, 9:57 AM	Open

...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#00202837660000372222021]: AUC900859752 [Call Request] CATALOG'. The email body contains the following text:

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 **