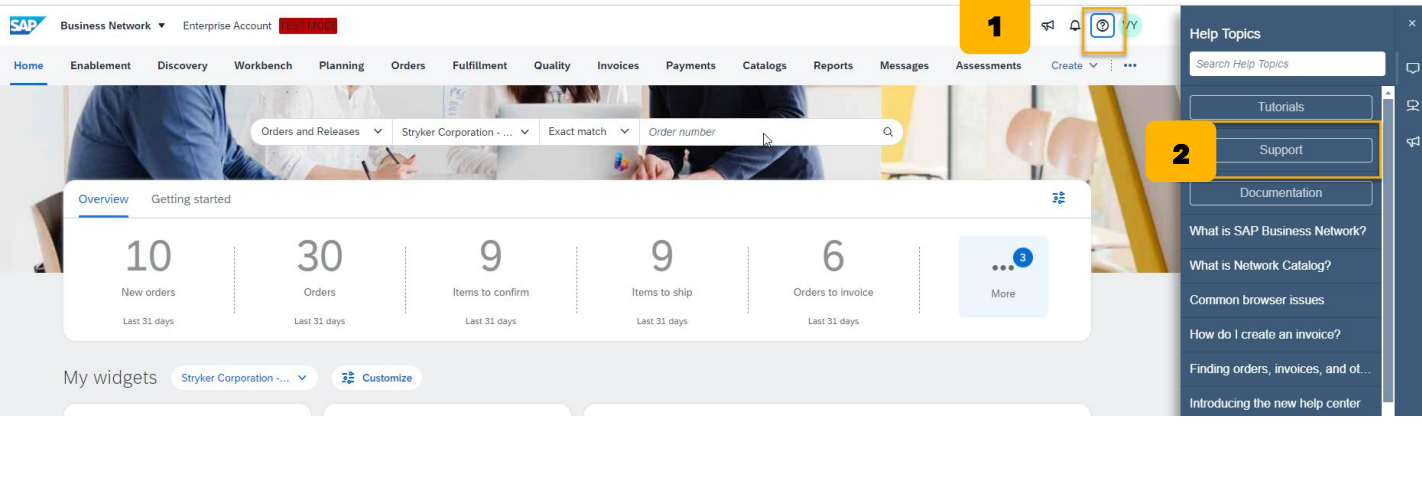


# Ariba Support

## How to Interact with Ariba Support – Supplier’s Guide

### What is Ariba Support?

SAP Ariba Support provides assistance and guidance to users of the SAP Ariba platform, which is a cloud-based procurement and supply chain management solution. The support services typically include technical support to help users navigate the platform, resolve any technical issues they encounter, and optimize their usage of the software.

Step	Screenshot
<p><b>How to get support</b></p> <p>Whether you are an Ariba Collaborative Supply Chain user or a Storeroom Supplier following actions are recommended upon encountering an issue:</p> <ol style="list-style-type: none"><li>1. Contact Ariba Support by Clicking the Help link “?” in the Ariba main screen (Home screen):</li><li>2. Customer Support Callback Feature- Have a representative from Ariba Customer Support contact you to assist with troubleshooting.</li></ol>	 <p>The screenshot displays the SAP Ariba Business Network user interface. At the top, the navigation bar includes 'Home', 'Enablement', 'Discovery', 'Workbench', 'Planning', 'Orders', 'Fulfillment', 'Quality', 'Invoices', 'Payments', 'Catalogs', 'Reports', 'Messages', 'Assessments', and 'Create'. A search bar is present with filters for 'Orders and Releases', 'Stryker Corporation - ...', and 'Exact match'. A central dashboard shows key metrics: 10 New orders, 30 Orders, 9 Items to confirm, 9 Items to ship, and 6 Orders to invoice, all for the last 31 days. A 'My widgets' section is at the bottom. On the right, a 'Help Topics' sidebar is open, listing 'Tutorials', 'Support', and 'Documentation'. The 'Support' link is highlighted with a yellow box and the number 2. The 'Help' icon (a question mark) in the top right corner is highlighted with a yellow box and the number 1.</p>

## Step

## Screenshot

### Connect with Support

You will be pointed to “Ariba Help Center” Page. This is the knowledge repository for Ariba solutions suite. You can browse this site for any questions you may have. If you can find an answer, follow the below steps to receive additional support from Ariba.

1. Enter the question you have in the top box that you are searching for an answer for.
2. If you can't find an answer for what is needed, select “Contact us” at the top.
3. Then select “Something else” at the bottom.
4. Lastly select “Create a Case” in the bottom right to open a case with Ariba Support.

The screenshot displays the SAP Ariba Help Center 'Contact us' page. At the top, there is a navigation bar with 'Home', 'Learning', and 'Contact us' (highlighted). Below the navigation bar, the page is divided into three main sections:

- 1. Start here to find your answer.** This section contains a search bar with the text 'help' and a magnifying glass icon.
- 2. Browse below for our AI-based recommendations\*** This section lists several FAQ items, each with a question, a brief description, and a 'FAQ' label with a date:
  - How do I create a purchase order-based invoice?** (Feb 24, 2023)
  - How do I contact support as a supplier?** (Jun 7, 2023)
  - How do I contact SAP Business Network Customer Support as a supplier?** (Sep 12, 2023)
  - I forgot my username or password for my supplier account** (Mar 13, 2024)
  - How do I create an account hierarchy?** (Apr 26, 2024)
- 3. Choose from the options below to continue.** This section is titled 'What do you need help with?' and features a row of buttons: 'Access sourcing event', 'Locate purchase order', 'Create invoice', 'Invoice was rejected', 'Payment', 'Contact customer', and 'Something else' (highlighted). Below this row is a link that says 'Can't find what you're looking for?' and a 'Create a Case' button in the bottom right corner.

## Step

### Help Center Case Submission

After selecting “Create a Case” you’ll be brought to this screen.

Enter all relevant information as best as you can. The required fields are marked with a red \*.

Once you’ve completed all of the fields in this form, select “One last step” in the bottom right corner.

## Screenshot

The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a navigation bar with 'Home', 'Learning', and 'Contact us' (the active page). Below the navigation bar, there is a section for 'Requested language of support' set to 'English' with a 'Change?' link. A note states: 'Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.'

The main form is titled '1. Tell us what you need help with.' and contains the following fields:

- Subject:** \* call support
- Full description:** \* Affected items, expected results, etc. (3000 characters remaining)
- Attachment:** (with an upload icon)
- Issue type:** \*
- Issue area:** \*
- PO/Invoice Number:**

Below these fields is a 'Top Recommendations' section with two links:

- How do I downgrade my fully enabled account to a Standard account?
- How do I create a purchase order-based invoice?

The next section is '2. How does this impact your normal business processes?' with a 'Business Impact:' dropdown menu.

The final section is '3. Provide your preferred contact details:'.

**Step**

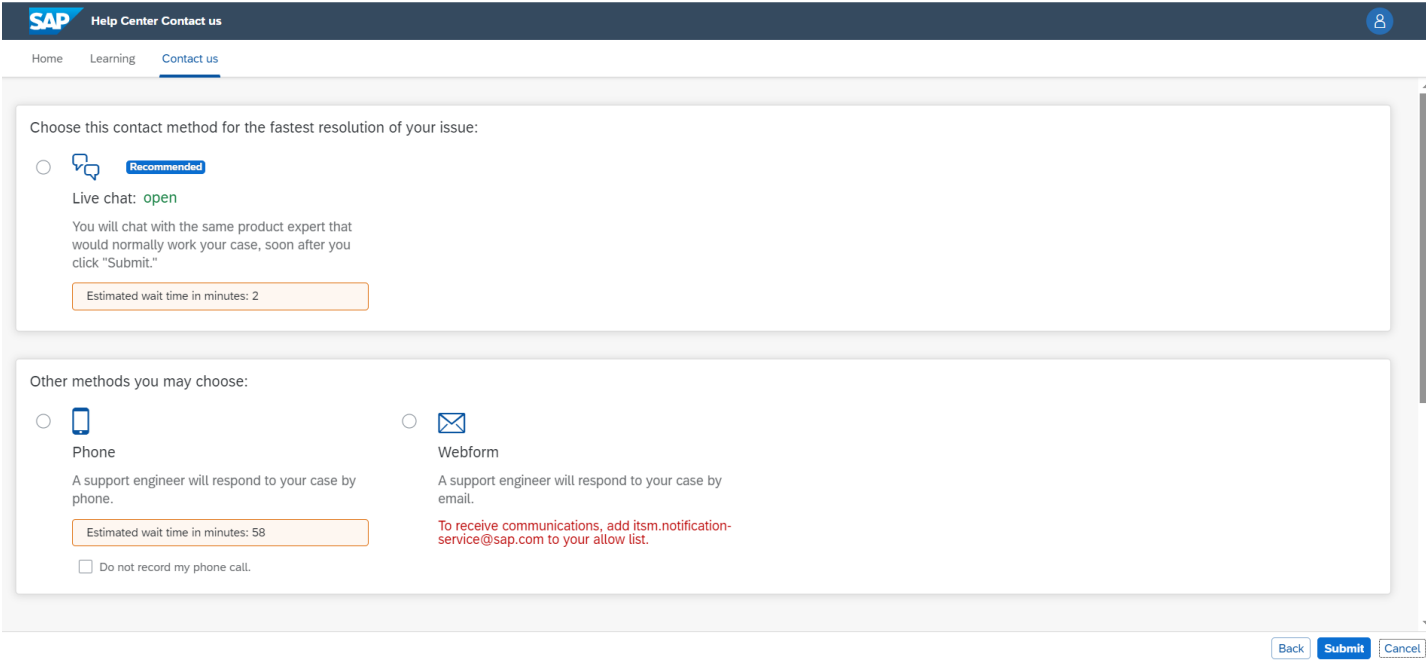
**Screenshot**

**Help Center Case Submission**

After selecting “One last step” you’ll be brought to this page.

You can receive help by Live Chat, by Phone call from Ariba (to the number input in the previous screen) or by webform where Ariba will respond by email.

The estimated wait times are listed for the chat and phone support.



**Extra Details**

- **Call Back feature** – A response from the Support specialist may take up to 24 hours (Estimated Response Time Listed)
- It is recommended to ensure [customer\\_support\\_sr\\_update@sap.com](mailto:customer_support_sr_update@sap.com) email is added to the Safe Sender list so that response emails are reaching your Spam folder.
- Always provide your Ariba Network ID – AN\*\*\*\*\* - unique identifier in Ariba System.
- Be as specific and descriptive as possible, provide all details of the issue, and always provide your accurate contact details.