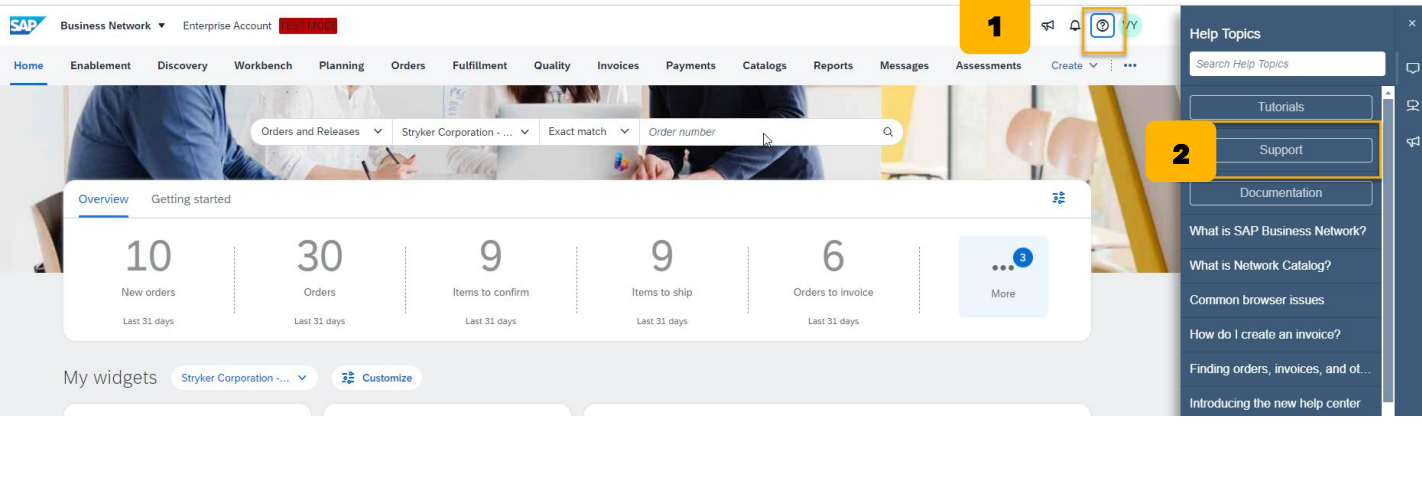# Ariba Support

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
How to get support Whether you are an Ariba Collaborative Supply Chain user or a Storeroom Supplier following actions are recommended upon encountering an issue: 1. Contact Ariba Support by Clicking the Help link "?" in the Ariba main screen (Home screen): 2. Customer Support Callback Feature- Have a representative from Ariba Customer Support contact you to assist with troubleshooting.	

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.	

Step	Screenshot
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.	

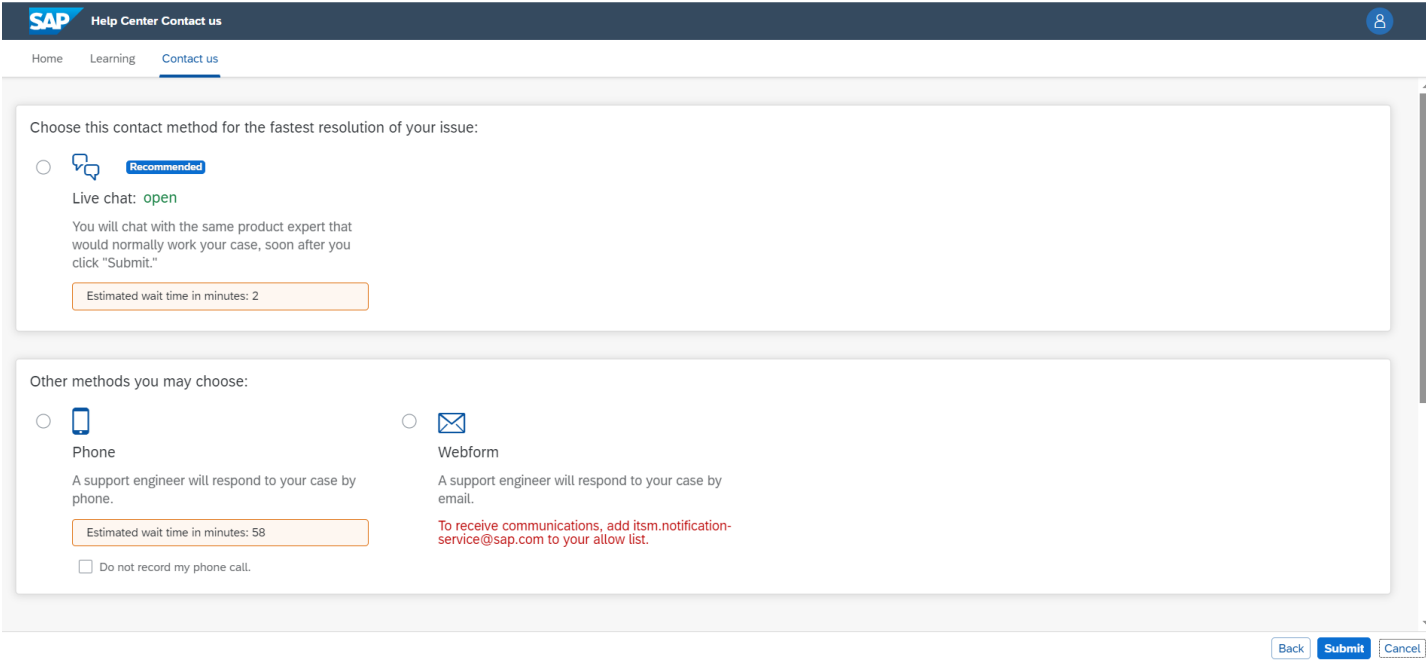| Step	Screenshot
Help Center Case Submission After selecting "One last step" you'll be brought to this page. You can receive help by Live Chat, by Phone call from Ariba (to the number input in the previous screen) or by webform where Ariba will respond by email. The estimated wait times are listed for 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 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.