



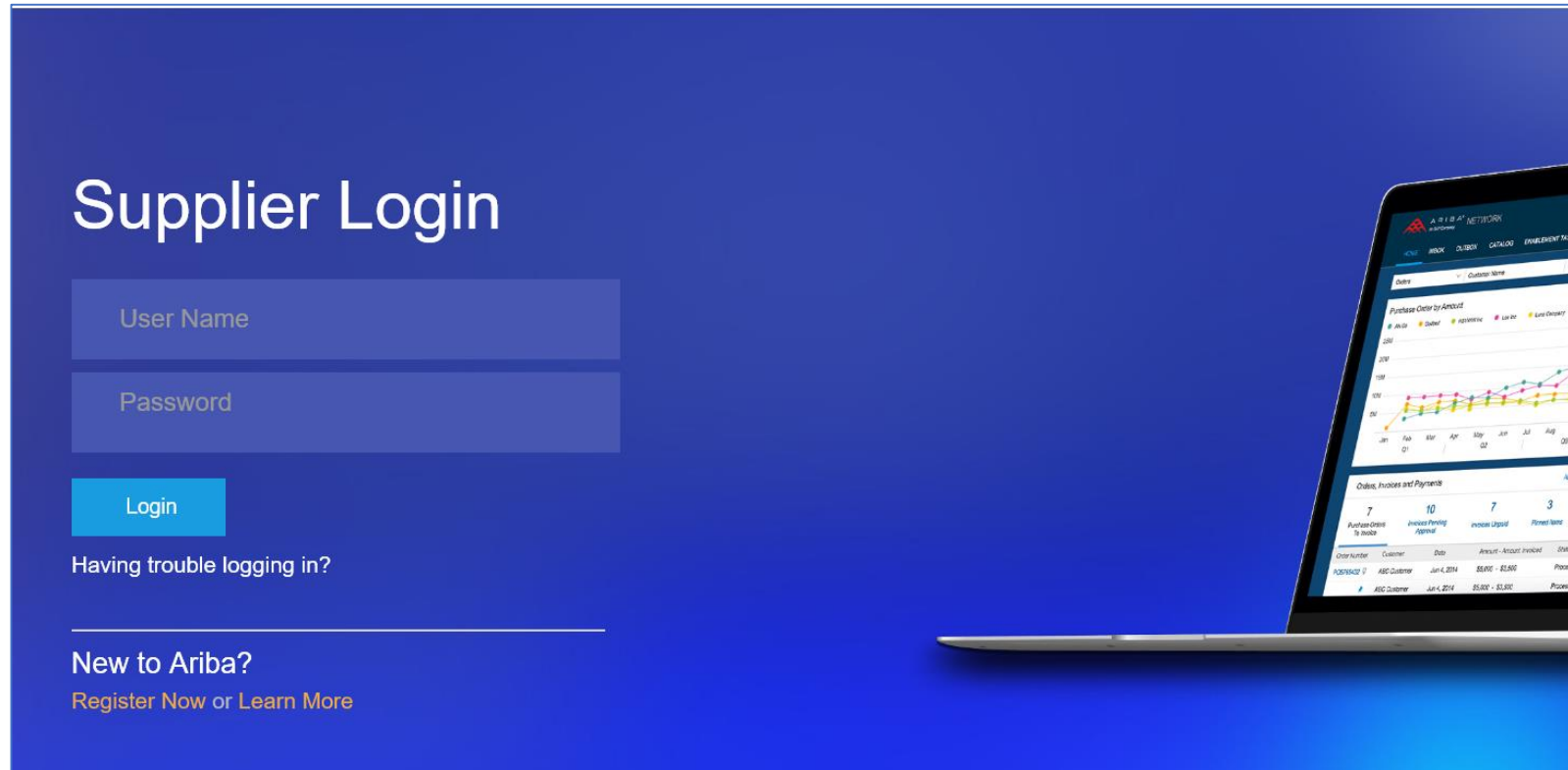
SAP Ariba 

SAP Ariba Supplier Support Helpdesk

PUBLIC

THE BEST RUN 

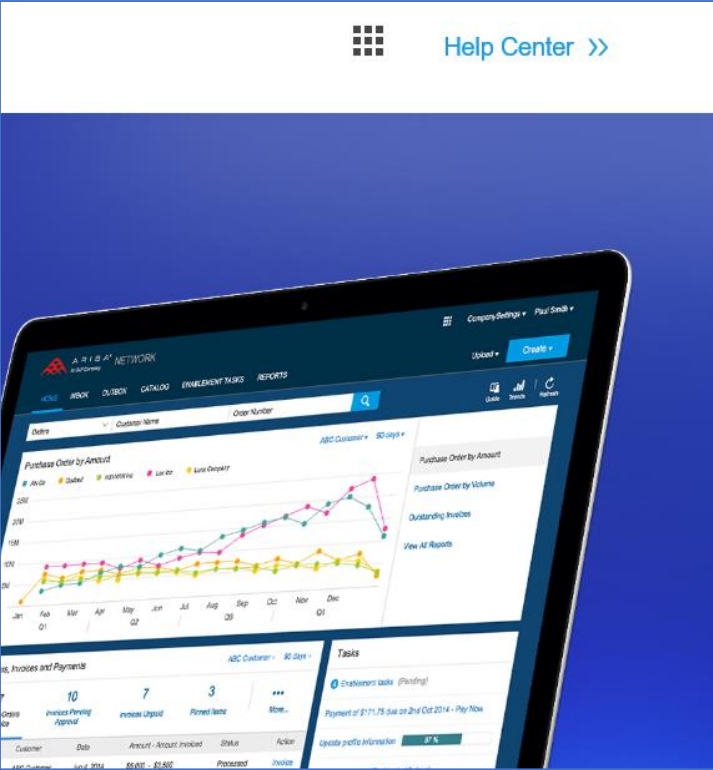
SAP Ariba Supplier Support Desk - Portal



Go to the SAP Ariba supplier portal at <https://service.ariba.com/Sourcing.aw/128527009/aw?awh=r&awssk=m.r.GHlx8&dard=1> where this screen will appear.

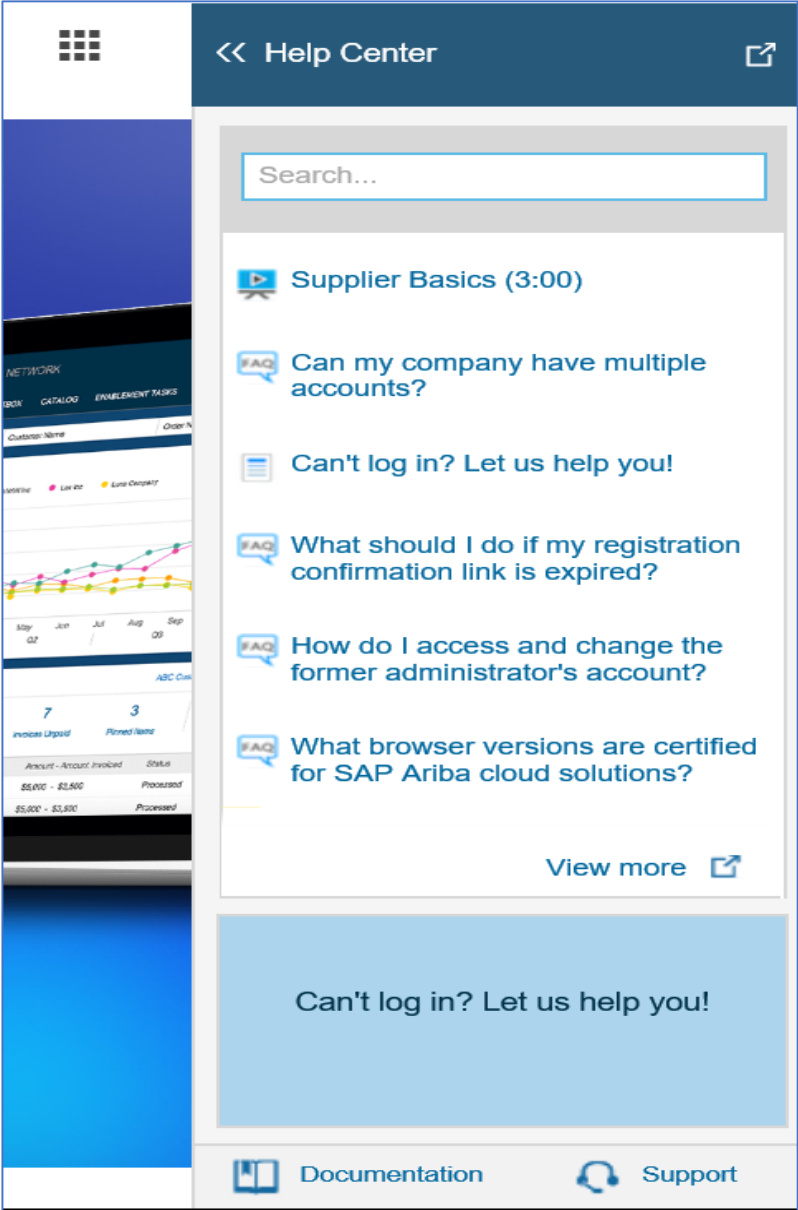
You can access support without inserting your user name and password. Access to support is on the landing front page top right hand corner

SAP Ariba Supplier Support Desk - Portal



Top right hand corner – click on this icon to access our help centre – as indicated by the red square to your left - allow the next page to load

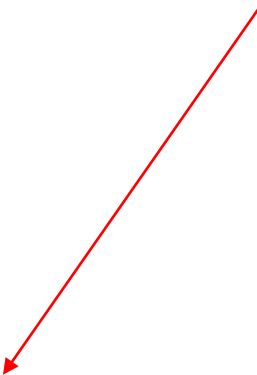
SAP Ariba Supplier Support Desk - Portal



Once you have clicked on the top right hand corner – the following drop down will appear

Supplier Basics etc.

At the bottom of the page it says support – click on this icon



SAP Ariba Supplier Support Desk – Online Ticket

Once you have clicked on the support icon the page below will appear called “**Support Center**”

The screenshot shows the SAP Ariba Support Center interface. At the top left, there is a search bar with the text "I need help with" and the word "bidding" entered. To the right of the search bar is an "Update" button. Below the search bar, there is a section titled "FAQ" with the question "Why can't I find an event?". Underneath this, there are two links: "How to Win Business on Ariba Discovery" and "New Ariba Network Subscriptions and Pricing".

Below the FAQ section, there is a "Contact SAP Ariba Customer Support" section. It features a stethoscope icon and the text "Are you trying to access an event?". There are two buttons: a blue "Yes" button and a yellow "No" button.

At the bottom left, there is a section titled "Can't find what you are looking for? Let us help you." with the text "Choose your communication preference:". There are three options: "Get help by email" (with an envelope icon), "Get help by phone" (with a telephone icon and "Estimated wait in minutes: 2"), and "Attend a live webinar" (with a video camera icon).


On the right side of the interface, there is a "Common Troubleshooting Tags" section. It contains several tags: "Spotlight", "Customer relationships", "Browser configuration", "Light accounts", "Search invoices", "Invoice history", "Supplier account login", "Invoice rejection messages", "View home dashboard", "Registration", "Search purchase orders", "Contact account administrator", "Invoice status", "View invoice", and "Supply chain".

At the bottom right, there is a "trust.ariba.com" section. It contains the text "Information and latest notifications about product issues and planned downtime." and a "Check status" link with an external link icon.

Try the self-help option first. If you can't find assistance via the self-help, click 'No'. A page will load and you can create an online support ticket to get help via telephone or email. Don't forget to fill out all the requirements and give as much detail as possible.

SAP Ariba Supplier Support Desk – Online Ticket

SAP Ariba Email Support

 A response from a Procurement Operations Specialist may take 24 to 48 hours. Please add customer_support_sr_update@sap.com to your Safe Sender List. For a faster response, choose [phone support](#).

Problem Description

Short Description: *

Problem Type: *

Details: *

For fast resolution, please include all relevant details in your case. For example:

- A detailed description of the issue including full navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to replicate the issue.
- Attach screenshots or recordings of the issue.

File Attachment 1: No file chosen

Provide all required information and click submit.

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Phone: Country: *

Country Code: Area Code: Number: * Extension:

Ariba Network ID:


You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [Ariba Privacy Statement](#) and applicable law.

* I agree

* Required Fields

SAP Ariba Supplier Support Desk – By phone

SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Phone: Country: *

Country Code: Area Code: Number: * Extension:

Confirm Number: *

* My phone number is correct.

Do not record this phone call.

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [Ariba Privacy Statement](#) and applicable law.

* I agree





* Required Fields

Provide all required information and click submit for a consultant to call you back.


SAP Ariba Supplier Support Desk – Live Chat


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

Click “Get help by live chat”. A new window will appear. Complete the required fields and click “start chat”.

SAP Ariba  Customer Support

 Thanks for contacting us! To better serve you, please fill out the short form below and click the Start Chat button in the lower right.

Full Name: *

You can call me: *

Email: *

Phone: *

Initial Question: *





You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.

* I agree

* Required Fields Start Chat

SAP Ariba Supplier Support Desk – Live Webinar

Coming Up Next

| | | | |
|--|---|--|--|
|  <p>Supplier Success Sessions Light Accounts</p> <p>Jun 21, 2018 11:00 AM EDT</p> <p>SAP Ariba: Light Accou...</p> <p>To register for this event please send an email to successestions@ean.com</p> |  <p>(35) Sesión de éxito de proveedores Cómo participar en las subastas</p> <p>Jun 21, 2018 02:00 PM EDT</p> <p>SAP Ariba: Cómo partic...</p> <p>To register for this event please send an email to successestions@ean.com</p> |  <p>Supplier Success Sessions Invoicing</p> <p>Jun 21, 2018 02:00 PM EDT</p> <p>SAP Ariba: Invoicing 6/...</p> <p>To register for this event please send an email to successestions@ean.com</p> |  <p>Supplier Success Sessions Participating in an Auction</p> <p>Jun 21, 2018 04:00 PM EDT</p> <p>SAP Ariba: Participatin...</p> <p>To register for this event please send an email to successestions@ean.com</p> |
|--|---|--|--|

Overview

Title: SAP Ariba: Light Account 6/20/2018

Date: Thursday, June 21, 2018

Time: 11:00 AM Eastern Daylight Time

Duration: 30 minutes

Attend

This presentation will begin on Thursday, June 21, 2018 at 11:00 AM Eastern Daylight Time.

Audience members may arrive 15 minutes in advance of this time.

[Test Your System](#)

[Help](#)

[Download Flash Player](#)



Add this event to your calendar

Summary

SAP Ariba Customer Support welcomes you to join our Success Session Webinar!

Signing up:

Signing up for a session is easy! Simply fill out your details on the left, and you will receive a confirmation email right away with instructions for joining your event.

About the session:

In this webinar, you will learn how to complete your response to an RFI or RFP event in Ariba Sourcing. If you have been invited to an event by one of your customers, or are planning to participate in an event in the near future, then this session is right for you!

During this session, we will present a live demonstration of your Ariba Sourcing events dashboard, and how to complete and submit your RFI or RFP response. We will cover the answers to common questions that our users have during the process, and there will be a live Q&A session at the end for any questions left unanswered.

We look forward to having you in our webinar!

Live webinar will give you options on live sessions available. You can select by clicking on the name of the session. A Page will open that will allow you to add this event to your calendar

SAP Ariba Supplier Support Desk – Interactive Page

Furthermore, if you go back to the original screen on your landing page and click on the top right hand icon and click on “view more

After clicking on view more the page below will open. This page is an interactive page with FAQ, users guides, a learning centre and many more interesting pages.

