

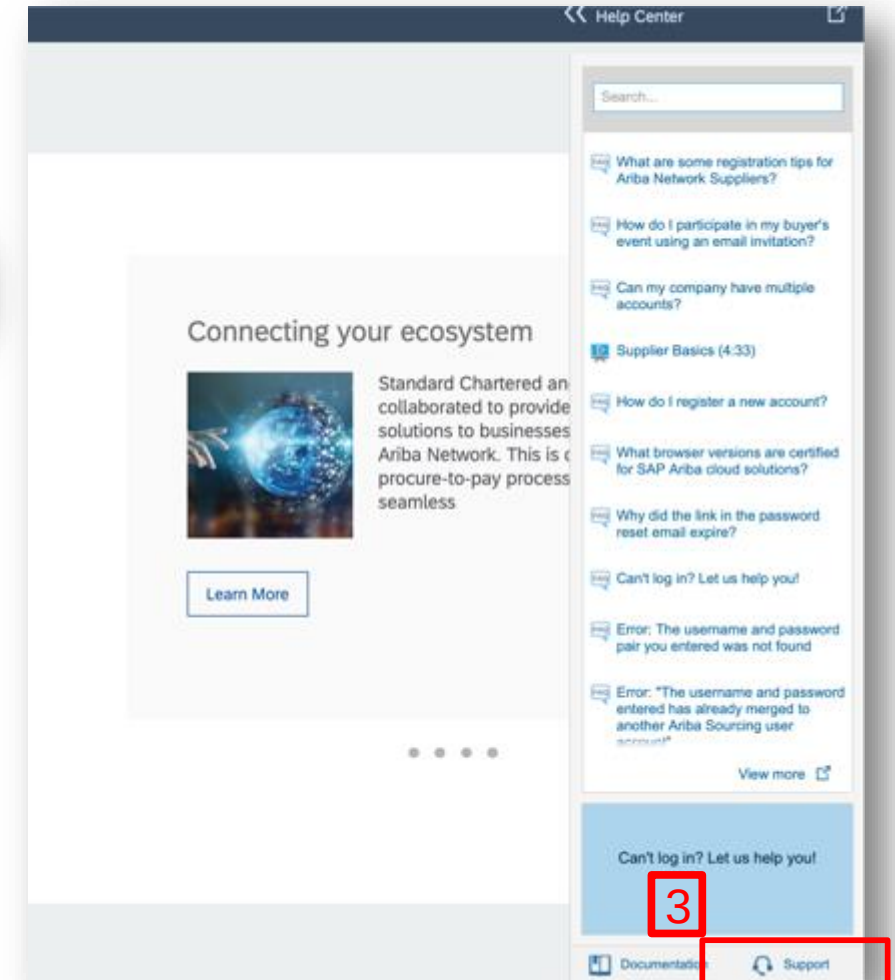
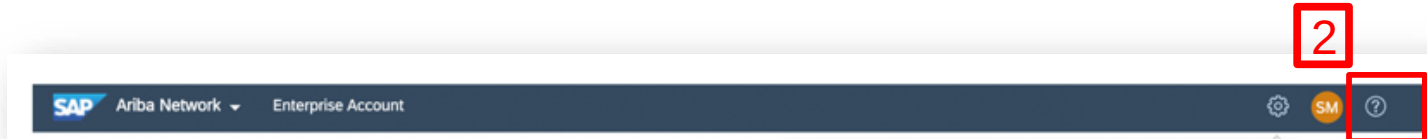


How to create a global support ticket

PUBLIC

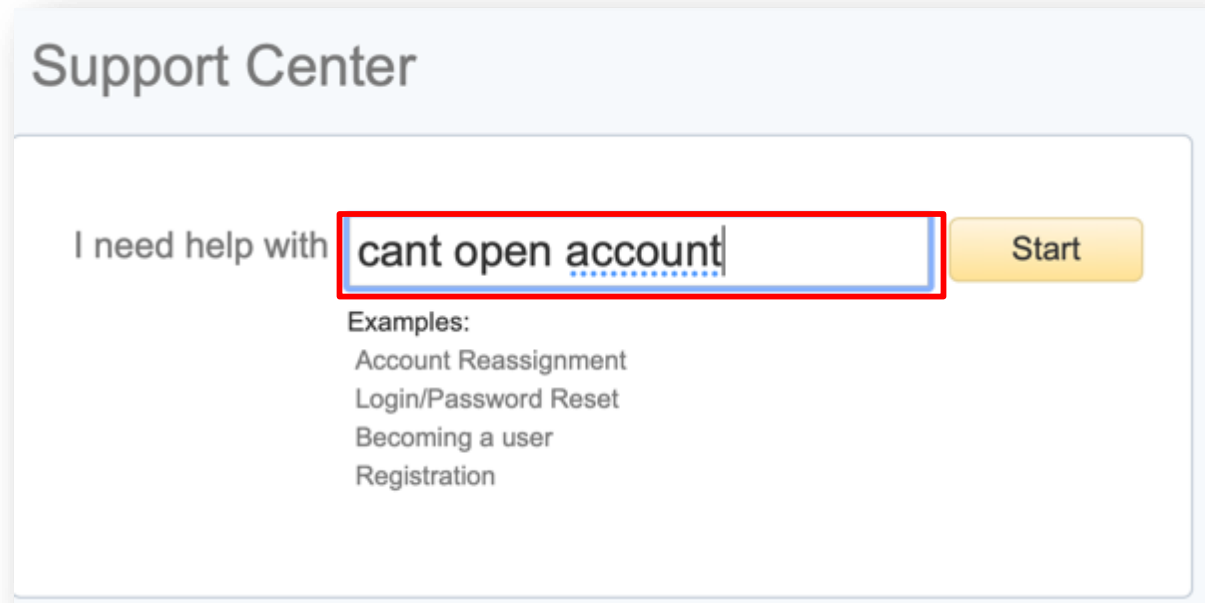
Create a support ticket

1. Go to supplier.ariba.com and log in your credentials
2. On top right side, click on “?” icon
3. Click on the support icon below



Create a support ticket

- Write what you need help with in the given box “I need help with” (For example, I cant open account).....and click on start



The screenshot shows the 'Support Center' interface. It features a text input field with the placeholder text 'I need help with' and the user-entered text 'cant open account'. The input field is highlighted with a red border. To the right of the input field is a yellow 'Start' button. Below the input field, there is a section titled 'Examples:' followed by a list of common support topics: 'Account Reassignment', 'Login/Password Reset', 'Becoming a user', and 'Registration'.

Support Center

I need help with

Start

Examples:

- Account Reassignment
- Login/Password Reset
- Becoming a user
- Registration

Create a support ticket

Support Center

I need help with

Can't log in? Let us help you!

How do I contact SAP Ariba Customer Support as a supplier?

How to access the help center in a new window

Browsing content in the help center

Overview of the help center

◀ 1 2 3 4 ▶

Service Alert

Some SAP Ariba suppliers are experiencing an unexpected error within the "My Subscriptions" tab. This is a known issue and our technical team is working to fix the issue. We apologize for the inconvenience.

Contact SAP Ariba Customer Support

Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.

Does the message "User already exists. Please enter a different username" appear?

Does the message "DUNS number already exists" appear?

Does the message "You must enter the username and password associated with your account" appear?

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

Choose your communication preference:

Get help by phone Estimated wait in minutes: 3

Attend a live webinar

- Click on "No" for all the suggested options until the option to get Help by Phone appears
- Click on the option

Create a support ticket

- fill in all mandatory fields marked as “*” in below form then press submit.
- You will receive an phone call shortly to assist you with your issue.

The screenshot shows the 'Ariba Exchange User Community' support page. The title 'SAP Ariba Phone Support' is highlighted with a red box. Below the title, a message states: 'Provide the following information, and the next available specialist will call you.' The form is divided into two main sections: 'Problem Description' and 'Contact Information'. The 'Problem Description' section has a 'Short Description' field with the text 'po'. The 'Contact Information' section includes fields for 'First Name', 'Last Name', 'User ID', 'Company', 'Email', and 'Phone'. The 'Phone' section has sub-fields for 'Country' (a dropdown menu), 'Country Code' (a dropdown menu), 'Area Code', 'Number', and 'Extension'. There are also checkboxes for 'My phone number is correct' and 'Do not record this phone call'. At the bottom of the form, there is an 'Ariba Network ID' field and a disclaimer about data transfer. A 'Submit' button is highlighted with a red box. The footer of the page includes the SAP Ariba logo and links to 'Community Privacy Policy', 'Participation Agreement', 'Security Disclosure', and 'Legal Notices'.

Ariba Exchange User Community

Search...

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SAP Ariba Phone Support

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

Problem Description

Short Description: * po

Contact Information

First Name: *

Last Name: *

User ID:

Company: *

Email: *

Phone: Country: * Please Select

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

Submit Cancel

SAP Ariba

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Thank you.