Get help by phone with Ariba Customer Support

https://supplier.ariba.com

July 2023

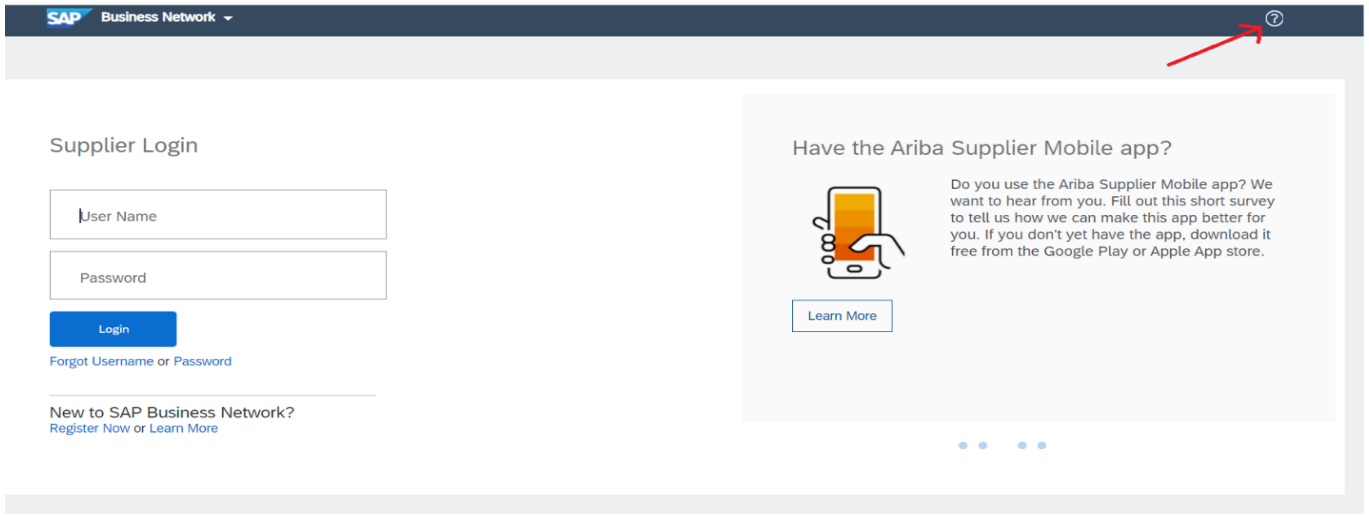
Agenda

1. Get help by phone with Ariba Customer Support

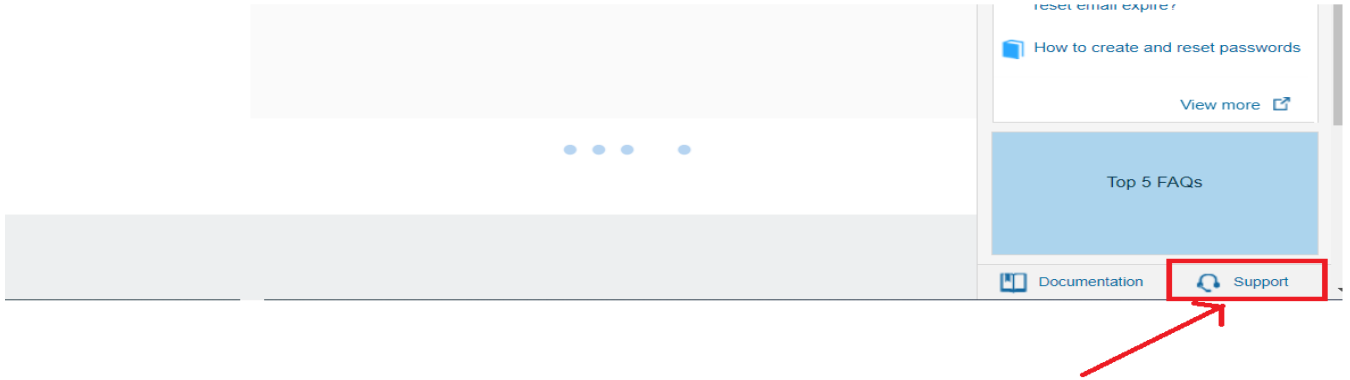
2. Request immediate Assistance for Ariba Guided Sourcing bidding requests

Get help by phone with Ariba Customer Support (1/5)

1. Go to: https://supplier.ariba.com
2. Click on the **“Question Mark”**

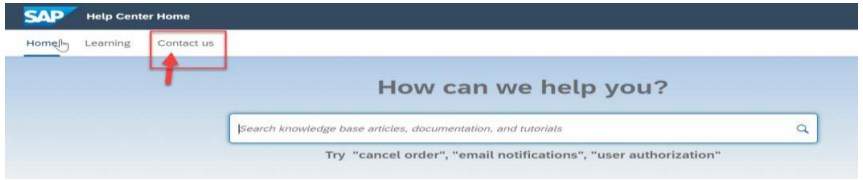


3. Click on **“Support”** at the bottom right corner

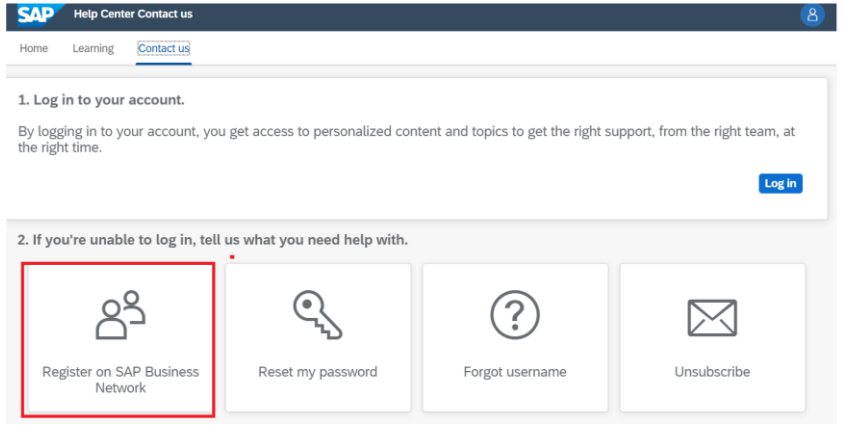


Get help by phone with Ariba Customer Support (2/5)

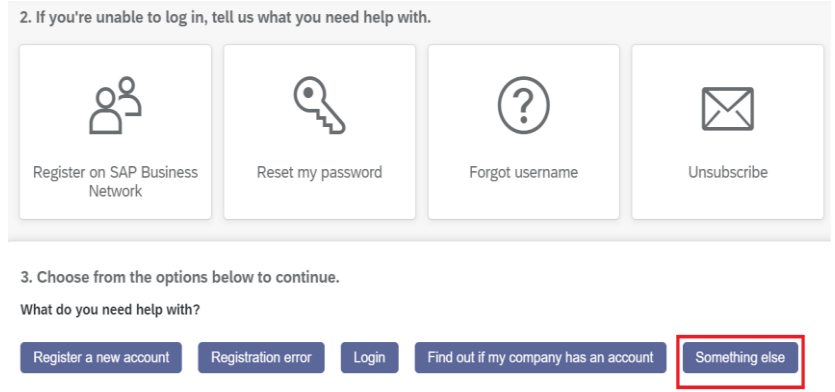
4. Select **“Contact us”**



5. Select “**Register on SAP Business Network**” again

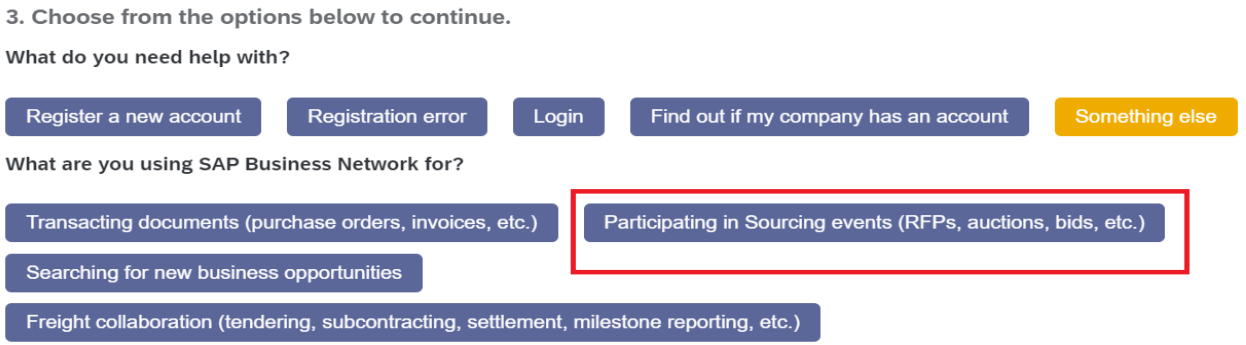


6. Scroll down to choose “**Something else**”

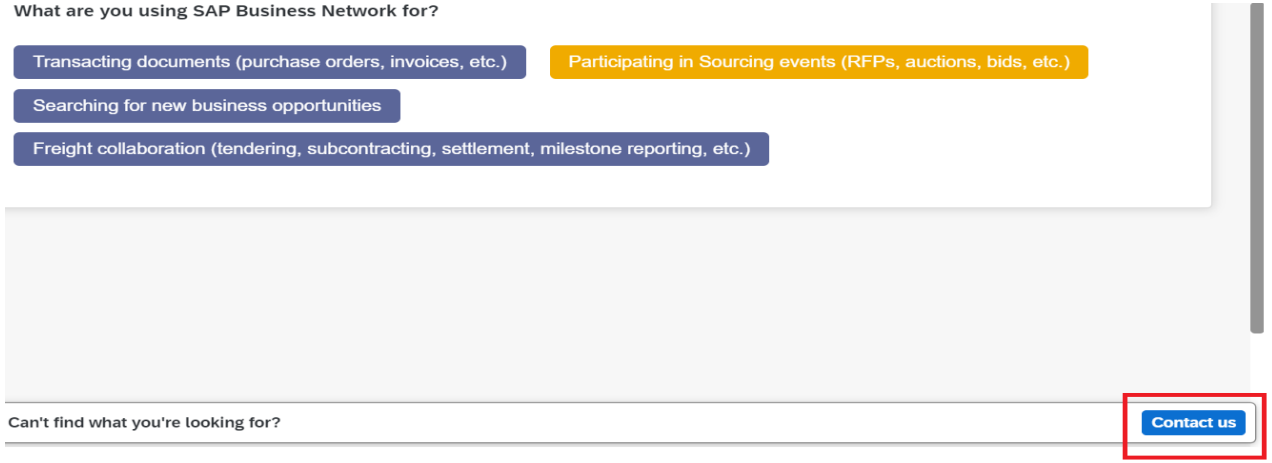


Get help by phone with Ariba Customer Support (3/5)

7. Then choose **“Participating in Sourcing events (RFPs, auctions, bids, etc.)**

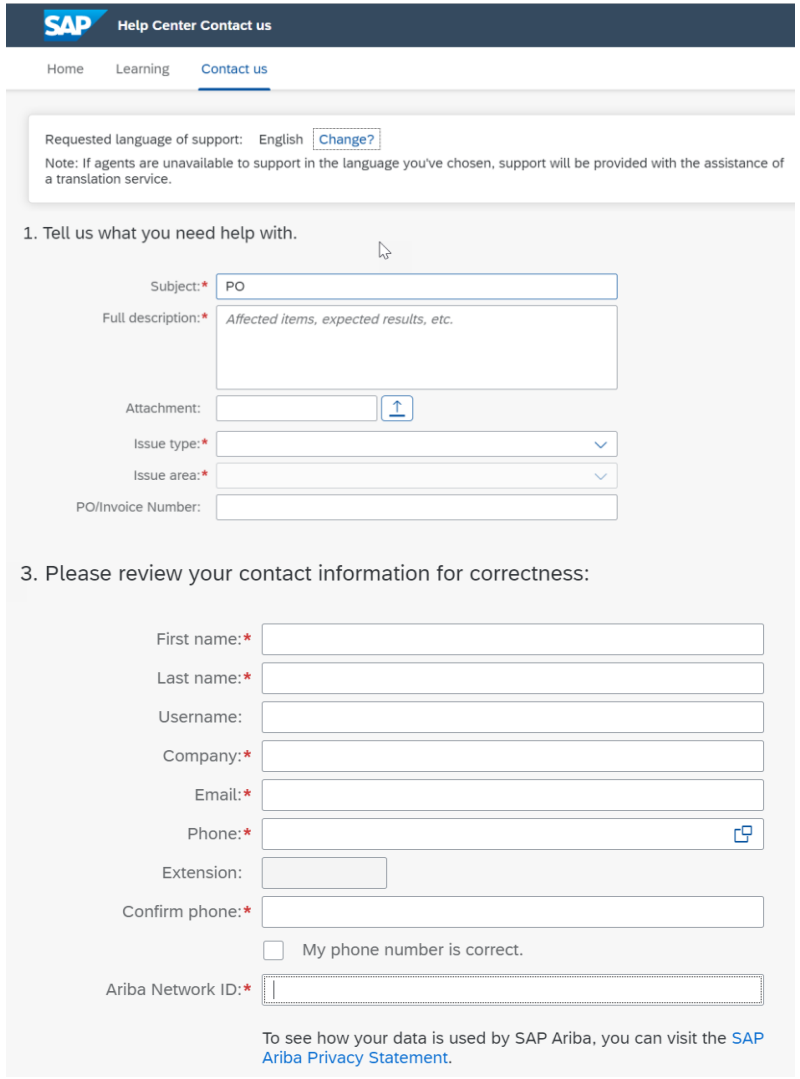


8. The “**Contact us**” solution pops-up on the bottom of the page

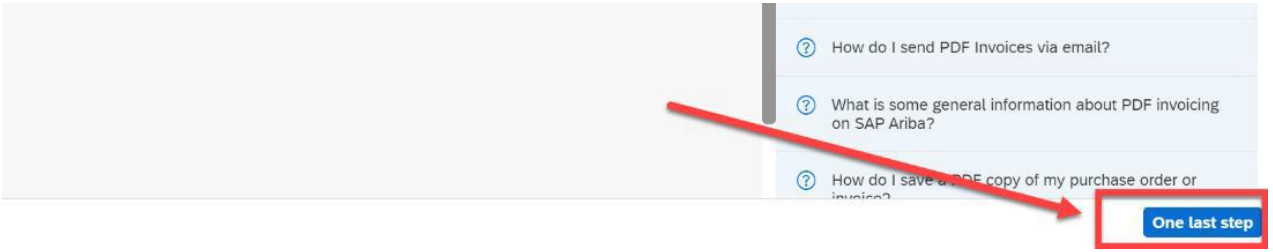


Get help by phone with Ariba Customer Support (4/5)

9. **Complete all mandatory fields**

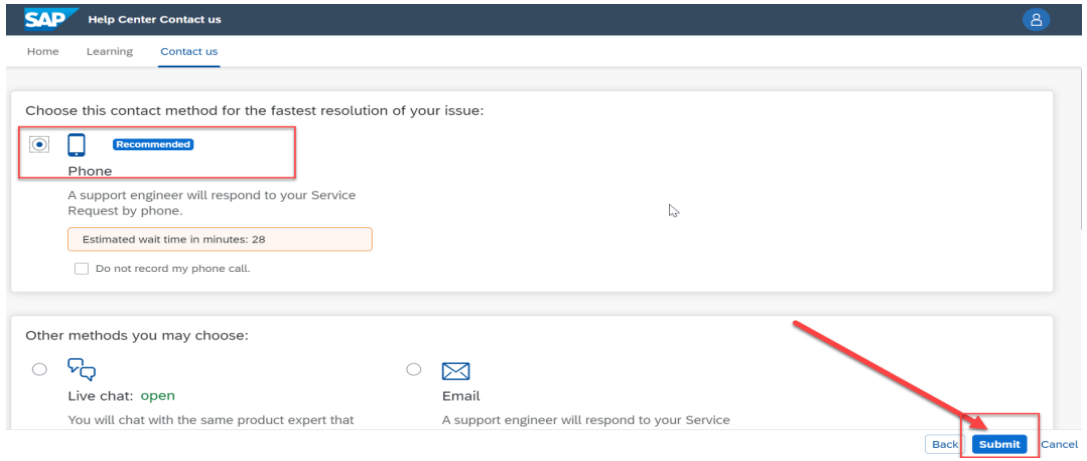


10. **Click on “One last Step”**

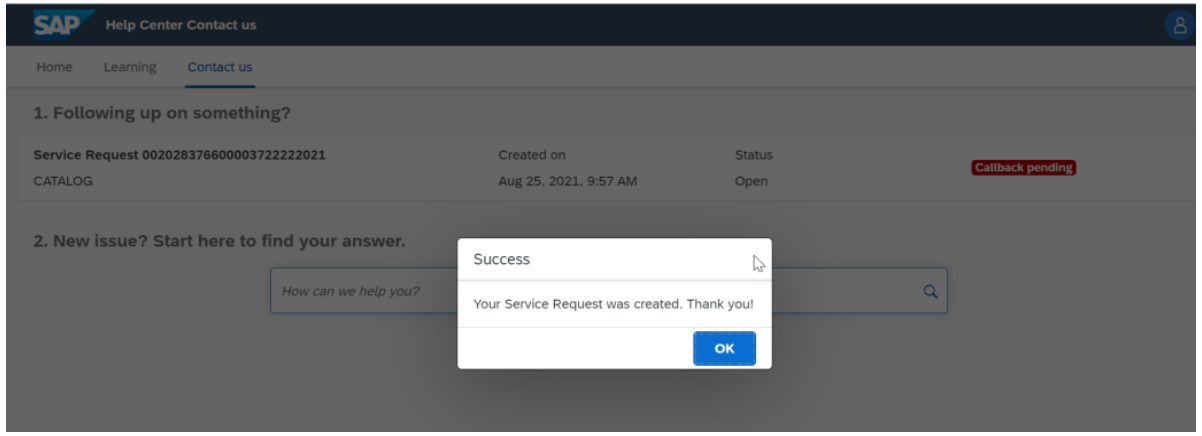


Get help by phone with Ariba Customer Support (5/5)

11. Select **Phone Recommended and Submit**



12. **Your Service request is created…**



…You will receive an email that Ariba support call you!

Ariba [SR#00202837660000372222021]: AUC900859752 [Call Request] CATALOG

SC SAP Customer_Support_SR_Update
To

Follow up.
If there are problems with how this message is displayed, click here to view it in a web browser.

Dear I ɳ,

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 **

Agenda

1. Get help by phone with Ariba Customer Support

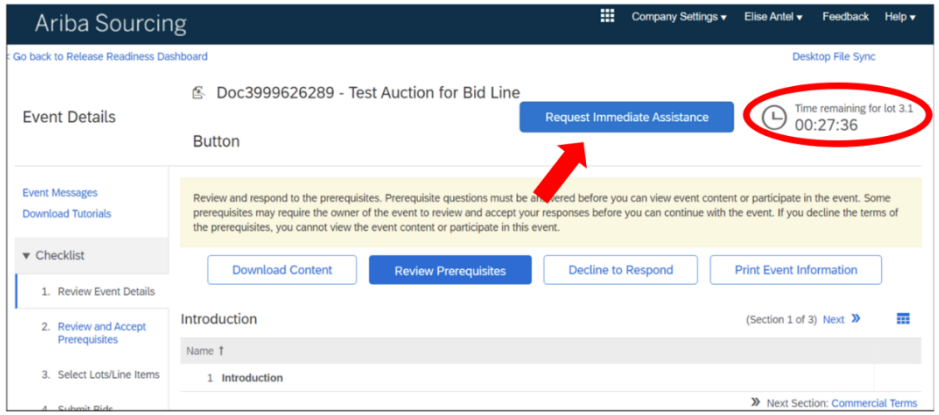
2. Request immediate Assistance for Ariba Guided Sourcing bidding requests

Ariba help by phone for bidding

From August 18, 2023, existing SAP Ariba ‘direct dial’ phone numbers will be decommissioned, and phone support will be offered via the “Request a Call” functionality in Help Center.

For SAP Ariba Guided Sourcing bidding requests, customers can request **“immediate assistance during bidding events with”** a new **“Request Immediate Assistance”** feature.

A button is show up directly in the event page when **the timer is under 60 minutes**, and users can choose to Request a **“Call or Call us directly”** (passcode protected).



Thank you.

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