



**Get help by phone with Ariba Customer Support**  
<https://supplier.ariba.com>

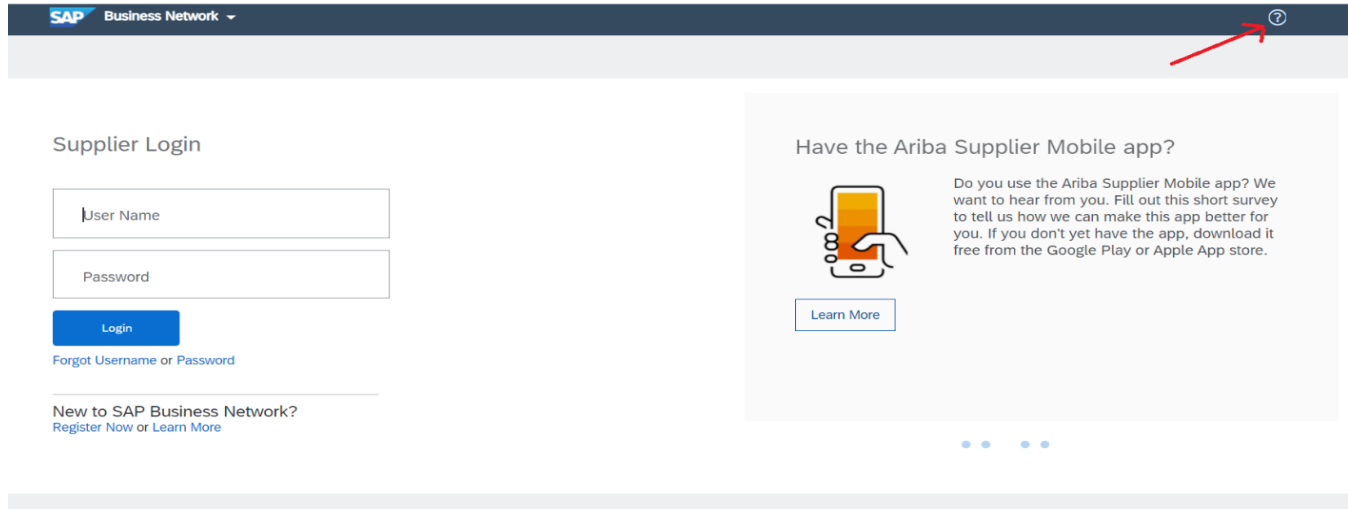
July 2023

# Agenda

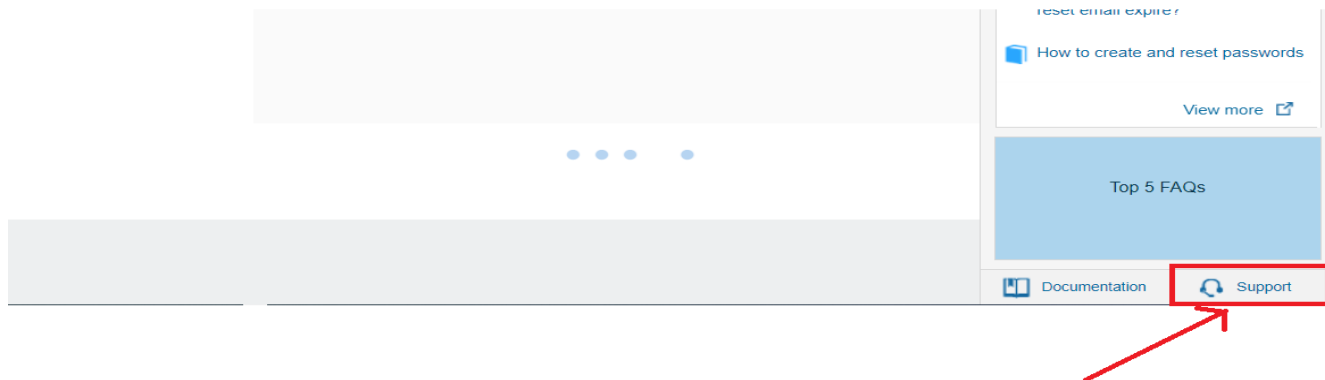
- 1. Get help by phone with Ariba Customer Support**
2. Request immediate Assistance for Ariba Guided Sourcing bidding requests

# 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

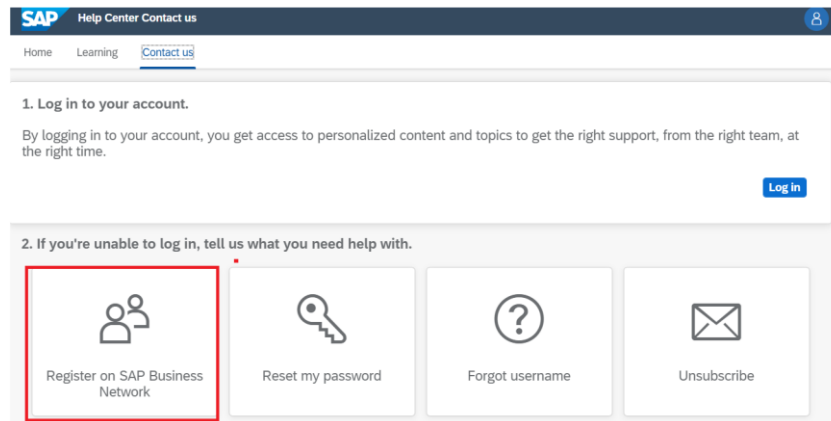


# Get help by phone with Ariba Customer Support (2/5)

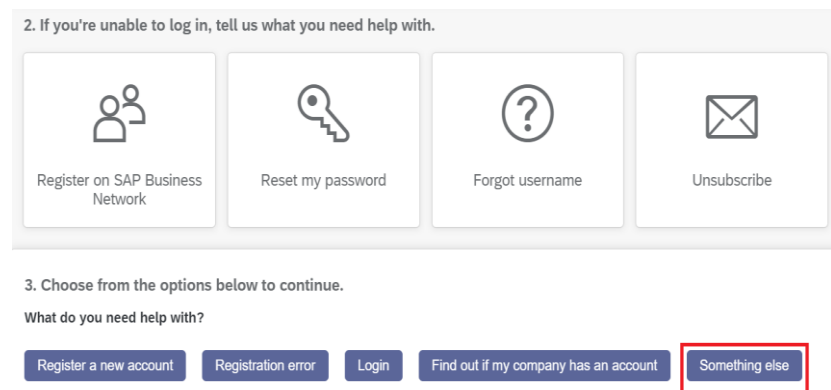
## 4. Select “Contact us”



## 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.)

3. Choose from the options below to continue.

What do you need help with?

Register a new account

Registration error

Login

Find out if my company has an account

Something else

What are you using SAP Business Network for?

Transacting documents (purchase orders, invoices, etc.)

Participating in Sourcing events (RFPs, auctions, bids, etc.)

Searching for new business opportunities

Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)

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

What are you using SAP Business Network for?

Transacting documents (purchase orders, invoices, etc.)

Participating in Sourcing events (RFPs, auctions, bids, etc.)

Searching for new business opportunities


Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)

Can't find what you're looking for?

Contact us

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

## 9. Complete all mandatory fields

 Help Center Contact us

[Home](#) [Learning](#) [Contact us](#)


Requested language of support: English [Change?](#)

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject: \* PO

Full description: \* Affected items, expected results, etc.

Attachment:  

Issue type: \*

Issue area: \*

PO/Invoice Number:

3. Please review your contact information for correctness:


First name: \*

Last name: \*

Username:

Company: \*

Email: \*

Phone: \*  

Extension:

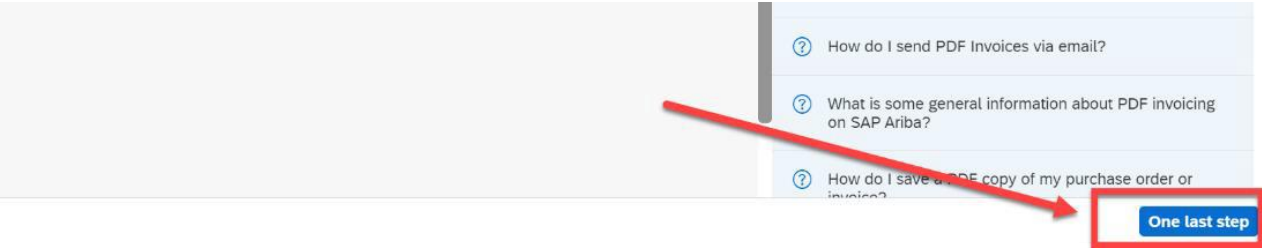
Confirm phone: \*

☐ My phone number is correct.

Ariba Network ID: \*

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

## 10. Click on “One last Step”

A screenshot of the SAP Ariba help center interface. On the right side, there is a sidebar with a list of search results, each preceded by a question mark icon. The results include: 'How do I send PDF Invoices via email?', 'What is some general information about PDF invoicing on SAP Ariba?', and 'How do I save a PDF copy of my purchase order or invoice?'. At the bottom of this sidebar, there is a blue button labeled 'One last step'. A red arrow points from the left towards this button, and the button itself is enclosed in a red rectangular box.

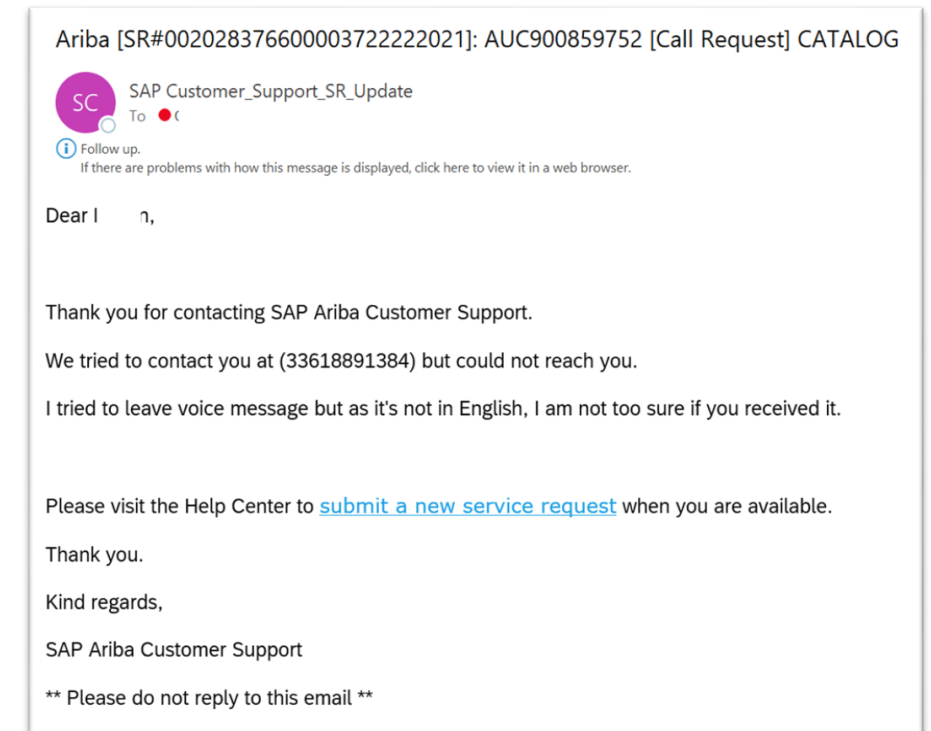
6

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

## 11. Select Phone Recommended and Submit

The screenshot shows the SAP Help Center 'Contact us' page. The 'Phone' option is selected and highlighted with a red box, with a 'Recommended' label. Below it, a text box indicates 'Estimated wait time in minutes: 28'. Other options like 'Live chat' and 'Email' are also visible. A red arrow points to the 'Submit' button at the bottom right of the form.

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



## 12. Your Service request is created...

The screenshot shows the SAP Help Center 'Contact us' page after the service request has been created. A 'Success' message box is displayed in the center, stating 'Your Service Request was created. Thank you!' with an 'OK' button. The background shows the '1. Following up on something?' section with a table of service requests.

Service Request	Created on	Status	Callback pending
002028376600003722222021	Aug 25, 2021, 9:57 AM	Open	Callback pending

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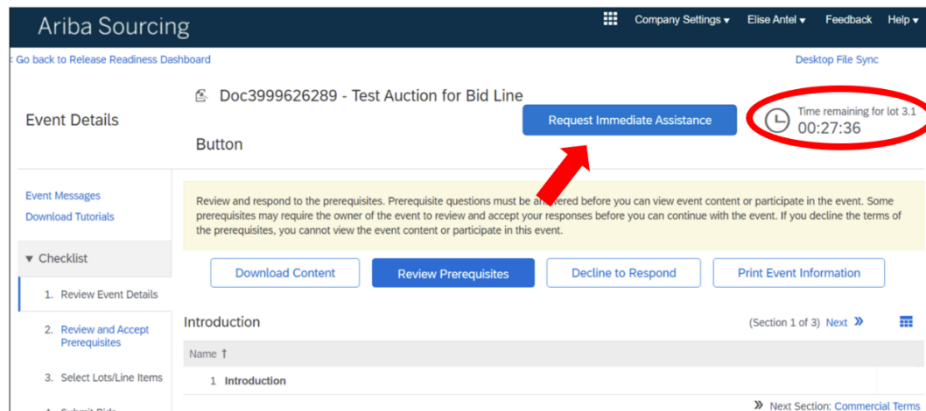


# Ariba help by phone for bidding

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.

