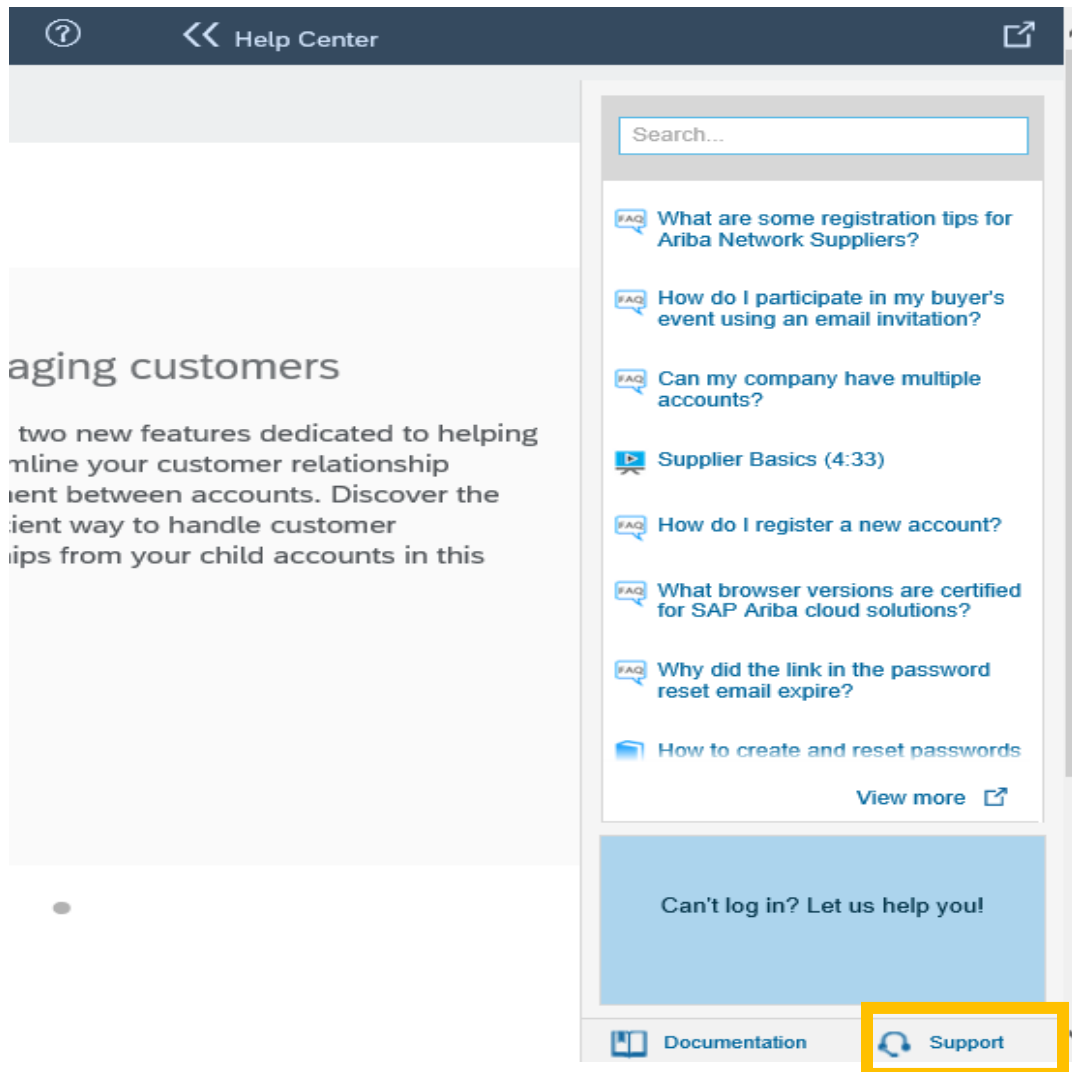# How to contact Ariba Customer Support?

Step 1: Go to supplier.ariba.com

Click the Help button (?) on the upper right-hand corner of the login page

Step 2: **Click on "Support" option under the Help Center**

Step 3: **Wait for Support Center window to pop up**

Type the keyword relevant for the support you require

Click on the Update button which will prompt further options to contact support

Choose your communication preference as "Get help by phone"

Ariba Exchange User Community

Search...

Support Center

I need help with downgrade   Update

There are no matching documents. Try different, fewer, or more general keywords.

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

Choose your communication preference:

Get help by phone   Estimated wait in minutes: 2

Attend a live webinar

Step 4: Fill out the required fields in the pop-up form

Make sure your phone number and email address are correct

Tick the box to agree with Ariba Privacy Statement

Click on Submit

Problem Description

Short Description: * downgrade

Details: * downgrade request

Contact Information

First Name: * Name

Last Name: * Last Name

Company: * Supplier

Email: * test@supplier.com

Requested Language: English   Select a different language from the Home tab.

Phone: * ⬤ +44 ▾ 07786 359854 ✓ Extension: [   ]

Confirm Phone Number: * 07786 359854   Country: United Kingdom

* ☑ My phone number is correct.

☐ Do not record this phone call.

Ariba Network ID: AN0123456789

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]

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Once submitted, confirmation message will appear

SAP Ariba Phone Support

Thank you. Your request has been submitted to SAP Ariba Customer Support.

When your phone rings, please answer it. You may hear ringing while we connect you with a customer representative.

Estimated wait in minutes: 2

Step 5: **Go to your mailbox to find the email confirmation**

Find the Service Request Number on the subject of the email in following format;

[SR#0020283765000000964352020]

Your Ariba call request has been received SR# 00000964352020: [SR#0020283...

SC   SAP Customer_Support_SR_Update
      To   ← Reply   ← Reply All   → Forward   ⋯
                                                                    Fri 3/20/2020 10:48 AM

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

Suggested Meetings

Hello!

Thank you for requesting a call from SAP Ariba Customer Support. Your request was successfully received.

We will call you as soon as a specialist is available. We look forward to speaking with you!

Sincerely,
SAP Ariba Customer Support

******** DO NOT DELETE ********
{ARIReqNo:[0020283765000000964352020]}
******** DO NOT DELETE ********