



# Get help by phone with Ariba Customer Support

<https://supplier.ariba.com>

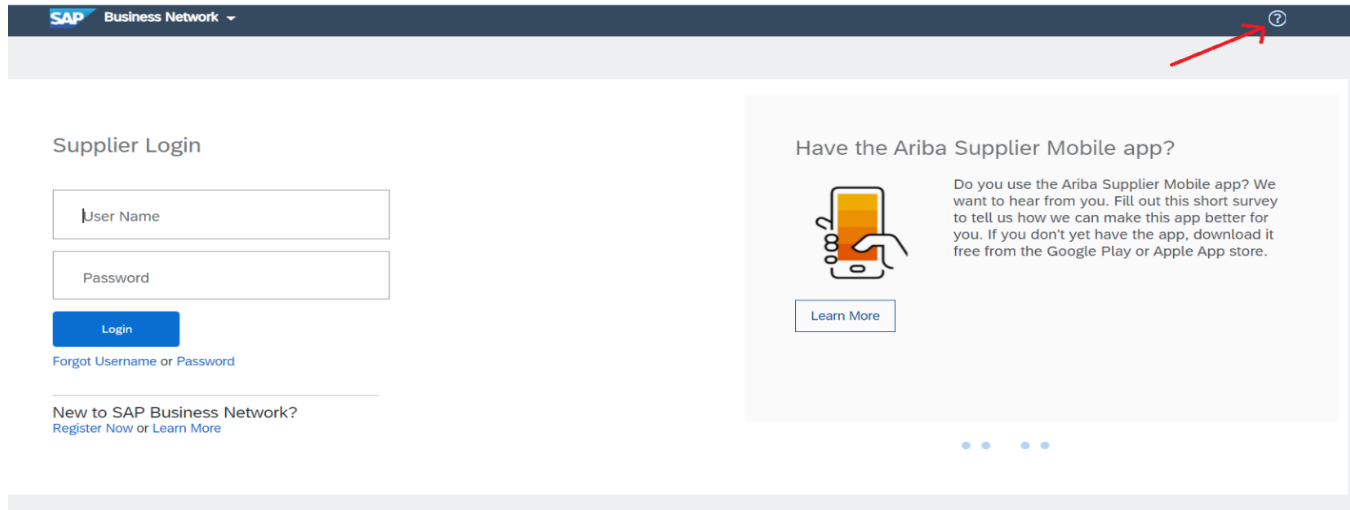
July 2023

# Agenda

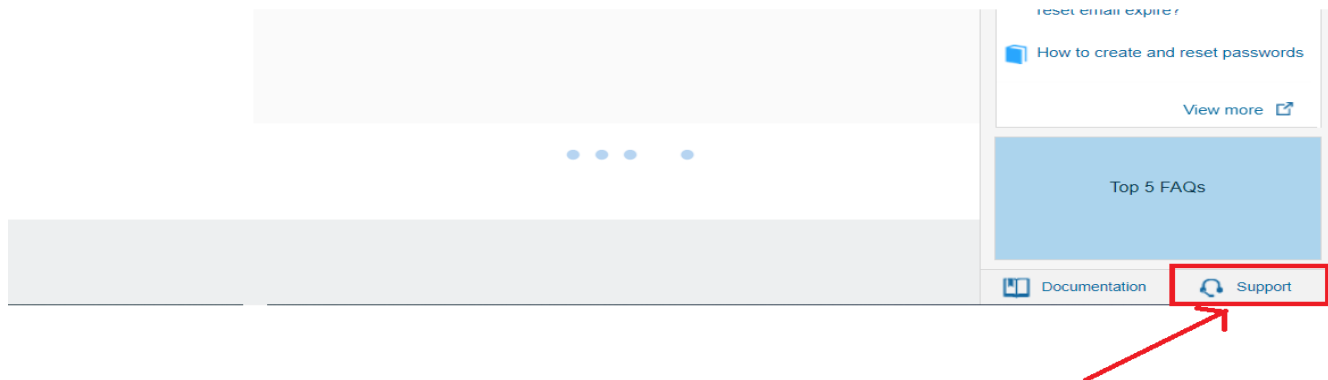
- 1. Get help by phone with Ariba Customer Support**
2. Request immediate Assistance for Ariba Guided Sourcing bidding requests

# 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

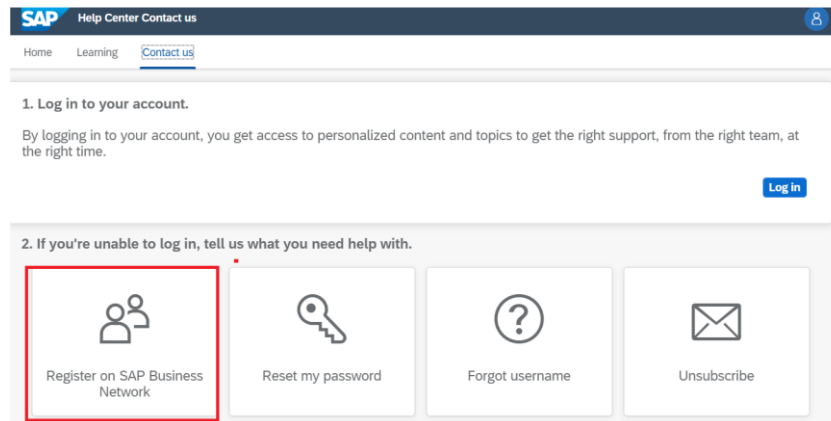


# Get help by phone with Ariba Customer Support (2/5)

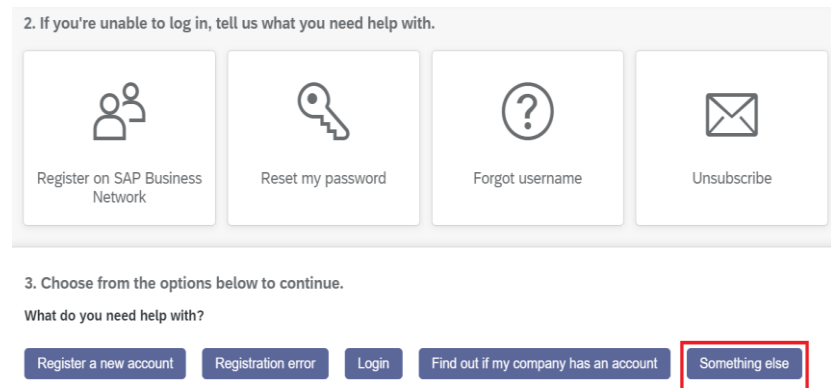
## 4. Select "Contact us"



## 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

**SAP** 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:

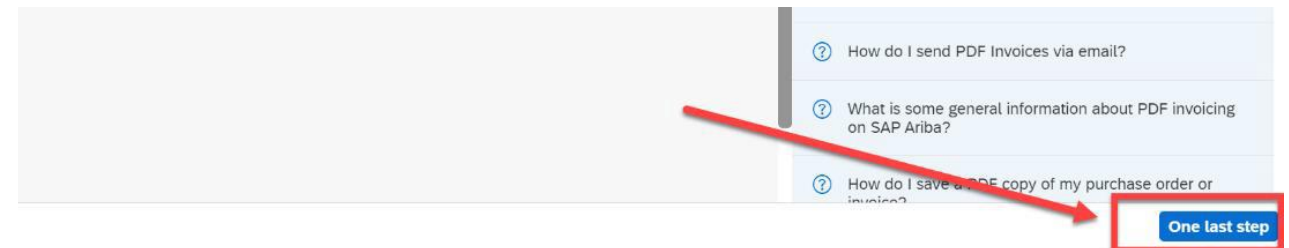
Confirm phone:\*

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”



# 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. Under the heading 'Choose this contact method for the fastest resolution of your issue:', the 'Phone' option is selected and marked as 'Recommended'. Below this, it states 'A support engineer will respond to your Service Request by phone.' and shows an 'Estimated wait time in minutes: 28'. There is a checkbox for 'Do not record my phone call.' which is unchecked. Under 'Other methods you may choose:', '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 a service request has been created. A 'Success' dialog box is displayed in the foreground with the message 'Your Service Request was created. Thank you!' and an 'OK' button. In the background, a table shows the details of the service request:

Service Request	Created on	Status	Callback pending
0020283766000372222021 CATALOG	Aug 25, 2021, 9:57 AM	Open	Callback pending

The screenshot shows an email notification from SAP Ariba Customer Support. The subject line is 'Ariba [SR#0020283766000372222021]: AUC900859752 [Call Request] CATALOG'. The email body contains the following text:

Dear I n,

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**

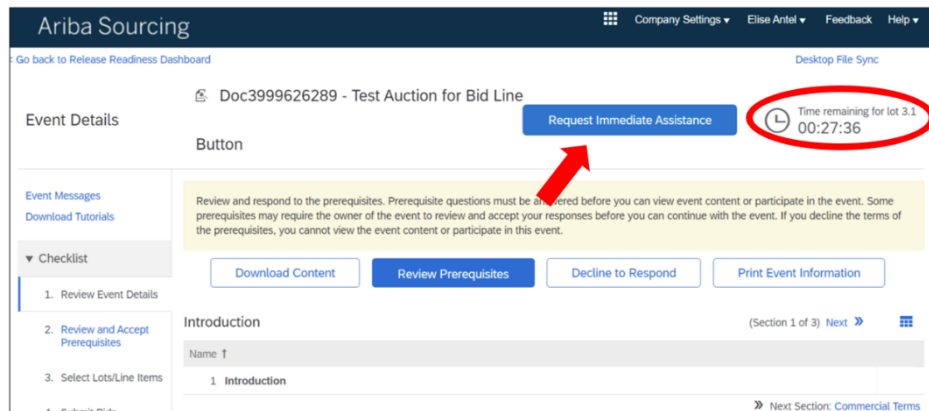


# Ariba help by phone for bidding

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.

