

How to contact customer support – Standard Account

- **Login into your Account**
- **On the right Side is Help Center**
 - Type a question directly in the field and search the answers or
 - Click to view more to access the Customer Support
- New Window appears with option to search for more details about your issue
- If the answers offered are not suitable, scroll down and options on how to contact customer support appear
- There are two options: Email contact or Webinar registration, select which one you prefer
- For email – fill out all required fields and submit the request
- For webinar – new page appears where you can select from available topics

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The screenshot displays the Ariba Network user interface. At the top, the header includes the Ariba Network logo, navigation links for 'HOME' and 'CATALOGS', and user information for 'Terezia Kolvasova'. A 'Help Center' sidebar is open on the right side of the screen. A red box highlights the search bar at the top of the Help Center. Below the search bar, a list of help articles is visible, including 'I need help accessing a sourcing event', 'Training sessions with live Q&A', and 'Why can't I find an event?'. At the bottom of the Help Center sidebar, another red box highlights the 'Support' button, which is accompanied by a red circle containing the number '2'. The main content area of the interface shows 'Orders, Invoices and Payments' with a table that currently has 'No Items'. There are also sections for 'Now we're mobile' with app download links and a 'Tasks' section showing 'Update Profile Information' at 15% completion.

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Ariba Exchange User Community

Search...

Home | Learning | Support

Logout

Support Center

I need help with

1

Examples:

- Confirming an order
- Editing a rejected invoice
- Sending a credit memo

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Common Troubleshooting Tags

Event participation | My account settings | Payment and bank details

Create invoices | Marketing profile | Remittance addresses

Light accounts | Supplier account login | Account navigation

Review company profile | Registered light account email | Proposals

Company profile | View home dashboard | Company account settings

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Information and latest notifications about product issues and planned downtime.

[Check status](#)

How to contact customer support – Standard Account

With your subscription to an Ariba Network Light Account, you can access our Help Center for FAQs, recorded demos, articles, and other information to help you use your account.

Need contact information or details about how to configure your account and transact with a specific customer?

[Access Customer Relationships and the Supplier Information Portal](#)

[Upgrade to a full-use account in order to receive additional support.](#)

Need to report a technical issue?

 [Get help by email](#)

 [Attend a live webinar](#)

How to contact customer support – Standard Account - Email

Report a technical issue to SAP Ariba Customer Support

With your subscription to an Ariba Network Light Account, please use our Help Center for FAQs, recorded demos, articles, and other information. You need to upgrade to a full-use account to receive additional support. If you need to report a technical issue, please provide more information in the form below and we will contact you.

1 Problem Description

Short Description: *

Problem Type: *

Details: *

For fast resolution, please include all relevant details in your case. For example:

- A detailed description of the issue including full navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to replicate the issue.
- Attach screenshots or recordings of the issue.

File Attachment 1:

PO/Invoice Number:

2 Contact Information

First Name: *

Last Name: *

User ID:

Company: *

Email: *

Phone: Country: *

Country Code: ### Area Code: Number: * Extension:

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

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How to contact customer support – Standard Account - Webinar

SAP Ariba

SAP

Success Sessions

Presented By: SAP Ariba Customer Support

☰ | [Click Here for Categories](#)

- Sessions de la réussite**
Comment s'inscrire sur SAP Ariba Sourcing

On Demand
- Supplier Success Sessions**
Using the Help Center

On Demand
- Sesiones de éxito de proveedores**
Registro de Ariba Network

On Demand
- Supplier Success Sessions**
Completing a Supplier Profile Questionnaire (SPQ)

On Demand
- Supplier Success Sessions**
Sourcing Registration

On Demand
- Supplier Success Sessions**
Catalog Creation

On Demand