

How to contact Customer Support



[CAN'T ACCESS MY ACCOUNT](#)

[ENTERPRISE ACCOUNT](#)

[STANDARD ACCOUNT](#)

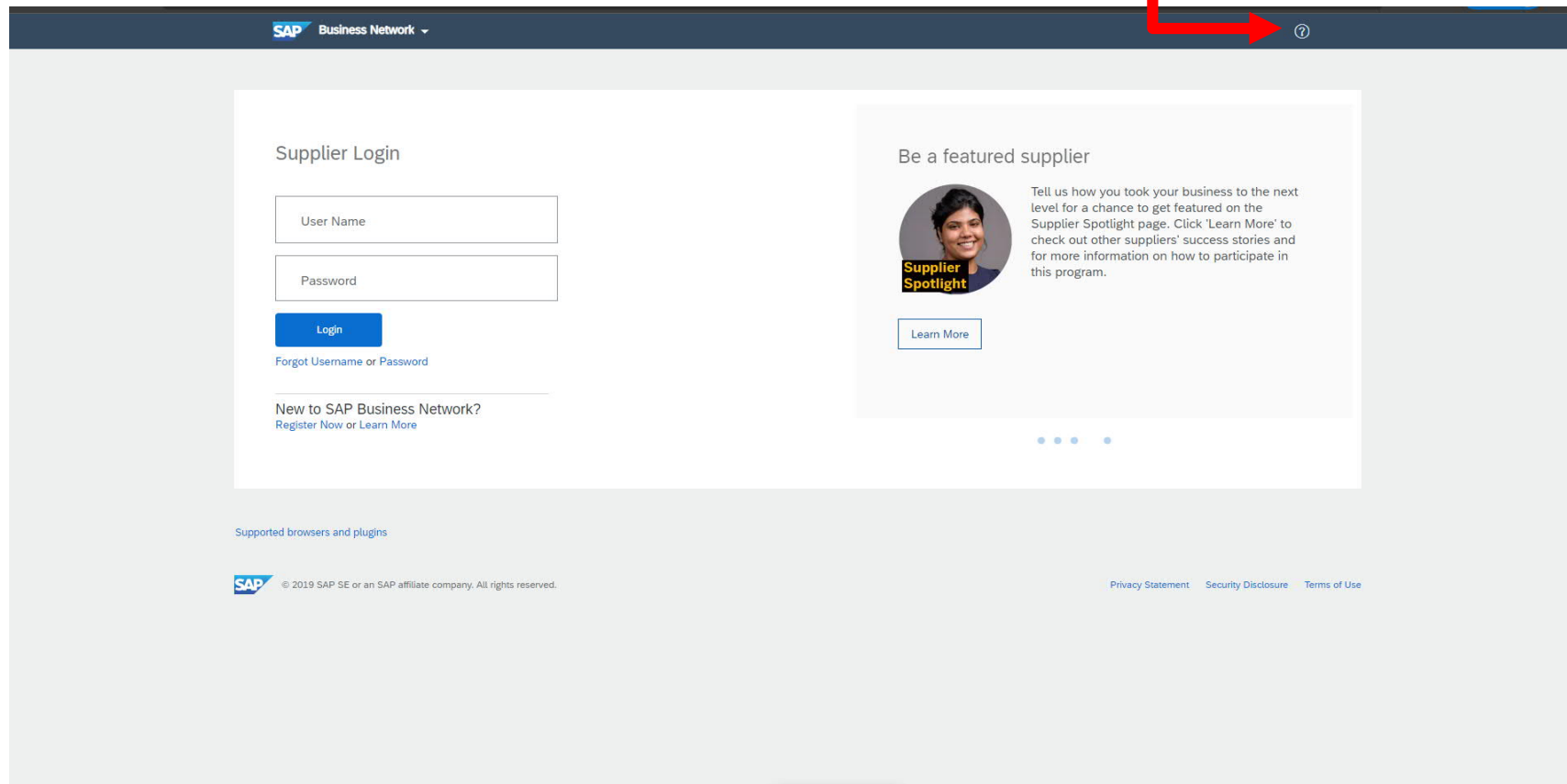
Please click on the type of account you have. If you don't have access to your account, please click on option 'No account access', to be directed to the proper guide.

NO ACCOUNT ACCESS



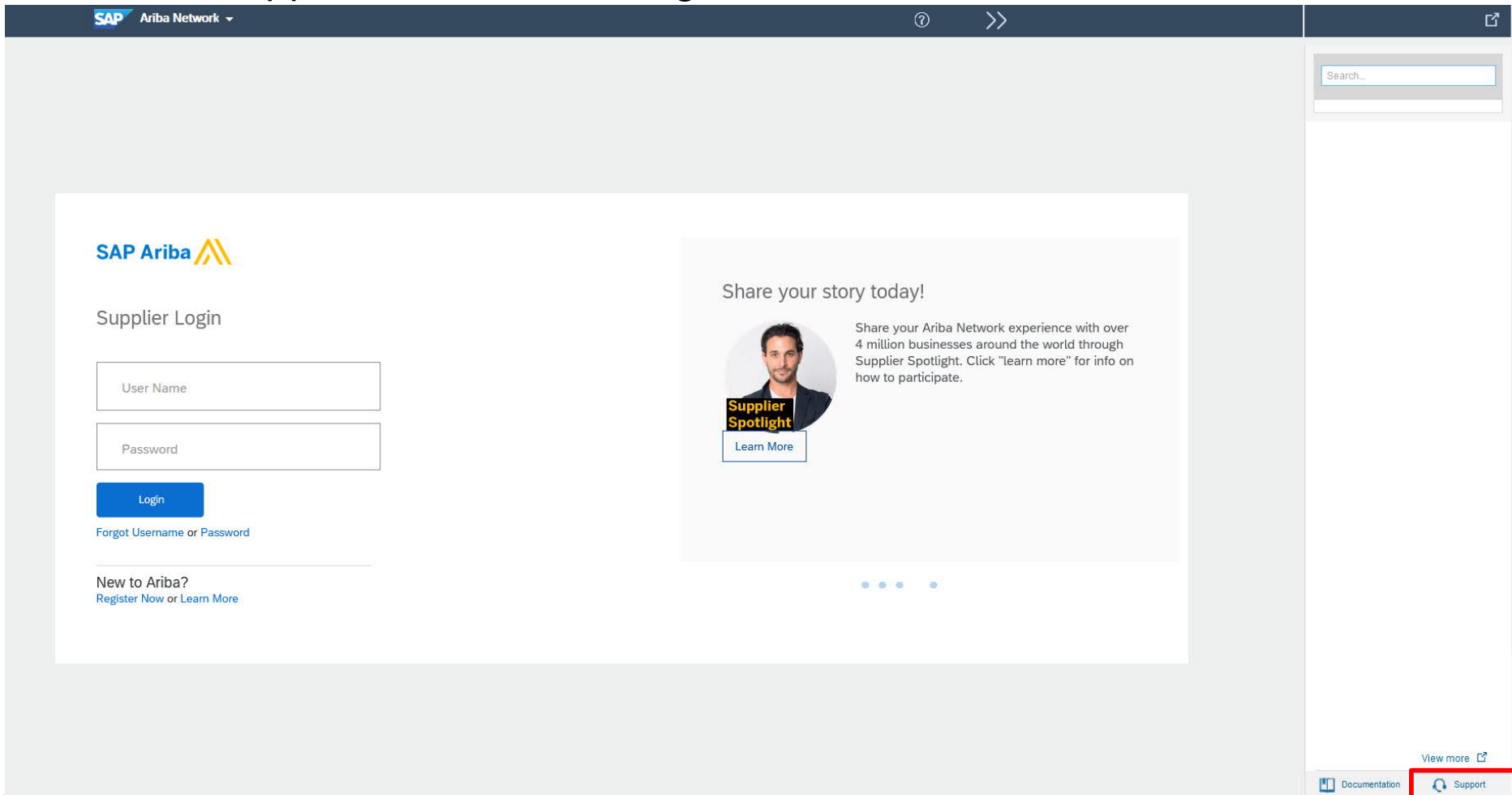
NO ACCOUNT ACCESS

- Type in your browser: supplier.ariba.com
- Click on the question mark icon on the top right corner



NO ACCOUNT ACCESS

- Click on 'Support' at the bottom right corner



NO ACCOUNT ACCESS

- On the top left corner click 'Contact us'

The screenshot shows the SAP Help Center Home page. At the top left, there is a navigation bar with the SAP logo and the text 'Help Center Home'. Below this, there are three navigation links: 'Home', 'Learning', and 'Contact us'. The 'Contact us' link is highlighted with a red rectangular box. To the right of the navigation bar is a user profile icon. Below the navigation bar is a large blue banner with the text 'How can we help you?'. In the center of the banner is a search bar with the placeholder text 'Search knowledge base articles, documentation, and tutorials' and a magnifying glass icon. Below the search bar is a suggestion: 'Try "cancel order", "email notifications", "user authorization"'. Below the banner is a 'News highlight' section with a card that says 'Welcome to Help Center 2.0'. Below that is a 'Topics we recommend for you' section. The first topic is 'Supplier Basics (4:33)' with a 'Tutorial' icon. Below this are several tags: 'Registration', 'Supplier account login', 'Company account settings', 'Create sourcing event', and 'Videos: managing your supplier account'. The second topic is 'Error: The username and password pair you entered was not found' with a 'FAQ' icon. Below this are tags: 'Registration' and 'Error messages'. The third topic is 'Error: The username and password entered has already merged to another Ariba Sourcing user account' with a 'Support Note' icon. Below this is a tag: 'Registration'.

NO ACCOUNT ACCESS

- Click option 'Reset my Password'

The screenshot shows the SAP Help Center interface. At the top, there is a dark blue header with the SAP logo, 'Help Center Contact us', and a user profile icon. Below the header is a navigation bar with 'Home', 'Learning', and 'Contact us' links. The main content area features a white box with the text 'Need something else? Log in.' and a 'Log in' button. Below this, a section titled 'If you're unable to log in, tell us what you need help with.' contains four buttons: 'Register on Ariba Network', 'Reset my password', 'Forgot username', and 'Unsubscribe'. A large red arrow points directly to the 'Reset my password' button.

NO ACCOUNT ACCESS

- Click on 'I am experiencing a different issue'

The screenshot shows the SAP Ariba Supplier Login page. At the top, there is a dark blue header with the SAP logo, 'Help Center Contact us', and a user profile icon. Below the header is a navigation bar with 'Home', 'Learning', and 'Contact us' links. The main content area is titled 'Need something else? Log in.' and includes a 'Log in' button. Below this, there is a section titled 'If you're unable to log in, tell us what you need help with.' with four buttons: 'Register on Ariba Network', 'Reset my password', 'Forgot username', and 'Unsubscribe'. The 'Forgot username' button is highlighted with a red box. Below this section, there is a 'Choose from the options below to continue.' section with a list of instructions for retrieving a username, resetting a password, or unlocking an account. At the bottom, there are two buttons: 'I am not sure if my company already has an account' and 'I am experiencing a different issue', with the latter button highlighted by a red box.

SAP Help Center Contact us

Home Learning Contact us

Need something else? Log in.

By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.

Log in

If you're unable to log in, tell us what you need help with.

Register on Ariba Network Reset my password Forgot username Unsubscribe

Choose from the options below to continue.

To retrieve your username, reset your password, or unlock your account:

1. On the Supplier Login page, click either **Forgot Username** or **Password**.
2. Enter the email address that is registered to the account in the **Email Address** field and click **Submit**. SAP Ariba sends an email notification that contains your username or instructions on how to reset your password to the email address you used to register your SAP Ariba account. If you didn't receive these instructions, [click here to troubleshoot](#).
3. Click the link in the Password Reset notification email.
4. Enter and confirm your new password.
5. Click **Submit**. SAP Ariba displays a confirmation page, indicating that your password has been updated.

I am not sure if my company already has an account I am experiencing a different issue

NO ACCOUNT ACCESS

- Fill out required information, once all information has been entered click on 'One last step'

NO ACCOUNT ACCESS

- Check box next to the phone and click submit

The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a navigation bar with 'SAP Help Center Contact us' and a user profile icon. Below this is a breadcrumb trail: 'Home > Learning > Contact us'. The main content area contains a form titled 'Choose this contact method for the fastest resolution of your issue:'. There are two radio button options: 'Phone' (which is selected and has a 'Recommended' badge) and 'Email'. The 'Phone' option includes a description: 'A support engineer will respond to your Service Request by phone.' and an 'Estimated wait time in minutes: 2' displayed in a yellow box. Below this is a checkbox labeled 'Do not record my phone call.' which is currently unchecked. At the bottom right of the form, there are three buttons: 'Back', 'Submit' (which is highlighted with a red box), and 'Cancel'.

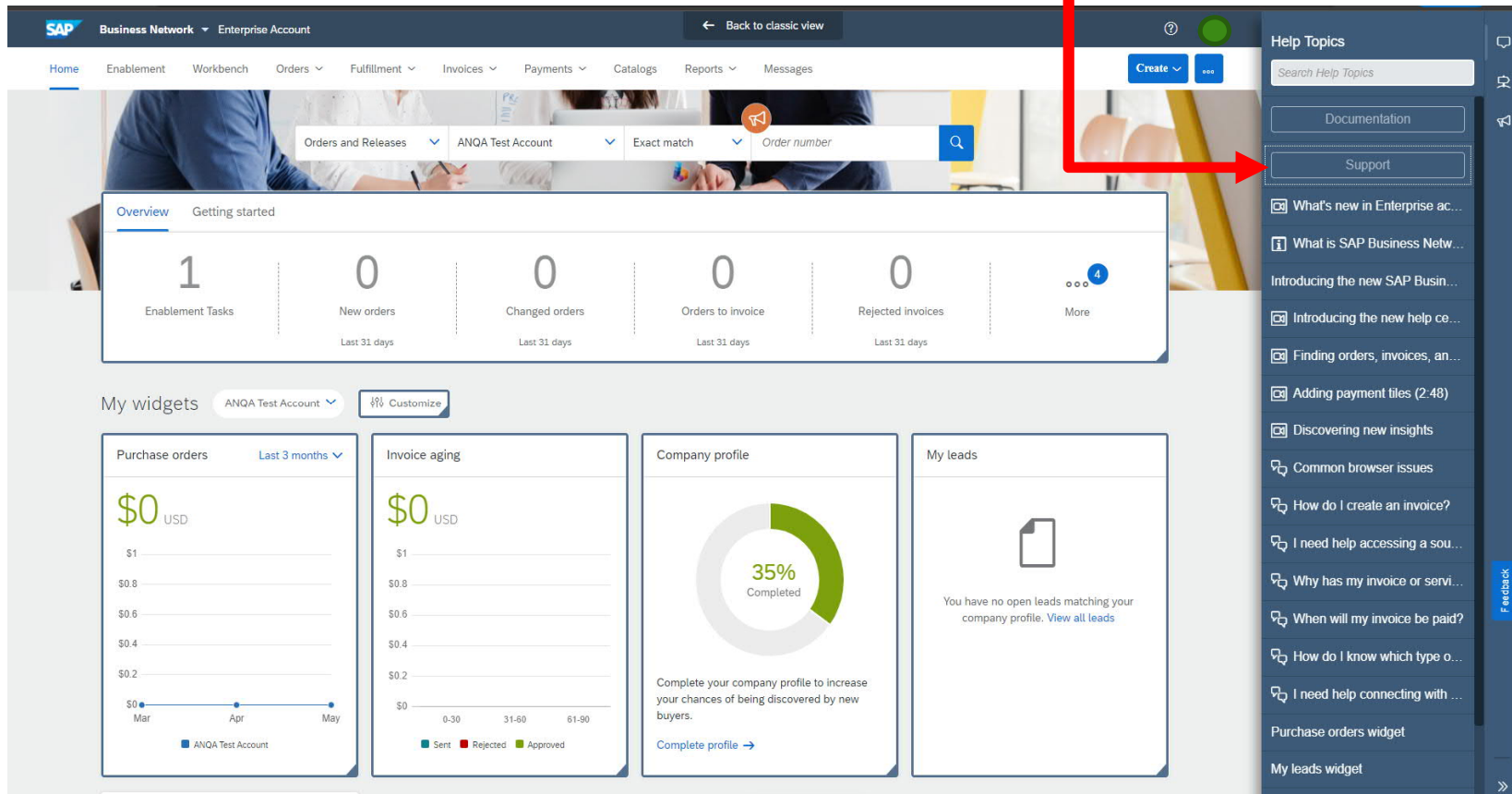
- Once the ticket has been submitted an estimated time frame for a call back will be provided, please take notice of this time because Customer Support will call back once, if the call is not answered the ticket will be closed and a new ticket needs to be created to receive another call.

ENTERPRISE ACCOUNT



ENTERPRISE ACCOUNT

- Type in your browser: supplier.ariba.com, login into your account
- Click on the support option under 'Help Topics'



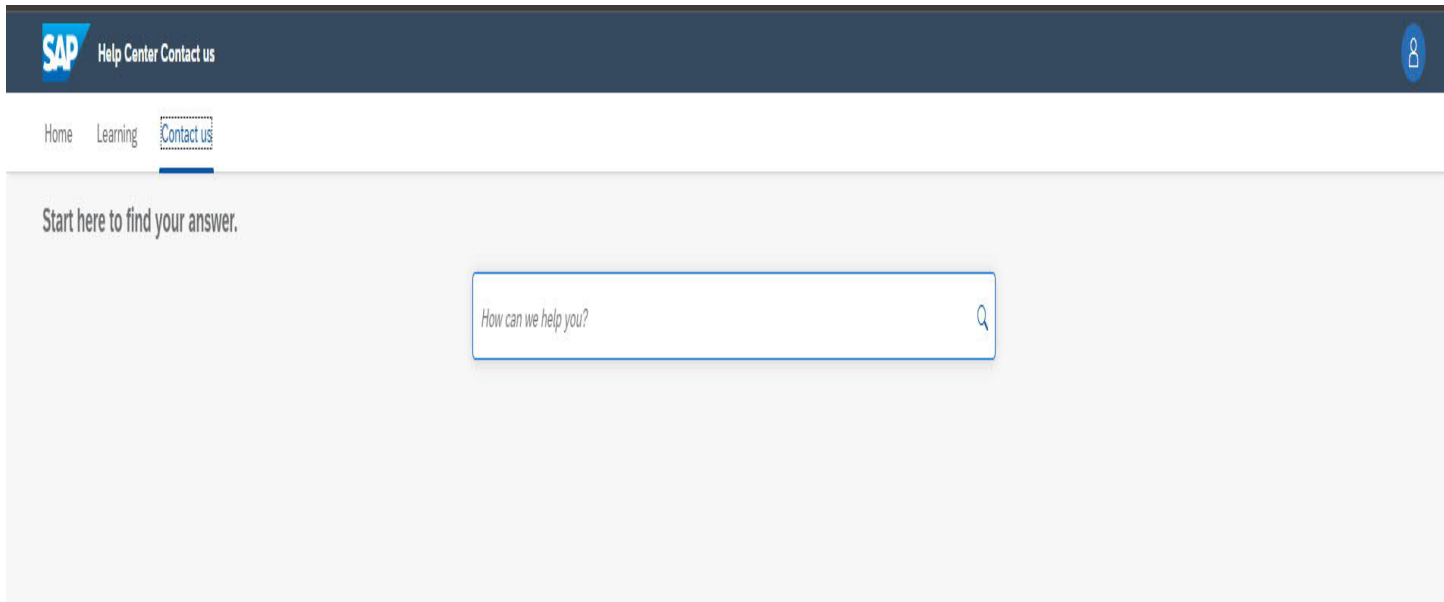
ENTERPRISE ACCOUNT

- A new window will open, on the top left corner click on 'Contact us'

The screenshot shows the SAP Help Center Home page. At the top left, the SAP logo and 'Help Center Home' are visible. A navigation bar contains 'Home', 'Learning', and 'Contact us', with 'Contact us' highlighted by a red box. Below the navigation bar is a large blue header with the text 'How can we help you?' and a search bar containing the placeholder text 'Search knowledge base articles, documentation, and tutorials'. Below the search bar, there is a suggestion: 'Try "cancel order", "email notifications", "user authorization"'. The main content area is divided into sections: 'News highlight' with a 'Welcome to Help Center 2.0' message; 'Topics we recommend for you' with three items: 'Coming May 21: New portal for Enterprise accounts' (Article), 'How do I create an invoice?' (FAQ), and 'I need help with invoicing' (FAQ). Each item includes a brief description and a right-pointing arrow.

ENTERPRISE ACCOUNT

- In the provided field type in 'customer support 'and press enter or click the magnifying glass icon



ENTERPRISE ACCOUNT

- Click option 'Something else'

The screenshot shows the SAP Help Center interface. At the top, there is a navigation bar with the SAP logo, 'Help Center Contact us', and a user profile icon. Below the navigation bar, there are links for 'Home', 'Learning', and 'Contact us'. The main content area starts with the text 'Start here to find your answer.' followed by a search bar containing the text 'customer support'. Below the search bar, there is a section titled 'Browse below for our AI-based recommendations*'. This section contains five FAQ entries, each with a question, a brief answer, a question mark icon, and a date. The 'Something else' button in the bottom navigation bar is highlighted with a red box.

Home Learning **Contact us**

Start here to find your answer.

customer support

Browse below for our AI-based recommendations*

How do I contact SAP Ariba Customer Support as a supplier? Question How do I contact SAP Ariba Customer Support as a supplier? Answer SAP Ariba Customer Support is proud of being able to provide answers to the most common questions immediately in our Help Center without the need of engaging Cus	FAQ May 24, 2021
Can SAP Ariba Customer Support recover a deleted template? Question Can SAP Ariba Customer Support recover a deleted template? Answer SAP Ariba Customer Support cannot recover deleted templates.	FAQ Jul 16, 2020
Connect Support: Can I view the documentations related to On-demand & On-premise products of the customer account I support? Question Connect Support: Can I view the documentations related to On Demand & On Premise products of the Customer account I support as a Partner? Answer The accessibility of documentation is based on the product entitlements of the p	FAQ Sep 2, 2020
Can Ariba Customer Support tell me about another account my company has? Question Can Ariba Customer Support tell me about another account my company has? What information can Ariba Support give me about another ANID? Can Support give me access to a different account? Answer Due to SAP Ariba's policy and	FAQ Sep 26, 2018
When I delete a document, can SAP Ariba Customer Support recover it? Question When I delete a document, can SAP Ariba Customer Support recover it? Answer SAP Ariba Customer Support cannot recover deleted documents. When you delete a project, the following warning appears: WARNING: Project deletion	FAQ Feb 10, 2021

*Powered by SAP Incident Solution Matching

Choose from the options below to continue.

What do you need help with?

Access sourcing event Locate purchase order Create invoice Invoice was rejected Payment Contact customer **Something else**

ENTERPRISE ACCOUNT

- Click 'Contact us' on the lower right hand corner

The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a dark blue header with the SAP logo, 'Help Center Contact us', and a user profile icon. Below the header, there are navigation links for 'Home', 'Learning', and 'Contact us'. The main content area starts with the text 'Start here to find your answer.' followed by a search bar containing 'customer support'. Below the search bar, there is a section titled 'Browse below for our AI-based recommendations*' which lists five FAQ items with their respective dates. At the bottom of the page, there is a section titled 'Choose from the options below to continue.' with a question 'What do you need help with?' and six buttons: 'Access sourcing event', 'Locate purchase order', 'Create invoice', 'Invoice was rejected', 'Payment', 'Contact customer', and 'Something else'. In the bottom right corner, there is a 'Can't find what you're looking for?' section with a 'Contact us' button highlighted by a red box.

ENTERPRISE ACCOUNT

[Back to main page](#)

- Fill out requested information and click 'One last step' in the lower right corner

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:* customer support

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

Attachment:

Issue type:*

Issue area:*

Affected buyers:

PO/Invoice Number:

Top Recommendations:

- [How do I contact SAP Ariba Customer Support as a supplier?](#)
- [Can SAP Ariba Customer Support recover a deleted template?](#)

2. How does this impact your normal business processes?

Business Impact:*

3. Please review your contact information for correctness:

First name:*

Last name:*

Username:

Company:*

Email:* gustavo.mier@sap.com

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](#).

When I delete a document, can SAP Ariba Customer Support recover it?

How do I request to transfer the Designated Support Contact (DSC) access for a Customer account?

When should Ariba Customer Support repair the status of a task?

How do customers with basic access to SAP Ariba Connect subscribe to notifications from Customer Support?

How can I have SSO enabled for my company's Ariba Network buyer account?

How to enable External Exports for Workspace IDs?

How do I clear all budget data from my site?

Error: "Buffer table not up to date"

Why are there background reports scheduled by customer support admin and do they count against our parameter?

One last step

ENTERPRISE ACCOUNT

[Back to main page](#)

- Check the circle next to your preferred method of contact and click 'Submit'

The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a dark blue header with the SAP logo and 'Help Center Contact us' text. Below the header is a navigation bar with 'Home', 'Learning', and 'Contact us' links. The main content area is titled 'Choose this contact method for the fastest resolution of your issue:'. There are two radio button options. The first option is 'Phone', which is marked as 'Recommended'. It includes a description: 'A support engineer will respond to your Service Request by phone.' and an 'Estimated wait time in minutes: 2' displayed in a light orange box. There is also a checkbox for 'Do not record my phone call.'. The second option is 'Live chat', with a link to 'open'. It includes a description: 'You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.' and a note: 'Note: Pop-ups need to be enabled in your browser.'. At the bottom right of the form, there are three buttons: 'Back', 'Submit' (highlighted with a red box), and 'Cancel'.

- Once the ticket has been submitted for phone attention an estimated time frame for a call back will be provided, please take notice of this time because Customer Support will call back once, if the call is not answered the ticket will be closed and a new ticket needs to be created to receive another call.

STANDARD ACCOUNT

Dear Supplier.-

Having a Standard account, you may evaluate the options that are not available for the free account, such as Ariba Support.

At the moment, you can rely on the Help Center for any assistance with your account. In case of technical issues (such as ANERR error messages), request for Account Expiration or Account Reassignments, you can get our support though webmail.

With your subscription to an Ariba Network Standard Account, we invite you to access our Help Center for FAQ's, recorded demos, articles, and other information to help you use your account. This information can be found [here](#).

For information about how to configure your account and transact with a specific customer, you can access their Supplier Information Portal.

You will need to upgrade to a full-use account in order to receive additional support. If you need to report a technical issue, please provide more information and we will contact you.



Click to open guide



STANDARD ACCOUNT

- Type in your browser: supplier.ariba.com, login into your account
- Click on the question mark icon on the top right corner

The screenshot shows the SAP Ariba Network Standard Account interface. At the top, there is a dark blue header with the SAP logo, 'Ariba Network', 'Standard Account', and an 'Upgrade' button. A red arrow points from the text 'Click on the question mark icon on the top right corner' to a question mark icon in the top right corner of the header. Below the header, there is a navigation bar with tabs for 'Home', 'Inbox', 'Outbox', 'Catalogs', 'Enablement Tasks', and 'Reports'. The main content area is titled 'Orders, Invoices and Payments' and displays a summary of key metrics: New Purchase Orders (0), Orders that Need Attention (0), Invoices Rejected (0), Payments Received (0), and Purchase Orders (1). A table below the summary is empty, with the message 'You do not have any Orders and Releases.' The right sidebar contains a mobile app promotion, a 'Tasks' section with 'Update Profile Information' at 40% completion, and a footer with copyright information and links to privacy and security statements.

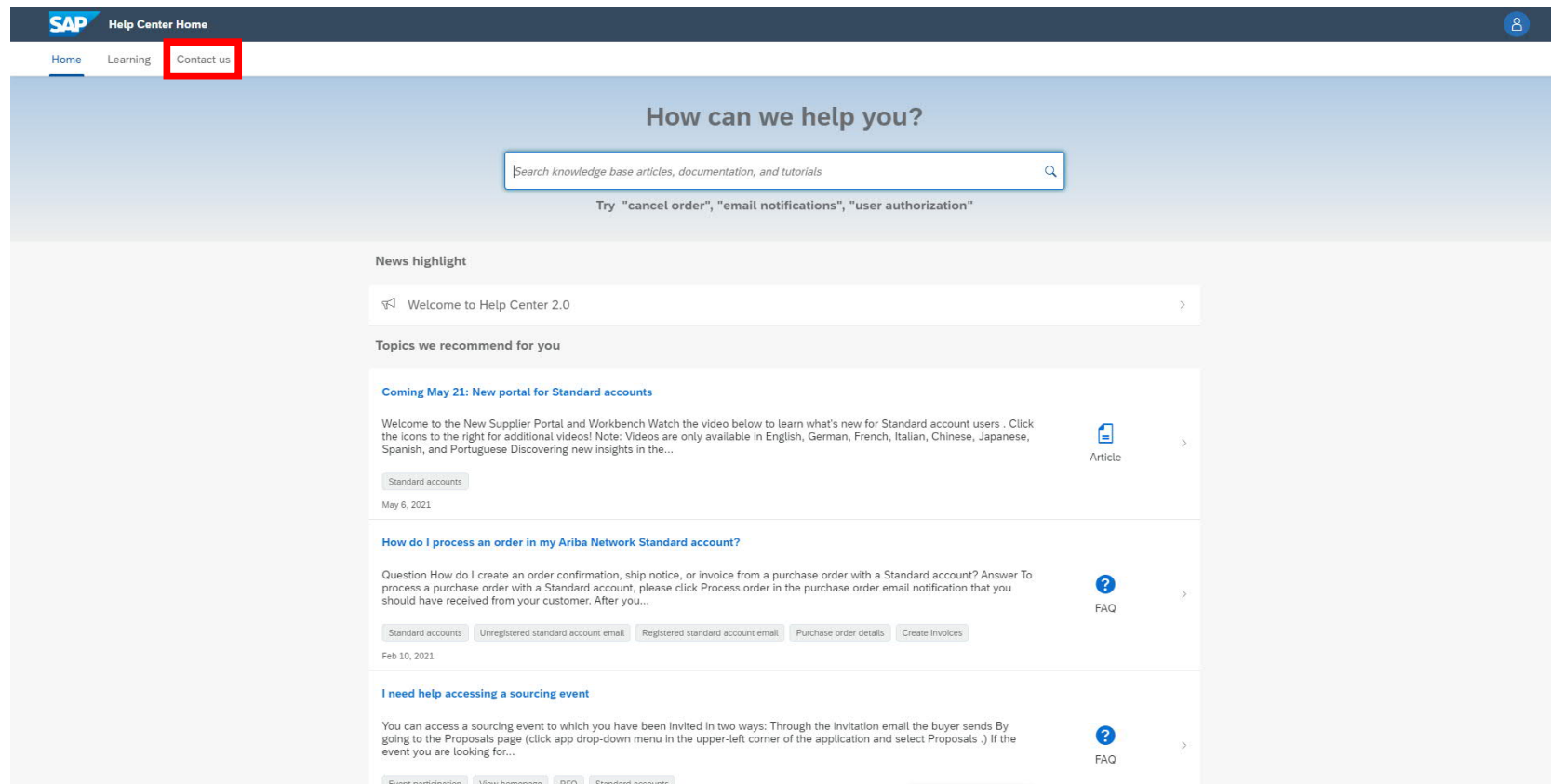
STANDARD ACCOUNT

- Click on 'Support' at the bottom right corner

The screenshot displays the SAP Ariba Network Standard Account dashboard. At the top, the navigation bar includes 'Home', 'Inbox', 'Outbox', 'Catalogs', 'Enablement Tasks', and 'Reports'. The main content area is titled 'Orders, Invoices and Payments' and features a summary of key metrics: 0 New Purchase Orders, 0 Orders that Need Attention, 0 Invoices Rejected, 0 Payments Received, and 1 Purchase Order. Below this is a table with columns for Order Number, Customer, Status, Amount, Date, and Amount Invoiced, accompanied by the message 'You do not have any Orders and Releases.' On the right side, there are several widgets: 'Now we're mobile' with app download links for the App Store and Google Play; 'Tasks' showing 'Update Profile Information' at 40% completion; and a 'Support' sidebar with a search bar and a list of help topics. The 'Support' icon at the bottom of the sidebar is highlighted with a red box.

STANDARD ACCOUNT

- A new window will open, on the top left corner click 'Contact us'



STANDARD ACCOUNT

- In the provided field type in 'support' and press enter or click the magnifying glass icon.
- A new section will appear below, click 'Yes'

The screenshot shows the SAP Help Center search interface. At the top, there is a navigation bar with 'SAP Help Center Contact us' and a user profile icon. Below the navigation bar, there are links for 'Home', 'Learning', and 'Contact us'. The main content area starts with the text 'Start here to find your answer.' followed by a search input field containing the text 'support'. A red arrow points to the search input field. Below the search field, there is a section titled 'Browse below for our AI-based recommendations*'. This section contains five FAQ entries, each with a question, a brief answer, a question mark icon, and a date. The entries are: 'How can I reach DocuSign and Adobe electronic signature support teams?' (Apr 2, 2021), 'How to enable Multi ERP feature support in Ariba Network?' (Nov 19, 2020), 'What types of events can I submit for a Sourcing Support Desk (SSD) review?' (Oct 8, 2020), 'What is a Sourcing Support Desk (SSD) review?' (Apr 2, 2021), and 'How do I contact support as a Standard account user?' (Apr 29, 2020). Below the FAQ entries, there is a note: '*Powered by SAP Incident Solution Matching'. At the bottom of the page, there is a section titled 'Choose from the options below to continue.' with the question 'Do you need to report a technical issue like an ANERR error, IP Address error, Invoice Failure, or Catalog issue?'. Below this question are two buttons: 'Yes' and 'No'. A red arrow points to the 'Yes' button.

STANDARD ACCOUNT

- Click on 'Yes' and then click on 'Invoice failure'
- Click 'Contact us' on the lower right hand corner

SAP Help Center Contact us

Home Learning **Contact us**

How do I contact support as a Standard account user?
Question How do I contact support as a Standard account user? Answer To report technical issues such as system errors and outages: Go to the Help Center at the right-hand side of the screen and click Support in the bottom right co

FAQ Apr 29, 2020

*Powered by SAP Incident Solution Matching

Choose from the options below to continue.

Do you need to report a technical issue like an ANERR error, IP Address error, Invoice Failure, or Catalog issue?

Yes No

What type of issue do you need to report?

ANERR error IP address error **Invoice failure** PunchOut catalog error

If you need clarification on a rejected invoice, [contact your customer](#). If an invoice shows **Failed** in the Routing Status and you cannot determine the cause, submit a ticket using the link below.

Can't find what you're looking for?

Contact us

STANDARD ACCOUNT

[Back to main page](#)

- Fill out requested information and click 'One last step' in the lower right corner

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:* customer support

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

Attachment:

Issue type:*

Issue area:*

Affected buyers:

PO/Invoice Number:

Top Recommendations:

- [How do I contact SAP Ariba Customer Support as a supplier?](#)
- [Can SAP Ariba Customer Support recover a deleted template?](#)

2. How does this impact your normal business processes?

Business Impact:*

3. Please review your contact information for correctness:

First name:*

Last name:*

Username:

Company:*

Email:* gustavo.mier@sap.com

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](#).

When I delete a document, can SAP Ariba Customer Support recover it?

How do I request to transfer the Designated Support Contact (DSC) access for a Customer account?

When should Ariba Customer Support repair the status of a task?

How do customers with basic access to SAP Ariba Connect subscribe to notifications from Customer Support?

How can I have SSO enabled for my company's Ariba Network buyer account?

How to enable External Exports for Workspace IDs?

How do I clear all budget data from my site?

Error: "Buffer table not up to date"

Why are there background reports scheduled by customer support admin and do they count against our parameter?

One last step

STANDARD ACCOUNT

- Check email and then click on 'Submit'

The screenshot shows the SAP Help Center 'Contact us' page. The header includes the SAP logo, 'Help Center Contact us', and a user profile icon. Below the header are navigation links for 'Home', 'Learning', and 'Contact us'. The main content area contains a form with the instruction: 'Choose this contact method for the fastest resolution of your issue:'. There are two radio button options: 'Email' (marked as 'Recommended') and another unselected option. A red arrow points to the 'Email' radio button. Below the 'Email' option, it says 'A support engineer will respond to your Service Request by email.' At the bottom right of the form, there are three buttons: 'Back', 'Submit', and 'Cancel'. The 'Submit' button is highlighted with a red box.

www.sap.com/contactsap

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