
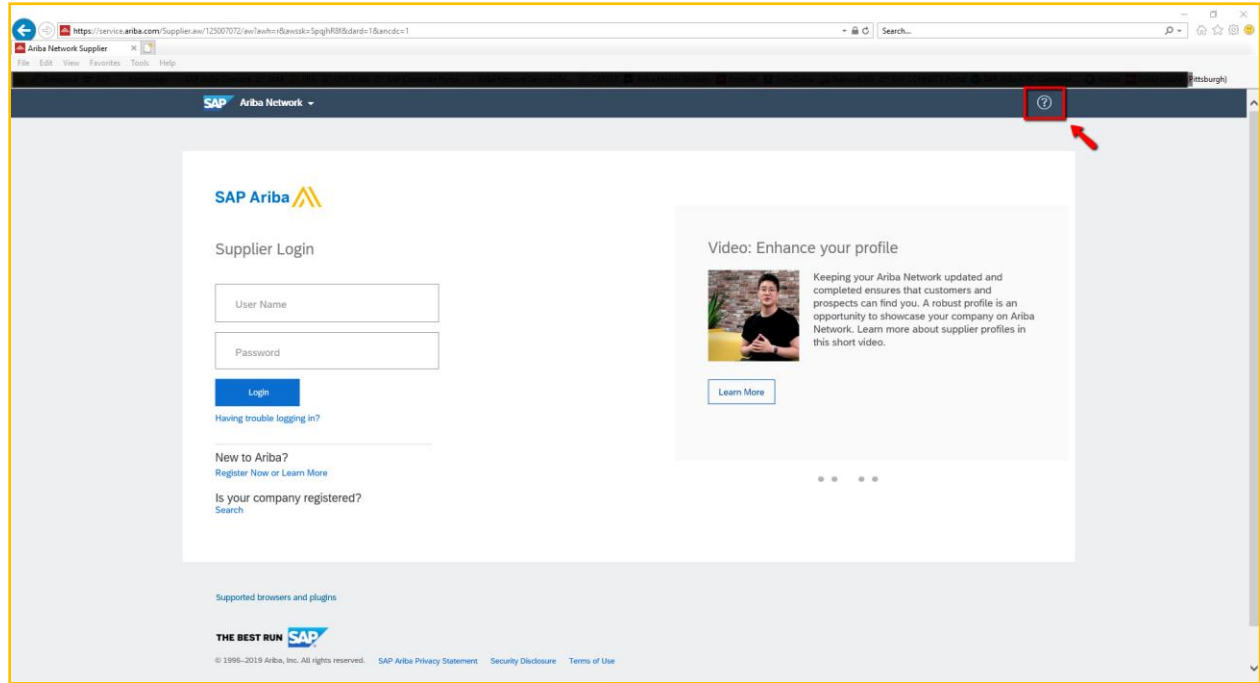

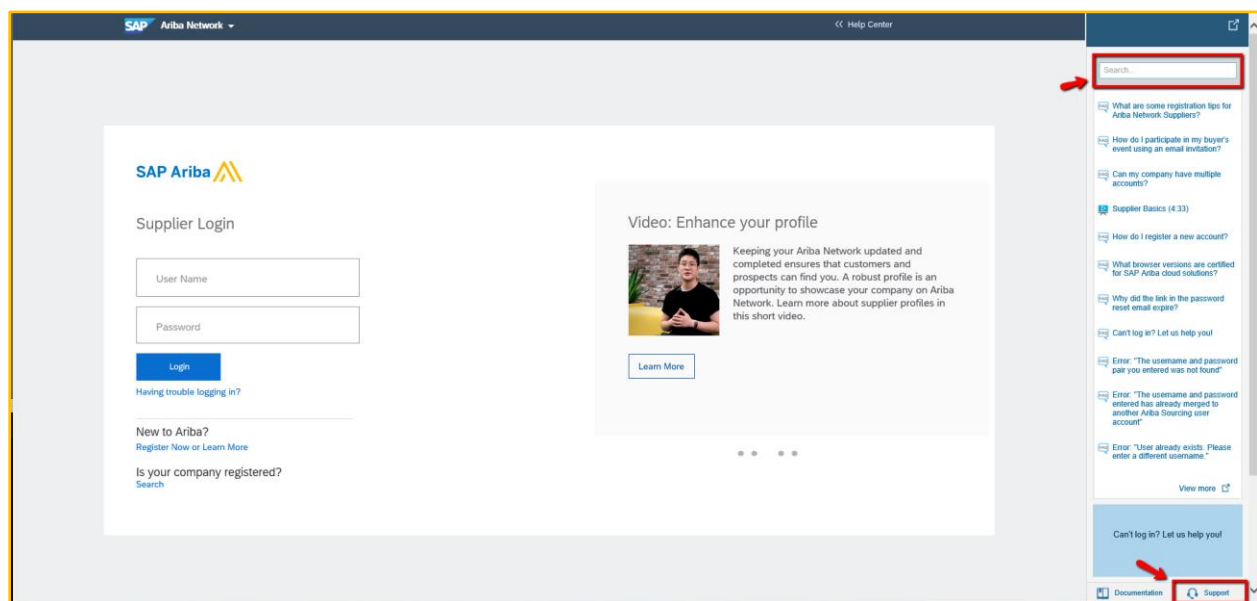


Contacting SAP Ariba Customer Support from Supplier Login Page

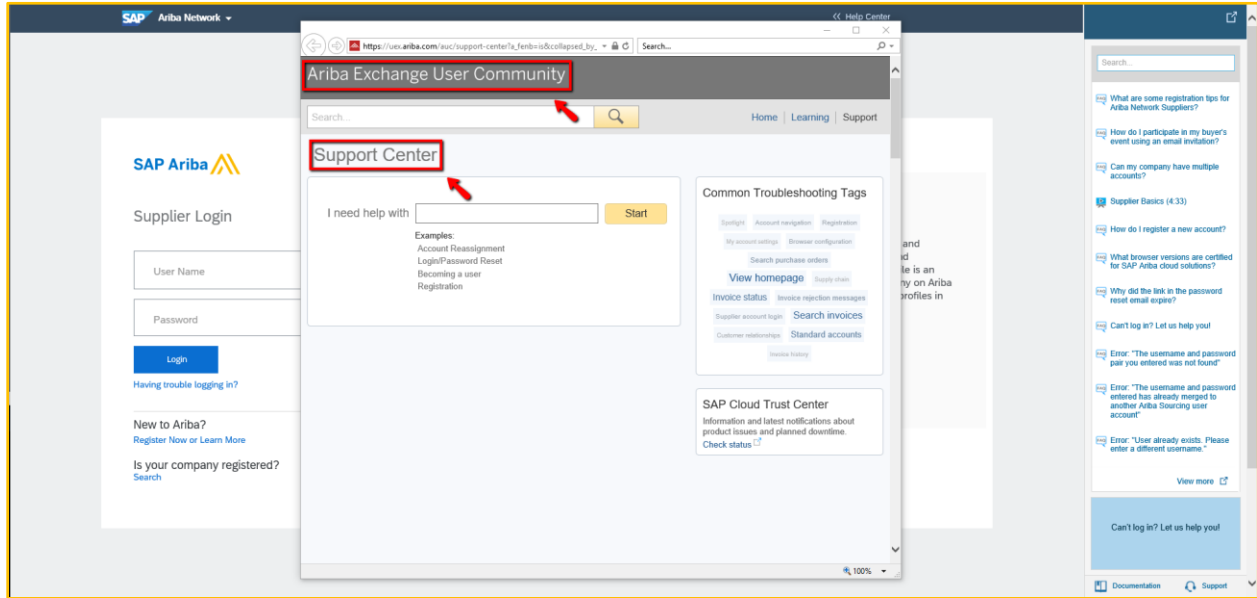
As a supplier, you can contact SAP Ariba Customer Support once you are logged into your account or from the Supplier Login page. You will need to go to <https://supplier.ariba.com>. This will take you to the Supplier Login Page (as seen below). You will find the **Help Center** by clicking on the icon  on the top right corner of the page.



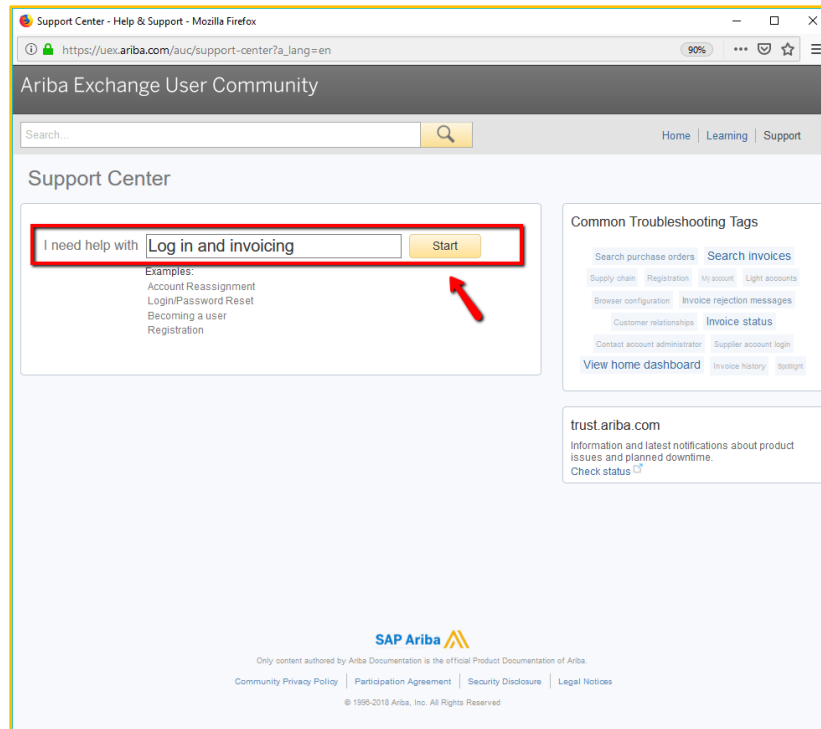
Once you click on the  icon, a column pops out for you to search information in the **Help Center**, or if you prefer to contact **Support**, you can click on the **Headset** icon on the bottom right of the **Help Center** column.



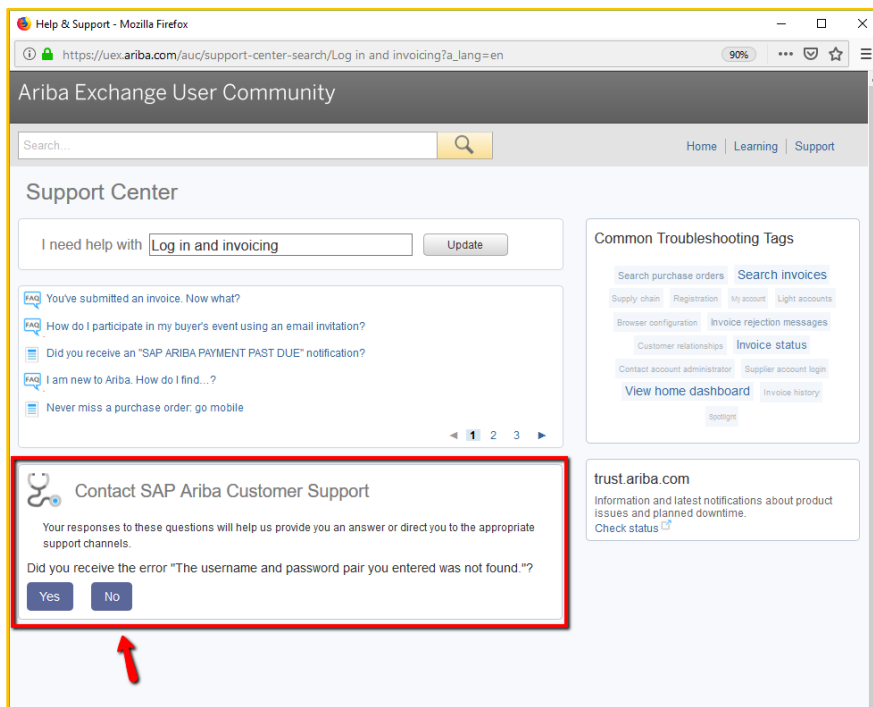
The Ariba Exchange User Community window comes up with the **Support Center** available for you search what you need help with.



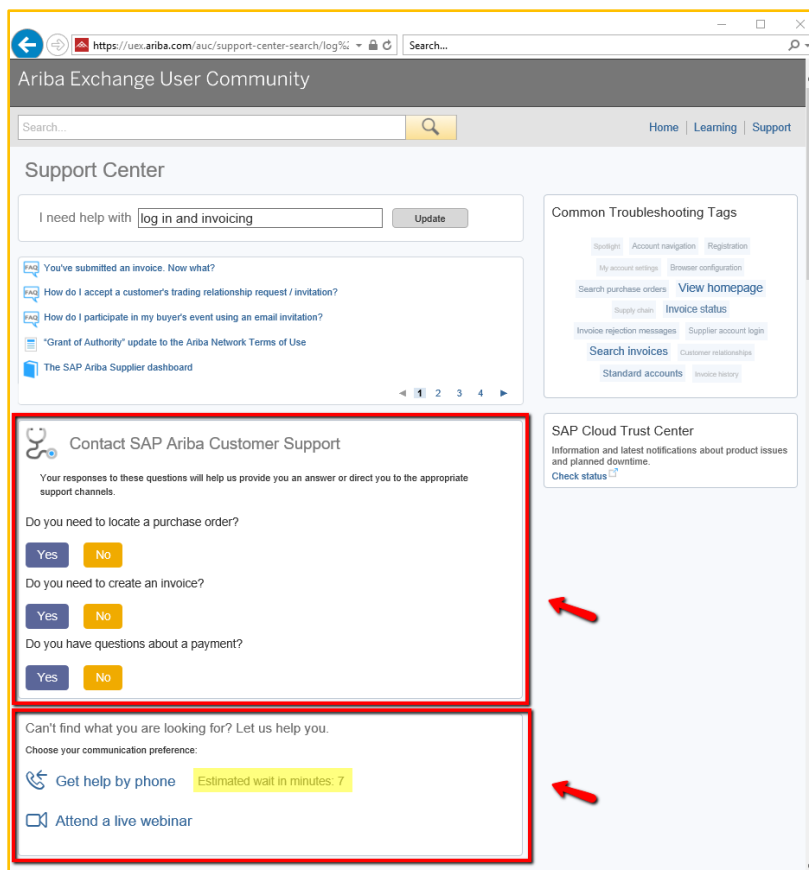
It is very important that you provide a detailed and concise description of what you need assistance with. This will allow the support specialist to be ready to help you once they contact you. Once you type in your description, you will click start.



After you click start, a few articles will appear right below your description. You can look through these if you would like. If the articles don't provide enough information to solve your issue, you can answer the questions below the articles.



After you have answered all the questions that come up (usually 3-4), you will see the section **Can't find what you are looking for? Let us help you.** You have the option to Chat with a Specialist or request a Call Back. The screen will give you an estimated wait time to receive a call back.



Once you click on **Get help by phone**, the window will bring up the request form you need to complete. To submit your request, you must fill out all the required fields. Your Ariba Network ID (ANID) number is not required, but if you have it, we recommend you add it in the request. After everything has been filled out, you will click Submit.

Help & Support - Mozilla Firefox
https://uex.ariba.com/au/support-center/email-webform?channel=callme

Ariba Exchange User Community

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SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

Problem Description
Short Description: * Log in and invoicing

Contact Information

First Name: *
Last Name: *
Company: *
Email: *

Phone: Country: * United States
Country Code: 1 Area Code: Number: * Extension:
Confirm Number: *
Phone Number: +1 (412) 297-7570
* My phone number is correct.
 Do not record this phone call.

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

Submit Cancel

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Once you submit your request, you will receive a confirmation message as shown below as well as a confirmation email. This will give you your Service Request number for your records.

