



SAP Ariba 

Help Center Guide

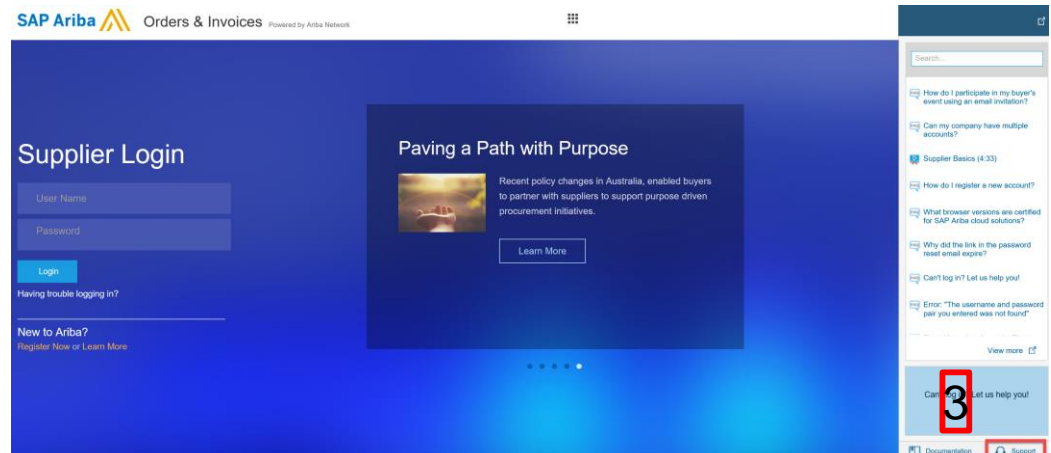
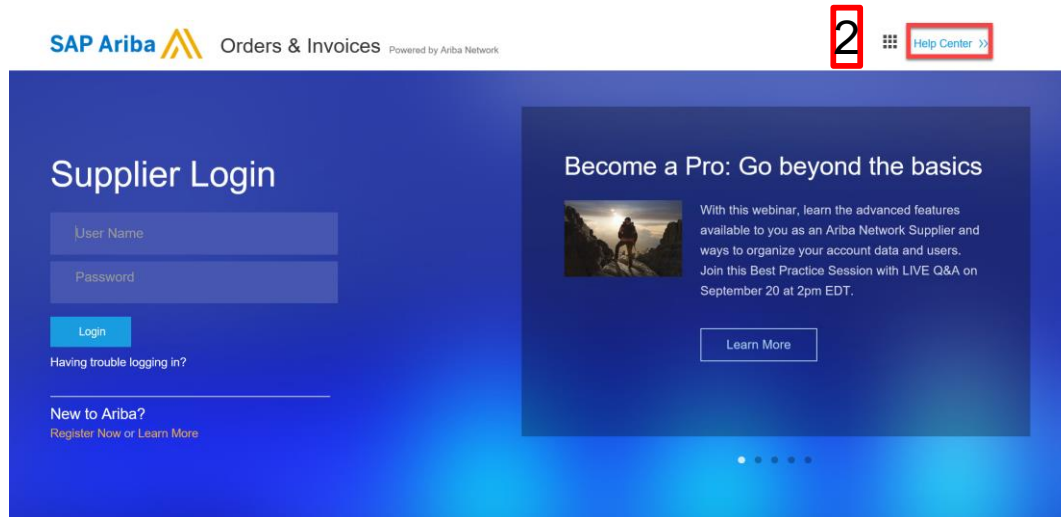
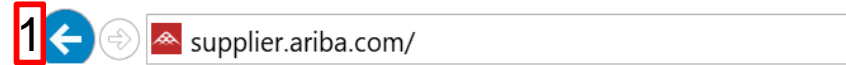
Suppliers with no access

PUBLIC

1- Go to supplier.ariba.com

2- Click on “Help Center”

3- Click on “Support”



4- Write what you need help with in the given box

5- If you can't find what you are looking for, you can get help by email or phone

Ariba Exchange User Community

Search...

🔍

[Home](#) | [Learning](#) | [Support](#)

Support Center

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I need help with

Update

FAQ

How do I access and change the former administrator's account?

FAQ

Why can't I get emails from Ariba?

FAQ

How do I limit the number of Ariba emails I receive?

📖

Ariba Network quick start guide

📄

New Ariba Network Subscriptions and Pricing

◀

1

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▶

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

Choose your communication preference:

5

✉

Get help by email

☎

Get help by phone

Estimated wait in minutes: 2

🖥

Attend a live webinar

Common Troubleshooting Tags

Customer relationships

Browser configuration

Invoice history

Contact account administrator

Search purchase orders

Spotlight

Light accounts

Supply chain

Invoice status

Search invoices

My account

Registration

Invoice rejection messages

Supplier account login

View home dashboard


trust.ariba.com


Information and latest notifications about product issues and planned downtime.

[Check status](#)

If you chose to get help by email/phone, you need to fill in all mandatory fields marked as “*” in below form then press submit.


You will receive an email/phone call shortly to assist you with your issue.

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SAP Ariba Email Support

 Please note that email support is available 24/7. A specialist may take 24 to 48 hours. Please add customer_support_sr_update@sap.com to your Safe Sender List. For a faster response, choose phone support.

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: No file chosen

PO/Invoice Number:

Contact Information

First Name: *

Last Name: *

User ID:

Company: *

Email: *

Phone: Country: *

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

Confirm Number: *

* ☐ 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

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SAP Ariba Phone Support

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

Problem Description

Short Description: *

Contact Information

First Name: *

Last Name: *

User ID:

Company: *

Email: *

Phone: Country: *

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

Confirm Number: *

* ☐ 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

SAP Ariba 

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Thank you.