



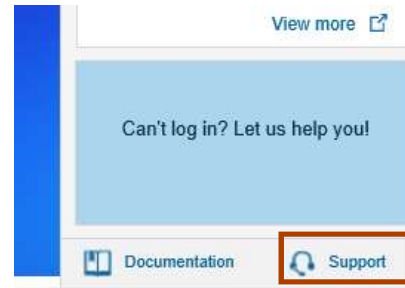
4. Ariba Support

Troubleshooting

- ❖ **During a sourcing event, if you are facing technical difficulty while participating in a sourcing event, please contact the Ariba Customer Support (see next slide)**
- ❖ **For other queries and concerns, please refer to the Ariba community help page as shown in the upcoming pages**

Ariba Customer Support by Phone

1. Go to supplier.ariba.com on the upper right side, choose "Help Center" Click Support
* Note : for Light Account suppliers, do not login.
2. Enter a word in the "I need help with" until help options appear
3. Choose to get help [Get help by phone]
4. Fill up a web form which the Agent will process and contact you within the stipulated display time



Pre-filled support form

Ariba Exchange User Community Olaf Schrader Logout

Search... Home Learning Support

Contact SAP Ariba Customer Support Online

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 Code: ### Number: Extension:

Ariba Network ID:

* Required Fields

Support Center

I need help with

Start

Examples:

Account Reassignment
Login/Password Reset
Becoming a user
Registration

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

Choose your communication preference:

Get help by email

Get help by phone

Estimated wait in minutes: 2

Attend a live webinar

Ariba Support

1. For other types of support, go to the supplier login page to access the Ariba community support page

SAP Ariba  Proposals Powered by Ariba Sourcing

 [Help Center >>](#)

Supplier Login

1

Login

[Forgot Username or Password](#)

Need help? See [Quick Start](#)

How Does SAP Ariba Help Suppliers Find New Business?



Finding qualified leads is time-consuming for any business owner. Hear how SAP Ariba Discovery helps suppliers grow their business.

[Learn More](#)

Supported browsers and plugins



Ariba Support

Once you have arrived at the Ariba supplier dashboard,

2. Click on the top right corner to reveal the Help Centre. A list of queries will appear including the FAQs and a search bar
3. If you need more information, you may click on "View more"/"Documentation"/"Support". These will take you to the user community pages which are Home/Learning/Support respectively.

The screenshot shows the Ariba Network supplier dashboard. The top navigation bar includes 'Ariba Network', 'Test Mode', 'Upgrade from light account', 'Learn More', 'Company Settings', and 'test deskright'. Below this is a secondary navigation bar with 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', 'REPORTS', 'CSV Documents', and a 'Create' button. The main content area features a 'Purchase Order by Amount' line chart for 'Last 12 months' showing a significant spike in March 2018. Below the chart are sections for 'Orders, Invoices and Payments' with summary statistics (33 New Purchase Orders, 4 Orders that Need Attention, 7 Invoices Rejected, 1 Payments Received, 45 Invoices Pending Payment) and a table of orders. The right sidebar contains a 'Help Center' section with a search bar and a list of FAQs. Annotations include a yellow box with the number '2' pointing to the 'Help Center' link in the top right, and a yellow box with the number '3' pointing to the 'View more', 'Documentation', and 'Support' links in the sidebar.

Order Number	Customer	Status	Amount	Date ↓	Amount Invoiced	Action
8100001839	Nanyang Technological University - TEST	New	\$100,000.00 SGD	29 Jun 2018	\$0.00 SGD	Select

Ariba Support

Clicking “View more” brings you to the Community Homepage as shown below

4. You can access popular topics from the home tab of this page. If you want detailed documentation on any of the topics, you can go to learning and if you have any specific queries, you may access support.

Ariba Exchange User Community

English Logout

Search...

Home | Learning | Support

Ask Community

User Community Home

Popular Topics Sort by: Relevance

I need help accessing a sourcing event Community Moderator

You can access a sourcing event to which you have been invited in two ways: Through the invitation email the buyer sends By going to the Proposals page (click the dial pad icon at the top of the page and select "Go to my Proposals.") If the event you are looking for is not listed on the Proposals

Event participation | View home dashboard | RFQ | Light accounts

6 · 12 comments · 6219 views · edited Jun 24 2018

Training sessions with live Q&A Program Manager

SAP Ariba Success Sessions webinars on a variety of topics to demonstrate how to use the software. Webinar topics include sessions about registration, invoicing, participating in events and more. The live webinars are followed by live Q&As. You can sign up for the events by following link for the

Spotlight | View home dashboard | Webinars | Light accounts

5 · 50 comments · 5715 views · edited Apr 05 2018

Send a PO-based invoice (4:35) SAP Ariba

Learning Center > Tutorials

Includes Video

Search purchase orders | Create PO invoice | View purchase order | View home dashboard

Can you help answer these questions?

I need to amend the CDSID code of the Buyer on 'registration page' (a Type error was made when completing registration for 1st time)..how...

How can i now about new inquiries in Airba Sourcing.

I am completely new to Ariba, but have been told a couple of my old clients are on this and use it exclusively now. I have no idea what i...

View more questions

Learning Center
Product documentation and tutorials