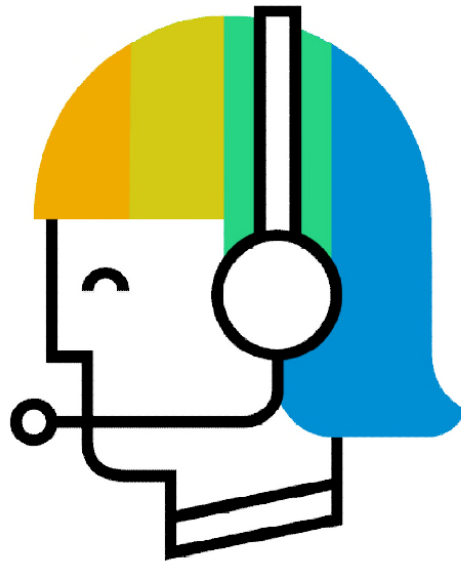


How to Contact SAP Ariba Support Team



Standard Account Supplier Support (BAU)

Technical (Ariba Customer Support)

1. Portal access technical issues (e.g. Website down)
2. Password reset
3. Upgrade to Enterprise Account
4. Other account enquiries

How to Contact SAP Ariba Support Team

The screenshot shows the SAP Ariba Business Network home page. A green callout box with a black border is positioned over the top right corner, containing the text: "On the **Home** page, click the **Help** icon." The callout box points to a red square icon with a question mark, which is the Help icon. The page header includes the SAP logo, "Business Network", "Standard Account", "Upgrade", and "TEST MODE". The navigation bar contains "Home", "Workbench", "Orders", "Fulfillment", "Invoices", "Payments", and "Create". The main content area features a "Getting started" section with five cards: "Rejected invoices" (0), "Remittances" (\$0.0 SGD), "New orders" (0), "Orders to invoice" (0), and "Invoices" (0), all for the "Last 31 days". Below this is a "My widgets" section with four widgets: "Purchase orders" (\$0 SGD), "Invoice aging" (\$0 SGD), "Company profile" (15% Completed), and "My leads" (no open leads).

How to Contact SAP Ariba Support Team

The screenshot shows the SAP Business Network interface. At the top, there is a navigation bar with the SAP logo, 'Business Network', 'Standard Account', 'Upgrade', and 'TEST MODE' buttons. Below this is a secondary navigation bar with links for 'Home', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'Reports'. A central green overlay box contains the text: 'The **Help Center** will be displayed. Click the **Support** button.' To the right, a sidebar menu titled 'Help Topics' is visible, containing a search bar and several menu items. The 'Support' button is highlighted with a red rectangle. Below the overlay, the main dashboard displays various metrics: 'Rejected invoices' (0), 'Remittances' (\$0.0 SGD), 'New orders' (0), 'Orders to invoice' (0), and 'Invoices' (0), all for the last 31 days. At the bottom, there is a 'My widgets' section with a dropdown menu and a 'Customize' button, followed by several widget cards including 'Purchase orders', 'Invoice aging', 'Company profile', and 'My leads'.

Business Network Standard Account Upgrade TEST MODE Back to classic view

Home Workbench Orders Fulfillment Invoices Payments Catalogs Reports

Overview Getting started

The **Help Center** will be displayed. Click the **Support** button.

Help Topics

Search Help Topics

Documentation

Support

What's new in Standard acc...

What is SAP Business Netw...

Introducing the new SAP Busin...

Introducing the new help ce...

Finding orders, invoices, an...

Adding payment tiles (2:48)

Discovering new insights

Rejected invoices 0 Last 31 days

Remittances \$0.0 SGD Last 31 days

New orders 0 Last 31 days

Orders to invoice 0 Last 31 days

Invoices 0 Last 31 days

My widgets Nanyang Technological ... Customize

Purchase orders Last 3 months

Invoice aging

Company profile

My leads

How to Contact SAP Ariba Support Team

The screenshot shows the SAP Help Center Home page. The top navigation bar includes the SAP logo, 'Help Center Home', and a user profile icon. Below the navigation bar are three tabs: 'Home', 'Learning', and 'Contact us'. The 'Contact us' tab is highlighted with a red rectangular box. A green callout box with a black border is positioned over the 'Contact us' tab, containing the text: 'The **Help Center Home** page will be displayed. Click the **Contact Us** tab.' Below the navigation bar is a large blue banner with the text 'How can we help you?' and a search bar. Below the banner are several content cards. The first card is titled 'Welcome to Help Center 2.0'. The second card is titled 'Topics we recommend for you' and contains an article titled 'Coming May 21: New portal for Enterprise accounts'. The third card is titled 'How do I create an invoice?'. The footer contains copyright information and a page number '5'.

SAP Help Center Home

Home Learning **Contact us**

How can we help you?

Search for articles, questions, and tutorials

mail notifications", "user authorization"

Welcome to Help Center 2.0

Topics we recommend for you

Coming May 21: New portal for Enterprise accounts

Welcome to the New Supplier Portal and Workbench Watch the video below to learn what's new for Enterprise account users . Click the icons to the right for additional videos! Note: Videos are only available in English, German, French, Italian, Chinese, Japanese, Spanish, and Portuguese Discovering new insights in the...

View homepage Supplier workbench

May 6, 2021

How do I create an invoice?

Question: How do I submit an invoice? Answer: First, you will need a trading relationship with your customer. Then, you will need to determine what type of invoice you are submitting. Please see the article " How do I know which type of invoice to create? " to determine what type of invoice you are submitting.

Article

5

How to Contact SAP Ariba Support Team



Start here to find your answer.

Enter your query in the **Search** field,
and click the **Search** icon.

How to Contact SAP Ariba Support Team



How do I set up automatic invoicing for my account?

Question How do I set up automatic invoicing for my account? Answer First, review your customer's transaction rules to check if the Enable automatic invoice creation from receipts rule is enabled. If your customer has enabled this



FAQ
Apr 1, 2021

Invoice creation in ERP failed with error: Interval does not exist for object RF_BELEG 0044 FBN1

Issue After upgrade to CI-9HF1 invoice creation fail with error as attached (it used to work for CI-8) Manual creation in ERP using Miro work properly. Missing invoices completely stop UAT test phase. Issue blocks project testing phase Error me



Support Note
Feb 6, 2017

*Powered by SAP Incident Solution Matching

Choose from the options below to continue.

What do you need to do?

Create new invoice

Create credit memo

Raise another invoice against PO

Invoice was rejected

Edit and resubmit invoice

Receive payment

Something else

Scroll down to **What do you need to do?** section. Click the **Something Else** button to speak to a customer support representative.

How to Contact SAP Ariba Support Team



How do I set up automatic invoicing for my account?

Question How do I set up automatic invoicing for my account? Answer First, review your customer's transaction rules to check if the Enable automatic invoice creation from receipts rule is enabled. If your customer has enabled this



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Support Note
Feb 6, 2017

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Choose from the options below to continue.

What do you need to do?

Create new invoice

Create credit memo

Raise another invoice against PO

Invoice was rejected

Edit and resubmit invoice

Receive payment

Something else

The **Can't find what you are looking for?** pop-up will be displayed. Click the **Contact us** button.

How to Contact SAP Ariba Support Team



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:*

Full description:*

Attachment:

Issue type:*

Issue area:*

PO/Invoice Number:

Recommendations*

-
- How do I enable non-PO invoice creation in Guided Buying?
 - BHP/ South32/ Sasol Enable/ Disable Automatic Invoice Creation from Receipt
 - Invoice number assignments for automatically-generated invoices in automatic invoice creation from receipts flow
 - How do I set up automatic invoicing for my account?
 - Invoice creation in ERP failed with error: Interval does not exist for object RF_BELEG 0044 FBN1

Top Recommendations:

- How do I enable non-PO invoice creation in Guided Buying?
- BHP/ South32/ Sasol Enable/ Disable Automatic Invoice Creation from Receipt

Enter information in all fields marked with an asterisk (*). Click the **One last step** button.

2. How does this impact your normal business processes?

- Why is the VAT ID field on my invoice not editable?

One last step


How to Contact SAP Ariba Support Team

The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a dark blue header with the SAP logo and the text 'Help Center Contact us'. Below the header, there are navigation links for 'Home', 'Learning', and 'Contact us'. The main content area contains a form with the heading 'Choose this contact method for the fastest resolution of your issue:'. There are two radio button options: 'Email' (marked as 'Recommended') and 'Phone'. A green callout box points to the 'Email' option with the text 'Select the contact method to resolve your issue.' At the bottom of the form, there are three buttons: 'Back', 'Submit', and 'Cancel'. A second green callout box points to the 'Submit' button with the text 'Click the **Submit** button. If you have selected **Phone**, you will receive a call from the SAP Ariba Support team within the estimated wait time.'

SAP Help Center Contact us

Home Learning Contact us

Choose this contact method for the fastest resolution of your issue:

 **Recommended**
Email
A support engineer will respond to your Service Request by email.

Select the contact method to resolve your issue.

Click the **Submit** button. If you have selected **Phone**, you will receive a call from the SAP Ariba Support team within the estimated wait time.

Back **Submit** Cancel

Thank you.