

OVERVIEW OF SAP ARIBA HELP CENTER

The SAP Ariba Help Center provides FAQs, tutorials, official product documentation, and much more.

Within the Help Center, you can find assistance and solutions to common issues and how-to questions. Based on your searches, you may see a series of questions to guide you to an answer or connect you with SAP Ariba Customer Support.

Help Center highlights:

- Immediate responses to questions
- If no immediate resolution, get direct support options
- If Support engaged, initial troubleshooting steps result in a faster resolution time
- Intuitive step-by-step solutions created by Ariba support
- Available in all languages supported by SAP Ariba.



OVERVIEW OF SAP ARIBA HELP CENTER



01

Supplier Users



- Technical Issue
- Navigation question
- Bidding question
- Feature request

02

Help Center



- Documentation
- FAQs
- Tutorial
- Recordings

03

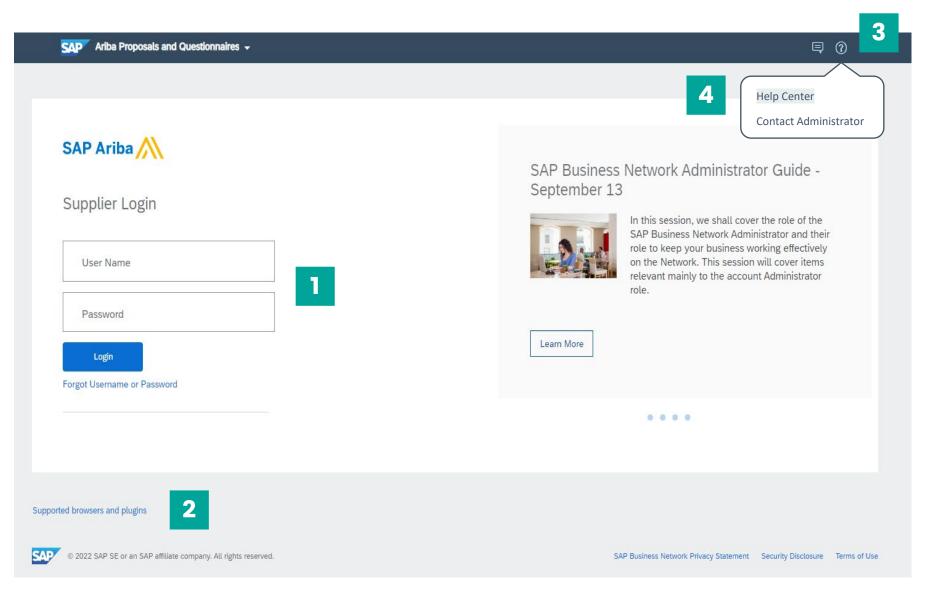
Ariba Customer Support



Requests routed and prioritised based on Severity

Self Help

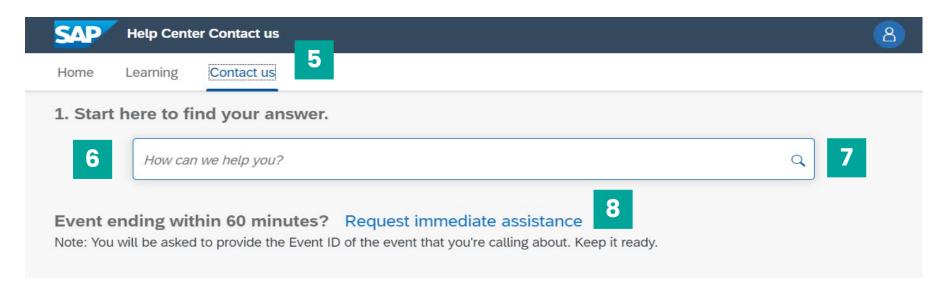




- Log in your username and password
- 2. Use this link to view the check list of supported browser and plugins
 - Microsoft Edge 32-bit
 - Chrome 54+ 64-bit
 - Mozilla Firefox 49+ 64-bit
 - Safari 9+ 64-bit
 - Mozilla Firefox 17+
 - Safari 5
 - Mobile Safari on iPad (iOS 6 or above)
 - Microsoft Edge Chromium 79+ 32-bit and 64-bit.
- 3. Click the *help* icon in the upper-right corner of the application
- 4. Click *Help Center* at the top of the help menu.

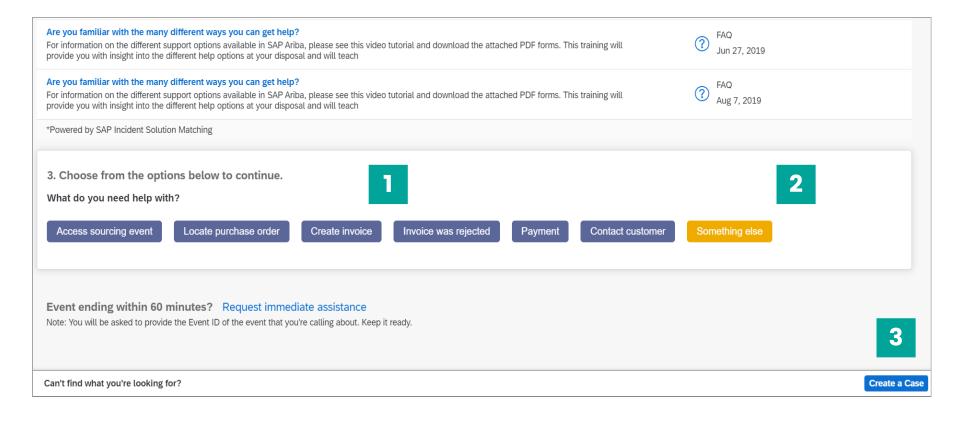
Ariba Service Portal





- 5. A new window will open (illustrated), click the *Contact us* tab
- Enter a brief description of your question or issue in here to find your answer field
- 7. Click the search icon
- 8. If you have an issue with an event which is ending soon there is specific support. Click the *Request immediate assistance* link.

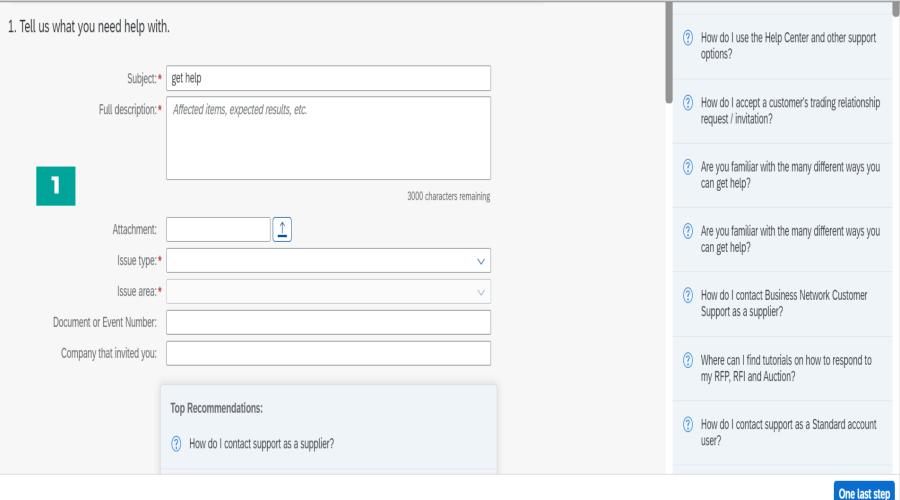




Searching through recommendations

- Click on a topic based on the recommendations, or a button about your question or issue under the Choose from the options below to continue section to learn more and get help
- 2. In the options provided for What do you need help with? Click Something else
- 3. A bar on the bottom of the screen will appear showing Can't find what you're looking for? Click Create a Case at the bottom right of the screen.

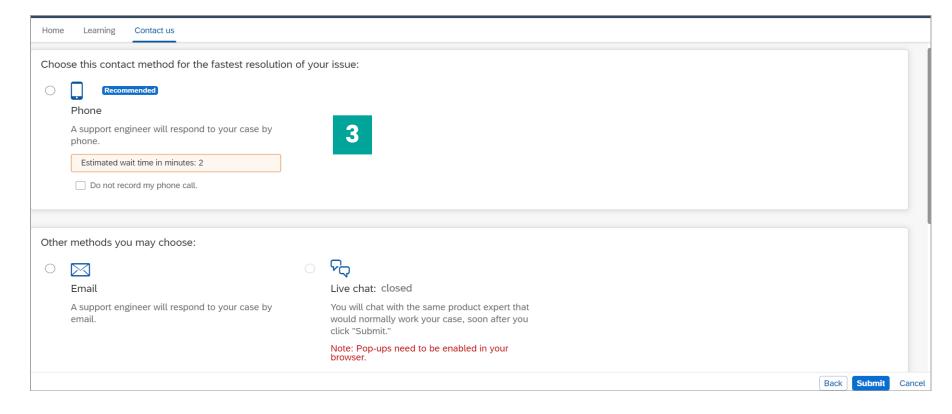




Filling out the help form

- Fill out the form with as much detail as possible by using all available and relevant fields and drop down menus
- 2. Click *One last step* in the bottom-right.





3. Select your contact method and click *Submit*.



Call Back Telephone Support:

SAP Ariba phone support is available to all end-users by submitting a request for a call. This offers convenience instead of waiting on hold. The first available specialist will return the call.



Webform:

Get support over e-mail. This Webform support is provided to all end-users via Help Center.



Live Chat:

Smart support for all users. Suppliers can chat in English, Spanish, Chinese, and Portuguese.

Shared vision. Better together



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