
SAP Ariba Help Center

Supplier Support

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

S e l f H e l p

03

Ariba Customer Support



Phone, Web-form and Chat

Requests routed and prioritised based on Severity

HOW DO I CONTACT CUSTOMER SUPPORT?

The screenshot shows the SAP Ariba Supplier Login page. At the top, there is a dark navigation bar with the SAP logo, 'Ariba Proposals and Questionnaires' dropdown, and a help icon. A green box with the number '3' is positioned above the help icon. Below the navigation bar, the main content area features the SAP Ariba logo and 'Supplier Login' heading. There are two input fields: 'User Name' and 'Password'. A green box with the number '1' is placed to the right of the 'User Name' field. Below the 'Password' field is a blue 'Login' button and a link for 'Forgot Username or Password'. To the right of the login area is a featured article titled 'SAP Business Network Administrator Guide - September 13'. A green box with the number '4' is placed above the article. Below the article title is a small image of a person at a computer and a 'Learn More' button. A callout box with a white background and a black border points to the help icon in the navigation bar, containing the text 'Help Center' and 'Contact Administrator'. At the bottom left, there is a link for 'Supported browsers and plugins' with a green box containing the number '2'. The footer contains the SAP logo, copyright information, and links for 'SAP Business Network Privacy Statement', 'Security Disclosure', and 'Terms of Use'.

1. 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](#)

HOW DO I CONTACT CUSTOMER SUPPORT?

The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a dark blue navigation bar with the SAP logo, 'Help Center', and 'Contact us' (highlighted with a green box and the number 5). Below this is a breadcrumb trail: 'Home', 'Learning', and 'Contact us' (highlighted with a green box and the number 5). The main content area has a heading '1. Start here to find your answer.' followed by a search bar (highlighted with a green box and the number 6) containing the placeholder text 'How can we help you?' and a search icon (highlighted with a green box and the number 7). Below the search bar, there is a link 'Event ending within 60 minutes? Request immediate assistance' (highlighted with a green box and the number 8). A note below the link reads: 'Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.'

5. A new window will open (illustrated), click the *Contact us* tab
6. 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.

HOW DO I CONTACT CUSTOMER SUPPORT?

Are you familiar with the many different ways you can get help?
For information on the different support options available in SAP Ariba, please see this video tutorial and download the attached PDF forms. This training will provide you with insight into the different help options at your disposal and will teach

FAQ Jun 27, 2019

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FAQ Aug 7, 2019

*Powered by SAP Incident Solution Matching

3. Choose from the options below to continue.

What do you need help with?

1

2

Access sourcing event Locate purchase order Create invoice Invoice was rejected Payment Contact customer **Something else**

Event ending within 60 minutes? [Request immediate assistance](#)

Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.

3

Can't find what you're looking for? [Create a Case](#)

Searching through recommendations

1. 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.

HOW DO I CONTACT CUSTOMER SUPPORT?

1. Tell us what you need help with.

Subject: *

Full description: *

3000 characters remaining

Attachment:

Issue type: *

Issue area: *

Document or Event Number:

Company that invited you:

Top Recommendations:

[How do I contact support as a supplier?](#)

[How do I use the Help Center and other support options?](#)

[How do I accept a customer's trading relationship request / invitation?](#)

[Are you familiar with the many different ways you can get help?](#)

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[How do I contact Business Network Customer Support as a supplier?](#)

[Where can I find tutorials on how to respond to my RFP, RFI and Auction?](#)

[How do I contact support as a Standard account user?](#)

Filling out the help form

1. 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.


One last step

2

HOW DO I CONTACT CUSTOMER SUPPORT?

Home Learning Contact us

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

 **Recommended**

Phone


A support engineer will respond to your case by phone.

Estimated wait time in minutes: 2


Do not record my phone call.

3

Other methods you may choose:

 Email

A support engineer will respond to your case by email.

 Live chat: closed

You will chat with the same product expert that would normally work your case, soon after you click "Submit."

Note: Pop-ups need to be enabled in your browser.

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



Shared Business Services

NHS Shared Business Services Limited

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Proud members of the NHS family, we provide finance & accounting, procurement, workforce, digital and expert advisory services to more than half the NHS in England. Committed to being a force for good, we are dedicated to acting responsibly and sustainably at organisational, team and individual level. Sharing common values and unity of purpose with the rest of the NHS family, our solutions are underpinned by cutting-edge technologies and our teams' expertise, in-depth understanding of the NHS, and commitment to service excellence.

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