



# Raising an Ariba Service Call

Supplier Guide



# Ariba Support

- Ariba provide online support for suppliers using the Ariba Network
- This can be accessed even if you do not have your Ariba login details (e.g. if they have been lost)
- The following pages show you how to raise a service call with Ariba, and how to access their general help pages.



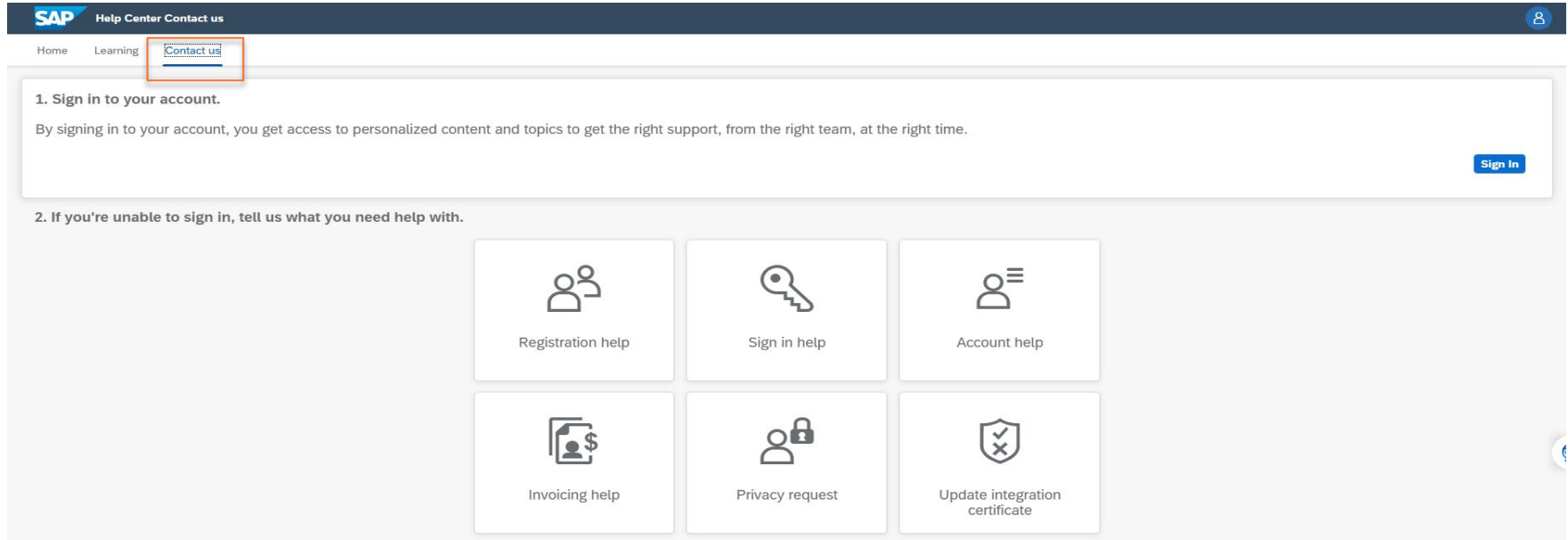
# Supplier Login Page

- In your web browser (e.g. Google Chrome), go to [supplier.ariba.com](https://supplier.ariba.com)
- Click on '?' (top right) and then 'Support' and 'Support' again:

The screenshot displays the SAP Business Network Supplier sign-in page. The header includes the SAP logo, 'Business Network', and 'ENTERPRISE ACCOUNT'. In the top right corner, a help icon (?) is highlighted with a red box. The main content area features a 'Supplier sign-in' section with a username input field, a 'Next' button, and links for 'Forgot username' and 'New to SAP Business Network?'. To the right, there is a promotional banner for 'Now available: SAP Business Network, promote subscription' with a 'Learn More' button. A large orange arrow points from the 'Learn More' button to a 'Support' modal window. This modal window contains a 'Support' link, which is also highlighted with a red box. A second orange arrow points from this 'Support' link to a 'Help Topics' sidebar on the right. The sidebar includes a search bar, 'Documentation', and a 'Support' button, which is highlighted with a red box and an orange arrow.

# Help Center

- Navigate to the 'Contact Us' tab for support with common FAQs:



The screenshot shows the SAP Help Center 'Contact us' page. The top navigation bar includes the SAP logo, the text 'Help Center Contact us', and a user profile icon. Below the navigation bar, there are links for 'Home', 'Learning', and 'Contact us', with 'Contact us' being the active link and highlighted by a red rectangle. The main content area is divided into two sections. The first section, titled '1. Sign in to your account.', explains that signing in provides access to personalized content and support from the right team at the right time. It includes a 'Sign in' button. The second section, titled '2. If you're unable to sign in, tell us what you need help with.', features a grid of six help topics, each with an icon and a label: 'Registration help' (two people icon), 'Sign in help' (key icon), 'Account help' (person with list icon), 'Invoicing help' (person with dollar sign icon), 'Privacy request' (person with lock icon), and 'Update integration certificate' (shield with checkmark and X icon).

SAP Help Center Contact us







Home Learning **Contact us**

**1. Sign in to your account.**

By signing in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.

[Sign in](#)

**2. If you're unable to sign in, tell us what you need help with.**

 Registration help	 Sign in help	 Account help
 Invoicing help	 Privacy request	 Update integration certificate

# Raising a Service Call

- If you cannot find the information you are after and need to raise a service call to seek support from Ariba, click on one of the tiles in 'Contact Us' (see previous slide) then select "Something else":

**SAP** Help Center Contact us

Home Learning Contact us

**1. Sign in to your account.**  
By signing in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.

**2. If you're unable to sign in, tell us what you need help with.**

Registration help

Sign in help

Account help

Invoicing help

Privacy request

Update integration certificate

**2. Choose from the options below to continue.**  
What do you need help with?

Register a new account Error while registering Issue logging in Find existing account Access Sourcing event **Something else**

# Raising a Service Call

- Click on either 'Transacting Documents' or 'Participating in Sourcing Events':-

SAP Help Center Contact us

Home Learning Contact us

Certificate

2. Choose from the options below to continue.

What do you need help with?

Register a new account Error while registering Issue logging in Find existing account Access Sourcing event **Something else**

What are you using SAP Business Network for?

Transacting documents (purchase orders, invoices, etc.) Participating in Sourcing events (RFPs, auctions, bids, etc.) Searching for new business opportunities

Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)

# Raising a Service Call

- Click on 'Create A Case':-

SAP Help Center Contact us

Home Learning Contact us

2. Choose from the options below to continue.

What do you need help with?

Register a new account Error while registering Issue logging in Find existing account Access Sourcing event Something else

What are you using SAP Business Network for?

Transacting documents (purchase orders, invoices, etc.) Participating in Sourcing events (RFPs, auctions, bids, etc.) Searching for new business opportunities

Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)

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

# Raising a Service Call

- Fill out the form with as much information as possible and click Submit. An Ariba support representative will contact you when available.

The screenshot shows the 'SAP Help Center Contact us' page. At the top, there's a dark blue header with the SAP logo and the text 'Help Center Contact us'. Below this is a navigation bar with links for 'Home', 'Learning', and 'Contact us'. The main content area is light gray. It starts with a language selection section where 'English' is selected, with a 'Change?' link. A note states: 'Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.' Below this is the first step: '1. Tell us what you need help with.' This section includes a 'Subject' field with 'Registration help', a 'Full description' text area with the placeholder text 'Affected items, expected results, etc.', and an 'Attachment' field with a file upload icon. A '3000 characters remaining' indicator is shown. Below the description field is a 'Top Recommendations' box with two links: 'How do I contact SAP Business Network Customer Support as a supplier?' and 'How do I register a new account?'. The second step is '2. Provide your preferred contact details:', followed by a series of input fields for 'First name', 'Last name', 'User Name', 'Company', 'Email', 'Phone', and 'Extension'. Each field has a red asterisk indicating it is required. The 'Phone' field has a small icon to its right.

SAP Help Center Contact us

Home Learning Contact us

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:

3000 characters remaining

Attachment:

Top Recommendations:

- [How do I contact SAP Business Network Customer Support as a supplier?](#)
- [How do I register a new account?](#)

2. Provide your preferred contact details:

First name:

Last name:

User Name:

Company:

Email:

Phone:

Extension:



# Help Center

- The Support function can also be accessed from your home page after logging into your Ariba Network account:

The screenshot displays the SAP Business Network user interface. At the top, the navigation bar includes 'SAP Business Network', 'Standard Account', 'Upgrade', 'TEST MODE', and a 'Back to classic view' link. Below this is a secondary navigation bar with tabs for 'Home', 'Opportunities', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'Reports'. The main content area features a 'Getting started' section with five key metrics: Rejected Invoices (0), Orders (0), Remittances (0.0 AUD), New orders (0), and Orders to Invoice (0), all for the last 31 days. Below this is a 'My widgets' section with four widgets: 'Purchase orders' (showing a line graph for Western Power - TEST), 'Invoice aging' (showing a bar chart for Western Power - TEST), 'Company profile' (showing a 45% completion donut chart), and 'My leads' (showing no open leads). On the right side, a 'Help Topics' sidebar is visible, containing a search bar and a list of topics. The 'Support' link is highlighted with a red box. The sidebar also includes a 'Feedback' button at the bottom.

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

Common browser issues

How do I create an invoice?

I need help accessing a sou...

Why has my invoice or servi...

When will my invoice be paid?

How do I know which type o...

I need help connecting with ...

Purchase orders widget

My leads widget

Feedback



## Head office

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