## Contacting SAP Ariba Customer Support from Supplier Login Page

As a supplier, you can contact SAP Ariba Customer Support once you are logged into your account or from the Supplier Login page. You will need to go to <a href="https://supplier.ariba.com">https://supplier.ariba.com</a>. This will take you to the Supplier Login Page (as seen

below). You will find the **Help Center** by clicking on the icon ⑦ on the top right corner of the page.

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Supplier Login	Video: Enhance your profile	
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	opportunity to showcase your company on Ariba	
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Once you click on the Olicon, a column pops out for you to search information in the Help Center, or if you prefer to contact Support, you can click on the Headset icon on the bottom right of the Help Center column.

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Register Now or Learn More Is your company registered? Search		Enry "Uner all addy doubts. Please enter a different username." Verve more 🗈 Can't log in? Let us help you!
		Documentation

The Ariba Exchange User Community window comes up with the **Support Center** available for you search what you need help with.

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New to Anba? Register Now or Learn More Is your company registered? Search	nooduct insues and planned downline. Check status ⊡	Error: "User already exists. Please enter a different usernama." View more C
	* *,100% -	Can't log in? Let us help you!

It is very important that you provide a detailed and concise description of what you need assistance with. This will allow the support specialist to be ready to help you once they contact you. Once you type in your description, you will click start.

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Ariba Exchange User Community	
Search Q	Home   Learning   Support
Support Center	
I need help with Log in and invoicing Start Examples: Account Reassignment Login/Password Reset Becoming a user Registration	Common Troubleshooting Tags Search purchase order Search Invoices Supply data Registration Wytown Light accounts Browner configuration Wytobe rejection messages Cattorer relationship Invoice status Certast account administratir Suppler account login View home dashboard Invoice shatury putting
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After you click start, a few articles will appear right below your description. You can look through these if you would like. If the articles don't provide enough information to solve your issue, you can answer the questions below the articles.



After you have answered all the questions that come up (usually 3-4), you will see the section **Can't find what you are looking for? Let us help you.** You have the option to Chat with a Specialist or request a Call Back. The screen will give you an estimated wait time to receive a call back.



Once you click on **Get help by phone**, the window will bring up the request form you need to complete. To submit your request, you must fill out all the required fields. Your Ariba Network ID (ANID) number is not required, but if you have it, we recommend you add it in the request. After everything has been filled out, you will click Submit.

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Phone Number: +1 (412) 297-7570				
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Do not record this phone call.				
You expressly agree and understand that your data entered into this system will be transferred hosted computer systems (currently located primarily in the U.S.), in accordance with the Ariba applicable law.	to Ariba, I Privacy S	tatem	d the Ar ent and	ba
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Once you submit your request, you will receive a confirmation message as shown below as well as a confirmation email. This will give you your Service Request number for your records.



Reply Reply All Groward Coll Thu 11/15/2018 2:48 PM SC SAP Customer_Support_SR_Update
Your Ariba call request has been received SR# 00007308012018: To To T
Hello!
Thank you for requesting a call from SAP Ariba Customer Support. Your request was successfully received.
We will call you as soon as a specialist is available. We look forward to speaking with you!
Sincerely, SAP Ariba Customer Support
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