

Vendor Guide:

How to Contact SAP Ariba Support Team



On the Supplier Login page, enter your Username and Password and click the Login button

| SAP Business Network + | Q |
|---|---|
| Supplier Login User Name Password Login Entropy Libertance or Password New to SAP Business Network? | Changes to Ariba Network on May 21 Starting May 21st, Ariba Network will be part of SAP Business Network are new supplier portal and workbench. You'll also see SAP Business Network are the solution name on the login page and new portal pages. Learn More |
| Register Now or Learn More | •••• |
| Supported browsers and plugins | |
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> On the **Home** page, click the **Help** icon.







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

> The **Help Center Home** page will be displayed. Click the **Contact Us** tab.

| SAP | Help Cen | ter Home | | | | | | 8 |
|------|---|----------|--|--|---|---------|---|---|
| Home | Learnin | Contac | t us | | | | | |
| | | | | How can we help you? | | | | |
| | | | | Search knowledge base articles, documentation, and tutorials | ٩ | | | |
| | | | | Try "cancel order", "email notifications", "user authorization" | | | | |
| | | | News highlight | | | | | |
| | | | √ Welcome to Hel | p Center 2.0 | | | > | |
| | Topics we recomment Coming May 21: New y Welcome to the New Su Click the icons to the rig Japanese, Sparish, and Vere homepage Supplier May 6, 2021 | | Topics we recomme | nd for you | | | | |
| | | | Coming May 21: New Welcome to the New St Click the icons to the ri Japanese, Spanish, and View homepage Supplie May 6, 2021 | portal for Enterprise accounts upplier Portal and Workbench Watch the video below to learn what's new for Enterprise account users . ptr for additional videos! Note: Videos are only available in English, German, French, Italian, Chinese, I Portuguese Discovering new insights in the r workbench | | Article | > | |
| | | | How do I create an im Question How do I sub determine what type of | voice? mit an invoice? Answer First, you will need a trading relationship with your customer. Then, you will need to invoice you are submitting. Please see the article " How do I know which type of invoice to create? " to |) | 0 | > | |



| Help Center Contact us | | 8 |
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| Home Learning Contact us | | |
| Start here to find your answer. | | |
| | How can we help you? | |
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> Enter your query in the **Search** field and click the **Search** icon.

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

| SAP Help Center Contact us | 8 |
|---|---|
| Home Learning Contact us | |
| 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 | |
| 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 property. Missing invoices completely stop UAt test phase. Issue blocks project testing phase Error me | |
| *Powered by SAP Incident Solution Matching | |
| Choose from the extinue 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 | |
| | |
| | |
| | |



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

| SAP Help Cen | ter Contact us | 8 |
|---|--|---|
| Home Learning | Contact us | |
| How do I set up auto Question How do I set creation from receipts | matic Invoicing for my account? up automatic invoicing for my account? Answer First, review your customer's transaction rules to check if the Enable automatic invoice rule is enabled. If your customer has enabled this | |
| Invoice creation in E Issue After upgrade to invoices completely st | RP failed with error: Interval does not exist for object RF_BELEG 0044 FBN1 CI-9HF1 invoice creation fail with error as attached (it used to work for CI-8) Manual creation in ERP using Miro work property. Missing op UAI test phase. Esuse Dicks project testing phase Error me | |
| *Powered by SAP Inci | dent Solution Matching | |
| What do you need Create new invoi Something else | to do? | |
| | | |

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

| | | Recommendations* |
|--------------------------------------|---|---|
| quested language of support: En | glish Change? | Search |
| te: If agents are unavailable to sup | port in the language you've chosen, support will be provided with the assistance of a translation service. | (?) How do I enable non-PO invoice creation Guided Buying? |
| ll us what you need help wi | th. | BHP/ South32/ Sasol Enable/ Disable Aut |
| Subject: | invoice creation | Invoice Creation from Receipt |
| Full description: | Affected items, expected results, etc. | ⑦ Invoice number assignments for automati generated invoices in automatic invoice of from receipts flow |
| Attachment: | | O How do I set up automatic invoicing for m account? |
| Issue area: PO/Invoice Number: | • | Invoice creation in ERP failed with error: I does not exist for object RF_BELEG 0044 |
| | Top Recommendations: | IG-11086: Correct year was not appearing Fiscal Year extrinsic field for invoices crea SAP ERP |
| | (?) How do I enable non-PO invoice creation in Guided Buying? (?) BHP/ South32/ Sasol Enable/ Disable Automatic Invoice Creation from Receipt | Why don't contracts or blanket purchase show up when I try to create invoices? |
| | | (?) Why is the VAT ID field on my invoice not |



> Select the contact method to resolve your issue.

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| Home | e Learning Contact us | |
| Cho | ose this contact method for the fastest resolution of your issue: | |
| Othe | er methods you may choose: VQ Live chat: open | |
| | You will chat with the same product expert that would normally work your Service Request, soon after you click Submit. Note: Pop-ups need to be enabled in your browser. | |

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.

| SA | P Help Center Contact us | | 6 | 8 |
|-----|--|------|--------|--------|
| Hom | ie Learning Contact us | | | |
| Cha | A support engineer will respond to your Service Percent by phone Estimated wait time in minutes: 146 Do not record my phone call. | | | |
| Oth | er methods you may choose: | | | |
| 0 | We chat: open You will chat with the same product expert that would normally work your Service Request, soon after you click Submit. Note: Pop-ups need to be enabled in your browser. | | | |
| | | Back | Submit | Cancel |