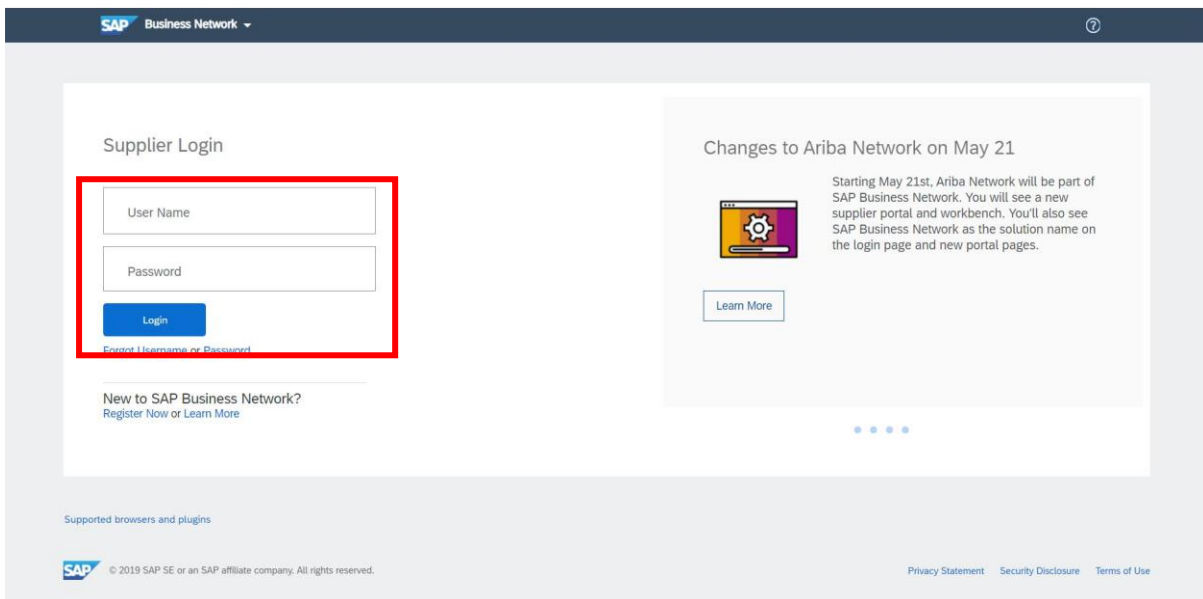


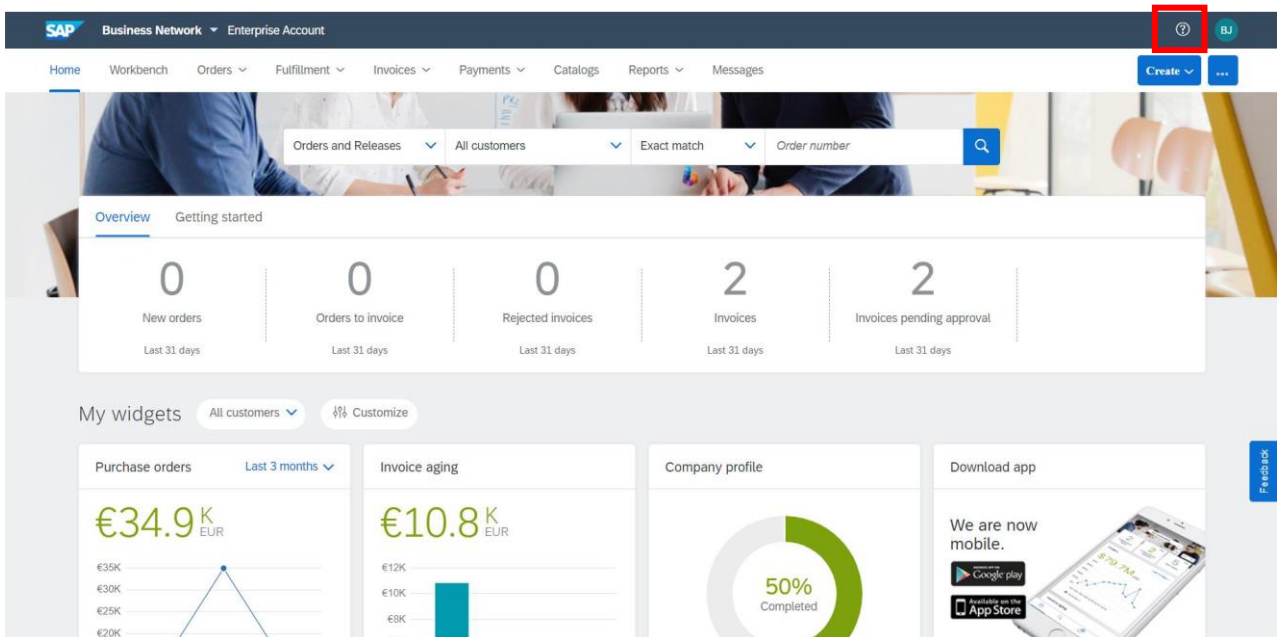
Vendor Guide:

How to Contact SAP Ariba Support Team

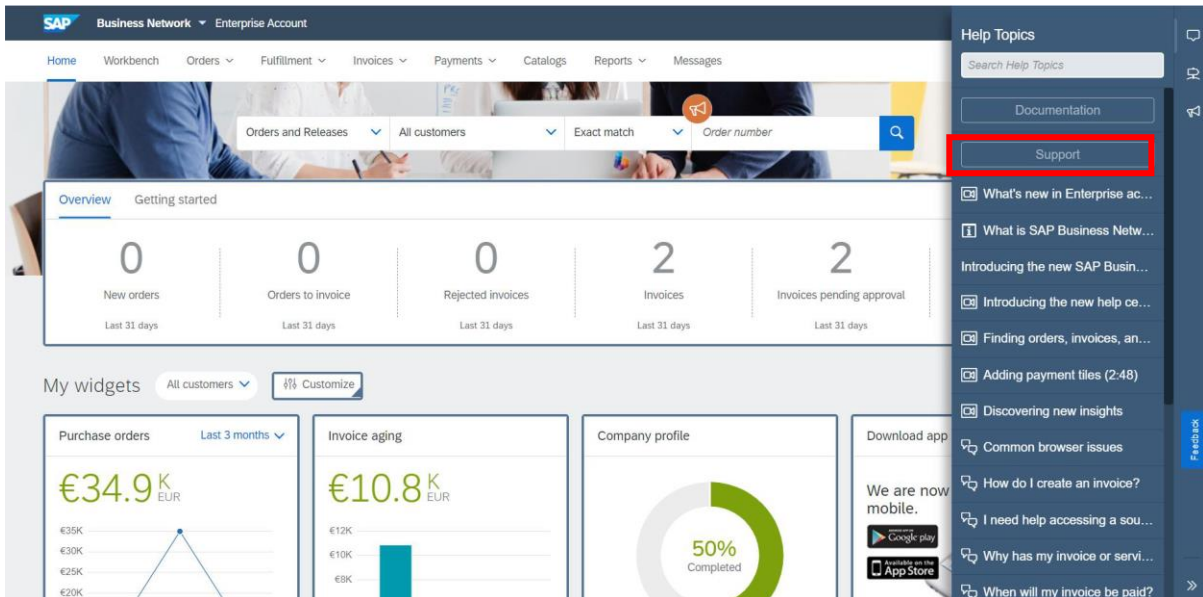
- On the **Supplier Login** page, enter your **Username** and **Password** and click the **Login** button



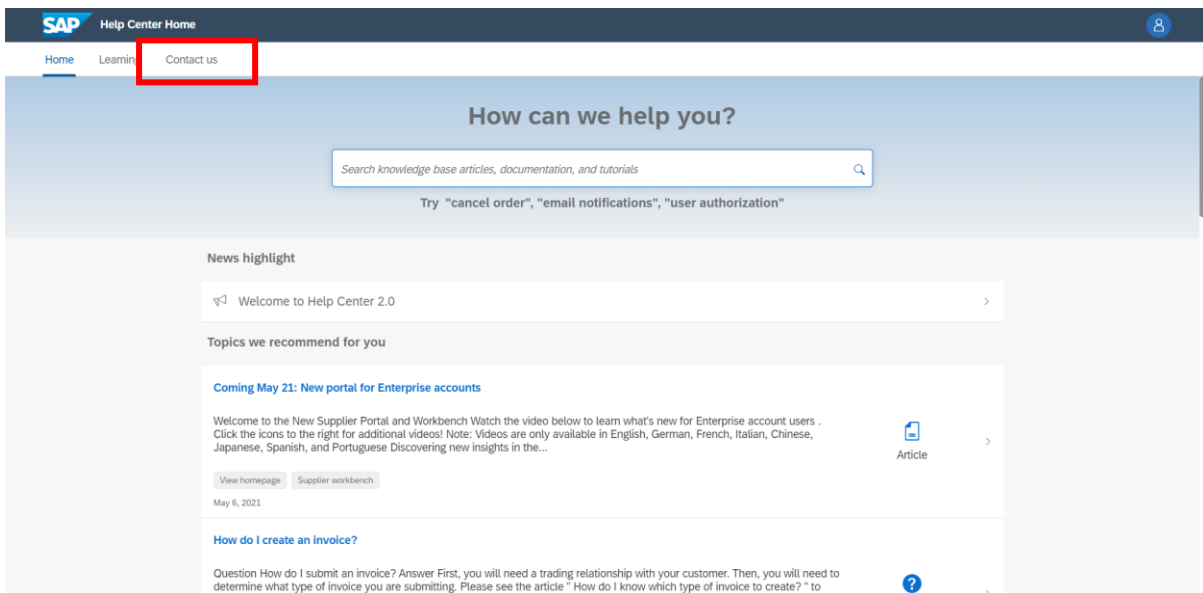
- On the **Home** page, click the **Help** icon.



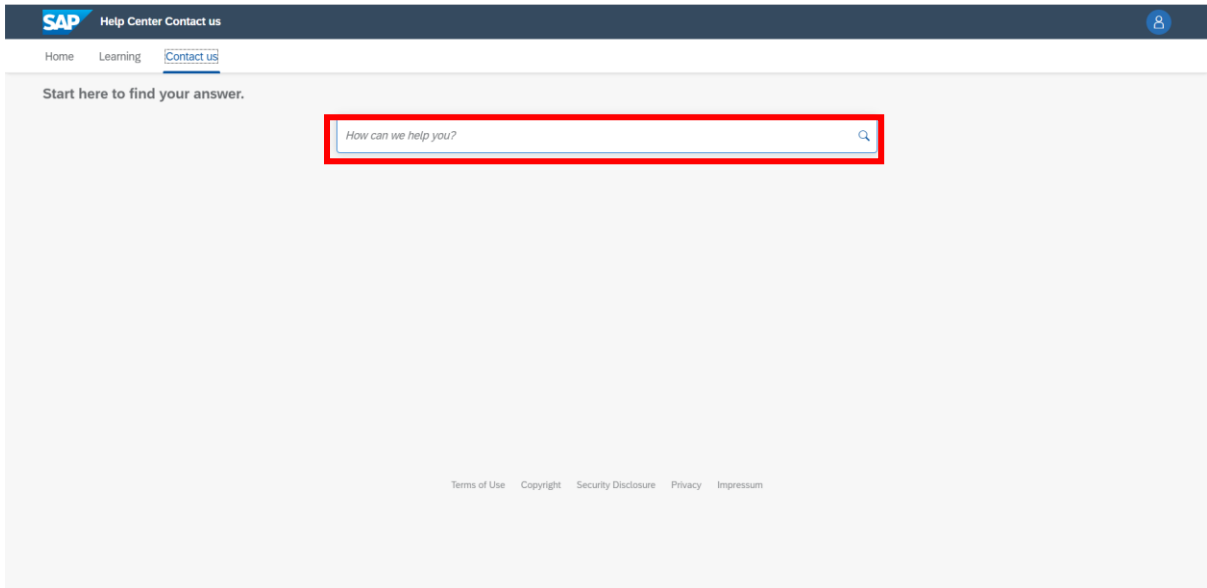
- The **Help Center** will be displayed. Click the **Support** button.



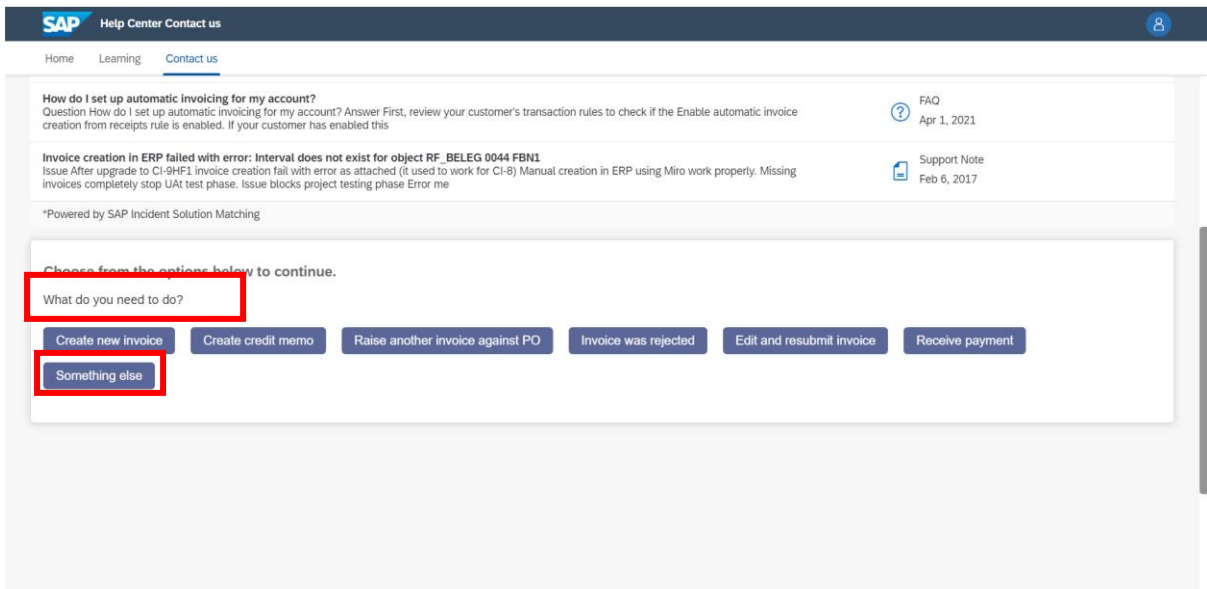
- The **Help Center Home** page will be displayed. Click the **Contact Us** tab.



- 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.



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

The screenshot shows the SAP Help Center 'Contact us' page. At the top, there are navigation links for 'Home', 'Learning', and 'Contact us'. Below this, there are search results for 'How do I set up automatic invoicing for my account?' and 'Invoice creation in ERP failed with error: Interval does not exist for object RF_BELEG 0044 FBN1'. A red box highlights a message at the bottom: 'Can't find what you're looking for?' with a 'Contact us' button next to it.

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

The screenshot shows the SAP Help Center 'Contact us' page with a form for submitting a request for help. The form includes fields for 'Subject' (with 'invoice creation' entered), 'Full description' (with 'Affected items, expected results, etc.' entered), 'Attachment', 'Issue type', 'Issue area', and 'PO/Invoice Number'. A red box highlights the 'Subject', 'Full description', and 'Attachment' fields. Below the form, there are 'Top Recommendations' and a 'One last step' button.

- Select the contact method to resolve your issue.

The screenshot shows the SAP Help Center 'Contact us' page. The 'Phone' option is selected and highlighted with a red box. The 'Live chat' option is also visible but not selected. The 'Submit' button is highlighted in blue.

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

- Recommended**
Phone
A support engineer will respond to your Service Request by phone.
Estimated wait time in minutes: 146
 Do not record my phone call.
- 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.

[Back](#) [Submit](#) [Cancel](#)

- 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.

This screenshot is identical to the one above, showing the 'Phone' contact method selected and the 'Submit' button highlighted.

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

- Recommended**
Phone
A support engineer will respond to your Service Request by phone.
Estimated wait time in minutes: 146
 Do not record my phone call.
- 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.

[Back](#) [Submit](#) [Cancel](#)