SAP Ariba

Maximize Your Experience with SAP Ariba Customer Support

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THE BEST RUN SAP

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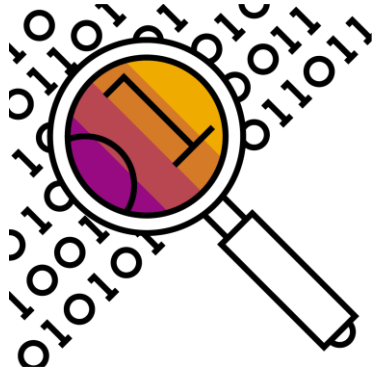
Customer Support Organizational Structure

End User Support (EUS)

- 24x5 functional and navigational issue resolution assistance via Web Form, Chat and Phone Support
- Real-time monitoring of auctions
- Multi-lingual services (24 languages supported)



Technical Support Services (TSS)

- Advanced functional & technical issues via SRs
- 24x7 Priority 1 SRs
- 24x5 Priority 2, 3 and 4 SRs
- Support in English
- Collaborate with Engineering on product fixes

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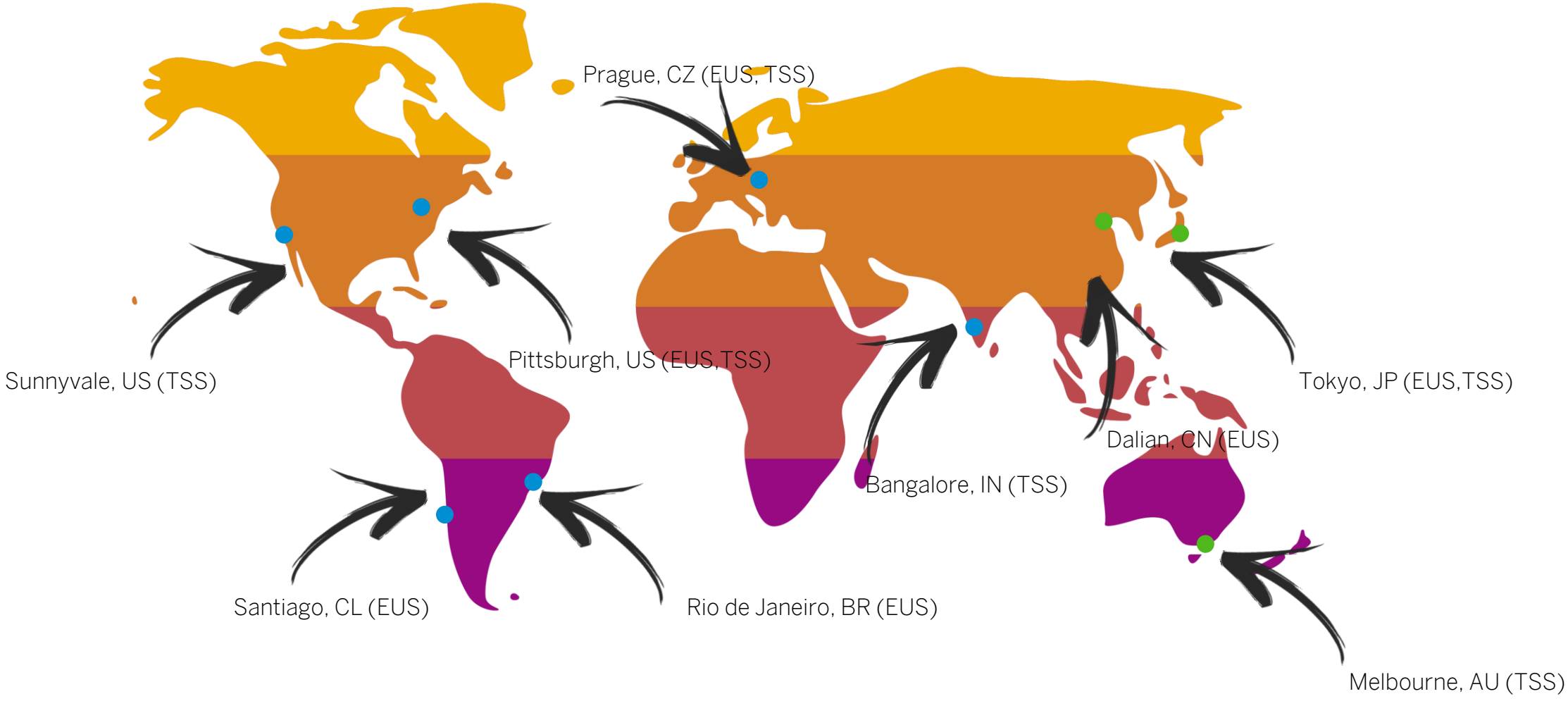
Our global presence. All support centers

Customer support center
Customer support office
EUS End user support
TSS Technical support services



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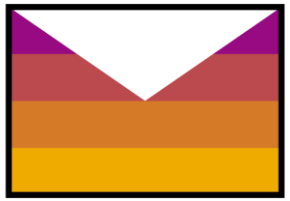
How can I contact SAP Ariba Customer Support?

Contacting us is easier than ever before.

Phone Support

Your time is precious to us

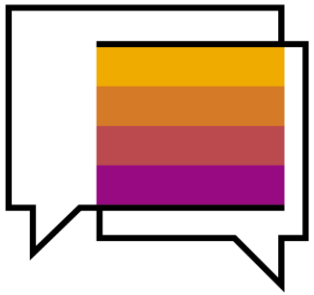
Click to call is available to end-users of SAP Ariba solutions. No more waiting in lines. First available specialist will call you back. We support you in 24 languages.*



Web Form

Get support over e-mail

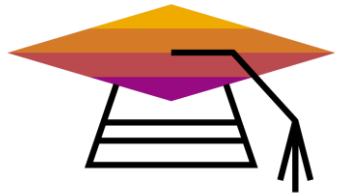
Ask your questions over email. Web form is a support provided to all customers via Help Center.*



Live Chat

A smart way of supporting suppliers

Suppliers can chat in English, Spanish, Chinese, French and Portuguese. Accessible via Help Center.*



Success Sessions (Live Webinars)

Watch & Learn

Success Sessions with live Q&A focused on topics like Registration, Light Account, Invoicing and Participating in an RFI/RFP. Join Success Sessions and become a pro.

*Available for Ariba Network Enterprise accounts and SAP Ariba Sourcing users. Read more about support available for your type of subscription here.

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Self-service there for you to find your answers.

Find your own answer and become a pro with our knowledge tools

Help Center

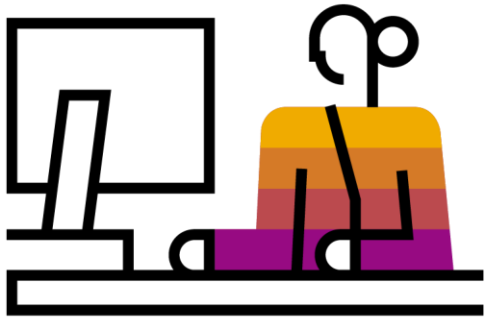
One stop shop for answers

Video tutorials, support documentation, and FAQs about the tasks you need to perform are presented in a concise, easy-to-navigate and easy-to-understand format linked directly to the SAP Ariba solutions.

Success Sessions

Webinars for common topics and best practices

Content (online trainings & tutorials) dedicated to educate end users about common topics with a live Q&A session.



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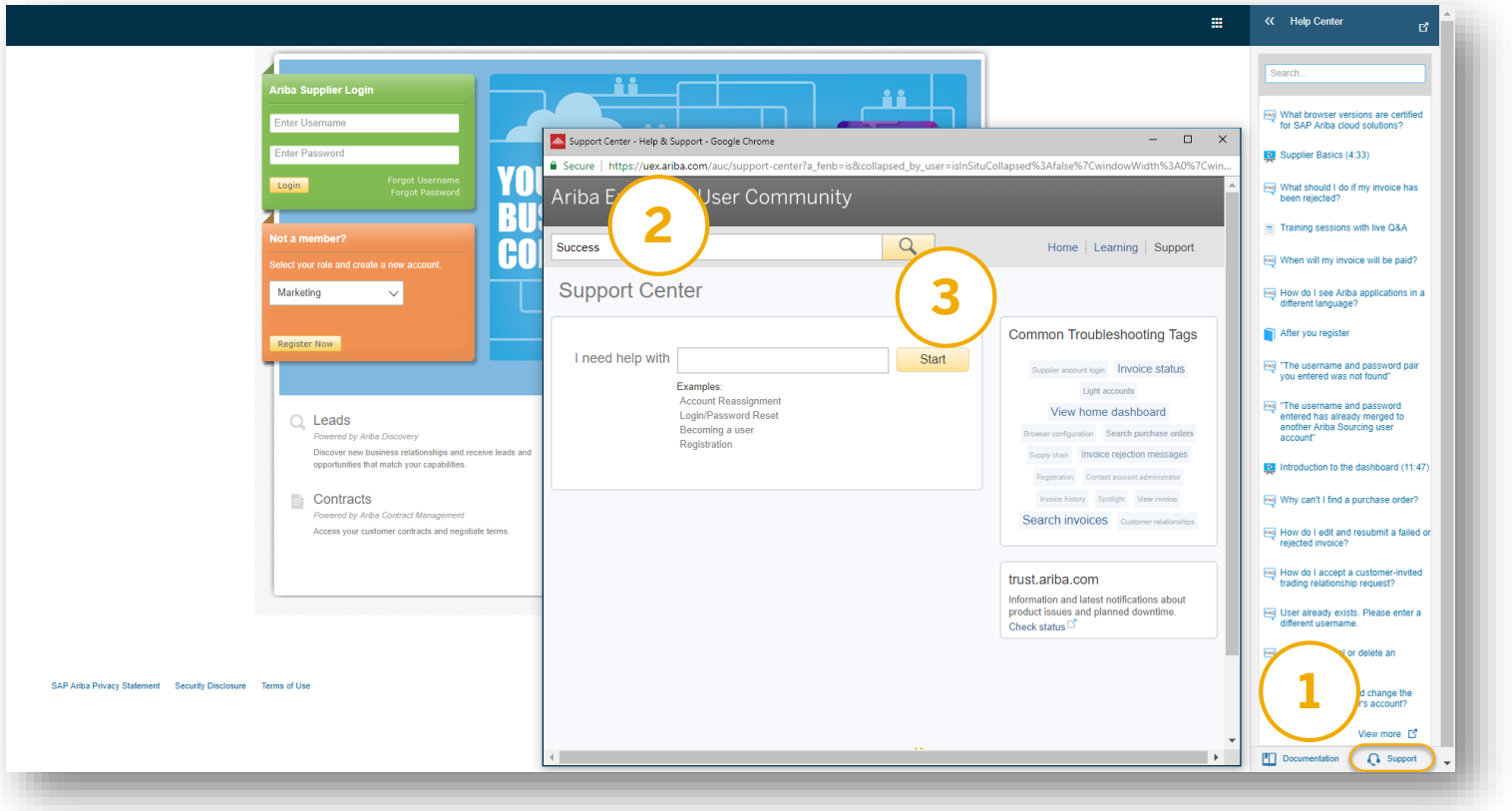
Support for you and your business. Find the best solution for you!

Find responses to your questions quickly and easily. Navigate here to find the solution. **Easily, quickly, efficiently!**



1. Click on the Support icon in the bottom, right-hand corner to enlarge the window. | 2. Type in the topic that you are interested in. |
3. Hit the Search icon and enjoy articles and product documentation related to your questions.

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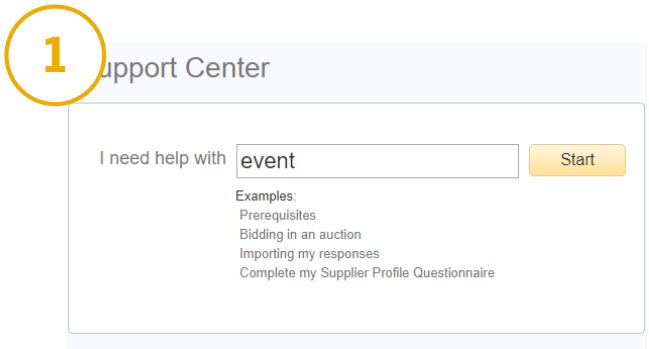
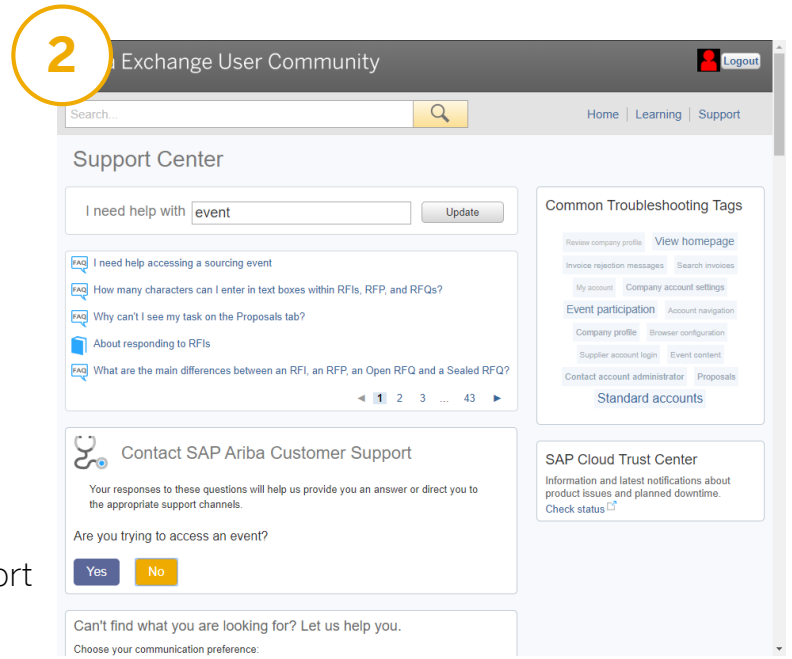
Support for you and your business. Talk, write, watch. In 3 steps.

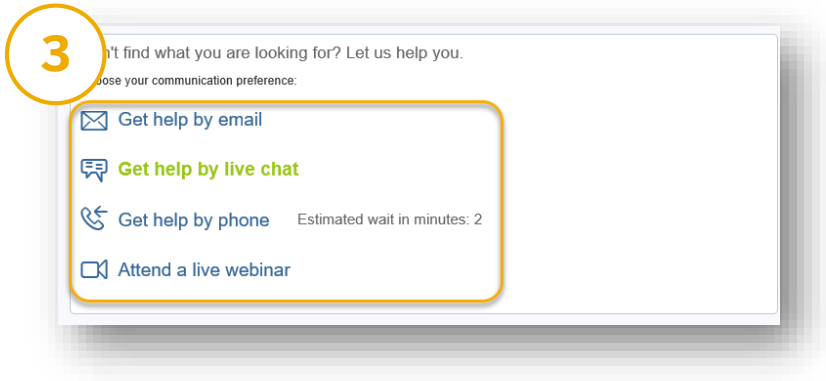
Are you interested in more topics? We have you covered! Start here and click on the Support icon in the bottom, right-hand corner.



1. Type in the topic that you are interested in.

2. Answer to questions asked in the guided support





3. If you could not find what you were looking for in a self-service portion, **select the communication channel** that suits you the most. Attend a live webinar and become a pro!

When you want to know more than you searched for, contact us! It has never been easier.

- We provide assistance with navigational and functional questions
- If you have any business-specific support questions (such as “When will my invoice be paid?” or “When will the winner for the event be announced?”) you may have to **contact your customer** to find the right answer.

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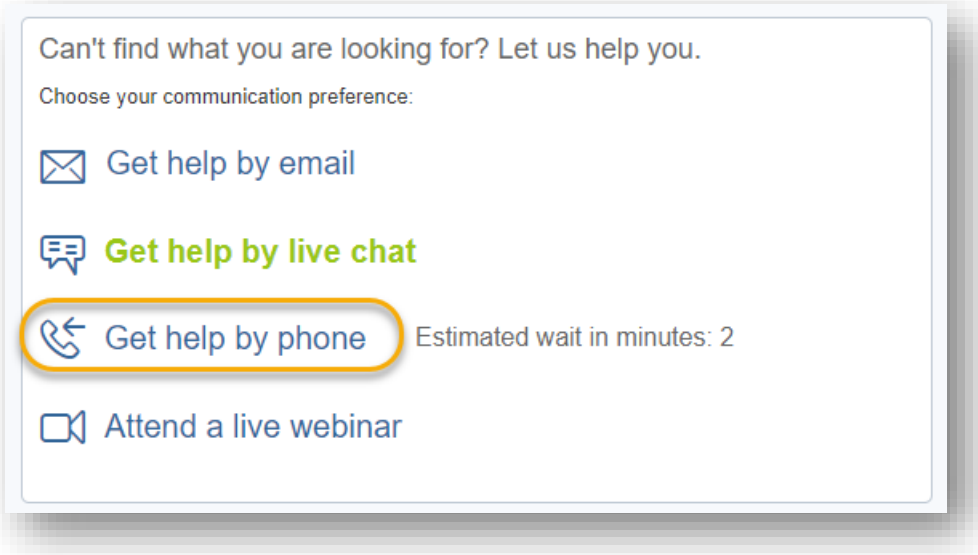
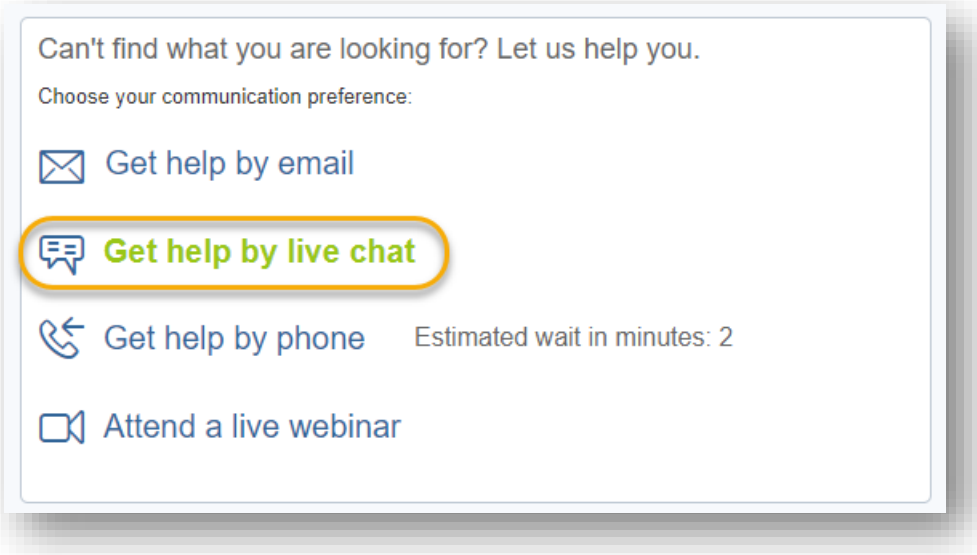
Talk with us or chat with us. In real time.



Decided to talk with us over the phone?
Click on **Get help by phone** and fill in the form with your information.

Fill in the phone number in the correct format so that it is possible to dial it without editing it.

Make sure there is no additional ‘0’ between the country code and the number and that the number is in the “ready-to-be-dialed” format.



Do you wish to chat with us?
To display the **Get help by live chat** option you have to log in to your SAP Ariba Commerce Cloud account.

Fill in the form and click on Start Chat.

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A perfect message. The best way to create a service request.

Once you decide to contact us via email and **submit a service request**, this is what you should think of when creating it.

Short Description: This field should contain a brief overview of the question that you have.
Example: Unable to find event Doc1234567 from SAP Ariba

Problem Type: Select the most suitable area.
Example: Event Participation

Details: Please provide as much information as possible. **Also provide a step-by-step description of your actions.**
For fast resolution, please include all relevant details in your case.

- A detailed description of the issue including full navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to replicate the issue.
- Attach screenshots or recordings of the issue. If possible also attach an invitation email.

Example: I received an invitation from SAP Ariba to participate in event Doc1234567. Steps to reproduce: 1. Click on the URL in the invitation email (the invitation email attached) 2. Then I log in with my credentials
3. And I have an error message on the screen “You must enter the username and password associated with your account” (Screenshot attached). My username is: user@company.com

Document or Event #: When you are invited to participate in an event provide the “Doc” number of that event.
Company that invited you: Provide the name of the company that invited you to participate in the event.
PO/Invoice Number: If you are transacting or are about to transact with your customer, please fill in the invoice or PO number in question.

Fill in all your contact information in the section below.
Make sure your telephone number is correctly populated.

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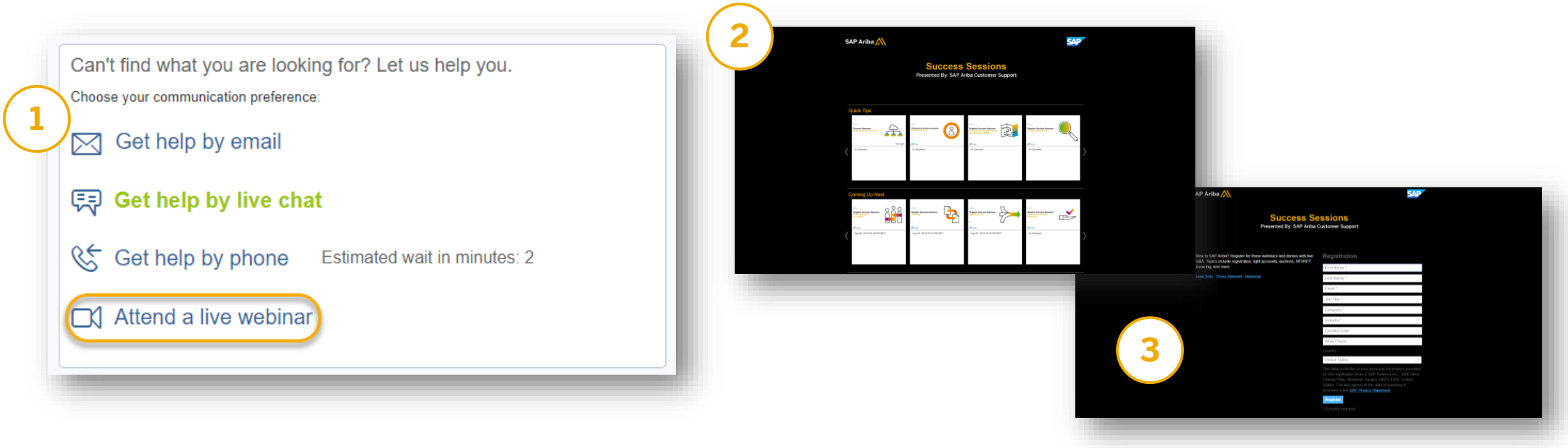
Watch videos and learn about SAP Ariba.

Success Sessions designed for you to become a pro.



Are you new to SAP Ariba, or do you want to improve your existing knowledge? Watch Success Sessions webinars and become a professional. Learn how to use SAP Ariba to get the best out of it for you and your business.

Select a video that you would like to watch and complete the form. “On Demand” videos can be watched immediately after filling in the form.

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Need a buyer’s helping hand?

Where to find the information on how to contact your customer.

When you are transacting with your customer on Ariba Network and when you have questions like “When will my invoice be paid?” or “Why was my invoice not paid yet?” you need to contact your customer.

You can find useful information on the Supplier Information Portal where you can get answers to your questions.

1. Log in to your SAP Ariba Commerce Cloud account and navigate to the Ariba Network module
2. Click on ‘Company Settings’ in the top, right-hand corner
3. Click on ‘Customer Relationships’ from the drop-down menu
4. Locate the customer for whom you have questions in the ‘Current’ section and see if they have created the ‘Supplier Information Portal’
5. If so, click on ‘Supplier Information Portal’. This will open the portal.

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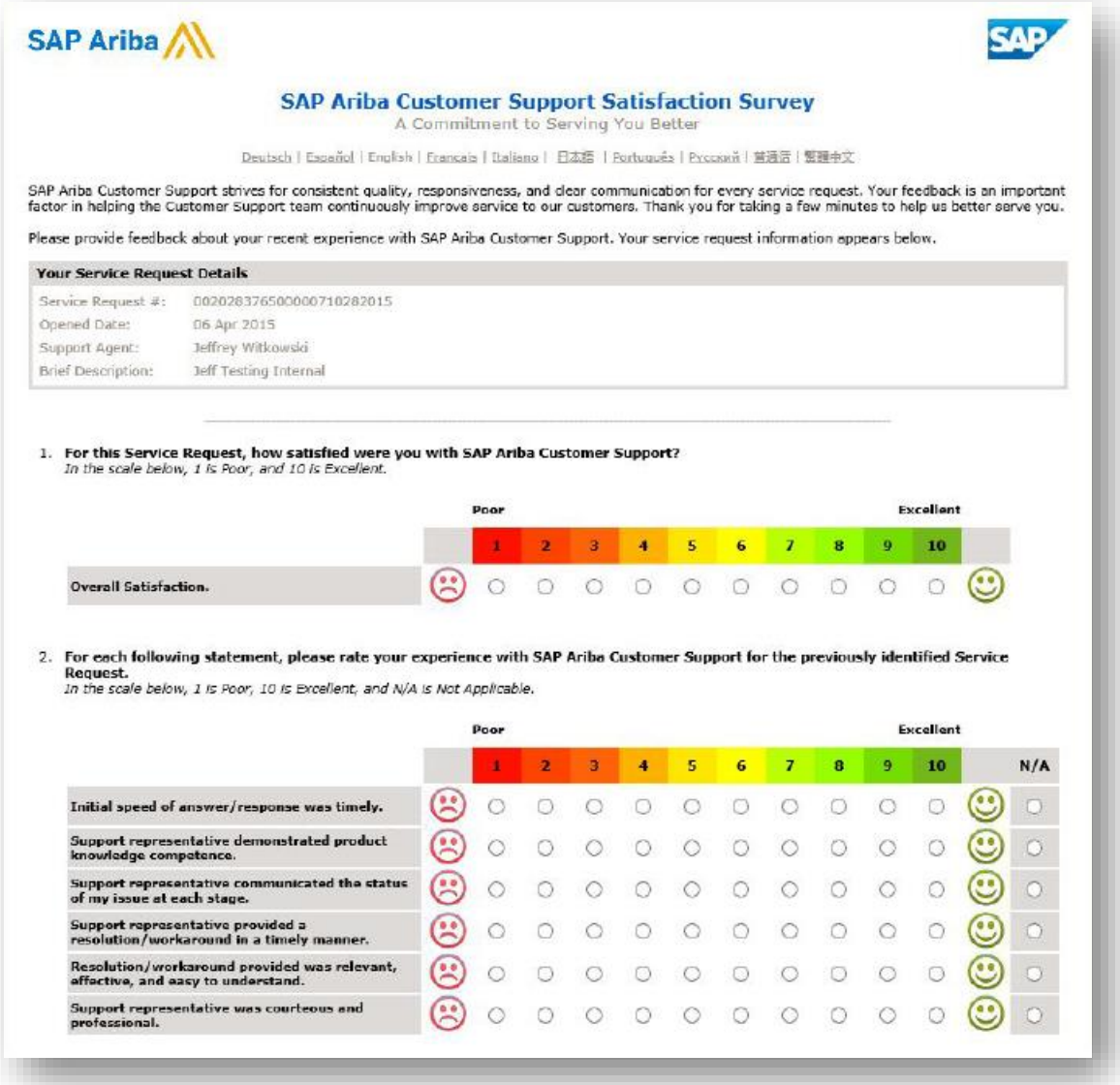
Customer Satisfaction Survey (CSAT). Let us know what you think.

After an interaction with an SAP Ariba Customer Support specialist you will be able to provide feedback and rate your interaction.

- Survey combines rated questions (1-10; 10 highest) and open-ended questions.
- Please use the overall satisfaction question to rate your interaction with the particular specialist.
- If you have any other feedback related to SAP Ariba itself, any comment that you would like to share with us, please use comment box “6. Please use the following space to add any further feedback related to the SAP Ariba site or product that we can pass along for you.”



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SAP Ariba Customer Support Satisfaction Survey

A Commitment to Serving You Better

Deutsch | Español | English | Français | Italiano | 日本語 | Português | Русский | 普通话 | 繁體中文

SAP Ariba Customer Support strives for consistent quality, responsiveness, and clear communication for every service request. Your feedback is an important factor in helping the Customer Support team continuously improve service to our customers. Thank you for taking a few minutes to help us better serve you.

Please provide feedback about your recent experience with SAP Ariba Customer Support. Your service request information appears below.

Your Service Request Details

Service Request #:	00202837650000710282015
Opened Date:	06 Apr 2015
Support Agent:	Jeffrey Witkowski
Brief Description:	Jeff Testing Internal

1. **For this Service Request, how satisfied were you with SAP Ariba Customer Support?**
In the scale below, 1 is Poor, and 10 is Excellent.

	Poor 1	2	3	4	5	6	7	8	9	Excellent 10
Overall Satisfaction.	☹	○	○	○	○	○	○	○	○	○ ☺

2. **For each following statement, please rate your experience with SAP Ariba Customer Support for the previously identified Service Request.**
In the scale below, 1 is Poor, 10 is Excellent, and N/A is Not Applicable.

	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	N/A
Initial speed of answer/response was timely.	☹	○	○	○	○	○	○	○	○	○ ☺	○
Support representative demonstrated product knowledge competence.	☹	○	○	○	○	○	○	○	○	○ ☺	○
Support representative communicated the status of my issue at each stage.	☹	○	○	○	○	○	○	○	○	○ ☺	○
Support representative provided a resolution/workaround in a timely manner.	☹	○	○	○	○	○	○	○	○	○ ☺	○
Resolution/workaround provided was relevant, effective, and easy to understand.	☹	○	○	○	○	○	○	○	○	○ ☺	○
Support representative was courteous and professional.	☹	○	○	○	○	○	○	○	○	○ ☺	○

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FAQ. You ask, we answer.

SAP Ariba Commerce Cloud General Questions

What browser versions are certified for SAP Ariba cloud solutions? Click here to find out.
SAP Ariba technical requirements. Click here to find out.
Why can't I get emails from SAP Ariba? Click here to find out.

Ariba Network

Do I have to pay to use SAP Ariba? Click here to find out.
You've submitted an invoice. Now what? Click here to find out.
When will my invoice will be paid? Click here to find out.
Why can't I find a purchase order? Click here to find out.
For more frequently asked questions click here.

SAP Ariba Sourcing

Why can't I find an event? Click here to find out.
How do I participate in my buyer's event using an email invitation? Click here to find out.
Why can't I access my event with the username that customer gave me? Click here to find out.
What to do with a " User already exists. Please enter a different username.“ message? Click here to find out.

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