

How Suppliers Can Get Help Using the SAP Ariba Portal

1. Support Levels Based on Account Type

SAP Ariba provides different levels of support depending on whether a supplier has a Standard or Enterprise account.

Refer to SAP KBA <u>KB0402803</u> for detailed comparison.

Feature	Enterprise Account	Standard Account
Phone Support / Callback	🗹 Available	🗙 Not Available
Chat Support (pre-login only)	🗹 Available	🗹 Available
Email Support	🗹 Available	🗹 Available
Help Center Access	Full Access	Full Access

2. How to Identify Your Account Type

To determine if your company has a Standard Account or an Enterprise account

1. Go to the Ariba Supplier portal: <u>https://supplier.ariba.com</u>

2. Log in to your Ariba account

Once logged in, the account type will always be displayed at the top of the screen as seen in examples below





3. How to Get Help Using the SAP Ariba Portal

1. Go to the Ariba Supplier portal: <u>https://supplier.ariba.com</u>

2. Login with your Ariba Network user credentials or else continue to click the question mark symbol (also known as the Help button).

We Tip: The Help button is available and functions the same whether you are logged in or not

SAP Business Network -	
Supplier sign-in	Now available: SAP Business Network, promote subscription
Username	Get discovered by new customers and grow your business with this add-on subscription.
Next Forgot username	Learn More
New to SAP Business Network? Register Now or Learn more	

Accessing support

Option A: Logged-In Users

- Log in using your Ariba Network credentials
- Click the Help button

Option B: Non-Logged-In Users

• Without logging in, click the Help button to access general support

Note: If accessing Help without logging in, please be aware that additional security considerations may apply. Refer to the Support Portal disclaimer for details



3. Click on Support

	₽ (7	Help Topics	×
		Search Help Topics	₽
	Support ×	Documentation	
S.	Disclaimer: Use of this Support Portal is	Support	
Ge	boundaries; it is your sole responsibility for compliance with any security requirements.	How do I update admin informatio	
y <mark>o.</mark>		How to change the admin for an	

4. Click on 'Contact Us' tab

SAP	Help Center Home			
Home	Learning Contact us			
			How can we help you?	
			Search knowledge base articles, documentation, and tutorials	٩
			Try "cancel order", "email notifications", "user authorization"	
		News highlight		

5. Select the type of support required

Help Center Contact us Home Learning Contact us				<u>A</u>
 Sign in to your account. By signing in to your account, you get access to personalized 	content and topics to get the right suppo	ort, from the right team, at the	e right time.	Sign In
2. If you're unable to sign in, tell us what you need help v	vith.	Sign in help	Account help	
	Invoicing help	Privacy request	Update integration certificate	



Each support topic includes related link that guide you through step-by-step instructions. Some topics may also offer the option to create a case, enabling a request for:

- A call back, or
- A response by (web form) email from SAP Ariba Support.

Note: Not all support topics will include the 'Create a Case' feature

6. Click on the related topic you need support with to view the guided steps provided by SAP Ariba.

e Learning Contact us			
	Registration help	Sign in help	Account help
	Invoicing help	Privacy request	Update integration certificate
2. Choose from the options below to continue. 2. Choose from the options below to continue. 2. Click the Log in button above for quick assistance and support on topics such as: • Account management • Reassigning the account administrator • Adding new users to an existing account			
Opparing emain preterences Ownersiding voir account and learning about subscription levels Merging multiple accounts together Orating and submitting invoices Rejected invoices and other statuses Uploading and accessing invoices Payment of an invoice			
• Updating emain preferences • Downgrading your account and learning about subscription levels • Merging multiple accounts together • Envicing • Creating and submitting invoices • Rejected invoices and other statuses • Uploading and accessing invoices • Payment of an invoice Learn more and get support: Reassign / transfer account admin User access Locked account Downgrade Enterp Your account could be locked due to several failed login attempts, or because you are following an expired • Constitution of the registered to the account in the Email Address field and click Submitti 16 Do the Subplice login ages and select either Regist Users are userance or password • Cast the registered to the account in the Email Address field and click Submitti	vise account to Standard Merge d link sent from a customer. To unlock: t.	e multiple accounts Delete / e	xpire account



If the suggested step does not solve your issue and the support topic includes the option:

7. Click 'Create Case' to start a new request

SAP Help Center Contact us Home Leurning Contact us					<u>(8</u>)
	Registration help	Sign in help	Account help		
	Invoicing help	Privacy request	Update Integration certificate		
2. Choose from the options below to continue. Click the Log in button above for quick assistance and support on topics such as: Account management Account management Reassigning the account eating account Account management Booking email preferences Account and learning about subscription levels Account management Booking email preferences Account account and learning about subscription levels Account management Booking email accessing involces Account account and learning levels Account account and learning levels Account account account and learning levels Account a					
Reasing / handler account adminition (User access) [Locked account Downgor of you are an administrator and need to transfer the account or change the email address. Click if if you are not the administrator, but you have access to the email address listed on the administrator, the previous account administratic the company and/or you don't have access to the email a	ade Enterprise account to Standard Merge he Log in button above. ccount, click the Forgot password link on the log ddress, click Continue for help.	multiple accounts Delete / o	xxpire account		
Not sure if your company has an account? Can't find what you're looking for?				Create a	Case

- 8. Complete the webform below
- 9. Click on 'One last step' to submit request

			* Recommendations*	
quested language of support. In	slish Change?		Search	٩
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.	(b) How do I change the	administrator in my SAP Business Network supplier account?
ll us what you need help w	ith.			odent and here do I unlash 10
			C why is my account a	oked and now do I unlock it?
	Subject:	Account help	How do I reenable in	instate/reactivate my expired account?
	Full description:*	Affected items, expected results, etc.	() How do I delete my	SAP Business Network Enterprise account?
		2000 characters semilie	How do I delete my	5AP Business Network Standard account?
	Attachment	1	How do I contact SA	P Business Network Customer Support as a supplier?
	1	Top Recommendations:	How do I update add	ninistrator information on SAP Business Network?
		Mow do I change the administrator in my SAP Business Network supplier account?	Who do I contact for	help if I am a Standard account user?
		Why is my account locked and how do I unlock it?	How do I contact su	sport as a Standard account user?
ride your preferred contac	details:		How do I access pro Network account?	duct documentation after I have logged into my SAP Business
	First name:*		Unable to search ite	ns from an Activated catalog
	Last name:*		(7) Where can I find tute	rials on how to respond to my RFP, RFI and Auction?
	User Name:			
	Company:*		What is the link to the	e Ariba Help Center?
	Email:*		How to access the R	elease Communication documents
	Phone:*	D		
	Extension:		What is the difference	e between Enterprise and Standard accounts?
	Confirm phone:*		(7) How to change email	address on SAP Fieldglass worker account
	Ariba Network ID:			
		You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer system (currently located primarily in the U.S.), in accordance with the SAP Ariba Privacy Statement and applicable law.	Cas I change the r	account is disabled
			() Can administrator n	



4. Additional Support for Suppliers via Customer Interaction Center (CIC)

To get help with navigating Ariba resources or for broader SAP support, suppliers can contact the Customer Interaction Center (CIC)

https://support.sap.com/en/contact-us/phone.html

Contact CIC (Australia)

- Toll-Free: 1800 081 923
- Alternative: +61 8710 01324