

## 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 [KB0402803](https://kb.sap.com/kb/KB0402803) for detailed comparison.

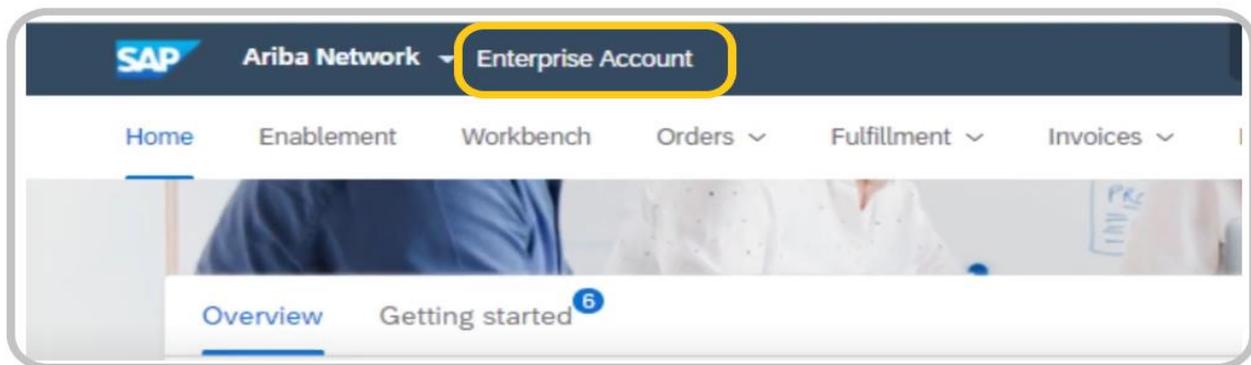
Feature	Enterprise Account	Standard Account
Phone Support / Callback	✔ Available	✘ Not Available
Chat Support (pre-login only)	✔ Available	✔ Available
Email Support	✔ Available	✔ Available
Help Center Access	✔ Full Access	✔ Full Access

### 2. How to Identify Your Account Type

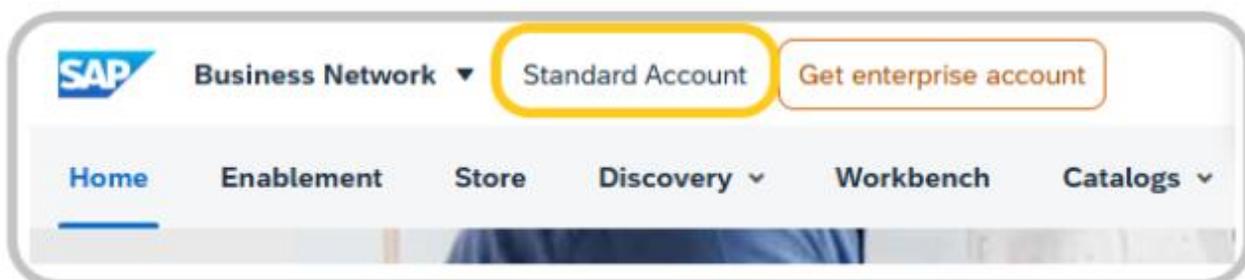
To determine if your company has a Standard Account or an Enterprise account

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



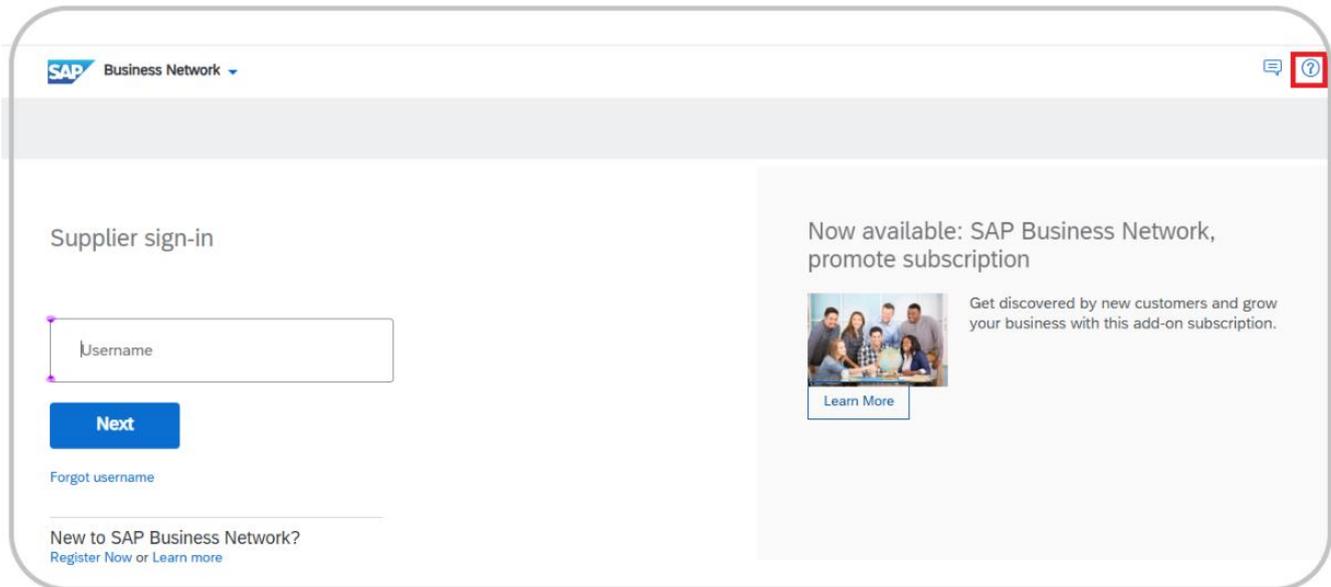
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### 3. How to Get Help Using the SAP Ariba Portal

1. Go to the Ariba Supplier portal: <https://supplier.ariba.com>
2. Login with your Ariba Network user credentials or else continue to click the question mark symbol (also known as the Help button).

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



#### Accessing support

##### Option A: Logged-In Users

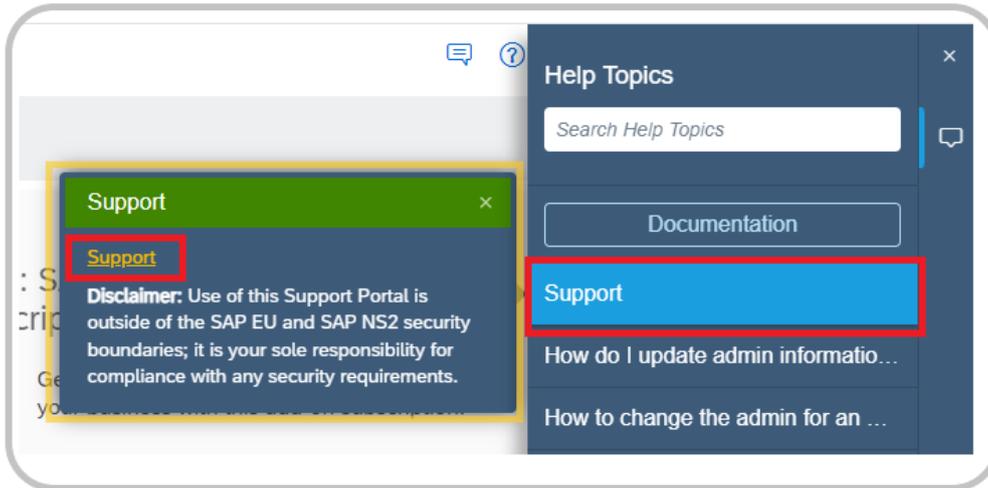
- Log in using your Ariba Network credentials
- Click the Help button

##### Option B: Non-Logged-In Users

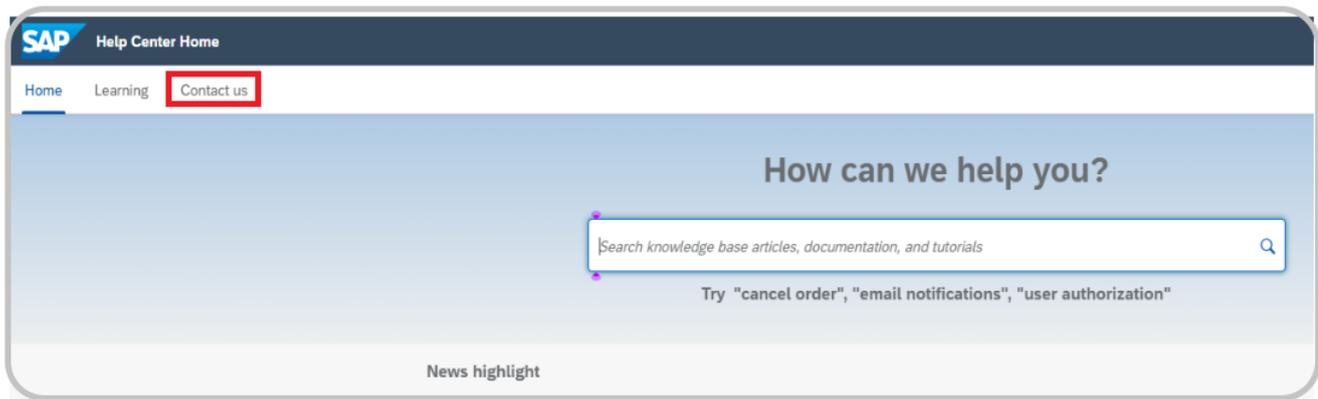
- Without logging in, click the Help button to access general support

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

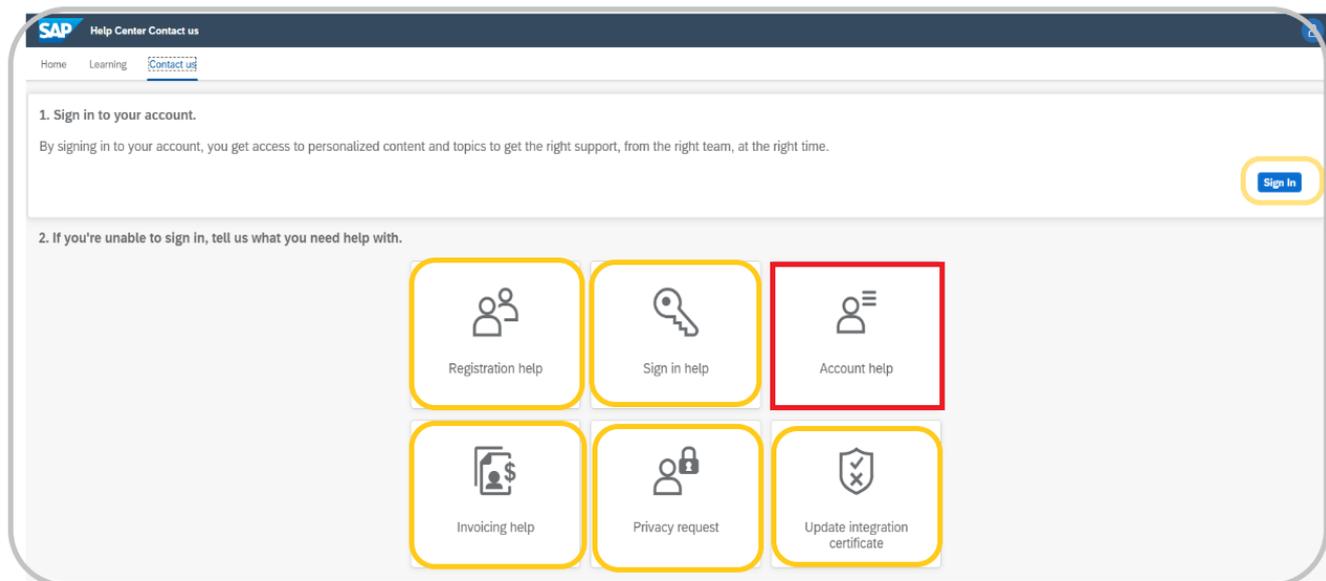
### 3. Click on Support



### 4. Click on 'Contact Us' tab



### 5. Select the type of support required

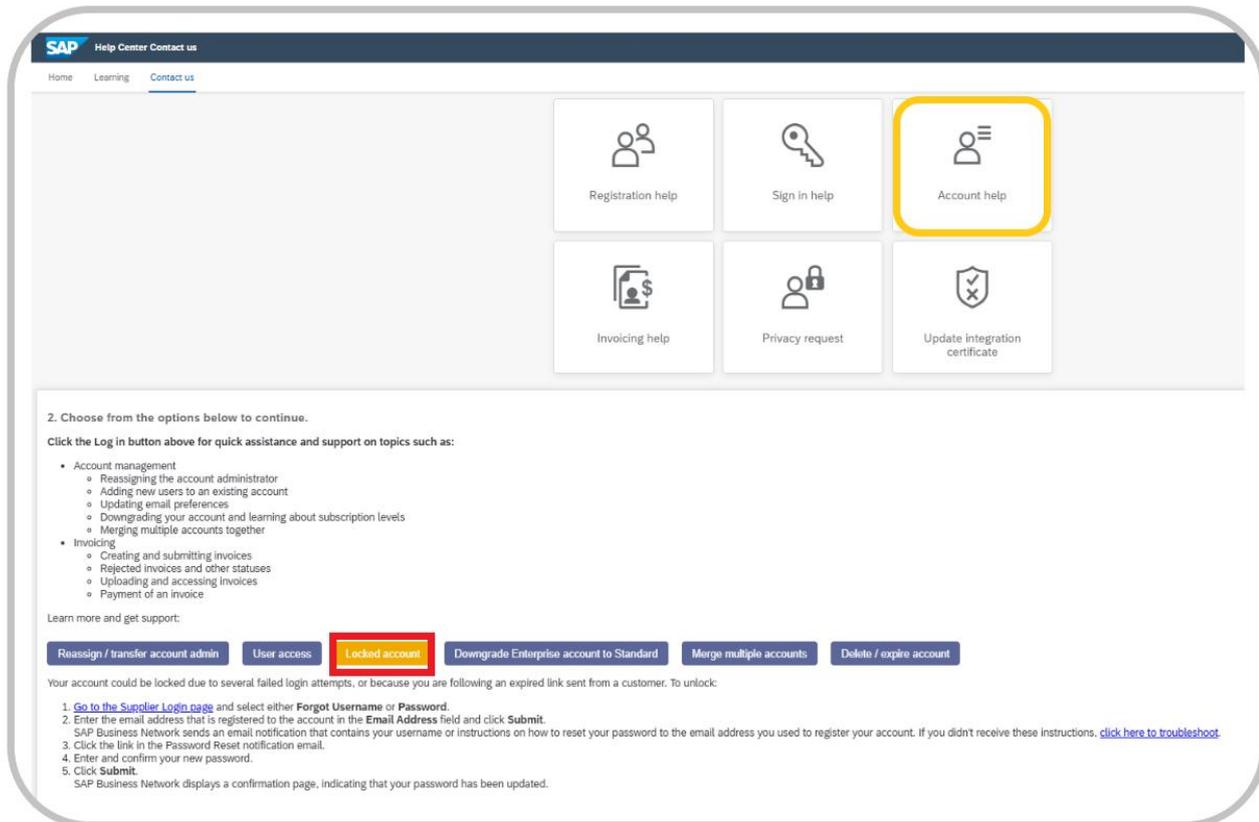


Each support topic includes related link that guide you through step-by-step instructions. Some topics may also offer the option to create a case, enabling a request for:

- 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.



The screenshot shows the SAP Help Center interface for 'Account help'. The 'Account help' button is highlighted with a yellow border. Below the navigation menu, there are six help topics: Registration help, Sign in help, Account help, Invoicing help, Privacy request, and Update integration certificate. The 'Account help' section is expanded, showing a list of topics under 'Account management' and 'Invoicing'. A red box highlights the 'Locked account' button in the 'Learn more and get support:' section. Below this, there are instructions on how to unlock a locked account, including steps to go to the Supplier Login page, enter the email address, click the link in the Password Reset notification email, and confirm the new password.

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
  - Reassigning the account administrator
  - Adding new users to an existing account
  - Updating email preferences
  - Downgrading your account and learning about subscription levels
  - Merging multiple accounts together
- Invoicing
  - Creating and submitting invoices
  - Rejected Invoices and other statuses
  - Uploading and accessing Invoices
  - Payment of an invoice

Learn more and get support:

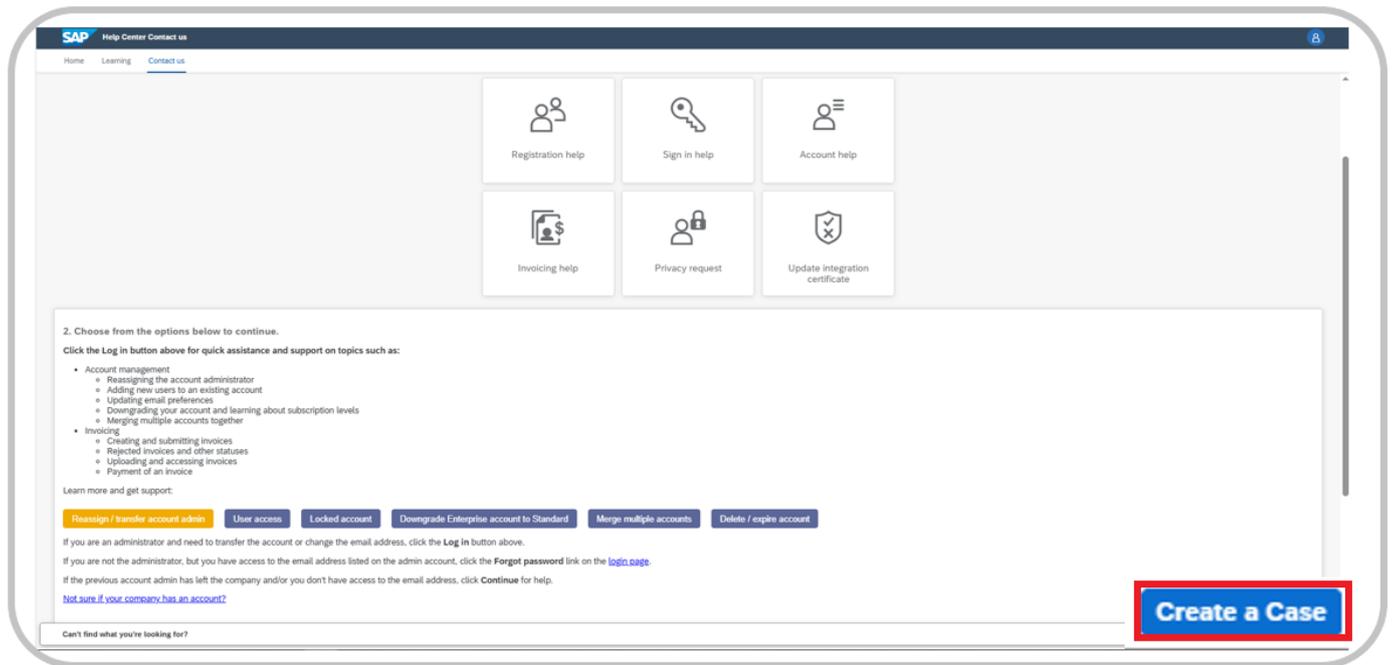
Reassign / transfer account admin   User access   **Locked account**   Downgrade Enterprise account to Standard   Merge multiple accounts   Delete / expire account

Your account could be locked due to several failed login attempts, or because you are following an expired link sent from a customer. To unlock:

1. Go to the [Supplier Login page](#) and select either **Forgot Username** or **Password**.
2. Enter the email address that is registered to the account in the **Email Address** field and click **Submit**.  
SAP Business Network sends an email notification that contains your username or instructions on how to reset your password to the email address you used to register your account. If you didn't receive these instructions, [click here to troubleshoot](#).
3. Click the link in the Password Reset notification email.
4. Enter and confirm your new password.
5. Click **Submit**.  
SAP Business Network displays a confirmation page, indicating that your password has been updated.

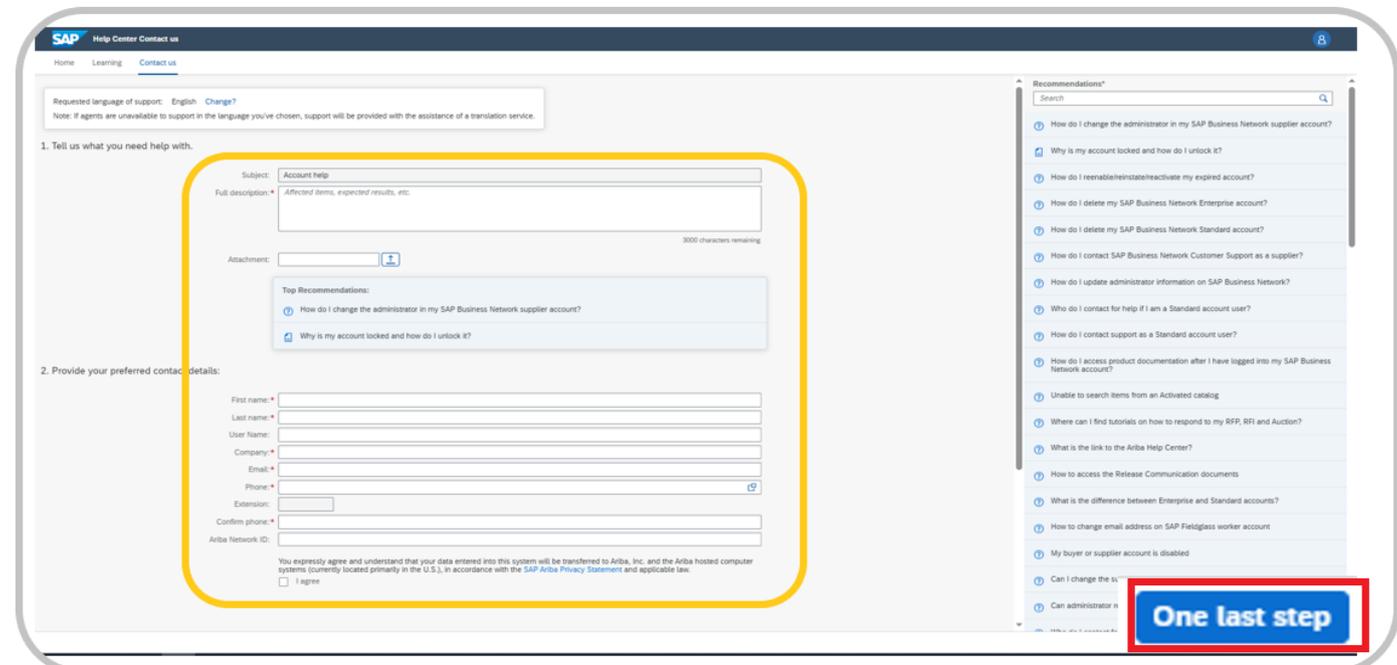
If the suggested step does not solve your issue and the support topic includes the option:

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



8. Complete the webform below

9. Click on 'One last step' to submit request



#### **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