



# Help Center Guide for Sourcing

# Help Centre Guide

1. Go to <http://supplier.ariba.com> and log in.
2. In the case you *forgot your credentials* **click on the link**



## Supplier Login

Login

[Having trouble logging in?](#)

New to Ariba?

[Register Now](#) or [Learn More](#)

# Help Centre Guide

3

4

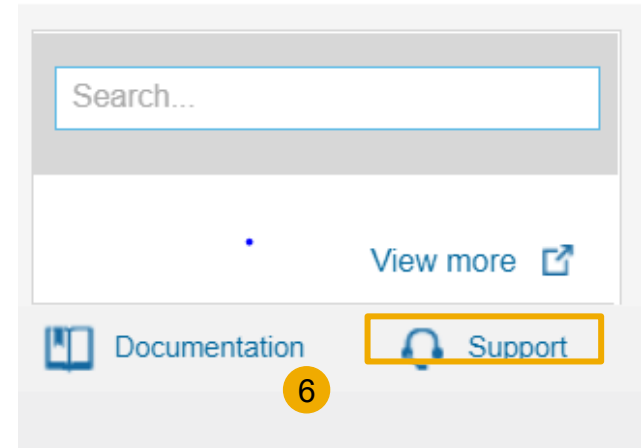
3. Click on the **Menu drop-down menu**.
4. Click on ***Ariba Proposal and Questionnaires***.

# Help Centre Guide



5. Click on the “?” Icon.

6. Click on **Support**



# Help Centre Guide

7. Write what you need help with in the given box.
8. You may read the **suggested solutions** if applicable
9. If you cannot find what you are looking for, you can get help by **email**, **chat** or by **phone**.

The screenshot shows the SAP Ariba Help Center interface. At the top, there is a dark blue header with the SAP Ariba logo and the text 'Help Center'. Below the header, there are navigation links: 'Home', 'Learning', and 'Support'. The main content area is divided into several sections. The first section is a search bar with a placeholder text 'I need help with' and a search button labeled 'Update'. A yellow box with the number '7' highlights the search bar. Below the search bar, there is a section titled 'Search results for Unable to find the proposal'. This section contains a list of search results, each with a 'FAQ' icon and a question. A yellow box with the number '8' highlights this list. Below the search results, there is a section titled 'Contact SAP Ariba Customer Support'. This section contains a paragraph of text and a question 'Are you trying to access an event?' with 'Yes' and 'No' buttons. A yellow box with the number '9' highlights the 'Get help by email' option in the 'Choose your communication preference' section.

SAP Ariba Help Center

Home Learning Support

7 I need help with Unable to find the proposal Update

Search results for Unable to find the proposal

- FAQ Why am I unable to download a file from an event?
- FAQ What do I do if technical issues prevent me from placing a bid in an auction?
- FAQ Why can't I respond to an auction even when the countdown is still running?
- Troubleshooting for event participants
- FAQ Why can't I respond to an event?

8

Contact SAP Ariba Customer Support

Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.

Are you trying to access an event?

Yes No

Can't find what you are looking for? Let us help you.

Choose your communication preference:

9 Get help by email

Get help by live chat

Get help by phone Estimated wait in minutes for non-bidding call: 2

Attend a live webinar

# Help Centre Guide

- If you chose to get help by email, you need to fill in all mandatory fields marked as “\*” in below form then press submit.
- You will receive an email shortly to assist you with your issue.

SAP Ariba Help Center

Search...

Logout

Home Learning Support

### SAP Ariba Email Support

Please add customer\_support\_ar\_update@sap.com to your Safe Sender List. For a faster response, choose chat support or phone support.

**Problem Description**

Short Description: \*

Problem Type: \* Please Select

Details: \*

For fast resolution, please include all relevant details in your case. For example:

- 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.

File Attachment 1: Choose File No file chosen

Document or Event No.:

Company that invited you:

**Contact Information**

First Name: \*

Last Name: \*

User ID: no\_real\_user\_name

Company: \*

Email: \*

Phone: \* +1 201-555-0123 Extension:

Ariba Network ID: \* AN01506509898-T

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.

\* ☐ I agree

\* Required Fields

Submit Cancel

# Help Centre Guide

- If you chose to get help by Phone, you need to fill in all mandatory fields marked as “\*” in below form then press submit.
- Please use a mobile number that you are available on, as the call back will be within 2-4 minutes.

SAP Ariba Help Center

Search...

Logout

Home Learning Support

**SAP Ariba Phone Support**

Provide the following information, and the next available specialist will call you.

**Problem Description**

Short Description: \*

Do you require assistance bidding in an event that closes within the next 60 minutes?  
☐ Yes ☐ No

Details: \*

**Contact Information**

First Name: \*

Last Name: \*

User ID: no\_real\_user\_name

Company: \*

Email: \*

Requested Language: English [Select a different language from the Home tab.](#)

Phone: \* +1 201-555-0123 Extension: \*

Confirm Phone Number: \*

\* ☐ My phone number is correct.  
☐ Do not record this phone call.

Ariba Network ID: \* AN01506509898-T

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [Ariba Privacy Statement](#) and applicable law.

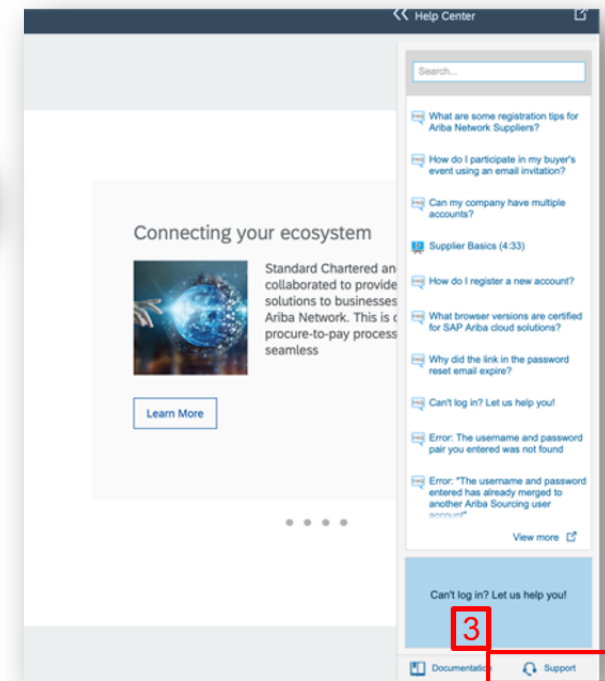
\* ☐ I agree

\* Required Fields

Submit Cancel

# Help Centre Guide – if you can't access your Ariba Account

1. Go to [supplier.ariba.com](https://supplier.ariba.com) and log in your credentials
2. On top right side, click on “?” icon
3. Click on the support icon below

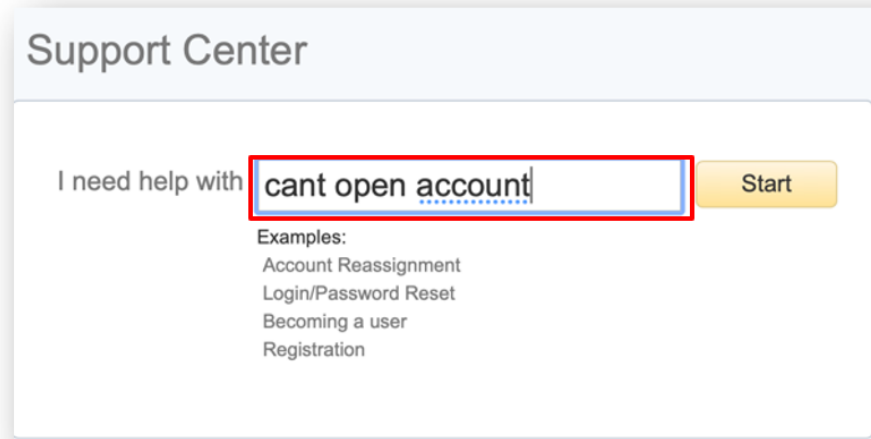


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# Help Centre Guide – if you can't access your Ariba Account

- Write what you need help with in the given box “I need help with” (For example, I cant open account).....and click on start



The screenshot shows the SAP Support Center interface. At the top, it says 'Support Center'. Below that, there is a section titled 'I need help with' followed by a text input field. The text 'cant open account' is entered into this field, and the entire input area is highlighted with a red rectangular border. To the right of the input field is a yellow button labeled 'Start'. Below the input field, there is a list of examples: 'Examples: Account Reassignment, Login/Password Reset, Becoming a user, Registration'.

# Help Centre Guide – if you can't access your Ariba Account

Support Center

I need help with

**FAQ** Can't log in? Let us help you!

**FAQ** How do I contact SAP Ariba Customer Support as a supplier?

**FAQ** How to access the help center in a new window

**FAQ** Browsing content in the help center

**FAQ** Overview of the help center

**Service Alert**

Some SAP Ariba suppliers are experiencing an unexpected error within the "My Subscriptions" tab. This is a known issue and our technical team is working to fix the issue. We apologize for the inconvenience.

**Contact SAP Ariba Customer Support**

Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.

Does the message "User already exists. Please enter a different username" appear?

Does the message "DUNS number already exists" appear?

Does the message "You must enter the username and password associated with your account" appear?

Can't find what you are looking for? Let us help you.

Choose your communication preference:

Estimated wait in minutes: 3

- Click on "No" for all the suggested options until the option to get Help by Phone appears
- Click on the option

# Help Centre Guide – if you can't access your Ariba Account

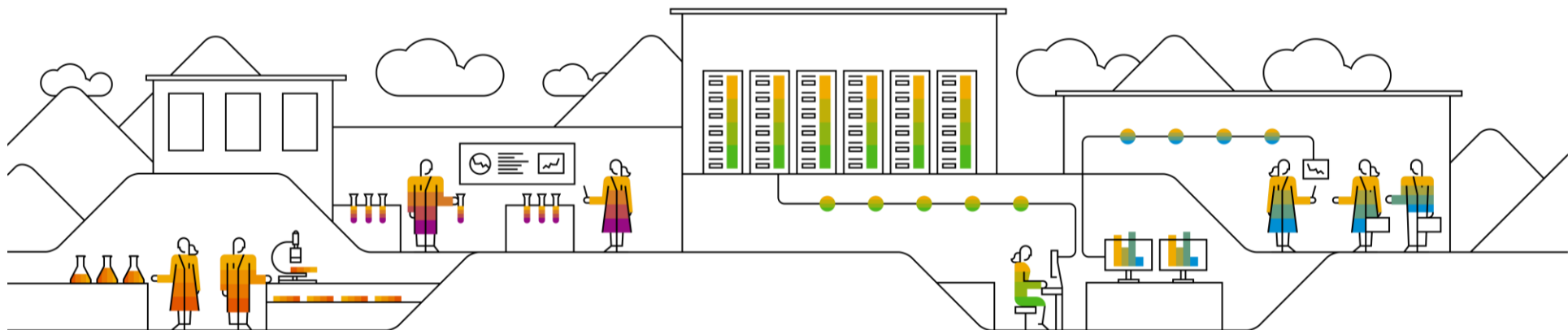
- fill in all mandatory fields marked as “\*” in below form then press submit.
- You will receive an phone call shortly to assist you with your issue.

The screenshot shows the 'SAP Ariba Phone Support' form within the 'Ariba Exchange User Community' interface. The form is titled 'SAP Ariba Phone Support' and includes a search bar at the top. The form fields are as follows:

- Problem Description:** Short Description: \* po
- Contact Information:**
  - First Name: \*
  - Last Name: \*
  - User ID:
  - Company: \*
  - Email: \*
  - Phone: Country: \* Please Select, Country Code: ###, Area Code: , Number: \*, Extension:
  - Confirm Number: \*
  - ☐ My phone number is correct.
  - ☐ Do not record this phone call.
  - Ariba Network ID: \*

At the bottom of the form, there is a disclaimer: 'You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.' Below this, there is a checkbox for 'I agree'.

The form has a 'Submit' button and a 'Cancel' button at the bottom right. The 'Submit' button is highlighted with a red box.



SAP Ariba 

# Thank You!

Follow all of SAP



[www.sap.com/contactsap](http://www.sap.com/contactsap)

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