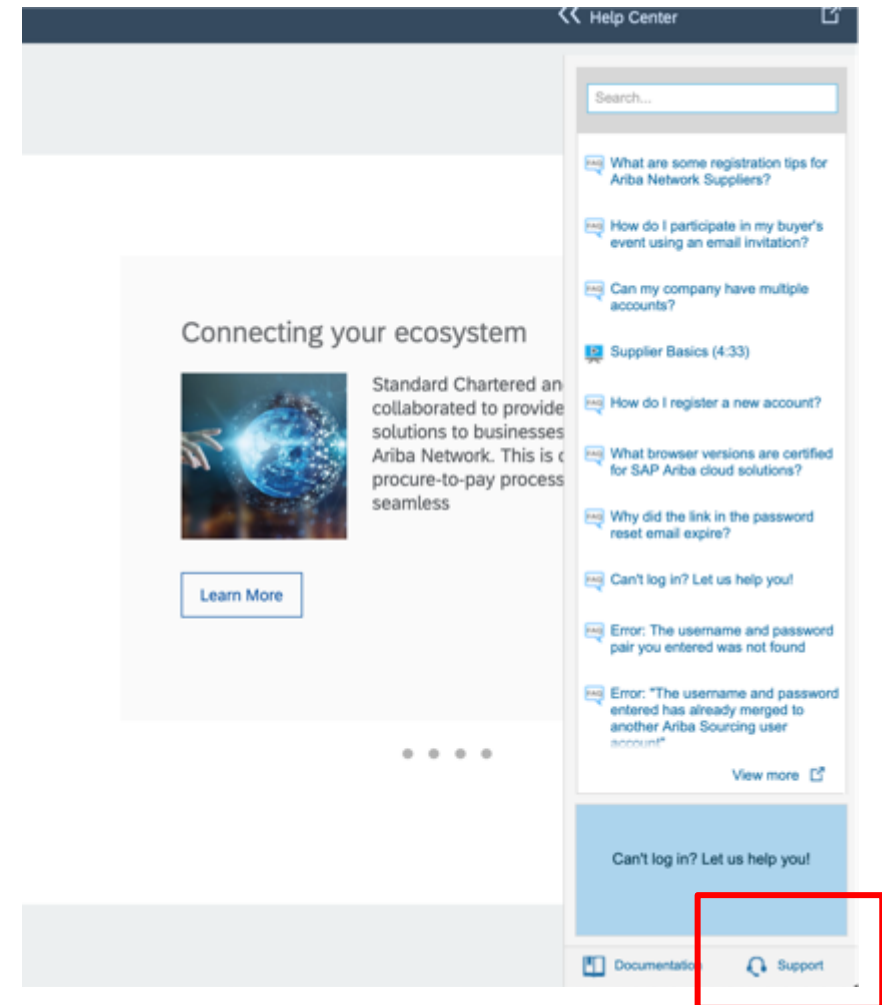


# Create a support ticket



- On top right side, click on “?” icon
- Click on the support icon below



# Create a support ticket

- Write what you need help with in the given box- My issue is.....and click on start

Support Center

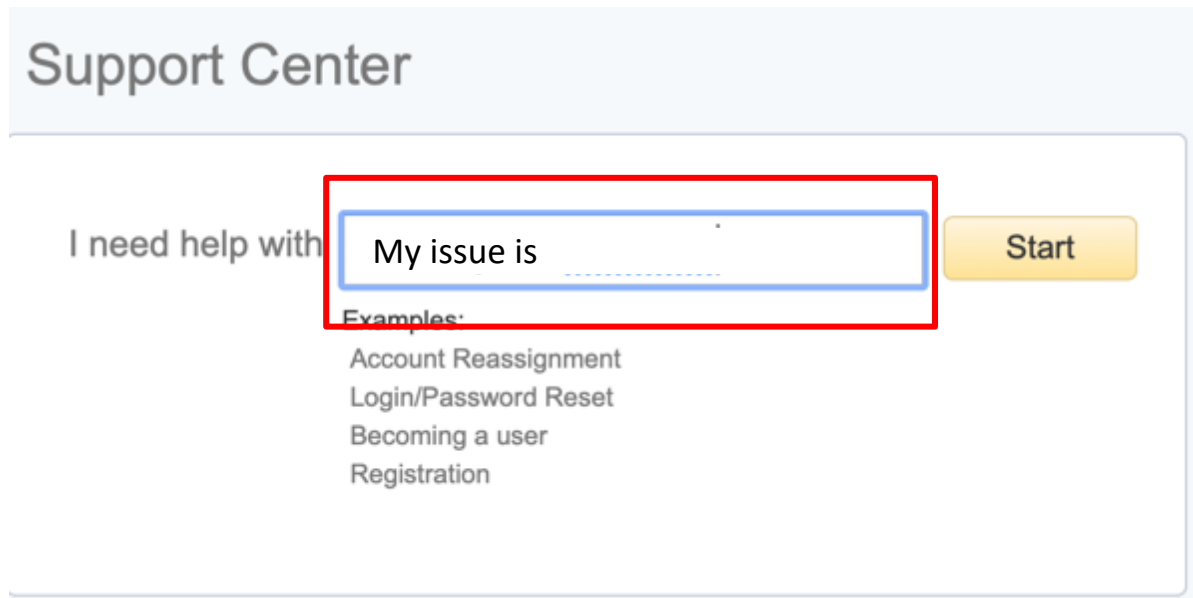
I need help with

My issue is

Start

Examples:

- Account Reassignment
- Login/Password Reset
- Becoming a user
- Registration



# Create a support ticket

Support Center

I need help with My issue is.....

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

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

How to access the help center in a new window

Browsing content in the help center

Overview of the help center

◀ 1 2 3 4 ▶

**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

# Create a support ticket

Ariba Exchange User Community Logout

Search... Home | Learning | Support

### SAP Ariba Phone Support

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

**Problem Description**

Short Description: \*

**Contact Information**

First Name: \*

Last Name: \*

User ID:

Company: \*

Email: \*

Phone: Country: \*

Country Code:  Area Code:  Number: \*  Extension:

Confirm Number: \*

My phone number is correct.

Do not record this phone call.

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 systems (currently located primarily in the U.S.), in accordance with the Ariba Privacy Statement and applicable law.

\*  I agree

\* Required Fields Submit Cancel

SAP Ariba

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- 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.

Customer Support assists supplier

