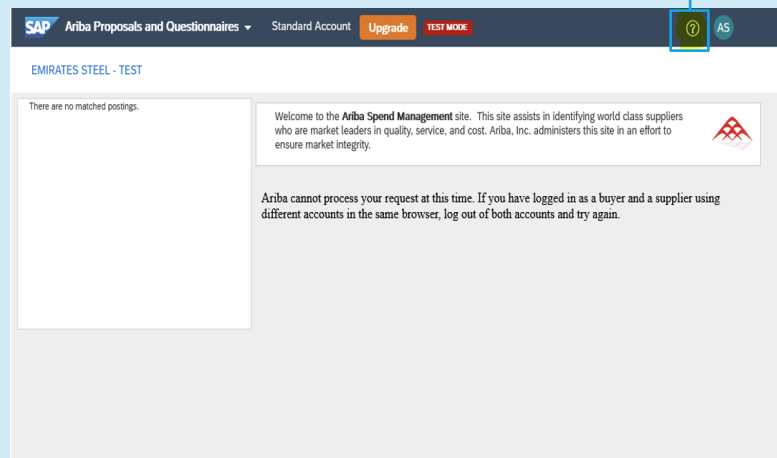


Ariba Customer Support for Suppliers

Step 1

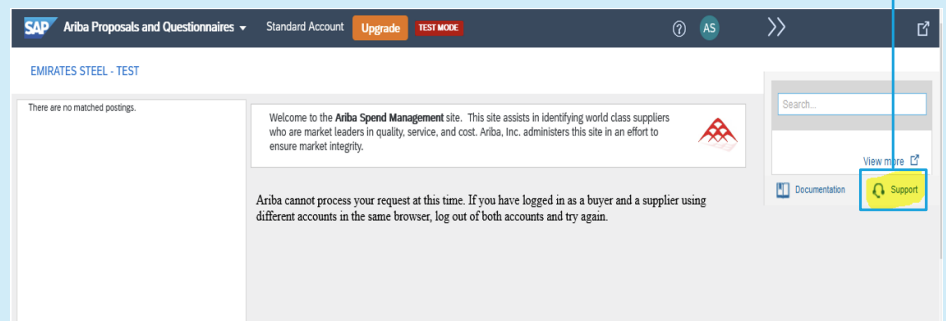
Click the Help button for Customer Support

Click this button



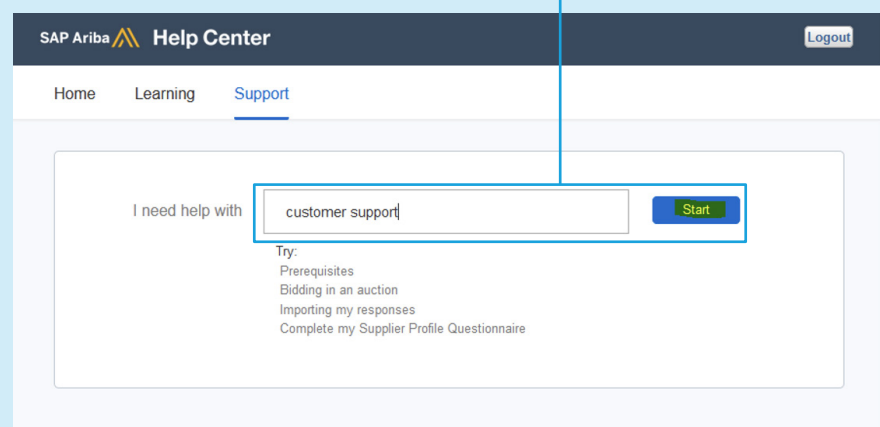
Step 2

Select the Support option



Step 3

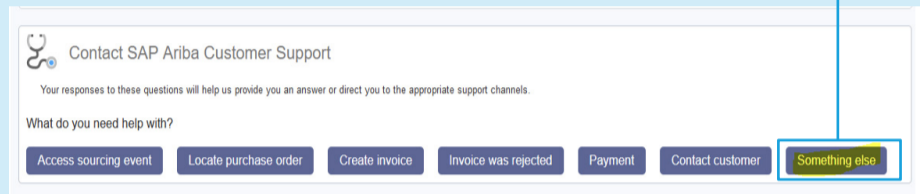
Enter search option as Customer Support and click Start button



Ariba Customer Support for Suppliers

Step 4

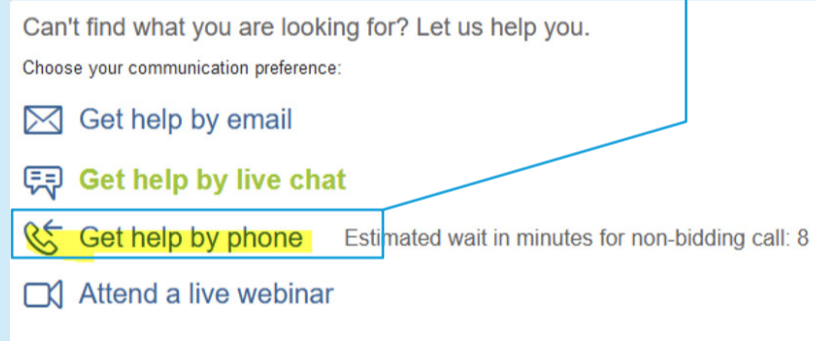
Enter search option as Customer Support and click Start button



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.
 What do you need help with?
 Access sourcing event Locate purchase order Create invoice Invoice was rejected Payment Contact customer **Something else**

Step 5

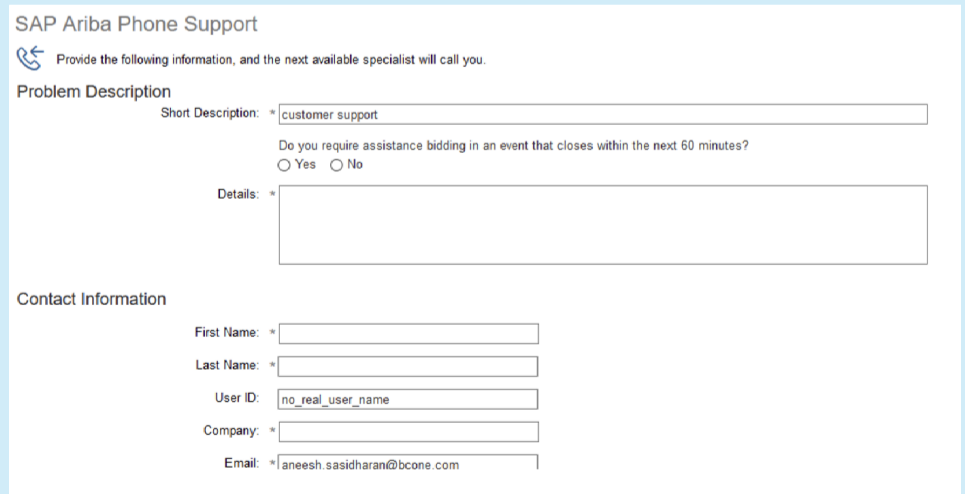
Select Get help by phone



Can't find what you are looking for? Let us help you.
 Choose your communication preference:
 Get help by email
 Get help by live chat
 Get help by phone Estimated wait in minutes for non-bidding call: 8
 Attend a live webinar

Step 6

Fill the Form and Submit (Fill all * marked fields)



SAP Ariba Phone Support
 Provide the following information, and the next available specialist will call you.
Problem Description
 Short Description: * customer support
 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: *aneesh.sasidharan@bcone.com