

4.5. How to reach Ariba Support Team?

1

Go to supplier.ariba.com and log in.

1. "?"
2. "Support"

2

Support

Home Learning Support

1. Insert the key word
2. "Start"

I need help with 1 change my account administrator 2 Start

Try:

1 Account Reassignment
2 Options to submit Invoices
Invoice Rejection
Update company information

Search results for change my account administrator

1 Ariba support = FAQ + Video...

1 Search result related to your key word.

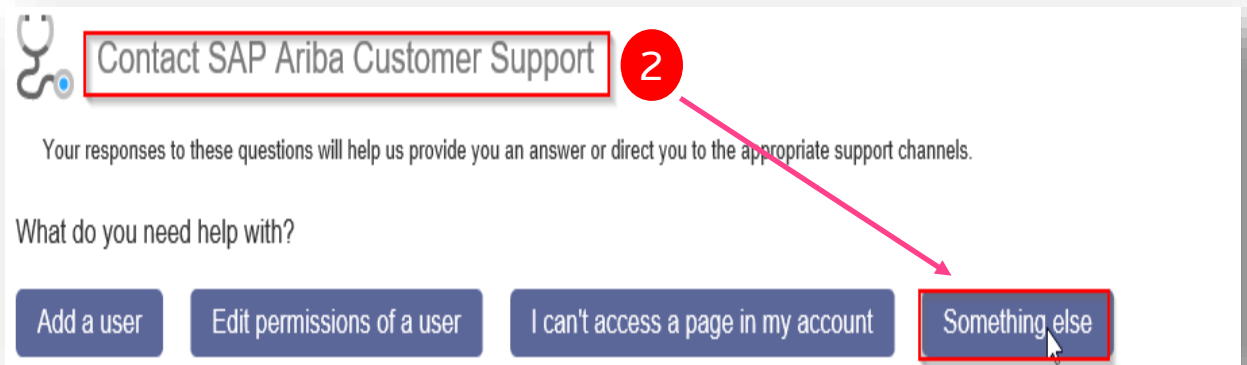
Or ...

1 2 3 ... 109

2 Click on “something else” to get support by:

- By live chat
- By phone
- To attend a live webinar

depending on your type account.



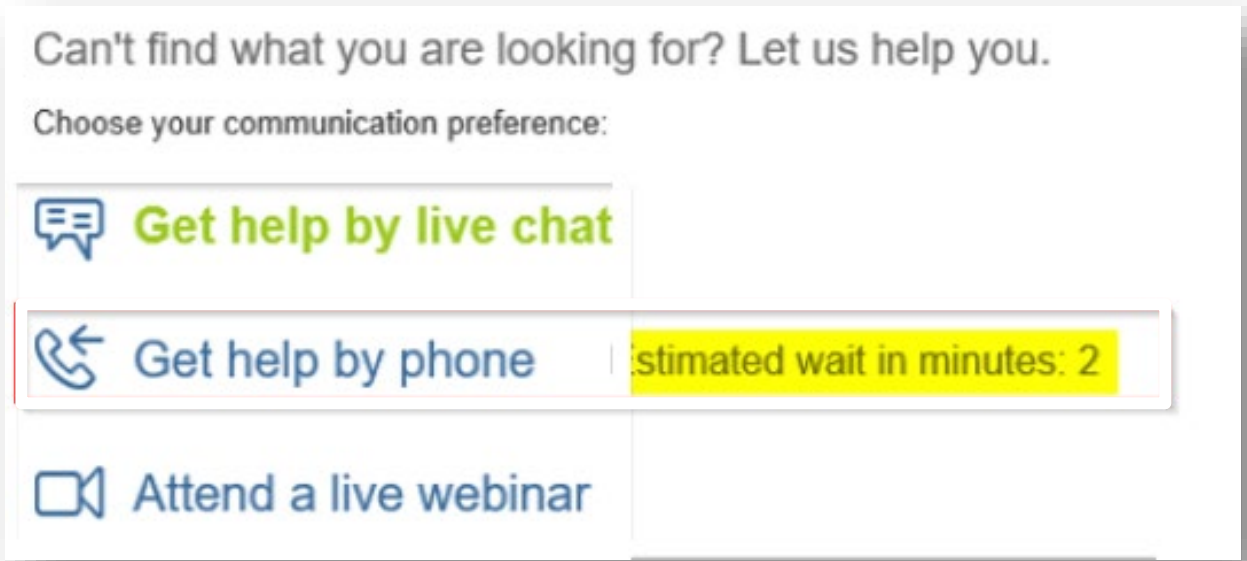
Contact SAP Ariba Customer Support 2

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?

Add a user Edit permissions of a user I can't access a page in my account Something else

Detailed description: This is a screenshot of the SAP Ariba Customer Support contact page. At the top, there is a header with a stethoscope icon and the text 'Contact SAP Ariba Customer Support'. A red box highlights the text, and a red circle with the number '2' is next to it. Below the header, there is a sub-header: 'Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.' The main question is 'What do you need help with?'. Below this question are four buttons: 'Add a user', 'Edit permissions of a user', 'I can't access a page in my account', and 'Something else'. A red box highlights the 'Something else' button, and a red arrow points from the '2' in the header to this button.



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

Choose your communication preference:

Get help by live chat

Get help by phone Estimated wait in minutes: 2

Attend a live webinar

Detailed description: This is a screenshot of a communication preference selection screen. At the top, it says 'Can't find what you are looking for? Let us help you.' Below this is the heading 'Choose your communication preference:'. There are three options listed: 'Get help by live chat' with a chat icon, 'Get help by phone' with a phone icon, and 'Attend a live webinar' with a video icon. The 'Get help by phone' option is highlighted with a red box, and a yellow box next to it shows 'Estimated wait in minutes: 2'.