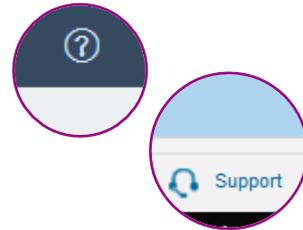


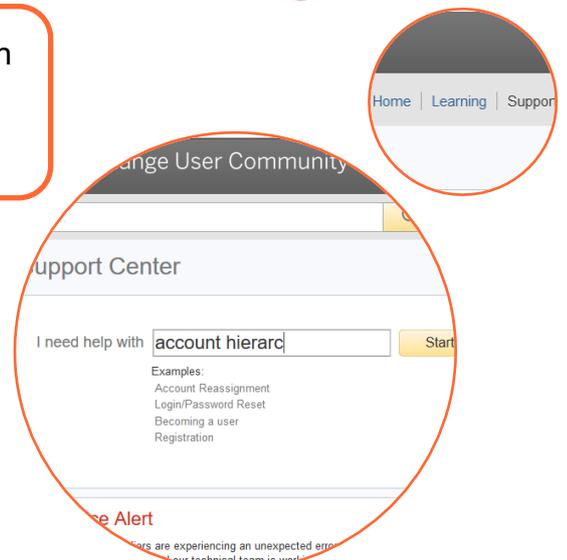
## How to contact our Support team?

Whether you are connected to your supplier account on Ariba® Network, or simply from the page [supplier.ariba.com](http://supplier.ariba.com), you can access our Support team in just a few steps:

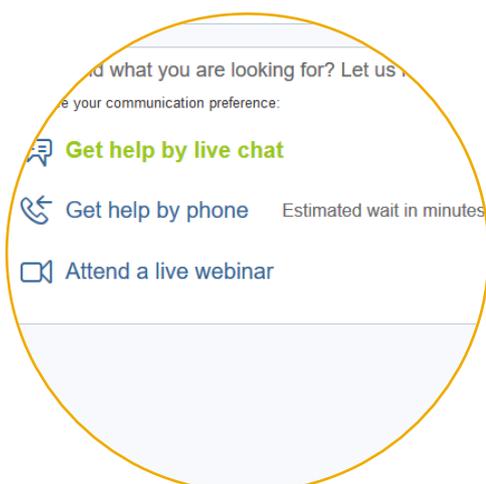
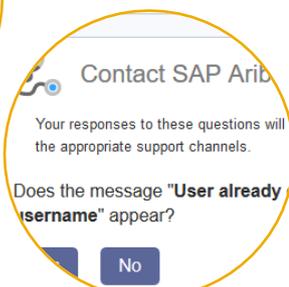
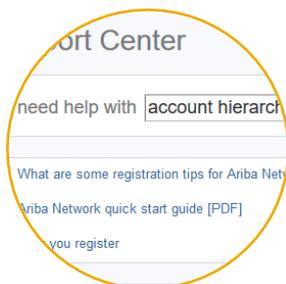
**1** In the top-right corner of your screen, click on the help symbol to open the Help Center, then click on Support at the bottom of the side bar.

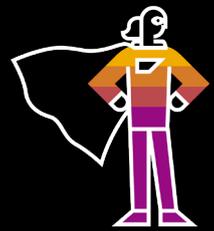


**2** On the Ariba Exchange User Community page, search for the topic of your query. You can also use the Learning tab to access short demo videos.



**3** Look through the search results for the relevant documentation. A few extra questions might appear to direct you further. You are then offered to contact our Support team through the channel of your choice. Some options might differ depending on the type of account you are using





## Help by live chat

Fill in the mandatory fields and click on Start Chat to be put in contact with a team member

Customer Support

Thank you for contacting us! To better serve you, please fill out the short form below and click the Start Chat button in the lower right.

You can call me:

Full Name:

Email:

Phone:

Initial Question:

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

Start Chat

## Help by phone

Fill in the mandatory fields and click on Submit to receive a call back in the language of your choice

Available specialist will call you.

partial confirmation

Contact Information

First Name:

Last Name:

User ID:

Company:

Email:

Requested Language: English  Select a different language from the Home tab

Phone:  Extension:

Confirm Phone 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

## Live webinar

Open our Success Sessions portal and register to one of our upcoming webinars on a variety of topics

Success Sessions  
Presented By: SAP Ariba Customer Support

Interested in the Success Sessions Webinar Series. We offer Quick Ariba Tips on Demand, and longer webinars with a Q&A session. Register for the next "Click Here For Categories" to look through our different webinar topics. Don't see the topic you would like to register for? Contact us at successsessions@sap.com.

Click Here For Categories

Success Sessions Introduction to Ariba	Supplier Success Sessions Introduction to Ariba Discovery	Supplier Success Sessions Onboarding
WEBCAST	WEBCAST	WEBCAST
Jan 15, 2020 2:00 PM EST	Jan 15, 2020 2:00 PM EST	Jan 15, 2020 3:00 PM EST

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

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies. See [www.sap.com/copyright](http://www.sap.com/copyright) for additional trademark information and notices.