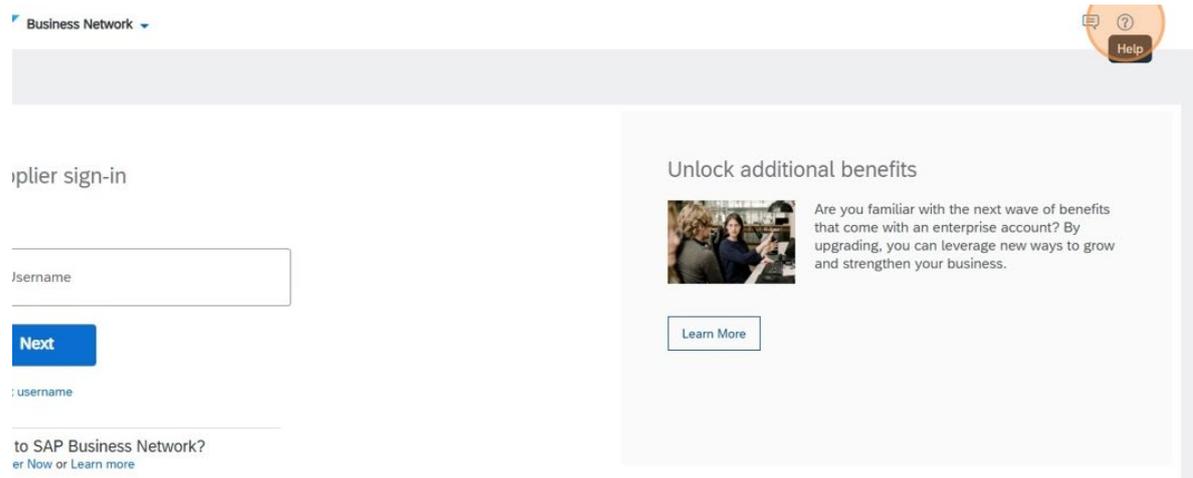


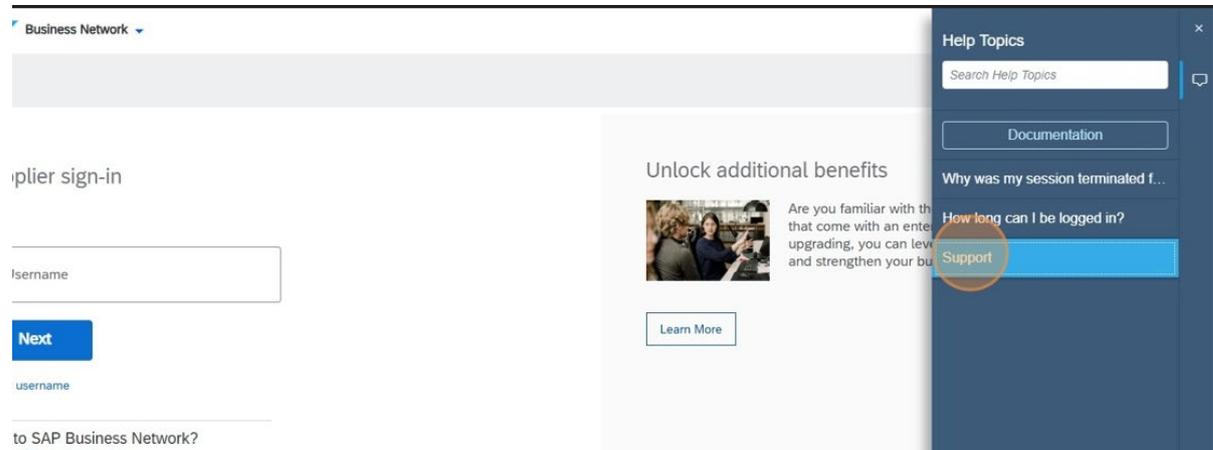
How do I contact Ariba Customer Support

To create a case with Ariba, please follow the steps below.

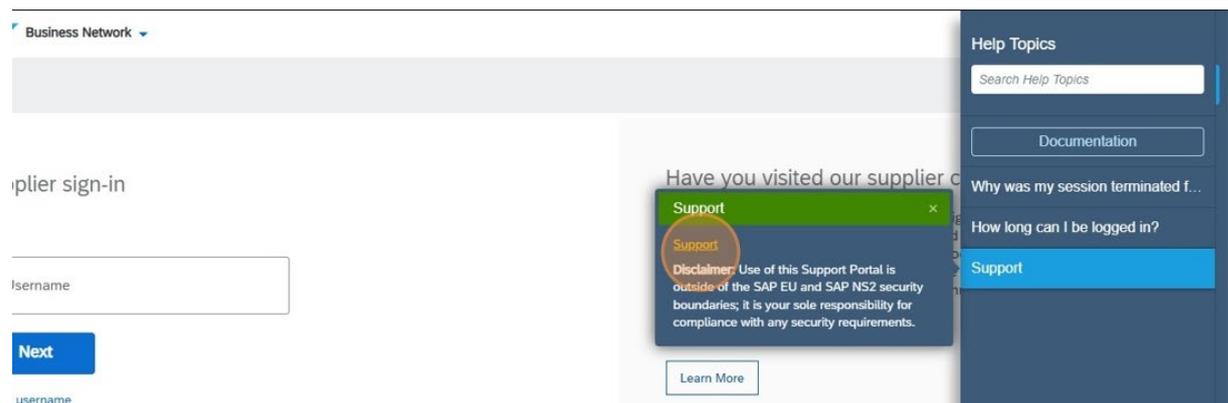
1. Access the Ariba Login page.
2. Click on the question mark icon in the upper-right corner of the page to access the Help Center.



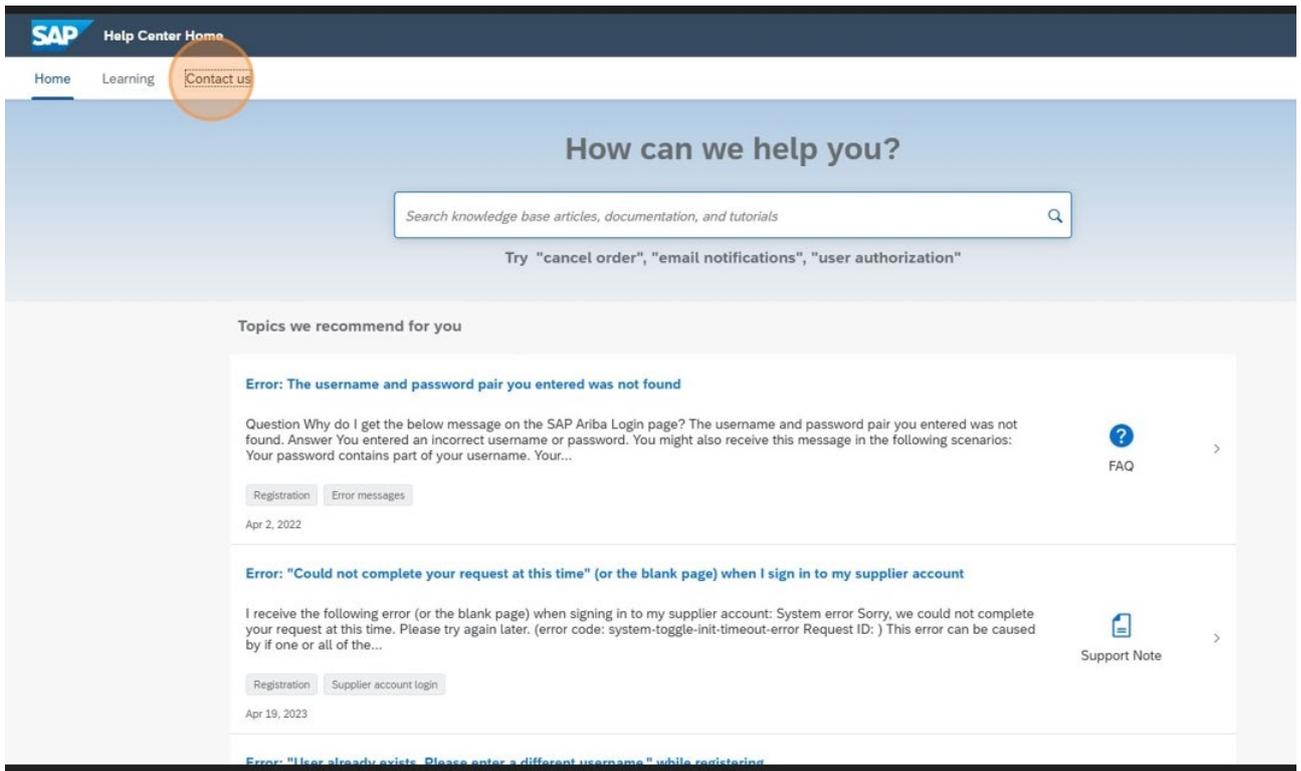
3. Click on “Support”



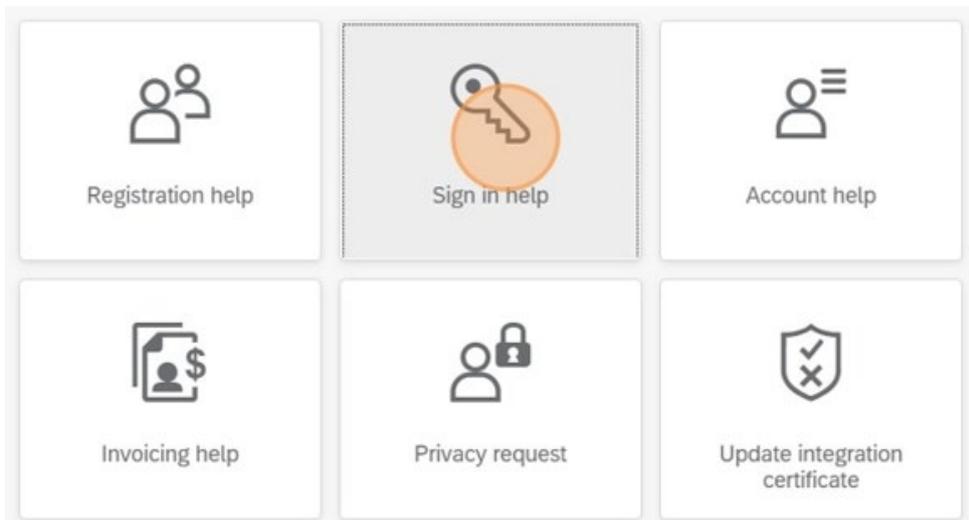
4. Click on “Support”



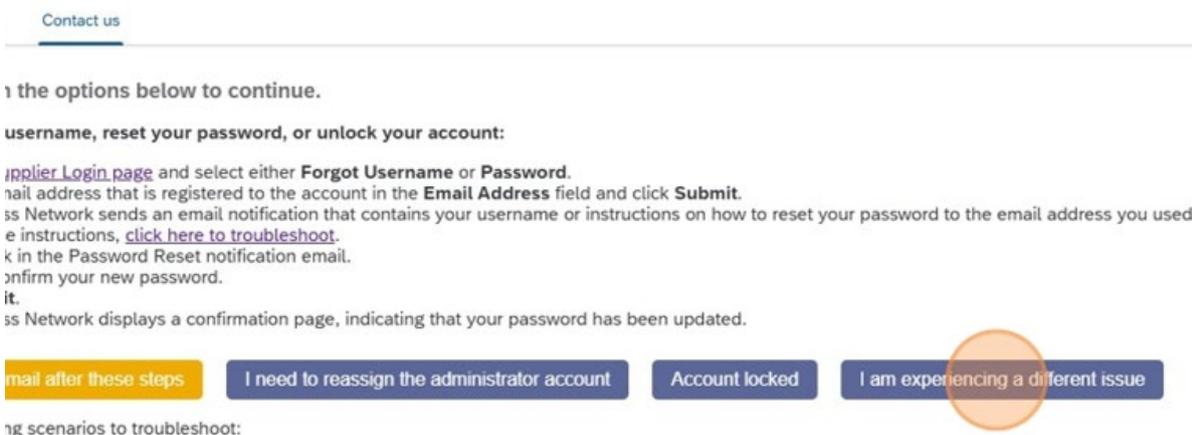
5. This page will show up, please type your problem on the search bar:



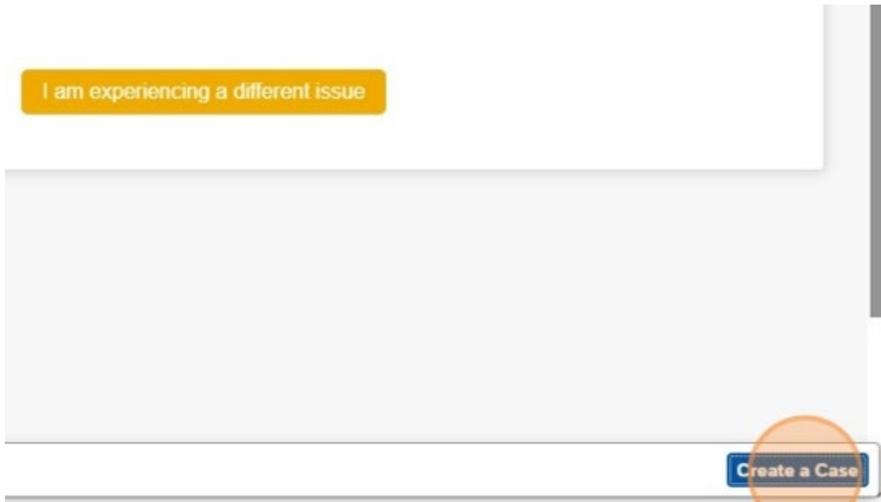
6. Click “Sign in help”



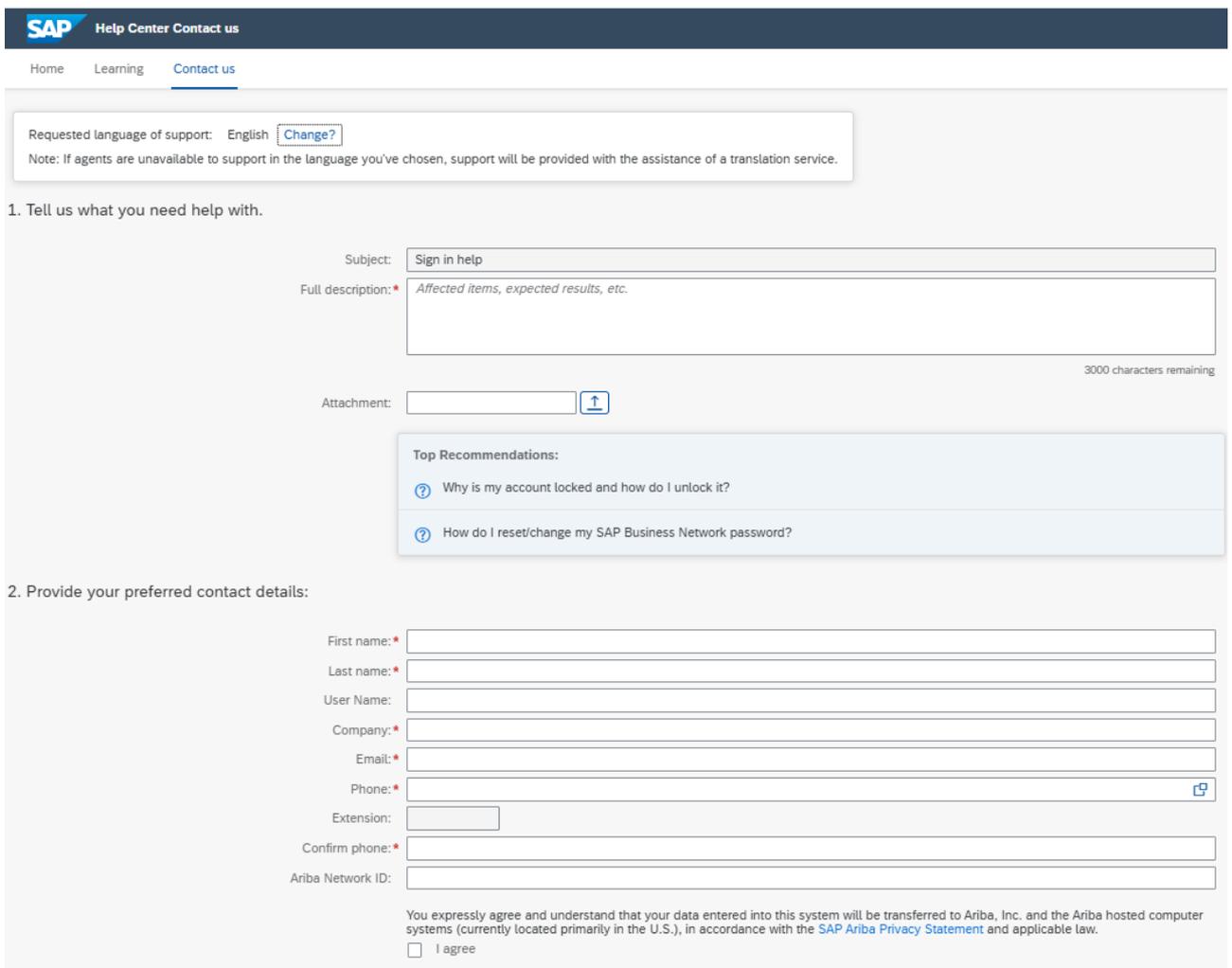
7. Click on “I am experiencing a different issue.”



8. Can't find what you're looking for? Click **“Create a Case”**



9. Fill out the required fields in the form accurately.



SAP Help Center Contact us

Home Learning **Contact us**

Requested language of support: English [Change?](#)
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject:

Full description:
3000 characters remaining

Attachment:

Top Recommendations:

- [Why is my account locked and how do I unlock it?](#)
- [How do I reset/change my SAP Business Network password?](#)

2. Provide your preferred contact details:

First name:

Last name:

User Name:

Company:

Email:

Phone:

Extension:

Confirm phone:

Ariba Network ID:

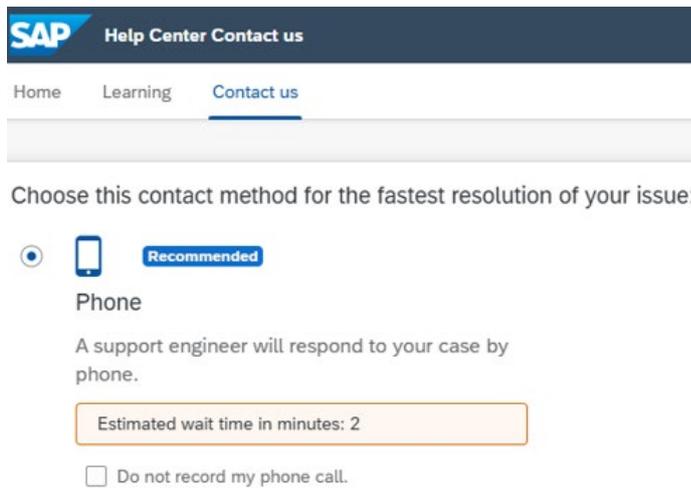
You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [SAP Ariba Privacy Statement](#) and applicable law.

I agree

10. After filling out the form, click **“One last step”** at the bottom right of the page.



11. A new window will pop-up, you can choose to receive a call from **Ariba**



SAP Help Center Contact us

Home Learning Contact us

Choose this contact method for the fastest resolution of your issue:

 **Recommended**

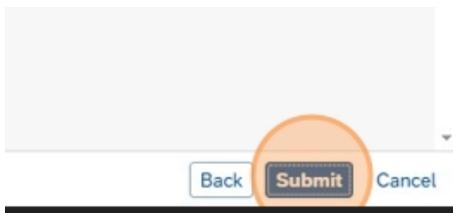
Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 2

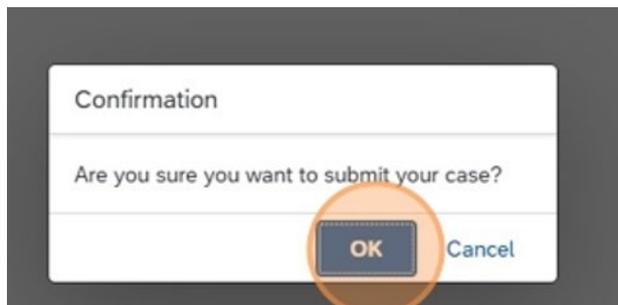
Do not record my phone call.

12. Or you can click **“Submit”** and complete the Case.



Back **Submit** Cancel

13. A confirmation window will show up, click **“OK.”**

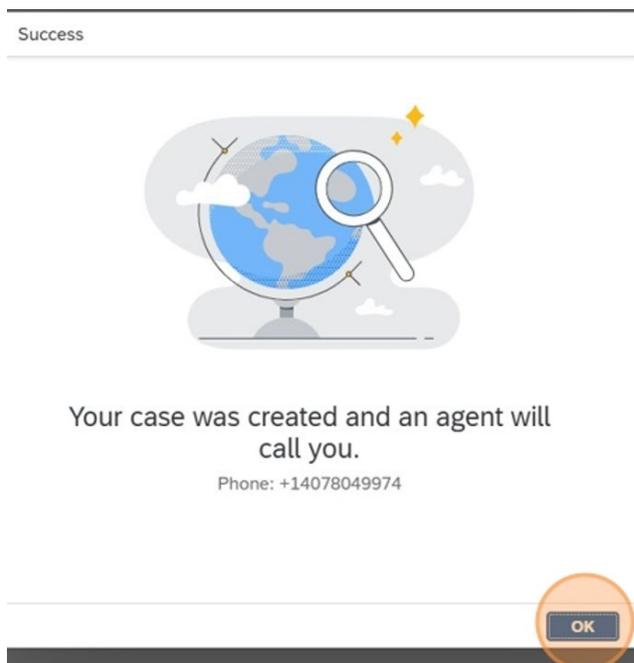


Confirmation

Are you sure you want to submit your case?

OK Cancel

14. Your case has been created with Ariba, click **“OK”** to finish the session.



Success



Your case was created and an agent will call you.

Phone: +14078049974

OK