



SAP ARIBA

Contacting Customer

Support-Suppliers

Supplier sign-in

Next

[Forgot username](#)

New to SAP Business Network?
[Register Now](#) or [Learn more](#)

Do you want to be seen by businesses around the world?



We will broadcast your story on SAP Business Network website and social media platforms, reaching out to new customers who can benefit from your experience.

[Learn More](#)



- Go to SAP Ariba account via <https://service.ariba.com/Supplier.aw/109538044/aw?awh=r&awssk=61kK837z&dard=1&ancdc=1>.
- Click Help Center

Supplier sign-in

Next

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Help Topics

[Documentation](#)

[Support](#)

[Why was my session terminated f...](#)

[How long can I be logged in?](#)

- Click Support

customer support



Refine

Type

<input type="checkbox"/>	Documentation	1608
<input type="checkbox"/>	FAQ	255
<input type="checkbox"/>	Support Note	148
<input type="checkbox"/>	Article	71
<input type="checkbox"/>	Tutorial	19
<input type="checkbox"/>	Known Issue	1

Tags

<input type="checkbox"/>	cXML routing	205
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2102 results for **customer support**

Relevance

How do I contact SAP Business Network Customer Support as a supplier?

How do I contact SAP Business Network **Customer Support** as a supplier? Click **Support** at the top of the help menu. Click the Contact us tab. question / issue you are searching for may require you to click through other options to ensure we can **support** For questions regarding when you should contact your **customer**, see Do I contact Ariba or my **customer**



FAQ

Account navigation

Sep 11, 2023

How do I contact support as a supplier?

How do I contact SAP Ariba **Customer Support** as a supplier? To access **customer**-specific data, guided assistance, **support** options, and additional help topics, log After reviewing the steps provided, if you need additional help from SAP Ariba **Customer Support**: Click For questions regarding when you should contact your **customer**, see Do I contact Ariba or my **customer**



- Populate Customer Support (in the text box)

KB0397352 - How do I contact SAP Business Network Customer Support as a supplier?



[FAQ](#) [APPLIES TO](#) [ATTRIBUTES](#) [LANGUAGES \(25\)](#) [FEEDBACK](#)

Symptom

How do I contact SAP Business Network Customer Support as a supplier?

Resolution

1. Click the help  icon in the upper-right corner of the application.
2. Click **Support** at the top of the help menu.
3. Click the **Contact us** tab.
4. Enter a brief description of your question or issue in the **Start here to find your answer** field.
5. Click the search  icon.

After searching, click on a topic based on our recommendations or a button about your question / issue under the **Choose from the options below to continue** section to learn more and get help. If you still need assistance after reviewing the steps provided:

1. In the options provided for **What do you need help with?** Click **Something else** at the bottom.
2. A bar on the bottom of the screen will appear **Can't find what you're looking for?** Click **Create a Case** on the right.
3. Fill out the form with as much detail as possible.
4. Click **One last step** in the bottom-right.
5. Select your contact method and click **Submit**.

If you don't see a **Can't find what you're looking for? Contact us** button, the question / issue you are searching for may require you to click through other options to ensure we can support your request.

Ariba Exchange User Community

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SAP Ariba Email Support ← 7

A response from a Procurement Operations Specialist may take 24 to 48 hours. Please add customer_support_updates@sap.com to your Safe Sender List. For a faster response, choose phone support.

Problem Description

Short Description: * Customer Support

Problem Type: * Please Select

Details:

For fast resolution, please include all relevant details in your case. For example:

- A detailed description of the issue including full navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to replicate the issue.
- Attach screenshots or recordings of the issue.

File Attachment 1: [] Browse

Contact Information

First Name: []

Last Name: []

Company: []

Email: []

Phone: Country: * Please Select

Country Code: [] Area Code: [] Number: [] Extension: []

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 ← 8

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SAP Ariba Phone Support ← 7

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

Problem Description

Short Description: * Customer Support

Contact Information

First Name: []

Last Name: []

Company: []

Email: []

Phone: Country: * Please Select

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 ← 8

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7 - Complete the form (per the selected communication preference)

8 - Click Submit

SAP Ariba Email Support

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Thank you. Your request has been submitted to SAP Ariba Customer Support.

A confirmation email was sent to customer_support_sr_update@sap.com with the Service Request number. If you do not receive it within the next hour, check your JUNK/SPAM folder and ensure that customer_support_sr_update@sap.com is added to your Safe Sender List.

OK



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SAP Ariba Phone Support

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Thank you. Your request has been submitted to SAP Ariba Customer Support.

When your phone rings, please answer it. You may hear ringing while we connect you with a customer representative.
Estimated wait in minutes: 2

OK



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 customer_support_sr_update@sap.com

Your Ariba request has been received SR# 00004113092018: [SR#002028376600004113092018]

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External Sender

Dear SAP Ariba Customer,

Thank you for contacting SAP Ariba Customer Support! A Customer Support specialist will contact you regarding this Service Request. If you would like to provide additional information in the interim, please respond to this email. The Service Request will automatically be updated with your response.
For FAQs and Known Issues, please visit <https://support.ariba.com/help>

When replying to this email, please DO NOT modify the subject line.

Sincerely,
SAP Ariba Customer Support

DO NOT DELETE
[SR#002028376600004113092018]
DO NOT DELETE



customer_support_sr_update@sap.com

Your Ariba call request has been received SR# 00004113092018: [SR#002028376600004113092018]

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 If there are problems with how this message is displayed, click here to view it in a web browser.

Hello!

Thank you for requesting a call from SAP Ariba Customer Support. Your request was successfully received.

We will call you as soon as a specialist is available. We look forward to speaking with you!

Sincerely,
SAP Ariba Customer Support

DO NOT DELETE
[SR#002028376600004113092018]
DO NOT DELETE

- 9) A confirmation message will appear (per the selected communication preference)
- 10) An email will be sent to the requestor confirming receipt of the form (per the selected communication preference)



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