



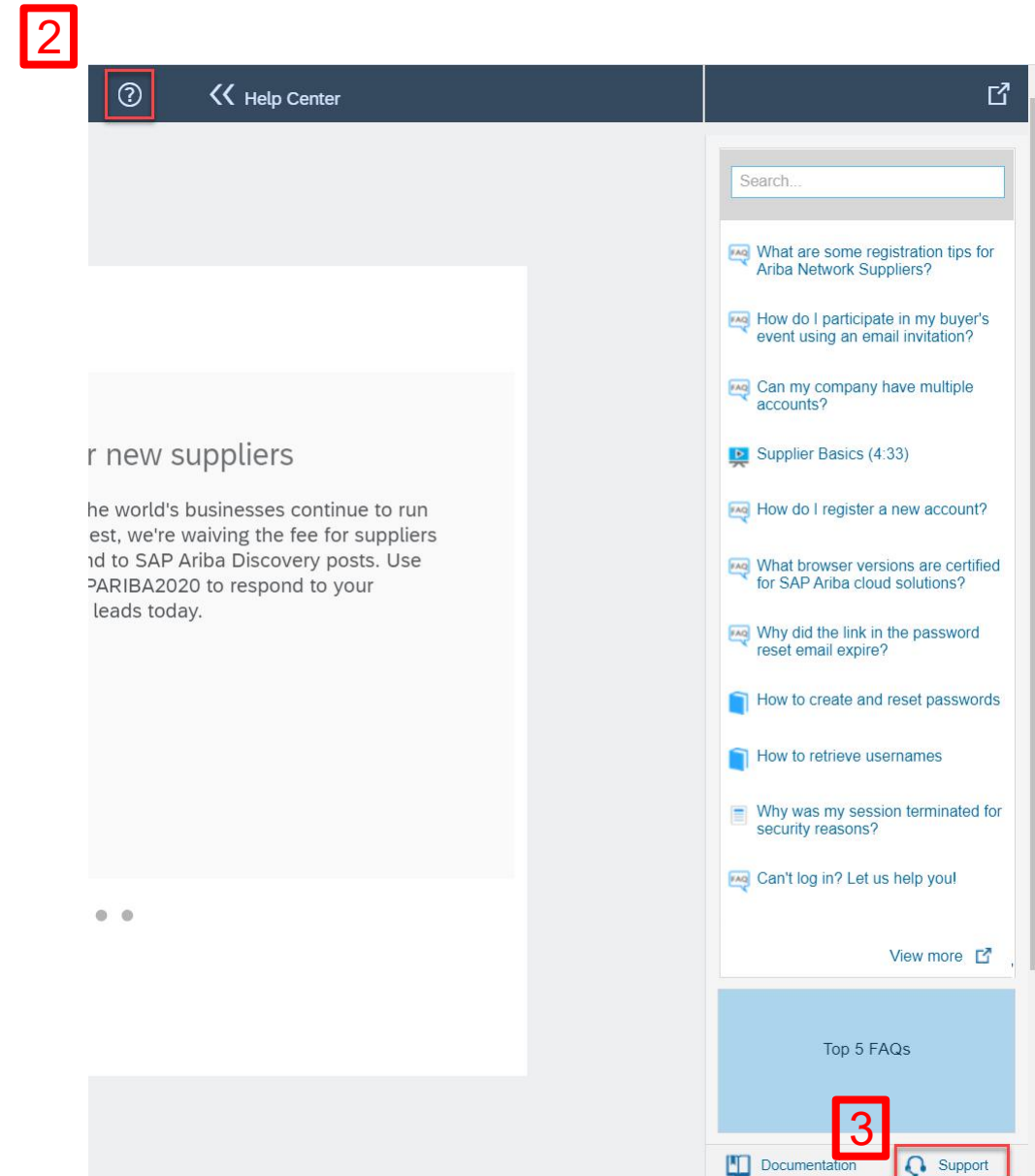
# How to create a global support ticket

Please use this guide to raise technical related issues only in Ariba. If you have any business related issue please contact the focal point in your buyer's organization.

PUBLIC

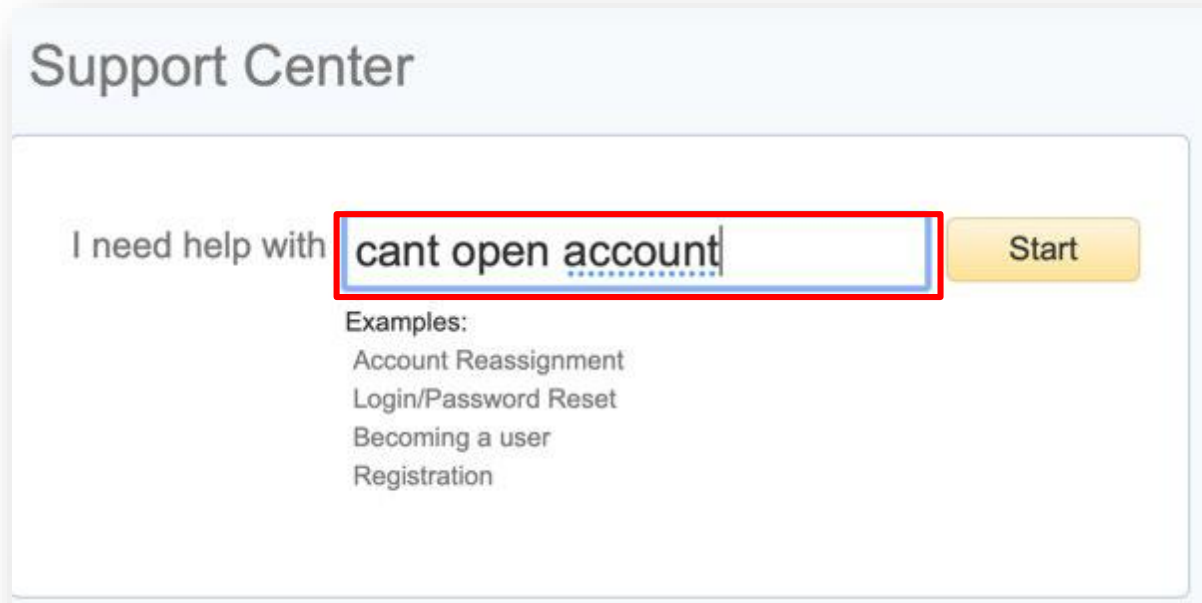
# Create a support ticket

1. Go to [supplier.ariba.com](https://supplier.ariba.com)
2. On top right side, click on “?” icon
3. Click on the support icon below



# Create a support ticket

- Write what you need help with in the given box “I need help with” (For example, I cant open account).....and click on start



The screenshot shows a 'Support Center' interface. At the top, the text 'Support Center' is displayed. Below this, there is a form with the label 'I need help with' followed by a text input field containing the text 'cant open account'. A red rectangular box highlights the text in the input field. To the right of the input field is a yellow button labeled 'Start'. Below the input field, there is a section titled 'Examples:' followed by a list of support topics: 'Account Reassignment', 'Login/Password Reset', 'Becoming a user', and 'Registration'.

# Create a support ticket

Support Center

I need help with

Can't log in? Let us help you!

How do I contact SAP Ariba Customer Support as a supplier?

How to access the help center in a new window

Browsing content in the help center

Overview of the help center

**Service Alert**

Some SAP Ariba suppliers are experiencing an unexpected error within the "My Subscriptions" tab. This is a known issue and our technical team is working to fix the issue. We apologize for the inconvenience.

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.

Does the message "User already exists. Please enter a different username" appear?

Does the message "DUNS number already exists" appear?

Does the message "You must enter the username and password associated with your account" appear?

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

Choose your communication preference:

Estimated wait in minutes: 3

- Click on "No" for all the suggested options until the option to get Help by Phone appears
- Click on the option



# Create a support ticket

- fill in all mandatory fields marked as “\*” in below form then press submit.
- You will receive an phone call shortly to assist you with your issue.

Ariba Exchange User Community Logout

Search... Q Home | Learning | Support

**SAP Ariba Phone Support**

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

**Problem Description**

Short Description: \*

**Contact Information**

First Name: \*

Last Name: \*

User ID:

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 Cancel

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# Thank you.