



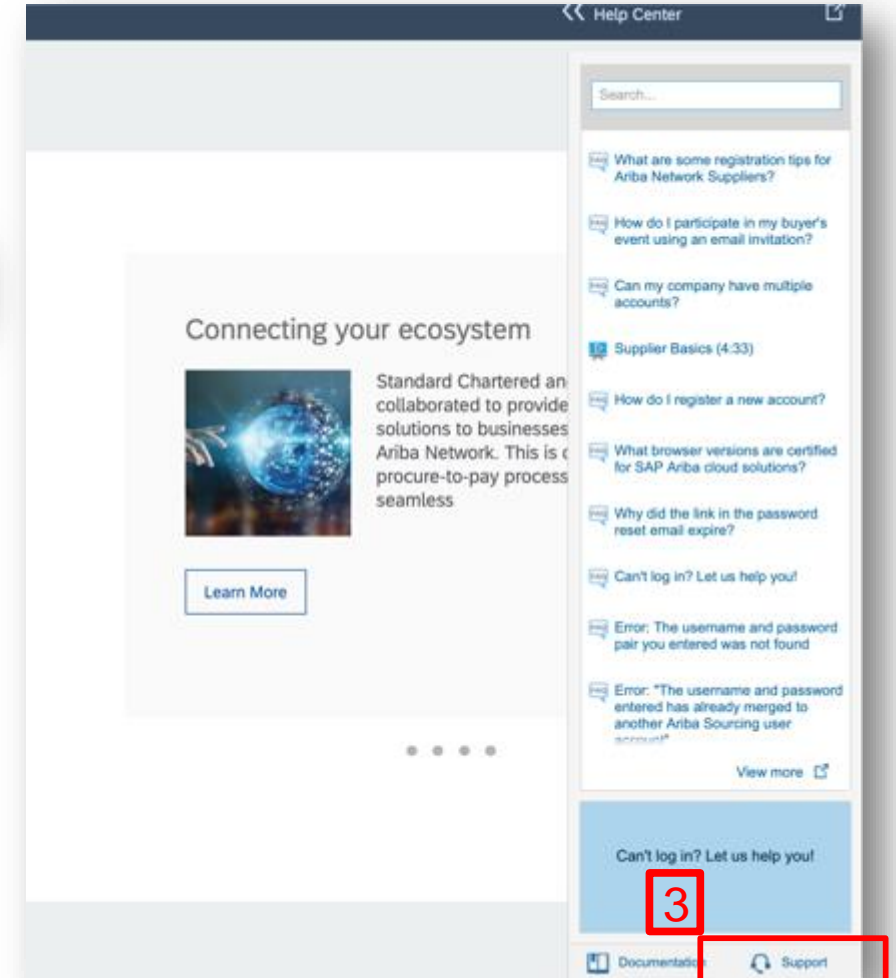
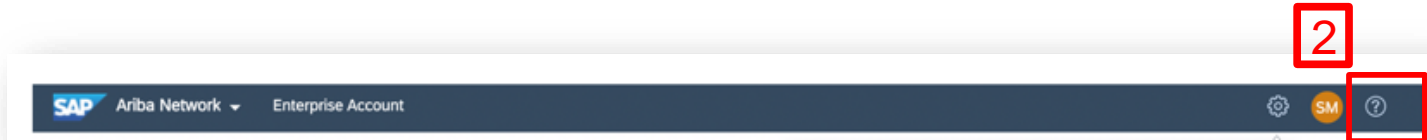
SAP Ariba 

# How to create a global support ticket

PUBLIC

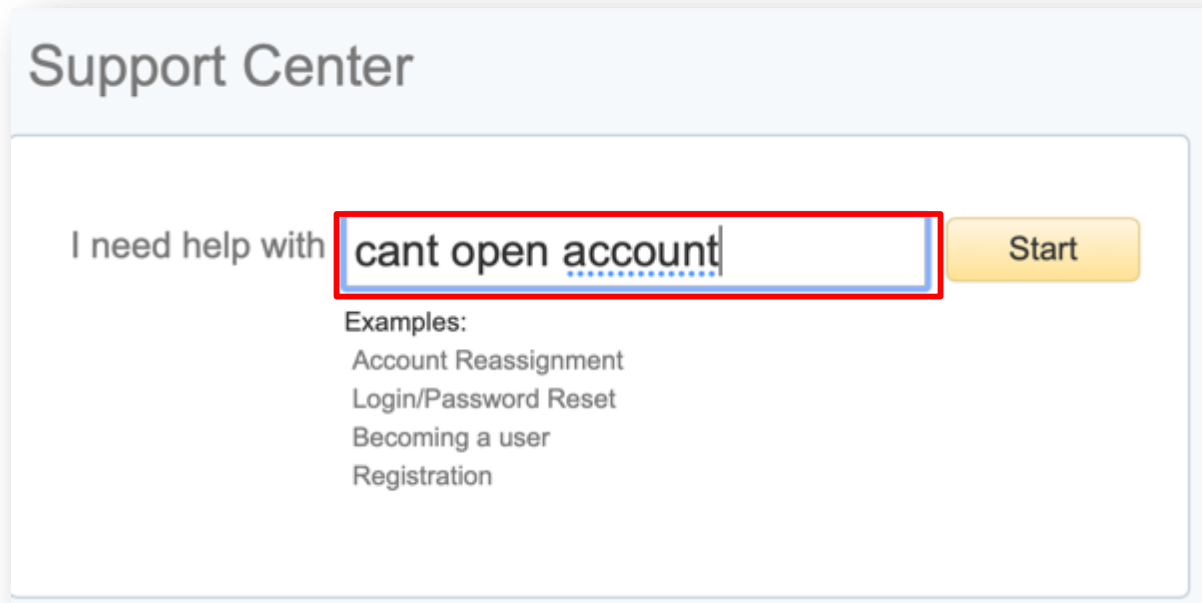
# Create a support ticket

1. Go to [supplier.ariba.com](https://supplier.ariba.com) and log in your credentials
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



Support Center

I need help with

Examples:  
Account Reassignment  
Login/Password Reset  
Becoming a user  
Registration

# Create a support ticket

Support Center

I need help with

**FAQ** Can't log in? Let us help you!

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

**FAQ** How to access the help center in a new window

**FAQ** Browsing content in the help center

**FAQ** Overview of the help center

◀ 1 2 3 4 ▶

**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.

The screenshot shows the 'SAP Ariba Phone Support' form in the Ariba Exchange User Community. The form is titled 'SAP Ariba Phone Support' and includes a search bar at the top. The form fields are as follows:

- Problem Description:** Short Description: \* po
- 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: \*

At the bottom of the form, there is a 'Submit' button and a 'Cancel' button. The 'Submit' button is highlighted with a red box. Below the form, there is a footer with the SAP Ariba logo and links to 'Community Privacy Policy', 'Participation Agreement', 'Security Disclosure', and 'Legal Notices'.

# Thank you.