

Raising an Ariba Service Call

Supplier Guide



Ariba Support

- Ariba provide online support for suppliers using the Ariba Network
- This can be accessed even if you do not have your Ariba login details (e.g. if they have been lost)
- The following pages show you how to raise a service call with Ariba, and how to access their general help pages.



Supplier Login Page

- In your web browser (e.g. Google Chrome), go to supplier.ariba.com
- Click on “?” (top right) and then “Support”:

SAP Business Network

Supplier Login

User Name

Password

Login

Forgot Username or Password

New to SAP Business Network?
Register Now or Learn More

Get your invoices paid faster

SAP Supplier Financing now available on the supplier portal to help businesses with working capital needs. Receive up to 100% of invoice payment upon approval, regardless of your customers' payment terms. Currently available for companies in the USA.

Learn More

Supported browsers and plugins

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Search...

What are some registration tips for Ariba Network Suppliers?

How do I register on SAP Ariba Sourcing?

Can my company have multiple accounts?

Supplier Basics (4.33)

How do I register a new account?

What browser versions are certified for SAP Ariba cloud solutions?

Why did the link in the password reset email expire?

How to create and reset passwords

I have been locked out from Ariba Network due to the multifactor authentication. How can I login again?

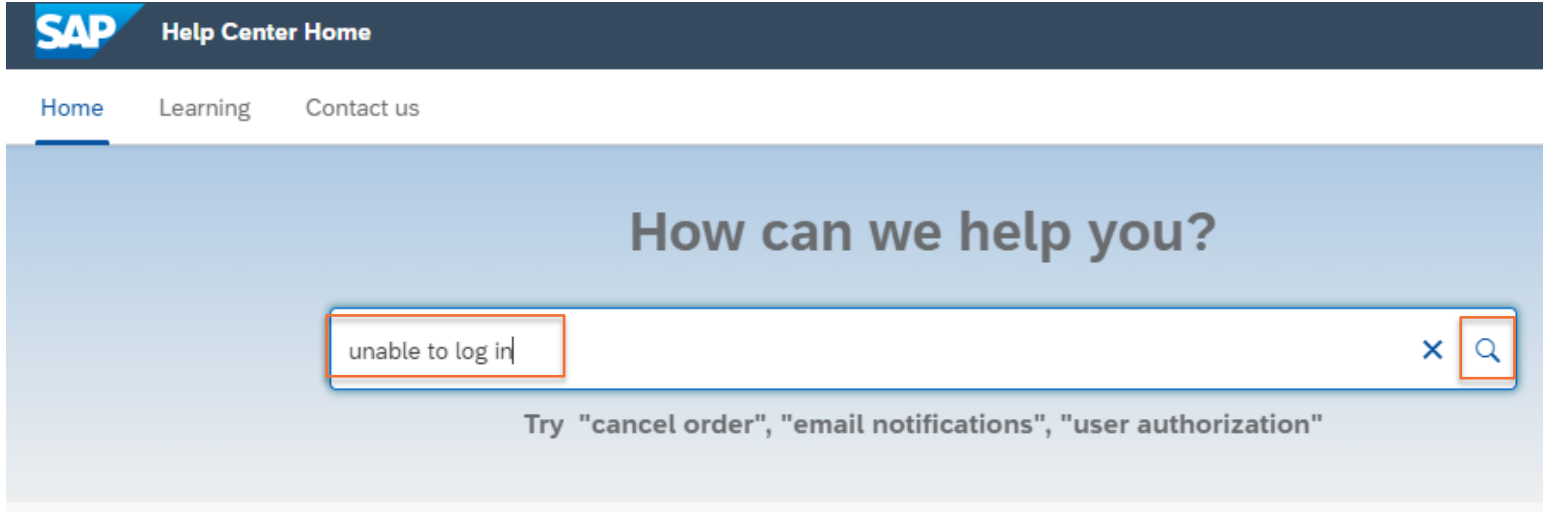
View more

Why did I receive more than one invoice during the same quarter?

Documentation Support

Help Center

- In the 'How can we help you' field, search for information relevant to your query - example below:



The screenshot displays the SAP Help Center interface. At the top left is the SAP logo and the text "Help Center Home". Below this are navigation links for "Home", "Learning", and "Contact us". The main heading is "How can we help you?". A search bar contains the text "unable to log in". To the right of the search bar are a close button (x) and a search button (magnifying glass). Below the search bar, a list of suggestions is shown: "Try 'cancel order', 'email notifications', 'user authorization'".

Help Center

- You can also navigate to the “Contact Us” tab for support with common FAQs:

SAP Help Center Contact us





Home Learning **Contact us**

1. Log in to your account.

By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.

[Log in](#)





2. If you're unable to log in, tell us what you need help with.

- 
Register on Ariba Network
- 
Reset my password
- 
Forgot username
- 
Unsubscribe

Raising a Service Call

- If you cannot find the information you are after and need to raise a service call to seek support from Ariba, click on one of the tiles in “Contact Us” (see previous slide) then select “Something Else” or “I am experiencing a different issue” and then select “Contact Us”:

2. If you're unable to log in, tell us what you need help with.

 Register on Ariba Network	 Reset my password	 Forgot username	 Unsubscribe
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3. Choose from the options below to continue.

To retrieve your username, reset your password, or unlock your account:

- On the Supplier Login page, click either **Forgot Username** or **Password**.
- Enter the email address that is registered to the account in the **Email Address** field and click **Submit**.
SAP Ariba sends an email notification that contains your username or instructions on how to reset your password to the email address you used to register your SAP Ariba account. If you didn't receive these instructions, [click here to troubleshoot](#).
- Click the link in the Password Reset notification email.
- Enter and confirm your new password.
- Click **Submit**.
SAP Ariba displays a confirmation page, indicating that your password has been updated.

Can't find what you're looking for?

Raising a Service Call

- Fill out the form with as much information as possible and click Submit. An Ariba support representative will contact you when available.

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 t

1. Tell us what you need help with.

Subject: Forgot username

Full description: * Affected items, expected results, etc.

Attachment:

Top Recommendations:

- How do I retrieve my username?
- Error: The username and password entered has already been used by another user account

2. Please review your contact information for correctness:

First name: *

Last name: *

Help Center

- The Support function can also be accessed from your home page after logging into your Ariba Network account:

The screenshot displays the SAP Business Network user interface. At the top, the navigation bar includes 'SAP Business Network', 'Standard Account', 'Upgrade', and 'TEST MODE'. Below this is a main navigation menu with options like 'Home', 'Opportunities', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'Reports'. The main content area features a 'Getting started' section with five key metrics: Rejected invoices (0), Orders (0), Remittances (0.0 AUD), New orders (0), and Orders to invoice (0). Below this is a 'My widgets' section with four widgets: 'Purchase orders' (line chart showing a drop from \$28.5K in May to \$0 in Jun), 'Invoice aging' (bar chart showing \$31.6K in the 61-90 day range), 'Company profile' (donut chart showing 45% completed), and 'My leads' (empty state). On the right side, a 'Help Topics' sidebar is visible, with the 'Support' link highlighted in a red box. Other links in the sidebar include 'Documentation', 'What's new in Standard acc...', 'What is SAP Business Netw...', 'Introducing the new SAP Busin...', 'Introducing the new help ce...', 'Finding orders, invoices, an...', 'Adding payment tiles (2:48)', 'Discovering new insights', 'Common browser issues', 'How do I create an invoice?', 'I need help accessing a sou...', 'Why has my invoice or servi...', 'When will my invoice be paid?', 'How do I know which type o...', 'I need help connecting with ...', 'Purchase orders widget', and 'My leads widget'. A 'Feedback' button is also present at the bottom of the sidebar.



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