

SAP Ariba Help Center - Call

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Browse to the SAP Ariba Network Portal



SAP Business Network +	E ()	Browse to http://supplier ariba.com
Supplier Login	The start of something big	
User Name	Ariba Network is now part of SAP Business Network. Learn more about this first step in an exciting journey toward a unified, collaborative, and intelligent network.	
Password	Learn More	
Login		
New to SAP Purphers Natural?		
Register Now or Learn More	• • • • •	
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Navigate to the Ariba Help Center



SAP Business Network +	E @ 2
	Help Center
Supplier Login	The start of something big
User Name	Ariba Network is now part of SAP Business Network. Learn more about this first step in an exciting journey toward a unified, collaborative, and intelligent network.
Password	Learn More
Login	
Forgot Username or Password	
New to SAP Business Network? Register Now or Learn More	
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On the login page, go to Help, indicated by the icon in the top right corner and click on Help Center.



Go to the contact menu



P He	elp Cente	r Home				
ne Le	earning	Contact us 3				
			How can we help you?			
		0	Search knowledge base articles, documentation, and tutorials	٩		
			Try "cancel order", "email notifications", "user authorization"			
		Topics we recommen	id for you			
		Error: The username at Issue When trying to reg has already merged to a username by clicking Sig Registration Nov 26, 2020	nd password entered has already merged to another Ariba Sourcing user account jster for SAP Ariba Sourcing, the system displays the following error: The username and password entered inother Ariba Sourcing user account Resolution There are two solutions to this issue: Create an alternate gn Up through the event invitation. Your	Support Not	> e	
		What are some registra Question What are some presence can enhance y Identification Number (A	ation tips for Ariba Network Suppliers? e registration tips for Ariba Network Suppliers? Answer Proactively managing your company's Ariba Network your experience, prevent missed orders, and save money. The best practice is one supplier Ariba Network INID) for all buyers, have as few ANID's as possible across the	? FAQ	>	

3 Go to the tab header and click on Contact us.

Additional information

To access the SAP Ariba FAQ database, you can enter key words in the search bar.

Define your issue



Help Center C	ontact us				
e Learning C	ontact us				
og in to your ac	count.				
ogging in to your	account, you get access to persona	lized content and topics to get t	he right support, from the right t	eam, at the right time.	
you're unable to	o log in, tell us what you need he	lp with.			
4					
	දුදු		(?)		
		ъ	\bigcirc		
	Register on SAP Business Network	Reset my password	Forgot username	Unsubscribe	

Click on the icon relating to your query. In case your question isn't related to one of the four topics, we propose to still select a tile. You can specify your question later in a next step.



Define your issue



Help Center Contact us					
lome Learning Contact us					
1. Log in to your account.					
By logging in to your account, you get access to p	ersonalized content and topics to get the	right support, from the right tea	im, at the right time.		
					Lo
	e d he he with				
2. It you're unable to log in, tell us what you ne	ea neip with.				
	08	\bigcirc	\bigcirc		
	ĽŐ	~2	(\cdot)		
	Register on SAP Business	Reset my password	Forgot username	Unsubscribe	
	Network				
2 Chasse from the ontions below to continue					
What do you need help with?					
Register a new account Registration error	Login Find out if my company has a	n account Something else			
Which of the following errors are you experiencing?					
User already exists. Please enter a different usernam	e. DUNS number already exists	The username and password enter	ed has already merged to another Ari	ba Sourcing user account	
You must enter the username and password associat	ed with your account Ariba Network en	ror (ANERR) Something else			
What are you using SAP Business Network for?			-		
Transacting documents (purchase orders, invoices, e	c.) Participating in Sourcing events (R	FPs, auctions, bids, etc.)	rching for new business opportunities	Freight collaboration (tenderin	g, subcontracting, settlement, milestone reporting, etc.)

- In relation to what you have chosen in the previous step, questions will appear. Answer these questions to define your problem as accurately as possible.
- 6 Once completed, the button Contact us appears. Click on this button to go to the next step.

Additional information

In the next screen, you will be able to provide more context related to your issue. This is useful in case you couldn't select an appropriate topic.



Request a call



Home Learning Contact us			
			Recommendations*
Requested language of support: English Change?			Search
Note: If agents are unavailable to support in the language you	uve chosen, support will be provided with the assistance of a translation service.		⑦ How do I register a new account?
Tell us what you need help with.			() How do I register on SAP Ariba Sourcing?
Subject:	Register on SAP Business Network		⑦ How do I add a new customer?
Full description:	* Affected items, espected results, etc.		Error: "Your company has aiready connected with this buyer company usin different account and Ariba Network ID (ANID) message"
Attachment:			What is Business Network?
	Top Recommendations:		What are some registration tips for Ariba Network Suppliers?
	How do I register a new account?		O How do I register a free Standard account from an email invitation?
	How do I register on SAP Ariba Sourcing?		Error: "Please correct the fields marked in red" when registering
lease review your contact information for corre	ectness:		⑦ How does the funding partner decide the APR rate?
East renew your contact into mattern for conta			Why does the negotiation task email notification sent to suppliers does no the option to register for private suppliers?
Hist name: Last name:	•		
Username:			W How do I unsubscribe from Ariba notifications?
Company:			Field label changes in the vendor UI and vendor upload file
Email:	•		Error: "Based on the business information you entered, your company ma
Phone:	• 2		an existing account on Anda"
Extension:			Why do suppliers need to enter their revenue for SAP Supplier Financing
Confirm phone:	My phone number is correct.		I need help connecting with a customer
Ariba Network ID:			Ariba Invoice Status is not updated to REJECTED when Parked Invoice is
	You expressly agree and understand that your data entered into this system will be transformed to ARia, Inc. and the ARia hoted comparer systems (currently located primarily in the U.S.), in accordance with the SAP Arias Privacy Statement and applicable law.		rrom 3r4 Access to financing for suppliers in the Ariba Network via Apparent Finance SAP
			⑦ Error: "User already exists. Please enter a different username." while regis

- Complete the questionnaire with your details.
- 8 Click on One last step.

Additional information

On the right-hand side of the screen, you can consult recommended FAQ. It could be useful to review these before requesting a call-back or email.



Request a call

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Choose this contact method for the fastest resolution of your issue:	
Recommended	
Phone	
A support engineer will respond to your Service Request by phone.	
Estimated wait time in minutes: 2	
Do not record my phone call.	
Email A support engineer will respond to your Service Request by email.	

- Choose the preferred contact method. You can choose whether you want to be contacted by phone or email.
- Click on Submit to finish the process. You will be contacted by SAP Ariba shortly.

Additional information

For the fastest resolution of your issue, choose to be contacted by phone.





For additional information:

- Please consult our <u>SAP Ariba supplier zone</u>
- Reach out to your Umicore contact person
- Send an email to our <u>Ariba support team</u>



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