

# How to contact Ariba Customer Support

SAP Ariba 

*Lilly*

# ARIBA NETWORK SUPPORT



## CONTACTING ARIBA SUPPORT TEAM:

1. Go to the SAP Business Network
2. Click the  icon
3. Click Support
4. Go to "Contact Us"

### LILLY DOES NOT HAVE ACCESS OR VISIBILITY TO YOUR ARIBA NETWORK ACCOUNT

IF YOU NEED SUPPORT LOGGING INTO THE ARIBA NETWORK, ACCESSING YOUR ARIBA NETWORK ACCOUNT OR ARE FACING TECHNICAL ISSUES , YOU NEED TO CONTACT THE ARIBA SUPPORT TEAM DIRECTLY.

*To find out who your administrator is and how to contact that person, click your initials in the upper-right corner of your account and select **Contact Administrator**.*

The screenshot shows the SAP Business Network interface. Callout 1 points to the 'SAP Business Network' header. Callout 2 points to the help icon in the top right. Callout 3 points to the 'Support' button in the 'Help Topics' sidebar. Callout 4 points to the 'Contact us' button in the bottom navigation bar.

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5. Click on the "Register on SAP Business network" tile
6. Choose the option "Something Else" & "Participating in Sourcing Events"
7. At the bottom of the page select "Create a Case"
8. Fill in the details in both sections of the form and click on "One last Step"
9. Choose your preferred contact method & Submit

The screenshot shows the SAP Business Network support interface. Callout 5 points to the 'Register on SAP Business Network' tile. Callout 6 points to the 'Something else' button under 'What do you need help with?' and the 'Participating in Sourcing events' button under 'What are you using SAP Business Network for?'. Callout 7 points to the 'Create a Case' button. Callout 8 points to the 'Tell us what you need help with' form and the 'One last step' button. Callout 9 points to the 'Choose this contact method for the fastest resolution of your issue:' section, specifically the 'Phone' option.

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