

How to contact Ariba Customer Support

SAP Ariba 

Lilly

ARIBA NETWORK SUPPORT



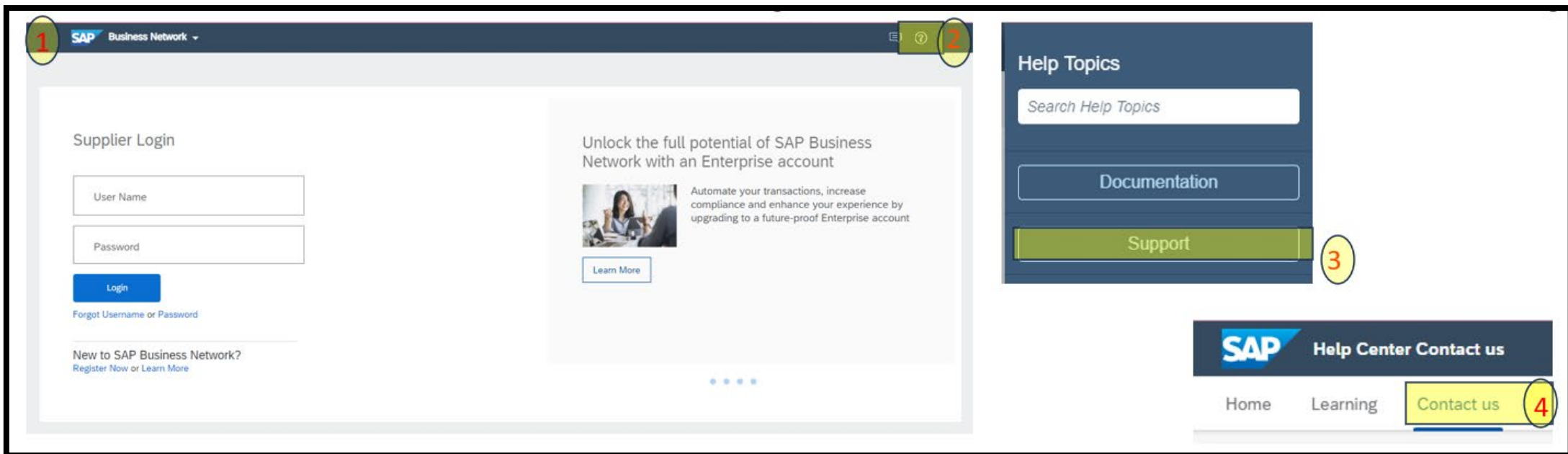
CONTACTING Ariba SUPPORT TEAM:

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 login page. 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 right navigation bar.

Supplier Login

User Name
Password
Login
[Forgot Username or Password](#)

New to SAP Business Network?
[Register Now](#) or [Learn More](#)

Unlock the full potential of SAP Business Network with an Enterprise account

 Automate your transactions, increase compliance and enhance your experience by upgrading to a future-proof Enterprise account
[Learn More](#)

Help Topics

Documentation
Support

SAP Help Center Contact us

Home Learning **Contact us**

ARIBA NETWORK SUPPORT



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 registration form fields, including 'Full description', 'Attachments', 'Top Recommendations', and contact details. Callout 9 points to the 'Choose this contact method for the fastest resolution of your issue:' section, which includes 'Phone' (recommended) and 'Email' options.

5. Register on SAP Business Network

3. Choose from the options below to continue.

What do you need help with?

Register a new account Registration error Login Find out if my company has an account **Something else**

What are you using SAP Business Network for?

Transacting documents (purchase orders, invoices, etc.) **Participating in Sourcing events (RFPs, auctions, bids, etc.)** Searching for new business opportunities

Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)

Can't find what you're looking for?

7. Create a Case

8. Tell us what you need help with.

Subject: Register on SAP Business Network

Full description: * Affected items, expected relationship: 3000 characters remaining

Attachments: 1

Top Recommendations:

- How do I register a new account?
- How do I contact SAP Business Network Customer Support as a supplier?

2. Provide your preferred contact details.

First name: * Last name: * Username: * Company: * Email: * Phone: * Extension: * Confirm phone: *

8. One last step

9. Choose this contact method for the fastest resolution of your issue:

☐ Recommended

Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 2

☐ Do not record my phone call.

Other methods you may choose:

☐ Email

A support engineer will respond to your case by email.

Lilly