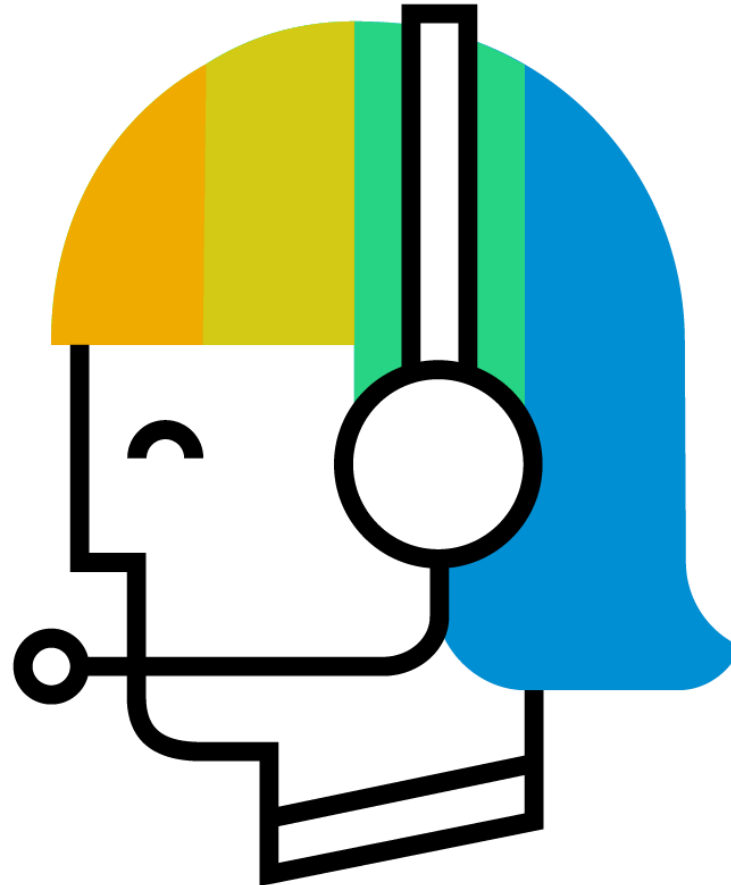


# How to Contact SAP Ariba Support Team



# How to Contact SAP Ariba Support Team



## Supplier Login

[Forgot Username or Password](#)

New to Ariba?  
[Register Now](#) or [Learn More](#)

On the **Supplier Login** page, enter your Username and Password and click the **Login** button



# How to Contact SAP Ariba Support Team

On the **Home** page, click the **Help** icon.

**SAP Business Network** Enterprise Account

Home Workbench Orders Fulfillment Invoices Payments Catalog

Orders and Releases All customers Exact match Order number

Overview Getting started

Metric	Value	Period
New orders	0	Last 31 days
Orders to invoice	0	Last 31 days
Rejected invoices	0	Last 31 days
Invoices	2	Last 31 days
Invoices pending approval	2	Last 31 days

My widgets All customers Customize

### Purchase orders

Last 3 months

€34.9K EUR

Value
€35K
€30K
€25K
€20K

### Invoice aging

€10.8K EUR

Value
€12K
€10K
€8K

### Company profile

50% Completed

Percentage
50%

### Download app

We are now mobile.

Available on the Google play

Available on the App Store

Feedback

# How to Contact SAP Ariba Support Team

The screenshot shows the SAP Business Network Enterprise Account interface. At the top, there is a navigation bar with the SAP logo, 'Business Network', and 'Enterprise Account'. Below this is a menu with options: Home, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Messages. A callout box with a green background and black text is overlaid on the main content area, stating: "The **Help Center** will be displayed. Click the **Support** button." The main content area features a dashboard with five key metrics: New orders (0), Orders to invoice (0), Rejected invoices (0), Invoices (2), and Invoices pending approval (2), all for the last 31 days. Below the dashboard is a 'My widgets' section with a 'Customize' button and a dropdown for 'All customers'. The widgets include 'Purchase orders' (€34.9K), 'Invoice aging' (€10.8K), and 'Company profile' (50% Completed). On the right side, there is a 'Help Topics' sidebar with a search bar and a list of topics. The 'Support' button is highlighted with a red border. The sidebar also includes a 'Feedback' button at the bottom.

**SAP Business Network Enterprise Account**

Home Workbench Orders Fulfillment Invoices Payments Catalogs Reports Messages

Orders and Releases All customers

**The **Help Center** will be displayed. Click the **Support** button.**

Overview Getting started

0 New orders Last 31 days

0 Orders to invoice Last 31 days

0 Rejected invoices Last 31 days

2 Invoices Last 31 days

2 Invoices pending approval Last 31 days

My widgets All customers Customize

Purchase orders Last 3 months

€34.9K EUR

Invoice aging

€10.8K EUR

Company profile

50% Completed

Download app

We are now mobile.

Google play

Available on the App Store

Help Topics

Search Help Topics

Documentation

**Support**

What's new in Enterprise ac...

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?

Feedback

# How to Contact SAP Ariba Support Team



## How can we help you?

on, and tutorials



ail notifications", "user authorization"

The **Help Center Home** page will be displayed. Click the **Contact Us** tab.

📧 Welcome to Help Center 2.0 >

### Topics we recommend for you

#### Coming May 21: New portal for Enterprise accounts

Welcome to the New Supplier Portal and Workbench Watch the video below to learn what's new for Enterprise account users . Click the icons to the right for additional videos! Note: Videos are only available in English, German, French, Italian, Chinese, Japanese, Spanish, and Portuguese Discovering new insights in the...



Article >

[View homepage](#) [Supplier workbench](#)

May 6, 2021

#### How do I create an invoice?

Question How do I submit an invoice? Answer First, you will need a trading relationship with your customer. Then, you will need to determine what type of invoice you are submitting. Please see the article " How do I know which type of invoice to create? " to



# How to Contact SAP Ariba Support Team



Start here to find your answer.

Enter your query in the **Search** field, and click the **Search** icon.

# How to Contact SAP Ariba Support Team



## How do I set up automatic invoicing for my account?

Question How do I set up automatic invoicing for my account? Answer First, review your customer's transaction rules to check if the Enable automatic invoice creation from receipts rule is enabled. If your customer has enabled this



FAQ  
Apr 1, 2021

## Invoice creation in ERP failed with error: Interval does not exist for object RF\_BELEG 0044 FBN1

Issue After upgrade to CI-9HF1 invoice creation fail with error as attached (it used to work for CI-8) Manual creation in ERP using Miro work properly. Missing invoices completely stop UAT test phase. Issue blocks project testing phase Error me



Support Note  
Feb 6, 2017

\*Powered by SAP Incident Solution Matching

## Choose from the options below to continue.

What do you need to do?

Create new invoice

Create credit memo

Raise another invoice against PO

Invoice was rejected

Edit and resubmit invoice

Receive payment

Something else

Scroll down to **What do you need to do?** section. Click the **Something Else** button to speak to a customer support representative.

# How to Contact SAP Ariba Support Team



## How do I set up automatic invoicing for my account?

Question How do I set up automatic invoicing for my account? Answer First, review your customer's transaction rules to check if the Enable automatic invoice creation from receipts rule is enabled. If your customer has enabled this



FAQ  
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Support Note  
Feb 6, 2017

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## Choose from the options below to continue.

What do you need to do?

Create new invoice

Create credit memo

Raise another invoice against PO

Invoice was rejected

Edit and resubmit invoice

Receive payment

Something else

The **Can't find what you are looking for?** pop-up will be displayed. Click the **Contact us** button.

Can't find what you're looking for?

Contact us

# How to Contact SAP Ariba Support Team



Requested language of support: English [Change?](#)

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject:\*

Full description:\*

Attachment:

Issue type:\*

Issue area:\*

PO/Invoice Number:

### Recommendations\*

- 
- [? How do I enable non-PO invoice creation in Guided Buying?](#)
  - [? BHP/ South32/ Sasol Enable/ Disable Automatic Invoice Creation from Receipt](#)
  - [? Invoice number assignments for automatically-generated invoices in automatic invoice creation from receipts flow](#)
  - [? How do I set up automatic invoicing for my account?](#)
  - [📄 Invoice creation in ERP failed with error: Interval does not exist for object RF\\_BELEG 0044 FBN1](#)

### Top Recommendations:

- [? How do I enable non-PO invoice creation in Guided Buying?](#)
- [? BHP/ South32/ Sasol Enable/ Disable Automatic Invoice Creation from Receipt](#)

Enter information in all fields marked with an asterisk (\*). Click the **One last step** button.

2. How does this impact your normal business processes?

- [? Why is the VAT ID field on my invoice not editable?](#)

**One last step**

# How to Contact SAP Ariba Support Team



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



Phone

A support engineer will respond to your Service Request by phone.

Estimated wait time in minutes: 146

Do not record my phone call.

Other methods you may choose:



You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.

Note: Pop-ups need to be enabled in your browser.

Select the contact method to resolve your issue.

# How to Contact SAP Ariba Support Team



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: 146

Do not record my phone call.

Other methods you may choose:



Live chat: [open](#)

You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.

Note: Pop-ups need to be enabled in your browser.

Click the **Submit** button. If you have selected **Phone**, you will receive a call from the SAP Ariba Support team within the estimated wait time.

Back

Submit

Cancel

# Thank you.

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