

Supplier Self Registration Guide

Last Updated on : 23/9/2021



Creating new Ariba account

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https://service.ariba.com/Sourcing.aw/124991007/aw?awh=r&awssk=

SAP Ariba

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

New to Ariba? [Register Now](#)

20% off Ariba Discovery Advantage

Join Ariba Discovery Advantage now to get unlimited responses to proven, qualified leads from buyers in an active buying cycle. One deal can pay for your subscription! Use code SOURCING2017A to receive 20% off.

[Learn More](#)

All suppliers interested in participating in RFX issued by Cathay Pacific must register on our eProcurement Platform - Ariba to receive the invitations.

Follow below steps to self register on Ariba:

1. Click on the link below/ copy & paste the URL into your browser
<http://cathaypacific.supplier.ariba.com>
2. On the following page, click on “Register Now”



If you already have an Ariba Account with another customer please jump to “Login with existing Ariba account” section on P.13.



Company information

3

Company Name: *

Country: *

Address: *

City: *

Postal Code:

* Indicates a required field

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

User account information

4

Name: *

Email: *

Use my email as my username

Username: *

Password: *

Language:

Email orders to: *

* Indicates a required field

[SAP Ariba Privacy Statement](#)

Must be in email format(e.g john@newco.com) ⓘ

Must contain a minimum 8 characters including letters and numbers. ⓘ

The language used when Ariba sends you configurable notifications. This is different than your web b...

Customers may send you orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

Ariba Network standard account is Free

Already have an account?

[Login](#)

Strengthen relationships

Collaborate with your customer on the same secure network.

Connect faster

Exchange documents electronically and streamline communications.

Reach more customers worldwide

Sign up with Ariba Discovery and increase sales leads.

[Learn more](#)

After registration download the SAP Ariba Supplier app from the Apple App Store or Google Play to your mobile device and manage customer orders on the go.

3. Fill in the required Company information

4. Fill in the User account information



The first account you enter here automatically becomes your company “Account Administrator”. It is suggested to be an general account that can be accessed by any of your company users in future. This is to ensure your company account continuity even if the current user has left the company or changed positions.

Tell us more about your business ▶

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.

By clicking the Register button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian federation.

- I have read and agree to the [Terms of Use](#)
- I have read and agree to the [SAP Ariba Privacy Statement](#)

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Register

Cancel

SAP Ariba 



Dear APD Test,

Thank you for registering your Ariba account. To complete the registration process we just need to verify your email address. Please click on the following link to confirm your address and complete all required profile fields of your company profile as specified by Cathay Pacific Airways.

[Click here to activate your Ariba account.](#)

If you are unable to launch a browser using this link, copy the link and paste it into the address bar of any of the supported Web browsers to form a single-line URL.

<https://service-2.ariba.com/Authenticator.aw/ad/confirmEmail?key=zHTQ52XFTmTQdvXVbilRpFPTRmY5Dbd&anp=Ariba&app=Sourcing>

After your registration process is complete, use the following URL to log in to your account:
<http://proposals.seller.ariba.com>

Sincerely,
The SAP Ariba Team
<https://discovery.ariba.com>

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5. Read the Ariba “Terms of Use” and “SAP Ariba Privacy Statement” by clicking on the links available. Then tick the boxes.
6. Click on “Register”
7. Once you complete the registration, an automated email will be sent to your registered email address to confirm the details.
8. Click on the link given in the email to activate your account.



Review duplicate Account

We noticed that your company may already register an Ariba Network account, please review the match results below, then:

- You can log in the account you are associated with
- Or, you can view the profile and contact the account administrator from there
- Or, if there is no match, you can [Continue Account Creation](#) and we will progress your registration
- Or, you can [Go back to previous page](#)

Match Based On

COMPANY NAME

E-MAIL ADDRESS

ADDRESS

CX Test Supplier

Updating...

Cathay City
Hong Kong
Hong Kong

20 search results found

SUPPLIER NAME	COUNTRY	STATE	DUNS	SUPPLIER ANID	ACTIONS
APD Test Supplier	HKG	-	-	AN01062490105	...
Cathay Pacific Airways	HKG	-	-	AN01022190993	...

- You maybe taken to the Review duplicate account page after you click “Register”. This is because a similar account has been found in the Ariba Network. You can either:

- A. Double check the results found. If any result is matched, contact the account administrator from Actions to add you as additional user to the existing account
- B. If no result is matched, you can simply click “Continue Account Creation” to proceed.

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SAP Ariba

Supplier Login

apd_login@cathaypacific.com

.....

Login

[Forgot Username or Password](#)

Changes to Ariba Network on May 21

Starting May 21st, Ariba Network will be part of SAP Business Network. You will see a new supplier portal and workbench. You'll also see SAP Business Network as the solution name on the login page and new portal pages.

[Learn More](#)

9. Enter the username and password as per previous setting and click “Login”

10. Once logged in, update the required information and click on “Save”

Ariba Sourcing

Company Settings APD User Help Center Logout

Company Profile

10

Save Close

Basic (3) Business (2) Marketing (3) Contacts Certifications (1) Customer Requested Additional Documents

* Indicates a required field

Overview

Company Name: * APD Test Supplier

Other names, if any:

NetworkId: AN01062490105 ⓘ

Short Description: ⓘ

Characters left: 100

Public Profile Completeness: 35%

- Short Description
- Website
- Annual Revenue
- Certifications
- D-U-N-S Number
- Business Type
- Industries
- Company Description
- Company Logo

(This is a non mandatory step, if you do not wish to provide this information you can simply click on “Close”)

Required Profile Fields

Your customer has requested that you complete the following information before they conduct business with you. Click Go to Company Profile and complete the required fields. After you provide the requested information, you can begin participating in events.

Required Profile Fields From Cathay Pacific Airways

11

Go to Company Profile >

11. On the next page click on "Go To Company Profile" Tab



12. Read and answer questions 1.2 and 1.3

13. Click on "Submit" once completed

Cathay Pacific Airways Requested Profile

* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer.

Status: Submitted by aribasystem at 03/02/2021 11:52 AM

Save as Draft Submit

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1 Cathay Pacific Representative

1.1 Who is the Cathay Pacific representative in touch with you for the supplier registration request?

2 Supply chain sustainability Standards

2.1 Our supply chain sustainability Standards stipulated in the Supply Chain Sustainability Code of Conduct describe our minimum requirements for,

- Legal and Regulatory compliance
- Not employing under-age workers
- Not employing forced labor
- Health and Safety in the workplace
- Protection for the environment
- Provision of proper compensation and appropriate working hours for employees
- Respect for employee rights and not discriminating against employees
- Sharing the Standards with sub-contractors
- Having high ethical standards
- Communicating openly and effectively with employees

2.2 Do you have a process which ensures that your own service providers and subcontractors meet Cathay Pacific's Supply Chain Sustainability Standards as stated in Q 1?

Answer * Yes

2.3 Do you agree to act in compliance with standards in Cathay Pacific Airways Limited Supply Chain Sustainability Code of Conduct as presented in the attached document? [References](#)

Answer * Yes

This completes the online registration process and Cathay Pacific will be notified of your registration.

You will be able to participate in the Cathay Pacific RFX events once your account is approved by Cathay Pacific.

Please go to the next pages if you need add more users to your account.



Adding new user account

The screenshot shows the SAP Ariba Spend Management interface for Cathay Pacific Airways. In the top right corner, there is a profile icon labeled 'AU' with a question mark. A dropdown menu is open, showing options like 'APD User', 'My Account', 'Link User IDs', 'Contact Administrator', 'Switch To Test ID', 'APD Test Supplier', 'ANID: AN01062490105', 'Standard account', 'Company Profile', 'Service Subscriptions', 'Settings', and 'Logout'. A second dropdown menu is open over the 'Settings' option, with 'Users' highlighted in a red box. A large green number '1' is in the top right corner, and a large green number '2' is in the center of the 'Users' option.

To add more users to your company account, follow below steps:

1. Click your profile icon from the top right corner
2. Click on “Users” under Settings

Before you create a user, you will need to create role for the user.

Role defines the kind of access levels you can assign to users in your organization.

For example, user 1 can have access to proposals and user 2 can be contract administrator.

The screenshot shows the 'Account Settings' page with the 'Manage Roles' tab selected. The page has tabs for 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'Application Subscriptions', and 'Account Registration'. Below the tabs are 'Manage Roles', 'Manage Users', and 'Manage User Authentication'. The 'Roles (1)' section includes a description: 'Create and manage roles for your account. You can edit the role and add users to a role. The Administrator role can be viewed, but cannot be modified.' There are 'Filters' for 'Permission' with a dropdown menu and 'Apply' and 'Reset' buttons. At the bottom, there is a table with columns 'Role Name', 'Users Assigned', and 'Actions'. The table contains one row: 'Administrator' with 'APD User' listed under 'Users Assigned'. A large green number '3' is in the bottom right corner, and a red box highlights a plus icon in the 'Actions' column.

3. To create the role click on the + icon from the Manage Roles tab.

Ariba Sourcing Company Settings ▼ APD User Help Center >> Log

Create Role Save Cancel

* Indicates a required field

New Role Information

Name: * **4**

Description:

Permissions

Each role must have at least one permission.
Upgrade your Ariba Network, standard account to an enterprise account to enable all permissions.

Permission	Description
<input type="checkbox"/> Payment Profile	Configure your payment profile
<input type="checkbox"/> cXML Configuration	Configure account for cXML transactions
<input type="checkbox"/> Company Information	Review and update company profile information
<input type="checkbox"/> Transaction Configuration	Configure account for electronic transactions
<input type="checkbox"/> ID Registration Access	Register unique identifiers, like email domains
<input type="checkbox"/> Create and manage postings on Ariba Discovery	Create postings on Ariba Discovery
<input type="checkbox"/> Respond to postings on Ariba Discovery	Respond to postings on Ariba Discovery
<input type="checkbox"/> Premium Membership and Services Management	Manage your premium service subscriptions
<input checked="" type="checkbox"/> Access Proposals and Contracts	View your organization's Ariba Sourcing events and Ariba Contract Management contracts, documents, and tasks. This permission grants access to the Proposals and Contracts properties. Individual users must be approved by Ariba Sourcing buyers before they can view or participate in events or contract tasks

5 Save Cancel

4. Type in "Proposals Reviewer" in the Name tab
5. Select "Access Proposals and Contracts" to grant permission
6. Click on "Save"

You have now created a role with access to Proposals and Contracts.

You can assign this role to users who will be responsible to submit proposals on behalf of your organization.

6

Account Settings Save Close

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration

Manage Roles Manage Users Manage User Authentication

Users (0)

Enable assignment of orders to users with limited access to Ariba Network. ⓘ

Filter

Users (You can only search on one attribute at a time)

Username +

Apply Reset

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	Actions
No items									

7. To create a new user click on the **+** icon from Manage Users tab.

8. Fill in the user details

9. Assign the role you have created to this user by selecting the role name

10. Click on "Done"

11. You can add multiple users by repeating the above steps.

Create User Done Cancel

Create a new user account and assign a role and if needed assign them to a business unit. Ariba will email a temporary password to the address provided for the new user account. The account information entered here will not be modifiable after you click Done. However, you can modify role assignments at any time.

New User Information

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Username: * ⓘ

Email Address: *

First Name: *

Last Name: *

Do not allow the user to resend invoices to the buyer's account. ⓘ

This user is the Ariba Discovery Contact ⓘ

Limited access ⓘ

Office Phone: Country Area Number

Role Assignment

<input type="checkbox"/>	Name	Description
<input checked="" type="checkbox"/>	Proposals Reviewer	

9

Create Role

Customer Assignment

Assign to Customer: All Customers Select Customers

By entering this personal data, you acknowledge that you have authority to allow transfer of this personal data to Ariba for processing in the Ariba systems (hosted in various data centers globally) in accordance with the [SAP Ariba Privacy Statement](#), the service agreement between your company and Ariba, and applicable law, and, if applicable, that any personal data from Russian citizens has been stored by your organization in a separate data repository residing within the Russian federation.

10 Done Cancel



If any user is added post the approval of your organization, you will have to notify your Cathay Pacific contact to approve the new user before they can access the RFX events.



Login with existing Ariba Network account

Login with existing Ariba Network account



-
- This is only applicable to supplier who already has an Ariba Commerce Cloud, Ariba Discovery or Ariba Network account.
 - You should have used the same account to connect with other customers before.
 - An Ariba Network ID (ANID) number should be in place.

Supplier Login

User Name
Password

Login

[Forgot Username or Password](#)

New to Ariba? [Register Now](#)

2

20% off Ariba Discovery Advantage



[Learn More](#)

Join Ariba Discovery Advantage now to get unlimited responses to proven, qualified leads from buyers in an active buying cycle. One deal can pay for your subscription! Use code SOURCING2017A to receive 20% off.



If you already have an Ariba Account with other customers follow below steps:

1. Click on the link below/ copy & paste the URL into your browser <http://cathaypacific.supplier.ariba.com>
2. Click on “Register Now”
3. Click on the “Login” Tab
4. Fill in your existing user name and password
5. Click on “Continue”

Register

To do business with Cathay Pacific Airways on Ariba, you need an Ariba Commerce Cloud account. [What is the Ariba Commerce Cloud?](#)



Register

Cancel

If you already have an Ariba Commerce Cloud, Ariba Discovery or Ariba Network account, click here to log in

Login

3

Enable your Ariba Commerce Cloud account to access Cathay Pacific Airways

To do business with Cathay Pacific Airways, use your Ariba Commerce Cloud account. [What is the Ariba Commerce Cloud?](#)



4

Username:
Password:

[Forgot Username](#)
[Forgot Password](#)

5

Continue

Cancel

CATHAY PACIFIC AIRWAYS

Required Profile Fields

Your customer has requested that you complete the following information before they conduct business with you. Click [Go to Company Profile](#) and complete the required fields. After you provide the requested information, you can begin participating in events.

Required Profile Fields From Cathay Pacific Airways

6

Customer Requested Fields

[Go to Company Profile >](#)

Company Profile

Business (2)

Required field

Customer List

Pacific Airways

Cathay Pacific Airways Requested Profile

* Indicates a required field

Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer.

Status: Submitted by aribasystem at 15/09/2017 11:26

[Save as Draft](#) [Submit](#)

Changes you make below may be subject to approval before they are accepted.

Question

▼ 1 Supply chain sustainability Standards

1.1 Our supply chain sustainability Standards stipulated in the Supply Chain Sustainability Code of Conduct describe our minimum requirements for,

- Legal and Regulatory compliance
- Not employing under-age workers
- Not employing forced labor
- Health and Safety in the workplace
- Protection for the environment
- Provision of proper compensation and appropriate working hours for employees
- Respect for employee rights and not discriminating against employees
- Sharing the Standards with sub-contractors
- Having high ethical standards
- Communicating openly and effectively with employees

1.2 Do you have a process which ensures that your own service providers and subcontractors meet Cathay Pacific's Supply Chain Sustainability Standards as stated in Q 1?

Answer * Unspecified ▾

1.3 Do you agree to act in compliance with standards in Cathay Pacific Airways Limited Supply Chain Sustainability Code of Conduct as presented in the attached document? [References](#)

Answer * Unspecified ▾

[Save as Draft](#) [Submit](#)

Save Close

Public Profile Completeness %

Part Description

Website

Annual Revenue

Certifications

HS-N-S Number

Business Type

Industries

Company Description

Company Logo

Share Your Public Profile

Click here to get your Ariba badge.

Find us on Ariba Network

View Public Profile

File Visibility Settings

6. On the next page click on “Go To Company Profile” Tab
7. Read and answers questions 1.2 and 1.3
8. Click on “Submit” once completed

This completes the online registration process and Cathay Pacific will be notified of your registration.

You will be able to participate in the Cathay Pacific RFX events once your account is approved by Cathay Pacific.



Change Account Administrator

Change Account Administrator



- Your account administrator performs account setup and maintenance task
 - Add or delete users
 - Assign roles
 - Reset passwords
- Importance of having an active administrator account
 - Easily maintain supplier profile anytime;
 - without the help from Ariba Support or Cathay Pacific;
 - to avoid delay in participating RFX event
- Plan ahead to change the administrator if the user plans to leave company or take on a different role

How do I access and change the former administrator's account?

A. If the account administrator is **still with your company:**

- they can [reassign](#) the administrator account to another user or [change](#) their user information to a different person.

B. If the account administrator is **no longer with your company, but you have access to the registered email:**

- Use the Password link on the Supplier Login page to request a password reset.
- After accessing the account, you can transfer the account administration role or reassign the administrator account to a new person by following the scenario A steps.

C. If the account administrator is **no longer with your company and there is no access to the email address:**

- contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address.
 - Cathay Pacific representative is able to provide the above information.

Ariba reference article: <https://support.ariba.com/Item/view/82428>

Scenario A: account administrator still with your company



A. If the account administrator is still with your company:

- they can [reassign](#) the administrator account to another user or [change](#) their user information to a different person.

Reassign	Change
<p>To transfer the administrator role to an existing user in an Ariba Network supplier account:</p> <ol style="list-style-type: none">1. Click [user initials] in the upper-right corner of the application.2. Click Settings>Users3. Click the Manage Users tab.4. To the right of the user you would like to select, click Actions > Make Administrator. <p>Here you will select a new role for your account because the administrator role is being transferred to an existing user.</p> <ol style="list-style-type: none">1. Select a Role for your own username and click Assign.2. Click OK to transfer the account administrator role. <p>To update the administrator account information:</p> <ol style="list-style-type: none">1. Click [user initials] in the upper-right corner of the application, and select My Account.2. Update this page with the new administrator information. Remember to change the following:<ul style="list-style-type: none">◦ Username◦ User's full name◦ User email◦ Contact information3. Click Save.	<p>To update the email address, username, contact information, preferred language, time zone, or currency on your account:</p> <ol style="list-style-type: none">1. Click [user initials] in the upper-right corner of the application.2. Select My Account.3. Edit any fields as needed.4. Click Save. <p>If you update your email address, be sure to click the link in the confirmation email sent to the new email address.</p> <p>Additional Information</p> <p>Usernames are unique and cannot be used multiple times. They also need to be formatted like an email, but do not need to be a valid address. For example, if your username of test@ariba.com was not accepted, try test1@ariba.com.</p> <p>Please keep in mind that usernames are case sensitive. For example, Test@ariba.com will be different from test@ariba.com.</p> <p>You may also want to consider checking your account notification settings to be sure that the correct email is being used.</p>

Scenario B: account administrator not with your company but you have access to the email



B. If the account administrator is no longer with your company, but you have access to the registered email:

- Use the Password link on the Supplier Login page to request a password reset.
- After accessing the account, you can transfer the account administration role or reassign the administrator account to a new person by following the scenario A steps.

SAP Ariba 

Supplier Login

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

Scenario C: account administrator not with your company and you have no access to the email



C. If the account administrator is no longer with your company and there is no access to the email address:

- contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address (please obtain the information from Cathay Pacific representation if you do have the required information)
- Please refer next section to contact Ariba Support.



If the administrator has already left the company or changed positions which you have no access to the registered email, you **must contact Ariba Customer Support to proceed. This may take up to several weeks to complete (subject to Ariba Support lead-time). Contact information can be found in next “Ariba Help Center Support” section.**

Ariba reference article: <https://support.ariba.com/item/view/174605>



Ariba Help Center Support

Ariba Help Center Support



SAP Ariba Proposals & Questionnaires

SAP Ariba

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

Buyers are looking for new suppliers

Use code SAPARIBA2020

To help the world's businesses continue to run at their best, we're waiving the fee for suppliers to respond to SAP Ariba Discovery posts. Use code SAPARIBA2020 to respond to your matched leads today.

[Learn More](#)

Supported browsers and plugins

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[SAP Ariba Privacy Statement](#) [Security Disclosure](#) [Terms of Use](#)

- SAP Ariba Customer Support is able to provide answers to the most common questions immediately without the need of engaging Customer Support.

1. Click the question mark icon to display the **Help Center**

Ariba Help Center Support



- On the right-hand panel you will find common issues related to the page you are on.
2. Access the **Help Center** by clicking **Support** in the bottom right corner, next to the headset icon.



Ariba Help Center Support



3

3. Enter a brief description of your question or issue in the **I need help with** field. Then click **Start**.

- You can improve your search results by searching for only the most important words. Search strings of three or fewer words tend to return better results than longer phrases or sentences. As you type, you begin to see suggested searches to run. Click one of the suggested searches or enter your own search term.

Ariba Help Center Support



4

Ariba Exchange User Community

Search...

[Home](#) | [Learning](#) | [Support](#)

Support Center

I need help with

- [FAQ](#) Error: The username and password pair you entered was not found
- [FAQ](#) Error: "The username and password entered has already merged to another Ariba Sourcing user account"
- [How to retrieve usernames](#)
- [FAQ](#) Where is my password reset email?
- [FAQ](#) Error: "User already exists. Please enter a different username."

◀ 1 2 3 ... 8 ▶

Contact SAP Ariba Customer Support

Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.

Did you receive the error "The username and password pair you entered was not found" or have you forgotten your password?

Common Troubleshooting Tags

- [Event content](#) [Search invoices](#) [My account](#)
- [Invoice rejection messages](#) [Event participation](#)
- [Sourcing event for suppliers](#) [Registration](#)
- [Standard accounts](#) [Supplier account login](#)
- [Account navigation](#) [Browser configuration](#)
- [My account settings](#) [Contact account administrator](#)
- [View homepage](#) [Company profile](#)

SAP Cloud Trust Center

Information and latest notifications about product issues and planned downtime.

[Check status](#)

4. Search results will be populated. See if you are able to find a solution.

Ariba Help Center Support



Ariba Exchange User Community

Search...

Home | Learning | Support

Support Center

I need help with

5

6

Common Troubleshooting Tags

- Event content
- Search invoices
- My account
- Invoice rejection messages
- Event participation
- Sourcing event for suppliers
- Registration
- Standard accounts
- Supplier account login
- Account navigation
- Browser configuration
- My account settings
- Contact account administrator
- View homepage
- Company profile

SAP Cloud Trust Center
Information and latest notifications about product issues and planned downtime.
[Check status](#)

Contact SAP Ariba Customer Support
Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.

Did you receive the error "The username and password pair you entered was not found" or have you forgotten your password?

Did you receive the error "Your account is locked? Try again later..."?

Do you need to access your company's Ariba Network account?

Can't find what you are looking for? Let us help you.
Choose your communication preference:

- Get help by email
- Get help by phone** Estimated wait in minutes for non-bidding call: 2
- Attend a live webinar

- If prompted, respond to any **Yes** or **No** questions under **Contact Ariba Customer Support**.
- If you were unable to find a solution, you'll be presented with the contact methods (email, phone and live webinar). **To receive call, click Get help by phone.**

Ariba Help Center Support



7

Ariba Exchange User Community

Search...  Home | Learning | Support

SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Details: *

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Requested Language: English [Select a different language from the Home tab.](#)

Phone: * Extension:

Confirm Phone Number: *

My phone number is correct.
 Do not record this phone call.

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [Ariba Privacy Statement](#) and applicable law.

* I agree

* Required Fields

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7. Complete all required (*) fields. If you need assistance with a sourcing event ending in the next 60 minutes, please click **Yes** under the **Do you require assistance bidding in an event that closes within the next 60 minutes?** question in the call request web form.

8. Click **Submit**.

- **A confirmation screen will appear once your request has been submitted and will provide you with an estimated wait time.**

You can also use the above steps to get live chat (when available) and email support.

Ariba Help Center Support: Additional Information



If you would like to request a follow up to your original submission, please follow the steps below:

- Once in the Support Center, click the title of your service request underneath **My Open Service Requests**.
- Next to **Request a follow up**, click your preferred contact method.

