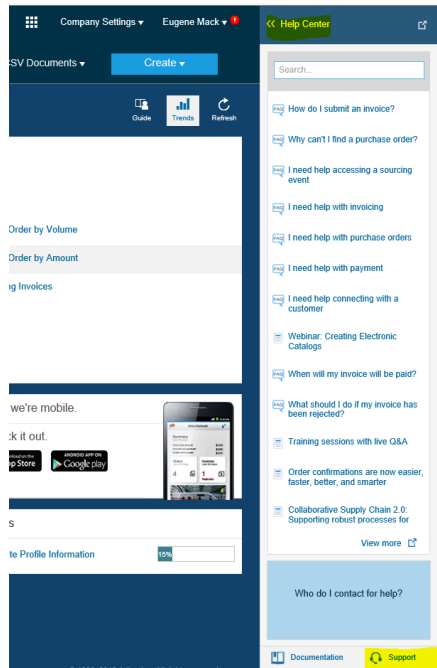
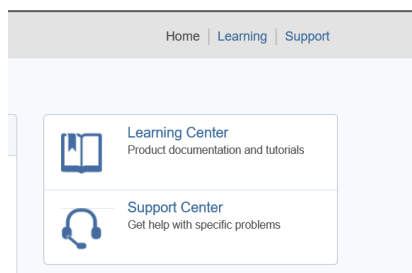


How to Interact with Ariba Support – Supplier’s Guide

- Whether you are an Ariba Collaborative Supply Chain user or a Storeroom Supplier following actions are recommended upon encountering an issue:
  - Contact Ariba Support by Clicking the Help link in the Ariba main screen (Home screen):
  - Customer Support Callback Feature- Have a representative from Ariba Customer Support contact you to assist with troubleshooting.



- You will be pointed to “Ariba Exchange User Community” Page. This is the knowledge repository for Ariba solutions suite. You can browse for finding answer to your issue OR raise a service request by clicking Support Center link (Get help with specific problems), top right screen:



- Once you click on support Center you will be pointed to the “I need help with..” screen. Once you fill in the brief detail of your specific problem, click on Start, you will be pointed with the two options of contact channels, as below:



### Support Center

I need help with

There are no matching documents. Try different, fewer, or more general keywords.

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: 9

- Either of the two channels should provide you with a Service Request ID – also known as a registration number for the specific issue raised;
- We recommend you also share the service request ID with your Stryker contact
- We encourage you to contact Ariba Support directly. Based on our monitoring process enabled, should the issue you encounter be triggered by Stryker, we should be able proactively to manage it and inform you of such event. Else, the transmission between SAP Ariba and your System is Stryker monitored as we do not have the right level of visibility;

#### Extra Details:

- **Call Back feature**-A response from the Support specialist may take up to 24 hours (Estimated Response Time Listed)
- It is recommended to ensure [customer\\_support\\_sr\\_update@sap.com](mailto:customer_support_sr_update@sap.com) email is added to the Safe Sender list so that response emails are reaching your Spam folder;
- Always provide your Ariba Network ID – AN\*\*\*\*\* - unique identifier in Ariba System;
- Be as specific and descriptive as possible, provide all details of the issue and always provide your accurate contact details;