



SAP Ariba 

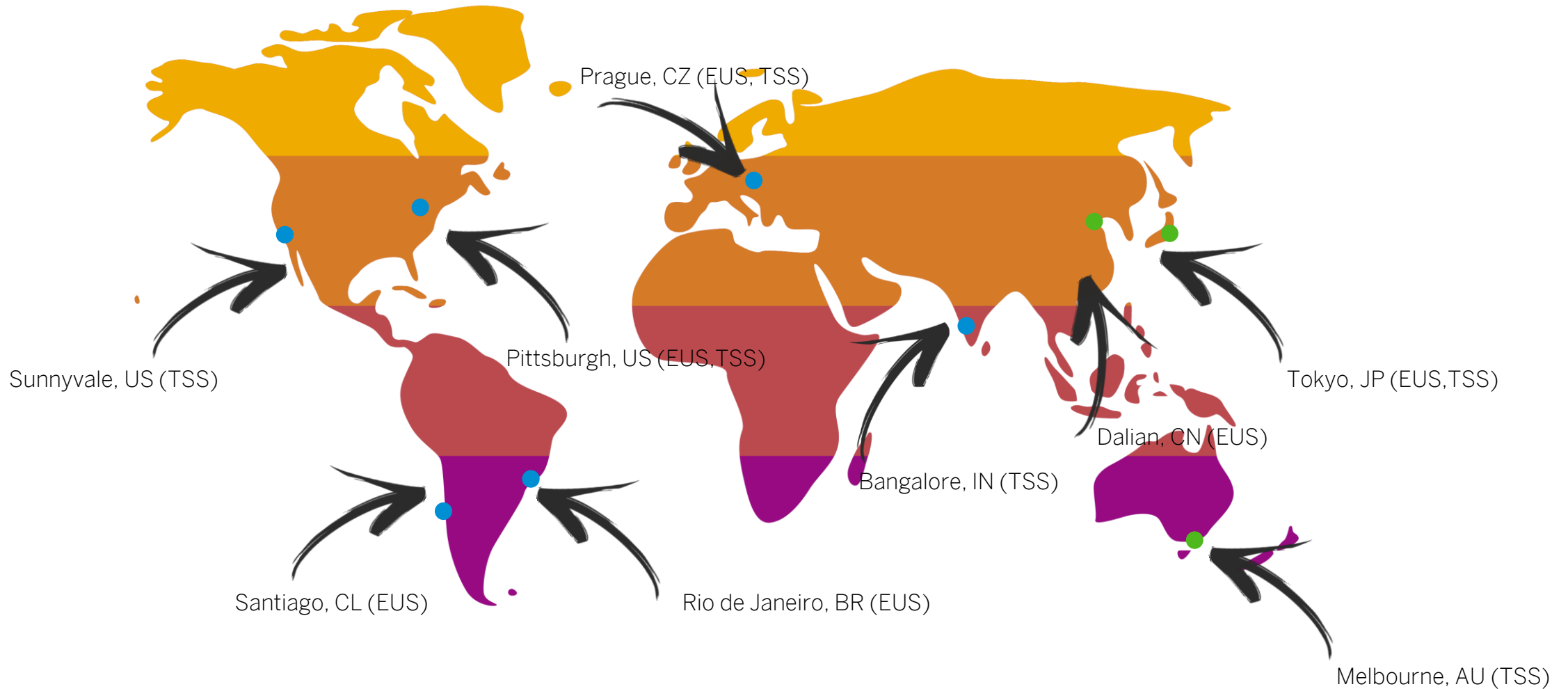
Maximize Your Experience with SAP Ariba Customer Support

Zuzana Kiselova, SAP Ariba
August 2018

PUBLIC

Our global presence. All support centers

- Customer support center
- Customer support office
- EUS End user support
- TSS Technical support services



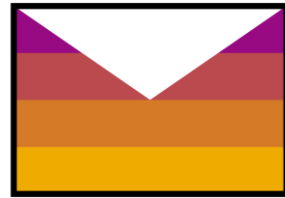
How can I contact SAP Ariba Customer Support?

Contacting us is easier than ever before.



Phone Support Your time is precious to us

Click to call is available to all end-users of SAP Ariba solutions. No more waiting in lines. First available specialist will call you back. We support you in 24 languages.



Web Form Get support over e-mail

Ask your questions over email. Web form is a support provided to all customers via Help Center.



Live Chat A smart way of supporting suppliers

Suppliers can chat in English, Spanish, Chinese, French and Portuguese. Accessible via Help Center.

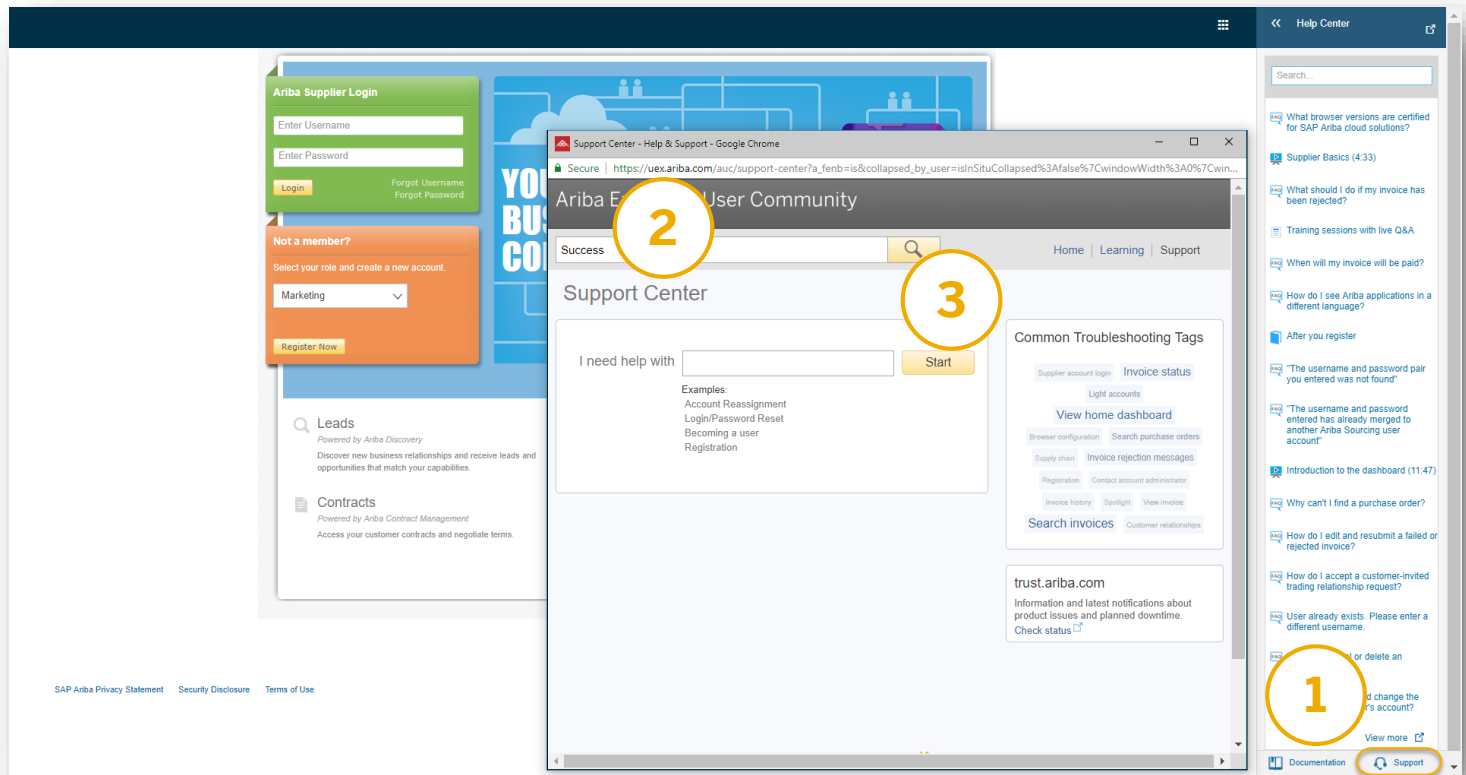


Supplier Success Sessions webinars Watch & Learn

[3S sessions](#) with live Q&A focused on Registration, Light Account, Invoicing and Participating in an RFI/RFP. Join Supplier Success Sessions webinars and become a pro.

Support for you and your business. Find the best solution for you!

Find responses to your questions quickly and easily. Navigate [here](#) to find the solution. **Easily, quickly, efficiently!**



1. Click on the Support icon in the bottom, right-hand corner to enlarge the window. |
2. Type in the topic that you are interested in. |
3. Hit the Search icon and enjoy articles and product documentation related to your questions.

Support for you and your business. Talk, write, watch. In 3 steps.

Are you interested in more topics? We have you covered! Start [here](#) and click on the Support icon in the bottom, right-hand corner.

1 Exchange User Community

2 Exchange User Community

3 Exchange User Community

Click on **Support Center** to find answers.

Type in the topic that you are interested in.

Select the communication channel that suits you the most. Attend a live webinar for the best results.





When you want to know more than you searched for, contact us! It has never been easier.

- We provide assistance with navigational and functional questions
- If you have any business-specific support questions (such as “When will my invoice be paid?” or “When will the winner for the event be announced?”) you may have to **contact your customer** to find the right answer.

Talk with us or chat with us. In real time.

Can't find what you are looking for? Let us help you.

Choose your communication preference:

-  Get help by email
-  **Get help by live chat**
-  **Get help by phone** Estimated wait in minutes: 2
-  Attend a live webinar





Decided to talk with us over the phone?
Click on **Get help by phone** and fill in the form with your information.

Fill in the phone number in the correct format so that it is possible to dial it without editing it.

Make sure there is no additional '0' between the country code and the number and that the number is in the "ready-to-be-dialed" format.

Can't find what you are looking for? Let us help you.

Choose your communication preference:

-  Get help by email
-  **Get help by live chat**
-  Get help by phone Estimated wait in minutes: 2
-  Attend a live webinar

Do you wish to chat with us?
To display the **Get help by live chat** option you have to log in to your SAP Ariba Commerce Cloud account.

Fill in the form and click on Start Chat.

A perfect message. The best way to create a service request.

Once you decide to contact us via email and **submit a service request**, this is what you should think of when creating it.

Short Description: This field should contain a brief overview of the question that you have.

Example: Unable to find event Doc1234567 from SAP Ariba

Problem Type: Select the most suitable area.

Example: Event Participation

Details: Please provide as much information as possible. **Also provide a step-by-step description of your actions.**

For fast resolution, please include all relevant details in your case.

- A detailed description of the issue including full navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to replicate the issue.
- Attach screenshots or recordings of the issue. If possible also attach an invitation email.

Example: I received an invitation from SAP Ariba to participate in event Doc1234567. Steps to reproduce: 1. Click on the URL in the invitation email (the invitation email attached) 2. Then I log in with my credentials

3. And I have an error message on the screen "You must enter the username and password associated with your account" (Screenshot attached). My username is: user@company.com

Document or Event #: When you are invited to participate in an event provide the "Doc" number of that event.

Company that invited you: Provide the name of the company that invited you to participate in the event.

PO/Invoice Number: If you are transacting or are about to transact with your customer, please fill in the invoice or PO number in question.

Fill in all your contact information in the section below.

Make sure your telephone number is correctly populated.

Watch videos and learn about SAP Ariba.

3S sessions designed for you to become a pro.

1

Can't find what you are looking for? Let us help you.

Choose your communication preference:

- Get help by email
- Get help by live chat
- Get help by phone Estimated wait in minutes: 2
- Attend a live webinar

2

SAP Ariba Success Sessions Presented By: SAP Ariba Customer Support

Quick Tip

Coming Up Next

3

AP Ariba Success Sessions Presented By: SAP Ariba Customer Support

How to SAP Ariba? Register for these webinars and access with live chat. Topics include registration, log accounts, actions, and more.

Registration

First Name:

Last Name:

Work Email:

Phone:

Company:

Job Title:

Country:

Registration Code:

Phone Number:

Security:

*Required Fields

Are you new to SAP Ariba, or do you want to improve your existing knowledge? Watch Supplier Success Sessions webinars and become a professional. Learn how to use SAP Ariba to get the best out of it for you and your business.

Select a video that you would like to watch and complete the form. "On Demand" videos can be watched immediately after filling in the form.

Need a buyer's helping hand?

Where to find the information on how to contact your customer.

When you are transacting with your customer on Ariba Network and when you have questions like “When will my invoice be paid?” or “Why was my invoice not paid yet?” you need to contact your customer.

You can find useful information on the Supplier Information Portal where you can get answers to your questions.



1. Log in to your SAP Ariba Commerce Cloud account and navigate to the Ariba Network module
2. Click on 'Company Settings' in the top, right-hand corner
3. Click on 'Customer Relationships' from the drop-down menu
4. Locate the customer for whom you have questions in the 'Current' section and see if they have created the 'Supplier Information Portal'
5. If so, click on 'Supplier Information Portal'. This will open the portal.



Customer Satisfaction Survey (CSAT). Let us know what you think.

After an interaction with an SAP Ariba Customer Support specialist you will be able to provide feedback and rate your interaction.

- Survey combines rated questions (1-10; 10 highest) and open-ended questions.
- Please use the overall satisfaction question to rate your interaction with the particular specialist.
- If you have any other feedback related to SAP Ariba itself, any comment that you would like to share with us, please use comment box “6. Please use the following space to add any further feedback related to the SAP Ariba site or product that we can pass along for you.”

SAP Ariba  

SAP Ariba Customer Support Satisfaction Survey
A Commitment to Serving You Better

Deutsch | Español | English | Francais | Italiano | 日本語 | Português | Русский | 普通话 | 繁體中文



SAP Ariba Customer Support strives for consistent quality, responsiveness, and clear communication for every service request. Your feedback is an important factor in helping the Customer Support team continuously improve service to our customers. Thank you for taking a few minutes to help us better serve you.

Please provide feedback about your recent experience with SAP Ariba Customer Support. Your service request information appears below.













Your Service Request Details

Service Request #:	00202837650000710282015
Opened Date:	06 Apr 2015
Support Agent:	Jeffrey Wilkowskii
Brief Description:	Jeff Testing Internal

1. For this Service Request, how satisfied were you with SAP Ariba Customer Support?
In the scale below, 1 is Poor, and 10 is Excellent.

	Poor	1	2	3	4	5	6	7	8	9	10	Excellent
Overall Satisfaction.		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

2. For each following statement, please rate your experience with SAP Ariba Customer Support for the previously identified Service Request.
In the scale below, 1 is Poor, 10 is Excellent, and N/A is Not Applicable.

	Poor	1	2	3	4	5	6	7	8	9	10	Excellent	N/A
Initial speed of answer/response was timely.		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="checkbox"/>
Support representative demonstrated product knowledge/competence.		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="checkbox"/>
Support representative communicated the status of my issue at each stage.		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="checkbox"/>
Support representative provided a resolution/workaround in a timely manner.		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="checkbox"/>
Resolution/workaround provided was relevant, affective, and easy to understand.		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="checkbox"/>
Support representative was courteous and professional.		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="checkbox"/>

FAQ. You ask, we answer.

SAP Ariba Commerce Cloud **General Questions**

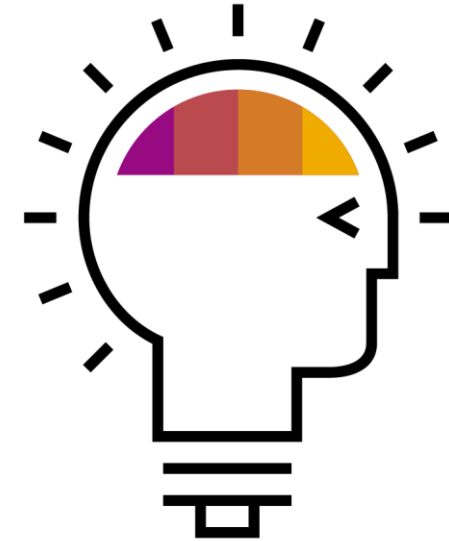
I am new to Ariba. How do I find...? [Click here](#) to find out.
What browser versions are certified for SAP Ariba cloud solutions? [Click here](#) to find out.
SAP Ariba technical requirements. [Click here](#) to find out.
Why can't I get emails from SAP Ariba? [Click here](#) to find out.

Ariba **Network**

Do I have to pay to use SAP Ariba? [Click here](#) to find out.
You've submitted an invoice. Now what? [Click here](#) to find out.
When will my invoice will be paid? [Click here](#) to find out.
Why can't I find a purchase order? [Click here](#) to find out.
For more frequently asked questions [click here](#).

SAP Ariba **Sourcing**

Why can't I find an event? [Click here](#) to find out.
How do I participate in my buyer's event using an email invitation? [Click here](#) to find out.
Why can't I access my event through the invitation? [Click here](#) to find out.
What to do with a "You must enter the username and password associated with your account." message. [Click here](#) to find out.



SAP Ariba Customer Support in Numbers

460.000+
service
requests
handled in 2017

88% of all SRs
handled by
Customer
Assistance
resolved on
Initial Contact

24x7 support
for P1 SRs
24x5 support
for P2, P3 and
P4

2 Industry
recognition
awards

400+ Team
Members

8.73 Overall
Customer
Satisfaction ,
2017

25.000+ live
auctions
monitored
yearly



Thank you.

Contact information:

Zuzana Kiselova

Team Lead | Customer Support

SAP Metronom Office | Prague | CZ