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Business Services

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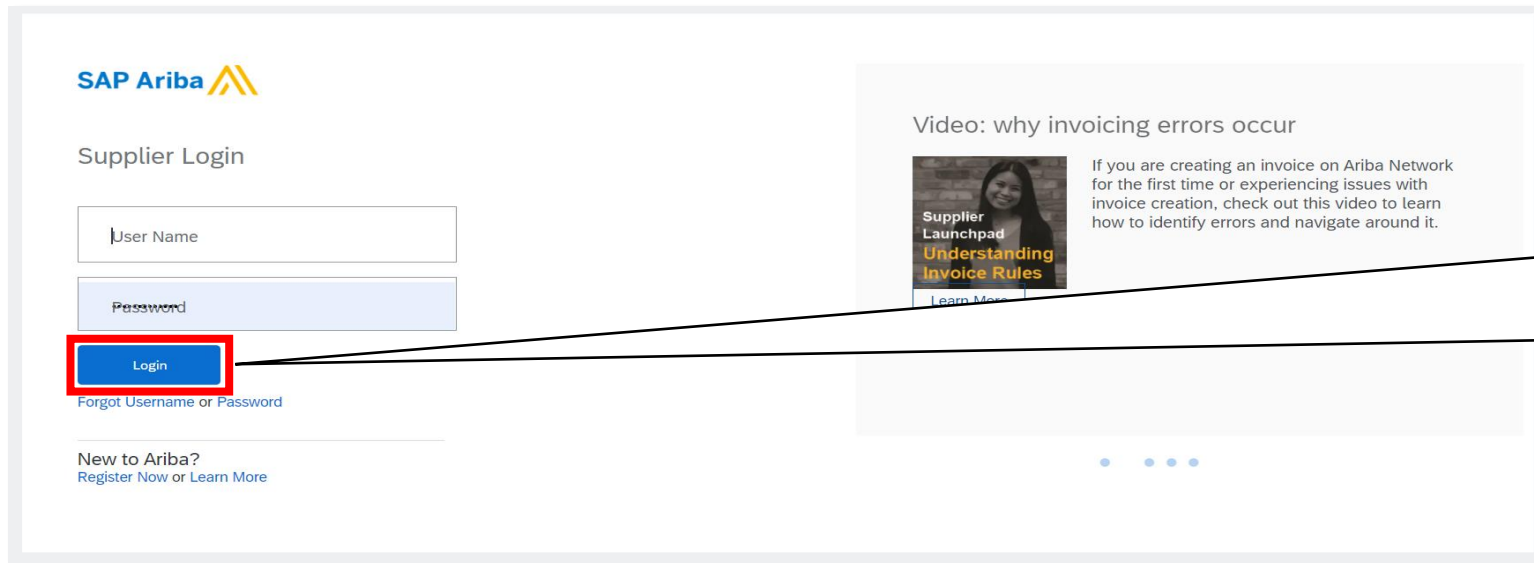
- with excellence

# SAP ARIBA SUPPORT GUIDE

# CONTENT

1. Login to your account
2. Request support

# 1. LOGIN TO YOUR ACCOUNT



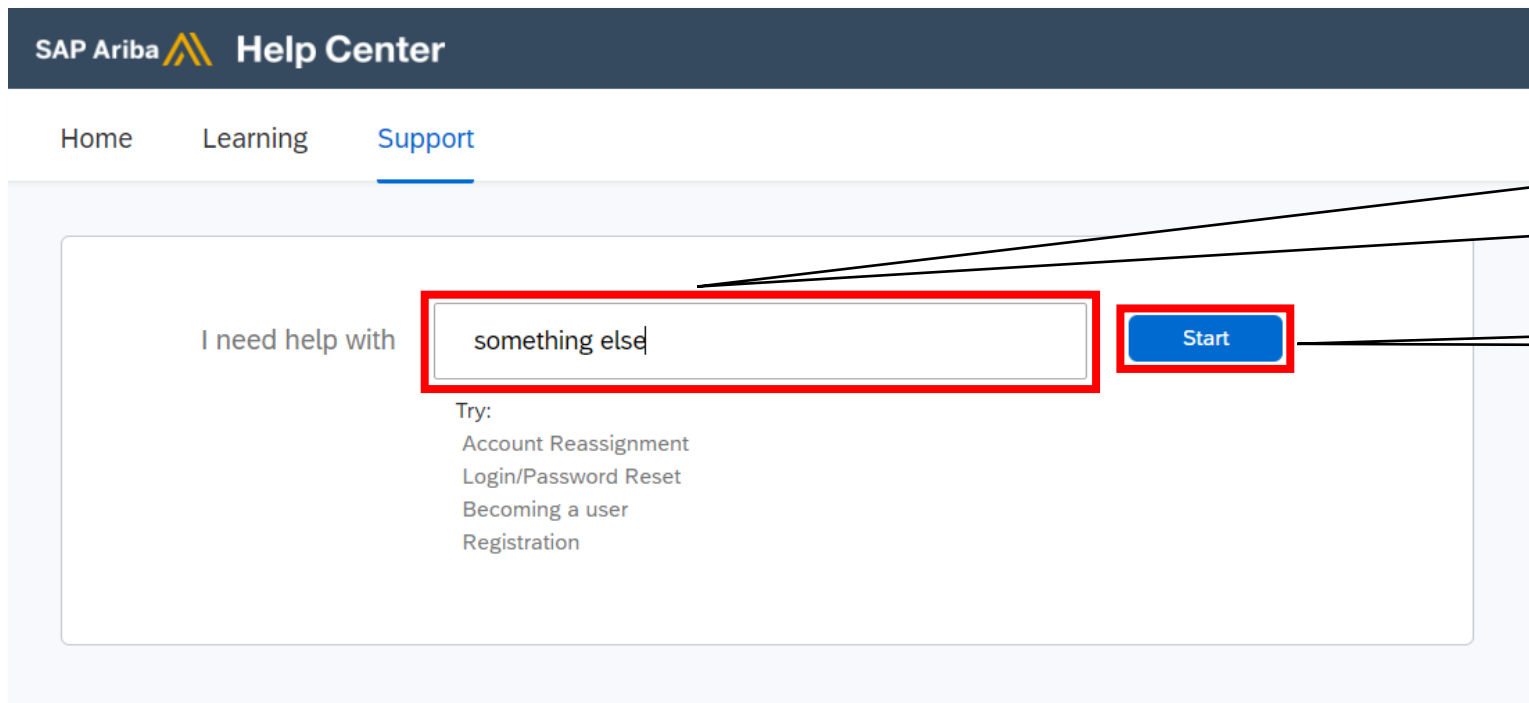
Go to this website :  
<https://service.ariba.com/Supplier.aw/125017090/aw?awh=r&awssk=mrC2HSKZ&dard=1>  
and enter your login credentials, then click "Login".

# 2. REQUEST SUPPORT

The screenshot shows the SAP Ariba Network interface. On the left, there is a 'Supplier Login' section with fields for 'User Name' and a password field, a 'Login' button, and links for 'Forgot Username or Password' and 'New to Ariba? Register Now or Learn More'. The main content area features a 'Respond to leads for free' announcement with a 'Learn More' button. On the right, there is a 'Top 5 FAQs' section with a list of questions and a 'View more' link. At the bottom right, there is a navigation bar with 'Documentation' and 'Support' buttons. The 'Support' button is highlighted with a red box.

Click "Support".

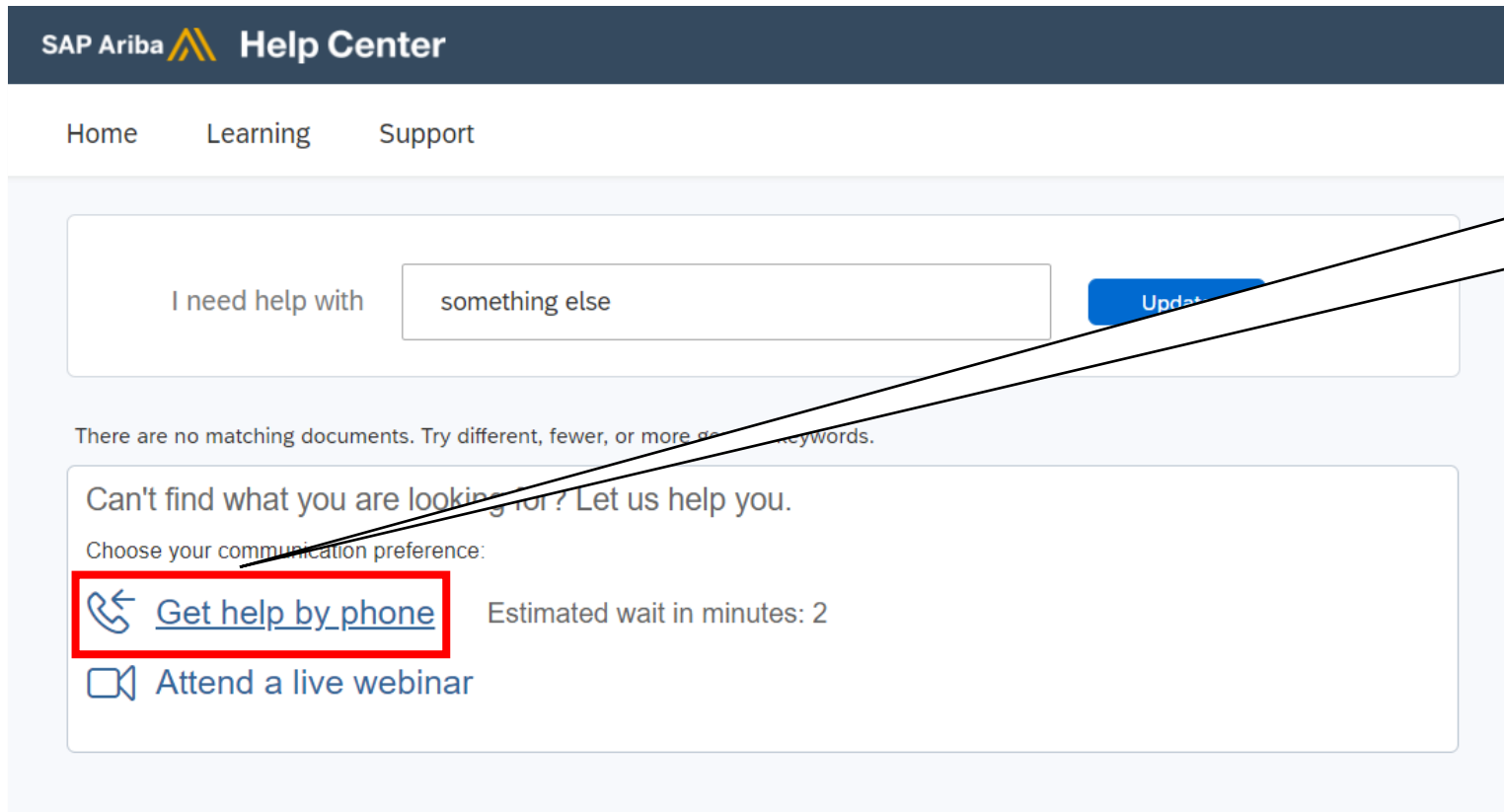
# 2. REQUEST SUPPORT



Enter your question or topic (in case you just want to have telephone support, leave "something else" as it is).

Click "Start".

## 2. REQUEST SUPPORT



The screenshot shows the SAP Ariba Help Center interface. At the top, there is a dark blue header with the SAP Ariba logo and the text "Help Center". Below the header, there are navigation links for "Home", "Learning", and "Support". The main content area features a search bar with the text "I need help with" and a text input field containing "something else". To the right of the input field is a blue "Update" button. Below the search bar, a message states: "There are no matching documents. Try different, fewer, or more general keywords." Underneath this message, there is a section titled "Can't find what you are looking for? Let us help you." with the subtext "Choose your communication preference:". Two options are listed: "Get help by phone" (with a telephone icon) and "Attend a live webinar" (with a video camera icon). The "Get help by phone" option is highlighted with a red rectangular box, and the text "Estimated wait in minutes: 2" is displayed to its right.

Click "Get help by phone" in case you want to have telephone support (you can see the estimated waiting time).

# 2. REQUEST SUPPORT

**SAP Ariba Phone Support**  
Provide the following information, and the next available specialist will call you.

**Problem Description**  
Short Description: \* something else  
Details: \*

**Contact Information**  
First Name: \*  
Last Name: \*  
Company: \*  
Email: \*

Requested Language: English Select a different language from the Home tab.  
Phone: \* +1 201-555-0123 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

**Recommendations\***  
Search  
[Scope of Ariba Administrator ID's functionality](#)  
[How can I edit and save changes to public reports when I am not the owner?](#)  
[Why am I on the company Preferred list?](#)  
[Error: You can't act on this object right now, it is locked by someone else.](#)  
[Why is a supplier receiving the bid denied email saying someone else is trying to bid on behalf them?](#)  
[Can the name "Preferred" on the green preferred supplier badge in Guided Buying be changed?](#)  
[What should I attach to a system requires me to attach something I do not have?](#)  
[Why is my Process field in reporting is showing Unclassified if the phase is in complete status ?](#)  
[Why are my Approval Comments truncating the comment?](#)  
[Why is event status not changing to Completed after](#)

**Submit** Cancel

Enter relevant information, such as description email, etc.

Click "Submit".



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