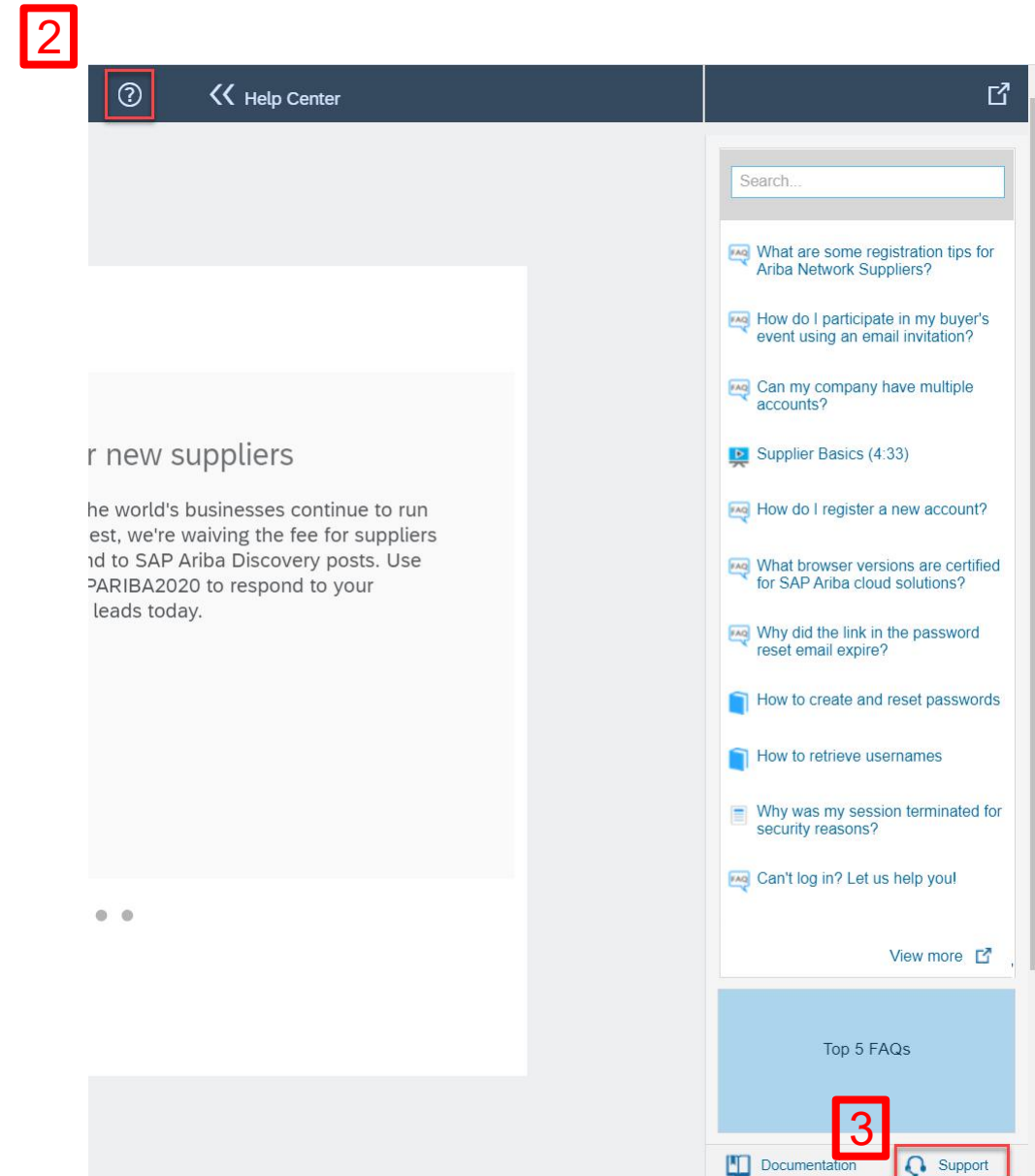**SAP Ariba** /\\

How to create a global support ticket

Please use this guide to raise <u>technical related issues only</u> in Ariba. If you have any business related issue please contact the focal point in your buyer's organization.
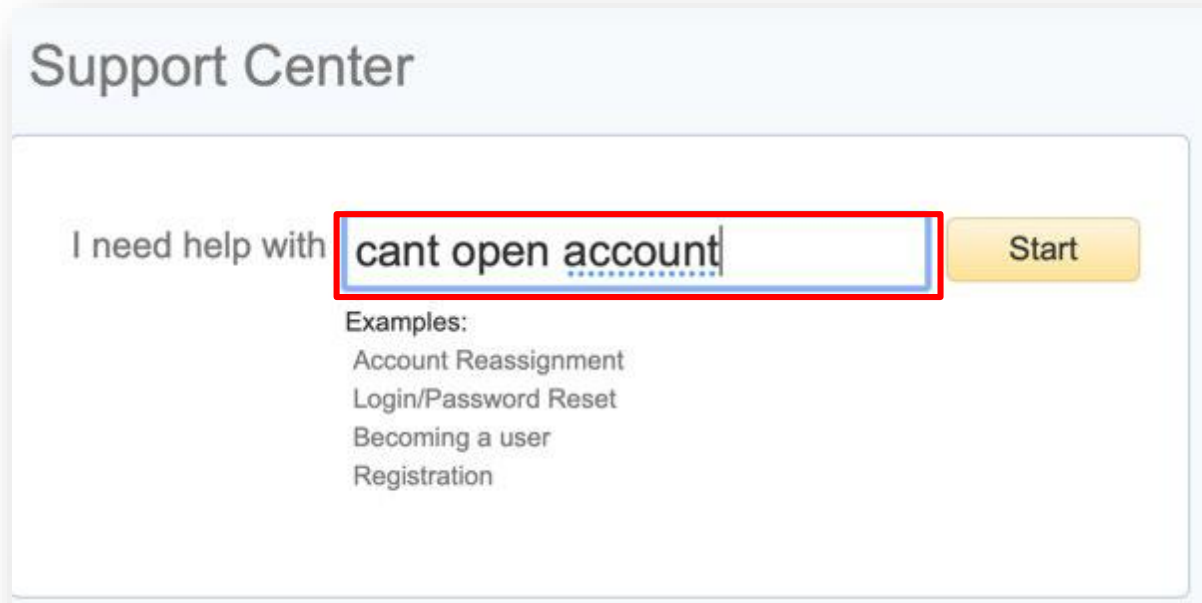
PUBLIC

THE BEST RUN **SAP**

Create a support ticket

1. Go to supplier.ariba.com

2. On top right side, click on "?" icon

3. Click on the support icon below

Create a support ticket

- Write what you need help with in the given box "I need help with" (For example, I cant open account)…….and click on start

Create a support ticket

- Click on "No" for all the suggested options until the option to get Help by Phone appears

- Click on the option

Create a support ticket

- fill in all mandatory fields marked as "*" in below form then press submit.

- You will receive an phone call shortly to assist you with your issue.

Thank you.