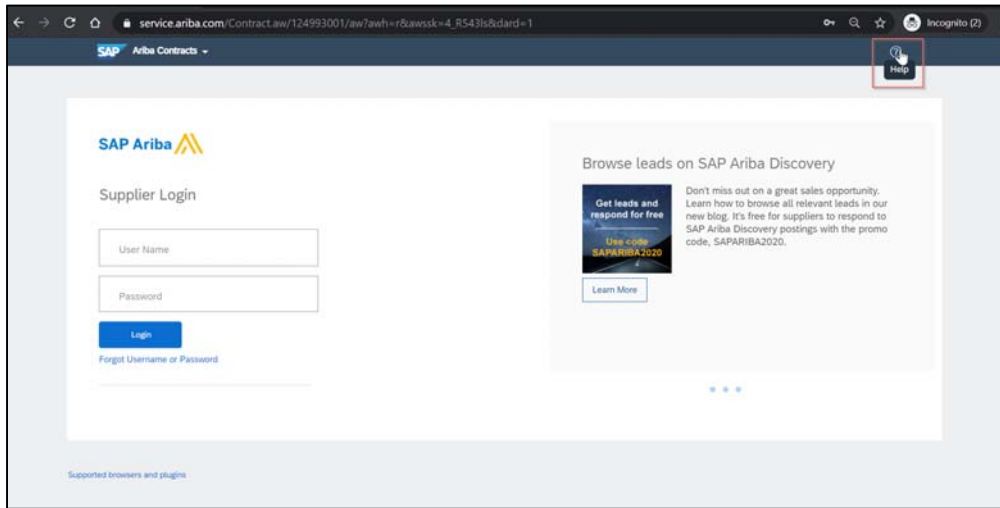
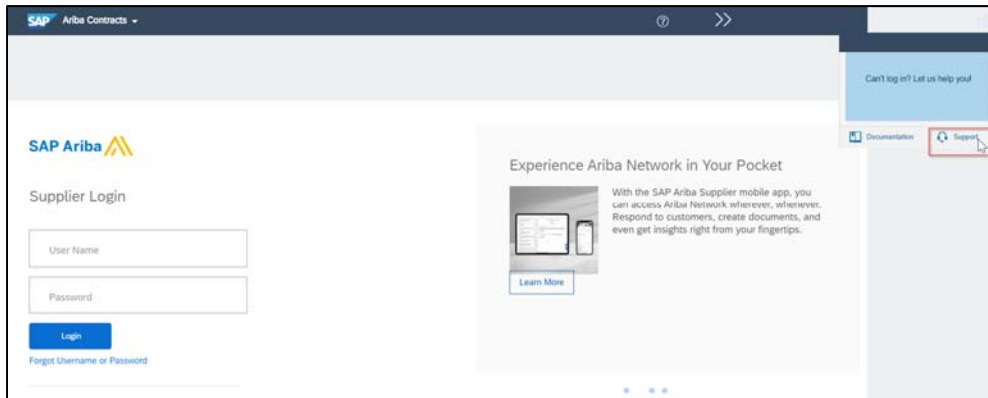


# How can a Supplier get phone support from Ariba Supplier Support?

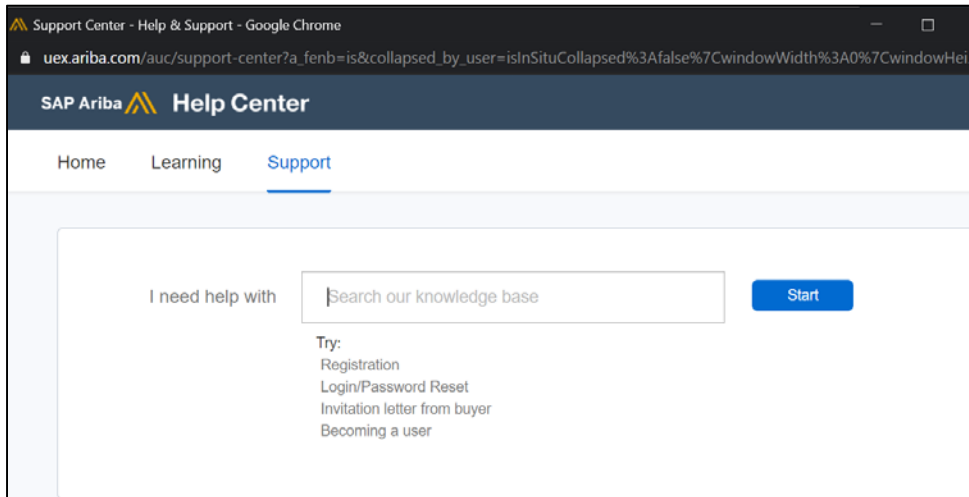
From Ariba Network [Site](#) , click the **Help** Option



Then **Support** option



On the Support Center page, just type in any keywords that you need help with, then click **Start** -



Once redirected to the search result, click **Something Else** option to display the other communication preference.

The screenshot shows the SAP Ariba Customer Support search results page. At the top, there are navigation links for Home, Learning, and Support. Below this is a search bar with the text "I need help with" and a search input field containing "call me". An "Update" button is next to the search input. The search results for "call me" are listed below, including "Changes in purchase orders with service calls", "OpenAPI: Why do I get 429 Error Intermittently with my API calls?", "NP-20760: Support for changes in purchase orders with service calls", "Handling service calls deleted in SAP Field Service Management", and "How do I update the main email and phone number in my account?". Below the search results is a section titled "Contact SAP Ariba Customer Support" with a sub-header "What do you need help with?". This section contains several buttons: "Register", "Login", "Reset password", "Find out if my company has an account", and "Something else". The "Something else" button is highlighted with a red box. Below the buttons is a note: "For best search results, we recommend using key words to describe your question, like 'confirm order' or 'create invoice'. You can find additional FAQs, tutorials, documentation, and guided help by logging in to your account." Below this is a section titled "Can't find what you are looking for? Let us help you." with a sub-header "Choose your communication preference:". This section contains three options: "Get help by email", "Get help by phone" (highlighted with a red box), and "Attend a live webinar". The "Get help by phone" option has a note: "Estimated wait in minutes for non-bidding call: 2".

Click on the **get help by phone**. User will be redirected to the **SAP Ariba Phone Support** page to provide the required information, then click **Submit**.

The screenshot shows the SAP Ariba Phone Support form. The page title is "SAP Ariba Phone Support" and the sub-header is "Provide the following information, and the next available specialist will call you." The form is divided into two main sections: "Problem Description" and "Contact Information". The "Problem Description" section has a "Short Description" field with the text "call me" and a "Details" field. The "Contact Information" section has fields for "First Name", "Last Name", "Company", and "Email". Below these is a "Requested Language" dropdown set to "English" and a "Phone" field with a country code dropdown set to "+1" and a phone number "201-555-0123". There is also an "Extension" field and a "Confirm Phone Number" field. Below the phone fields are two checkboxes: "My phone number is correct" and "Do not record this phone call". At the bottom of the form is an "Ariba Network ID" field. A disclaimer at the bottom of the form states: "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." Below the disclaimer is a "Submit" button and a "Cancel" button. On the right side of the page, there is a "Recommendations" section with a search bar and a list of related articles.