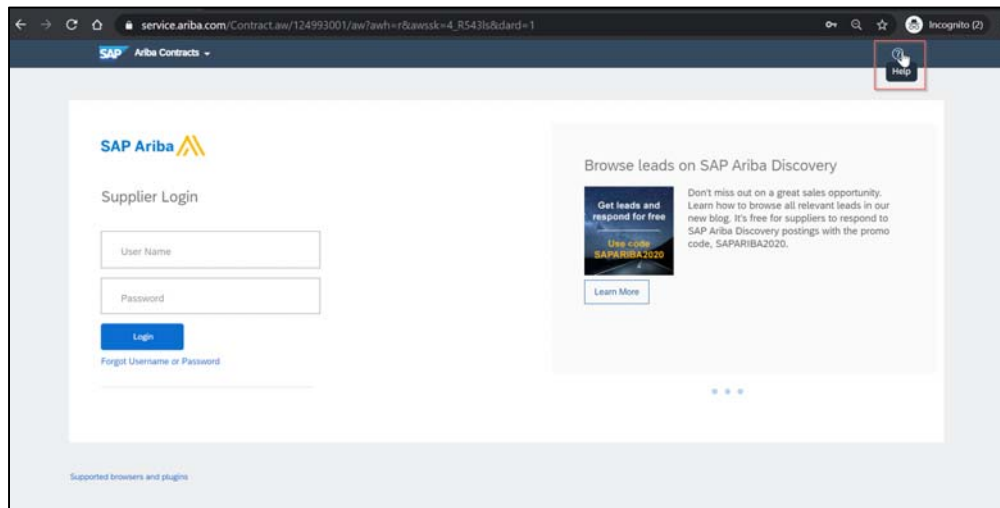
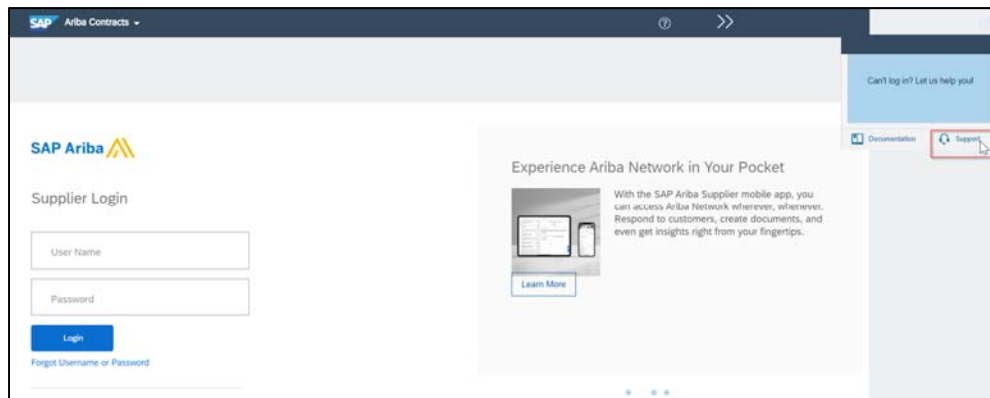


How can a Supplier get phone support from Ariba Supplier Support?

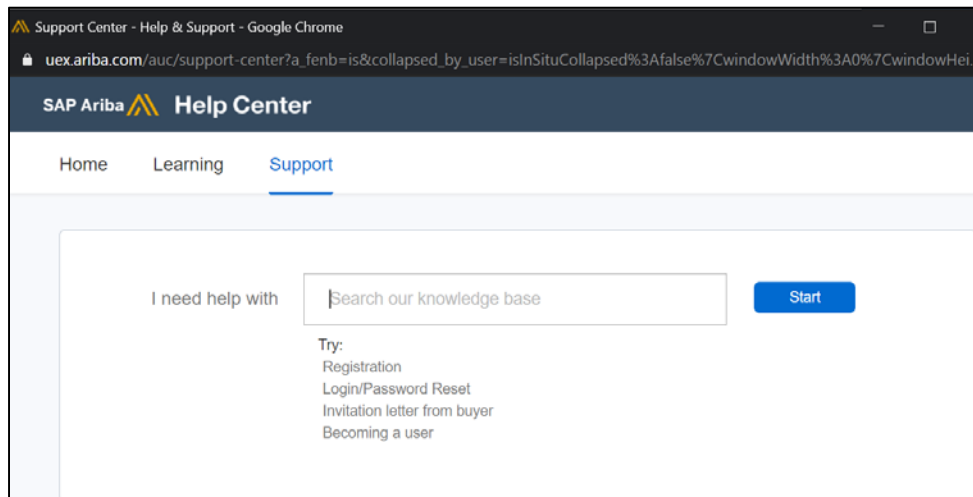
From Ariba Network [Site](#), click the **Help** Option



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 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 button labeled "Update". The search results for "call me" are displayed, including links to "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, there is a section titled "Contact SAP Ariba Customer Support" with a message: "Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels." Underneath, there is a question "What do you need help with?" and five buttons: "Register", "Login", "Reset password", "Find out if my company has an account", and "Something else" (which is highlighted with a red box). Below these buttons, there is a message: "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." Further down, there is a section titled "Can't find what you are looking for? Let us help you." with a message: "Choose your communication preference:". Below this, there are three options: "Get help by email", "Get help by phone" (which is 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 page. At the top, there is a browser window with the address "uex.ariba.com/au/support-center/email-webform?channel=callme". Below this, there is a search bar and navigation links for Home, Learning, and Support. The main heading is "SAP Ariba Phone Support" with a subheading: "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, there 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 these, there are two checkboxes: "My phone number is correct" and "Do not record this phone call". At the bottom of the form, there is an "Ariba Network ID" field and a message: "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 this message, there is a checkbox labeled "I agree". On the right side of the page, there is a "Recommendations" section with a search bar and a list of links to various support articles. At the bottom of the page, there are "Submit" and "Cancel" buttons.