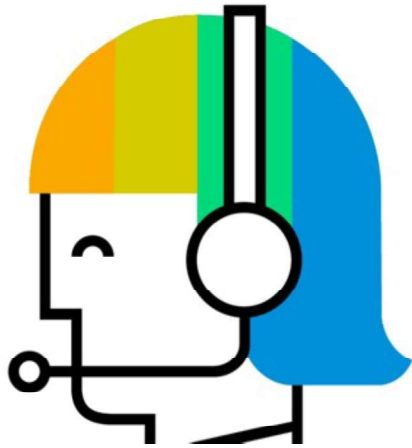
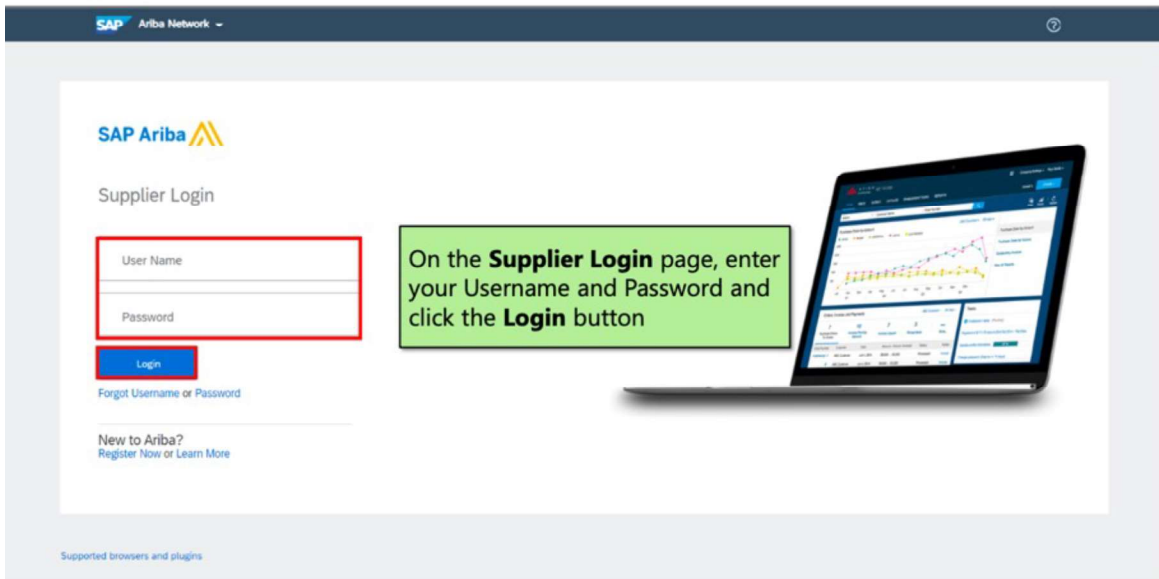


How to Contact SAP Ariba Support Team



How to Contact SAP Ariba Support Team



The screenshot shows the SAP Ariba Supplier Login page. At the top left is the SAP Ariba Network logo. Below it is the 'Supplier Login' heading. There are two input fields: 'User Name' and 'Password', both outlined in red. Below these is a blue 'Login' button, also outlined in red. Underneath the button is a link for 'Forgot Username or Password'. At the bottom left, there is a section for 'New to Ariba?' with links for 'Register Now' and 'Learn More'. To the right of the login form is a green callout box with the text: 'On the **Supplier Login** page, enter your Username and Password and click the **Login** button'. To the right of the callout box is a laptop displaying the SAP Ariba dashboard, which includes a line chart and various data tables.

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On the **Home** page, click the **Help** icon.

The screenshot displays the SAP Ariba Business Network Enterprise Account home page. At the top, there is a navigation bar with the SAP logo, 'Business Network', and 'Enterprise Account'. Below this is a main navigation menu with options: Home, Workbench, Orders, Fulfillment, Invoices, Payments, and Catalog. A search bar is located below the navigation menu, with filters for 'Orders and Releases', 'All customers', 'Exact match', and 'Order number'. A 'Create' button is visible on the right side of the search bar. A red box highlights the Help icon in the top right corner of the page. A green callout box points to it with the text 'On the Home page, click the Help icon.' Below the search bar, there is a 'Getting started' section with five metrics: New orders (0), Orders to invoice (0), Rejected invoices (0), Invoices (2), and Invoices pending approval (2). Below this is a 'My widgets' section with four widgets: Purchase orders (€34.9K EUR), Invoice aging (€10.8K EUR), Company profile (50% Completed), and Download app (We are now mobile).

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The screenshot shows the SAP Business Network Enterprise Account dashboard. The top navigation bar includes 'Home', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. A central banner displays 'Orders and Releases' and 'All customers'. A green callout box with a white border and black text reads: 'The **Help Center** will be displayed. Click the **Support** button.' The main dashboard area features a 'Getting started' section with five metrics: 'New orders' (0), 'Orders to invoice' (0), 'Rejected invoices' (0), 'Invoices' (2), and 'Invoices pending approval' (2), all for the 'Last 31 days'. Below this is a 'My widgets' section with three widgets: 'Purchase orders' (€34.9K EUR), 'Invoice aging' (€10.8K EUR), and 'Company profile' (50% Completed). On the right side, a 'Help Topics' sidebar is open, showing a search bar and a list of topics. The 'Support' button is highlighted with a red rectangle. Other topics include 'Documentation', 'What's new in Enterprise ac...', 'What is SAP Business Netw...', 'Introducing the new SAP Busin...', 'Introducing the new help ce...', 'Finding orders, invoices, an...', 'Adding payment tiles (2-48)', 'Discovering new insights', 'Common browser issues', 'How do I create an invoice?', 'I need help accessing a sou...', 'Why has my invoice or servi...', and 'When will my invoice be paid?'.


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The screenshot shows the SAP Help Center Home page. At the top, there is a dark blue header with the SAP logo and the text "Help Center Home". Below the header, there is a navigation bar with three tabs: "Home", "Learning", and "Contact us". The "Contact us" tab is highlighted with a red box. A green callout box with a black border points to the "Contact us" tab and contains the text: "The **Help Center Home** page will be displayed. Click the **Contact Us** tab." Below the navigation bar, the main content area has a light blue background with the heading "How can we help you?". There is a search bar with the text "Search for articles, and tutorials" and a magnifying glass icon. Below the search bar, there is a search result snippet: "all notifications", "user authorization". Below the search bar, there is a white box with the text "Welcome to Help Center 2.0" and a right arrow. Below this, there is a section titled "Topics we recommend for you". The first topic is "Coming May 21: New portal for Enterprise accounts". Below this, there is a video player with the text "Welcome to the New Supplier Portal and Workbench Watch the video below to learn what's new for Enterprise account users. Click the icons to the right for additional videos! Note: Videos are only available in English, German, French, Italian, Chinese, Japanese, Spanish, and Portuguese Discovering new insights in the...". To the right of the video player, there is a blue icon of a document and the word "Article" with a right arrow. Below the video player, there are two buttons: "View homepage" and "Supplier workbench". Below the buttons, there is the date "May 6, 2021". The second topic is "How do I create an invoice?". Below this, there is a question and answer snippet: "Question How do I submit an invoice? Answer First, you will need a trading relationship with your customer. Then, you will need to determine what type of invoice you are submitting. Please see the article "How do I know which type of invoice to create?" to". To the right of the question and answer snippet, there is a blue question mark icon and a right arrow.


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The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a dark blue header with the SAP logo, 'Help Center Contact us', and a user profile icon. Below the header, a navigation bar contains 'Home', 'Learning', and 'Contact us' (which is underlined). The main content area starts with the text 'Start here to find your answer.' followed by a search input field containing the placeholder text 'How can we help you?' and a search icon. A red rectangular box highlights the search field. A green callout box with a black border points to the search field and contains the text: 'Enter your query in the **Search** field, and click the **Search** icon.' At the bottom of the page, there is a footer with links for 'Terms of Use', 'Copyright', 'Security Disclosure', 'Privacy', and 'Impressum'.

How to Contact SAP Ariba Support Team

SAP Help Center Contact us 

Home Learning Contact us

How do I set up automatic invoicing for my account?
Question How do I set up automatic invoicing for my account? Answer First, review your customer's transaction rules to check if the Enable automatic invoice creation from receipts rule is enabled. If your customer has enabled this  FAQ Apr 1, 2021

Invoice creation in ERP failed with error: Interval does not exist for object RF_BELEG 0044 FBN1
Issue After upgrade to CI-9HF1 invoice creation fail with error as attached (it used to work for CI-8) Manual creation in ERP using Miro work properly. Missing invoices completely stop UAt test phase. Issue blocks project testing phase Error me  Support Note Feb 6, 2017

*Powered by SAP Incident Solution Matching

Choose from the options below to continue.

What do you need to do?

Create new invoice Create credit memo Raise another invoice against PO Invoice was rejected Edit and resubmit invoice Receive payment

Something else

Scroll down to **What do you need to do?** section. Click the **Something Else** button to speak to a customer support representative.

How to Contact SAP Ariba Support Team

SAP Help Center Contact us

Home Learning Contact us

How do I set up automatic invoicing for my account?
Question How do I set up automatic invoicing for my account? Answer First, review your customer's transaction rules to check if the Enable automatic invoice creation from receipts rule is enabled. If your customer has enabled this

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Choose from the options below to continue.

What do you need to do?

Create new invoice Create credit memo Raise another invoice against PO Invoice was rejected Edit and resubmit invoice Receive payment

Something else

The **Can't find what you are looking for?** pop-up will be displayed. Click the **Contact us** button.

Can't find what you're looking for? [Contact us](#)

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SAP Help Center Contact us 8

Home Learning Contact us

Requested language of support: English [Change?](#)
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject: * invoice creation

Full description: * *Affected items, expected results, etc.*

Attachment:

Issue type: *

Issue area: *

PO/Invoice Number:

2. How does this impact your normal business processes?

Enter information in all fields marked with an asterisk (*). Click the **One last step** button.

One last step

Recommendations*

Search

- [? How do I enable non-PO invoice creation in Guided Buying?](#)
- [? BHP/ South32/ Sasol Enable/ Disable Automatic Invoice Creation from Receipt](#)
- [? Invoice number assignments for automatically-generated invoices in automatic invoice creation from receipts flow](#)
- [? How do I set up automatic invoicing for my account?](#)
- [? Invoice creation in ERP failed with error: Interval does not exist for object RF_BELEG 0044 FBN1](#)

Top Recommendations:


- [? How do I enable non-PO invoice creation in Guided Buying?](#)
- [? BHP/ South32/ Sasol Enable/ Disable Automatic Invoice Creation from Receipt](#)

[? Why is the VAT ID field on my invoice not editable?](#)

How to Contact SAP Ariba Support Team



Choose this contact method for the fastest resolution of your issue:

 **Recommended**


Phone

A support engineer will respond to your Service Request by phone.

Estimated wait time in minutes: 146

Do not record my phone call.

Other methods you may choose:



Live chat: [open](#)

You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.

Note: Pop-ups need to be enabled in your browser.


Select the contact method to resolve your issue.

How to Contact SAP Ariba Support Team

SAP Help Center Contact us 8

Home Learning Contact us

Choose this contact method for the fastest resolution of your issue:


 **Recommended**
Phone

A support engineer will respond to your Service Request by phone.

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Do not record my phone call.

Other methods you may choose:

 Live chat: [open](#)

You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.

Note: Pop-ups need to be enabled in your browser.

Click the **Submit** button. If you have selected **Phone**, you will receive a call from the SAP Ariba Support team within the estimated wait time.

Back **Submit** Cancel