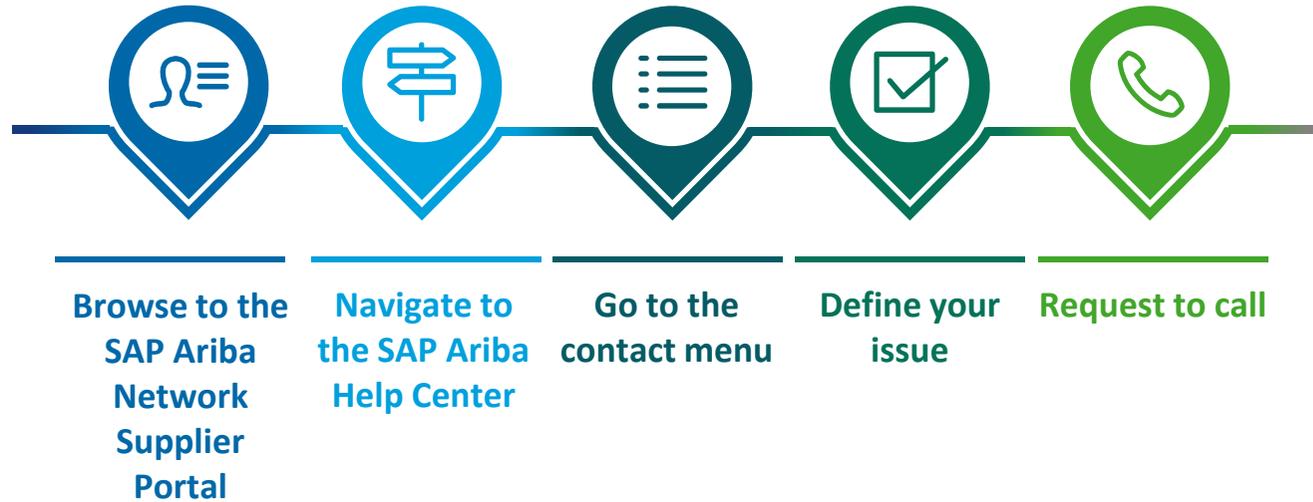




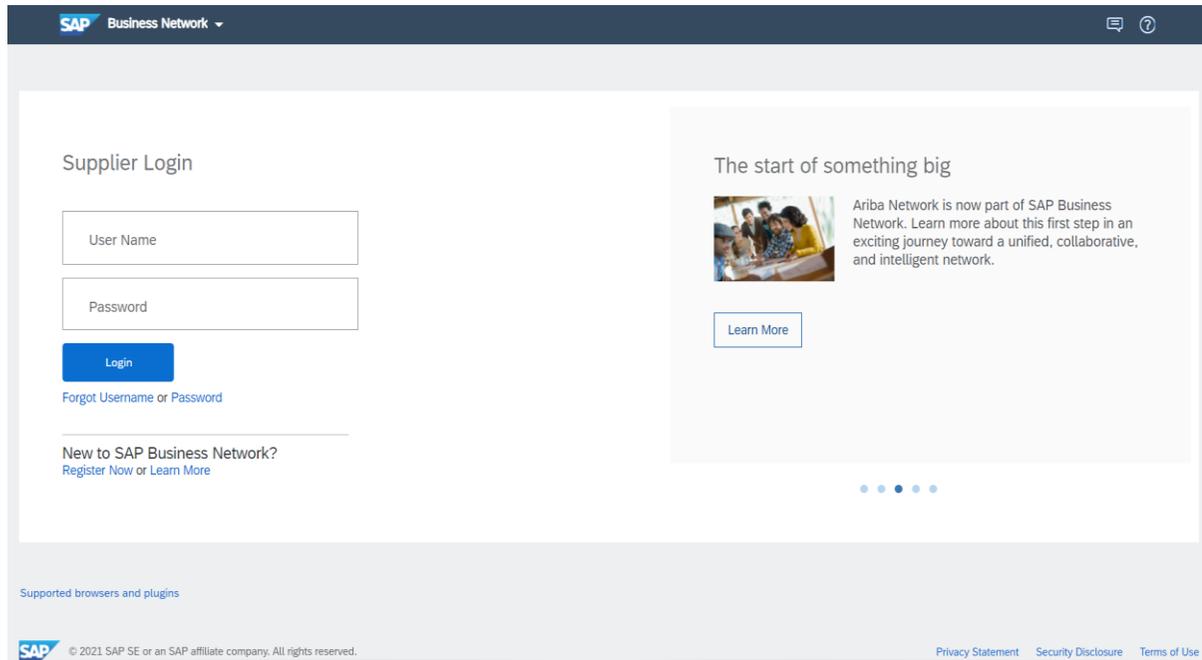
Supplier Support

SAP Ariba Help Center - Call

Table of content



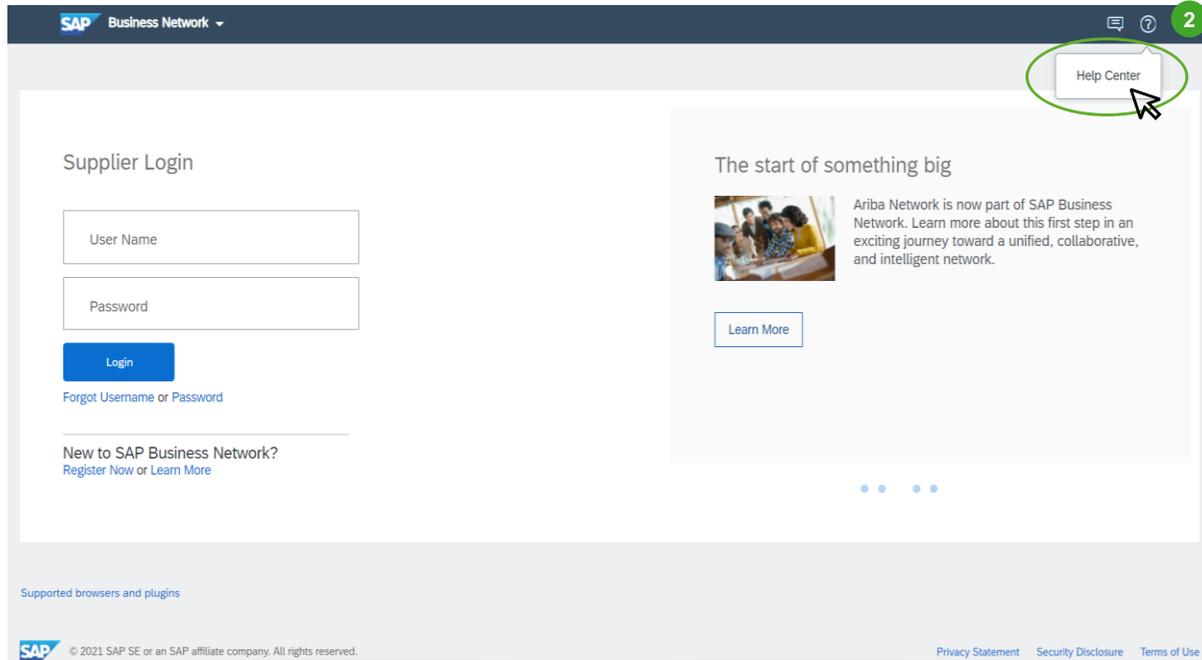
Browse to the SAP Ariba Network Portal



1 Browse to <http://supplier.ariba.com>.



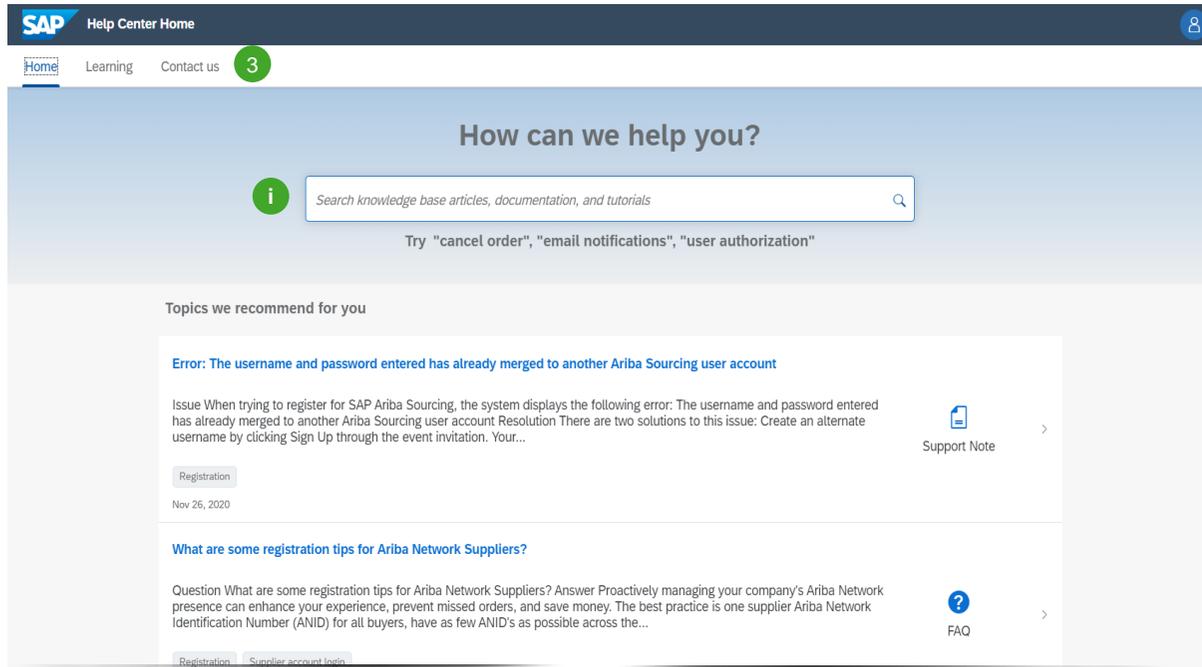
Navigate to the Ariba Help Center



- 2 On the login page, go to **Help**, indicated by the icon  in the top right corner and click on **Help Center**.



Go to the contact menu



The screenshot shows the SAP Help Center Home page. At the top, there is a navigation bar with the SAP logo, 'Help Center Home', and a user profile icon. Below the navigation bar, there are tabs for 'Home', 'Learning', and 'Contact us'. The 'Contact us' tab is highlighted with a green circle containing the number '3'. The main content area features a search bar with the placeholder text 'Search knowledge base articles, documentation, and tutorials'. Below the search bar, there is a suggestion: 'Try "cancel order", "email notifications", "user authorization"'. Underneath, there is a section titled 'Topics we recommend for you' which contains two articles. The first article is titled 'Error: The username and password entered has already merged to another Ariba Sourcing user account' and includes a 'Support Note' link. The second article is titled 'What are some registration tips for Ariba Network Suppliers?' and includes a 'FAQ' link.

- 3 Go to the tab header and click on **Contact us**.

Additional information

- i To access the SAP Ariba FAQ database, you can enter key words in the search bar.



Define your issue

4 Click on the **icon** relating to your query. In case your question isn't related to one of the four topics, we propose to still select a tile. You can specify your question later in a next step.



Define your issue

- 5 In relation to what you have chosen in the previous step, questions will appear. Answer these questions to define your problem as accurately as possible.
- 6 Once completed, the button **Contact us** appears. Click on this button to go to the next step.

Additional information

- i In the next screen, you will be able to provide more context related to your issue. This is useful in case you couldn't select an appropriate topic.



Request a call

7 Complete the questionnaire with your details.

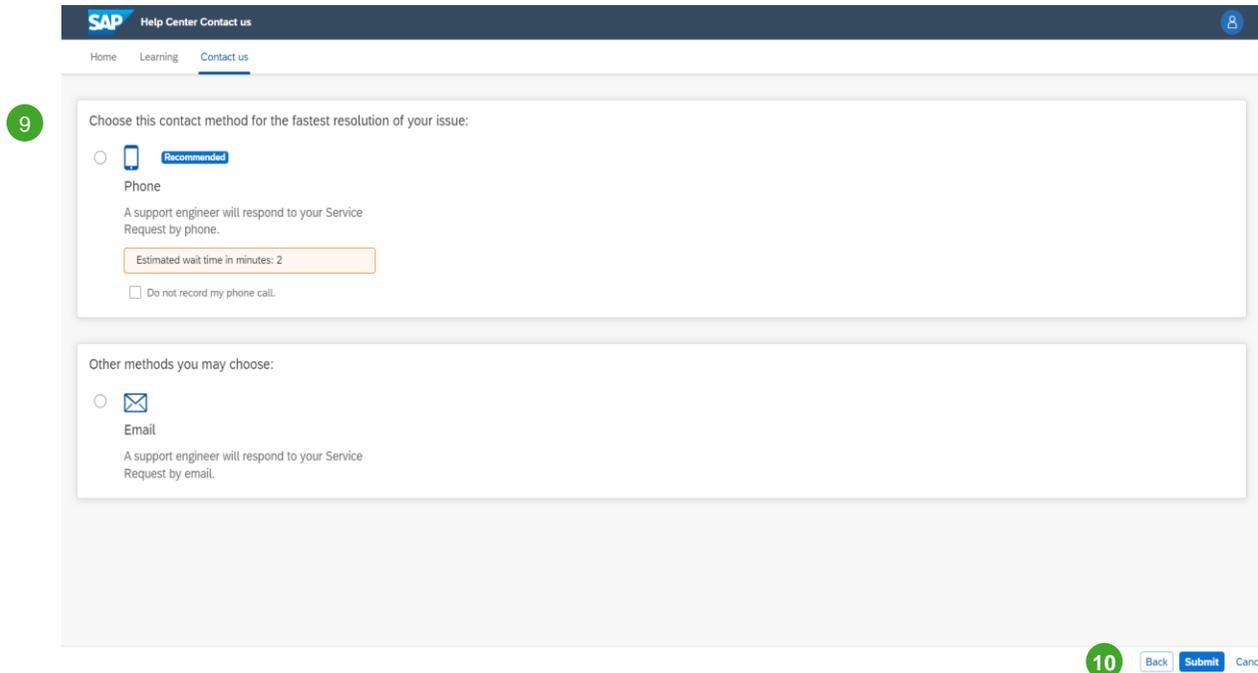
8 Click on **One last step**.

Additional information

i On the right-hand side of the screen, you can consult recommended FAQ. It could be useful to review these before requesting a call-back or email.



Request a call



- 9 Choose the preferred contact method. You can choose whether you want to be contacted by phone or email.
- 10 Click on **Submit** to finish the process. You will be contacted by SAP Ariba shortly.

Additional information

- i For the fastest resolution of your issue, choose to be contacted by phone.



For additional information:

- Please consult our [SAP Ariba supplier zone](#)
- Reach out to your Umicore contact person
- Send an email to our [Ariba support team](#)

umicore[®]

materials for a better life