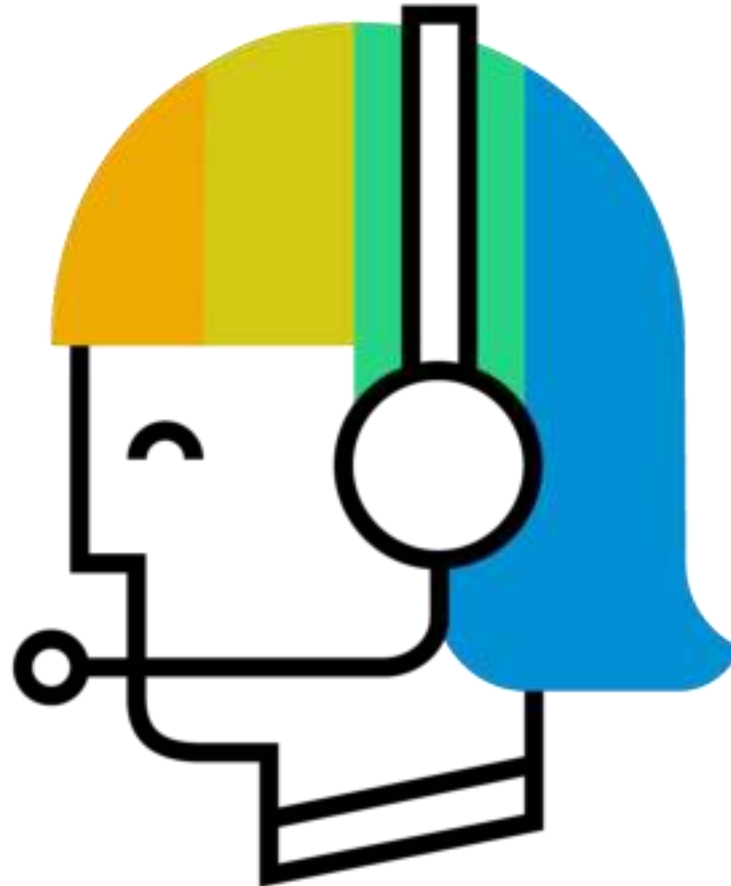


How to Contact SAP Ariba Support Team



How to Contact SAP Ariba Support Team



Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

New to Ariba?

[Register Now](#) or [Learn More](#)

On the **Supplier Login** page, enter your Username and Password and click the **Login** button



How to Contact SAP Ariba Support Team

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

The screenshot displays the SAP Ariba Business Network Enterprise Account Home page. The top navigation bar includes the SAP logo, 'Business Network', and 'Enterprise Account'. Below this, a secondary navigation bar contains links for Home, Workbench, Orders, Fulfillment, Invoices, Payments, and Catalog. A green callout box highlights the Help icon (a question mark) in the top right corner. The main content area features a search bar with filters for 'Orders and Releases', 'All customers', 'Exact match', and 'Order number'. Below the search bar, there are two tabs: 'Overview' and 'Getting started'. The 'Overview' tab is active, showing five key metrics: New orders (0), Orders to invoice (0), Rejected invoices (0), Invoices (2), and Invoices pending approval (2), all for the last 31 days. The 'My widgets' section includes a dropdown for 'All customers' and a 'Customize' button. Below this, there are four widget panels: 'Purchase orders' (showing €34.9K EUR with a line chart), 'Invoice aging' (showing €10.8K EUR with a bar chart), 'Company profile' (showing a 50% completed donut chart), and 'Download app' (promoting mobile availability on Google Play and the App Store).

SAP Business Network Enterprise Account

Home Workbench Orders Fulfillment Invoices Payments Catalog

Orders and Releases All customers Exact match Order number

Overview Getting started

0 New orders Last 31 days

0 Orders to invoice Last 31 days

0 Rejected invoices Last 31 days

2 Invoices Last 31 days

2 Invoices pending approval Last 31 days

My widgets All customers Customize

Purchase orders Last 3 months

€34.9K EUR

Invoice aging

€10.8K EUR

Company profile

50% Completed

Download app

We are now mobile.

Google play

Available on the App Store

How to Contact SAP Ariba Support Team

The screenshot shows the SAP Business Network Enterprise Account interface. A green callout box with a black border contains the text: "The **Help Center** will be displayed. Click the **Support** button." The sidebar on the right is highlighted with a red border and contains the following elements:

- Help Topics
- Search Help Topics
- Documentation
- Support** (highlighted with a red border)
- 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...
- When will my invoice be paid?

The main content area displays the following information:

- Navigation bar: Home, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, Messages.
- Filters: Orders and Releases, All customers.
- Overview and Getting started tabs.
- Key metrics (Last 31 days):
 - New orders: 0
 - Orders to invoice: 0
 - Rejected invoices: 0
 - Invoices: 2
 - Invoices pending approval: 2
- My widgets section with filters: All customers, Customize.
- Widgets:
 - Purchase orders (Last 3 months): €34.9K EUR.
 - Invoice-aging: €10.8K EUR.
 - Company profile: 50% Completed.
 - Download app: We are now mobile. (Google play, App Store).

How to Contact SAP Ariba Support Team

The screenshot shows the SAP Help Center Home page. The top navigation bar includes the SAP logo, 'Help Center Home', and a user profile icon. Below this, a secondary navigation bar contains 'Home', 'Learning', and 'Contact us'. The 'Contact us' tab is highlighted with a red rectangular box. A green callout box with a black border points to this tab and contains the text: 'The **Help Center Home** page will be displayed. Click the **Contact Us** tab.'

How can we help you?

Search for articles, videos, and tutorials

all notifications", "user authorization"

Welcome to Help Center 2.0

Topics we recommend for you

Coming May 21: New portal for Enterprise accounts

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...

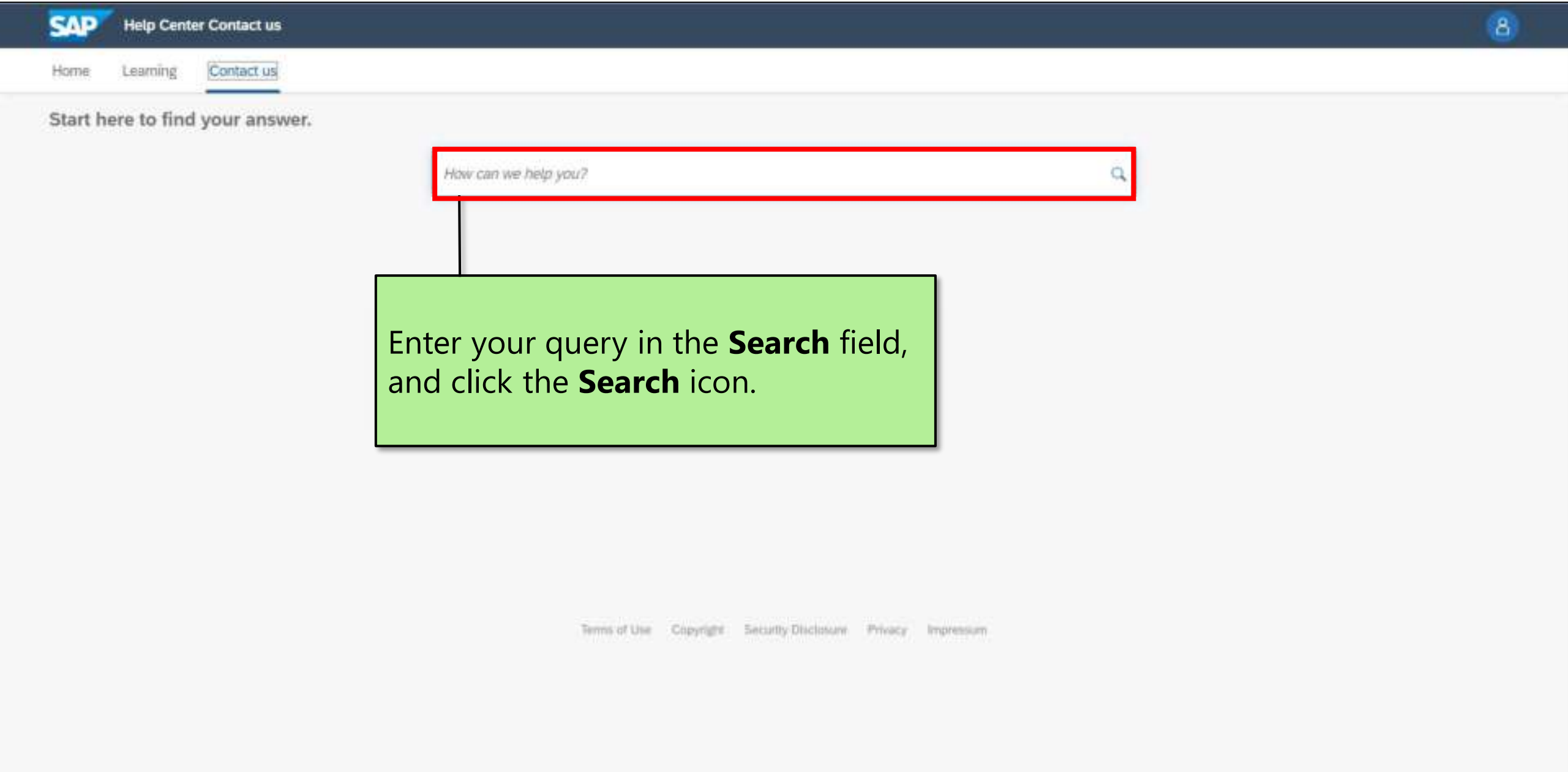
View homepage Supplier workbench

May 6, 2021

How do I create an invoice?

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 determine what...

How to Contact SAP Ariba Support Team



Enter your query in the **Search** field,
and click the **Search** icon.

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 property. 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



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
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Support Note
Feb 6, 2017

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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.

How to Contact SAP Ariba Support Team

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:

Top Recommendations:

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

Recommendations*



-  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



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

2. How does this impact your normal business processes?

-  Why is the VAT ID field on my invoice not editable?


One last step

How to Contact SAP Ariba Support Team


 Help Center Contact us 

[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.
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.

[Back](#) [Submit](#) [Cancel](#)

How to Contact SAP Ariba Support Team



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



Recommended

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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

Thank you.

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