



HOW TO CONTACT ARIBA CUSTOMER SUPPORT?

Henkel@SAP Ariba



▶ CONTACT Ariba CUSTOMER SUPPORT HELP CENTER OF SAP Ariba

In case of any technical errors or any questions you have about Ariba Network Account, please contact the Ariba Support Team via the following process steps:

The screenshot shows the SAP Ariba interface. At the top, there is a navigation bar with 'SAP Ariba Proposals & Questionnaires', 'Standard Account', and an 'Upgrade' button. A red box with the number '1' highlights a question mark icon in the top right corner. Below the navigation bar, the main content area displays 'HENKEL AG & CO. KGAA AND ITS AFFILIATES' and a welcome message. A table titled 'Events' is shown with columns for Title, ID, End Time, and Event Type, and it contains the text 'No items'. On the right side, there is a 'Help Center' sidebar with a search bar and several FAQ items. A red box with the number '2' highlights the 'Support' button at the bottom of the sidebar.

1. Click on this icon  .

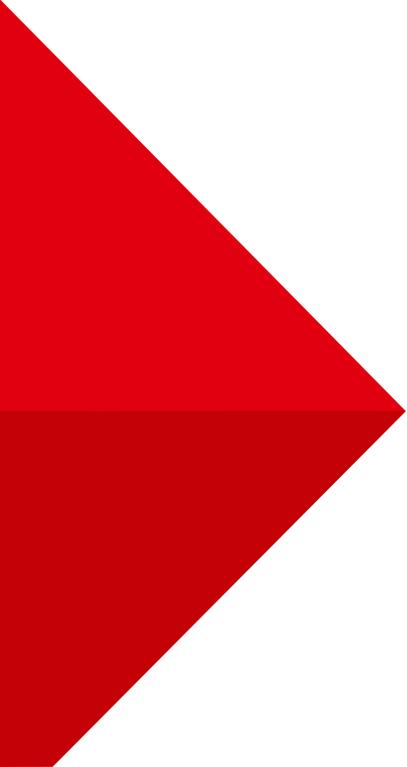
2. Click on **“Support”** button.

▶ CONTACT Ariba CUSTOMER SUPPORT HELP CENTER OF SAP Ariba

The screenshot shows the SAP Ariba Help Center interface. At the top, there is a navigation bar with the SAP logo and the text "Help Center Contact us". Below this, there are links for "Home", "Learning", and "Contact us", with "Contact us" highlighted by a red box and labeled "3.". The main content area starts with the text "Start here to find your answer." followed by a search bar containing the word "order", highlighted by a red box and labeled "4.". Below the search bar, there is a section titled "Browse below for our AI-based recommendations*" containing several FAQ items. At the bottom of the page, there is a section titled "Choose from the options below to continue." with the text "What do you need help with?". Below this text are five buttons: "Find purchase order", "Confirm or reject purchase order", "Edit purchase order", "Question about the content of an order", and "Something else", with "Something else" highlighted by a red box and labeled "5.". At the very bottom of the page, there is a footer with the text "Can't find what you're looking for?" and a "Contact us" button highlighted by a red box and labeled "6.".

3. Click on **“Contact us”** button.
4. Enter the keyword of the topic you need some support on e.g. Registration, Password, etc.
5. Choose option **„Something else”**.
6. Click on **“Contact us”** button in the lower right corner.

➤ After step 6, you will need to submit and fill-out a form.

A large red arrow graphic pointing to the right, starting from the left edge of the slide and pointing towards the text.

THANK YOU!