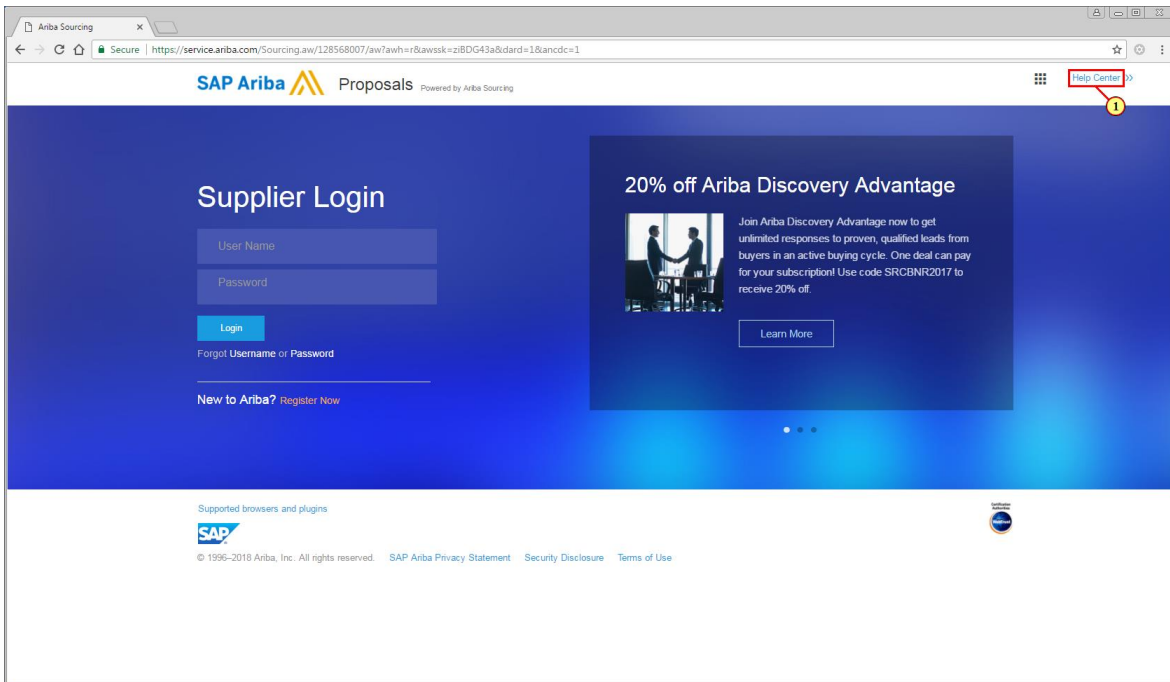



1.1. How to request a call from the Ariba helpdesk for Suppliers

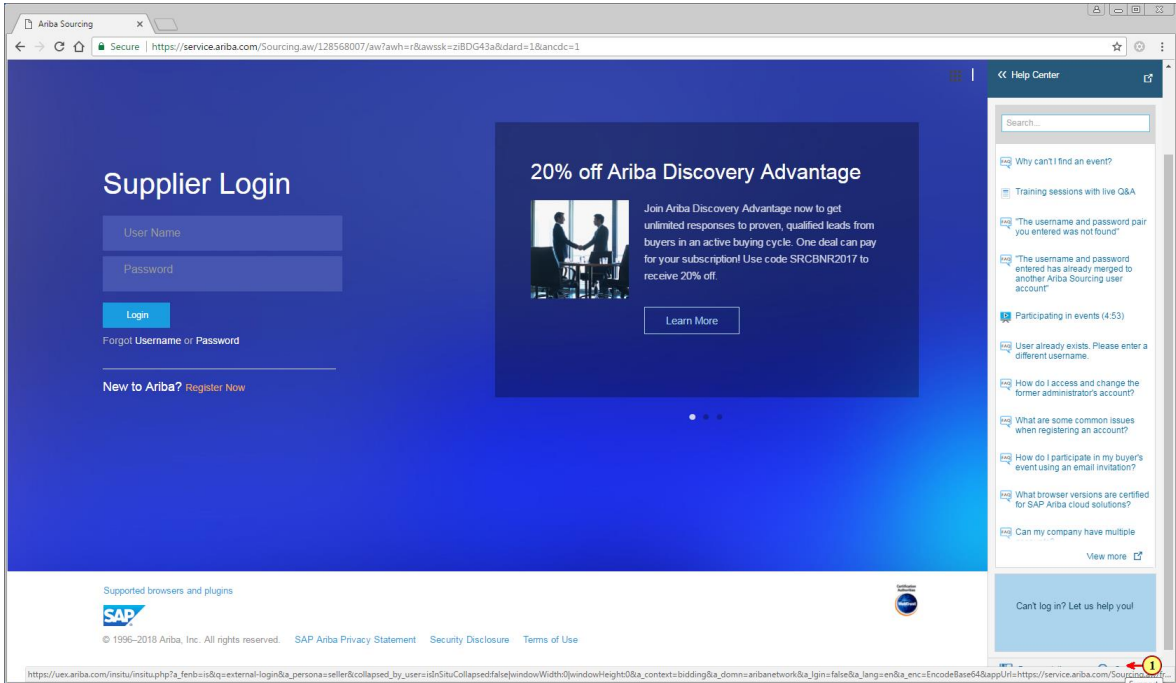


In this quick video we'll demonstrate how to request a call from Ariba. You can use this function if you need help with a number of issues such as if you're not receiving your forgotten password email, or if you need to replace your Ariba Administrator because your previous one has left the company.

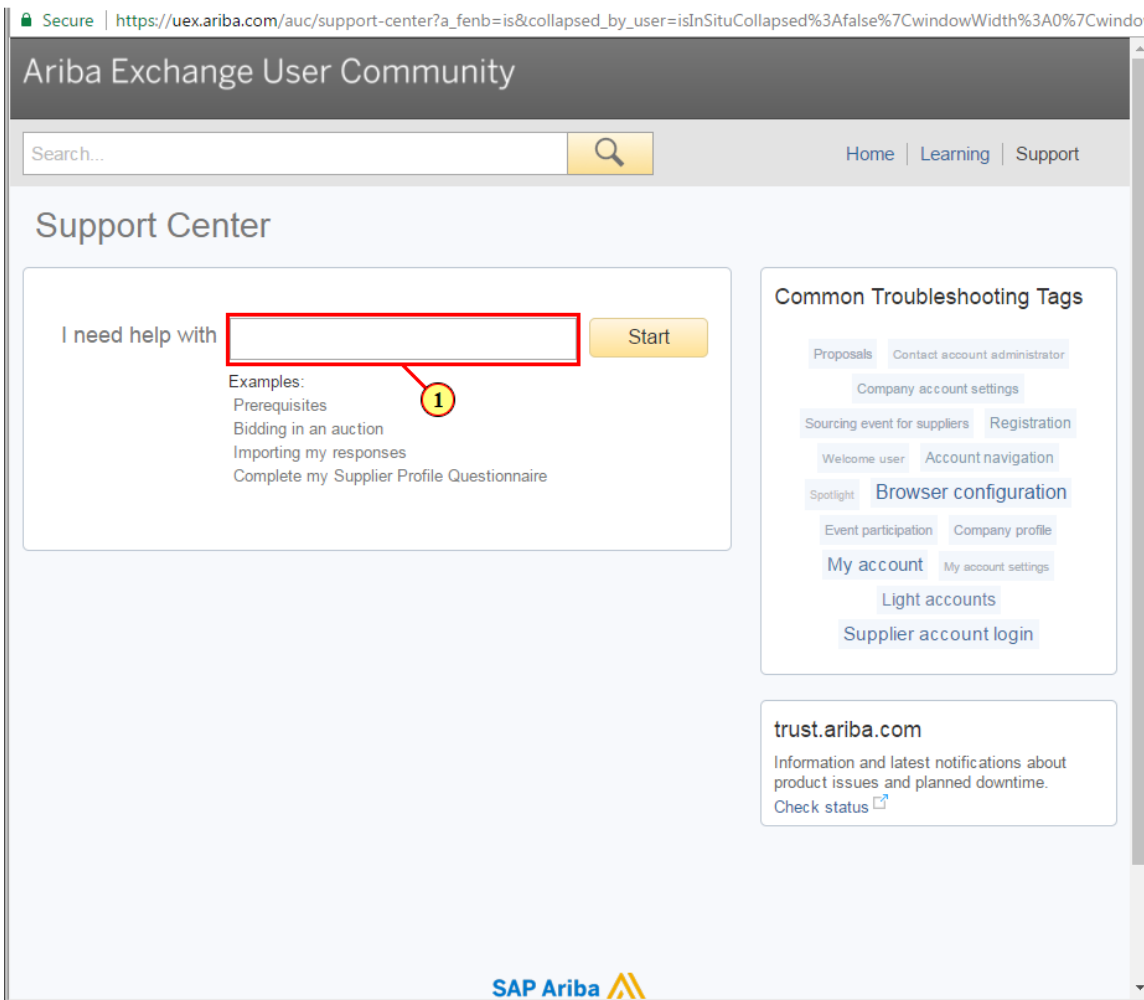


(1) Click on [Help Center](#) .

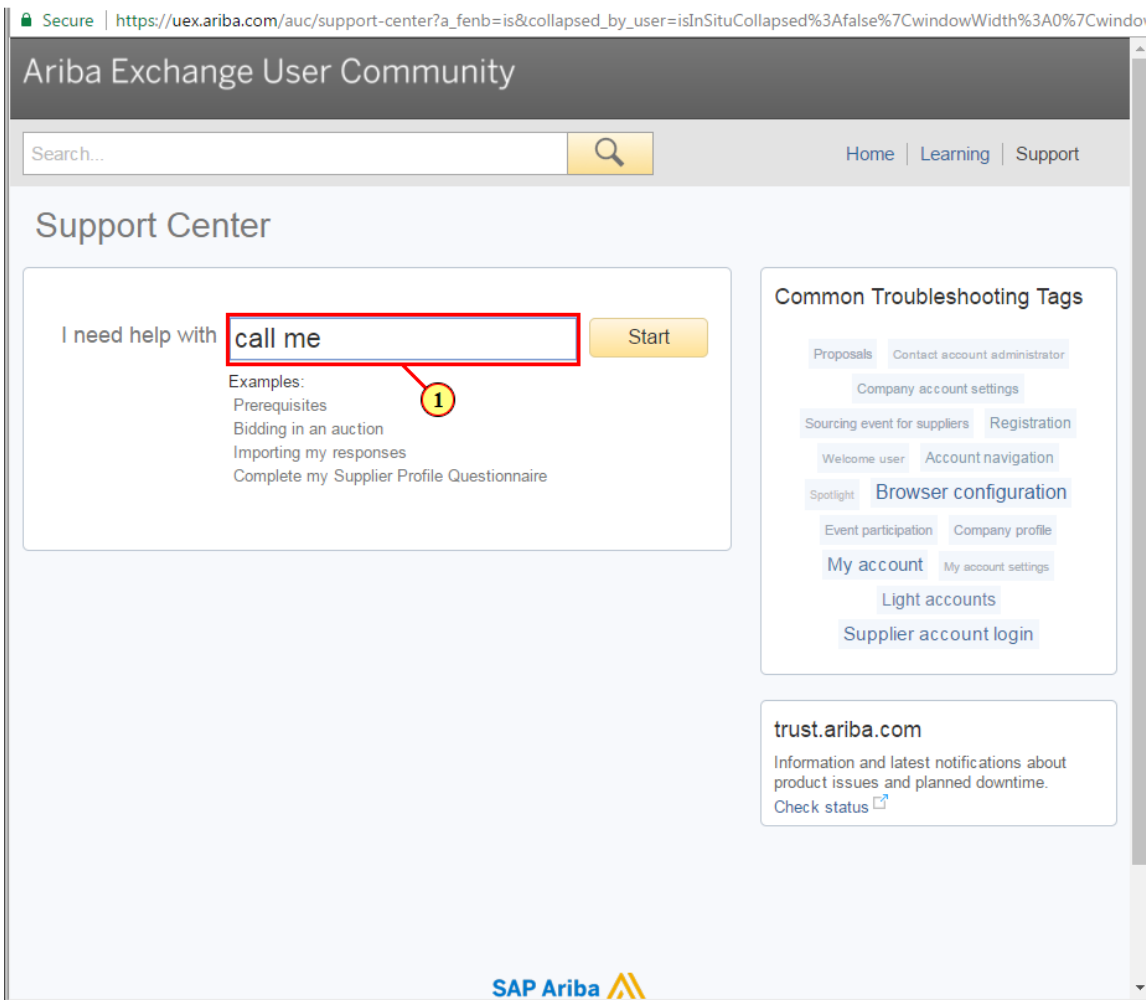
 Click on the little Support icon at the bottom with the headphones.



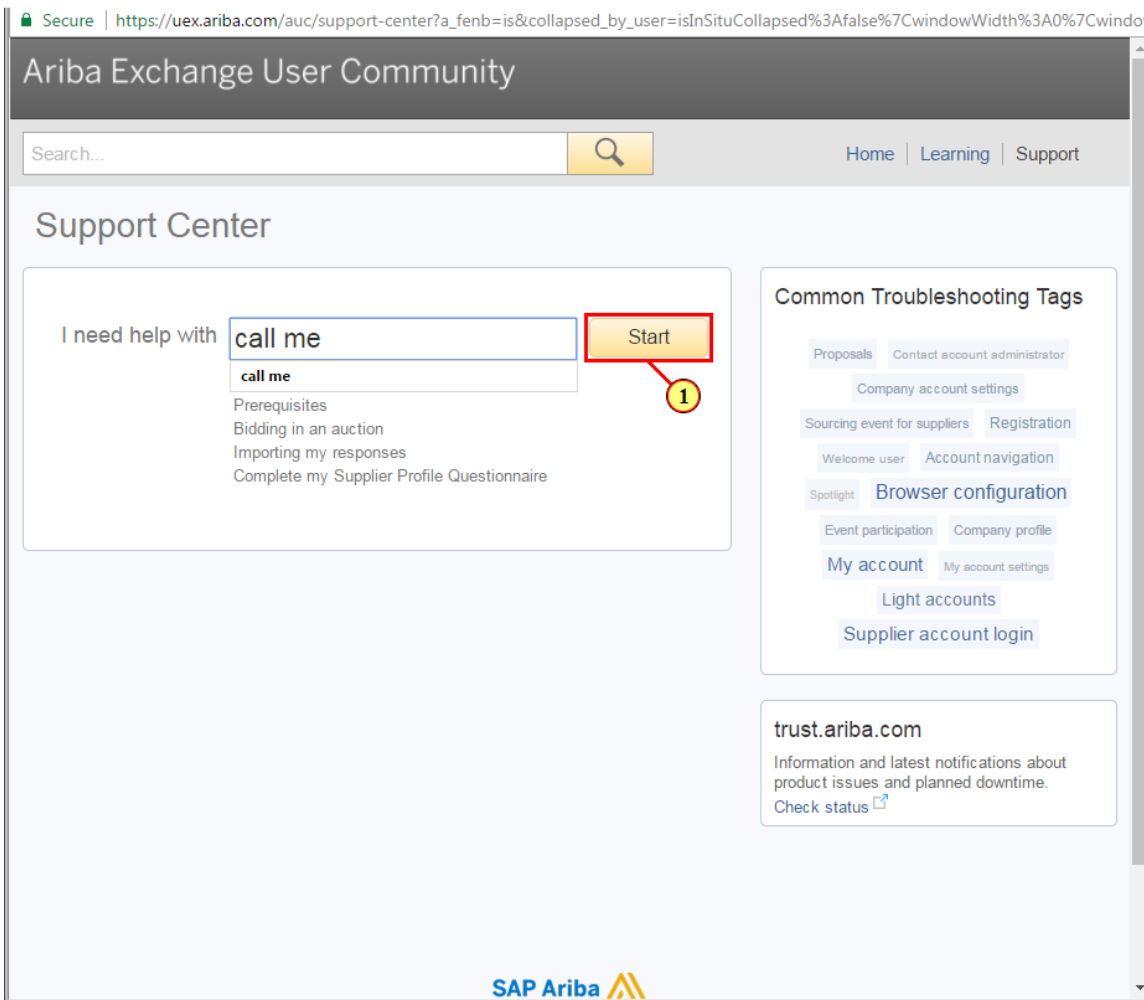
(1) Click here 



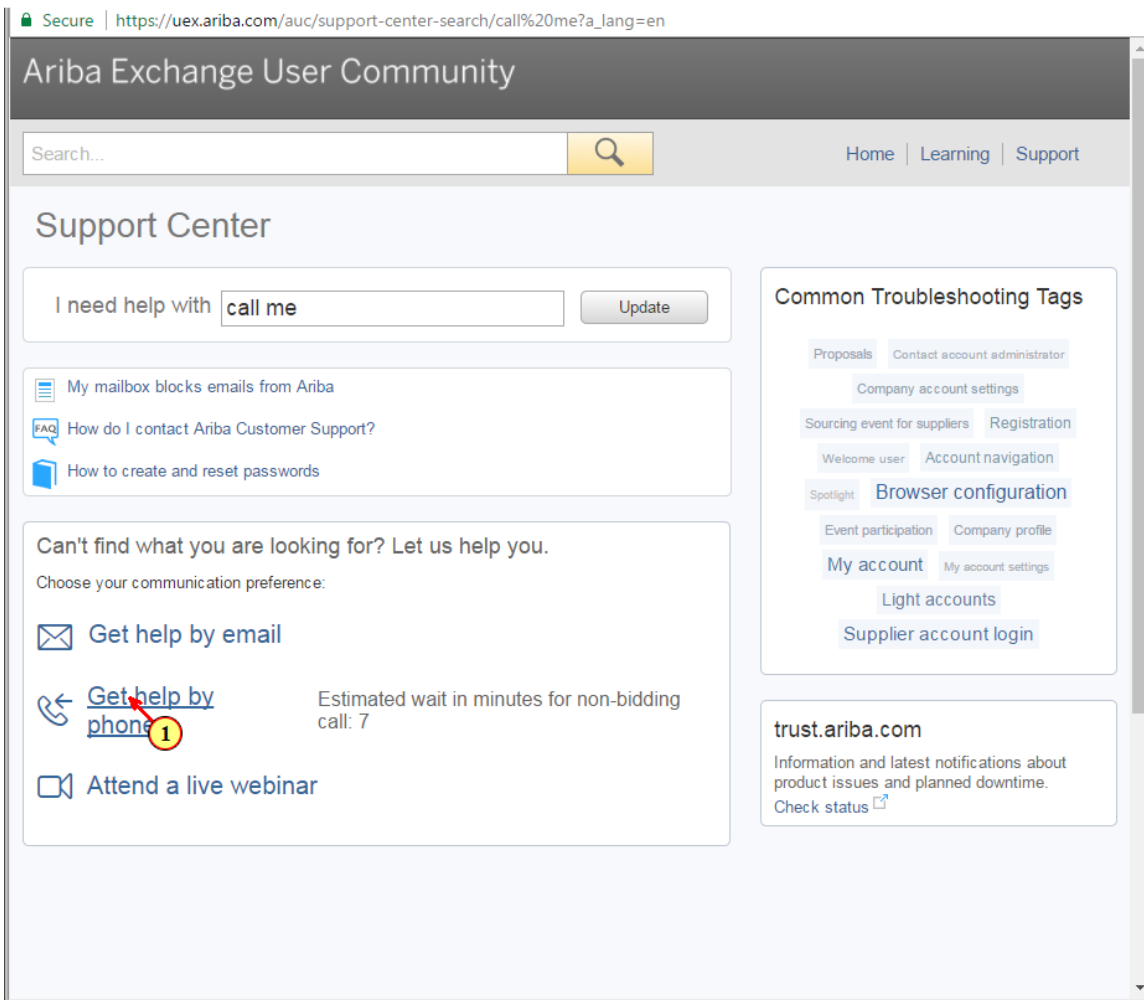
(1) Click in the search bar.




(1) The **I need help with** field is filled out with **CALL ME!**

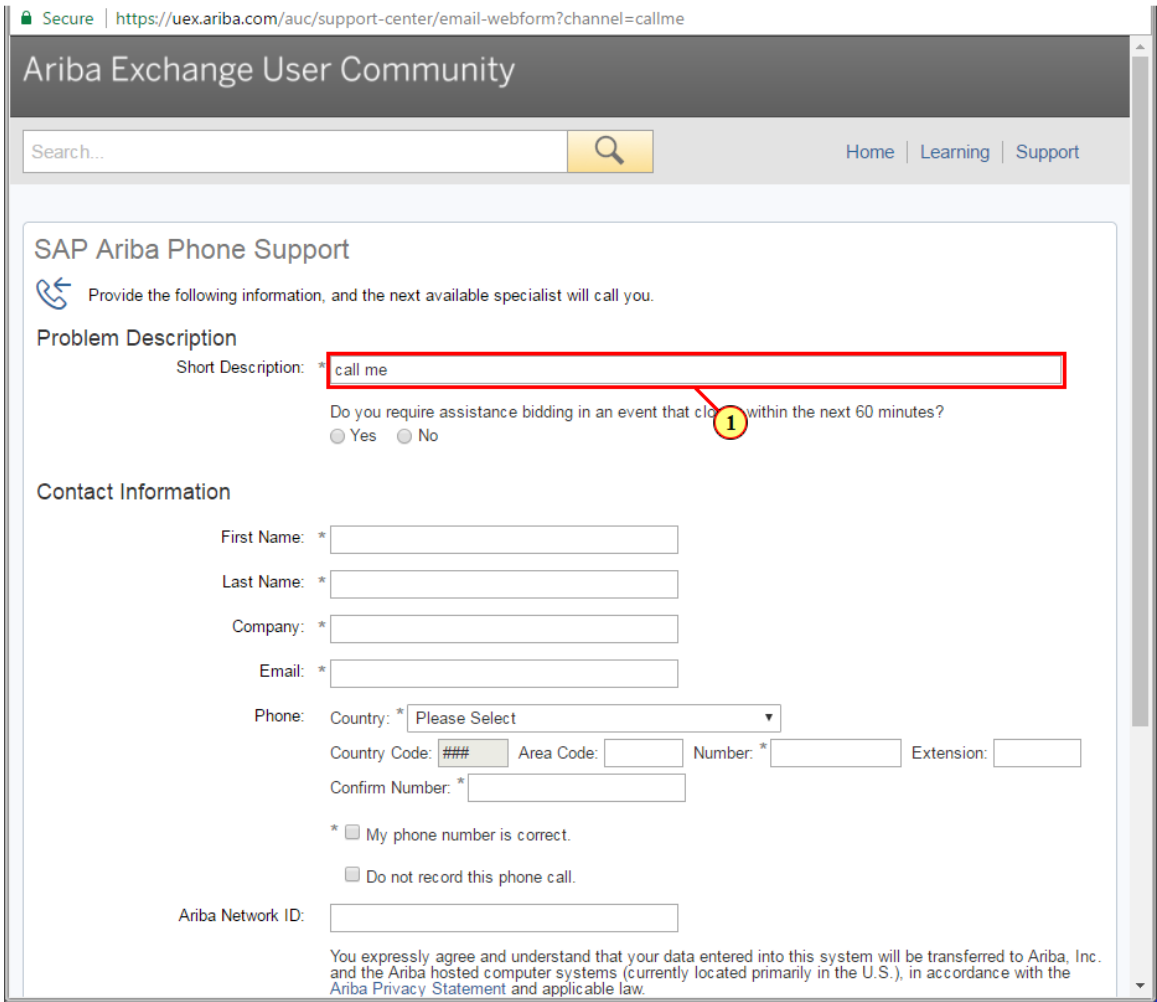


(1) Click on  .




(1) Click on the **Get help by phone** link .

 Fill out the form requesting phone support. Type a description of your problem. You must complete all fields marked with an *.




Secure | <https://uex.ariba.com/auc/support-center/email-webform?channel=callme>

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SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Phone: Country: *

Country Code: Area Code: Number: * Extension:

Confirm Number: *

* My phone number is correct.

Do not record this phone call.

Ariba Network ID:

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.

(1) Click on the **Short Description** field.

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SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Phone: Country: *

Country Code: Area Code: Number: * Extension:

Confirm Number: *

* My phone number is correct.
 Do not record this phone call.

Ariba Network ID:

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.

(1) The **Short Description** field is filled out.

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SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?

Yes No

Contact Information

First Name: *

Last Name: * **1**

Company: *

Email: *

Phone: Country: *

Country Code: Area Code: Number: * Extension:

Confirm Number: *

* My phone number is correct.

Do not record this phone call.


Ariba Network ID:

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.


(1) Click on the **First Name** field and complete it.

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SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Phone: Country: *

Country Code: Area Code: Number: * Extension:

Confirm Number: *

* My phone number is correct.
 Do not record this phone call.


Ariba Network ID:

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.


(1) Click on the **Last Name** field and complete it.

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SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: *

Last Name: *

Company: * **1**

Email: *

Phone: Country: *

Country Code: Area Code: Number: * Extension:

Confirm Number: *

* My phone number is correct.
 Do not record this phone call.

Ariba Network ID:

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.

(1) Click on the **Company** field and complete it.

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SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Phone: Country: *

Country Code: Area Code: Number: * Extension:

Confirm Number: *

* My phone number is correct.
 Do not record this phone call.

Ariba Network ID:

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.

(1) Click on the **Email** field and complete it.

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SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Phone: Country: *

Country Code: Extension:

Confirm Number:

* My phone number is private
 Do not display my phone number

Ariba Network ID:


You express your consent to the Ariba Privacy Policy

this system will be transferred to Ariba, Inc. (located in the U.S.), in accordance with the


(1) Select your country.

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SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: *


Last Name: *

Company: *

Email: *

Phone: Country: *

Country Code: Area Code: Number: * Extension:

Confirm Number: * 

My phone number is correct.
 Do not record this phone call.

Ariba Network ID:

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.

(1) Click on the **Area Code** field and complete it.

(1) Click on the **Number** field and complete it.

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SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Phone: Country: *

Country Code: Area Code: Number: * Extension:

Confirm Number: *

Phone Number: +61 (08) 6282 7675

* My phone number is correct. **1**

Do not record this phone call.


Ariba Network ID:

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


(1) The **Confirm Number** field is filled out. It must be filled out in exactly the same format as the number below next to **Phone Number**:

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SAP Ariba Phone Support

 Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: *

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: *

Last Name: *

Company: *

Email: *

Phone: Country: *

Country Code: Area Code: Number: * Extension:

Confirm Number: *

Phone Number: +61 (08) 6282 7675

* My phone number is correct.

Do not record this phone call.

Ariba Network ID:

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

(1) Click on My phone number is correct..

Secure | <https://uex.ariba.com/auc/support-center/email-webform?channel=callme>

SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: * I'm not receiving my password reset email

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: * Kate

Last Name: * Storey

Company: * Synergy

Email: * kate.storey@synergy1.net.au

Phone: Country: * Australia

Country Code: 61 Area Code: 08 Number: * 6282 7675 Extension:

Confirm Number: * +61 (08) 62827675

Phone Number: +61 (08) 6282 7675

* My phone number is correct.

Do not record this phone call.

Ariba Network ID:

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.

* I agree

* Required Fields

Submit Cancel

1

(1) Scroll to the bottom.

Secure | <https://uex.ariba.com/au/support-center/email-webform?channel=callme>

SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: * I'm not receiving my password reset email

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: * Kate

Last Name: * Storey

Company: * Synergy

Email: * kate.storey@synergy1.net.au

Phone: Country: * Australia

Country Code: 61 Area Code: 08 Number: * 6282 7675 Extension:

Confirm Number: * +61 (08) 62827675

Phone Number: +61 (08) 6282 7675

* My phone number is correct.

Do not record this phone call.

Ariba Network ID:


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.

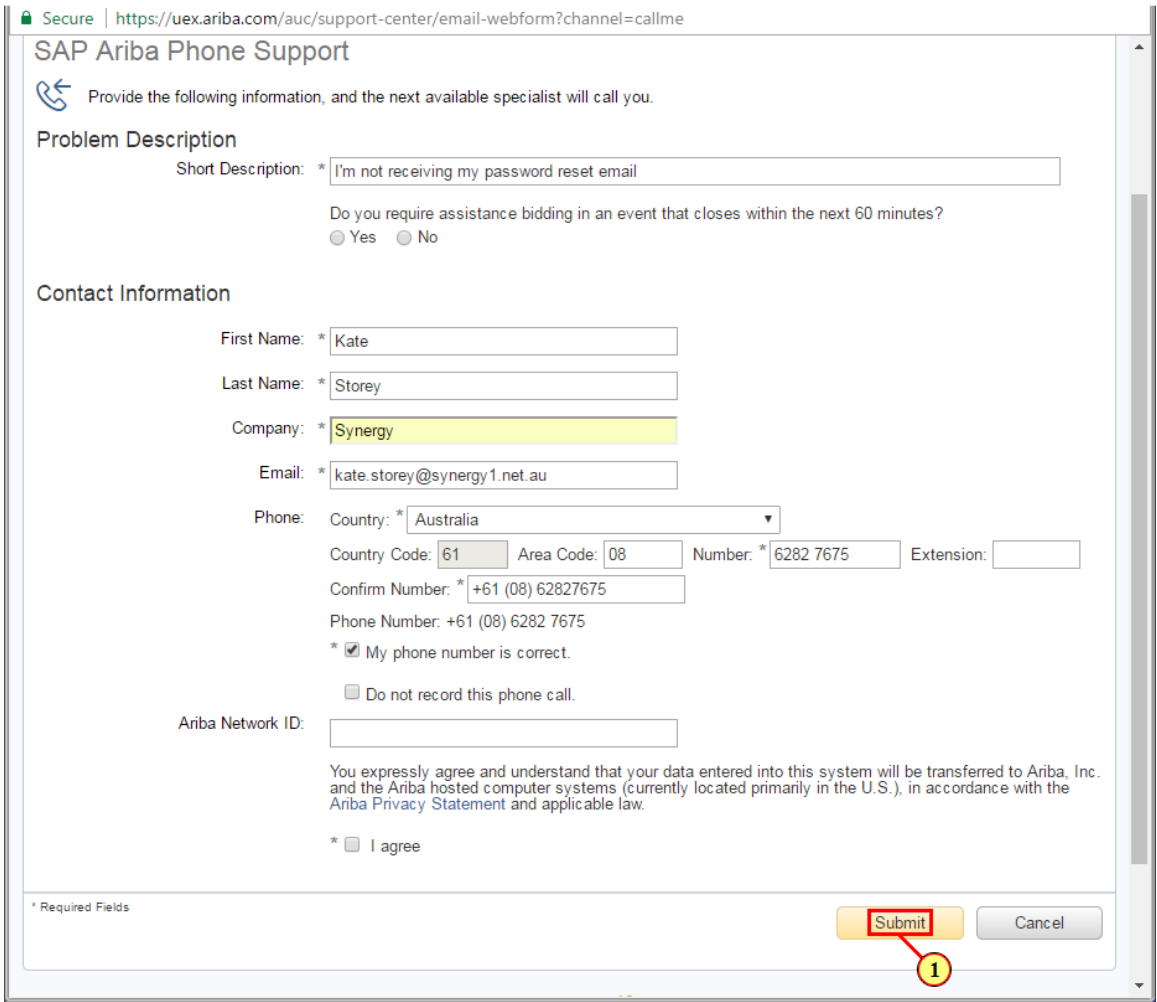
* I agree

* Required Fields

Submit Cancel

(1) Click on 'I agree'

 Once you have clicked **Submit**. Someone from Ariba will call usually within 10 minutes. Thank you. That concludes the training on how to request a call from Ariba.



The screenshot shows a web browser window with the URL <https://uex.ariba.com/au/support-center/email-webform?channel=callme>. The page title is "SAP Ariba Phone Support". Below the title, there is a phone icon and the text "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".

Problem Description

Short Description: * I'm not receiving my password reset email

Do you require assistance bidding in an event that closes within the next 60 minutes?
 Yes No

Contact Information

First Name: * Kate

Last Name: * Storey

Company: * Synergy

Email: * kate.storey@synergy1.net.au

Phone: Country: * Australia

Country Code: 61 Area Code: 08 Number: * 6282 7675 Extension:

Confirm Number: * +61 (08) 62827675

Phone Number: +61 (08) 6282 7675

* My phone number is correct.

Do not record this phone call.

Ariba Network ID:

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.

* I agree

* Required Fields

At the bottom right, there are two buttons: "Submit" and "Cancel". The "Submit" button is highlighted with a red box and a yellow circle containing the number "1", indicating the step to click on it.

(1) Click on **Submit**.