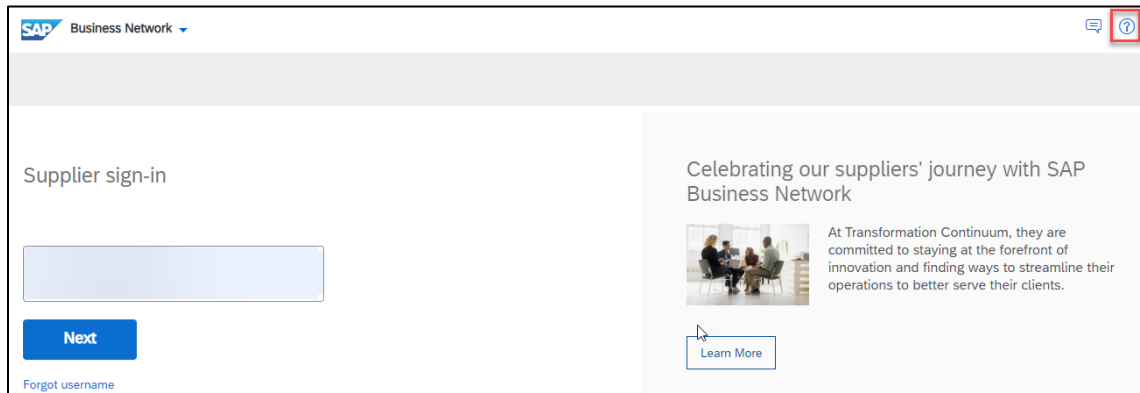




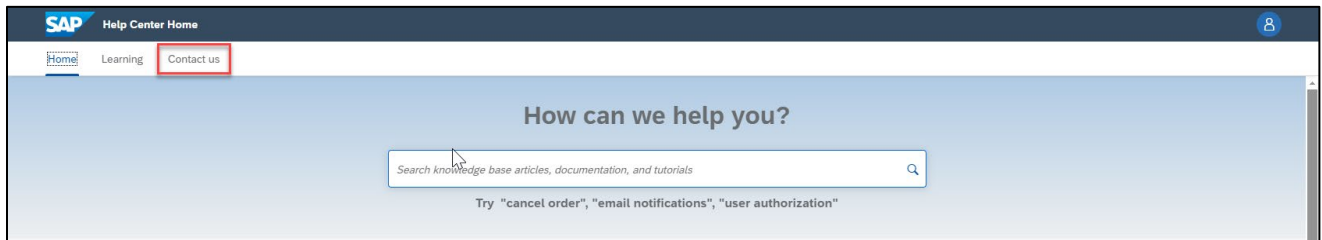
Contacting Ariba Support

The City of Tacoma team does not have access to your organization's Ariba account. For scenarios that we cannot help you with, you may need to contact Ariba support. Below are the steps for putting in a support ticket with Ariba support.

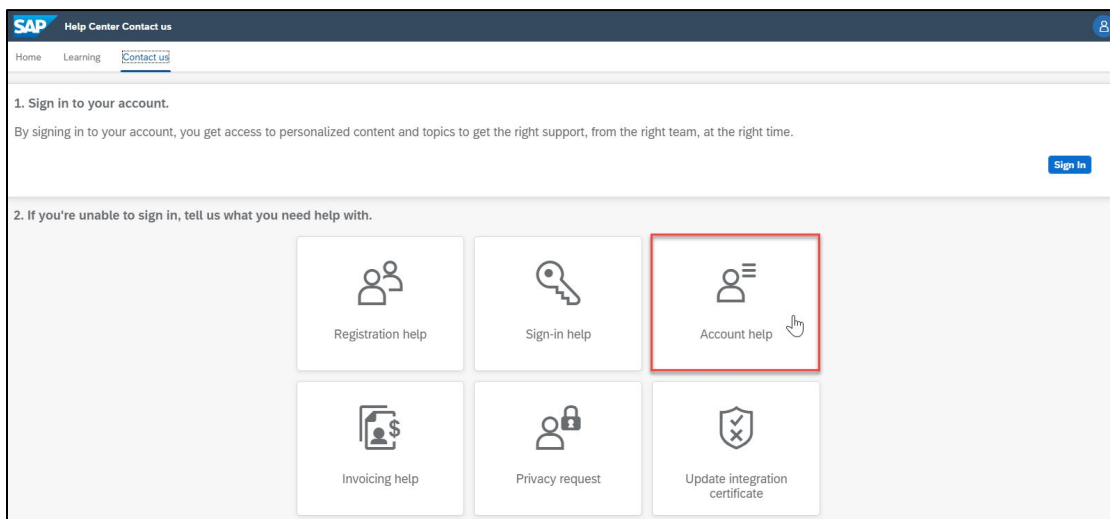
1. Go to supplier.ariba.com, then click the question mark in the top righthand corner.



2. Next, you will click "Contact Us" near the top of your screen.



3. Next, you will select one of the options on the list. For this example we will select "Account Help."





Contacting Ariba Support

4. Depending on the selection made on the previous step, you will be given multiple different options to select. Choose the option that fits your scenario the best.

2. Choose from the options below to continue.

Click the **Log in** button above for quick assistance and support on topics such as:

- Account management
 - Reassigning the account administrator
 - Adding new users to an existing account
 - Updating email preferences
 - Downgrading your account and learning about subscription levels
 - Merging multiple accounts together
- Invoicing
 - Creating and submitting invoices
 - Rejected invoices and other statuses
 - Uploading and accessing invoices
 - Payment of an invoice

Learn more and get support:

Reassign / transfer account admin User access Locked account Downgrade Enterprise account to Standard Merge multiple accounts Delete / expire account

If you are an administrator and need to transfer the account or change the email address, click the **Log in** button above.

If you are not the administrator, but you have access to the email address listed on the admin account, click the **Forgot password** link on the [login page](#).

If the previous account admin has left the company and/or you don't have access to the email address, click **Continue** for help.

[Not sure if your company has an account?](#)

5. The system will give you a couple options, discussed previously. Next, we will hit "Create a Case" to start your support ticket with Ariba.

◦ Payment of an invoice

Learn more and get support:

Reassign / transfer account admin User access Locked account Downgrade Enterprise account to Standard Merge multiple accounts Delete / expire account

If you are an administrator and need to transfer the account or change the email address, click the **Log in** button above.

If you are not the administrator, but you have access to the email address listed on the admin account, click the **Forgot password** link on the [login page](#).

If the previous account admin has left the company and/or you don't have access to the email address, click **Continue** for help.

[Not sure if your company has an account?](#)

Can't find what you're looking for? **Create a Case**



Contacting Ariba Support

- When creating a case, important information to have available is as follows:
Organization name, email address and user ID of current account administrator, Ariba Network ID (ANID) of your company's Ariba account and contact info for Ariba support to contact you at (email and phone number). Make sure to complete all required fields, this will be shown with a red asterisk.

Once you complete this form, you will click "One Last Step" to submit the ticket to Ariba, on this next screen you will select how you would like Ariba support to contact you.

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:

Full description: * 3000 characters remaining

Attachment:

Top Recommendations:

- How do I change the administrator user in my SAP Business Network supplier account?
- How do I update administrator information on SAP Business Network?

2. Provide your preferred contact details:

First name: *

Last name: *

User Name:

Company: *

Email: *

Phone: *

Extension:

[One last step](#)