



# How to create an ARIBA request for Support – Downgrade ARIBA account

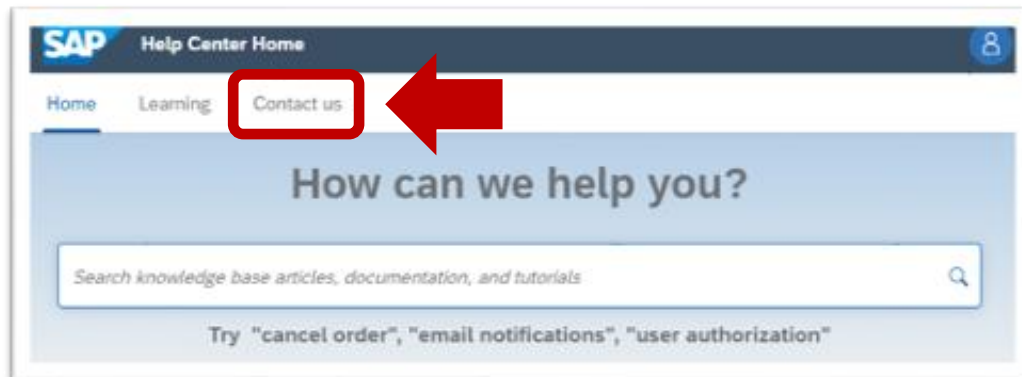
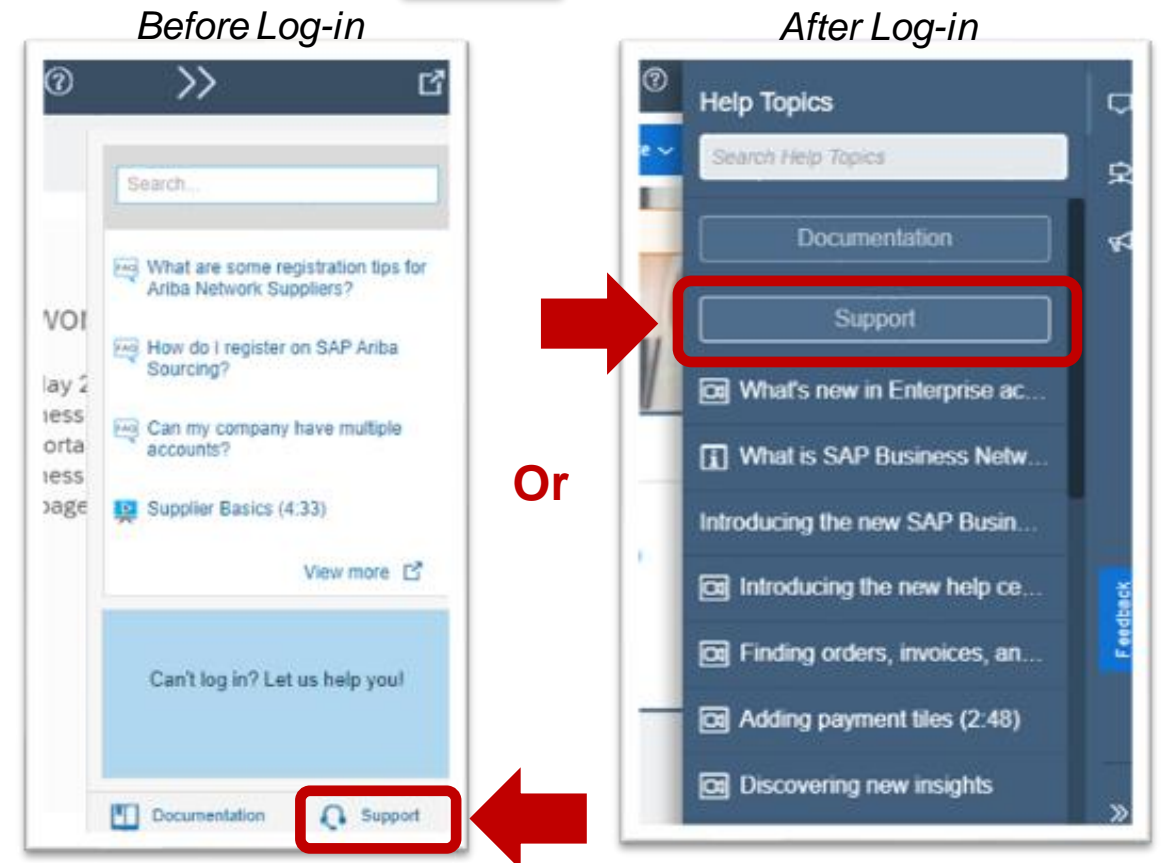
Thursday, 09 March 2023



# Access Help Center

Supplier log-in page: <https://service.ariba.com/Supplier.aw/>

- 1) From the [log-in page](#) or after logging in, click on the **Help icon** in the **upper right corner** of the page.
- 2) Click on **Support** at either the **top** or **bottom** of the slide-out pane.
- 3) The **Help Center** will open in a new tab or window.  
Click **Contact us**.

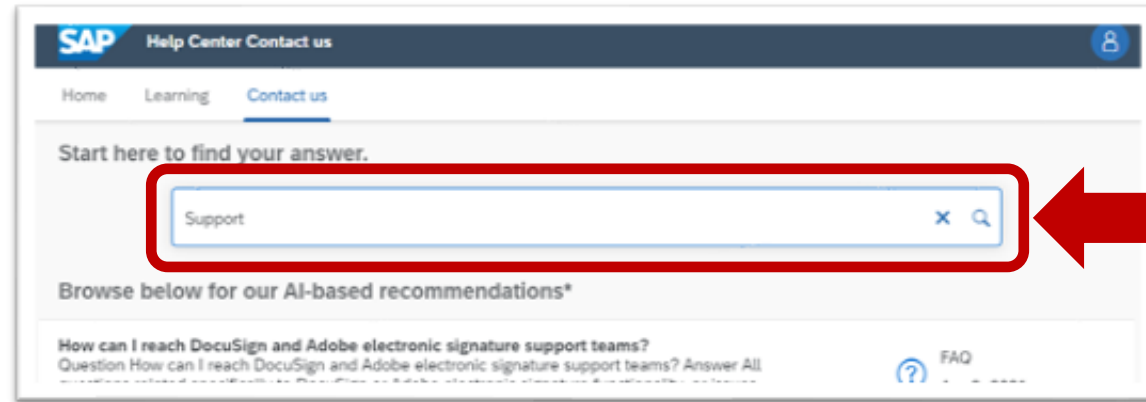


Click [here](#) for a video of this process

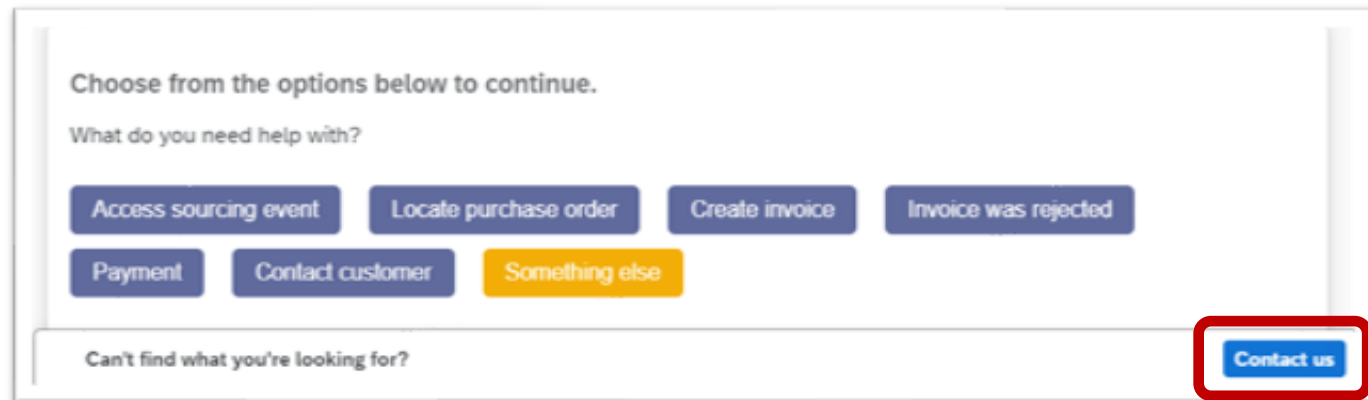
# Search for your topic

*These steps follow log-in from Enterprise Account*

- 4) **Input your topic**, then press Enter on your keyboard or click on the magnifying glass icon to search.



- 5) **Below the search results**, click on **Something else** then click the blue **Contact us** button in the lower right corner.



# Complete the online form

*These steps follow log-in from Enterprise Account*

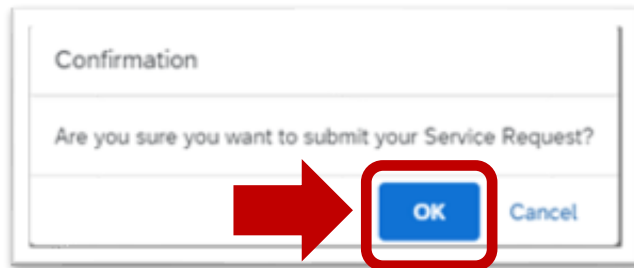
- 6) Complete the online form for all **required fields** noted with a **red asterisk \***.
- 7) The **Issue type** will cause different selections for the **Issue area**.
- 8) **Optionally** select one or more of your customers.
- 9) Remember to check the box to **confirm your telephone number is correct**.
- 10) Click the **One last step blue button** in the **bottom right corner** of the page.

The image shows a screenshot of the SAP Help Center 'Contact us' form. The form is titled 'SAP Help Center Contact us' and includes a search bar and a 'Recommended' section on the right. The main form area is titled '1. Tell us what you need help with.' and contains several fields: 'Subject' (Support), 'Full description' (Affected terms, expected results, etc.), 'Attachment', 'Issue type' (Administration), 'Issue area' (Administration), 'Affected buyers' (API, AribaPay, Catalogs, Integration, Invoice or Service Sheet, Purchase Orders or Change Orders, Subscription fees, Trading or customer relationships), 'PO/Invoice Number', 'Business contact info', 'First name', 'Last name', 'Username', 'Company', 'Email' (douglas.deluca@sap.com), 'Phone', 'Extension', 'Confirm phone', and 'Arriba Network ID' (AN01394233645). A red asterisk is next to the 'Issue type' and 'Issue area' fields. A red arrow points from the 'Issue type' dropdown to the 'Issue area' dropdown. A yellow arrow points from the 'Affected buyers' dropdown to the 'Business contact info' section. A red arrow points from the 'Confirm phone' checkbox to the 'My phone number is correct' checkbox. A red arrow points from the 'One last step' button in the bottom right corner to the 'Confirm phone' checkbox. A red arrow points from the 'One last step' button to the 'Business contact info' section. A red arrow points from the 'One last step' button to the 'Arriba Network ID' field. A red arrow points from the 'One last step' button to the 'Email' field. A red arrow points from the 'One last step' button to the 'Phone' field. A red arrow points from the 'One last step' button to the 'Extension' field. A red arrow points from the 'One last step' button to the 'Company' field. A red arrow points from the 'One last step' button to the 'Username' field. A red arrow points from the 'One last step' button to the 'Last name' field. A red arrow points from the 'One last step' button to the 'First name' field. A red arrow points from the 'One last step' button to the 'Subject' field. A red arrow points from the 'One last step' button to the 'Full description' field. A red arrow points from the 'One last step' button to the 'Attachment' field. A red arrow points from the 'One last step' button to the 'Issue type' field. A red arrow points from the 'One last step' button to the 'Issue area' field. A red arrow points from the 'One last step' button to the 'Affected buyers' field. A red arrow points from the 'One last step' button to the 'PO/Invoice Number' field. A red arrow points from the 'One last step' button to the 'Business contact info' field. A red arrow points from the 'One last step' button to the 'First name' field. A red arrow points from the 'One last step' button to the 'Last name' field. A red arrow points from the 'One last step' button to the 'Username' field. A red arrow points from the 'One last step' button to the 'Company' field. A red arrow points from the 'One last step' button to the 'Email' field. A red arrow points from the 'One last step' button to the 'Phone' field. A red arrow points from the 'One last step' button to the 'Extension' field. A red arrow points from the 'One last step' button to the 'Confirm phone' field. A red arrow points from the 'One last step' button to the 'Arriba Network ID' field.

# Submit request for assistance

*These steps follow log-in from Enterprise Account*

- 11) Select **one** contact method.
- 12) Click the **blue Submit button** in the **bottom right corner**.
- 13) Click **Ok** to confirm.



Click [here](#) for a video of this process

*The following slides provide information on other resources available from the Help Center*

