

# Contacting SAP Ariba Support

If you **cannot** access your Ariba Network Account – See pages 2-5

If you **can** access your Ariba Network Account – See pages 6-9

# Contacting Ariba Support if you **cannot** sign into your Ariba Supplier account

The image shows the SAP Business Network Supplier Login page. On the left, there is a login form with fields for 'User Name' and 'Password', a 'Login' button, and links for 'Forgot Username or Password' and 'New to SAP Business Network? Register Now or Learn More'. In the center, there is a 'Share your story today!' section with an image of people and a 'Learn More' button. On the right, there is a 'Download the SAP Business Mobile App' section with an image of a man at a laptop and a 'Learn More' button. A dark blue help menu is overlaid on the right side of the page. The menu has a search bar for 'Help Topics' and buttons for 'Documentation' and 'Support'. The 'Support' button is highlighted with a red box. Below the 'Support' button, there are two search results: 'Why was my session terminated f...' and 'How long can I be logged in?'. A red arrow points from the 'Support' button to the first search result. A yellow box with a red border contains the text 'Click on the 'Support' option'. Another yellow box with a red border contains the text 'Click on the '?' in the top right corner', with a red arrow pointing to a question mark icon in the top right corner of the page header.

Supplier Login

User Name

Password

Login

Forgot Username or Password

New to SAP Business Network?  
Register Now or Learn More

Share your story today!

Share your SAP Business Network experience with over 6 million businesses around the world through Supplier Spotlight Program. Highlight your success on SAP Business Network!

Learn More

Download the SAP Business Mobile App

Stay connected... manage key documents... the power of SAP... pocket, you can... respond to lead...

Learn More

Help Topics

Search Help Topics

Documentation

Support

Why was my session terminated f...


How long can I be logged in?

Click on the 'Support' option

Click on the '?' in the top right corner

Click 'Contact Us'






# How can we help you?

*Search knowledge base articles, documentation, and tutorials* 

Try "cancel order", "email notifications", "user authorization"

**1. Log in to your account.**  
By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time. [Log in](#)

**2. If you're unable to log in, tell us what you need help with.**

 Register on SAP Business Network	 Reset my password	 Forgot username
 Unsubscribe	 Privacy request	

Select the topic you need help with

**3. Choose from the options below to continue.**

What do you need help with?

[Register a new account](#) [Registration error](#) [Login](#) [Find out if my company has an account](#) [Something else](#)

Are you receiving an error when trying to login?

[Yes](#) [No](#)

What error message are you getting?

[The username and password pair you entered was not found](#) [Your account is locked? Try again later...](#) [Something else](#)

If you have access to your Ariba Account, Log In and [proceed to Page 6 of this Guide](#)

Select Options until the 'Contact Us' button appears at the bottom

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: \*

Attachment:

2932 characters remaining

- Top Recommendations:**
- [How do I change the administrator user in my SAP Business Network supplier account?](#)
  - [How do I access and change the former administrator's account?](#)

2. Please review your contact information for correctness:

First name: \*

Last name: \*

Username:

Company: \*

Email: \*

Phone: \*

Extension:

Confirm phone: \*

My phone number is correct.

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 [SAP Ariba Privacy Statement](#) and applicable law.

I agree

- Recommendations\***
- 
- [How do I change the administrator user in my SAP Business Network supplier account?](#)
  - [How do I access and change the former administrator's account?](#)
  - [What are some registration tips for Ariba Network Suppliers?](#)
  - [How do I register on SAP Ariba Sourcing?](#)
  - [How do I contact the account administrator for my company?](#)
  - [How do I change my account information through a...](#)
  - [How do I change my account information through my account?](#)
  - [How do I change company address on Purchase Order \(PO\) header UI?](#)
  - [Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID \(ANID\) message"](#)
  - [Why can't I find an event?](#)
  - [Error: "You do not have the appropriate permissions to access this page" when accessing Proposals or Contracts](#)
  - [Why is there no Switch to Test ID option in my account?](#)
  - [How do I request a user account?](#)
  - [I have been locked out from Ariba Network due to the multifactor authentication. How can I login again?](#)
  - [How do I add a new customer?](#)
  - [How do I register a free Standard account from an email invitation?](#)

**Fill out all the required fields (marked with \*)**

**One last step**

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



Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 22

Do not record my phone call.

Other methods you may choose:



Email

A support engineer will respond to your case by email.

Select  
Contact Method

Back

Submit

Cancel

# Contacting Ariba Support if you **can** sign into your Ariba Supplier account

The image shows a screenshot of the SAP Business Network Enterprise Account interface. The top navigation bar includes the SAP logo, 'Business Network', and 'Enterprise Account'. A red box highlights a question mark icon in the top right corner, with a red arrow pointing to it. A yellow callout box with the text 'Click on the '?' in the top right corner' points to this icon. Below the navigation bar, there are tabs for 'Home', 'Enablement', 'Workbench', 'Orders', and 'Fulfillment'. A 'Create' button is also visible. The main content area shows a dashboard with 'Overview' and 'Getting started' sections. The 'Getting started' section displays '0 New orders' and '0 Orders' for the last 31 days. A 'Support' button is highlighted in a red box in the right-hand sidebar, with a red arrow pointing to it. A yellow callout box with the text 'Click on the 'Support' option' points to this button. The sidebar also contains a search bar for 'Help Topics' and several help topics listed below.

Click on the '?' in the top right corner

Click on the 'Support' option

## 1. Start here to find your answer.



Enter your question / issue

## 2. Browse below for our AI-based recommendations\*

**Error?"Cannot access customer's site. Your buying organization must approve your access to their system before you proceed with this action. Please try again later."**

Issue When I try to create a contract invoice by clicking? Create >? Contract Invoice? >? Customer Name , I see this error message: Error: Cannot access customer's site. Your buying organization must approve your access to their s

 Support Note  
Apr 2, 2022**"The Unit Price calculated for the invoice item X exceeds the tolerance limit specified by the buyer" invoicing error**

Issue I receive the following error message when submitting an invoice: INV-138: The Unit Price calculated for the invoice item xx exceeds the tolerance limit specified by the buyer. Cause Your buyer does not allow you to inc

 Support Note  
Apr 2, 2022**Error: INV-64: The Supplier VAT ID is missing.**

Issue When I attempt to submit an invoice, it fails and I receive the following message: INV-64: The Supplier VAT ID is missing. Resolution In the Additional Fields section of your invoice, select your company from the Supplier drop

 Support Note  
Oct 31, 2019**Invoice error regarding need to create an order confirmation before invoicing**

Issue Invoice error regarding need to create an order confirmation(OC) or Advance Ship Notice(ASN) before invoicing I receive the following error when submitting an invoice: INV-130: PO xxxx does not have an order confirmation. This custom

 FAQ  
Apr 10, 2019**Why do I receive errors when creating an invoice?**

Question Why do I receive errors when creating an invoice? Answer If your invoice does not comply with general or customer requirements, you receive error messages that prevent you from submitting an invoice to your customer. You

\*Powered by SAP Incident Solution Matching

Ariba will provide a list of Help Articles related to your issue

## 3. 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**

Remember to [check with your customer](#) for rejected invoices, payment, and questions about the status of a document you've submitted. SAP Ariba Support *cannot answer* questions about these topics.

If the issue cannot be self-resolved, you can choose 'Something Else' and 'Contact Us'

## 1. Tell us what you need help with.

Subject: \*

Full description: \*   
2932 characters remaining

Attachments:

Issue type: \*

Issue area: \*

Affected buyers:

PO/Invoice Number:

## Top Recommendations:

- Error: "Cannot access customer's site. Your buying organization must approve your access to their system before you proceed with this action. Please try again later."
- "The Unit Price calculated for the invoice item X exceeds the tolerance limit specified by the buyer" invoicing error

## 2. How does this impact your normal business processes?

Business Impact: \*

Please elaborate: \*   
2973 characters remaining

## 3. Please review your contact information for correctness:

First name: \*

Last name: \*

Username:

Company: \*

Email: \*

Phone: \*

Extension:

Confirm phone: \*

My phone number is correct.

Ariba Network ID: \*

## Recommendations\*

- 
- Error: "Cannot access customer's site. Your buying organization must approve your access to their system before you proceed with this action. Please try again later."
  - "The Unit Price calculated for the invoice item X exceeds the tolerance limit specified by the buyer" invoicing error
  - Error: INV-64: The Supplier VAT ID is missing.
  - Invoice error regarding need to create an order confirmation before invoicing
  - Why do I receive errors when creating an invoice?
  - Why was my invoice rejected?
  - Error: "Order reference is an obsolete, duplicate, rejected or replaced order" failed invoice
  - Customer is receiving processed/error: decryption-failed error message while sending documents to CIG
  - Why can't I submit an invoice with blanket line items?
  - Why is my invoice failing with error: Document Dispatch failed?
  - EDI invoice error: INV-64: The Supplier VAT ID is missing
  - How do I add/delete a credit card for paying my Ariba subscription invoice?
  - Why can't I change certain information on the invoice?
  - Error: "There is no shippable line item in the PO" when trying to create a ship notice
  - Why is my customer not receiving my invoice / invoice is on hold?
  - Who do I contact for help if I am a Standard account user?
  - Why I'm receiving a notification telling I'm using "the email invoice processing functionality from an

Fill out all the required fields (marked with \*)

One last step



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



Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 7

Do not record my phone call.

Other methods you may choose:



Live chat: closed

You will chat with the same product expert that would normally work your case, soon after you click "Submit."

**Note:** Pop-ups need to be enabled in your browser.

Select  
Contact Method

[Back](#)

**Submit**

[Cancel](#)