

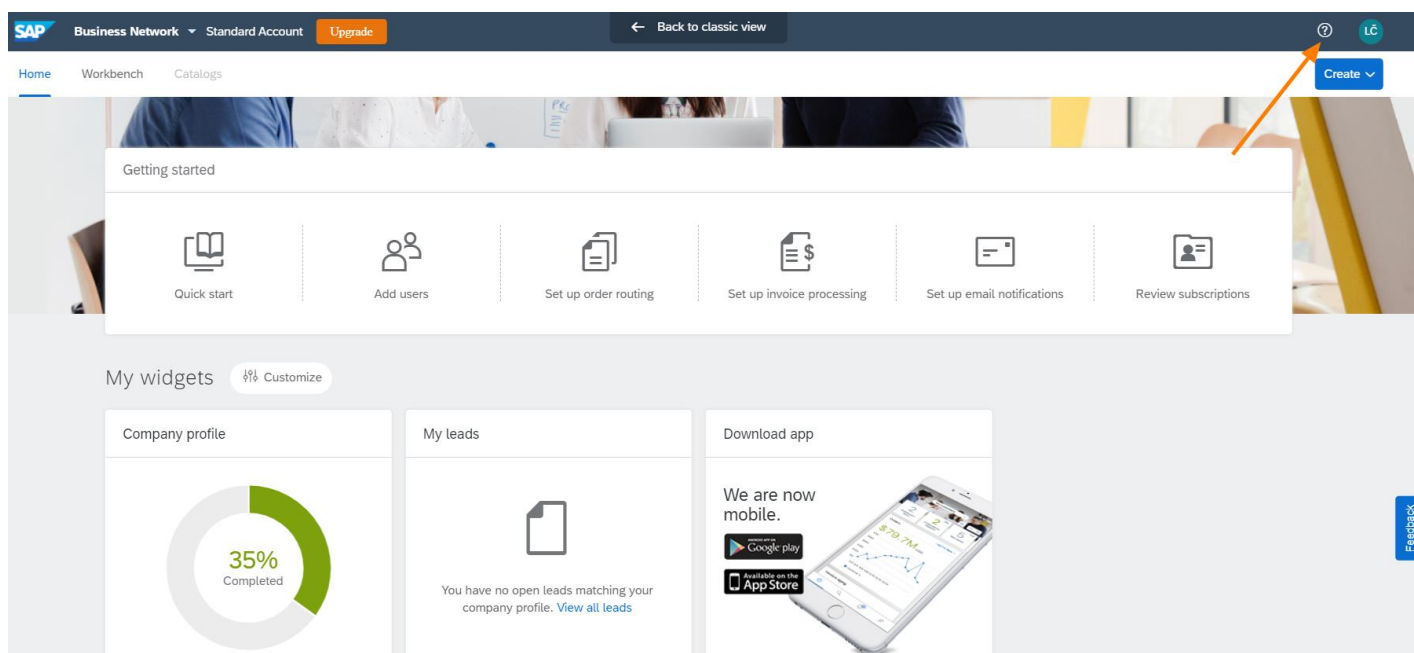
How do I contact support as a Standard account user?

For supplier support, access the [SAP Business Network Help Center](#).

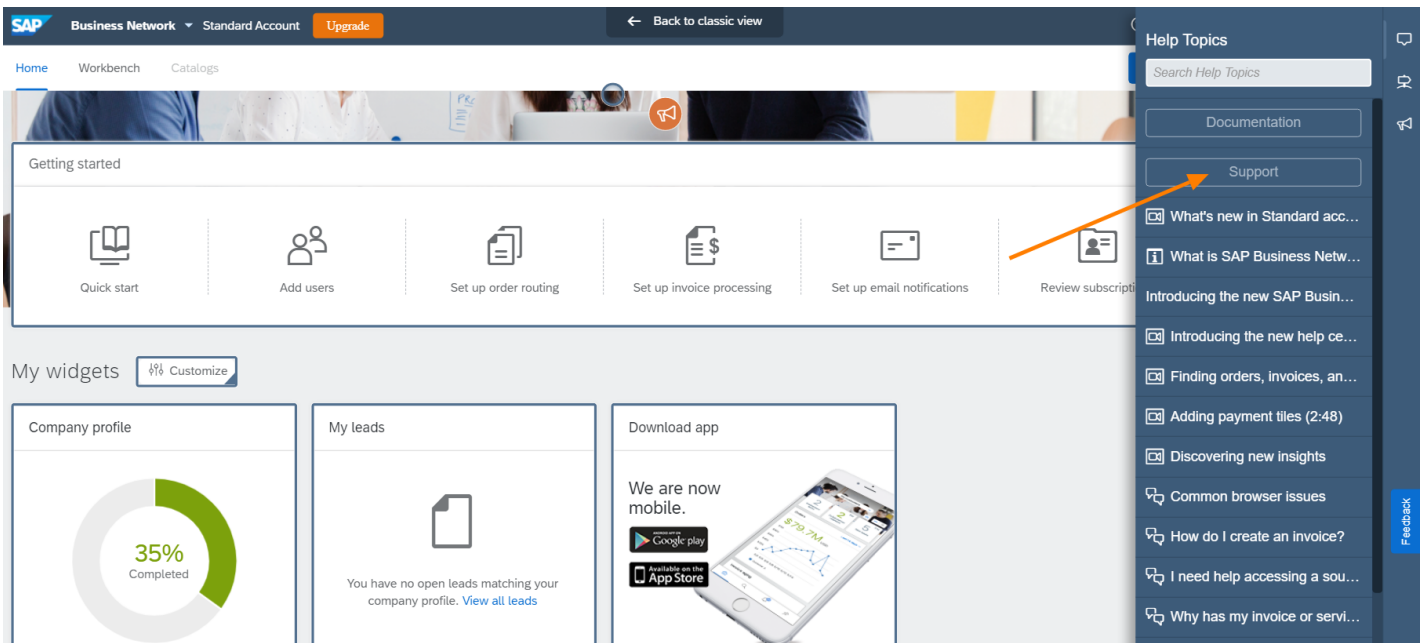
Standard account users are not entitled to end user support. To receive additional support, upgrade to an Enterprise account.

To report technical issues such as system errors and outages:

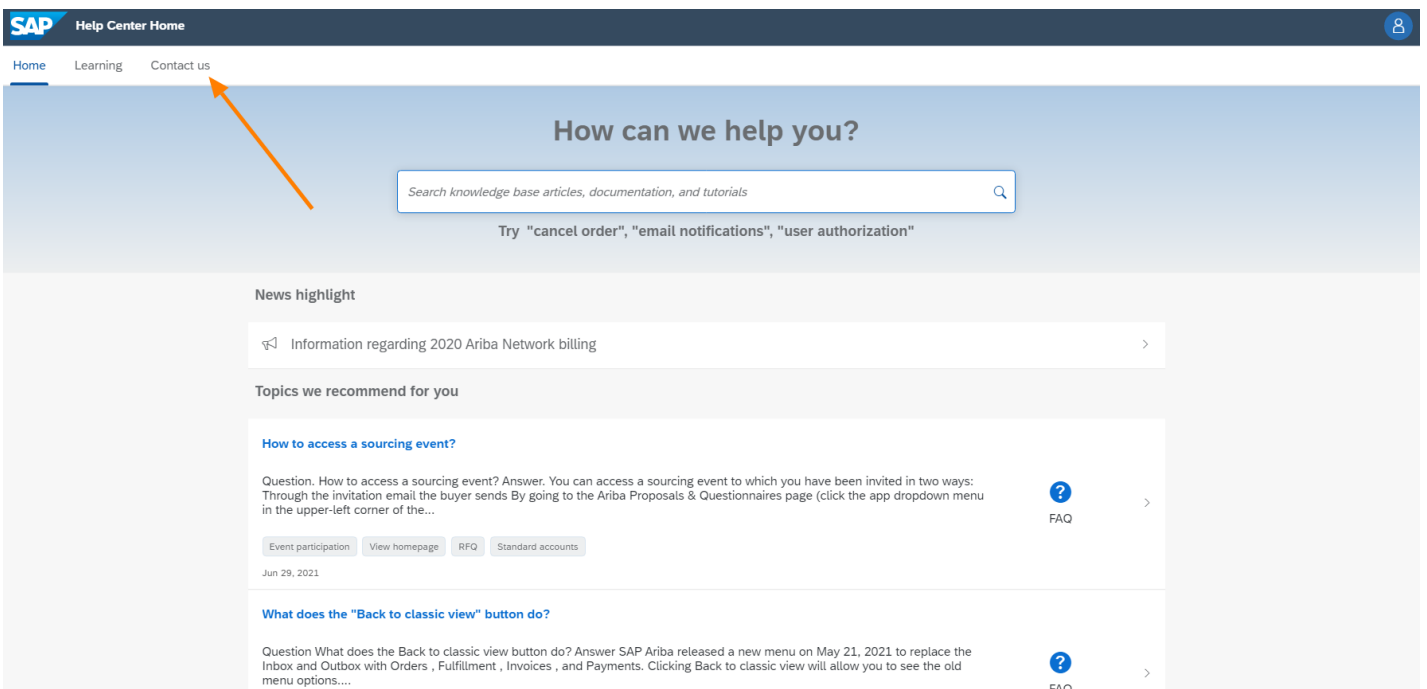
- 1.) Click the help  icon in the upper-right corner of the application.




- 2.) Click **Support** (either in the bottom-right next to the  icon or at the top of the help menu).

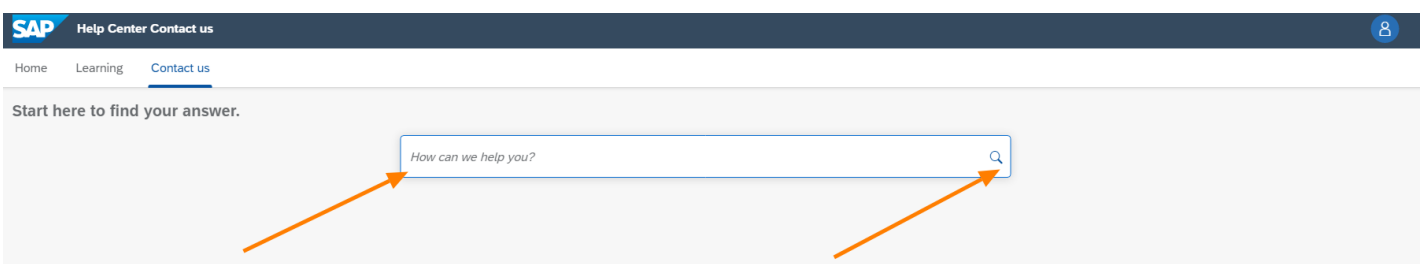


3.) Click the **Contact us** tab.



4.) Enter a brief description of your question or issue in the **How can we help you?** field.

5.) Click the search  icon.



After searching, click on a topic based on our recommendations or a button about your question/issue under the **Choose from the options below to continue** section to learn more and get help.

For functionality issues and how-to questions, you can browse FAQs, articles, video tutorials, and product documentation in the Help Center.

Start here to find your answer.

Browse below for our AI-based recommendations*

- Program error on executing the T-code ARBCIG_SRC_CONT_MAP**
Previously, when a buyer on SAP Ariba Procurement solutions integrated with SAP ERP using SAP Ariba Cloud Integration Gateway executed the T-code ARBCIG_SRC_CONT_MAP to view the document IDs and the ERP ID associated with the scheduling agreement, it
Release Update Jan 21, 2020
- I lost access to Archived invoices. How do I re-gain this access?**
Question I lost access to Archived invoices in the Network. How do I re-gain this access? Answer If you used to have this access before the 2105 (Q2 2021) release and then lost it without any action, this may be related to a major user
FAQ May 17, 2021
- The system did not migrate data from an RFI to the SPQ**
Issue We copied the Supplier Profile Questionnaire into an RFI. After the event moved into Pending Selection , the attachments from the event were not transferred into the Supplier Profile, while other text responses were. Resolution
Support Note Apr 13, 2020
- I lost access to payment information and archived invoices in the Network. How do I re-gain this access?**
Question I lost access to the options Scheduled payments , Payment batches , Charge files and/or Archived invoices in the Network. How do I re-gain this access? Answer If you used to have this access before the 2105 (Q2 2021) release
FAQ May 17, 2021

- 6.) Can't find what you're looking for? Choose from the options below to continue - click YES.
- 7.) Click Contact us in the right corner.

SAP Help Center Contact us

Home Learning Contact us

- I lost access to Archived invoices. How do I re-gain this access?**
Question I lost access to Archived invoices in the Network. How do I re-gain this access? Answer If you used to have this access before the 2105 (Q2 2021) release and then lost it without any action, this may be related to a major user
FAQ May 17, 2021
- The system did not migrate data from an RFI to the SPQ**
Issue We copied the Supplier Profile Questionnaire into an RFI. After the event moved into Pending Selection , the attachments from the event were not transferred into the Supplier Profile, while other text responses were. Resolution
Support Note Apr 13, 2020
- I lost access to payment information and archived invoices in the Network. How do I re-gain this access?**
Question I lost access to the options Scheduled payments , Payment batches , Charge files and/or Archived invoices in the Network. How do I re-gain this access? Answer If you used to have this access before the 2105 (Q2 2021) release
FAQ May 17, 2021
- How do I invoice a purchase order if I lose the email notification?**
Question How do I invoice a purchase order in my Standard account if I lose the email notification? Answer If you misplace a purchase order email notification, follow the steps below: Log in to your Ariba Network Standard
FAQ Apr 30, 2020

*Powered by SAP Incident Solution Matching

Choose from the options below to continue.

Do you need to report a technical issue like an ANERR error, IP Address error, Invoice Failure, or Catalog issue?

Yes No

What type of issue do you need to report?

ANERR error IP address error Invoice failure PunchOut catalog error

If you need clarification on a rejected invoice, [contact your customer](#). If an invoice shows **Failed** in the Routing Status and you cannot determine the cause, submit a ticket using the link below.

Can't find what you're looking for? Contact us

- 8.) Provide details of the issue including your contact details.

SAP Help Center Contact us 👤

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:*

Attachment:

Issue type:*

Issue area:*

PO/Invoice Number:

Top Recommendations:

- Program error on executing the T-code ARBCIG_SRC_CONT_MAP
- I lost access to Archived invoices. How do I re-gain this access?

2. How does this impact your normal business processes?

Business Impact:*

One last step

- Recommendations***
-
- Program error on executing the T-code ARBCIG_SRC_CONT_MAP
 - I lost access to Archived invoices. How do I re-gain this access?
 - The system did not migrate data from an RFI to the SPQ
 - I lost access to payment information and archived invoices in the Network. How do I re-gain this access?
 - How do I invoice a purchase order if I lose the email notification?
 - Why the workflow disappeared from view in the 360° profile?
 - CCI-1878: No error message was displayed when the master data export task failed when the connection to the SAP Ariba Buying solution system was lost.
 - Why are there background reports scheduled by customer support admin and do they count against our parameter?
 - Why do I get empty results from my background reports?

9.) Choose Email as the contact method and at the right bottom corner click SUBMIT

SAP Help Center Contact us 👤

Home Learning Contact us

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

Recommended

Email

A support engineer will respond to your Service Request by email.