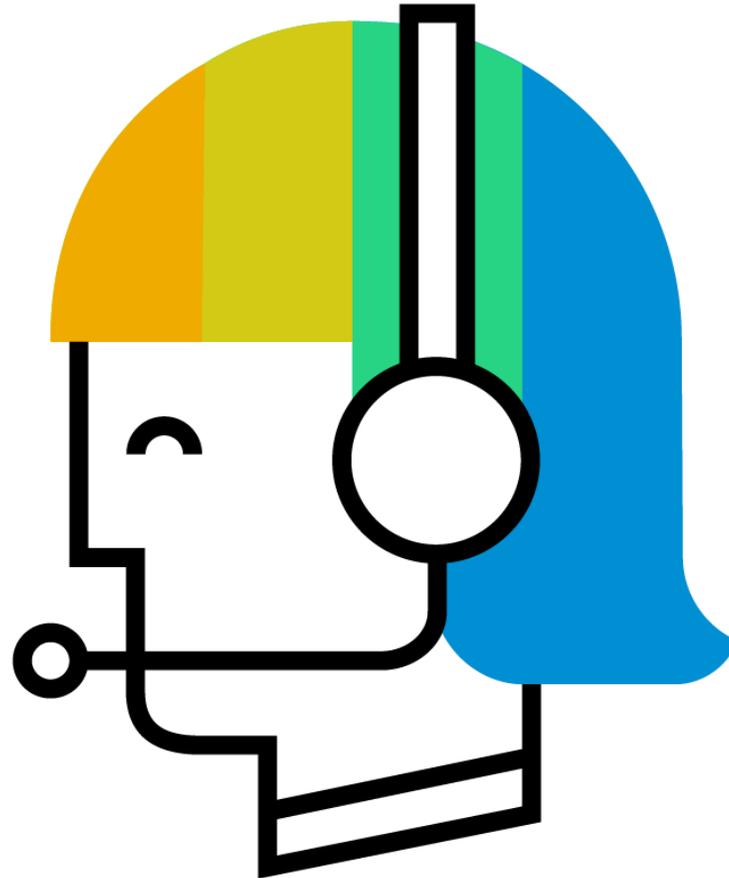


# 如何联系 SAP Ariba 支持团队



# 如何联系SAP Ariba支持团队

## 供应商登录

登录

[忘记了用户名](#) 或 [密码](#)

还不熟悉 SAP Business Network?  
[立即注册](#) 或 [了解更多](#)

在供应商登陆页面，输入账号名和密码，点击登录按钮

## Register and discover the possibilities

Sign up for this live demo and start leveraging SAP Ariba Discovery to engage with customers. Explore topics such as registration, site navigation, profile enhancing, post responding, and more.

[了解详情](#)



# 如何联系SAP Ariba支持团队

在主页面，点击帮助按钮

The screenshot shows the SAP Business Network Enterprise Account homepage. At the top left, the SAP logo is followed by 'Business Network' and 'Enterprise Account'. Below this are navigation links for '主页' (Home), '工作台' (Dashboard), and '目录' (Catalog). On the right side of the top navigation bar, there is a user profile icon with the initials 'MJ' and a help icon (a question mark inside a circle) which is highlighted with a red box. Next to it is a 'Create' button with a dropdown arrow and a menu icon (three dots). A green callout box with a black border and white background is overlaid on the top right, containing the text '在主页面，点击帮助按钮' (On the main page, click the help button). Below the navigation bar, a notification banner reads 'Unsupported browser (IE11) detected. Learn More'. The main content area is titled 'Getting started' and contains six cards with icons and labels: 'Quick start', '添加用户' (Add user), '设置订单传送' (Set up order transfer), '设置发票处理' (Set up invoice processing), '设置电子邮件通知' (Set up email notifications), and '审阅订购' (Review orders). Below this is a 'My widgets' section with a 'Customize' button. It features three widget cards: 'Company profile' showing a 15% completion progress ring and a 'Complete profile' link; 'My leads' showing 'You have no open leads matching your company profile. View all leads'; and 'Download app' featuring 'We are now mobile.' text, Google Play and App Store logos, an image of a smartphone displaying the app interface, and a 'Learn more' link.

# 如何联系SAP Ariba支持团队

The screenshot shows the SAP Business Network user interface. At the top, there is a navigation bar with the SAP logo, 'Business Network', and 'Enterprise Account'. Below this, there are navigation links for '主页', '工作台', and '目录'. A notification banner indicates 'Unsupported browser (IE11) detected. Learn More'. A green callout box with a black border contains the text: '您会看到支持中心页面, 点击 Support按钮'. On the right side, there is a 'Help Topics' sidebar with a search bar and a list of topics. The 'Support' button is highlighted with a red rectangle. Below the callout box, there is a 'Getting started' section with six cards: 'Quick start', '添加用户', '设置订单传送', '设置发票处理', '设置电子邮件通知', and '审阅订购'. At the bottom, there is a 'My widgets' section with three widgets: 'Company profile' (showing a 15% completed progress), 'My leads' (showing no open leads), and 'Download app' (with Google Play and App Store logos).

# 如何联系SAP Ariba支持团队

The screenshot shows the SAP Ariba Help Center homepage. At the top left, the SAP logo and 'Help Center 主页' are visible. Below the logo, there are three navigation tabs: '主页' (Home), '学习' (Learn), and '联系我们' (Contact Us). The '联系我们' tab is highlighted with a red box, and a line connects it to a green callout box on the left. The callout box contains the text: '您会看到支持中心主页面，点击联系我们按钮' (You will see the support center main page, click the contact us button). The main content area features a large heading '我能为您做些什么?' (What can I do for you?) and a search bar. Below the search bar, there is a suggestion: '尝试“取消订单”、“电子邮件通知”、“用户权限”' (Try 'Cancel Order', 'Email Notifications', 'User Permissions'). The page also displays two featured articles. The first article is titled '新供应商门户和工作台即将于 2021 年 5 月 21 日推出' (New Supplier Portal and Workbench launching on May 21, 2021) and includes a video player and a '查看主页数据中心' (View Home Data Center) button. The second article is titled '拒绝我的发票和服务条目表的原因?' (Reasons for rejecting my invoice and service item list?) and includes a '常见问题' (FAQ) icon. At the bottom of the page, there are several navigation buttons: '搜索发票' (Search Invoice), '发票状态' (Invoice Status), '发票历史记录' (Invoice History), '查看主页数据中心' (View Home Data Center), and '发票拒绝消息' (Invoice Rejection Messages).

# 如何联系SAP Ariba支持团队

Help Center 联系我们



[主页](#) [学习](#) [联系我们](#)

从此处开始查找您的答案。

我能为您做些什么?



在搜索框中输入您的问题并点击**搜索**按钮

[使用条款](#) [版权所有](#) [安全披露](#) [隐私](#) [法律披露](#)

# How to Contact SAP Ariba Support Team

Help Center 联系我们



主页 学习 联系我们

从此处开始查找您的答案。

浏览以下内容以获取基于 AI 的建议\*

## 如何查看/打印 Ariba 帐单的副本?

问题 如何查看/打印订购发票的副本? 答案 在应用程序的右上角, 单击 姓名首字母 > 服务订购。根据是否已支付发票, 单击 已付帐单 或 未结帐单 选项卡。如果您在列表中没有看到帐单, 则可以单击 未结帐单 选项卡上的 查找帐单 或 已付帐单 选项卡上的 扩展搜索, 选择希望使用的搜索筛选器, 然后单击 查找。单击您希望查看的帐单的帐单编号超链接 (显示在 帐单说明 列中)。如果希望打印帐单, 请向下滚动并选择 打印。有关附加信息, 您也可以查看我们的 Portal

FAQ  
2021年6月15日

## 错误: “INV-167: 服务工作单项目已包含在其他发票中”服务发票拒绝

问题 为什么我的服务发票被拒绝并显示以下错误消息? INV-167: 发票项目 中参考的服务工作单项目 已包含在其他发票中 回答 参考的服务条目表 (SES) 项目已包含在另一发票中。创建一个仅包含未开发票的 SES 行的新发票。如果使用 cXML 集成将发票发送到 Ariba Network, 则包含此信息的 cXML 元素是 InvoiceDetailItem 元素下的 ServiceEntryItemReference。附加信息 有关详细信息, 请

FAQ  
2021年6月15日

## “纸面发票”提交方式是什么意思?

问题 纸面发票 提交方式是什么意思? 回答 当您的采购商在他们的 Ariba Procurement 解决方案中手动创建发票时, 纸面发票 提交方法会填充在 Ariba Network 中。在完全审批后, 发票将转发 (抄送) 到 Ariba Network。Paper invoice, ICS Paper Invoice

FAQ  
2021年6月12日

## “纸面发票”提交方式是什么意思?

问题 纸面发票 提交方式是什么意思? 回答 当您的采购商在他们的 Ariba Procurement 解决方案中手动创建发票时, 纸面发票 提交方法会填充在 Ariba Network 中。在完全审批后, 发票将转发 (抄送) 到 Ariba Network。Paper invoice, ICS Paper Invoice

## 我如何处理 Ariba Network 标准帐户中的订单?

问题 如何使用标准帐户从订购单创建订单确认、发货通知或发票? 回答 要使用标准帐户处理订购单, 请在应该已从客户接收订购单后, 在 注册 或 登录 Ariba Network 标准帐户后, 将自动转到订购单详细信息页面, 在此页面您可以 创建订单确认、创建发货通知以及 根据订购单创建发票。如果错放了特定订购单的原始电子邮件通知, 您可从标准帐户的主页数据中心 发送电子邮件新副本。附加信息 有关特定客户提供的详细信息 (

2021年2月10日

在“无法找到您想要的内容”这一行中, 点击“联系我们”。

无法找到您要查找的内容?

联系我们

# How to Contact SAP Ariba Support Team



请求的支持语言: 简体中文 [是否更改?](#)

注意: 如果代理无法以您选择的语言提供支持, 则将在翻译服务的帮助下提供支持。

## 1. 请告诉我们您需要什么帮助。

主题 :\*

完整说明 :\*

附件 :

问题类型 :\*

问题范围 :\*

订购单/发票编号 :

### 热门推荐:

- 如何查看/打印 Ariba 帐单的副本?
- 错误: "INV-167: 服务工作单项目已包含在其他发票中"服务发票拒绝

## 2. 这会对您的正常业务流程产生怎样的影响?

### 推荐\*

- 如何查看/打印 Ariba 帐单的副本?
- 错误: "INV-167: 服务工作单项目已包含在其他发票中"服务发票拒绝
- "纸面发票"提交方式是什么意思?
- "纸面发票"提交方式是什么意思?
- 我如何处理 Ariba Network 标准帐户中的订单?
- 错误: 将 cXML 意大利发票发送至 Ariba Network 时"INV-694: 外部文档类型无效"
- 如何支付我的 Ariba 帐单?

请填写带有星号的必填项(\*). 之后点击“最后一步”。

错误: "INV-27: 供应商部件标识符在原始 PO 行

**最后一步**

# How to Contact SAP Ariba Support Team



选择此联系方式以最快的速度解决您的问题：



电话

支持工程师将通过电话响应服务请求。

预计等待时间（分钟）：43

不要将我的通话录音。

您可选择的其他方式：



实时聊天： **已打开**

单击提交后不久，您将与通常可处理您的服务请求的同一产品支持工程师将通过实时聊天响应服务请求。

**备注：**需要在您的浏览器中启用弹出窗口。



电子邮件

单击提交后不久，您将与通常可处理您的服务请求的同一产品支持工程师将通过电子邮件响应服务请求。

选择您期望的联系方式。

# How to Contact SAP Ariba Support Team



选择此联系方式以最快的速度解决您的问题：

 **推荐**  
电话

支持工程师将通过电话响应服务请求。

预计等待时间（分钟）：43

不要将我的通话录音。

您可选择的其他方法：

 实时聊天： **已打开**  
单击提交后不久，您将与通常可处理您的服务请求的同一产品支持工程师将通过实时聊天响应服务请求。

 电子邮件  
支持工程师将通过电子邮件响应服务请求。

备注：需要在您的浏览器中启用弹出窗口。

点击“提交”按钮。如果您选择了电话联系，您会在预计等待时间范围内接收到我们的来电

返回 **提交** 取消

# Thank you.

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