

# Technical support from Ariba customer support

- 1) You can raise a ticket to Ariba customer support by clicking on **?** in the right up corner of your homepage in your Ariba account and choosing **SUPPORT**.
- 2) This will lead you to the Help Center, where you can choose CONTACT US, write your enquiry and click on Enter.
- 3) You will receive some suggested articles and down on the page an option to click on CONTACT US again, which will guide you to open a ticket.

The screenshot shows the SAP Business Network Help Center interface. At the top, the header includes the SAP logo, 'Business Network', 'Standard Account', and an 'Upgrade' button. A red arrow points to a question mark icon in the top right corner, labeled with a yellow circle '1'. Below the header, the 'Help Center Contact us' section is visible. A red arrow points to the 'Contact us' link in the navigation bar, labeled with a yellow circle '2'. To the right, a sidebar titled 'Help Topics' contains a search bar and buttons for 'Documentation' and 'Support', with the 'Support' button highlighted by a red box. The main content area displays '1. Start here to find your answer.' followed by a search bar containing 'Account hierarchy'. Below this, it says '2. Browse below for our AI-based recommendations\*'. Two article snippets are shown: 'How do I create an account hierarchy?' and 'How do I merge/consolidate accounts?'. At the bottom, a red box highlights a search bar with the text 'Can't find what you're looking for?' and a 'Contact us' button, labeled with a yellow circle '3'.