

Contacting SAP Ariba for Support with POs and Invoices

Purpose

The purpose of this document is to provide step by step instructions on how to contact the SAP Ariba support team through the following methods:

- [Pre-Login Support](#) (that is, contacting support **without logging in to** a Business Network account)

This is mainly used for support areas such as, but not limited to, the following:

- If you don't know your username and password for access (or if you have more than one username/password)
- If you need assistance on which username to use or need a password reset and you don't receive the reset email
- If you don't have a username and password to access a specific Ariba Network ID (ANID), and the ANID Account Administrator has left the company.

- [Post-Login Support](#) (contacting support **after logging into** your Business Network account)

This is mainly used for support areas such as (but not limited to the following):

- If you are unable to find a Purchase Order (PO)
- If you are unable to locate a contract
- If you are unable to create an invoice
- If you have more than 1 account and would like to link other accounts to the main one
- If the ANID Account Administrator has left the company and you would like SAP Ariba Support to transfer the admin ownership to you.

- [Additional support channels](#)

- Email the PO issuer/requester or TAFE NSW Contract Manager
- Contact details to reach TAFE NSW Finance team

Note:


- Business Network account was previously called Ariba Network Account
- At TAFE NSW, SAP Ariba is referred to as 'TAFE Checkout'

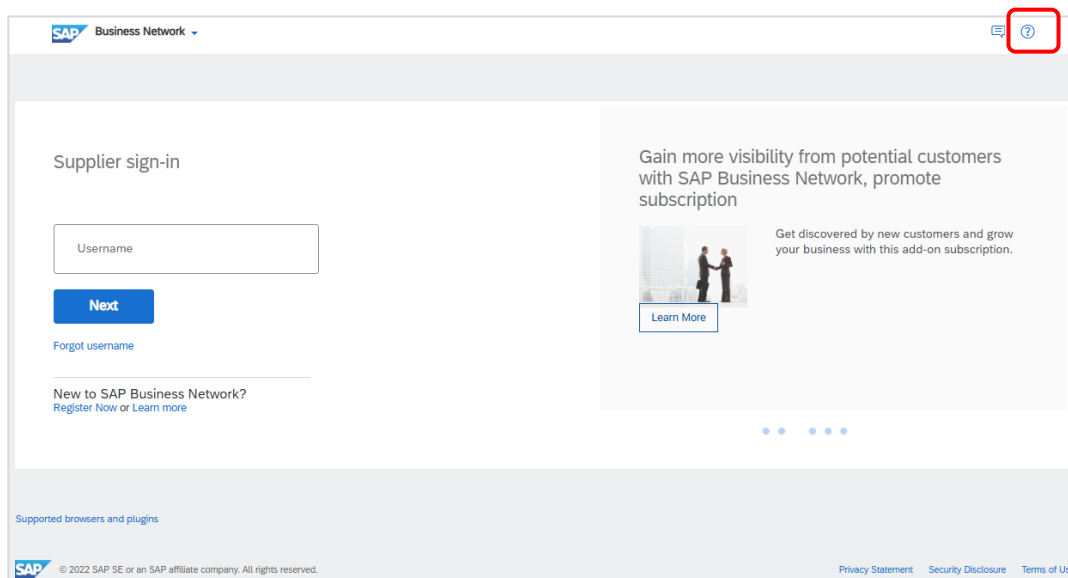
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Pre-login support

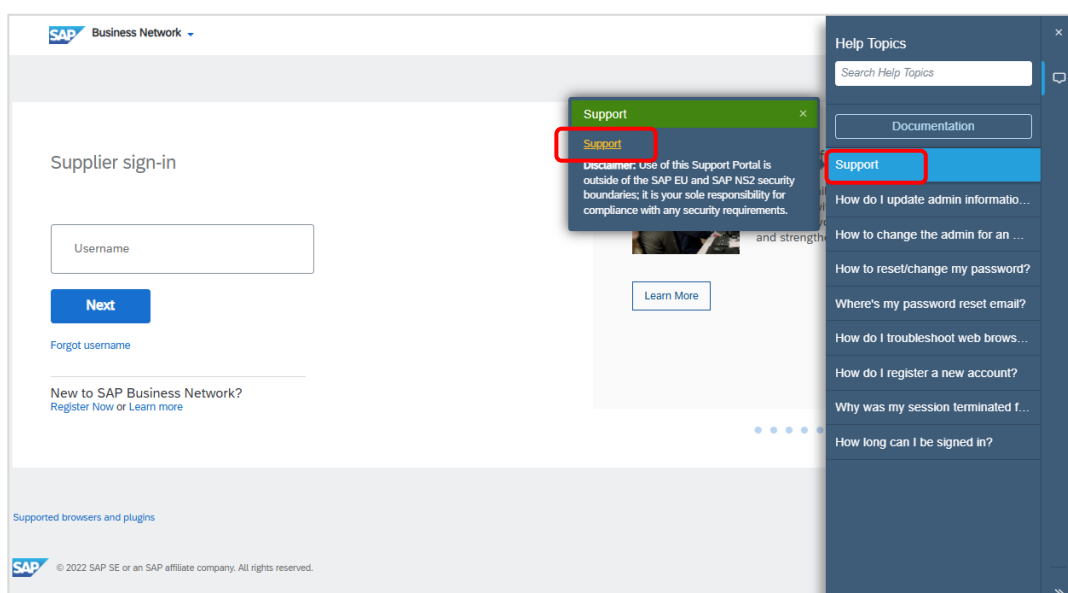
If you do not know your credentials to access the PO, you can raise a ticket to SAP Ariba for assistance.

Here are the steps:

1. From the [supplier login page](#), click on 

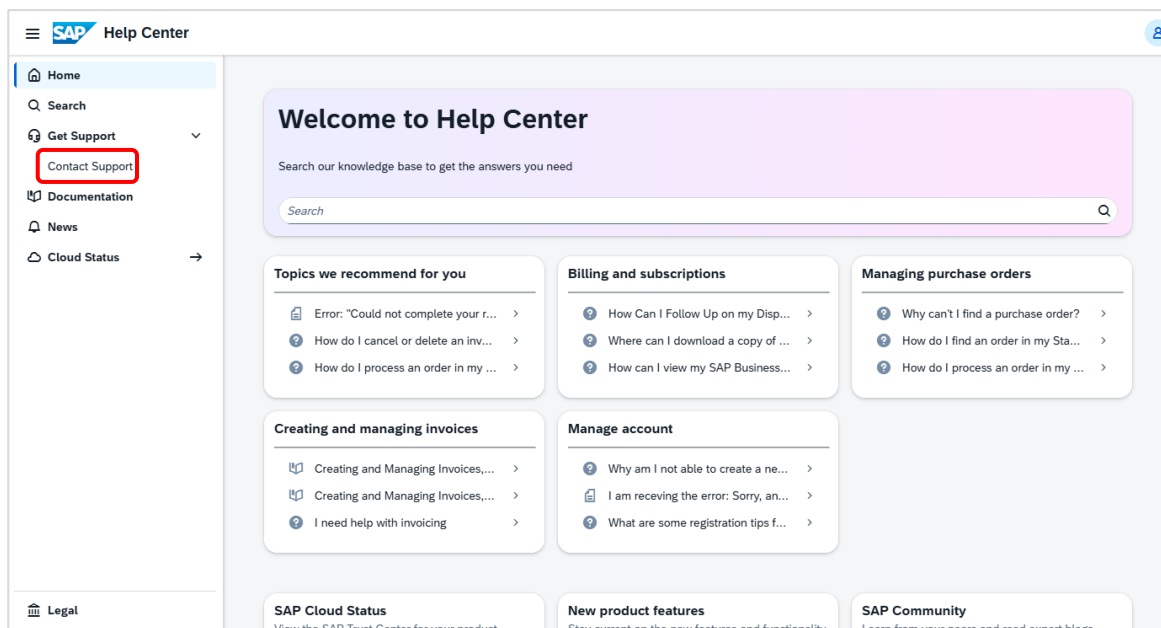


2. Click on 'Support' and click on 'Support'

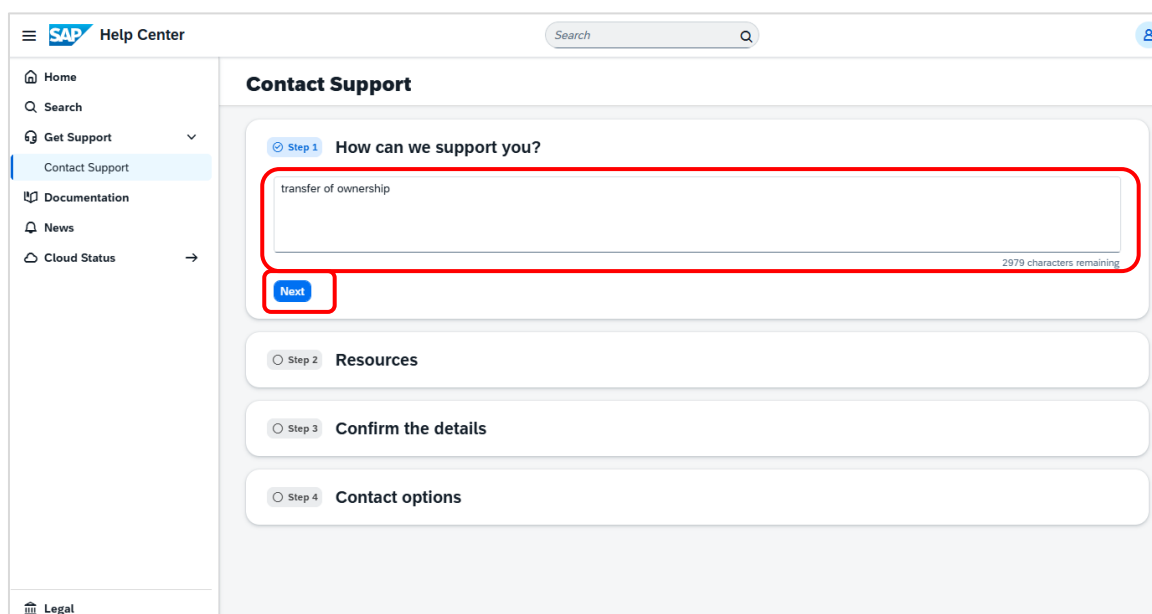


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3. A new tab will appear. Click on 'Contact Support'

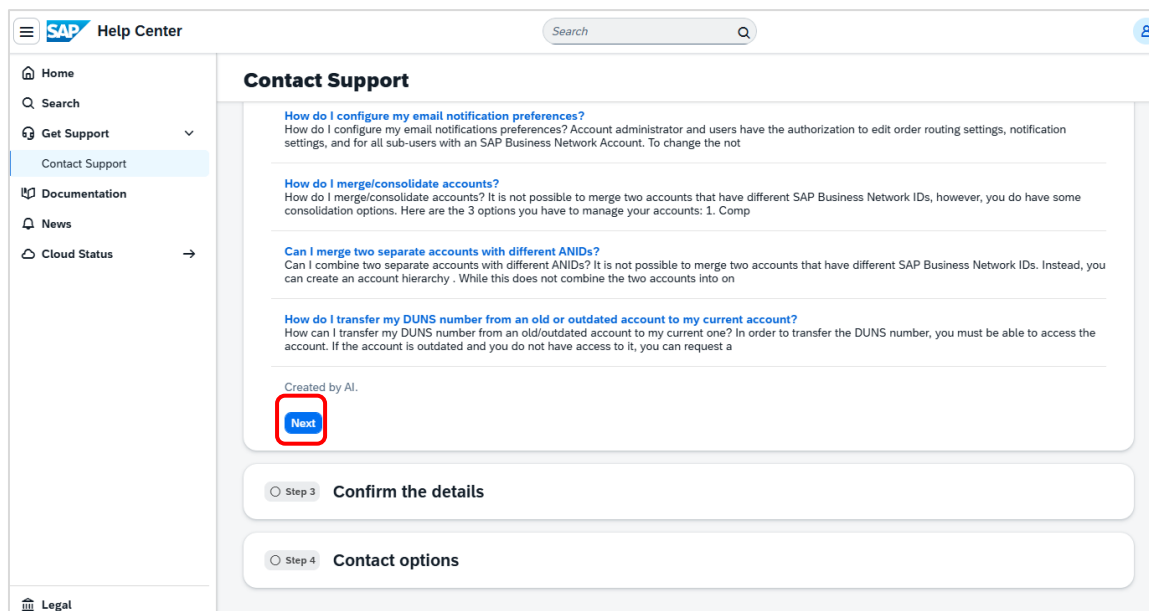


4. Type in the support required and click on 'Next'

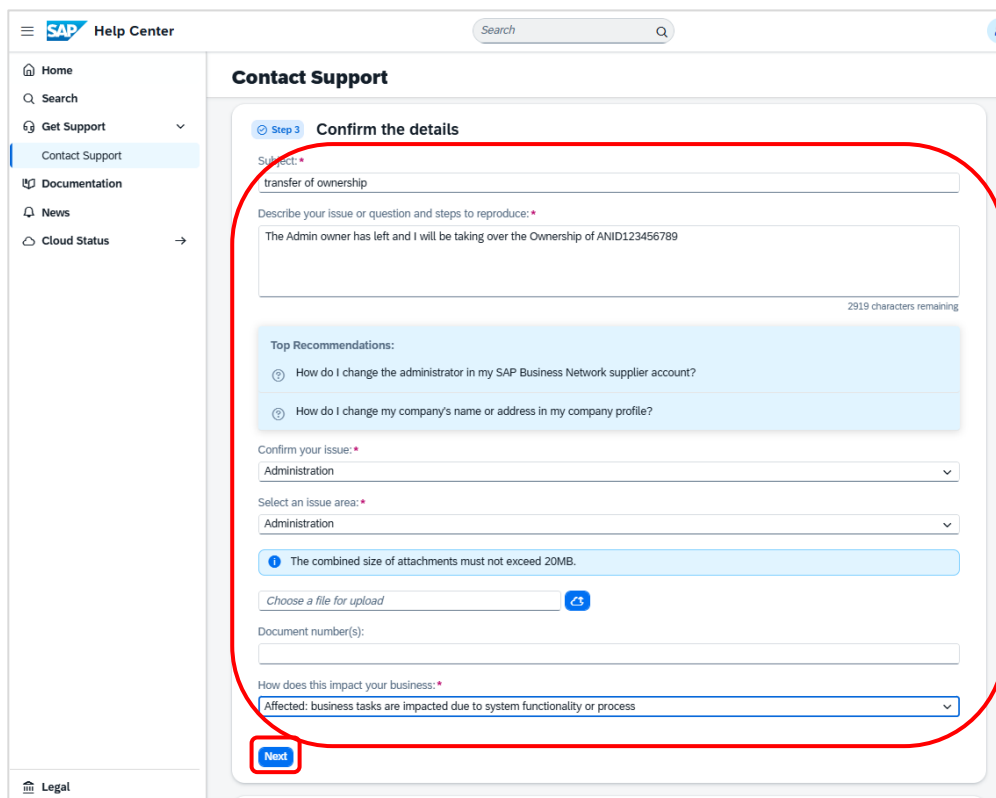


Contacting SAP Ariba for Support with POs and Invoices

5. Scroll to the end of Step 2 and click on 'Next'

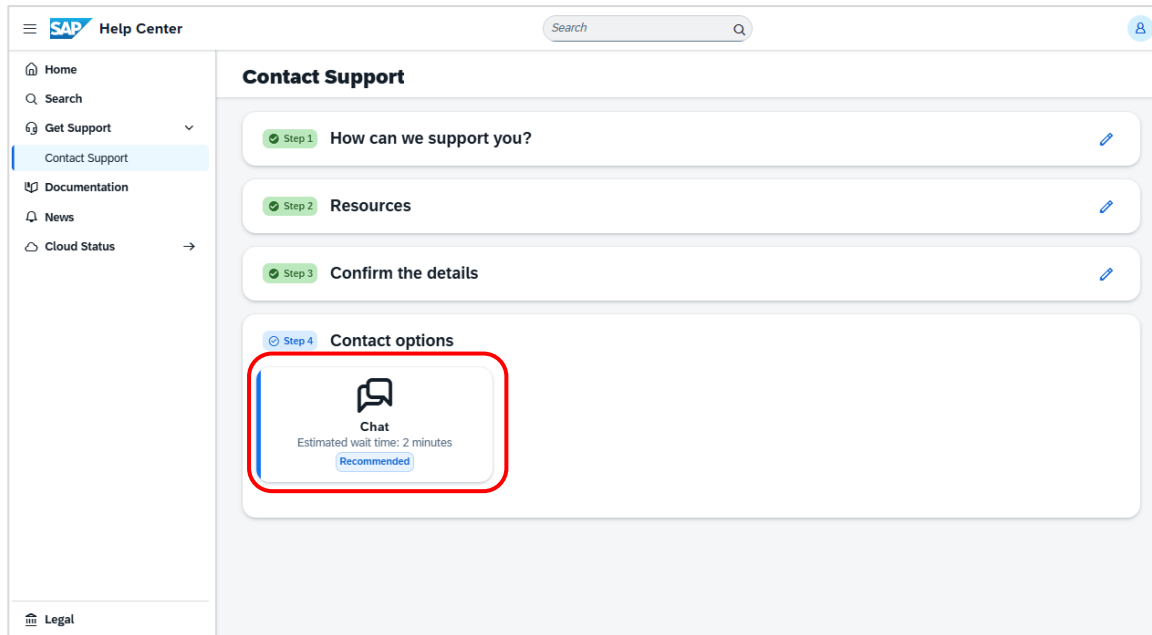


6. Fill out the form and click on 'Next'

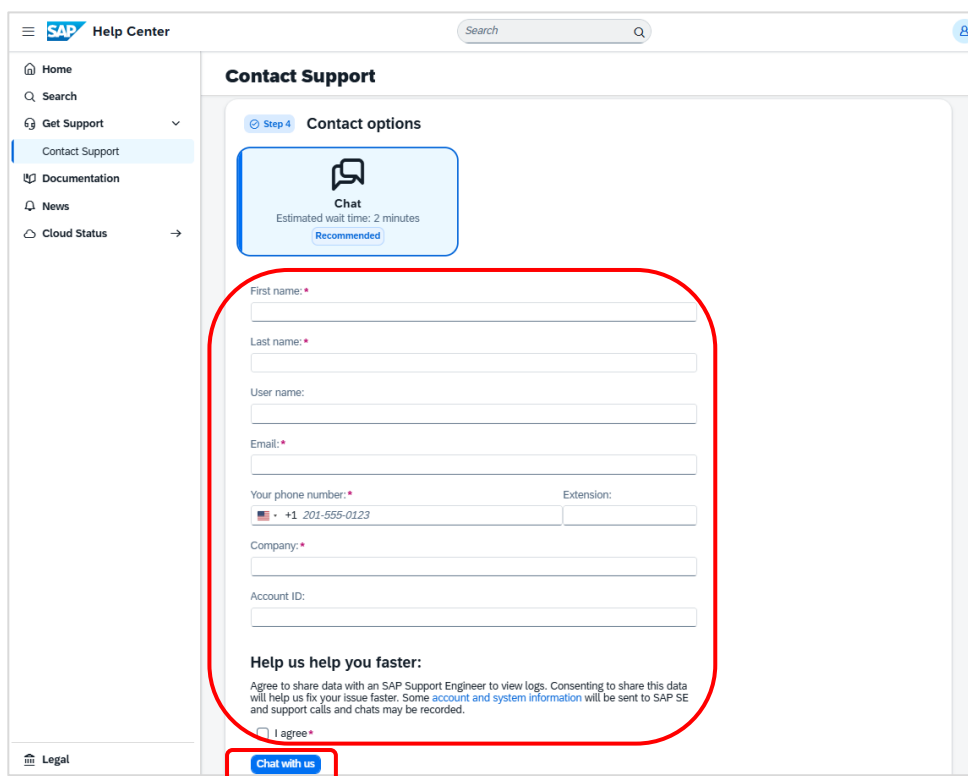


Contacting SAP Ariba for Support with POs and Invoices

7. Click on the Chat option

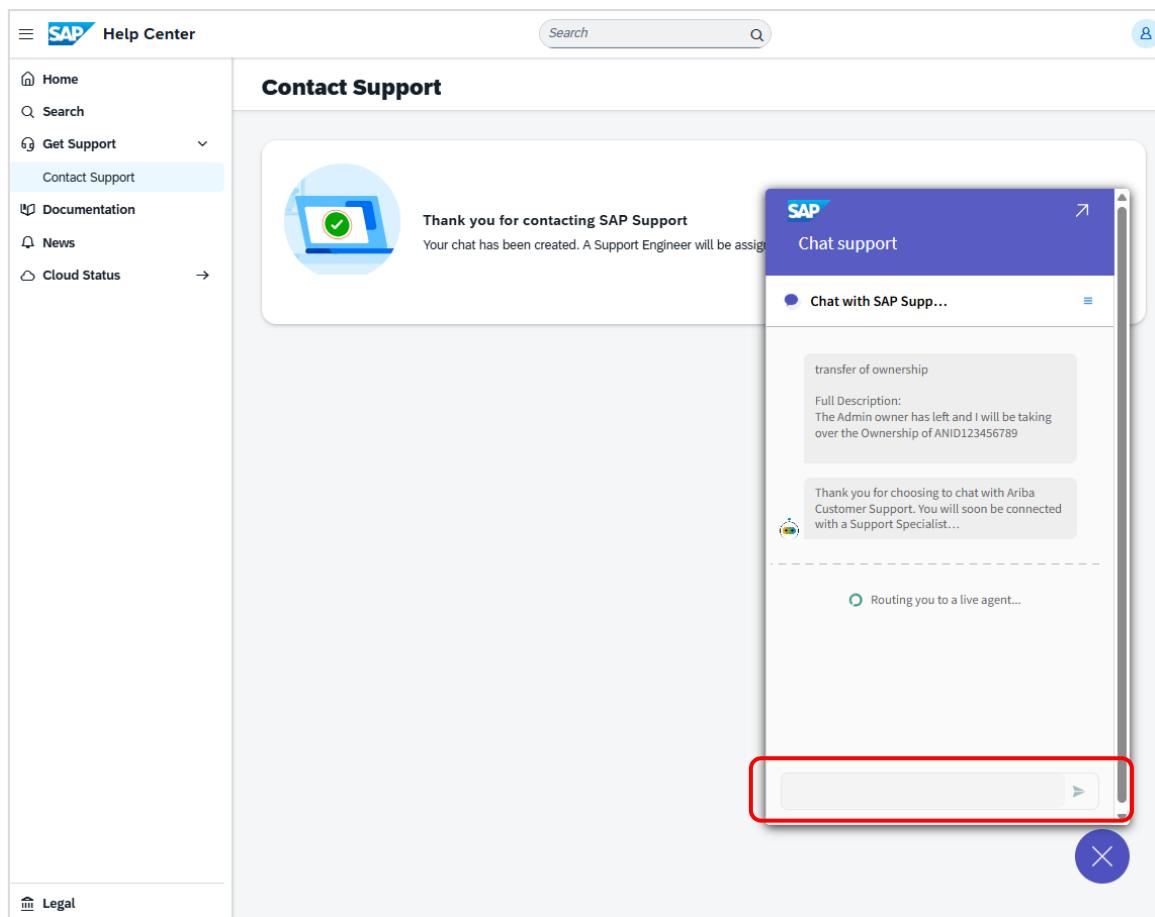


8. Fill out the form and click on 'Chat with us'



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A live chat pop-up will appear for you to chat with the assigned support team member.




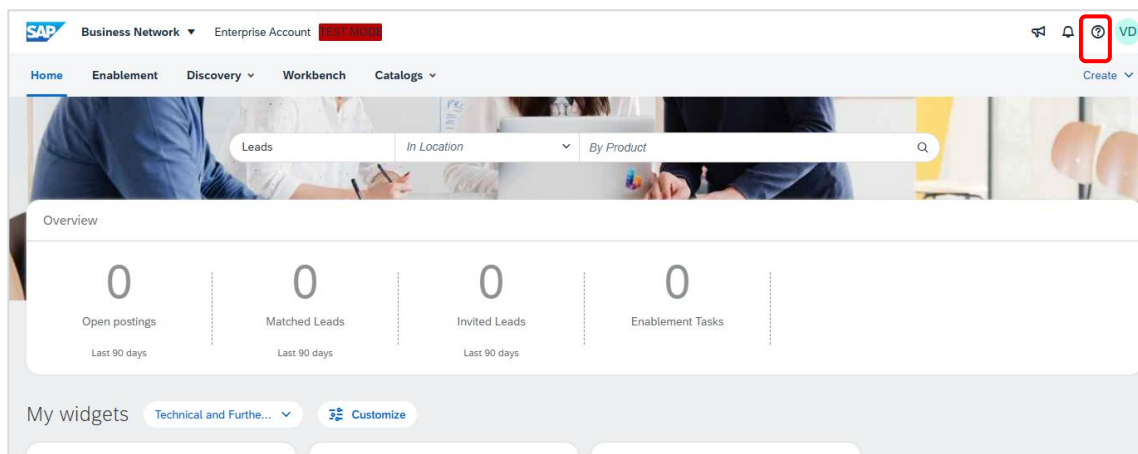
Type your message in the box provided and the support team member will reply accordingly.

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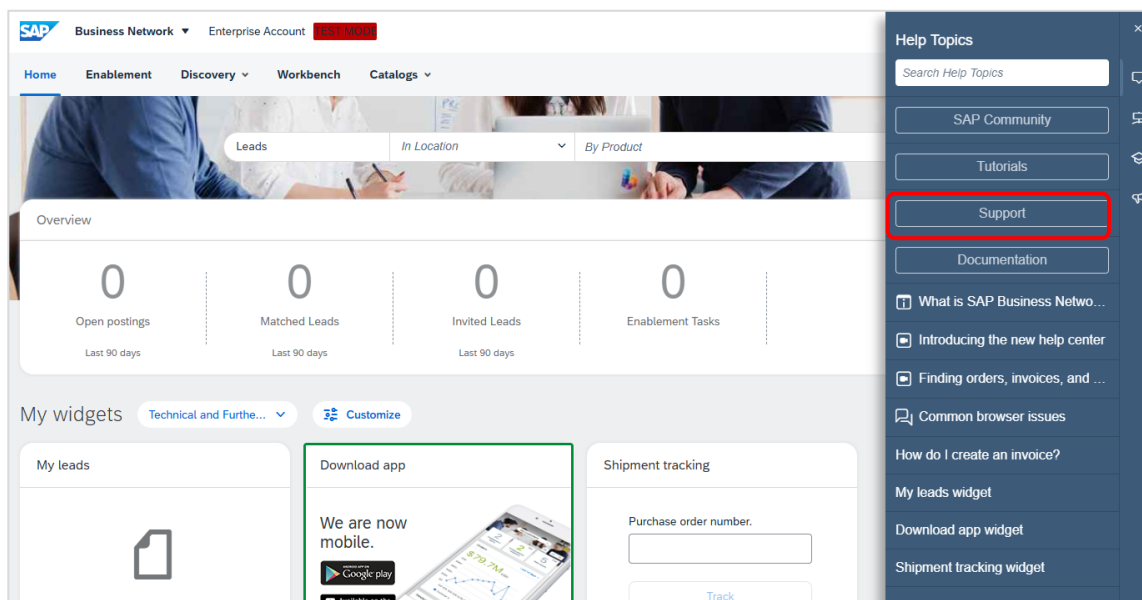
Post-Login support

If you need any navigation or technical assistance, here is how you can raise an SAP Ariba ticket:

1. After logging in with your credentials from the [supplier login page](#), click on .

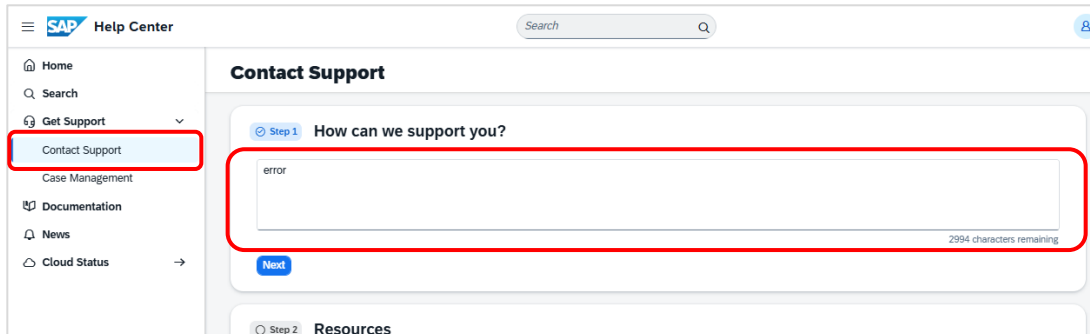


2. Click on 'Support'

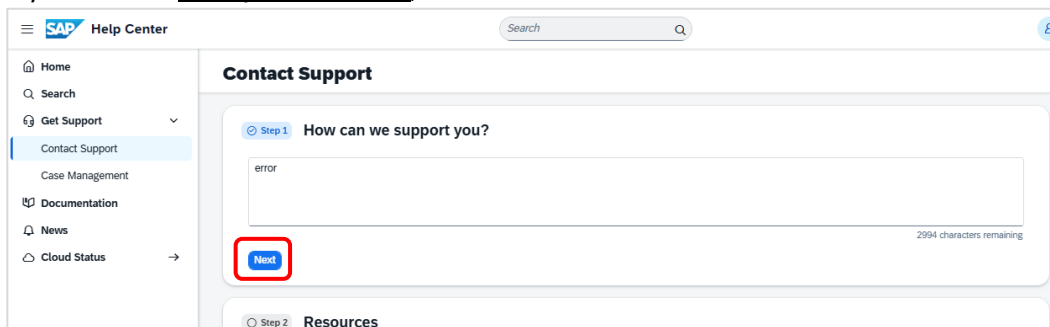


Contacting SAP Ariba for Support with POs and Invoices

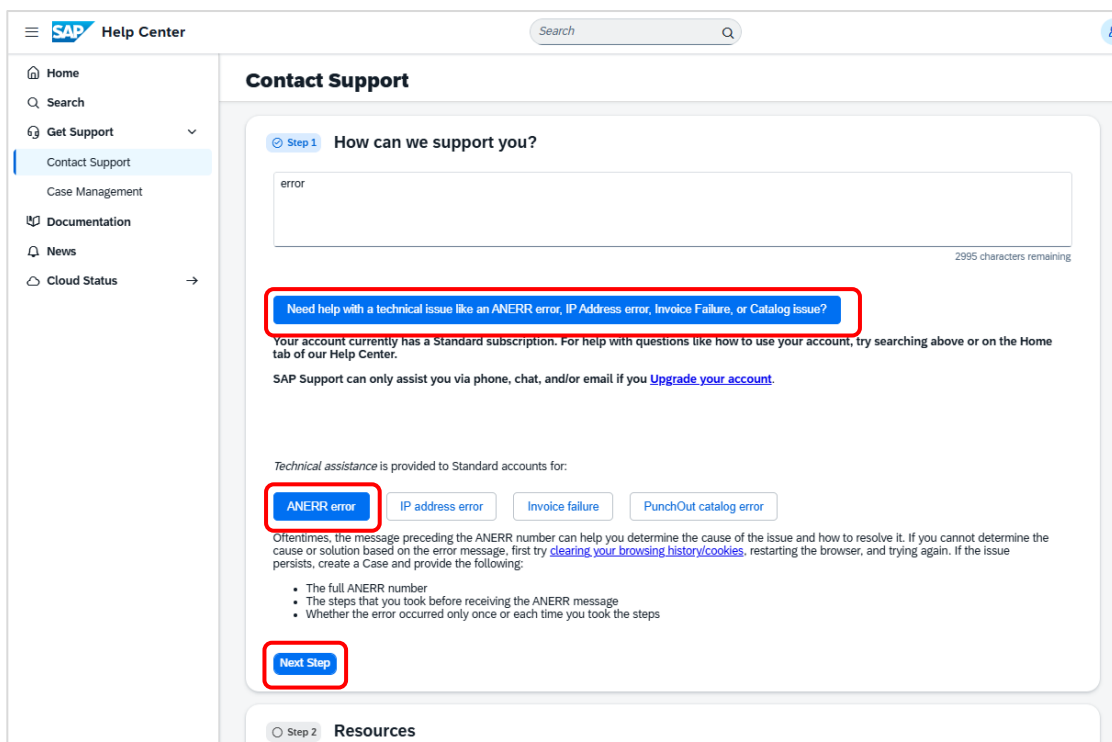
- Go to 'Contact Support' and type in 'error'



- If you have an **Enterprise Account**, click on 'Next'

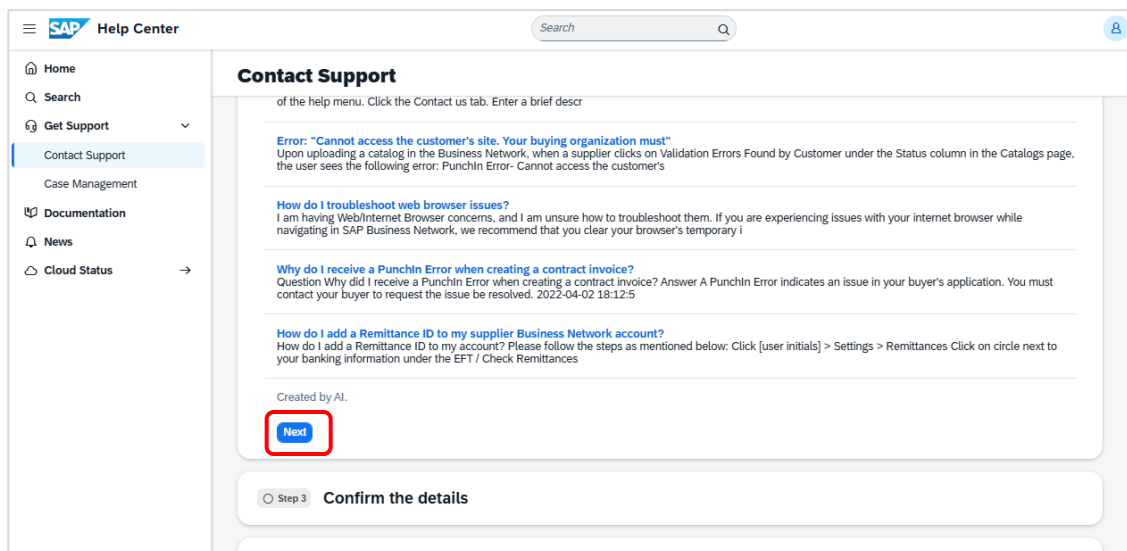


If you have a **Standard account**, click on 'Need help with a technical issue like an ANERR error, IP Address error, Invoice Failure, or Catalog issue?' followed by 'ANERR error' and 'Next Step'



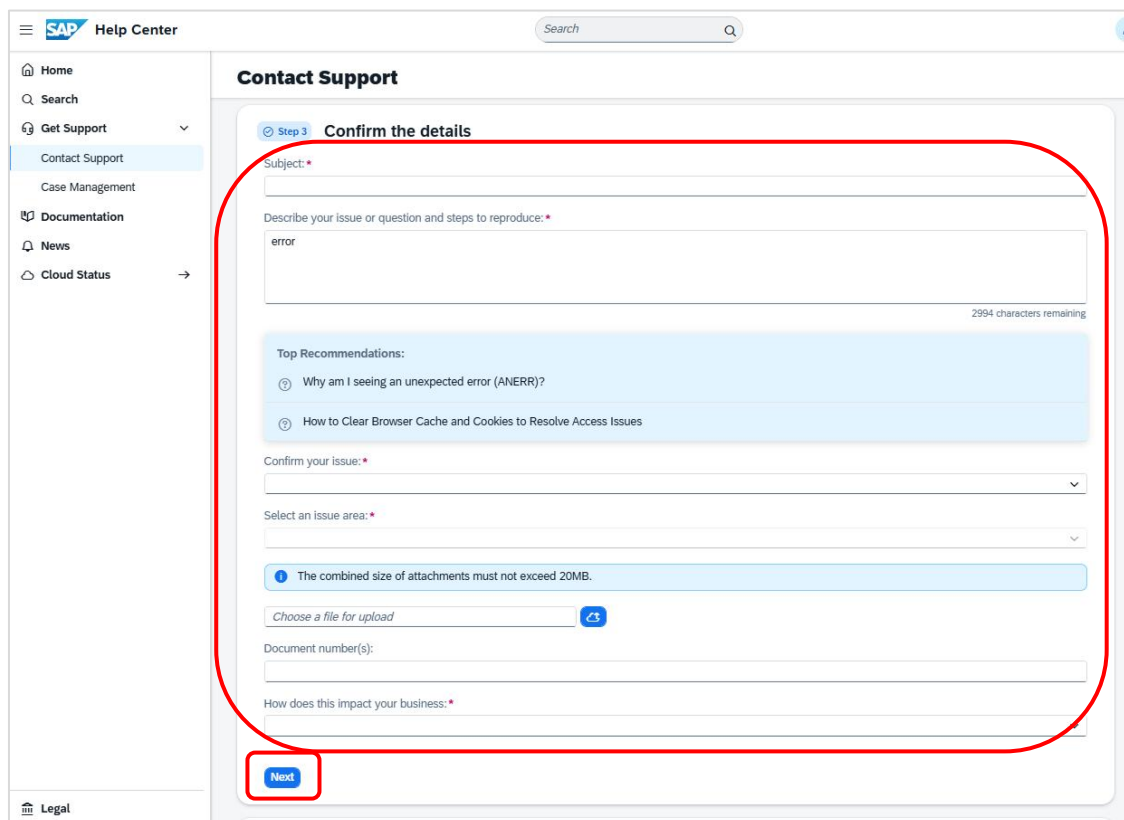
TAFE NSW Contacting SAP Ariba for Support with POs and Invoices

5. Scroll to the end of 'Step 2' section and click on 'Next'



The screenshot shows the SAP Ariba Help Center 'Contact Support' page. The left sidebar contains navigation links: Home, Search, Get Support (with a dropdown arrow), Case Management, Documentation, News, and Cloud Status. The main content area is titled 'Contact Support' and includes a search bar. Below the title, there is a section for 'of the help menu. Click the Contact us tab. Enter a brief descr'. This is followed by four FAQ-style entries: 'Error: "Cannot access the customer's site. Your buying organization must"', 'How do I troubleshoot web browser issues?', 'Why do I receive a PunchIn Error when creating a contract invoice?', and 'How do I add a Remittance ID to my supplier Business Network account?'. At the bottom of the main content area, there is a 'Next' button highlighted with a red box. Below the main content area, there is a 'Step 3 Confirm the details' section.

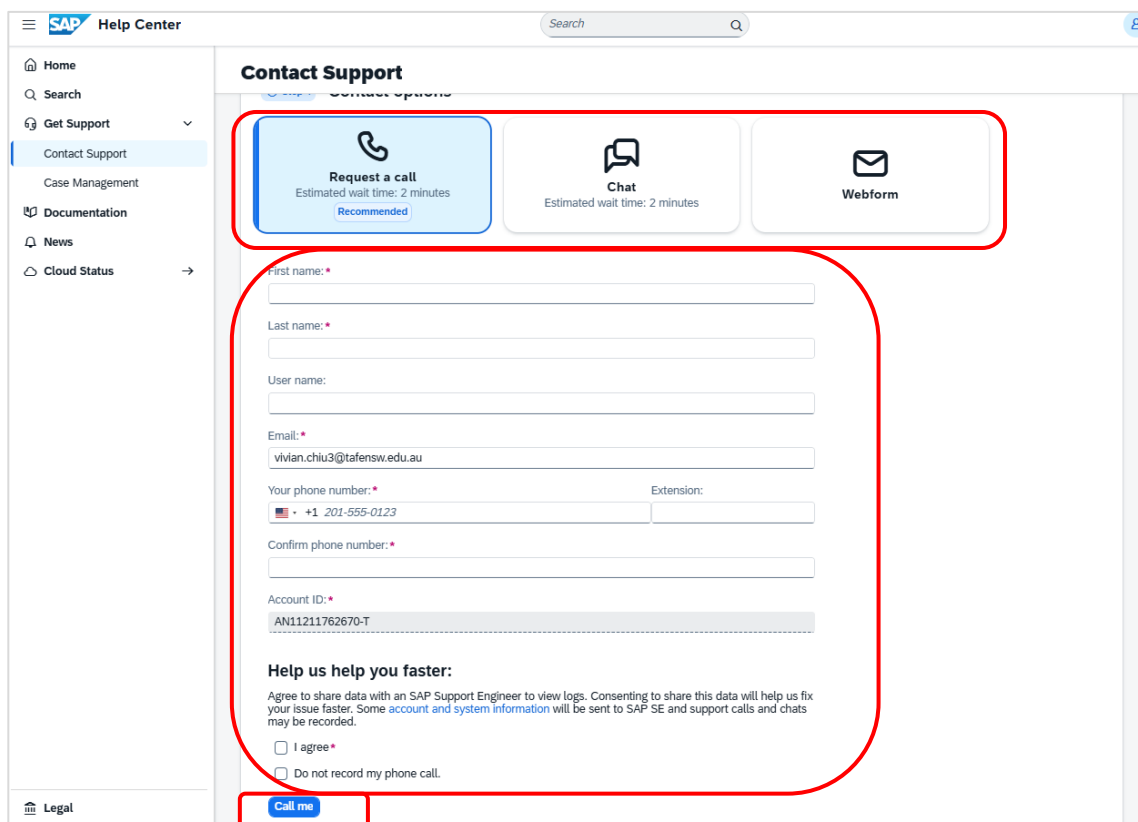
6. In 'Step 3' section, fill out the form and click on 'Next'



The screenshot shows the SAP Ariba Help Center 'Contact Support' page, specifically the 'Step 3 Confirm the details' section. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Contact Support' and includes a search bar. Below the title, there is a section for 'of the help menu. Click the Contact us tab. Enter a brief descr'. This is followed by four FAQ-style entries: 'Error: "Cannot access the customer's site. Your buying organization must"', 'How do I troubleshoot web browser issues?', 'Why do I receive a PunchIn Error when creating a contract invoice?', and 'How do I add a Remittance ID to my supplier Business Network account?'. At the bottom of the main content area, there is a 'Next' button highlighted with a red box. Below the main content area, there is a 'Step 3 Confirm the details' section. This section contains a form with the following fields: 'Subject: *', 'Describe your issue or question and steps to reproduce: *' (with a text area and a '2994 characters remaining' indicator), 'Top Recommendations:' (with two links: 'Why am I seeing an unexpected error (ANERR)?' and 'How to Clear Browser Cache and Cookies to Resolve Access Issues'), 'Confirm your issue: *' (with a dropdown menu), 'Select an issue area: *' (with a dropdown menu), 'The combined size of attachments must not exceed 20MB.' (with a blue information icon), 'Choose a file for upload' (with a file upload button and a blue 'cs' icon), 'Document number(s):' (with a text field), and 'How does this impact your business: *' (with a text field). At the bottom of the form, there is a 'Next' button highlighted with a red box.

TAFE NSW Contacting SAP Ariba for Support with POs and Invoices

7. In 'Step 4' section, select your Contact option preference for a call, Chat or Webform and click on 'Call Me' / 'Chat with us' / 'Submit'



Contact Support

Request a call
Estimated wait time: 2 minutes
Recommended

Chat
Estimated wait time: 2 minutes

Webform

First name: *

Last name: *

User name:

Email: *

vivian.chiu3@tafensw.edu.au

Your phone number: *

Extension:

Confirm phone number: *

Account ID: *

AN11211762670-T

Help us help you faster:

Agree to share data with an SAP Support Engineer to view logs. Consenting to share this data will help us fix your issue faster. Some account and system information will be sent to SAP SE and support calls and chats may be recorded.

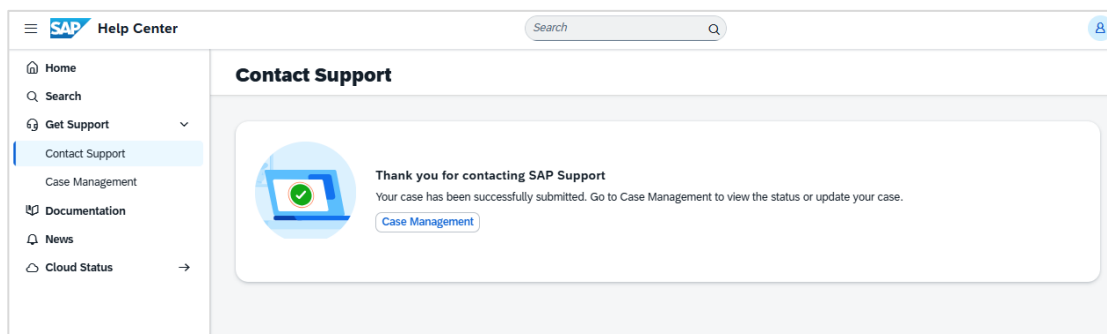
☐ I agree *

☐ Do not record my phone call.

Call me

Note: The contact options available will vary based on what you have selected as option for 'issue', 'issue area' and 'How does this impact your business'.

You will then see this screen:



Contact Support

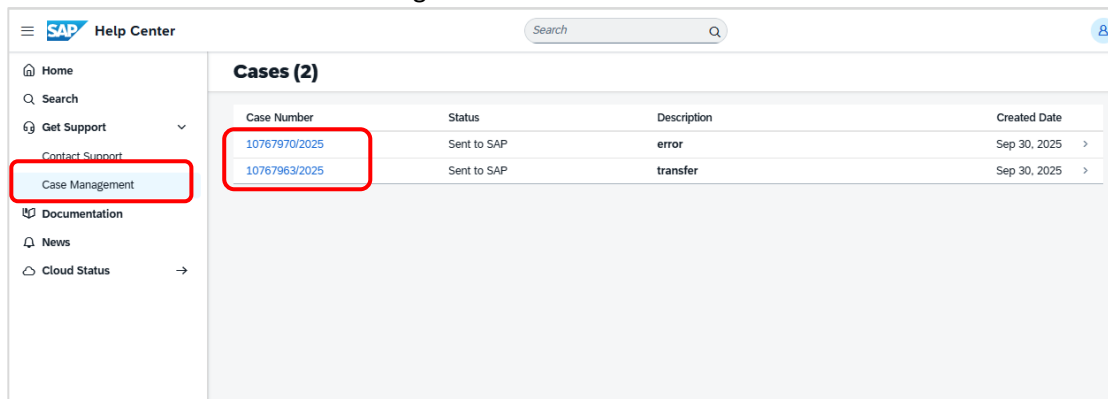
Thank you for contacting SAP Support

Your case has been successfully submitted. Go to Case Management to view the status or update your case.

[Case Management](#)

TAFE NSW Contacting SAP Ariba for Support with POs and Invoices

If you selected 'Webform' as a contact option, you will also be able to access the case/request you have submitted under 'Case Management':



Cases (2)				
Case Number	Status	Description	Created Date	
10767970/2025	Sent to SAP	error	Sep 30, 2025 >	
10767963/2025	Sent to SAP	transfer	Sep 30, 2025 >	

Note: you can only see what you have submitted and the status of the request; you will not be able to see the reply from this page. The support reply will be by email. You may be expected to reply to the email to provide further information for the support team to be able to assist you.

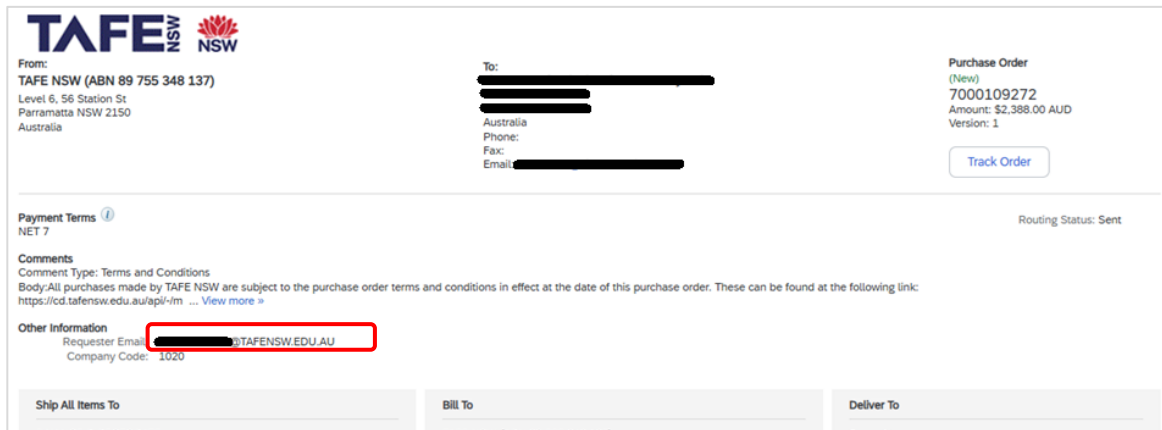
Contacting SAP Ariba for Support with POs and Invoices

Additional support channels

You can also:

1. Contact the PO requester (that is, the person indicated on the PO) or the TAFE NSW Contract Manager if you have a contract.

The requester's contact information can be found in the following section of the PO:



TAFE NSW (ABN 89 755 348 137)
Level 6, 56 Station St
Parramatta NSW 2150
Australia

To: [Redacted]
[Redacted]
Australia
Phone: [Redacted]
Fax: [Redacted]
Email: [Redacted]

Purchase Order (New)
7000109272
Amount: \$2,388.00 AUD
Version: 1
[Track Order](#)

Payment Terms ⁱ
NET 7
Routing Status: Sent

Comments
Comment Type: Terms and Conditions
Body: All purchases made by TAFE NSW are subject to the purchase order terms and conditions in effect at the date of this purchase order. These can be found at the following link:
<https://cd.tafensw.edu.au/api/vm> ... [View more](#)

Other Information
Requester Email: [Redacted] @TAFENSW.EDU.AU
Company Code: 1020

Ship All Items To: [Redacted] Bill To: [Redacted] Deliver To: [Redacted]

Note: The TAFE NSW contact is also located on the PO notification email or directly within the PO on the SAP Business Network.

2. Call 1300 823 323 and select Option 2 (for Finance) follow by Option 2 (for supplier seeking help with Ariba) or 3 (for Accounts Payable, Supplier Accounts and outstanding invoices).