Supplier Guide:

How to Get Support in SAP Business Network

Purpose: This document is intended for suppliers experiencing difficulties accessing their SAP Business Network (formerly SAP Ariba Network) account. Share it directly with the supplier.

Section 1 — Self-Service Troubleshooting (First Step)

Most access issues can be resolved independently on the login page.

1.1 Forgot Username

1. Go to the login page: **supplier.ariba.com**
2. Click **"Forgot Username"**
3. Enter the email address used during registration
4. Click **Submit** — the system will send an email listing all usernames linked to that address

Note: If multiple accounts are linked to one email, you will receive a list and can select the correct one.

Source: SAP Ariba Support — How do I retrieve my username?

1.2 Forgot Password

1. Go to the login page: **supplier.ariba.com**
2. Enter your username, click **Next**
3. Click **"Forgot Password"**
4. Enter your registered email address and click **Submit**
5. Open the email from SAP Business Network and follow the link to set a new password

Note: The reset link expires after **24 hours**. If it has expired, restart the process from the beginning.

Source: SAP Ariba Support — How do I reset my password?

1.3 Password Reset Email Not Received

If the email has not arrived, go through the following checks in order:

Step	Action
1	Check your **Spam / Junk / Quarantine / Deleted Items** folders
2	Confirm you entered the **correct username** (it is case-sensitive)
3	Ask your IT department to allowlist the sender: **ordersender-prod@ansmtp.ariba.com**
4	Also ask IT to allow the email domains: **@ansmtp.ariba.com** and **@eusmtp.ariba.com**
5	After the allowlist update, request the reset email again

Source: SAP Ariba Support — Where is my password reset email? Source: SAP Ariba Support — Why didn't I receive a password reset email?

1.4 System Says "Account Not Found" for the Email Entered

This means the account was registered under a **different email address**.

What to do:

- Try other corporate email addresses belonging to your company
- Use the **"Forgot Username"** function with each possible email address
- If the account was created by another employee, contact your company's internal account administrator (see Section 2)

Source: SAP Ariba Support — FAQ, account not found

Section 2 — Lost Access: Employee Has Left the Company

This is one of the most common situations: the ANID account was registered under an employee who is no longer with the company.

Option A — The Former Employee's Email Is Still Accessible

1. Request temporary access to that email through your IT department
2. Carry out the password reset procedure (see Section 1.2)
3. Log in and change the **administrator** to a current employee: Settings → User Management

Option B — The Former Employee's Email Is No Longer Accessible

You must contact SAP Support directly (see Section 3). Have the following ready when you contact them:

- Your company's **ANID** number
- Name and email of the former administrator
- Name and email of the new administrator
- Documents confirming your company affiliation (if requested by SAP)

Source: SAP Ariba Support — How do I access the former administrator's account? Source: SAP Ariba Support — How can I change the administrator?

Section 3 — Contacting SAP Support

If self-service has not resolved the issue, use SAP's official support channels.

3.1 SAP Business Network Help Center — Recommended

Accessible **without logging in** (important when you cannot access your account):

1. Go to **service.ariba.com**
2. Click the **"?"** icon in the upper-right corner
3. Select **"Support"**
4. Click **"Contact Support"**
5. Describe your issue → choose a contact method (chat, email, or phone)

Or go directly to: **support.ariba.com**

Source: SAP — How do I contact SAP Business Network Customer Support?

3.2 Phone Support (CIC — Customer Interaction Center)

SAP offers **24/7/365 phone support** through the Customer Interaction Center (CIC).

When calling, press **"3"** to reach SAP Ariba / SAP Business Network supplier support.

Phone numbers by region:

Region / Country	Number
United States	+1 412 360 7869 / 1 800 677 7271
Canada	+1 866 660 3577
United Kingdom	00800 2255 1727

Germany	00800 2255 1727
UAE	8000 444 0644
Singapore	+65 6723 1024
Australia	+61 871001324

All countries (full list) support.sap.com/en/contact-us/phone.html

For countries not listed above, use the full worldwide directory linked above, or contact SAP via the online Help Center (Section 3.1) — it is available from any country.

Source: SAP CIC Worldwide Telephone Directory

3.3 Useful Links and Official Documentation

Resource	Link
Supplier Login	supplier.ariba.com
SAP Ariba Support Portal	support.ariba.com
Official Supplier Support Page	sap.com/products/business-network/suppliers/support.html
Can't Log In — Step-by-Step Guide	support.ariba.com/Item/view/KB0395382
Reset Password	support.ariba.com/item/view/169854
Retrieve Username	support.ariba.com/item/view/181951
Password Reset Email Not Received	support.ariba.com/item/view/139084
Change Account Administrator	support.ariba.com/item/view/KB0394475
SAP CIC Phone Numbers (All Countries)	support.sap.com/en/contact-us/phone.html
Additional resources available for your journey	• Supplier Migration Guide • SAP Business Network for Procurement Help Portal • SAP Business Network for Trading Partners on Business AI Platform

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Section 4 — Common Scenarios: Quick Reference

Situation	Action
Forgot password	Use Forgot Password at supplier.ariba.com
Forgot username	Use Forgot Username → enter registration email
Reset email not arriving	Check spam → ask IT to allowlist @ansmtp.ariba.com
Email address not recognised	Try other corporate emails → contact account administrator
Administrator left, email still accessible	Reset password via IT → reassign administrator
Administrator left, email inaccessible	Contact SAP Support with ANID and supporting documents
Account locked / suspended	Check for outstanding fees → contact SAP Support

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Please note: Your organisation (as the buyer) does not have access to manage supplier accounts in SAP Business Network — this is the responsibility of the supplier themselves, or SAP Support. Direct the supplier to SAP using the channels listed in Section 3.