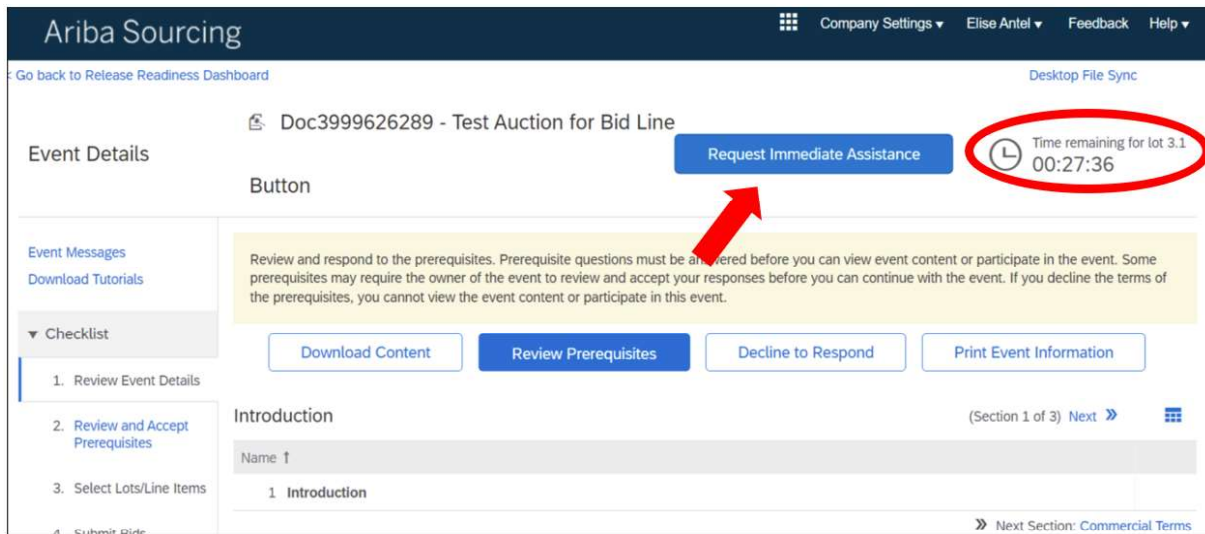


How to get expedited phone support during sourcing bidding events

Q: How can I get expedited phone support for sourcing bidding events?

A: The feature *Expedited Support Requests on Sourcing Auctions* will add a new **Request Immediate Assistance** button on the event page when it has less than 60 minutes remaining. This new button will provide faster and more efficient phone support to customers during emergency bidding situation.



Q: How do I use this expedited phone support?

A: Click on the **Request Immediate Assistance** button (only available during the last 60 minutes of the event) and you will be automatically logged into your account in the Help Center and prompted with two options:

Help Center Contact us

Home
Learning
Contact us

We're here to help!

Select your preferred method of contact to interact with Product Support.

Recommended

We will call you

Request a call

Confirm your contact details and we will call you. This is the preferred method for expedited support!

Call us directly

Contact us

Dial a local or toll-free number to contact Product Support for assistance with your bidding event. Please have your event information ready.

- Option 1 - We will call you (Recommended)** – Click *Request a call* and you will be prompted to enter your personal information (First name, Last name, Email and phone number are required). Click **Submit** and you will receive an expedited call from the product support team. The call will be escalated to the appropriate product support team with the event information to ensure faster and better assistance.

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. Provide your preferred contact details:

First name: *

Last name: *

Email: *

Phone: *

+1
United States

Extension:

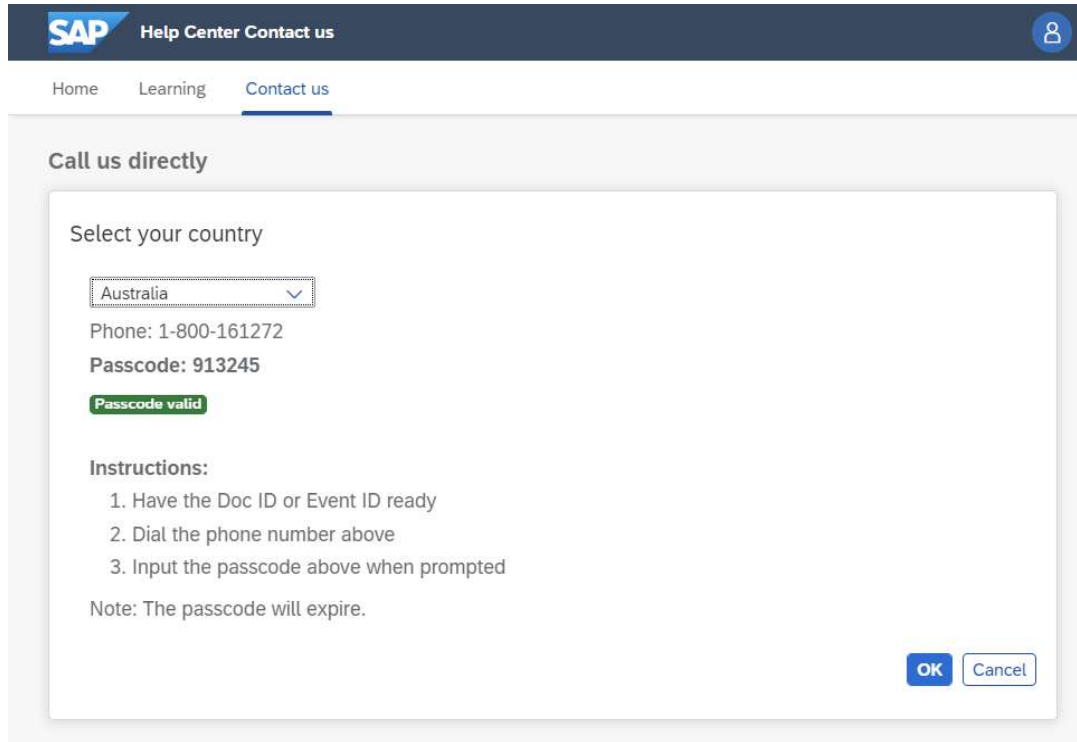
☒ My phone number is correct.

☐ Do not record my phone call.

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

Submit
Cancel

- **Option 2 - Call us directly** – Click *Contact us* and select a country from the dropdown. You will be prompted with a phone number and a passcode to complete the call. The language of the support call will be based on the selected country. Have your Doc ID (Event ID) ready. Click **OK** to close the window.



The screenshot shows the SAP Help Center 'Contact us' page. The 'Call us directly' dialog box is open, prompting the user to 'Select your country'. A dropdown menu shows 'Australia' selected. Below this, the phone number '1-800-161272' and passcode '913245' are displayed. A green 'Passcode valid' message is shown. The dialog includes instructions: 1. Have the Doc ID or Event ID ready, 2. Dial the phone number above, 3. Input the passcode above when prompted. A note states 'The passcode will expire.' At the bottom right are 'OK' and 'Cancel' buttons.

Q: What is the new "Request Immediate Assistance" feature and how is this different from the direct dial numbers?

A: The new **Request Immediate Assistance** feature provides a more targeted and expedited assistance based on the information that is submitted prior to receiving a call from the product support team. No more waiting on hold or unnecessary delay in gathering basic customer and event information upon initial contact.

Q: What languages are supported?

A: Language support services are available in any language the user interface supports. SAP will make reasonable efforts to provide language support services available regionally during the predominant business hours for that language. SAP does not guarantee all contact methods (phone, chat, web form) for all languages.

Q: What is the difference between the two call options?

A: The **We will call you** option is the preferred method for expedited support! A product support expert will call you with basic user and event information already at hand, and you no longer have to wait on hold to be connected to the next available expert. With the **Call us directly** option, you will need to provide some user and event information when your line gets connected to the next available product support expert.

Q: What is the estimated wait time for both options?

A: All calls initiated via the **Request Immediate Assistance** button are prioritized over all other general inquiries. This prioritization is consistent with the current operating model in which the majority of the bidding calls are answered within a few minutes.

Q: Who can use the "Request Immediate Assistance" button feature?

A: Both buyers and suppliers participating in bidding events will see this new button when the active events have less than 60 minutes remaining.

Q: The bidding event has less than 60 minutes remaining, and I can't see the new button.

A: If the event page has been idled, you will need to refresh the page or navigate to a different section of the page for the button to appear.