

Changes to SAP Ariba phone support from August 18, 2023

Dear NUS Customer,

SAP is making improvements to their SAP Ariba Phone Support, starting **August 18, 2023**.

What is changing?

- From **August 18, 2023**, existing SAP Ariba 'direct dial' phone numbers will be decommissioned, and phone support will be offered via the **Request a Call** functionality in Help Center.
- For SAP Ariba Sourcing **bidding requests**, customers can request immediate assistance during bidding events with a new '**Request Immediate Assistance**' feature. A button will show up directly in the event page when the timer is under 60 minutes, and users can choose to **Request a Call** or **Call us directly** (passcode protected)

What is not changing?

- Event Day Management (EDM) services and their phone lines are not being affected by this initiative.

Why is there a change?

- Customers will benefit from targeted and expedited support experience. Based on the details submitted via the **Request a Call** feature in Help Center, SAP Support will have the necessary customer and event information on hand when they contact you – no more waiting on hold or unnecessary delays gathering basic information!
- Users participating in a time-sensitive SAP Ariba Sourcing bidding event can get immediate assistance directly from the bidding event page, ensuring the appropriate use of phone numbers reserved for Bidding support.
- Make the most of self-service options in Help Center before you need to contact SAP Support.

For more information, please read the FAQ [here](#).

Regards,
NUS Central Procurement Office