## **Help Center**

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1. Start here to find your answer.	3 ×	٩	
2. Browse below for our Al-based recommendations*			
Why can't I find a purchase order? Why can't I find a purchase order(PO)? If you cannot find a PO: Make sure that you have an active custom Relationships tab. If yo	er relationship with your customer. Your customer name should be listed underneath the Curr	rent Support Note Feb 23, 2023	
What can I do if my customer sent a Purchase Order (PO) to the wrong account? What can I do if my customer sent a Purchase Order (PO) to the wrong account? If your company has mult contact your customer . They must cancel the PO	iple Ariba Network ID ( ANID) numbers, and your PO has been sent to the wrong ANID numb	rer, (?) FAQ Sep 8, 2023	
How do I enable customer-specific purchase order routing? How do I enable customer-specific purchase order routing? To customize your routing method by customer Relationships. Click Actions	: In the upper-right corner of the application, click [user initials] $>$ Settings $>$ Customer	() FAQ Sep 8, 2023	
Purchase Orders (PO) are failing to reach the supplier integrated system (via cXML), but can be see Issue Purchase Orders (PO) failing to reach the supplier integrated system (via cXML), but can be seen in t has their routing method set t		oller Support Note Apr 3, 2022	
Invoices listed as Non-PO although order number is specified Issue Your invoice is listed as a Non-PO invoice although you have specified a Purchase Order (PO) number the DocumentReference tag in th	r along with PO Date or Payload ID as Document Reference Cause The payload ID mentione	ed in Support Note Apr 2, 2022	
*Powered by SAP Incident Solution Matching			
3. Choose from the options below to continue.			4
What do you need help with?			
Find purchase order Confirm or reject purchase order Edit purchase order	Question about the content of an order Process order through email	Configure order routing and notifications	Something else
Can't find what you're looking for?			Create a

If you still have a question or your problem persists after consulting the Supplier Information Portal and after contacting the Ariba Help Center, you can as a last option write to ArcelorMittal support at the following email address: <u>digipace.contact@arcelormittal.com</u>



## To contact the help center on Ariba , you can follow the procedure indicated in the slide :

- 1. Click on the question mark "?" logo at the top right of the screen and click on Support
- 2. To contact the Help Center, click on Contact Us Tab
- 3. Type your issue on the search bar
- 4. Click on Something Else & Create a Case
- 5. Follow the procedure to create your case and report your issue/point

	sh Change? ort in the language you've chosen, support will be provided with the assistance of a translation serv
1. Tell us what you need help with	1.
Subject:*	PO issue
Full description:*	PO issue 5
	3000 characters remaining
Attachment:	
Issue type: *	
Issue area: *	
PO/Invoice Number:	
	Top Recommendations: