

# How to Contact SAP Business Network Support Team

Public



# How to Contact **SAP Business Network** Support Team

## Supplier sign-in

Username

Next

[Forgot username](#)

New to SAP Business Network?  
[Register Now](#) or [Learn more](#)

Do you want to be seen by businesses around the world?



We will broadcast your story on SAP Business Network website and social media platforms, reaching out to new customers who can benefit from your experience.

[Learn More](#)

On the **Supplier sign-in** page, enter your **Username** and click the **Next** button

[Supported browsers and plugins](#)

# How to Contact **SAP Business Network** Support Team

 Business Network

Account sign in

**On the Account sign in, enter your Password and click on the Sign In button**

<

Password

[Sign in](#)

[Forgot password](#)

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New to SAP Business Network?

[Learn more](#)

# How to Contact SAP Business Network Support Team

The screenshot shows the SAP Business Network Home page. At the top left is the SAP logo and the text "Business Network" and "Enterprise Account". A navigation bar contains links for Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Assessments. A search bar is present with filters for "Orders and Releases", "Testing Account", and "Exact match", and a search input field containing "Order number". A blue callout box with a white border and a white background contains the text "On the Home page, click the Help icon". The Help icon, which is a question mark inside a circle, is highlighted with a red square in the top right corner of the page. Below the navigation bar is a banner with a survey notification: "We'd like your feedback on new and upcoming features that can generate more business opportunities for you. Take survey". The main content area features a dashboard with five cards: "Enablement Tasks" (2), "New orders" (0), "Items to confirm" (0), "Orders" (0), and "Orders to invoice" (0). Each card includes a "Last 31 days" label. To the right of these cards is a "More" button with a blue circle containing the number 5. Below the dashboard is a "My widgets" section with a "Testing Account" dropdown and a "Customize" button. There are three widget cards: "Purchase orders" (Last 3 months) showing a line chart with a value of \$0 USD; "Invoice aging" showing a bar chart with a value of \$0 USD; and "Activity feed" (All) showing a message: "There is no recent activity to display". A "Feedback" button is located in the bottom right corner.

**On the Home page, click the Help icon**

Business Network Enterprise Account

Home Enablement Discovery Workbench Orders Fulfillment Invoices Payments Catalogs Reports Assessments

We'd like your feedback on new and upcoming features that can generate more business opportunities for you. Take survey

Orders and Releases Testing Account Exact match Order number

Overview Getting started 7

2 Enablement Tasks

0 New orders Last 31 days

0 Items to confirm Last 31 days

0 Orders Last 31 days

0 Orders to invoice Last 31 days

5 More

My widgets Testing Account Customize

Purchase orders Last 3 months

\$0 USD

Invoice aging

\$0 USD

Activity feed All View all

There is no recent activity to display

Feedback

# How to Contact SAP Business Network Support Team

The screenshot displays the SAP Business Network user interface. At the top, the navigation bar includes the SAP logo, 'Business Network', and 'Enterprise Account'. A secondary navigation bar lists various functional areas: Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Assessments. A blue banner in the center of the page reads: 'The Help Center will be displayed. Click the Support button.' Below this banner, a dashboard shows key metrics: 2 Enablement Tasks, 0 New orders, 0 Items to confirm, 0 Orders, and 0 Orders to invoice, all for the last 31 days. A 'More' button with a notification badge of 5 is also present. The 'My widgets' section contains three widgets: 'Purchase orders' (Last 3 months), 'Invoice aging', and 'Activity feed'. The 'Purchase orders' and 'Invoice aging' widgets show a value of \$0 USD. The 'Activity feed' widget displays 'There is no recent activity to display'. On the right side, a 'Help Topics' sidebar is open, featuring a search bar and a list of topics. The 'Support' button in this sidebar is highlighted with a red rectangle. Other topics include Tutorials, Documentation, and various SAP Business Network guides.

**Help Topics**

- Search Help Topics
- Tutorials
- Support**
- Documentation
- What is SAP Business Net...
- Introducing the new help c...
- Finding orders, invoices, a...
- Common browser issues
- How do I create an invoice?
- On-time payment rate widget
- Paid invoices widget
- Purchase orders widget
- My leads widget
- Download app widget
- Invoice Aging widget
- Company profile widget
- SAP Supplier Financing widget
- Days to pay widget



# How to Contact SAP Business Network Support Team

## How can we help you?

Search knowledge base articles, documentation, and tutorials

Try "cancel order", "email notifications", "user authorization"

Recommend for you

### How do I cancel or delete an invoice or credit memo?

How do I cancel or delete an invoice or credit memo? Invoices cannot be deleted from your account. You can fix an invoice that you have already submitted in the following ways. Ask your customer to reject the invoice so you can resend it. Depending on your customer's transaction rules...



FAQ

Invoices Search invoices Invoice status Invoice rejection messages

Jun 28, 2023

### How do I access and change the former administrator's account?

How do I access the former administrator's account? If the account administrator is still with your company, contact them by clicking [user initials] in the upper-right corner of the application and selecting Contact Administrator . If the account administrator is no longer with your company, but you have access to...



FAQ

My account Contact account administrator

Mar 30, 2023

### How do I update my email notification preferences?

How do I update my email notification preferences? Only an account administrator has the authorization to edit order routing settings, notification settings, and user roles for both themselves and for all sub-users with an SAP Business Network account. To change the notifications you receive, and edit the associated email address(es)...



FAQ

Account notifications

Aug 11, 2023

### Why my invoice or service entry sheet (SES) rejected?

Why is my invoice or service entry sheet been rejected? What should I do if my invoice has been rejected? Invoices are rejected either: Automatically by your customer's invoicing rules Manually by your customer The rejection happens when the invoice violates invoicing requirements established by your customer. To review the...



FAQ

Search invoices Invoice status Invoice history View homepage Invoice rejection messages Supplier workbench

Jun 6, 2023

The Help Center Home page will be displayed. Click the Contact us tab.

# How to Contact **SAP Business Network** Support Team

1. Start here to find your answer.

Enter your query in the **Search** field, and click the **Search** icon.

# How to Contact SAP Business Network Support Team

## 1. Start here to find your answer.

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## 2. Browse below for our AI-based recommendations\*

### What are the Enterprise Account levels and advantages of subscription fees?

What are the Enterprise Account levels and advantages of subscription fees? The service is paid as per the Terms of Use signed via a click through agreement during registration. We designed SAP Business Network to determine the subscription le

FAQ  
Sep 13, 2023

### How does SAP Business Network calculate the transaction service fee on my subscription invoice?

How does SAP Business Network calculate the transaction service fee on my subscription invoice? Transaction fees are calculated as a small percentage of your total annual transaction volume across all customer relationships. Transaction volume i

FAQ  
Aug 11, 2023

### How do I downgrade my fully enabled account to a Standard account?

How do I convert/downgrade my fully enabled Enterprise account to a Standard account? In the upper-right corner of the application, click [user initials] > Convert to Standard Account . Review the differences between Enterpris

FAQ  
Apr 26, 2024

### How do I dispute my SAP Business Network bill?

How do I dispute my SAP Business Network bill? If you believe your SAP Business Network bill has been incorrectly calculated, you can create a dispute case by doing the following: In the upper-right corner of the application, click [user ini

FAQ  
Aug 11, 2023

### Confused about your Ariba subscription fees? We can clear things up.

If you transact using the Business Network, you may be charged fees based on your volume . The following information helps you understand why you're being charged and how to pay your Ariba subscription invoice. To renew your subscription and

FAQ  
Feb 27, 2024

\*Powered by SAP Incident Solution Matching

## 3. Choose from the options below to continue.

What do you need help with?

- Unpaid invoice
- Subscription fees / subscription invoice from SAP
- Early payments
- AribaPay
- Update remittance add

What are you trying to do?

- Activate AribaPay
- Find AribaPay payment
- Update bank information for AribaPay
- Failed AribaPay remittance

You will be provided recommended search results to help answer your query without support. If you are unable to find your answer, the **Can't find what you're looking for?** pop-up will be displayed. Click the **Create a Case** button.



# How to Contact SAP Business Network Support Team

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. Tell us what you need help with.

Subject: \*

Full description: \*

Attachment:

Issue type: \*

Issue area: \*

PO/Invoice Number:

3000 characters remaining

Top Recommendations:

- [? What are the Enterprise Account levels and advantages of subscription fees?](#)
- [? How does SAP Business Network calculate the transaction service fee on my subscription invoice?](#)

2. How does this impact your normal business processes?

Business Impact: \*

3. Provide your preferred contact details:

First name: \*

Last name: \*

User Name:

Company: \*

Email: \*

Phone: \*

Extension:

Confirm phone: \*

Ariba Network ID: \*

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


Recommendations\*

- 
- [? What are the Enterprise Account levels and advantages of subscription fees?](#)
  - [? How does SAP Business Network calculate the transaction service fee on my subscription invoice?](#)
  - [? How do I downgrade my fully enabled account to a Standard account?](#)
  - [? How do I dispute my SAP Business Network bill?](#)
  - [? Confused about your Ariba subscription fees? We can clear things up.](#)
  - [? Why is my account suspended and how do I restore it?](#)
  - [? How do I change my company address?](#)
  - [? When do I have to pay to use the SAP Business Network?](#)
  - [? How do I know if I'm exempt from SAP Business Network fees?](#)
  - [? Where can I find my Transaction Activity Report \(TAR\) and Threshold Report?](#)
  - [? What is the difference between Enterprise and Standard accounts?](#)
  - [? How are Transaction Service fees capped on SAP Business Network?](#)
  - [? How do I pay my SAP Business Network bill?](#)
  - [? What does each column in the Transaction Activity Report mean?](#)
  - [? How do I delete my SAP Business Network Enterprise account?](#)

Enter information in all fields marked with an asterisk (\*). Click the **One last step** button.

# How to Contact SAP Business Network Support Team

Choose this contact method for the fastest resolution of your issue:

 **Recommended**


Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 2

Do not record my phone call.


Other methods you may choose:



Live chat: [open](#)

You will chat with the same product expert that would normally work your case, soon after you click "Submit."

Estimated wait time in minutes: 3



Webform

A support engineer will respond to your case by email.

To receive communications, add itsm.notification-service@sap.com to your allow list.

Select the contact method to resolve your issue.

# How to Contact SAP Business Network Support Team

Choose this contact method for the fastest resolution of your issue:


 **Recommended**  
Phone


A support engineer will respond to your case by phone.

Estimated wait time in minutes: 2

Do not record my phone call.

Other methods you may choose:

 Live chat: [open](#)  
You will chat with the same product expert that would normally work your case, soon after you click "Submit."  
Estimated wait time in minutes: 3

 Webform  
A support engineer will respond to your case by email.  
To receive communications, add itsm.notification-service@sap.com to your allow list.

Click the **Submit** button. If you have selected **Phone**, you will receive a call from the SAP Business Network Support Team within the estimated wait time.

# Thank you.