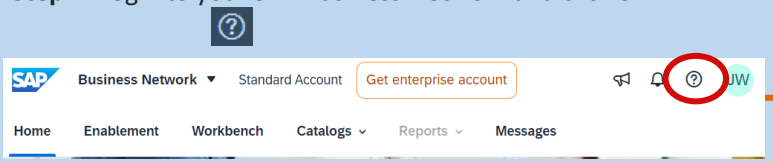
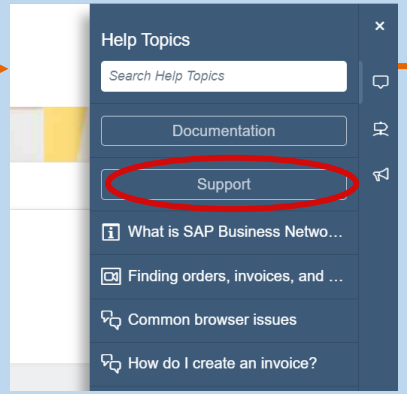
SAP Business Network – Contact Support / Create a Case –Standard Account

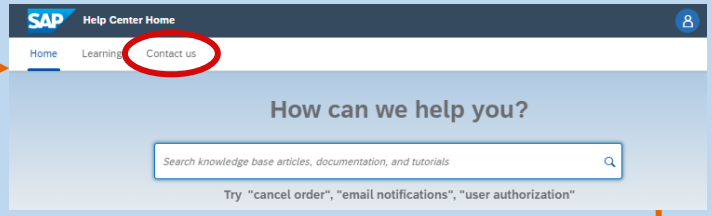
Step 1: Log into your SAP Business Network and click on



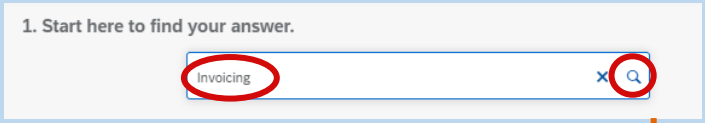
Step 2: Click on **Support**



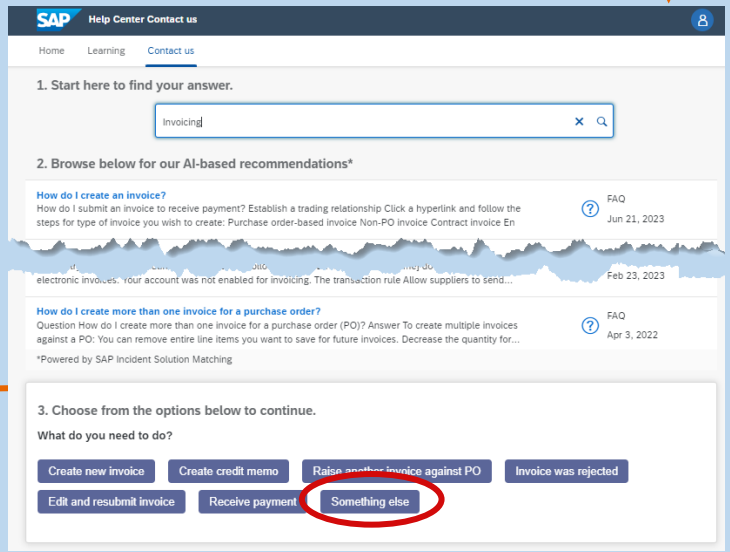
Step 3: Click on **Contact us**



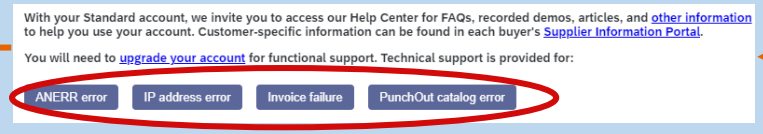
Step 4: Enter what information you require, click on

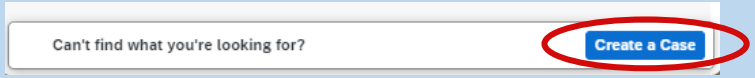


Step 5: Identify if any of the AI information shown provides an answer, to create a case, click on **Something Else**

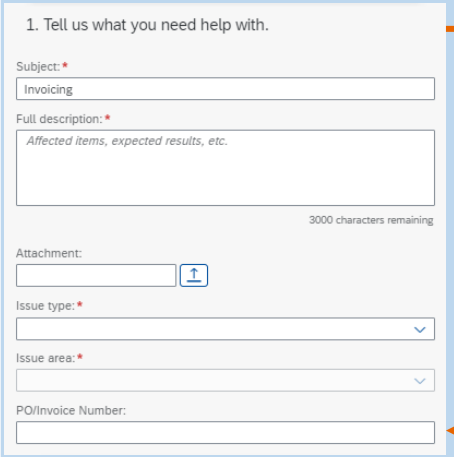


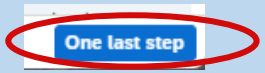
Step 6: Select the correct bubble and then locate and click on **Create a Case** (bottom right of screen)



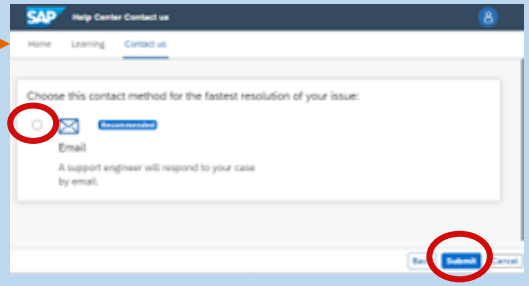


Step 7: Complete all fields with an asterisk, then click on **One Last Step** (bottom right of the screen)



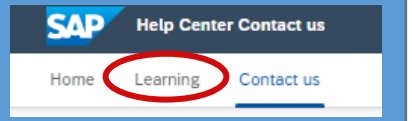


Step 8: Email will be displayed, click on the radio button, then click on Submit



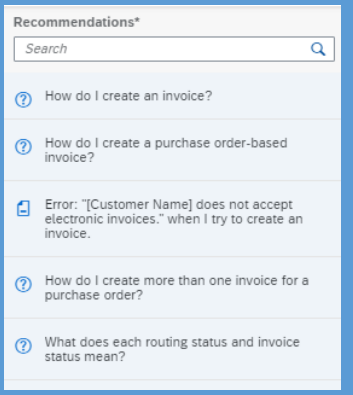
Artificial intelligence (AI) provides recommendations based on the key words you have entered

To access Self Help information click on Learning



Bubbles displayed can be selected to take you to the required information

Recommendations provide information and appear on each of the screens. They provide information that could assist the Supplier (Trading Partner) to "Self Help"



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