
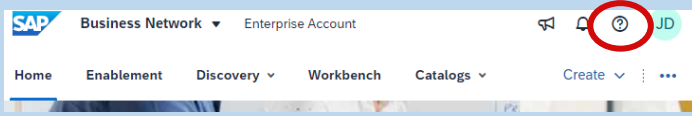


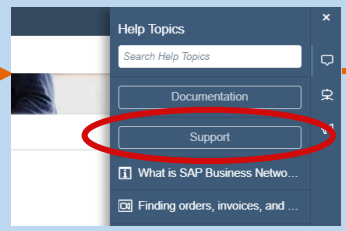
SAP Business Network – Contact Help Center / Create a Case –Enterprise Account



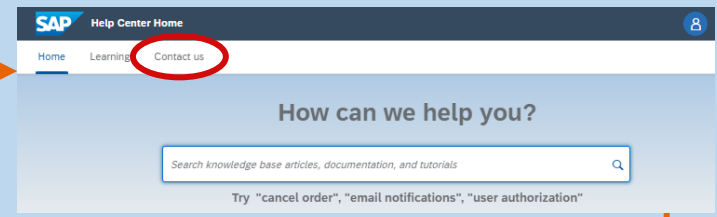
Step 1: Login into your SAP Business Network and click on 



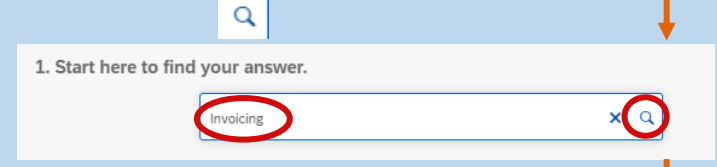
Step 2: Click on Support



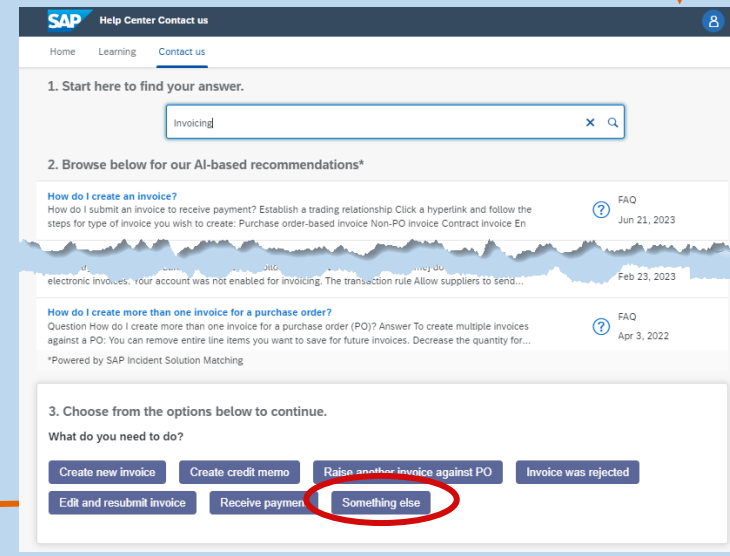
Step 3: Click on Contact us



Step 4: Enter what information you require, click on



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



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

1. Tell us what you need help with.

Subject: *
Invoicing

Full description: *
Affected items, expected results, etc.

Attachment:

Issue type: *

Issue area: *

PO/Invoice Number:

One last step

Step 8: Select the Radio button of the contact option, then click on **Submit**

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.

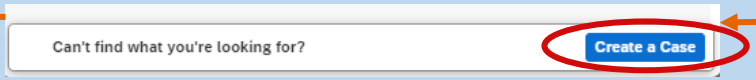
Other methods you may choose:

Live chat: open
You will chat with the same product expert that would normally work your case, soon after you click "Submit."
Note: Pop-ups need to be enabled in your browser.

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

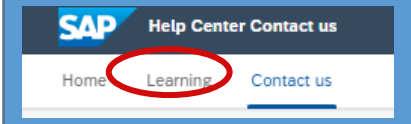
Submit

Step 6: Click on **Create a Case** (bottom right of screen)



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



For Suppliers (Trading Partners) Using Supply Chain Collaboration (SCC), ensure you select Supply Chain Collaboration from the Issue type drop down

Then select the correct Issue Area relating to SCC processes that you need help with from the drop down list

Issue type: * Supply Chain Collaboration

Issue area: * Consignment Movement