

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







Click on **Support** from the drop down menu



Click on **Contact us** in Menu ribbon

If none of the AI results shown provides an answer, click on Something Else to create a support case



Enter your search information in the "Start Here to Find your Answer" and click on Q



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



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



Select between Phone, Chat or Email as the contact method, 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 in the Menu ribbon

Did you know?

For Suppliers (Trading Partners) using Supply Chain Collaboration (SCC), 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.



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

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