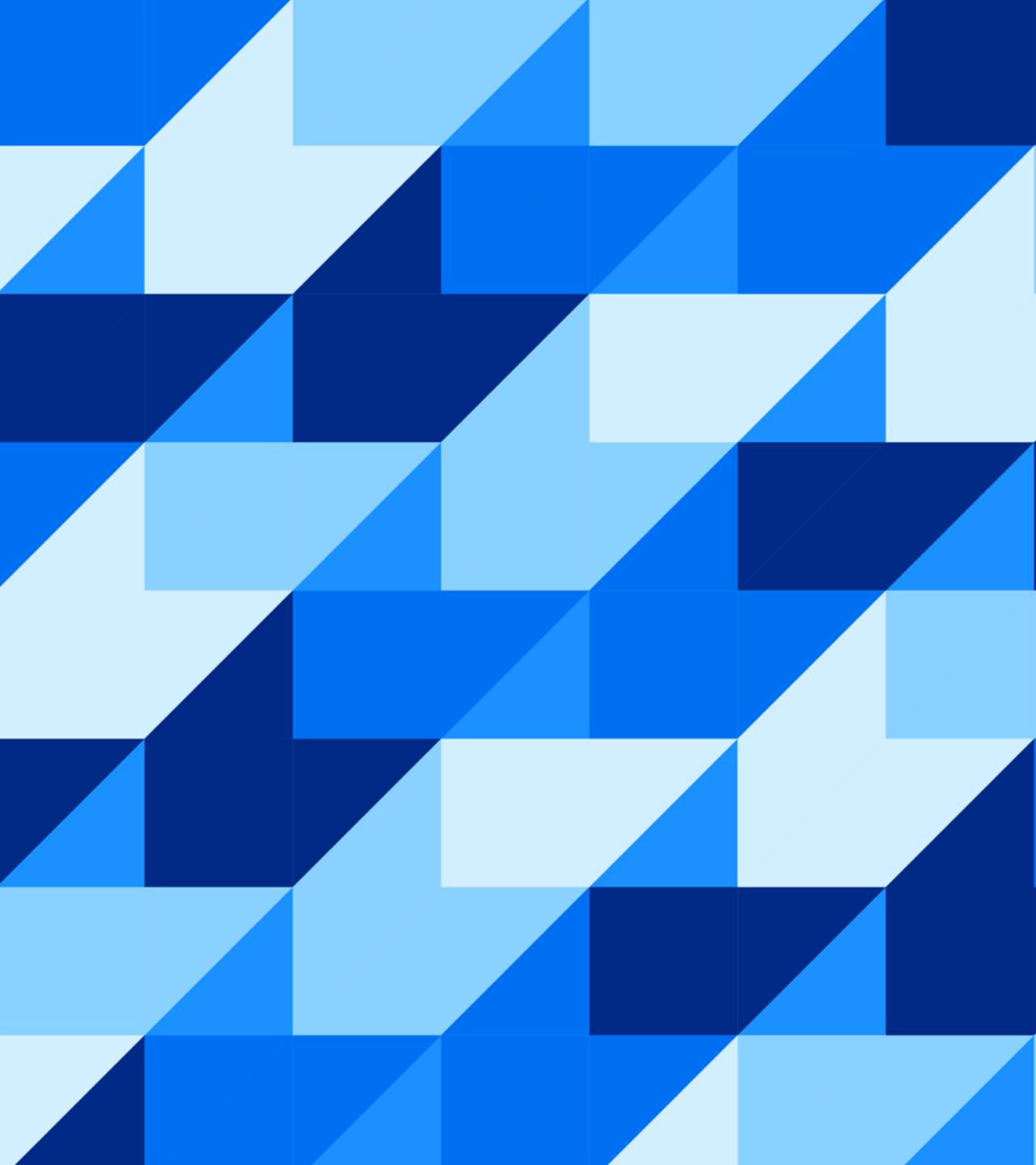


ขั้นตอนการติดต่อทีม Support SAP Business Network

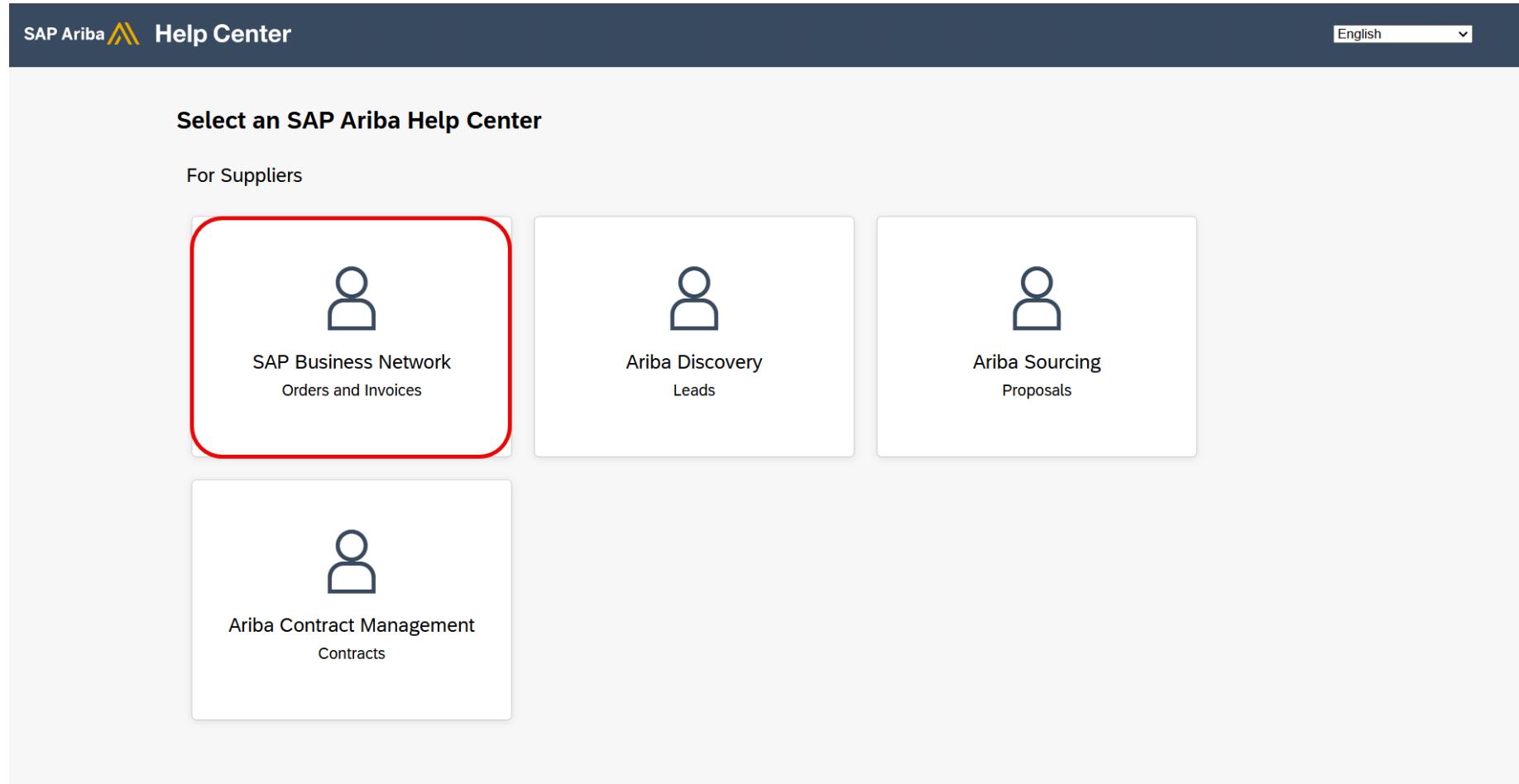
April 24, 2024

Public



ขั้นตอนการติดต่อทีม Support ของ SAP Business Network

เข้าสู่หน้า Help Center : <https://support.ariba.com/help>
จากนั้นเลือกหัวข้อที่ต้องการ เช่น SAP Business Network



SAP Ariba  Help Center

Select an SAP Ariba Help Center

For Suppliers

SAP Business Network
Orders and Invoices

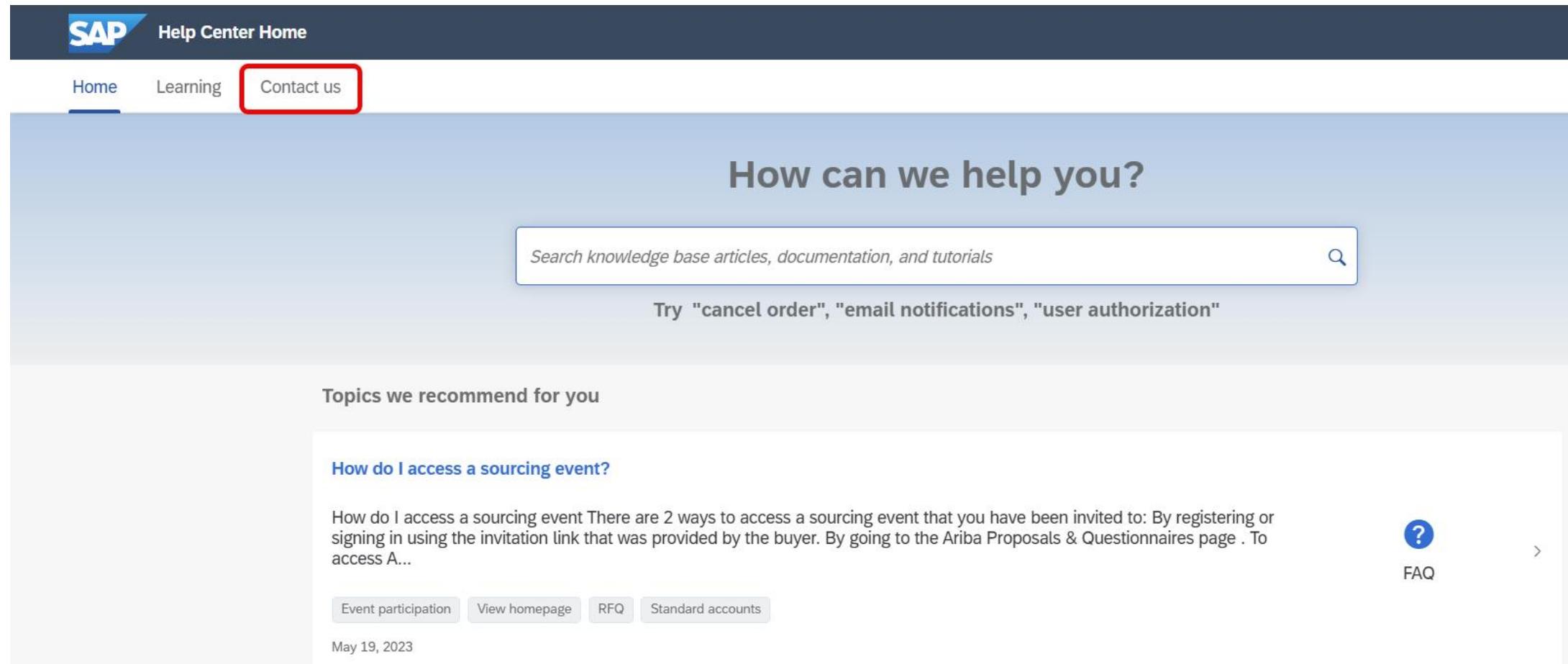
Ariba Discovery
Leads

Ariba Sourcing
Proposals

Ariba Contract Management
Contracts

ขั้นตอนการติดต่อทีม Support ของ SAP Business Network

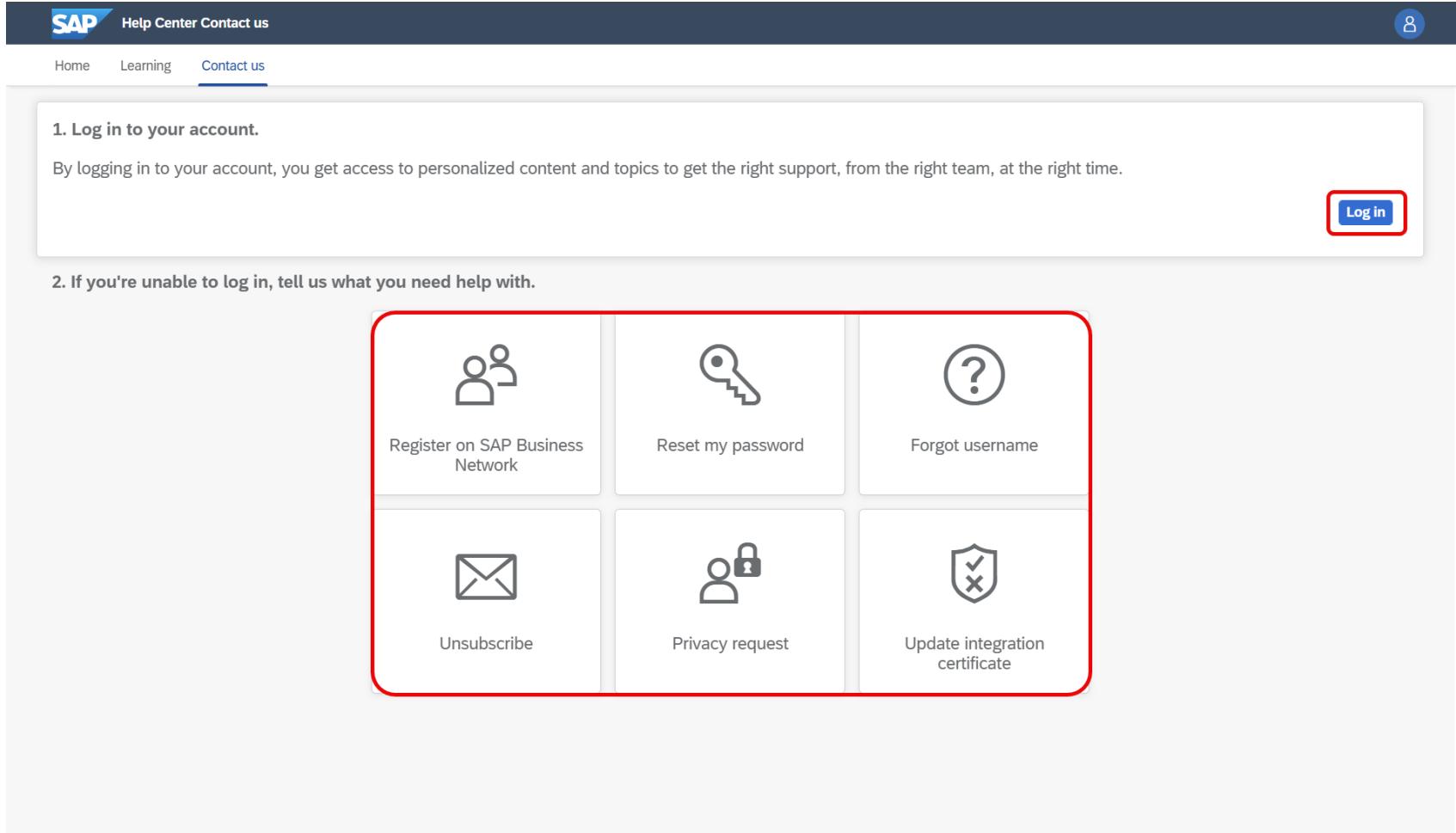
เลือกหัวข้อ Contact us



The screenshot shows the SAP Help Center Home page. At the top, there is a dark blue header with the SAP logo and the text "Help Center Home". Below the header, there is a navigation bar with three buttons: "Home", "Learning", and "Contact us". The "Contact us" button is highlighted with a red box. The main content area has a light blue background. In the center, the text "How can we help you?" is displayed. Below this, there is a search bar with the placeholder text "Search knowledge base articles, documentation, and tutorials" and a magnifying glass icon. Underneath the search bar, the text "Try 'cancel order', 'email notifications', 'user authorization'" is shown. Further down, the section "Topics we recommend for you" is visible, featuring a topic titled "How do I access a sourcing event?". The text for this topic reads: "How do I access a sourcing event There are 2 ways to access a sourcing event that you have been invited to: By registering or signing in using the invitation link that was provided by the buyer. By going to the Ariba Proposals & Questionnaires page . To access A...". To the right of this text are three icons: a blue circle with a question mark, a blue arrow pointing right, and the text "FAQ". At the bottom of the topic section, there are four small buttons: "Event participation", "View homepage", "RFQ", and "Standard accounts". The date "May 19, 2023" is also present at the bottom of this section.

ขั้นตอนการติดต่อทีม Support ของ SAP Business Network

Supplier สามารถ log in หรือไม่ก็ได้ จากนั้นเลือกหัวข้อที่คาดว่าเกี่ยวข้องที่สุดด้านล่าง เช่น Register on SAP Business Network หรือ Reset my password



The screenshot shows the SAP Help Center Contact us page. At the top, there is a navigation bar with the SAP logo, 'Help Center Contact us', and a user icon. Below the navigation bar, there are three menu items: 'Home', 'Learning', and 'Contact us', with 'Contact us' being the active tab. The main content area is divided into two sections: '1. Log in to your account.' and '2. If you're unable to log in, tell us what you need help with.' The first section contains a sub-instruction: 'By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.' and a 'Log in' button. The second section contains six support options arranged in a 2x3 grid, with the first row highlighted by a red box. The options are: 'Register on SAP Business Network' (person icon), 'Reset my password' (key icon), 'Forgot username' (question mark icon); and 'Unsubscribe' (envelope icon), 'Privacy request' (person with lock icon), 'Update integration certificate' (shield icon).

1. Log in to your account.

By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.

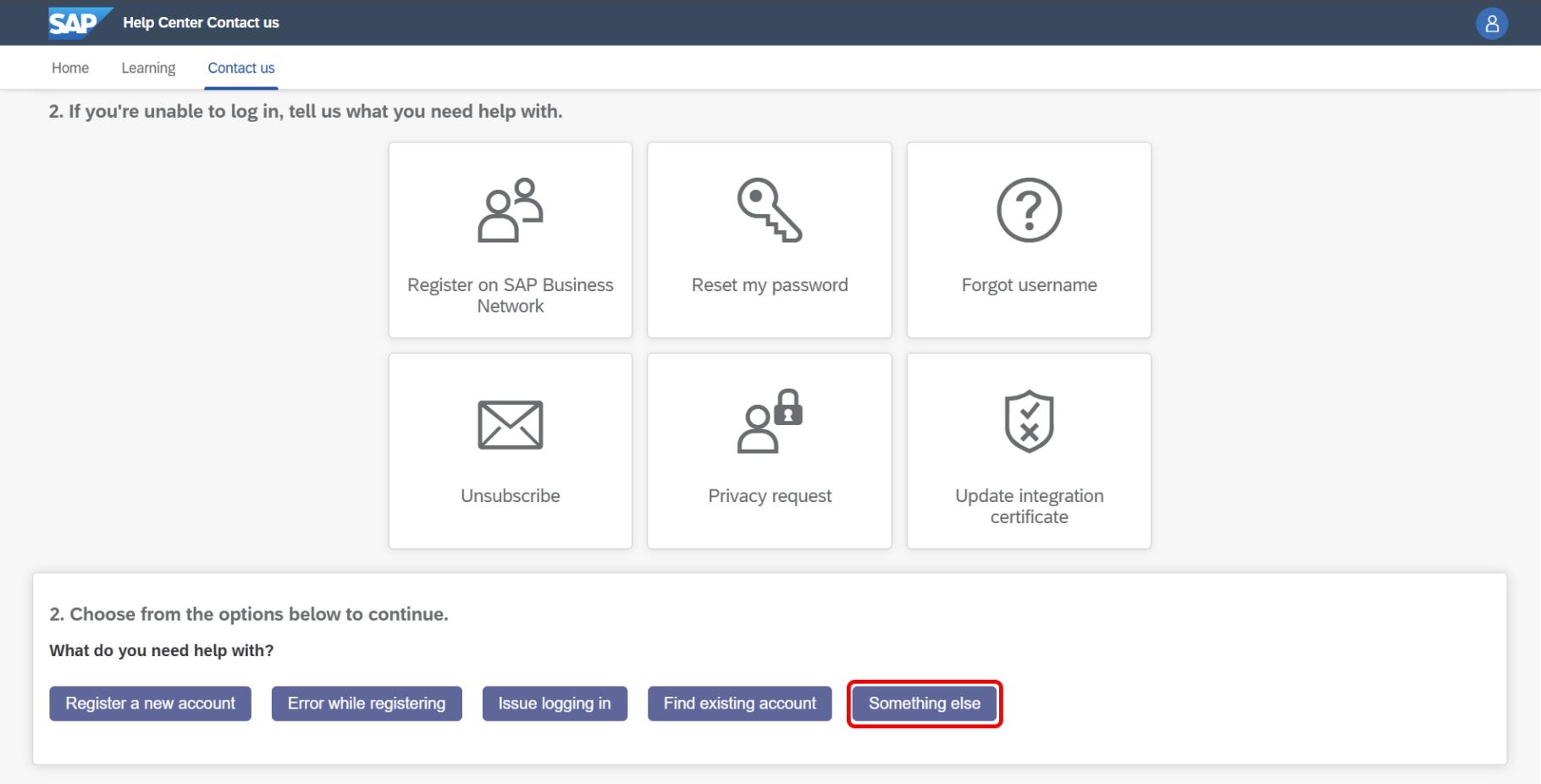
Log in

2. If you're unable to log in, tell us what you need help with.

 Register on SAP Business Network	 Reset my password	 Forgot username
 Unsubscribe	 Privacy request	 Update integration certificate

ขั้นตอนการติดต่อทีม Support ของ SAP Business Network

ที่หน้าจอด้านล่าง เลือก หัวข้อที่ตรงกับปัญหาเพื่อคูชื่อมูลเพิ่มเติมในการแก้ไขเบื้องต้น
หรือเลือก “Something else” เพื่อติดต่อทีม Support



The screenshot shows the SAP Help Center Contact us page. At the top, there is a SAP logo and a "Help Center Contact us" button. Below the header, there are navigation links for "Home", "Learning", and "Contact us". The "Contact us" link is underlined, indicating it is the active page. The main content area is titled "2. If you're unable to log in, tell us what you need help with." and contains six options arranged in a 2x3 grid:

- Register on SAP Business Network (Icon: Two people)
- Reset my password (Icon: Key)
- Forgot username (Icon: Question mark)
- Unsubscribe (Icon: Envelope)
- Privacy request (Icon: Person with lock)
- Update integration certificate (Icon: Shield with checkmark)

Below this grid, there is a section titled "2. Choose from the options below to continue." with the sub-instruction "What do you need help with?". At the bottom of this section, there are five buttons:

- Register a new account
- Error while registering
- Issue logging in
- Find existing account
- Something else

The "Something else" button is highlighted with a red box.

ขั้นตอนการติดต่อทีม Support ของ SAP Business Network

เลือกหัวข้อด้านล่างที่เกี่ยวข้องกับปัญหามากที่สุด จากนั้นคลิกปุ่ม “Create Case”

Unsubscribe

Privacy request

Update integration certificate

2. Choose from the options below to continue.

What do you need help with?

Register a new account Error while registering Issue logging in Find existing account **Something else**

What are you using SAP Business Network for?

Transacting documents (purchase orders, invoices, etc.) **Participating in Sourcing events (RFPs, auctions, bids, etc.)** **Searching for new business opportunities**

Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)

Can't find what you're looking for?

Create a Case

ขั้นตอนการติดต่อทีม Support ของ SAP Business Network

กรอกข้อมูลในช่องที่มีเครื่องหมาย (*) ให้ครบถ้วน และแนบไฟล์หรือรูปประกอบถ้ามี จากนั้นคลิกปุ่ม “One last step” ที่มุมขวาล่าง

SAP Help Center Contact us

Home Learning Contact us

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: Register on SAP Business Network

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

Attachment:

3000 characters remaining

Top Recommendations:

- How do I register a new account?
- How do I contact SAP Business Network Customer Support as a supplier?

2. Provide your preferred contact details:

First name: *

Last name: *

Username:

Company: *

Email: *

Recommendations*

Search

- How do I register a new account?
- How do I contact SAP Business Network Customer Support as a supplier?
- Where is my password reset email?
- How do I pay my SAP Business Network bill?
- How do I accept a customer's trading relationship request / invitation?
- How do I add a new user to my company's SAP Business Network supplier account?
- How do I register on SAP Ariba Sourcing to participate in events?
- How do I submit an invoice from a Standard account?
- How do I retrieve my username?
- How do I reset/change my SAP Business Network password?
- How do I register as Supplier on SAP Business Network ?

One last step

ขั้นตอนการติดต่อทีม Support ของ SAP Business Network

เลือกช่องทางเพื่อให้ Support ทำการติดต่อกลับ โดยแนะนำให้เลือกติดต่อกลับทาง โทรศัพท์เพื่อความรวดเร็ว และคลิกปุ่ม “Submit” ที่มุมขวาล่าง จะเสร็จสิ้นขั้นตอนการเปิด Case เพื่อติดต่อทีม Support ให้ Supplier รอดำเนินการติดต่อกลับ

The screenshot shows the SAP Help Center Contact us page. The top navigation bar includes the SAP logo, Help Center, Contact us, and a user icon. Below the navigation, there are links for Home, Learning, and Contact us, with Contact us being the active tab. The main content area is titled "Choose this contact method for the fastest resolution of your issue:". It displays two options: "Phone" (Recommended) and "Webform". The "Phone" option is highlighted with a red box. The "Phone" section includes a sub-section for "Other methods you may choose: Webform". At the bottom of the page, there are "Back", "Submit", and "Cancel" buttons, with the "Submit" button also highlighted with a red box.

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:

Webform

A support engineer will respond to your case by email.

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

Back Submit Cancel

Thank you.

