

# SAP Business Network – Access Help Centre Completing the Confirm the Details Webform



## You have already reached Confirm the Details

**Step 1:** Ensure the **Subject** and “**Describe your issue or question....**” fields are completed

**Step 2:** Review the **Top Recommendations**

**Step 3:** Confirm your issue using the drop-down

**Step 4:** Select the **Issue Area** using the drop-down

**Step 5:** Select the “**How does this impact your business**” reason from the drop-down

**Step 6:** Click on **Next**

**Did the Contact Options screen open?**

Yes

No

**Step 7:** Edit the information entered, click on the pencil on the end of the “**How can we support you?**” box

**Step 7:** Select from the **Options** displayed and complete the Webform

**Step 8:** Refer to the corresponding webform Trainingg Sheet based on the option you selected

- Webform – [CLICK HERE](#)
- Request a Call - [CLICK HERE](#)
- Ask an Expert Peer - [CLICK HERE](#)
- Chat - [CLICK HERE](#)

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

The Confirm your Issue selection is used to provide the select an issue area drop down list

Fields with an asterisk are mandatory, however suppliers can provide :

- Attachments
- Select the Buyer/s affected on the account
- Document numbers such as Purchase order number or Contract Number

There may be instances where a solution is not available based on the responses provided, or there is no access to Contact Options due to time zones or account level.

Although you have already completed the Confirm the details webform you must then complete the webform for the selection made

If there are multiple options, and you prefer to complete the Webform, select Webform and enter the required information. Remember that all fields with an asterisk are mandatory, and you will not be able to proceed until you have entered the information.