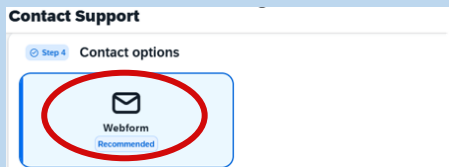


SAP Business Network – Access Help Centre Completing the Webform – Webform Selected



You have selected Webform from the Contact Support Options provided

Step 1: Select the **Webform** tile



Step 2: Enter your **First name**

First name: *

Step 3: Enter your **Last name**

Last name: *

Step 4: Enter your email address

Email: *

Step 7: If you are Signed in the ANID will be entered

Account ID: *

AN01013799

Note: Where the ANID is not entered and is required, enter the ANID

Step 6: Enter the **phone number**

Your phone number: *

+61 123456789

Step 5: Enter you phone number by selecting the **Country Code** first

Your phone number: *

201-555-0123

Search

- United States +1
- United Kingdom +44
- Australia +61
- Canada +1
- Ireland +353

Step 8: Read the **“Help us help you faster”** information

Help us help you faster:

Agree to share data with an SAP Support Engineer to view logs. Consenting to share this data will help us fix your issue faster. Some account and system information will be sent to SAP SE and support calls and chats may be recorded.

Step 9: Tick **I agree**

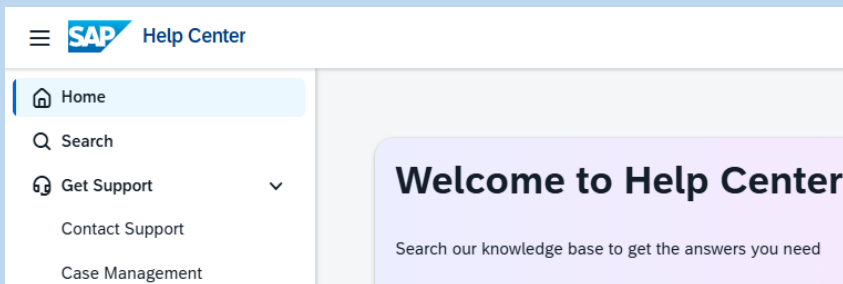
I agree *

Step 10: Click on **Submit**

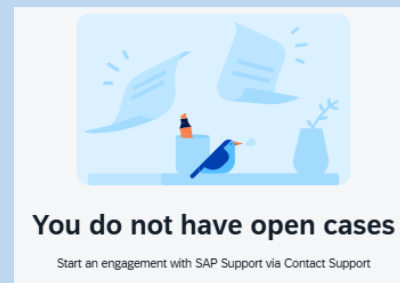
Submit

All Cases are shown under Case Management

Step 1: Select **Case Management**



Step 2: All open cases and their status will be displayed, where there are no open cases the screen message is displayed



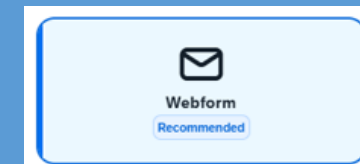
There may be instances where a solution is not available based on the responses provided, or there is no access to Contact Options due to time zones or account level.

Where the Webform is the only option and recommended, you will be required to provide more information. If there are multiple options, and you prefer to complete the Webform, select Webform and enter the required information.

Ensure that itsm-notification-service@sap.com is on the email list

To locate the (Ariba Network Identification number (**ANID**), sign into your network, click on your initials, and the **ANID** will appear around halfway down the drop-down list

Where there are multiple options, one will be marked as **“Recommended”** based on you location and account type



Fields with an asterisk are mandatory

First name: *