

# SAP Business Network – Access Help Centre Completing the Webform – Request a Call Selected



## You have selected Request a Call from the Contact Support Options provided



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.

The “Help us help you faster” information requires your agreement

Note: We use the information collected to improve support quality and training, to help address technical issues, and to improve our products and services, subject to our [Privacy Policy](#) and [Terms of Use](#).  
Translation services may be used in support calls, chats, and email communications.

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

Suppliers select “Do not record my phone call”. It is not a default and does not have an asterisk

Do not record my phone call.

All information in blue can be selected to provide further information and may take a user to another screen

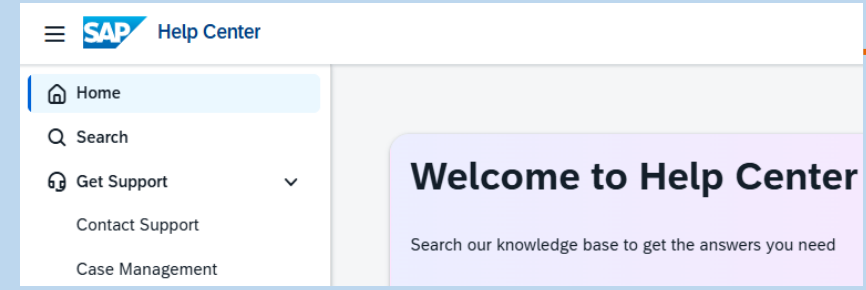
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r [Privacy Policy](#) and [Terms of Use](#).

Fields with an asterisk are mandatory

First name: \*

## 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

