

How to Contact SAP Business Network Support Team

Public



How to Contact **SAP Business Network** Support Team

Supplier sign-in

Username

Next

[Forgot username](#)

New to SAP Business Network?
[Register Now](#) or [Learn more](#)

Do you want to be seen by businesses around the world?



We will broadcast your story on SAP Business Network website and social media platforms, reaching out to new customers who can benefit from your experience.

[Learn More](#)

On the **Supplier sign-in** page, enter your **Username** and click the **Next** button

[Supported browsers and plugins](#)

How to Contact **SAP Business Network** Support Team

[? Help](#)



Account sign in

**On the Account sign in, enter
your Password and click on the
Sign In button**

<

Password

Sign In

[Forgot password](#)

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How to Contact SAP Business Network Support Team

The screenshot shows the SAP Business Network Home page. At the top, the SAP logo is followed by 'Business Network' and 'Enterprise Account'. A navigation bar includes links for Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Assessments. A blue callout box with a black border points to the Help icon (a question mark) in the top right corner, with the text 'On the Home page, click the Help icon'. Below the navigation bar, a banner features a feedback survey link. The main dashboard displays five key metrics: Enablement Tasks (2), New orders (0), Items to confirm (0), Orders (0), and Orders to invoice (0), all for the last 31 days. A 'More' button with a '5' badge is also present. The 'My widgets' section includes 'Purchase orders' (Last 3 months), 'Invoice aging' (Testing Account), and 'Activity feed' (All). The Purchase orders and Invoice aging widgets show a \$0 USD balance. The Activity feed widget displays 'There is no recent activity to display'.

On the Home page, click the Help icon

Dashboard Metrics (Last 31 days):

Metric	Value
Enablement Tasks	2
New orders	0
Items to confirm	0
Orders	0
Orders to invoice	0

My widgets:

- Purchase orders (Last 3 months):** \$0 USD
- Invoice aging (Testing Account):** \$0 USD
- Activity feed (All):** There is no recent activity to display

How to Contact SAP Business Network Support Team

The screenshot displays the SAP Business Network user interface. At the top, the navigation bar includes the SAP logo, 'Business Network', and 'Enterprise Account'. Below this, a secondary navigation bar lists various business functions: Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Assessments. A blue banner overlay in the center of the page reads: 'The Help Center will be displayed. Click the Support button.' To the right, a 'Help Topics' sidebar is visible, featuring a search bar and a list of topics. The 'Support' button is highlighted with a red rectangle. Below the banner, the main content area shows a dashboard with five cards: 'Enablement Tasks' (2), 'New orders' (0), 'Items to confirm' (0), 'Orders' (0), and 'Orders to invoice' (0). Each card includes a 'Last 31 days' label. Below the dashboard, there are three widgets: 'Purchase orders' (Last 3 months), 'Invoice aging', and 'Activity feed'. The 'Purchase orders' and 'Invoice aging' widgets show a graph with a y-axis from \$0 to \$1 and an x-axis with months (Jun, Jul, Aug). The 'Activity feed' widget shows a message: 'There is no recent activity to display'.

Help Topics

- Tutorials
- Support**
- Documentation
- What is SAP Business Net...
- Introducing the new help c...
- Finding orders, invoices, a...
- Common browser issues
- How do I create an invoice?
- On-time payment rate widget
- Paid invoices widget
- Purchase orders widget
- My leads widget
- Download app widget
- Invoice Aging widget
- Company profile widget
- SAP Supplier Financing widget
- Days to pay widget

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Welcome to Help Center

Search our knowledge base to get the answers you need






The Help Center Home page will be displayed. Click the **Contact Support** tab.




Topics we recommend for you

-  How do I cancel or delete ... >
-  How do I access a sourcing... >
-  How do I create an invoice? >




Billing and subscriptions

-  How Can I Follow Up on m... >
-  Which transaction types de... >
-  Where can I download a co... >




Managing purchase orders

-  Why can't I find a Purchase... >
-  How do I process an order ... >
-  I need help with purchase ... >

Creating and managing invoices

-  Creating and Managing Inv... >
-  Creating and Managing Inv... >
-  I need help with invoicing >

Manage account

-  Why am I not able to creat... >
-  I am receiving the error: Sor... >
-  What are some registration ... >

Find information from your Buyers

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Contact Support

Enter your query in the **How can we support you?** field and click **Next**

☒ Step 1 **How can we support you?**

[Enter here]

2988 characters remaining

Next

☐ Step 2 **Resources**

☐ Step 3 **Confirm the details**

☐ Step 4 **Contact options**

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Contact Support

☒ Step 1 How can we support you?

Submitting invoice [example]

You will be provided with a Guided Assistance flow that best matches your query.
Select the following option that best suits your entry.

2972 characters remaining

What do you need help with?

Create invoice / issue or error creating invoice

Create credit memo

Partial Invoice

Invoice was rejected

Edit and resubmit invoice

Receive payment

Something else

Next Step

☐ Step 2 Resources

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Step 1

How can we support you?

Submitting invoice [example]

2972 characters remaining

What do you need help with?

Create invoice / issue or error creating invoice

Create credit memo

Partial Invoice

Invoice was rejected

Edit and resubmit invoice

Receive payment

Something else

What type of invoice do you need to create?

PO-based

Non PO-based

Contract

PDF

PO-based via email

Can't create invoice / receiving error

In order to submit invoices to your customer using the SAP Business Network, you must have an active trading relationship with the customer or an email invitation/ purchase order (PO) from the buyer. Your customer must also have their transaction rules configured to allow you to invoice.

If you have not yet received a purchase order and are expecting one, [contact your customer](#).

SAP Support cannot initiate a trading relationship on your customer's behalf. Your customer must send the relationship request or PO to you.

Button on PO grayed out

Error while creating invoice

Can't find correct PO

Customer can't view submitted invoice

You can receive error messages while creating or after submitting an invoice that are customized by your customer. [Contact your customer](#) for clarification on rejected invoices or if you're unsure why you can't submit an invoice. Try searching the exact error message in the Help Center.

Common invoicing error messages:

- "The quantity of line item X exceeds the buying organizations quantity limits"
- "The total net amount invoiced exceeds limit"
- "VAT information is required"

Next Step

Step 2

Resources

If the Guided Assistance responses are unable to resolve your request, click on **Next Step.**

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Contact Support

Step 1

How can we support you?

Step 2

Resources

Why do I receive the error: Quantity exceeds the quantity limit! when trying to update the quantity on an invoice?

Why do I receive the error: Quantity exceeds the quantity limit! when trying to update the quantity on an invoice? This error appears when the Purchase Order (PO) is in Partially Invoiced status. The line item was only created for quanti

How do I create a purchase order-based invoice?

How do I create a purchase order(PO)-based invoice? To create a PO-based invoice, you must first locate the purchase order: Go to the Workbench tab at the top of the page. Click the Orders tile to view all orders. Click Edit fi

How do I contact my buyer in SAP Business Network?

How do I contact my buyer? You can contact your customer in two ways: 1. By instant message . 2. By the contact information they have provided in the application. If you are the account administrator or a non-administrator user with t

Why I am seeing the Error: "Remit to ID is required" when creating an invoice?

I receive the following error message when trying to submit an invoice: ! Remit to ID is required. Your customer requires this information when you submit invoices, according to the following transaction rules: The rule Require a Rem

How do I add a Remittance ID to my supplier Business Network account?

How do I add a Remittance ID to my account? Please follow the steps as mentioned below: Click [user initials] > Settings > Remittances Click on circle next to your banking information under the EFT / Check Remittances


Created by AI.

Next

At Step 2, you are provided with Resources to assist in resolving your issue without contacting support. If they still do not resolve your query, click Next.

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Contact Support

Step 1

How can we support you?

Step 2

Resources

Step 3

Confirm the details

Step 4

Contact options

Enter information in all fields marked with an asterisk (*).
Click **Next**.

Subject: *

Describe your issue or question and steps to reproduce: *

Submitting invoice [example]

2972 characters remaining

Top Recommendations:

Why do I receive the error: Quantity exceeds the quantity limit! when trying to update the quantity on an invoice?

How do I create a purchase order-based invoice?

Confirm your issue: *

Select an issue area: *

The combined size of attachments must not exceed 20MB.

Choose a file for upload

Affected buyers:

Document number(s):

How does this impact your business: *

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Contact Support

Step 1 How can we support you?

Step 2 Resources

Step 3 Confirm the details

Step 4 Contact options

Ask an Expert Peer

Recommended

Webform

Chat

Estimated wait time: 3 minutes

Request a call

Estimated wait time: 8 minutes

Based on the details you entered, you will receive one of the following **Contact options** or you could receive multiple **Contact options** [as shown]. **Help Center** will recommend a best option but please select the option that best suits your requirements.

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Contact Support

First name: *

Last name: *

User name:

Email: *

example@sap.com

Your phone number: * Extension:

+1 201-555-0123

Account ID: *

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.

☐ I agree *

Submit

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.

Complete all required fields marked with an asterisk (*).
Check mark I agree.
Click **Submit**.

Thank you.