



eSHOP

SBN Support

SUPPLIER GUIDE

Last update: 20.07.2023

RICHEMONT

Where to find SBN's Help Center?

SBN HELP CENTER

Enterprise Account

← Back to classic view

Orders Orders and Releases Fulfillment Maisons Richemont Invoices Exact match Reports Order number Messages

Create

69 Changed orders Last 31 days

0 Orders to invoice Last 31 days

0 Rejected invoices Last 31 days

1000+ Orders Last 31 days

Invoice aging

My leads

Download app

We are now mobile.

Learn more

Help Topics

Search Help Topics

Documentation

Support

- What's new in Enterprise acc...
- What is SAP Business Netwo...
- Introducing the new SAP Busines...
- Introducing the new help center
- Finding orders, invoices, and ...
- Adding payment tiles (2.48)
- Discovering new insights
- Common browser issues
- How do I create an invoice?
- I need help accessing a sourc...
- Why has my invoice or servic...
- When will my invoice be paid?
- How do I know which type of i...
- I need help connecting with a ...
- Purchase orders widget
- Application gateway widget
- My leads widget
- Invoice aging widget
- Download app widget

SAP Help Center Home

Home Learning Contact us

How can we help you?

Search knowledge base articles, documentation, and tutorials

Try "cancel order", "email notifications", "user authorization"

News highlight

Information regarding 2020 Ariba Network billing

Find answers from your buyers

eSHOP

Richemont International SA

Topics we recommend for you

Coming Soon: New portal for Enterprise accounts

Welcome to the New Supplier Portal and Workbench Watch the video below to learn what's new for Enterprise account users . Click the icons to the right for additional videos! Note: Videos are only available in English, German, French, Italian, Chinese, Japanese, Spanish, and Portuguese Discovering new insights in the...

View homepage Supplier workbench

May 27, 2021

I need help with invoicing

Below you can find the most common issues with creating invoices. Please click the link to view the answer. How do I submit an invoice? Why isn't the Create Invoice option available on my purchase order? How do I edit and resubmit an invoice? If I have already invoiced my...

View homepage

FAQ

1. From your account, click on the “(?)” logo at the top right of your screen
2. Select “Support” to arrive on the SBN Help Center home page

› “Home” Menu

1. Search features to deliver results tailored to your account, user type and the page you are on
2. Section allowing you to follow important news about the SBN platform
3. **Direct link to the Richemont Maisons supplier information portal to find all documentation related to the SBN/eSHOP project**
4. Support articles and custom documentation depending on the page you are on

The screenshot shows the SAP Help Center Home page. At the top, there is a navigation bar with 'Home', 'Learning', and 'Contact us'. Below this is a search bar with the text 'How can we help you?' and a search icon. A yellow box with the number '1' highlights the search bar. Below the search bar is a section titled 'News highlight' with a yellow box and the number '2'. Below that is a section titled 'Find answers from your buyers' with a red box and the number '3'. This section contains a magnifying glass icon over the eSHOP logo. Below this is a section titled 'Topics we recommend for you' with a yellow box and the number '4'. On the right side of the page, there is a section titled 'eSHOP Project Introduction - Kick-off' with a red box. This section contains a list of documents and videos, including '2021 - Supplier's Guide (PDF)', '2021 - Supplier's Kick-off (PDF)', 'W1 - W2 2021 - Migration on New Portal (PDF)', 'W1 - W2 2021 - Migration on New Portal (video)', 'June 2021 - Functional training (PDF)', '2021 - Theoretical Training - Order Management (video)', '2021 - Theoretical Training - Order Confirmation (video)', and '2021 - Theoretical Training - ASN (video)'. Below this section is a section titled 'Additional Support Resources' with a list of links: 'Ariba support access (PDF)', 'Ariba 2021 - Calendar (PDF)', and 'March 2021 - Supplier FAQ (PDF)'. At the bottom of the page, there is a section titled 'I need help with invoicing' with a question mark icon and a right arrow.

› “Contact us” Menu [1]

1. Quick access and follow-up of your current service requests [2]
2. Need help with a new problem? Start by inserting the subject of your question [3]
3. If you cannot find an answer to your question, click on “Something else” [4] and then “Contact Us” [5]

The screenshot shows the SAP Help Center 'Contact us' page. The page is titled 'SAP Help Center Contact us' and has a navigation bar with 'Home', 'Learning', and 'Contact us' (highlighted with a yellow box and a '1' callout). Below the navigation bar, there are four main sections:

- 1. Following up on something?** This section contains a table of existing cases. The first row is highlighted with a yellow box and a '2' callout. The table has columns for Case ID, Created on, and Status.

Case	Created on	Status
Case 5764248/2023 ASN creation	Jul 6, 2023, 4:34 PM	Open
- 2. New issue? Start here to find your answer.** This section features a search bar with the text 'asn' entered. The search bar is highlighted with a yellow box and a '3' callout.
- 3. Browse below for our AI-based recommendations*** This section lists several FAQ items with question marks and dates:
 - How do I cancel or edit a ship notice?** (FAQ, Oct 22, 2020)
 - How do I create a ship notice?** (FAQ, Apr 27, 2023)
 - How to create Advance Ship Notice(ASN) using the Upload/Download functionality?** (FAQ, Apr 3, 2022)
 - Why is my Advance Ship Notice (ASN) failed?** (FAQ, Oct 24, 2019)
 - How do I contact my buyer?** (FAQ, Jul 11, 2023)
- 4. Choose from the options below to continue.** This section provides a list of buttons for different ship notice actions: 'Create ship notice', 'Edit ship notice', 'Cancel ship notice', 'Print ship notice labels', 'Pack ship notice items', 'Rejected or Failed ship notice', and 'Something else' (highlighted with a yellow box and a '4' callout).

At the bottom of the page, there is a search bar with the text 'Can't find what you're looking for?' and a 'Create a Case' button (highlighted with a yellow box and a '5' callout).

4. Choose the language in which you want to contact support
5. Fill out the support form:
 - › **Subject:** Entering the subject of your problem
 - › **Full description:** Describe your problem in a few lines
 - › **Issue type :** Only select "Supply Chain Collaboration"
 - › **Problem area:** select the problem area for your issue thanks to the dropdown list
 - › **Affected buyers:** Select Maisons Richemont (important information to mention)

The screenshot shows the SAP Help Center 'Contact us' page. A yellow box highlights the language selection area (4), where 'Requested language of support: English' is shown with a 'Change?' link. A second yellow box highlights the main form (5), which includes fields for Subject (asn), Full description (Affected items, expected results, etc.), Attachment, Issue type, Issue area, Affected buyers, and PO/Invoice Number. A dropdown menu for 'Issue type' is open, showing 'Supply Chain Collaboration' selected. A dropdown menu for 'Problem area' is also open, showing 'Administration' selected. A dropdown menu for 'Affected buyers' is open, showing 'Maisons Richemont' selected. A red box highlights the 'Change?' link and the 'Supply Chain Collaboration' option. A magnifying glass icon is positioned over the 'Issue type' dropdown.

This form need to be fulfilled in english

→ In case that you are not speaking english, we kindly request you to use an online translator. In that case please don't forget to mentionned the language in which you want to be contacted

6. Regarding the field impact of this issue on your work, please select:
 - › Affecting but not stopping critical functionality
7. Fill in your contact information (first name, last name, company, etc.) The support will contact you with the information provided, so please make sure that it is correct



SAP Help Center Contact us

Home Learning Contact us

Choose this contact method for the fastest resolution of your issue:

Recommended

Phone

A support engineer will respond to your Service Request by phone.

Estimated wait time in minutes: 6

Do not record my phone call.

Other methods you may choose:

Live chat: open

You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.

Note: Pop-ups need to be enabled in your browser.

Email

A support engineer will respond to your Service Request by email.

Back Submit Cancel

6

7

SAP Help Center Contact us

Home Learning Contact us

2. How does this impact your normal business processes?

Business Impact: * [dropdown menu]

- Information request
- Not stopping my work
- Affecting but not stopping critical functionality

3. Please review your contact information for correctness:

First name: * [text box]

Last name: * [text box]

Username: [text box]

Company: * [text box]

Email: * [text box]

Phone: * [text box]

Extension: [text box]

Confirm phone: * [text box]

My phone number is correct.

Ariba Network ID: * [text box]

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

8. Choose the preferred communication channel (email, phone, live chat)

