eSHOP

SBN Support

SUPPLIER GUIDE

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Last update: 20.07.2023

RICHEMONT

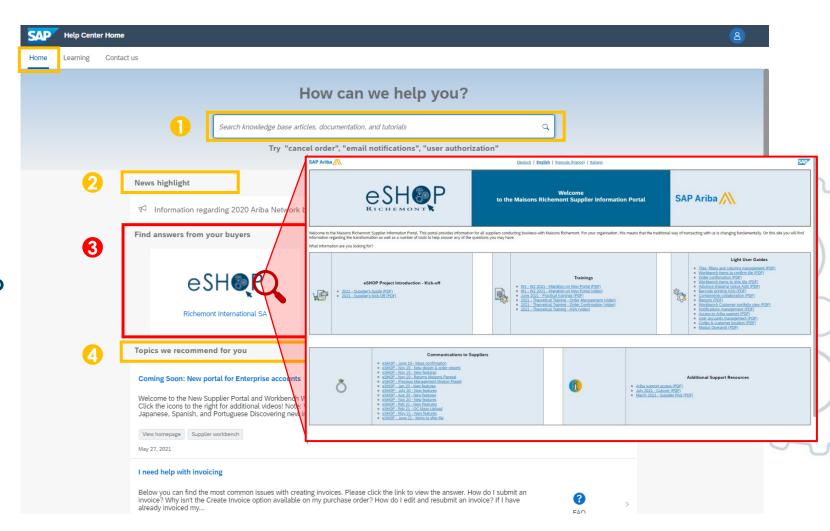# Where to find SBN's Help Center?

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
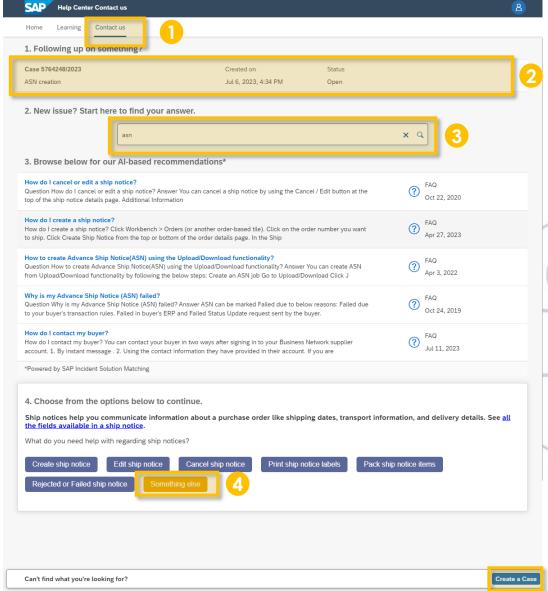
eSHOP

> **"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]
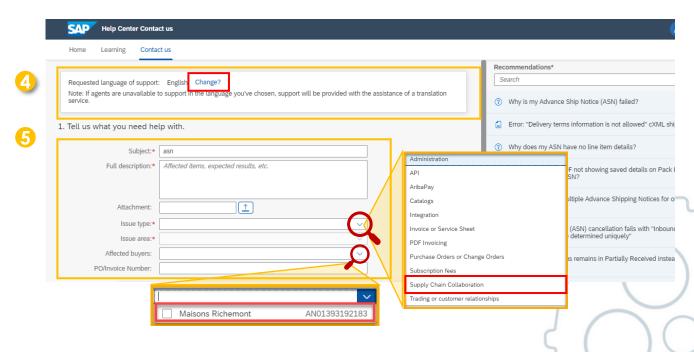
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4. Choose the language in which you want to contact support

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 are for your issue thanks to the dropdown list

> **Affected buyers:** Select Maisons Richemont (important information to mention)
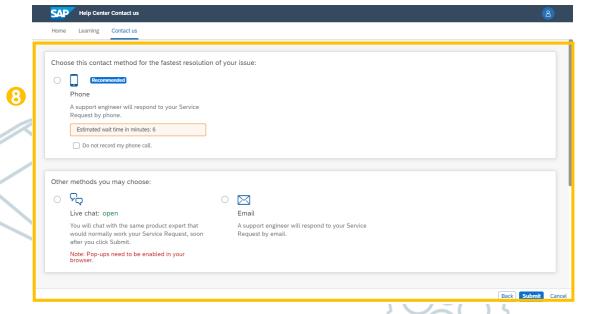

This form need to be fulfilled in english

→ 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
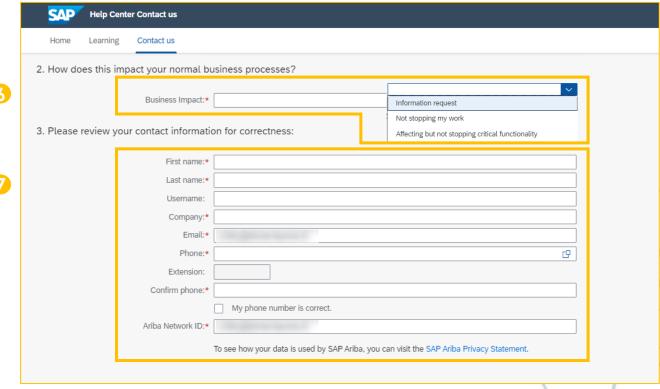
SBN Help Center – SUPPORT

6. Regading 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

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

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