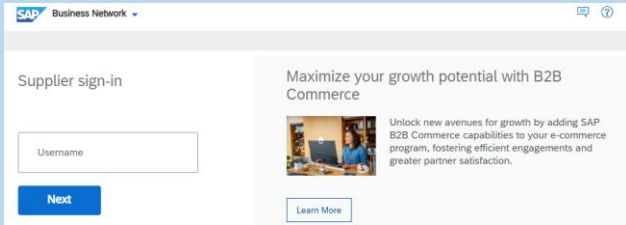


SAP Business Network – Access Help Centre Create a Case – Without Signing or Logging In



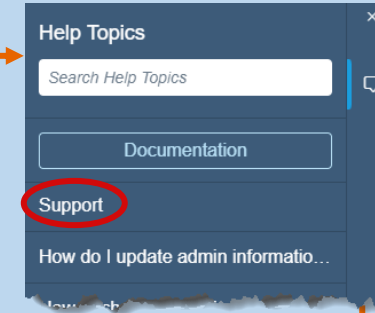
Step 1: Open a web browser, enter supplier.ariba.com



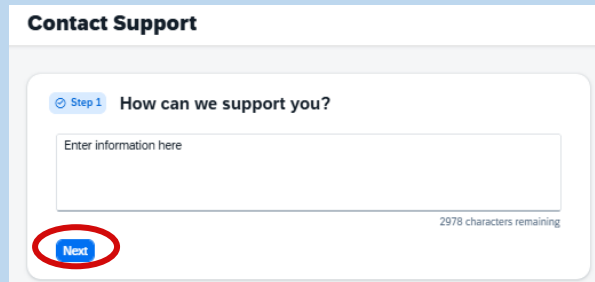
Step 2: Click on the **Question Mark**



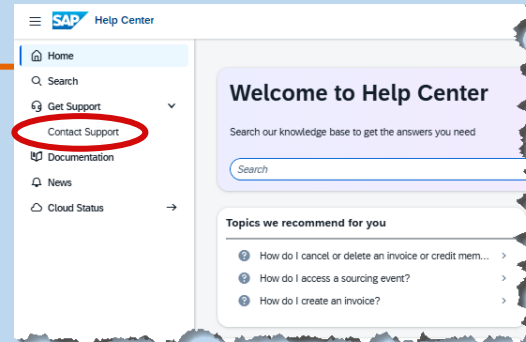
Step 3: Click on **Contact Support**



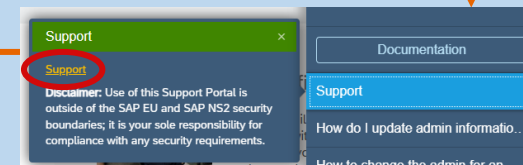
Step 6: Enter your question, query or issue in the “How can we support you?” field



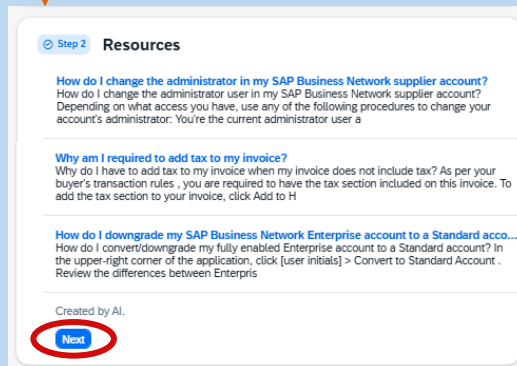
Step 5: Click on **Contact Support**



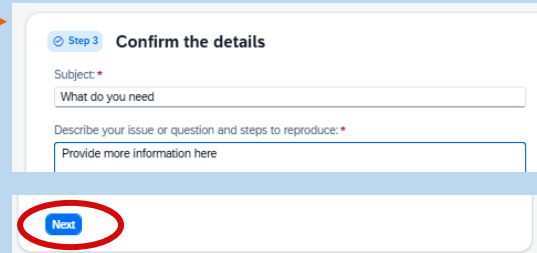
Step 4: Click on **Support**



Step 7: Resources provided by AI are shown, click on **Next**

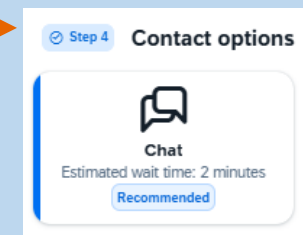


Step 8: Complete the Confirm the Details Webform, then click **Next**



[Click Here](#) for the Training Sheet to complete this Webform

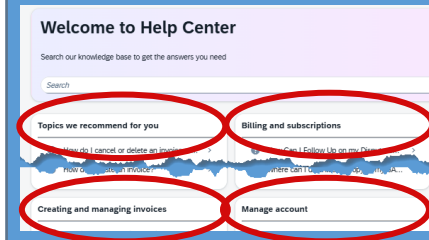
Step 9: The Chat option will be displayed



[Click Here](#) for the Training Sheet to complete the Chat Webform

Artificial intelligence (AI) provides recommendations based on the key words you have entered

Topics recommended can be selected for information



Bubbles displayed can be selected to take you to the required information



There is no phone number to contact the Help Centre. Only customers with an Enterprise Account can Request a call.

The option available to businesses that are not signed in are limited. The available option/s based on the information requested is displayed

Webforms need to be completed prior to any help centre options offered. Refer to the Modular learning series for more information