

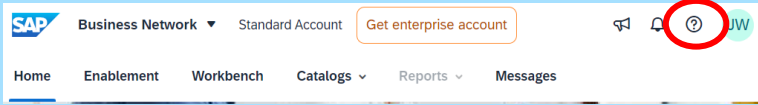


Anonymous 5-question Survey QR code or [Click Me](#)

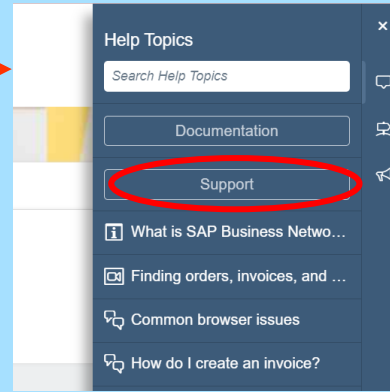
# SAP Business Network – Contact Support / Create a Case –Standard Account



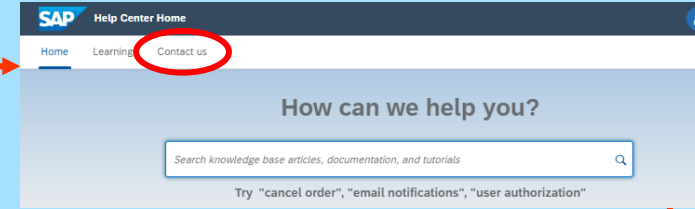
**Step 1:** Log into your SAP Business Network and click on



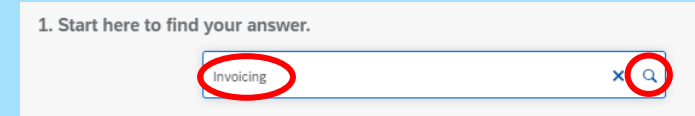
**Step 2:** Click on Support



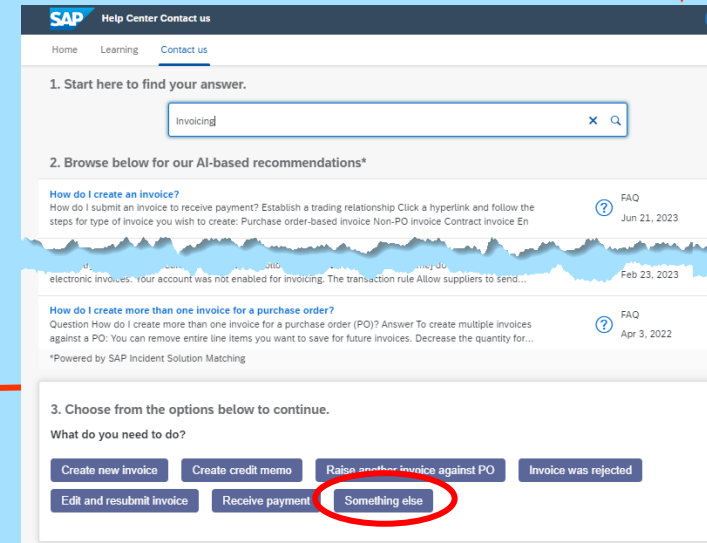
**Step 3:** Click on Contact us



**Step 4:** Enter what information you require, click on



**Step 5:** Identify if any of the AI information shown provides an answer, to create a case, click on **Something Else**



**Step 7:** Complete all fields with an asterisk, then click on **One Last Step** (bottom right of the screen)

1. Tell us what you need help with.

Subject:\*

Full description:\*

3000 characters remaining

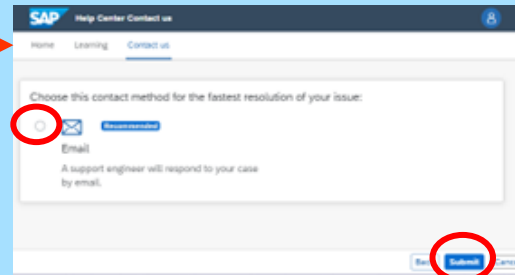
Attachment:

Issue type:\*

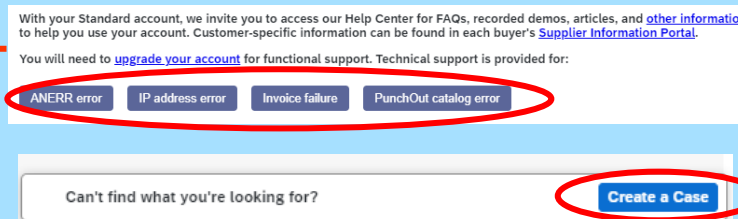
Issue area:\*

PO/Invoice Number:

**Step 8:** Email will be displayed, click on the radio button, then click on Submit

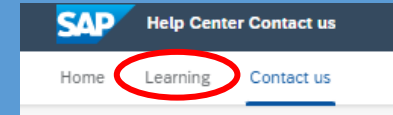


**Step 6:** Select the correct bubble and then locate and click on **Create a Case** (bottom right of screen)



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

To access Self Help information click on Learning



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



Recommendations provide information and appear on each of the screens. They provide information that could assist the Supplier (Trading Partner) to “Self Help”

