

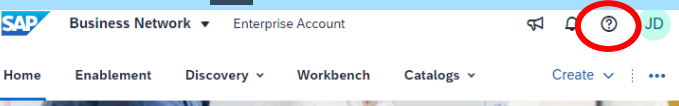


Anonymous 5-question Survey QR code or [Click Me](#)

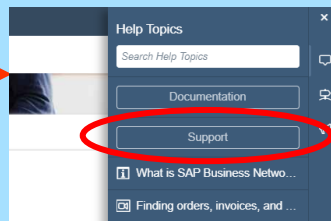
SAP Business Network – Contact Help Center / Create a Case –Enterprise Account



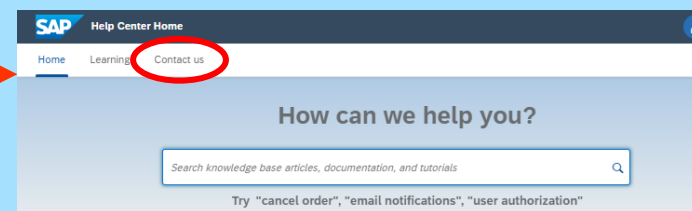
Step 1: Login into your SAP Business Network and click on



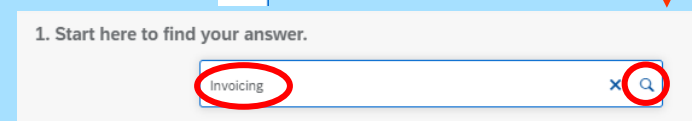
Step 2: Click on Support



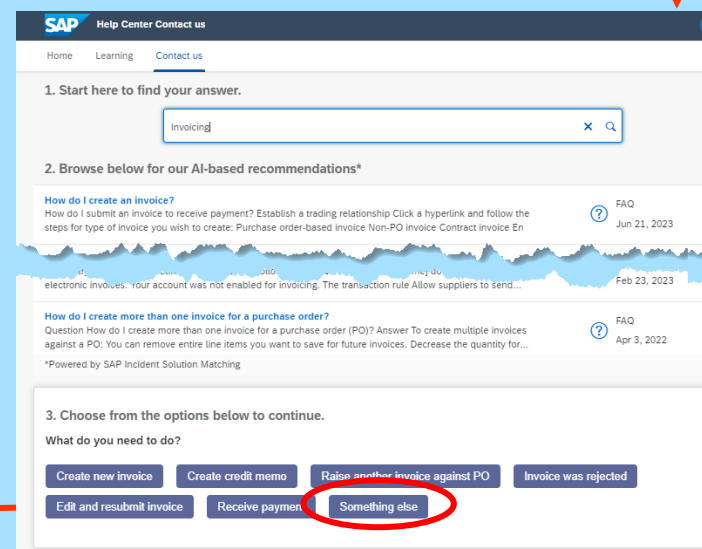
Step 3: Click on Contact us



Step 4: Enter what information you require, click on



Step 5: Identify if any of the AI information shown provides an answer, however 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)

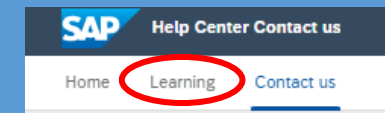
Step 8: Select the Radio button of the contact option, then click on **Submit**

Step 6: 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

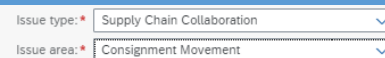


Bubbles displayed can be selected to take you to the required information



For Suppliers (Trading Partners) Using Supply Chain Collaboration (SCC), ensure you select Supply Chain Collaboration from the Issue type drop-down

Then select the correct Issue Area relating to SCC processes that you need help with from the drop down list



For information relating to Sourcing Events refer to the Contact Help Center for events ending under 60 minutes – **Click Me**