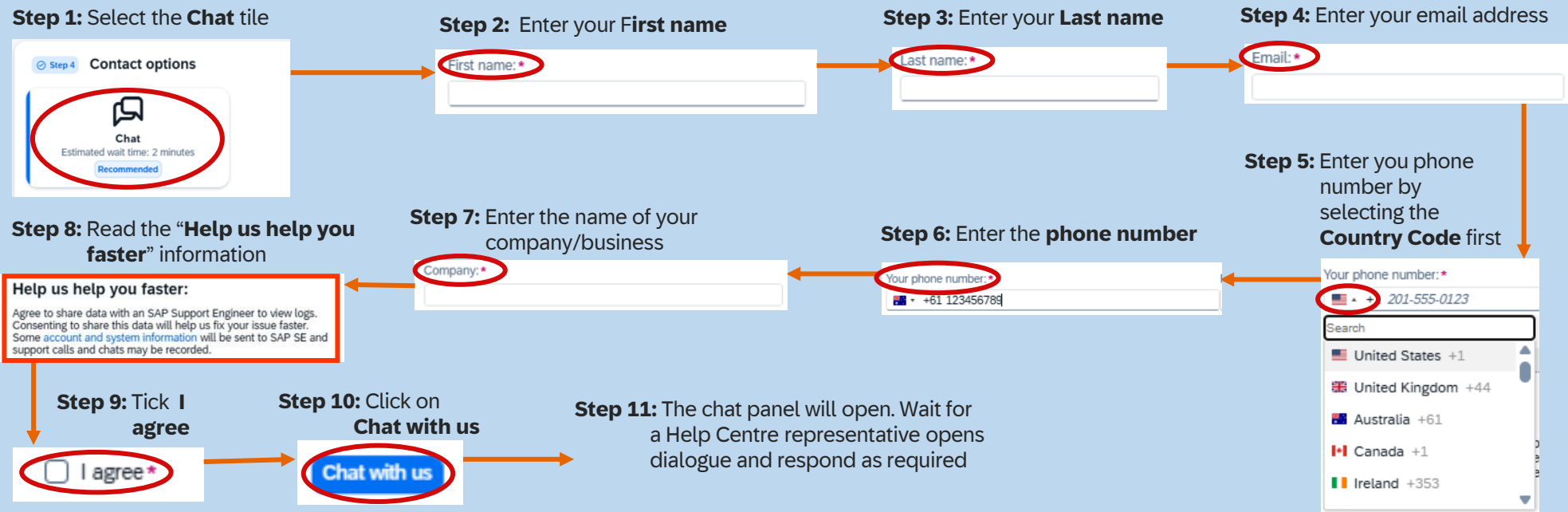


SAP Business Network – Access Help Centre Completing the Webform – Chat Selected

SAP

You have selected Chat from the Contact Support Options provided



There may be instances where a solution is not available based on the responses provided, or there is no access to Contact Options due to time zones or account level.

The Chat option opens a side panel so that Suppliers can ask question and get immediate responses.

The Chat will commence when a Help Centre Representative indicates they are connected.

Suppliers may need to wait based on the Estimated wait time to Chat to a Help Centre Representative

Chat

Estimated wait time: 2 minutes

The “Help us help you faster” information requires your agreement

Note: We use the information collected to improve support quality and training, to help address technical issues, and to improve our products and services, subject to our [Privacy Policy](#) and [Terms of Use](#).

Translation services may be used in support calls, chats, and email communications.

All information in blue can be selected to provide further information and may take a user to another screen

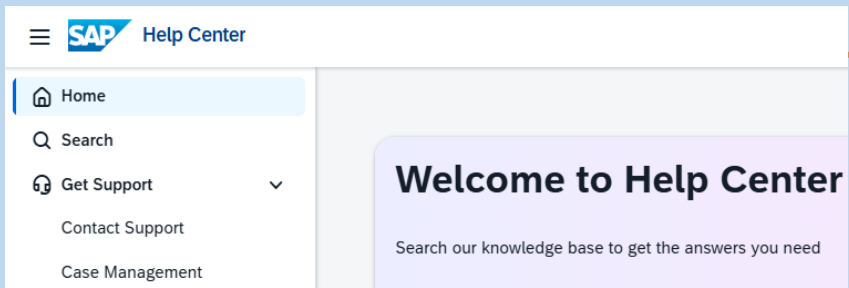
ity and training, to help address tec
r [Privacy Policy](#) and [Terms of Use](#).

Fields with an asterisk are mandatory

First name: *

All Cases are shown under Case Management

Step 1: Select Case Management



Step 2: All open cases and their status will be displayed, where there are no open cases the screen message is displayed

