SAP Business Network

Axalta Coating Systems

Account admin has left the company – Work Instructions

AXALTA™

SAP Business Network
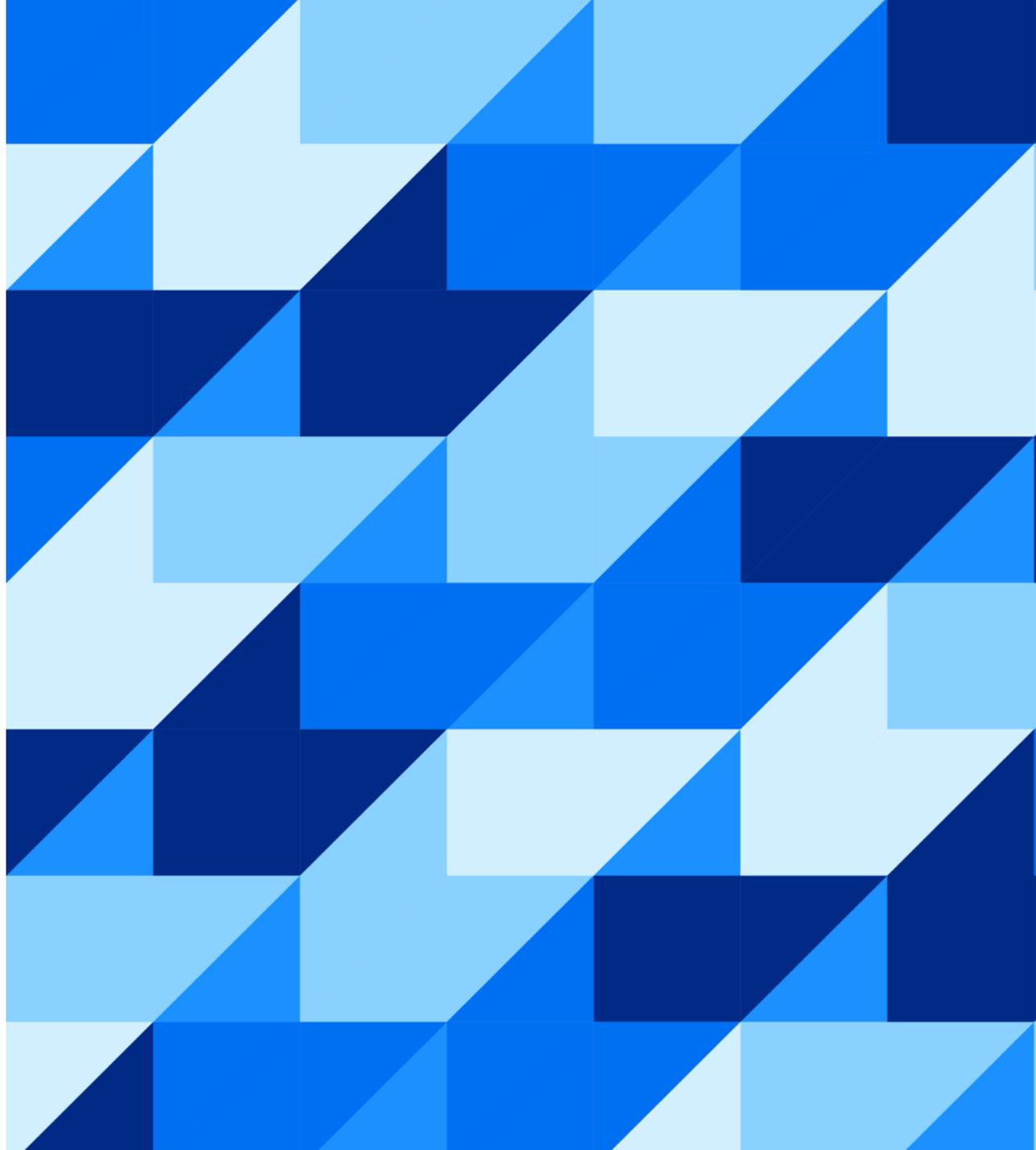
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How do I request supplier administrator access when there is no current administrator?

1.For security reasons, when the administrator has left the company, **a member of the supplier company's legal or executive team with signing authority needs to submit a case** with the following information to request we create a new supplier administrator account:

1. Full name and proof of position (email signature, business card scan, etc.)
2. Email (domain must match that of existing administrators)
3. Supplier company name and supplier code
    1. Supplier Code is an alphanumeric code to identify a supplier company in SAP Fieldglass. If you do not know your Supplier Code, contact your customer Program Management Office (PMO)
4. Client company serviced (buyer company)
5. Past administrator name and email
6. Past administrator employment end date
7. New administrator email address (domain must match existing administrators)
8. Consent to share requester's contact info with existing supplier administrators

2.We will verify the information and create an account for the new administrator.
3.The new administrator will receive two emails and must complete their registration.

1. One of the emails will contain a registration link and the other a registration code

How to use the Contact Us process to get technical support?

The case submission process includes guidance to help you **solve your issue now** instead of waiting for case processing:
For direction on how to submit a case, watch this 3-minute [Contact Us Video](#)
Follow these steps:

1. Click the **Contact Us** hyperlink in the top left of the Help Center page

   a) If you do not see this hyperlink, you may need to close a pop-up window
   b) If you are using SAP for Me, click **Services & Support** > **Get Support**

2. In the field **Step 1: Start here to find your answer** describe the issue with detail > press **Enter**

   a) Type a full description about your issue so you can receive recommendations to **solve your issue now**
   b) If you do not see this option, make sure you click on the Contact Us hyperlink (not Home)

3. Review recommendations for immediate resolution

   a) **Step 2: Browse below for our AI-based recommendations**, click to view any relevant article that can help you **solve your issue instantly**
   b) If you see **Step 3: Choose from the options below to continue**, it is another opportunity to **receive an immediate answer** your question

      1. Click the relevant button and follow step-by-step instructions
      2. If none of the buttons apply, click **Something else** button to cause the Can't find what you are looking for? box to appear

4. Click **Create a Case** (in the lower right corner)

How can I submit a case?

Complete and submit the case form:

1.Optionally change **Requested Language of support**

2.Complete all required fields (marked with a red asterisk *)

1. Use **Full Description** field to share specific details about your issue (i.e. transaction ids or error messages)
2. Some fields default based on your SAP Fieldglass account information (when you are using the personalized experience)
3. Optionally attach a file

3.Review **Recommendations** on the right which offer steps to **resolve your issue immediately**

1. The list updates to show relevant topics as you type information into the case

4.Click **One Last Step**

Indicate how we may contact you:

1.Click **Phone** or click **Webform** for email-only response
2.Click **Submit** > **OK**
3.An email with your case number confirms it successful submission
4.You can see your open cases and updates in the **Contact Us** tab
5.You will also receive updates to the email address you provided

Thank you.

Contact information:

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