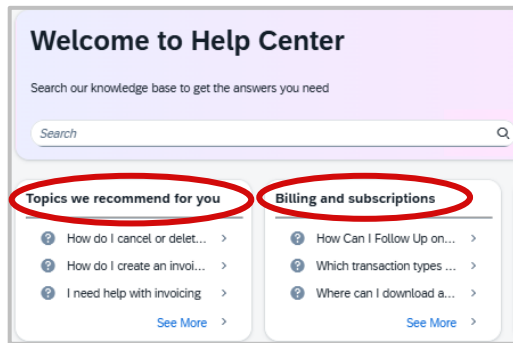


Access Help Centre: Create a Case – When Signed in - Standard Account



Artificial intelligence (AI) provides recommendations based on the keywords you have entered. Topics recommended can be selected for information



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



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

Help options and recommendations are based on your account type.

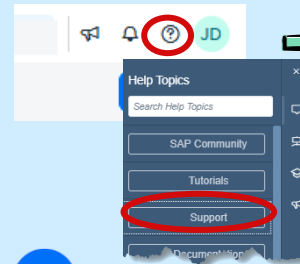


Note: - Standard Account users are encouraged to use self-help options and should only contact the Help Centre for technical issues

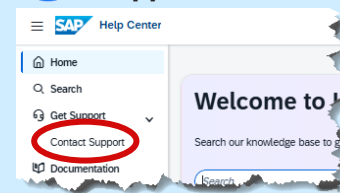
All fields with an asterisks are mandatory and must be completed

You are signed in to your SAP Business Network Account

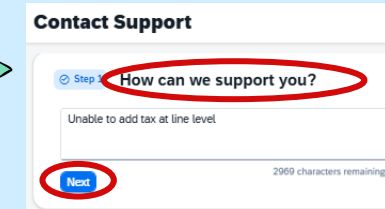
1 Click the **Question Mark** **Select Support**



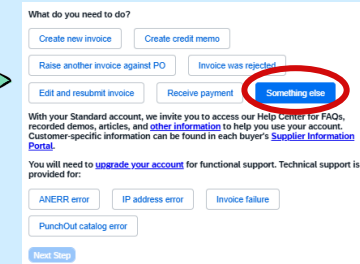
2 Click on **Contact Support**



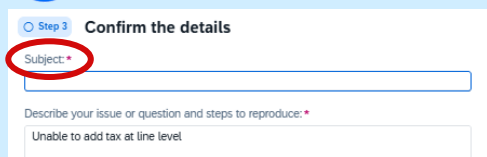
3 Enter the reason for reaching out to contact the Help Centre



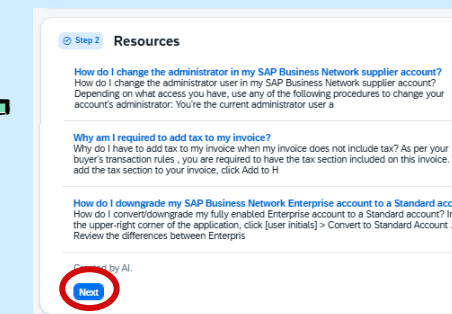
4 Review the information, if nothing suits, click on **Something Else**



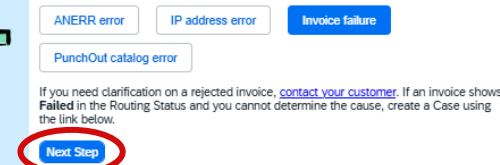
7 Enter the **Subject** of your query



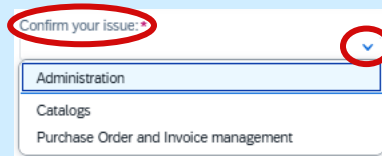
6 Review the AI information. If nothing suits, click on **Next**



5 Review the options and select the best for your query



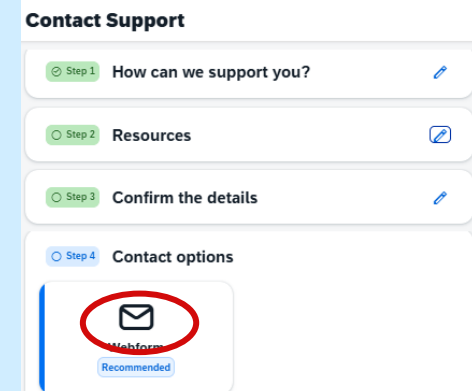
8 Select **Confirm your issue** from the drop-down



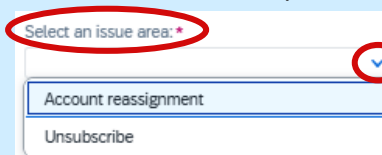
11 Click on **Next**



12 Click on the option available and complete the applicable Webform



9 Select an issue area from the drop-down



10 How does this impact your business from the drop-down

