Access Help Centre: Completing the Webform – Confirm Details

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

The Confirm your Issue selection is used to provide a select an issue area drop-down list

Fields with an asterisk are mandatory; however, suppliers can provide :

- Attachments
- Select the Buyer/s affected on the account
- Document numbers such as Purchase Order number or Contract Number

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

Although you have already completed the Confirm the details webform, you must then complete the webform for the selection made

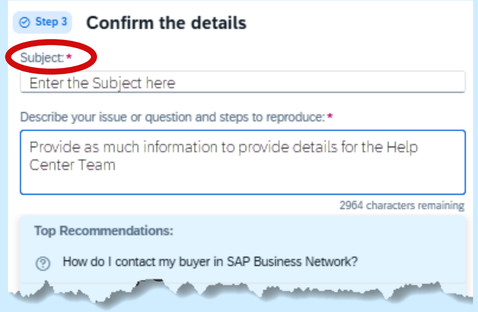
If there are multiple options, and you prefer to complete the Webform, select Webform and enter the required information. Remember that all fields with an asterisk are mandatory, and you will not be able to proceed until you have entered the information.

How to find the Account Number (ANID or BNO)

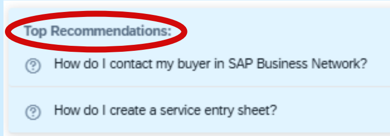
- While Signed into the SBN on BTP:
- Click on your initials (top right)
- The Account no will appear halfway down
- It will either be an AN or a BNO

You reached Confirm the Details and need to complete the

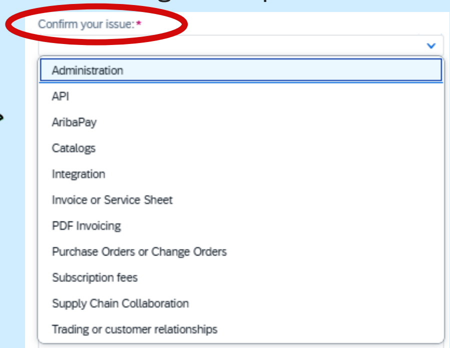
1 Ensure the **Subject** and "**Describe your issue or question….**" fields are completed



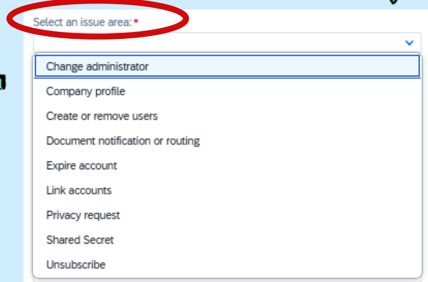
2 Review the **Top Recommendations**



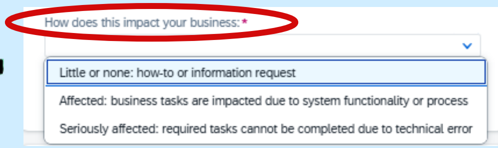
3 Confirm your issue using the drop-down



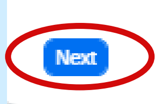
4 Select the **Issue Area** using the drop-down



5 Select the "**How does this impact your business**" reason from the drop-down

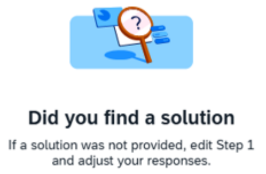


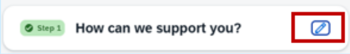
6 Click on **Next**



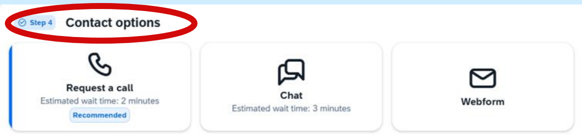
Did the Contact Options screen open?

7 Edit the information entered, click on the pencil on the end of the "**How can we support you?**" box





7 Select from the **Options** displayed and complete the Webform



8 Refer to the corresponding webform Training Sheet based on the option you selected

- Webform – CLICK HERE
- Request a Call - CLICK HERE
- Ask an Expert Peer - CLICK HERE
- Chat - CLICK HERE