

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

Subject:*

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

Step 3 Confirm the details

Subject:*

Describe your issue or question and steps to reproduce:*

2964 characters remaining

Top Recommendations:

- How do I contact my buyer in SAP Business Network?

2 Review the **Top Recommendations**

Top Recommendations:

- How do I contact my buyer in SAP Business Network?
- How do I create a service entry sheet?

3 Confirm your issue using the drop-down

Confirm your issue:*

- Administration
- API
- AribaPay
- Catalogs
- Integration
- Invoice or Service Sheet
- PDF Invoicing
- Purchase Orders or Change Orders
- Subscription fees
- Supply Chain Collaboration
- Trading or customer relationships

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

Select an issue area:*

- Change administrator
- Company profile
- Create or remove users
- Document notification or routing
- Expire account
- Link accounts
- Privacy request
- Shared Secret
- Unsubscribe

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

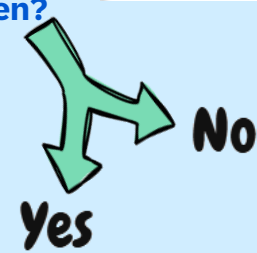
How does this impact your business:*

- Little or none: how-to or information request
- Affected: business tasks are impacted due to system functionality or process
- Seriously affected: required tasks cannot be completed due to technical error

6 Click on **Next**

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

Did you find a solution

If a solution was not provided, edit Step 1 and adjust your responses.

How can we support you? [Pencil icon]

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

Step 4 Contact options

- Request a call (Recommended) Estimated wait time: 2 minutes
- Chat Estimated wait time: 3 minutes
- 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](#)