

# VAILLANT GROUP

Vaillant Group | Ariba Support Centre

## Service Request Creation

External



# Agenda

1. **Service Request Creation – for non registered**
2. Service Request Creation – for registered

Via the registration page you can open the help centre (1) in a new tab (2)

The image shows a screenshot of the SAP Business Network registration page. The page features a 'Supplier sign-in' section with a 'Username' input field and a 'Next' button. A 'Forgot username' link is located below the 'Next' button. To the right, there is a promotional banner titled 'Share Your Success on SAP Business Network' with a 'Learn More' button. Below the banner, there is another 'Supplier sign-in' section with a 'Username' input field and a 'Next' button, along with a 'Forgot username' link. A 'Join our virtual experience!' section is also visible, featuring a 'Learn More' button. A help center overlay is positioned on the right side of the page, titled 'Témy nápovedy' (Help Topics). It contains a search bar with the text 'Hľadať témy nápovedy' and a list of topics: 'Documentation', 'Support', 'Why was my session terminated f...', and 'How long can I be logged in?'. The 'Support' topic is highlighted with a green circle containing the number '2'. A green circle with the number '1' is placed over the help center icon in the top right corner of the page.

Select the 3rd option „contact us“

The image shows a sequence of steps on the SAP Help Center website:

- Step 1:** The 'Contact us' link in the top navigation bar is highlighted with a green box and a '1' in a green circle.
- Step 2:** The 'Contact us' page is shown. The 'Log in' button is highlighted with a blue box and a '2' in a green circle.
- Step 3:** Under the heading '2. Choose from the options below to continue.', the 'Something else' button is highlighted with a green box and a '3' in a green circle.
- Step 4:** Under the heading 'What are you using SAP Business Network for?', the 'Transacting documents (purchase orders, invoices, etc.)' button is highlighted with a green box and a '4' in a green circle.
- Step 5:** The 'Create a Case' button at the bottom right is highlighted with a blue box and a '5' in a green circle.

To contact Ariba without log In you have to choose one of the four icons (1) afterwards click on the something else button (2)

2. If you're unable to log in, tell us what you need help with. 1



Register on Ariba Network



Reset my password



Forgot username



Unsubscribe

3. Choose from the options below to continue.

What do you need help with?

Register

Login

Reset password

Find out if my company has an account

2 Something else

For best search results, we recommend using key words to describe your question, like "confirm order" or "create invoice". You can find additional FAQs, tutorials, documentation, and guided help by **logging in** to your account.

Can't find what you're looking for?

3

Contact us

# Fill all mandatory fields in the contact formular, click on „one last step“ for the next steps

SAP Help Center Contact us

Home Learning **Contact us**

Requested language of support: English [Change?](#)  
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject:  **1**

Full description: \*  3000 characters remaining

Attachment:

**Top Recommendations:**

- [How do I register a new account?](#)
- [Where is my password reset email?](#)

2. Provide your preferred contact details:

First name: \*

Last name: \*

Username:

Company: \*

Email: \*

Phone: \*

Extension:

Confirm phone: \*

My phone number is correct.

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [SAP Ariba Privacy Statement](#) and applicable law.

**Recommendations\***

- [How do I register a new account?](#)
- [Where is my password reset email?](#)
- [How do I pay my SAP Business Network bill?](#)
- [How do I contact SAP Business Network Customer Support as a supplier?](#)
- [How do I add a new user to my company's SAP Business Network supplier account?](#)
- [How can I process a purchase order request received for a temporary account?](#)
- [How do I accept a customer's trading relationship request / invitation?](#)
- [How do I contact support as a supplier?](#)
- [How do I retrieve my username?](#)
- [How do I register on SAP Ariba Sourcing to participate in events?](#)
- [How do I register as Supplier on SAP Business Network ?](#)
- [What is SAP Business Network?](#)
- [How do I expire my SAP Business Network Standard account?](#)
- [How do I delete my SAP Business Network account?](#)
- [How do I create a purchase order-based invoice?](#)
- [How to enable or disable multifactor authentication for login in SAP Business Network?](#)

**2** [One last step](#)

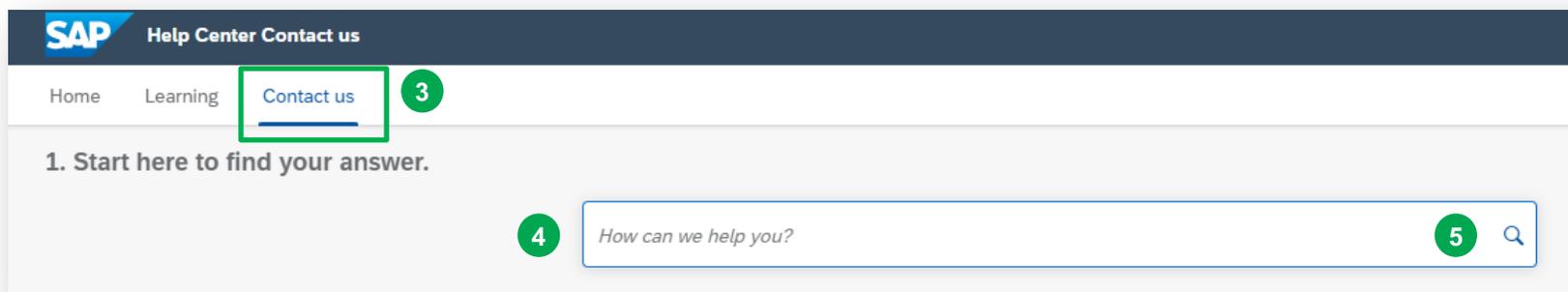
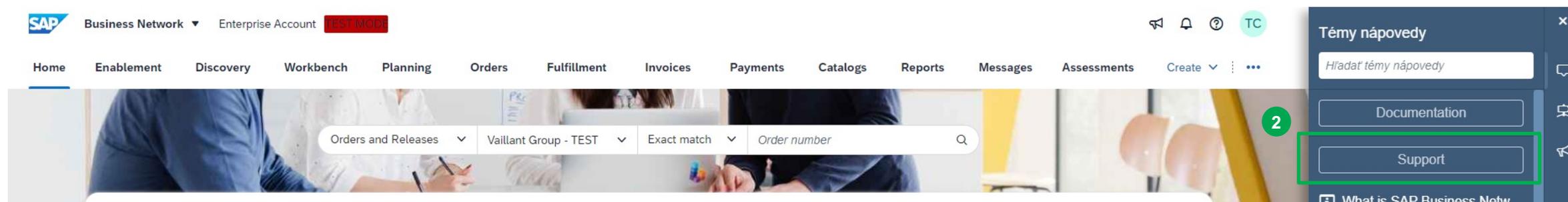
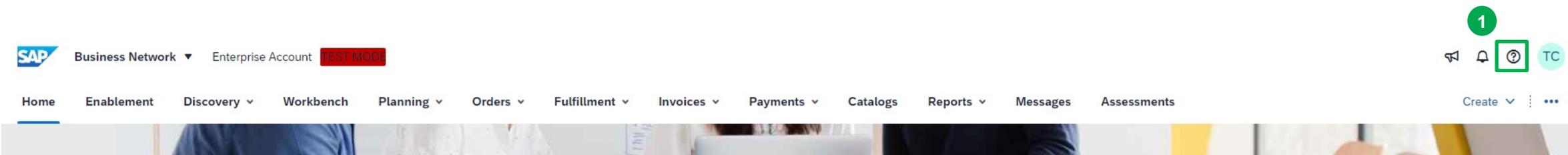
Choose the preferred way of communication with the supplier, afterwards submit the case

The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a dark blue header with the SAP logo and the text 'Help Center Contact us'. Below the header is a navigation bar with links for 'Home', 'Learning', and 'Contact us'. The 'Contact us' link is underlined and has a green circle with the number '1' next to it. The main content area is divided into two sections. The first section is titled 'Choose this contact method for the fastest resolution of your issue:'. It contains a radio button next to a phone icon, with a blue 'Recommended' badge to its right. Below the icon is the text 'Phone' and a description: 'A support engineer will respond to your case by phone.' There is a text box containing 'Estimated wait time in minutes: 2'. Below this is a checkbox labeled 'Do not record my phone call.' The second section is titled 'Other methods you may choose:'. It contains a radio button next to an envelope icon, with the text 'Email' below it. A description follows: 'A support engineer will respond to your case by email.' At the bottom of this section, there is a red text note: 'To receive communications, add itsm.notification-service@sap.com to your allow list.' At the bottom right of the page, there is a white bar containing three buttons: 'Back', 'Submit', and 'Cancel'. The 'Submit' button is highlighted with a green border and has a green circle with the number '2' above it.

# Agenda

1. Service Request Creation – for non registered users
2. **Service Request Creation – for registered users**

# Log in to your SAP Business Network account



- 4 Insert a key word of the issue you have (f. e.: order, report...)
- 5 Click on the magnifier to follow up

From the suggested options click on „something else“, in the down-right corner „create a case button will occur

2. Browse below for our AI-based recommendations\*

<b>Why can't I find a purchase order?</b> Why can't I find a purchase order(PO)? If you cannot find a PO: Make sure that you have an active customer relationship with your customer. Your customer name should be listed underneath the Current Relationships tab. If yo	 Support Note Feb 23, 2023
<b>How do I find a purchase order in my Enterprise account?</b> How do I find a purchase order in my Enterprise account? Click Workbench and select an Orders based tile. Under the Edit filter section, e nter the PO number in the Order number field. Select the Exact match ratio button below	 FAQ May 2, 2023
<b>Why are there Queued purchase orders in my account?</b> Question Why are there Queued purchase orders in my account? Answer This occurs when the Ariba Network tries to resend a purchase order to you. If you receive orders through commerce eXtensible Markup Language (cXML), your order proc	 FAQ Apr 2, 2022
<b>How do I create a purchase order-based invoice?</b> How do I create a purchase order(PO)-based invoice? To create a PO-based invoice, you must first locate the purchase order: Go to the Workbench tab at the top of the page. Click the Orders tile to view all orders. Click Edit fi	 FAQ Feb 24, 2023
<b>Why is my Purchase Order failed with Error: "PO-65: An exception occurred in the PO Dispatcher when sending the order using the cXML order method."</b> A Purchase Order (PO) sent via cXML fails with the following error: PO-65: An exception occurred in the PO Dispatcher when sending the order using the cXML order method. The system that received the order returned a cXML response with status	 Support Note Jun 21, 2023

\*Powered by SAP Incident Solution Matching

3. Choose from the options below to continue.

What do you need help with?

[Find purchase order](#) [Confirm or reject purchase order](#) [Edit purchase order](#) [Question about the content of an order](#) [Process order through email](#)

[Configure order routing and notifications](#) [Something else](#)

1

Can't find what you're looking for? 

2

# Fill in all mandatory fields, click on „one last step“ in down-right corner

SAP Help Center Contact us

Home Learning **Contact us**

1. Tell us what you need help with. **1**

Subject: \* order

Full description: \* Affected items, expected results, etc.

3000 characters remaining

Attachment:

Issue type: \*

Issue area: \*

PO/Invoice Number:

Top Recommendations:

- Why can't I find a purchase order?
- How do I find a purchase order in my Enterprise account?

2. How does this impact your normal business processes?

Business Impact: \*

3. Provide your preferred contact details:

First name: \*

Last name: \*

Username:

Company: \*

Email: \* suppliergroup112@yahoo.com

Phone: \*

Extension:

Confirm phone: \*

My phone number is correct.

Ariba Network ID: \*

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

**2 One last step**

SAP Help Center Contact us

Home Learning **Contact us**

3. Choose this contact method for the fastest resolution of your issue: **3**

**Recommended**

Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 2

Do not record my phone call.

Live chat: **open**

You will chat with the same product expert that would normally work your case, soon after you click "Submit."

Email

A support engineer will respond to your case by email.

To receive communications, add itsm.notification-service@sap.com to your allow list.

**4**

**Back Submit Cancel**