

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) & click on option Support (2,3)

The image illustrates the navigation path from the SAP Business Network registration page to the help center and then to the support section. The first screenshot shows the registration page with a help icon circled in green and labeled '1'. The second screenshot shows the help center with the 'Support' option highlighted in blue and labeled '2'. The third screenshot shows a 'Support' modal window with a disclaimer and a 'Learn More' button, labeled '3'.

Screenshot 1: Registration Page

SAP Business Network

Supplier sign-in

Username

Next

Forgot username

Join our virtual experience!

Attend the virtual experience of SAP Spend Connect Live to get broader, deeper, and real-time visibility across your procurement and sourcing resources. Register today!

Screenshot 2: Help Center

Supplier sign-in

Username

Next

Forgot username

New to SAP Business Network?
[Register Now](#) or [Learn more](#)

Unlock additional benefits

Are you familiar with the... that come with an enter... upgrading, you can leve... and strengthen your business.

Learn More

Help Topics

Search Help Topics

Documentation

Support

How do I update admin informatio...

How to change the admin for an ...

How to reset/change my password?

Where's my password reset email?

How do I troubleshoot web brows...

How do I register a new account?

Why was my session terminated f...

How long can I be signed in?

Screenshot 3: Support Modal

Support

Support

Disclaimer: Use of this Support Portal is outside of the SAP EU and SAP NS2 security boundaries; it is your sole responsibility for compliance with any security requirements.

From the left handed tab, please select „contact support“ option (1)

SAP Help Center

- Home
- Search
- Get Support
- Contact Support**
- Documentation
- News
- Cloud Status

Welcome to Help Center

Search our knowledge base to get the answers you need

Topics we recommend for you

- How do I find an order in my Standard accou... >
- Error: The username and password pair you e... >
- When will my invoice be paid? >

Billing and subscriptions

- How Can I Follow Up on my Dispute Case? >
- Where can I download a copy of my SAP Busin... >
- How can I view my SAP Business Network pro... >

Creating and managing invoices

Manage account

Step 1 – How can we support you?

SAP Help Center

Search

Home

Search

Get Support

Contact Support

Documentation

News

Cloud Status

Contact Support

Step 1 How can we support you?

dfhsdis

Next

Step 2 Resources

Step 3 Confirm the details

Step 4 Contact options

2993 characters remaining

It's better to provide random letters' sequence, to **avoid** resources & suggestion, provided by AI system of SBN **and contact technical team directly**. The description can be changed by you in steps later.

Step 2 –Resources area will appear, please click NEXT

The screenshot shows the SAP Help Center interface. The left sidebar contains navigation options: Home, Search, Get Support (with a dropdown arrow), Contact Support (highlighted), Documentation, News, and Cloud Status (with a right arrow). The main content area is titled 'Contact Support' and displays a progress indicator for 'Step 1' (completed) and 'Step 2' (Resources). Under 'Step 2', there are five resource links with their respective descriptions:

- How do I change the administrator in my SAP Business Network supplier account?**
How do I change the administrator user in my SAP Business Network supplier account? Depending on what access you have, use any of the following change your account's administrator: You're the current administrator user a
- How do I access and change the former administrator's account?**
How do I access the former administrator's account? If the account administrator is still with your company, contact them by clicking [user initials] in the corner of the application and selecting Contact Administrator .
- How can I change the administrator for an Ariba account I cannot access?**
The account administrator is no longer with our company, and we cannot access the Ariba account. There are a few ways to be granted access to an S Business Network account if the administrator is no longer with the company: I
- How do I delete my SAP Business Network Enterprise account?**
How do I delete my SAP Business Network Enterprise account? The following must occur to fully deactivate your account: You must be the account ad must downgrade your Enterprise account to a Standard account All outstanding
- How do I change a sub user's permissions and role in SAP Business Network?**
How do I change a sub user's permissions and Role in SAP Business Network? How do I move sub user from one Role to another Role? To change the a sub user: Click [user initials] > Settings > Users . Click Role

At the bottom of the page, it says 'Created by AI.' and a 'Next' button is highlighted with a green box and a '1' in a green circle next to it.

Step 3 – You will provide all the relevant details about the ongoing problem.

- 1 In this step you will name the subject and change your former description (random letters' sequence) to relevant information.
- 2 Complete the mandatory steps.
- 3 Provide attachment if needed.
- 4 Click on Next.

Contact Support

Subject: *

Example: Change of Account Administrator

1 Describe your issue or question and steps to reproduce: *

Example: Our colleague, former administrator of Ariba account left the company and we do not own the credentials for their log in, in order to change this role from our side directly.

Additional information, that can be provided from your side & help SAP agent to solve your issue:

ANID: Your Ariba account ID
Your First Name
Your Last Name
Your username (in the form of email address)
Your Email address
Your phone
etc.


2573 characters remaining

Top Recommendations:

- How do I change the administrator in my SAP Business Network supplier account?
- How do I update administrator information on SAP Business Network?

Confirm your issue: *

Select an issue area: *

3 Choose a file for upload (less than 20 MB) 

Document number(s):

How does this impact your business: *

4 **Next**

Step 4 – Contact options

- 1 Please choose the option you prefer to be contacted by from the SAP agents.
- 2 Please provide
 - *mandatory contact information*
 - *your username in the form of your email address*
 - *your account ID -> ANxxxxxxxxxx*
- 3 Please mark the check box „I agree“
- 4 Submit your ticket

SAP Help Center

Contact Support

Step 1 How can we support you?

Step 2 Resources

Step 3 Confirm the details

Step 4 Contact options

Ask an Expert Peer (Recommended)

Webform

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

First name: *

Last name: *

User name:

Email: *

Your phone number: * Extension:

Company: *

Account ID:

Help us help you faster:

Agree to share data with an SAP Support Engineer to view logs. Consenting to share this data will help us fix your issue faster. Some [account and system information](#) will be sent to SAP SE and support calls and chats may be recorded.

I agree *

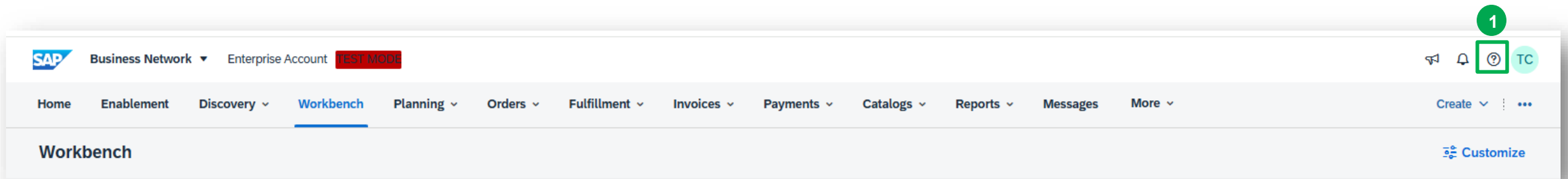
Submit

Note: We use the information collected to improve support quality and training, to help address technical issues, and to improve our products and services, subject to our [Privacy Policy](#) and [Terms of Use](#). Translation services may be used in support calls, chats, and email communications.

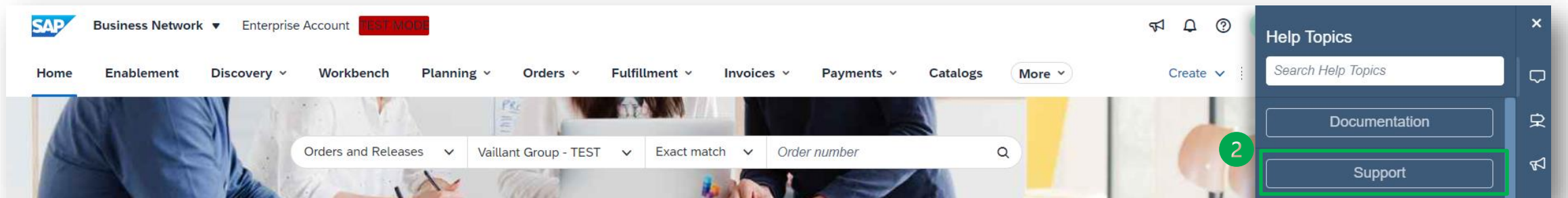
Agenda

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

Log in to your SAP Business Network account



**in case you are standing on your HOME page, and nothing appears after clicking on the question mark, please try to move to a ny other options from upper ledge, f. e. workbench and proceed from this area again*



From the left handed tab, please select „contact support“ option (1)

The screenshot displays the SAP Help Center interface. On the left, a navigation menu includes 'Home', 'Search', 'Get Support', 'Contact Support' (highlighted with a green box and a green circle with the number '1'), 'Case Management', 'Documentation', 'News', and 'Cloud Status'. The main content area features a 'Welcome to Help Center' banner with a search bar. Below the banner are several topic cards: 'Topics we recommend for you' (with links like 'How do I find an order in my Standard accou...', 'Error: The username and password pair you en...', and 'When will my invoice be paid?'), 'Billing and subscriptions' (with links like 'How Can I Follow Up on my Dispute Case?', 'Where can I download a copy of my SAP Busin...', and 'How can I view my SAP Business Network pro...'), 'Managing purchase orders' (with links like 'Why can't I find a pu...', 'How do I find an ord...', and 'How do I process an o...'), 'Creating and managing invoices' (with links like 'Creating and Managing Invoices, Credit Memo...', 'Creating and Managing Invoices, Credit Memo...', and 'I need help with invoicing'), and 'Manage account' (with links like 'Why am I not able to create a new account with...', 'I am receiving the error: Sorry, an account ahead...', and 'What are some registration tips for SAP Busine...').

Step 1 – How can we support you?

The screenshot shows the SAP Help Center interface for 'Contact Support'. The left sidebar contains navigation options: Home, Search, Get Support (with a dropdown arrow), Contact Support (highlighted), Case Management, Documentation, News, and Cloud Status (with a right arrow). The main content area is titled 'Contact Support' and features a progress indicator with four steps: Step 1 (checked), Step 2 (Resources), Step 3 (Confirm the details), and Step 4 (Contact options). Step 1 is highlighted with a green circle containing the number '1'. Below the progress indicator is a text input field containing the placeholder text 'dfhsdis', which is underlined in red. A green box highlights the text 'dfhsdis', and a green arrow points from this box to a separate text box on the right. Below the input field is a blue 'Next' button, highlighted with a green circle containing the number '2' and a green box. A search bar is located at the top right of the page.

It's better to provide random letters' sequence, to **avoid** resources & suggestion, provided by AI system of SBN **and contact technical team directly**. The description can be changed by you in steps later.

Step 2 –Resources area will appear, please click NEXT

The screenshot shows the SAP Help Center interface. The left sidebar contains navigation options: Home, Search, Get Support (with a dropdown arrow), Contact Support (highlighted), Case Management, Documentation, News, and Cloud Status (with a right arrow). The main content area is titled 'Contact Support' and shows a progress indicator for 'Step 1' (completed) and 'Step 2' (Resources). Under 'Step 2', there are five resource links with their respective descriptions:

- How do I change the administrator in my SAP Business Network supplier account?**
How do I change the administrator user in my SAP Business Network supplier account? Depending on what access you have, use any of the following change your account's administrator: You're the current administrator user a
- How do I access and change the former administrator's account?**
How do I access the former administrator's account? If the account administrator is still with your company, contact them by clicking [user initials] in the corner of the application and selecting Contact Administrator .
- How can I change the administrator for an Ariba account I cannot access?**
The account administrator is no longer with our company, and we cannot access the Ariba account. There are a few ways to be granted access to an S Business Network account if the administrator is no longer with the company: I
- How do I delete my SAP Business Network Enterprise account?**
How do I delete my SAP Business Network Enterprise account? The following must occur to fully deactivate your account: You must be the account ad must downgrade your Enterprise account to a Standard account All outstanding
- How do I change a sub user's permissions and role in SAP Business Network?**
How do I change a sub user's permissions and Role in SAP Business Network? How do I move sub user from one Role to another Role? To change the a sub user: Click [user initials] > Settings > Users . Click Role

At the bottom of the page, it says 'Created by AI.' and a 'Next' button is highlighted with a green box and a '1' in a green circle next to it.

Step 3 – You will provide all the relevant details about the ongoing problem.

- 1 In this step you will name the subject and change your former description (random letters' sequence) to relevant information.
- 2 Complete the mandatory steps.
- 3 Provide attachment if needed.
- 4 Click on Next.

Contact Support

Subject: *

Example: Change of Account Administrator

Describe your issue or question and steps to reproduce: *

Example: Our colleague, former administrator of Ariba account left the company and we do not own the credentials for their log in, in order to change this role from our side directly.

Additional information, that can be provided from your side & help SAP agent to solve your issue:

ANID: Your Ariba account ID
Your First Name
Your Last Name
Your username (in the form of email address)
Your Email address
Your phone
etc.

2573 characters remaining

Top Recommendations:

- How do I change the administrator in my SAP Business Network supplier account?
- How do I update administrator information on SAP Business Network?

Confirm your issue: *

Select an issue area: *

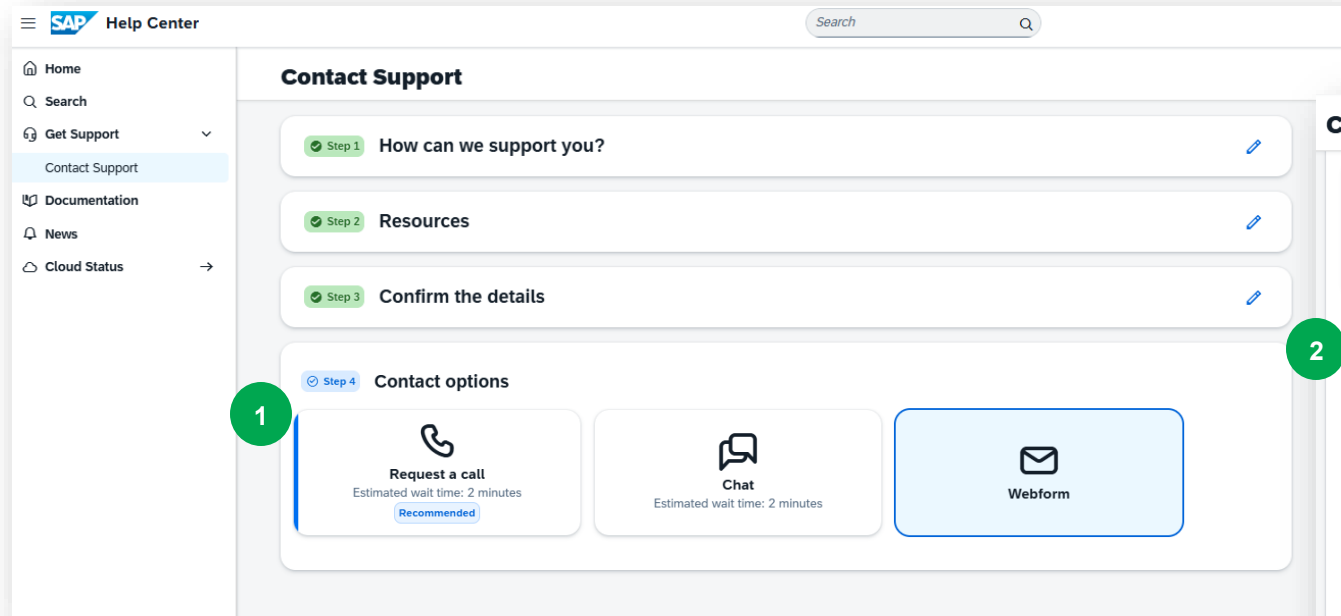
Choose a file for upload (less than 20 MB)

Document number(s):

How does this impact your business: *

Next

Step 4 – Contact options



The screenshot shows the 'Contact Support' form. It features three contact options: 'Request a call' (Recommended, 2 minutes), 'Chat' (2 minutes), and 'Webform'. Below these options, a message states: 'To receive communications, add this email in your allow list itsm.notification-service@sap.com'. This message is highlighted with a green circle and the number 2. The form includes fields for: First name, Last name, User name, Email (pre-filled with 'suppliergroup112@yahoo.com'), Your phone number (pre-filled with '+1 201-555-0123'), and Extension. The Account ID is pre-filled with 'AN01576409396-T'. A section titled 'Help us help you faster:' contains a consent message and a checkbox labeled 'I agree'. A 'Submit' button is located at the bottom right. A green circle with the number 3 highlights the 'I agree' checkbox, and a green circle with the number 4 highlights the 'Submit' button.

- 1 Please choose the option you prefer to be contacted by from the SAP agents.
- 2 Please provide
 - *mandatory contact information*
 - *your username in the form of your email address*
 - *your account ID -> ANxxxxxxxxxx*
- 3 Please mark the check box „I agree“
- 4 Submit your ticket