

VAILLANT GROUP

Vaillant Group | Ariba Support Centre

Service Request Creation

External



An important notice



Business partners interested in registering with the SAP Business Network for the purpose of cooperation with Vaillant Group, please, before you approach the steps of the registration process, contact the Vaillant Group representative and communicate your interest.

**The above notice is issued for the purpose of initial approval of potential candidates for participation in the SAP business network by the Vaillant Group management as a settling party of the SAP Business Network tool in question.*

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 two overlapping screenshots of the SAP Business Network registration page. The top screenshot shows the 'Supplier sign-in' section with a 'Username' input field and a 'Next' button. To the right, there is a 'Join our virtual experience!' section with an image of people in a meeting and a 'Learn More' button. A green circle with the number '1' is positioned above a help icon (a question mark inside a circle) in the top right corner of the page. The bottom screenshot is identical but shows a 'Help Topics' overlay on the right side. This overlay has a search bar and two buttons: 'Documentation' and 'Support'. The 'Support' button is highlighted with a green rectangle, and a green circle with the number '2' is placed to its right. Below the 'Support' button, there are two search results: 'Why was my session terminated f...' and 'How long can I be logged in?'. The SAP Business Network logo and navigation elements are visible at the top of both screenshots.

Select the 3rd „contact us“

The image shows a sequence of screenshots from the SAP Help Center website, illustrating the navigation path to the 'Contact us' page. The screenshots are annotated with green circles containing numbers 1 through 5.

- 1:** Points to the 'Contact us' link in the top navigation bar of the 'Help Center Home' page.
- 2:** Points to the '2. If you're unable to log in, tell us what you need help with.' section on the 'Help Center Contact us' page.
- 3:** Points to the 'Something else' button in the 'What do you need help with?' section.
- 4:** Points to the 'Transacting documents (purchase orders, invoices, etc.)' button in the 'What are you using SAP Business Network for?' section.
- 5:** Points to the 'Create a Case' button at the bottom right of the page.

The main content area of the 'Contact us' page includes a search bar, a 'Log in' button, and a grid of service options:

- Register on SAP Business Network
- Reset my password
- Forgot username
- Unsubscribe
- Privacy request
- Update integration

At the bottom, there is a search bar with the text 'Can't find what you're looking for?' and a 'Create a Case' button.

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: Register on SAP Business Network

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

Attachment:

3000 characters remaining

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

Recommendations*

Search

- 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

2 One last step

Choose the preferred way of communication with the agent → 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', which is highlighted with a green circle containing the number '1'. 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, a blue 'Recommended' badge, and the text 'Phone'. Below this, it says 'A support engineer will respond to your case by phone.' and shows an 'Estimated wait time in minutes: 2' in a light orange box. There is also 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 and the text 'Email'. Below this, it says 'A support engineer will respond to your case by email.' and includes a red 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 with three buttons: 'Back', 'Submit' (highlighted in blue), and 'Cancel'. A green circle with the number '2' is positioned above the 'Submit' button.

Agenda

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

Log in to your SAP Business Network account

1

2

3

4

5

SAP Business Network Enterprise Account TEST MODE

Home Enablement Discovery Workbench Planning Orders Fulfillment Invoices Payments Catalogs More

Orders and Releases Vaillant Group - TEST Exact match Order number

Help Topics

Search Help Topics

Documentation

Support

SAP Help Center Contact us

Home Learning Contact us

1. Start here to find your answer.

How can we help you?

- 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*

Why can't I find a purchase order? 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
How do I find a purchase order in my Enterprise account? 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
Why are there Queued purchase orders in my account? 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
How do I create a purchase order-based invoice? 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
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." 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 **Create a Case**

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.

Other methods you may choose:

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.

Note: Pop-ups need to be enabled in your browser.

4

Back **Submit** Cancel