

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) & click on option *Support* (2,3)

The image displays three overlapping screenshots of the SAP Business Network interface, illustrating the steps to reach the support page:

- Top Screenshot:** Shows the SAP Business Network header with a help icon (question mark) circled in green and labeled with a green circle containing the number '1'.
- Middle Screenshot:** Shows the 'Supplier sign-in' form with a 'Next' button. A 'Help Topics' sidebar is visible on the right, with the 'Support' option highlighted in blue and labeled with a green circle containing the number '2'.
- Bottom Screenshot:** Shows the 'Supplier sign-in' form with a 'Next' button. A 'Support' modal window is open, displaying a disclaimer and a 'Learn More' button. The modal is labeled with a green circle containing the number '3'.

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

The screenshot displays the SAP Help Center interface. On the left, a navigation sidebar lists several options: Home, Search, Get Support, Contact Support, Documentation, News, and Cloud Status. The 'Contact Support' option is highlighted with a green rectangular box, and a green circle with the number '1' is positioned to its left. The main content area features a purple header with the text 'Welcome to Help Center' and a search bar below it. Below the search bar, there are four sections of recommended topics: 'Topics we recommend for you', 'Billing and subscriptions', 'Creating and managing invoices', and 'Manage account'. Each section contains a list of links with question mark icons and right-pointing arrows.

Step 1 – How can we support you?

SAP Help Center

Search

Home

Search

Get Support

Contact Support

Documentation

News

Cloud Status

Contact Support

1

Step 1 How can we support you?

dfhsdis

Next

2

Step 2 Resources

Step 3 Confirm the details

Step 4 Contact options

Please provide description of your problem (1).

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.

Click NEXT (2)

Step 2 –Resources area will appear, please click NEXT (1)

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 in blue), 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 circled '1' 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

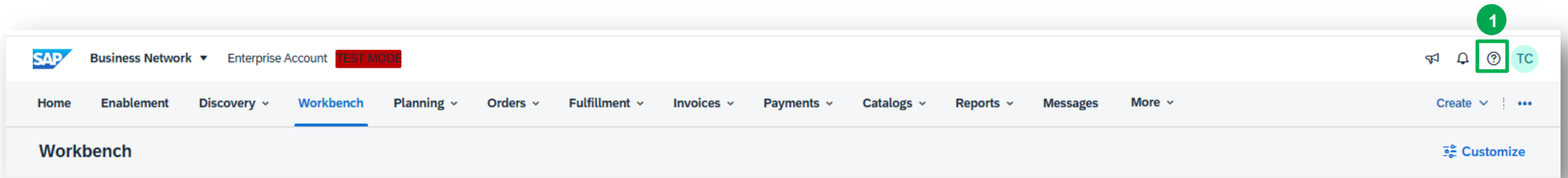
- 1 Please choose the option you prefer to be contacted by, from the SAP agents.
- 2 Please provide
 - *mandatory contact information*
 - *your username in the form of your email address*
 - *your account ID -> Anxxxxxxxxxx*
- 3 Please mark the check box „I agree“
- 4 Submit your ticket

The screenshot shows the SAP Help Center interface for contacting support. The main content area is titled 'Contact Support' and features a four-step progress bar. Step 4, 'Contact options', is currently active and shows two options: 'Ask an Expert Peer' (marked as 'Recommended') and 'Webform'. A green circle with the number '1' highlights the 'Ask an Expert Peer' option. To the right, a form is displayed with the following fields: First name, Last name, User name, Email, Your phone number (with a country code dropdown and a pre-filled number '+1 201-555-0123'), Extension, Company, and Account ID. A green circle with the number '2' highlights the 'Ask an Expert Peer' option in the progress bar. Below the form, there is a section titled 'Help us help you faster:' with a consent checkbox labeled 'I agree' and a 'Submit' button. A green circle with the number '3' highlights the 'I agree' checkbox, and a green circle with the number '4' highlights the 'Submit' button. A notification banner at the top of the form area states: 'To receive communications, add this email in your allow list itsm.notification-service@sap.com'.

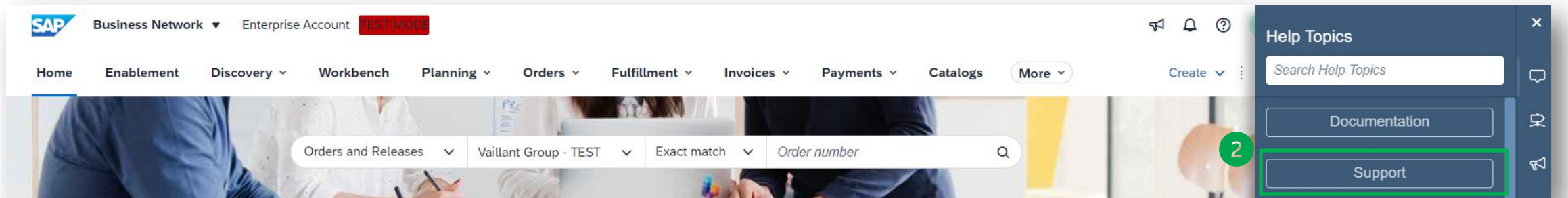
Agenda

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)

SAP Help Center

- Home
- Search
- Get Support
 - Contact Support**
 - Case Management
- 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 en... >
- 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... >

Managing purchase order

- Why can't I find a pu... >
- How do I find an ord... >
- How do I process an o... >

Creating and managing invoices

- Creating and Managing Invoices, Credit Memo... >
- Creating and Managing Invoices, Credit Memo... >
- I need help with invoicing >

Manage account

- Why am I not able to create a new account with... >
- I am receiving the error: Sorry, an account ahead... >
- What are some registration tips for SAP Busine... >

Step 1 – How can we support you?

The screenshot shows the SAP Help Center interface. On the left is a navigation menu with 'Contact Support' selected. The main content area is titled 'Contact Support' and contains a multi-step process. Step 1 is 'How can we support you?' and is highlighted with a green box and a green circle containing the number '1'. Below the title is a text input field containing the placeholder text 'dfhsdis'. A green box and a green circle containing the number '2' highlight the 'Next' button. Below the input field are three radio button options: 'Step 2 Resources', 'Step 3 Confirm the details', and 'Step 4 Contact options'. A green callout box on the right contains text explaining the purpose of the input field and the 'Next' button.

Please provide description of your problem (1).

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.

Click NEXT (2)

Step 2 –Resources area will appear, please click NEXT

The screenshot shows the SAP Help Center interface. The left sidebar contains navigation links: 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. At the bottom of the page, a 'Next' button is highlighted with a green box and a '1' in a green circle next to it. The text 'Created by AI.' is visible at the bottom of the content area.

SAP Help Center Search

Contact Support

Step 1 How can we support you?

Step 2 Resources

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 .

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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

Created by AI.

1 Next

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: *

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Describe your issue or question and steps to reproduce: *

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

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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 SAP Help Center 'Contact Support' page. The left sidebar contains navigation links: Home, Search, Get Support, Contact Support, Documentation, News, and Cloud Status. The main content area is titled 'Contact Support' and shows a progress bar with four steps: Step 1 'How can we support you?', Step 2 'Resources', Step 3 'Confirm the details', and Step 4 'Contact options'. Step 4 is highlighted with a blue circle and a '1' in a green circle. Below Step 4, there are three contact options: 'Request a call' (Recommended, 2 minutes), 'Chat' (2 minutes), and 'Webform'. A blue circle with a '2' is next to the 'Webform' option. To the right, a detailed view of the 'Webform' shows a contact form with 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 Account ID (pre-filled with 'AN01576409396-T'). A '3' in a green circle is next to the 'I agree' checkbox, and a '4' in a green circle is next to the 'Submit' button. A notification banner at the top of the form says 'To receive communications, add this email in your allow list: itsm.notification-service@sap.com'.

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 -> Anxxxxxxxxxxx*

3 Please mark the check box „I agree“

4 Submit your ticket