

SAP Ariba 

Ariba Network Enterprise Supplier Information Pack

SAP

Public

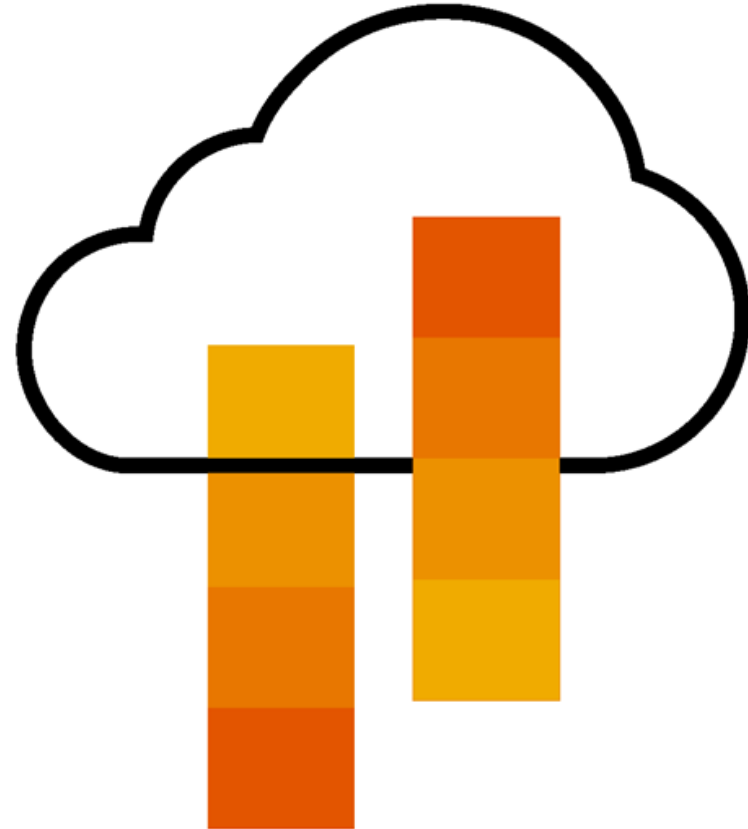
Agenda

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Standard Account vs Enterprise Account

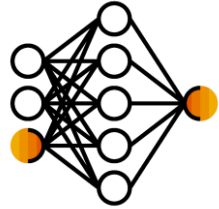
What is an Ariba Network, Standard Account?

- ❑ Basic Account that gives you access to Ariba Network
- ❑ Receive interactive email purchase orders
- ❑ Send electronic documents through the Ariba Network
- ❑ **No fees**
- ❑ Intended for low volume suppliers



What You Get With Your Free Standard Account

Ariba Discovery



- ❑ Receive High Quality Matched Sales Leads
- ❑ Attract Potential Customers
- ❑ Get Invited to Sourcing Events

Collaboration & Document Exchange



- ❑ Free Access To SAP Ariba's Contract Management Module
- ❑ Respond To Orders And Check Document Status
- ❑ Catalog Set Up/Access (self-service)

Usage



- ❑ No Transaction Document Limitations
- ❑ Unlimited Ariba Network Relationships
- ❑ Online Support Via The Help Center

SAP Ariba Supplier Mobile App



- ❑ Work On-The-Go
- ❑ Receive Real-Time Alerts
- ❑ Monitor Key Activities

What You Get With An Enterprise Account

Document Exchange



- ❑ Use CSV Uploads To Manage Large Document Counts
- ❑ Full Access To Workbench

Integration & Electronic Catalogs



- ❑ Integrate Your Back-End System With Ariba Network Through cXML, EDI or CSV
- ❑ Create/Publish Electronic Catalogs To Enhance PO Accuracy
- ❑ Link Your Current E-Shop To Your Ariba Network Account

Legal Archiving & Reporting



- ❑ Access Long-Term Archiving (Regional Restrictions May Apply)
- ❑ Track Transactions & Sales Activities With Full Access Reporting

SAP Ariba Support



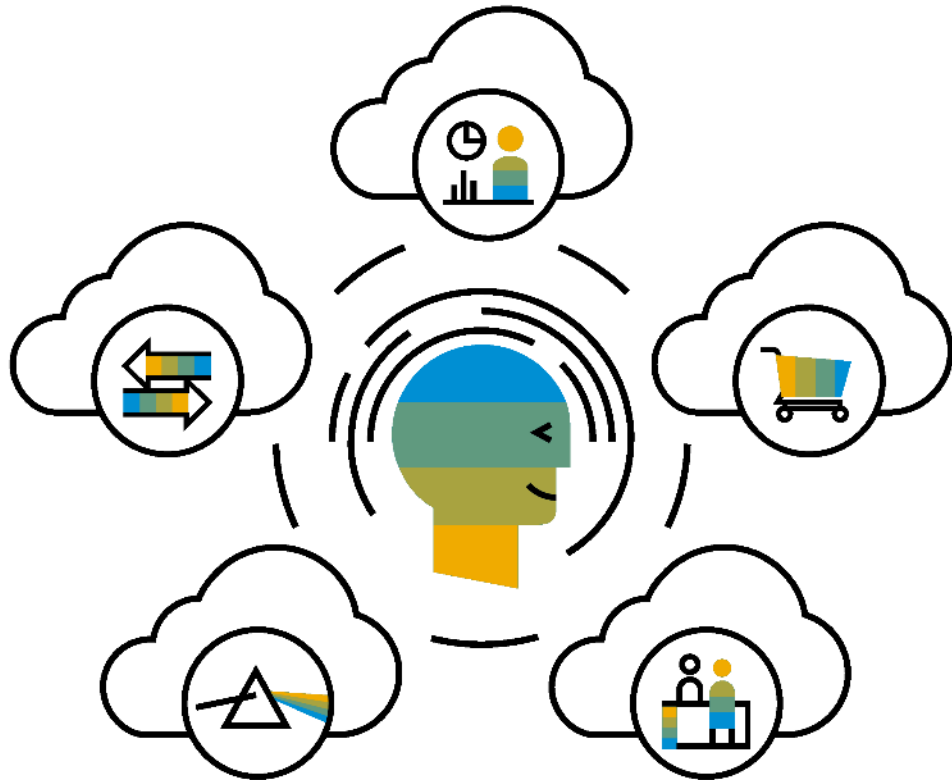
- ❑ Access The Entire Documentation Database
- ❑ Contact The Help Center By Phone, Chat, Or Web Form

Standard Account Vs. Enterprise Account On Ariba Network

Features	Standard Account	Enterprise Account
Access	Email notifications/workbench	Online dashboard/workbench
Company Profile	✓	✓
Purchase Order, Order confirmation (full & partial), Ship Notice, Service Entry Sheet, (Non-PO) Invoice, Credit Memo	✓	✓
Electronic Catalogs	✓ Self-service only	✓
Document status	Email notifications/workbench	Online dashboard/workbench
Legal Archive	Email notification and online download	<ul style="list-style-type: none"> • Long-term invoice archiving for global compliance (Regional restrictions apply) • Capability to mass download invoices for local archiving
Ariba Support	Online Help Center	<ul style="list-style-type: none"> • Support via phone, chat, or email • Direct access to enablement experts for onboarding assistance • Technical support for configuration and integration assistance • Online educational training courses
Integration	✗	✓
Reporting	✗	✓
Multiple customer relationships	✓	✓
Multi users	✓	✓
Mobile App	✓	✓
Ariba Discovery	✓ Fees may apply to respond to leads. Click here for more information.	✓ Fees may apply to respond to leads. Click here for more information.
Fees	FREE	Fees may apply, See complete details .

Supplier Fee Schedule

SAP Ariba Network Fee Schedule Basics



FREE for all suppliers to join and begin transacting

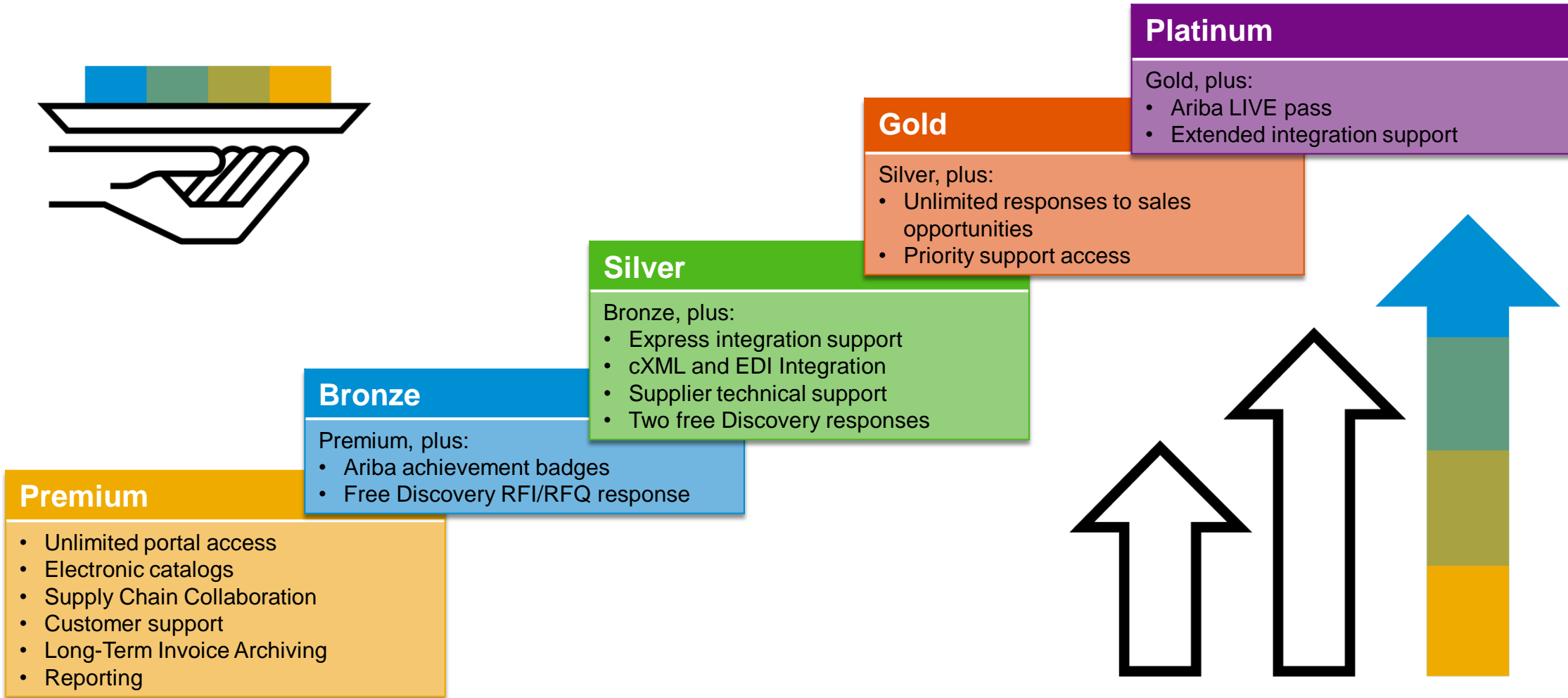
Two components of the supplier fee schedule: Transaction Fees and Subscription Fees

Chargeable documents are considered Purchase Orders, Invoices, Service Entry Sheets, and Service Entry Sheet Responses

Chargeable suppliers transacting less than \$250,000 in annual financial volume will be assigned to the Bronze level irrespective of annual document count

Note: Fees are only applicable for suppliers who utilize **Enterprise** Accounts.
Standard Accounts are free and not subject to the fees described in this workshop.

Enterprise Account Subscription Levels



Read more about subscription levels, calculate your fees & check out other currencies on our website <https://www.ariba.com/ariba-network/ariba-network-for-suppliers>

Ariba Network Supplier Fee Schedule for Enterprise Accounts - SGD

Fee Threshold
\$68,450 and 5 Documents
 Suppliers who do not cross the Fee Threshold will not be charged fees

Transaction Fees

Billed every quarter
 Per-relationship fee cap: \$27,375/year

Without Service Entry Sheets
 0.155% of transaction volume

With Service Entry Sheets
 0.35% of transaction volume



Subscription Fees

Billed once a year

Annual Document Count Across <u>All</u> Customer Relationships	Subscription	Annual Fees
Up to 4 documents	Premium	Free
5 to 24 documents	*Bronze	\$70
25 to 99 documents	Silver	\$1,040
100 to 499 documents	Gold	\$3,125
500 and more documents	Platinum	\$7,600

***Chargeable suppliers transacting less than \$342,200 in annual financial volume will be assigned to the Bronze level irrespective of annual document count**

**Note: Invoices from SAP Ariba will be in USD currency*

Log in as a supplier

Supplier login to SAP Business Network

Log in via <https://supplier.ariba.com>

The image shows a screenshot of the 'Supplier Login' page. It features a title 'Supplier Login' at the top. Below the title are two input fields: 'User Name' and 'Password'. A blue 'Login' button is positioned below the 'Password' field. A link labeled 'Forgot Username or Password' is located below the 'Login' button. At the bottom of the page, there is a section titled 'New to SAP Business Network?' with two links: 'Register Now' and 'Learn More'. Two red arrows point from the 'Login' button and the 'Forgot Username or Password' link to yellow callout boxes. The first callout box contains the text 'Log in with your existing Username and Password'. The second callout box contains the text 'Click "Forgot Username" or "Password" if needed'.

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

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

Log in with your existing Username and Password

Click "Forgot Username" or "Password" if needed

Locate Open Bills

1. After Logging in, go to the Initials at the top right corner of the screen
2. Click “Service Subscription”, it will link you to “My Subscriptions” page

The screenshot shows the SAP Business Network Enterprise Account interface. At the top right, the user's initials 'PIC' are displayed in a blue circle, which is circled in yellow and labeled with a red '1' and a red arrow pointing to it. Below the initials, a dropdown menu is open, listing various options. The 'Service Subscriptions' option is highlighted with a red box and labeled with a red '2' and a red arrow pointing to it. The main content area shows a dashboard with five cards: 'New orders' (0), 'Changed orders' (0), 'Orders to invoice' (0), 'Invoices' (2), and 'Enablement Tasks' (0), all for the last 31 days. The navigation bar includes 'Home', 'Enablement', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'Reports'.

3. Under “My Subscriptions”, you can see an overview of outstanding amount, there is a “Pay Now” button to make payment
To view more details of each bill, click “Open Bills” tab

The screenshot shows a user interface for 'Subscriptions'. At the top right, there is a blue 'Close' button. Below the header, the text 'My Subscriptions' is displayed. A yellow circle with the number '3' is positioned above a red arrow that points to the 'Open Bills' icon in a dark blue navigation bar. The navigation bar contains several icons: 'Subscriptions', 'Open Bills', 'Credits & Adjustments', 'Paid Bills', 'Dispute Cases', 'Address Data', 'Contacts', and 'Credit Cards'. Below the navigation bar, a line of text reads: 'View your company's current subscription status and other available subscriptions for upgrade.' Underneath this, the word 'Payments' is shown. To the right of 'Payments', the text 'Click here to make payment' is displayed. Below this text, a blue 'Pay Now' button is highlighted with a red box.

4. To view more details of each bill, click “Open Bills”

Here, you can view each bill, download a pdf version and select the bills you want to pay

My Subscriptions

4

Subscriptions **Open Bills** Credits & Adjustments Paid Bills Dispute Cases Address Data Contacts Credit Cards

List of Open Bills

Ariba, Inc. 000





i If you have a net adjustment line item listed on your TAR, you can find the details in the [Credits & Adjustments](#) tab.

Click these icons to download pdf version, display transaction activity report or raise a dispute case

1. Select all bills that you would like to pay:

Find Bills

Select bills to pay

<input type="checkbox"/>	Bill Description	Date	Payment Status	Payment Method	Due	Billed Amount	Open	Payment Amount	Action
<input type="checkbox"/>	 Bill number	Bill date	To Pay	Other Payments/Settlements	Due date	SGD	SGD		  
						Total Net	SGD	SGD 0.00	
						Payment Amount			

Select All Deselect All Download Selected Entries

Make Payment

In “Open Bills”, once select the bills to pay, follow the steps in this page to add payment method and confirm payment

My Subscriptions

Subscriptions Open Bills Credits & Adjustments Paid Bills Dispute Cases Address Data Contacts Credit Cards

List of Open Bills Ariba, Inc

i If you have a net adjustment line item listed on your TAR, you can find the details in the [Credits & Adjustments](#) tab.

1. Select all bills that you would like to pay:

Bill Description	Date
<input type="checkbox"/> Bill number	lay 11, 20

2. Select the payment method you want to use. You are paying with

Payment Method not yet Known

3. Choose *Continue* to check and confirm your payment.

Raise dispute case

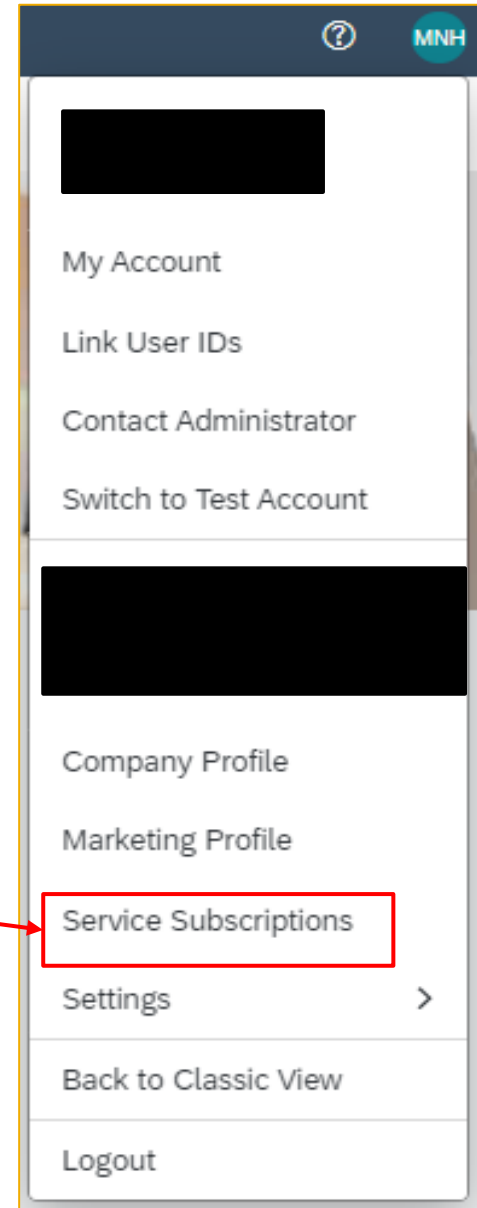
How to raise a dispute case on Ariba invoices from Supplier Ariba Network account?

Note: Applicable to Enterprise Account suppliers only

Step 1: Log in to your Ariba Network Account

Step 2: Click the Administrator initials at the top right corner

Click **“Service Subscriptions”**



How to raise a dispute case on Ariba invoices from Supplier Ariba Network account?

Step 3: You can view outstanding bills under “My subscriptions” – “Open Bills”

If you would like to raise a dispute case on a specific invoice, click the Dispute icon under “Action” column on the right of your screen.

The screenshot shows the SAP Business Network interface for an Enterprise Account. The main heading is 'Subscriptions' with a 'Close' button. Below this is a navigation bar with icons for Subscriptions, Open Bills, Credits & Adjustments, Paid Bills, Dispute Cases, Address Data, Contacts, and Credit Cards. The 'List of Open Bills' section is titled 'Ariba, Inc. 0002637770 Creativepacking co.,ltd.' and includes an information icon and a note: 'If you have a net adjustment line item listed on your TAR, you can find the details in the Credits & Adjustments tab.' The first step is '1. Select all bills that you would like to pay: Find Bills'. A table lists bills with columns: Bill Description, Date, Payment Status, Payment Method, Due, Billed Amount, Open, Payment Amount, and Action. A red box highlights the 'Action' column for a bill, showing a 'Create Dispute Case' icon and a tooltip: 'Create Dispute Case - In case you have questions, or grounds for complaint'. Below the table are buttons for 'Select All', 'Deselect All', and 'Download Selected Entries'. The second step is '2. Select the payment method you want to use. You are paying with', with a dropdown menu showing 'Payment Method not yet Known' and an 'Add new credit card' link. The third step is '3. Choose Continue to check and confirm your payment.', with a 'Continue' button.

Bill Description	Date	Payment Status	Payment Method	Due	Billed Amount	Open	Payment Amount	Action
[Redacted]	[Redacted]	To Pay	Other Payments/Settlements	Dec 25, 2021	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Total Net Payment						[Redacted]	[Redacted]	[Redacted]
Amount						[Redacted]	USD 0.00	[Redacted]

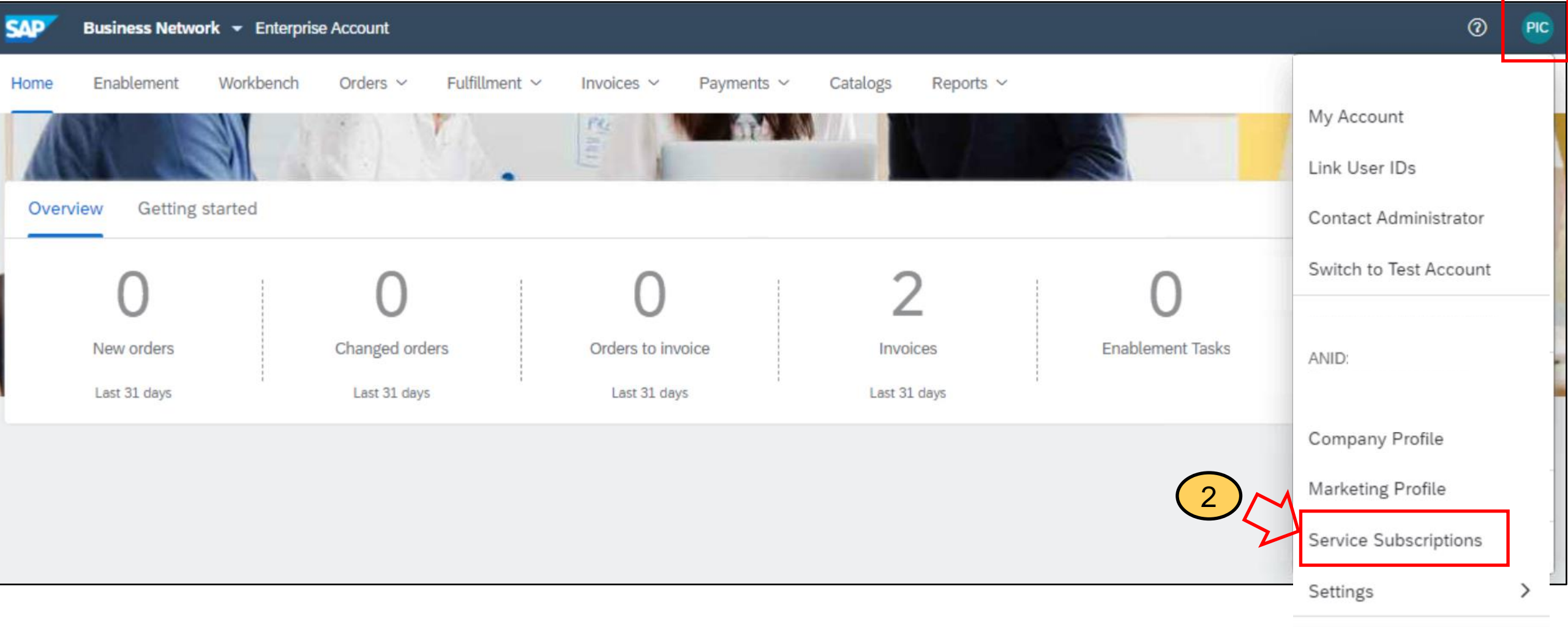
How to raise a dispute case on Ariba invoices from Supplier Ariba Network account?

If you want to check for the person in charge of your company account in terms of billing, go to **“Address Data”** under **“My Subscriptions”**. You can contact the responsible person via email/phone call.

The screenshot displays the SAP Business Network interface for an Enterprise Account. The top navigation bar includes 'SAP Business Network' and 'Enterprise Account'. Below this, the 'Subscriptions' section is visible, with 'My Subscriptions' and 'Remaining Billing' tabs. A dark blue navigation bar contains several icons: Subscriptions, Open Bills, Credits & Adjustments, Paid Bills, Dispute Cases, Address Data, Contacts, and Credit Cards. The 'Address Data' icon is highlighted with a red box. Below this bar, the 'Address Data' section is active, showing a message: 'To maintain address data, please visit the [profile section](#) on Ariba Network.' Below the message, the 'Responsible Contact Person' section is highlighted with a red box, featuring icons for a calendar, a printer, and an email. The 'Address' and 'Contact Data' sections are partially visible at the bottom of the screen.

Billing Point of Contact (POC)

1. Go to the Initials at the top right corner of the screen
2. Click “Service Subscription”, it will link you to “My Subscriptions” page



3. You can check and update your company contacts for Billing/Dunning in “Contacts” tab

My Subscriptions

Subscriptions Open Bills Credits & Adjustments Paid Bills Dispute Cases Address Data **Contacts** Credit Cards

Contacts

Click to add new contact

Add Contact

Admin Contact, Billing Contact, Dunning Contact

Person In Charge
[Example@email.com](#)
SG 9xxxxxx

Click to edit existing contact details

Edit Update: Last updated date

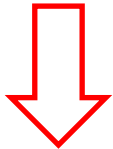
Locate Admin of Account

Locate Admin of Account

Step 1: Log in to your Ariba Network Account

Step 2: Click the Administrator initials at the top right corner

Click “Contact Administrator” to view admin’s contact details



The screenshot displays the SAP Business Network interface. At the top, the header shows 'SAP Business Network' and 'Enterprise Account'. Below this, the page title is 'Contact Your Account Administrator'. A descriptive paragraph explains the role of the account administrator. A red box highlights the 'Account Administrator Information' section, which contains the following details:

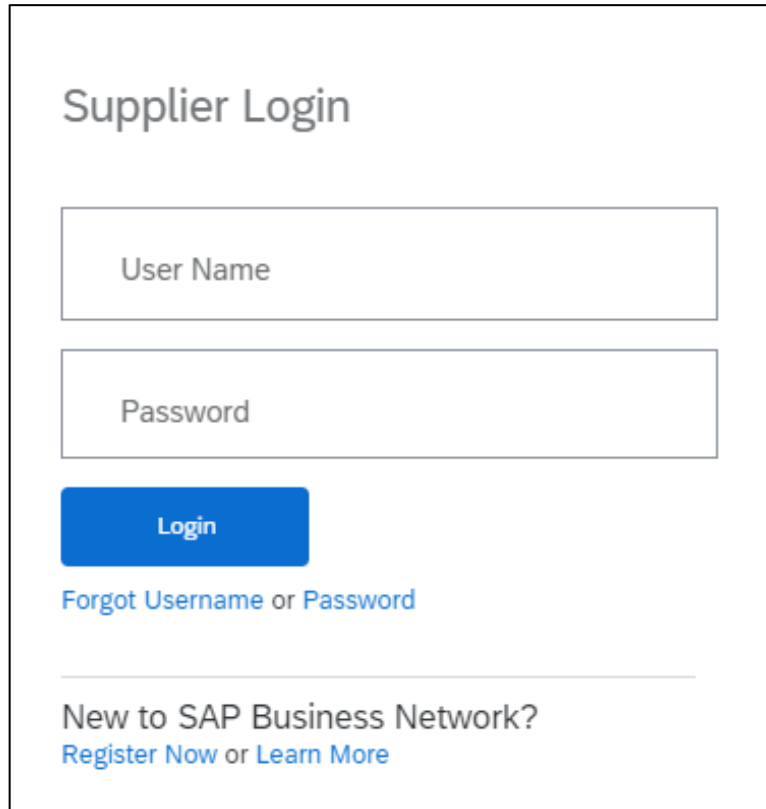
Name:	Minh Nha Ho
Email Address:	minh.nha.ho@sap.com
Office Phone:	
Fax:	

On the right side of the screenshot, a user profile dropdown menu is open, showing the user's name 'Minh Nha Ho' and email 'MN_m7@ariba.com'. A red box highlights the 'Contact Administrator' option in the menu. A red arrow points from the text 'Click the Administrator initials at the top right corner' to the user's initials 'MNH' in the top right corner of the page. Another red arrow points from the text 'Click “Contact Administrator” to view admin’s contact details' to the 'Contact Administrator' option in the dropdown menu. A red box also highlights the 'MNH' initials in the top right corner of the page.

How to downgrade to Standard Account

1. Supplier login to SAP Business Network

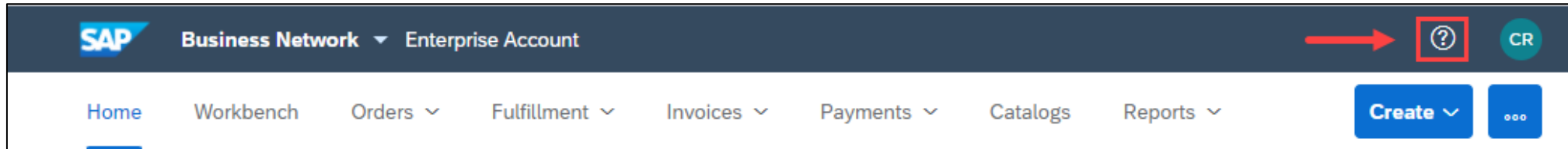
Log in via <https://supplier.ariba.com>



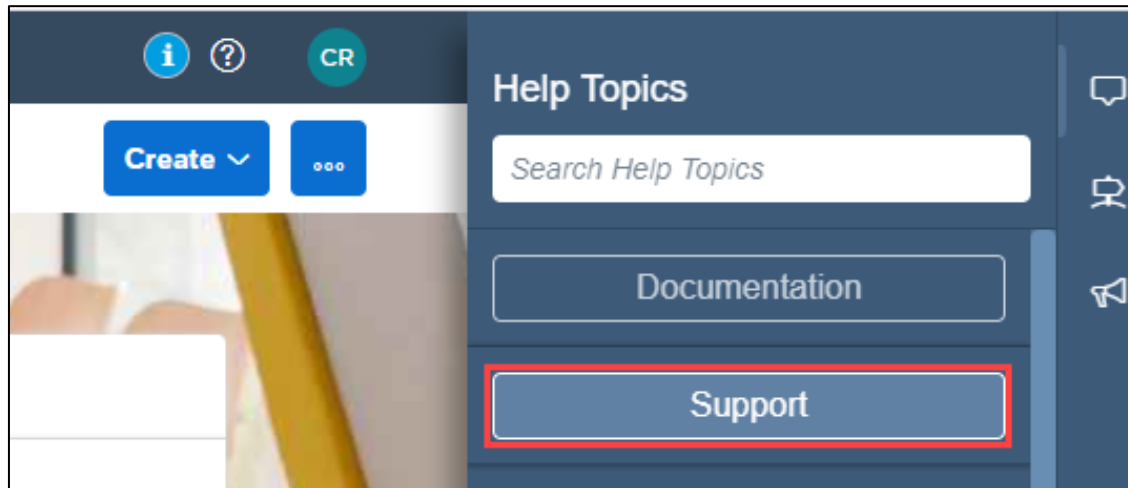
The image shows a screenshot of the 'Supplier Login' page. At the top, the text 'Supplier Login' is displayed. Below this, there are two input fields: the first is labeled 'User Name' and the second is labeled 'Password'. A blue button with the text 'Login' is positioned below the password field. Underneath the button, there is a link that reads 'Forgot Username or Password'. At the bottom of the form area, there is a horizontal line followed by the text 'New to SAP Business Network?' and two links: 'Register Now' and 'Learn More'.

2. Contact Business Network Customer Support (1)

Click the **Help** icon in the upper-right corner of the application

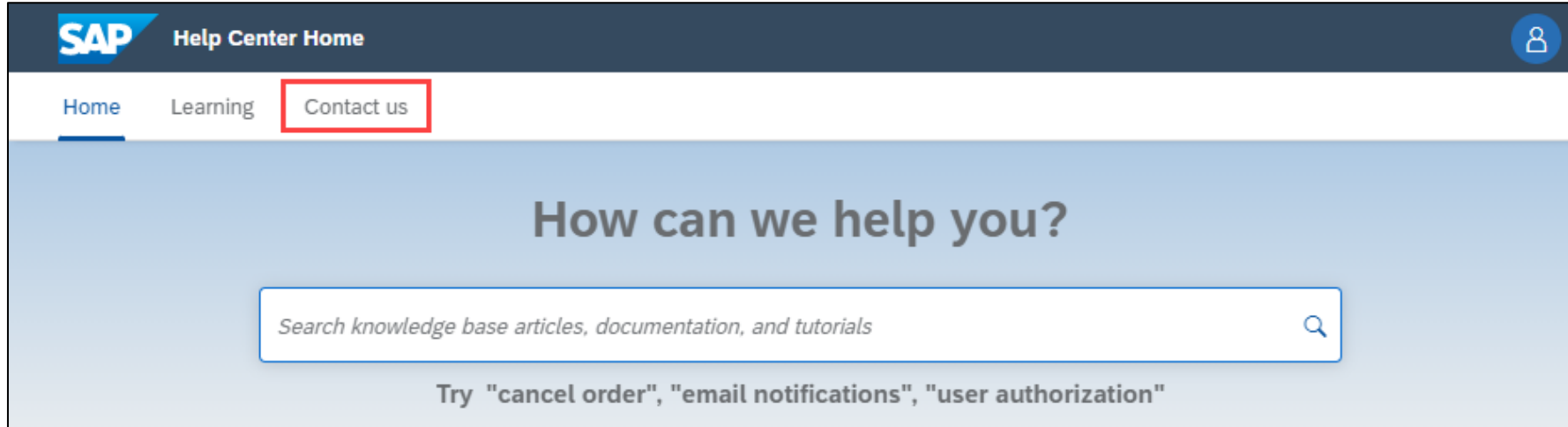


Click **Support**



2. Contact Business Network Customer Support (2)

Click the **Contact us** tab.



2. Contact Business Network Customer Support (3)

Enter a brief description of your question or issue in the **Start here to find your answer** field and click **Contact us**
Can be “*Downgrade to Standard Account*”

The screenshot shows the SAP Help Center 'Contact us' page. The header includes the SAP logo and 'Help Center Contact us'. The navigation menu has 'Home', 'Learning', and 'Contact us'. The main content area is titled '1. Start here to find your answer.' and features a search bar with the text 'Downgrade to a Standard Account'. Below this, section '2. Browse below for our AI-based recommendations*' lists three FAQ items:

- How do I downgrade my fully enabled account to a Standard account?**
Question How do I downgrade my fully enabled Enterprise account to a Standard account? Answer Your account may be eligible for a downgrade if the following criteria are met: You must not have any outstanding supplier fees . You
FAQ Apr 9, 2021
- Top 5 Standard account FAQs**
Please click the link below to view the answer: How do I configure my user account and company settings? How do I submit an invoice from a Standard account? Where do I find a purchase order in a Standard account? Why was my invo
FAQ Sep 15, 2021
- How do I upgrade to an Enterprise account?**
Question How do I upgrade to an Enterprise account? Answer You can upgrade to an Enterprise account at any time by
FAQ Sep 11, 2021

At the bottom, there is a text input field with the placeholder 'Can't find what you're looking for?' and a 'Contact us' button highlighted with a red box.

3. Provide information about downgrading

Provide information about downgrading account and all required field

Issue Type : Subscription fees, **Issue area** : Fee inquiry, **Business Impact** : Not stopping my work

Click **One last step**

The screenshot shows the SAP Help Center 'Contact us' page. The page is divided into two main sections. The left section, titled '1. Tell us what you need help with.', contains a form with the following fields: 'Subject' (Downgrade to a Standard Account), 'Full description' (I want to downgrade my account from Enterprise to Standard Account), 'Attachment' (empty), 'Issue type' (Subscription fees), 'Issue area' (Fee inquiry), 'Affected buyers' (empty), and 'PO/Invoice Number' (empty). The right section, titled '3. Please review your contact information for correctness:', contains a form with the following fields: 'Business Impact' (Not stopping my work), 'First name', 'Last name', 'Username', 'Company', 'Email', 'Phone', 'Extension', 'Confirm phone', and 'Ariba Network ID'. A checkbox 'My phone number is correct.' is checked. A 'Recommendations*' sidebar on the right lists several articles related to account management. At the bottom right, a blue button labeled 'One last step' is highlighted with a red box.

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:*

Full description:*

Attachment:

Issue type:*

Issue area:*

Affected buyers:

PO/Invoice Number:

SAP Help Center Contact us

Home Learning **Contact us**

Business Impact:*

3. Please review your contact information for correctness:

First name:*

Last name:*

Username:

Company:*

Email:*

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](#).

Recommendations*

- How do I downgrade my fully enabled account to a Standard account?
- How do I process an order in my Ariba Network Standard account?
- Top 5 Standard account FAQs
- How do I find a purchase order in my Standard Account?
- How do I view invoices in a Standard Account?
- What is a valid billing dispute?
- How do I upgrade to an Enterprise account?
- How do I add purchase orders to my existing Ariba

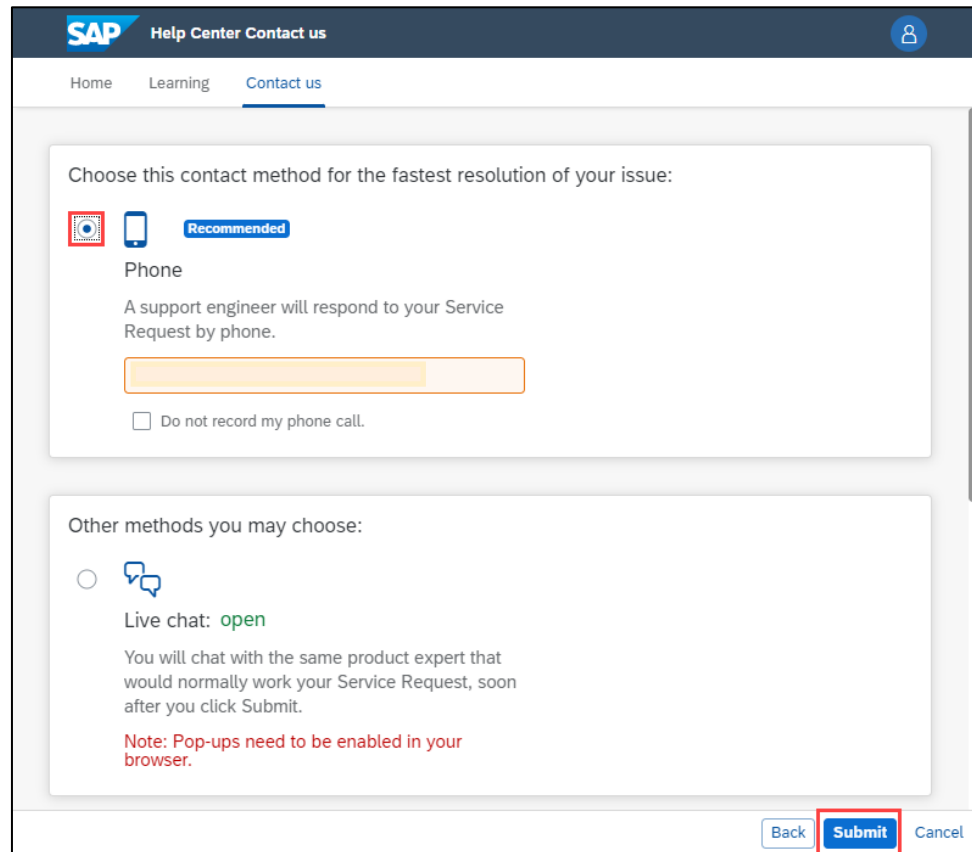
One last step

4. Ready for support call

Select Phone and click **Submit**.

Support team will call back to phone number provided in previous step.

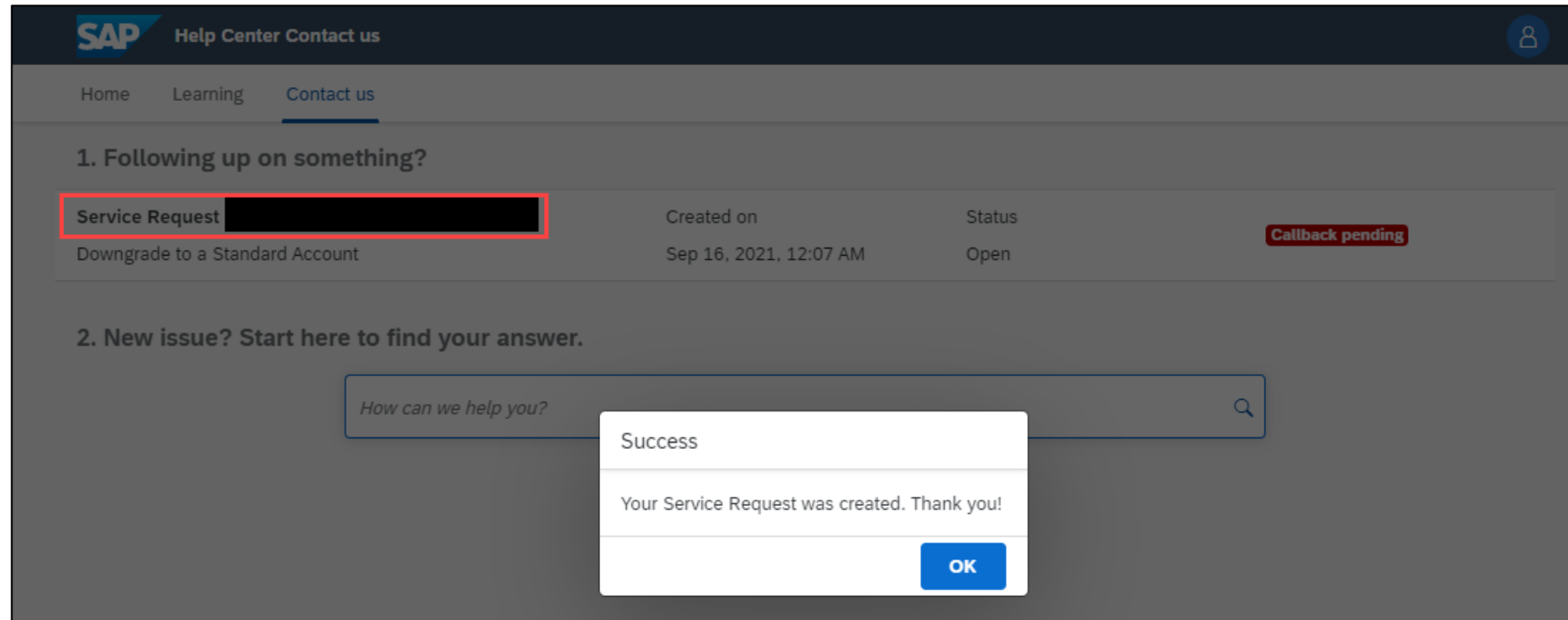
Waiting time will show in the screen.



The screenshot shows the SAP Help Center 'Contact us' page. The page title is 'SAP Help Center Contact us'. The navigation menu includes 'Home', 'Learning', and 'Contact us'. The main content area is titled 'Choose this contact method for the fastest resolution of your issue:'. There are two options: 'Phone' and 'Live chat: open'. The 'Phone' option is selected and marked as 'Recommended'. It includes a description: 'A support engineer will respond to your Service Request by phone.' and a progress bar. Below the progress bar is a checkbox labeled 'Do not record my phone call.' The 'Live chat: open' option is unselected and includes a description: 'You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.' and a note: 'Note: Pop-ups need to be enabled in your browser.' At the bottom of the page, there are three buttons: 'Back', 'Submit', and 'Cancel'. The 'Submit' button is highlighted with a red box.

5. Service Request created.

Once Service Request successfully created, you will get notification.

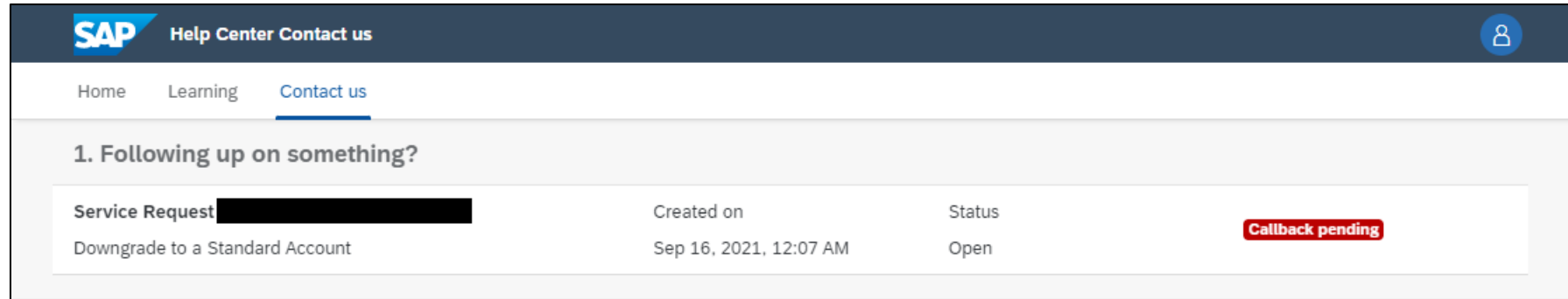


The screenshot displays the SAP Help Center interface. At the top, the SAP logo is followed by 'Help Center' and 'Contact us'. Below this, navigation links for 'Home', 'Learning', and 'Contact us' are visible. The main content area is divided into two sections: '1. Following up on something?' and '2. New issue? Start here to find your answer.' Under the first section, a table lists a service request. The first row of the table is highlighted with a red border. A modal dialog box is open in the foreground, displaying a 'Success' message: 'Your Service Request was created. Thank you!' with an 'OK' button.

Service Request	Created on	Status	
Downgrade to a Standard Account	Sep 16, 2021, 12:07 AM	Open	Callback pending

6. Track status of Service Request

You will see your Service Request Number with status. Start from **Callback pending** which mean support team will call you for additional information and guide you with additional steps.

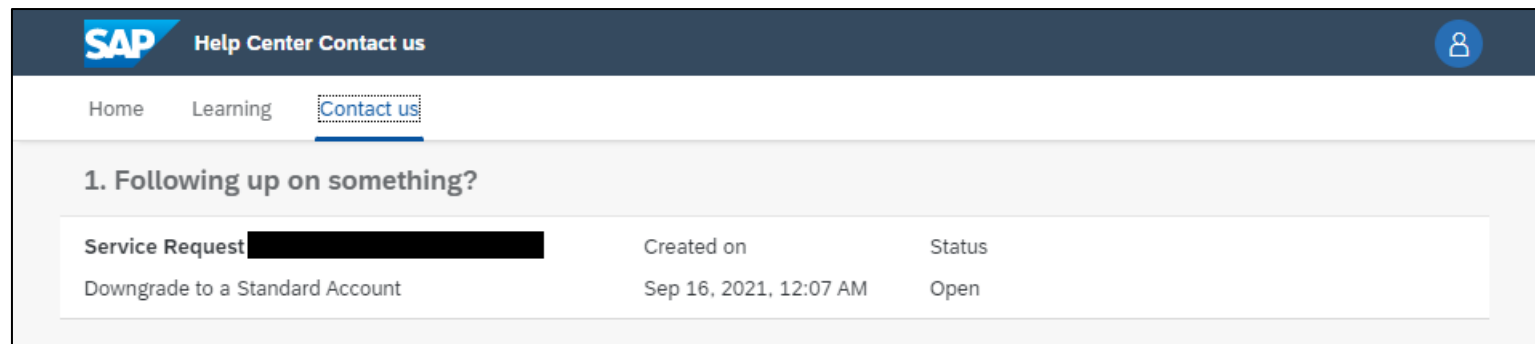


The screenshot shows the SAP Help Center interface. The top navigation bar includes the SAP logo, 'Help Center', and 'Contact us'. Below the navigation bar, there are links for 'Home', 'Learning', and 'Contact us'. The main content area is titled '1. Following up on something?' and displays a table with the following data:

Service Request	Created on	Status
Downgrade to a Standard Account	Sep 16, 2021, 12:07 AM	Open

The status 'Open' is highlighted with a red 'Callback pending' badge.

After Support team made a phone call already, status **Callback pending** will disappear. You can track status in this screen by clicking Service Request to view more information.



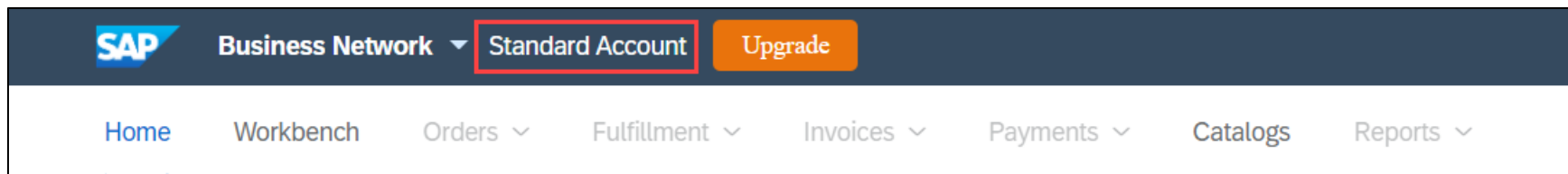
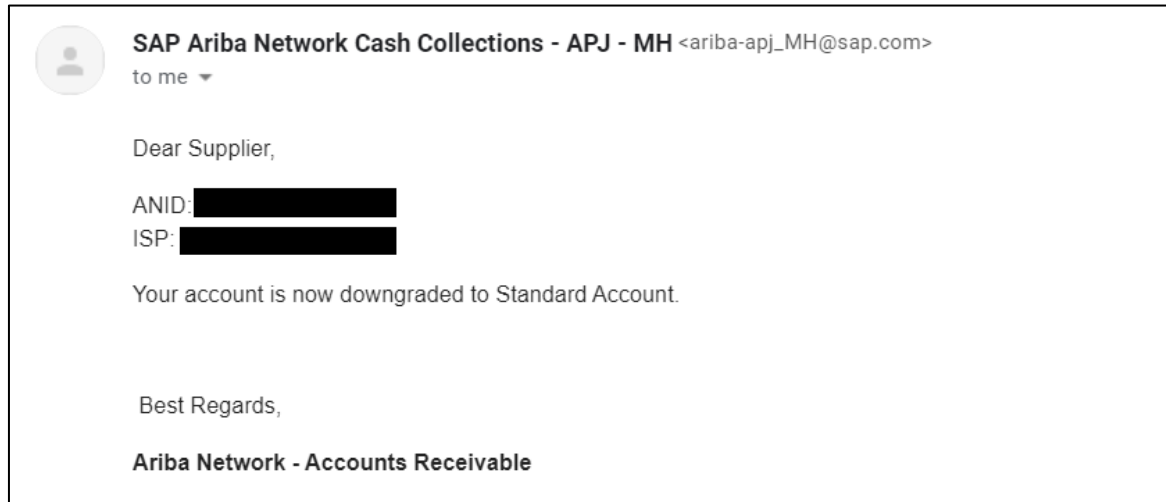
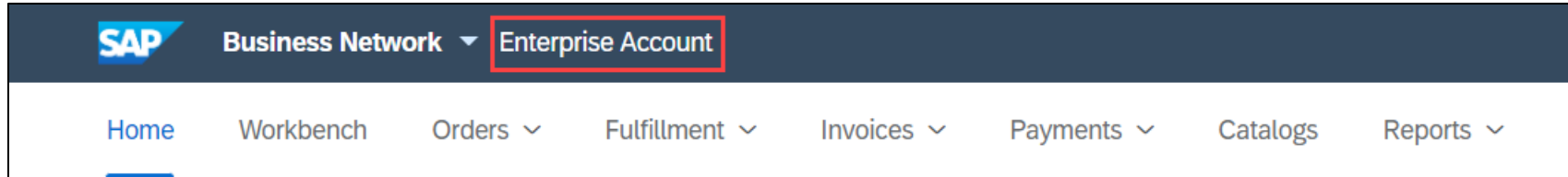
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Service Request	Created on	Status
Downgrade to a Standard Account	Sep 16, 2021, 12:07 AM	Open

The status 'Open' is displayed without the 'Callback pending' badge.

7. Downgrading to Standard

Your account will now change from Enterprise Account to Standard Account with Email confirmation.
Note: Account type change is subjected to downgrading processing time



Supplier Account Downgrade Do's and Don'ts

Supplier Account Downgrade Do's and Don'ts



Billed

- Supplier can request for downgrade within 60 days of receiving the first SMP Invoice from SAP Ariba.*

Unbilled

- If the supplier has not received any SMP Invoice, supplier can raise a support ticket to request for downgrade.



After raising a dispute and/or request for downgrade, each case will be reviewed by SAP Ariba Billing team, the outcome will be subjected to Billing Team's review and approval.



Billed

- Supplier cannot request fee waiver beyond 60 days of receiving the first SMP Invoice from SAP Ariba. If beyond 60 days, the supplier must settle the outstanding invoices to downgrade.

*Supplier should review the invoice to make payment before requesting for downgrade, within 60 days of the first SMP invoice date. In case the supplier does not agree with the bill, dispute should be raised within 60 days from first SMP invoice date.

How to contact Ariba Support

1. Click “?” Icon next to your account Administrator initials

The screenshot shows the SAP Business Network interface. At the top right, there is a dark blue header with the SAP logo, 'Business Network', and 'Enterprise Account'. A 'Back to classic view' button is visible. Next to the user's account initials, there is a question mark icon enclosed in a red box. Below the header is a navigation bar with various menu items like 'Home', 'Enablement', 'Workbench', etc. The main content area displays a search bar and several performance metrics (e.g., '1 Enablement Tasks', '0 Orders').

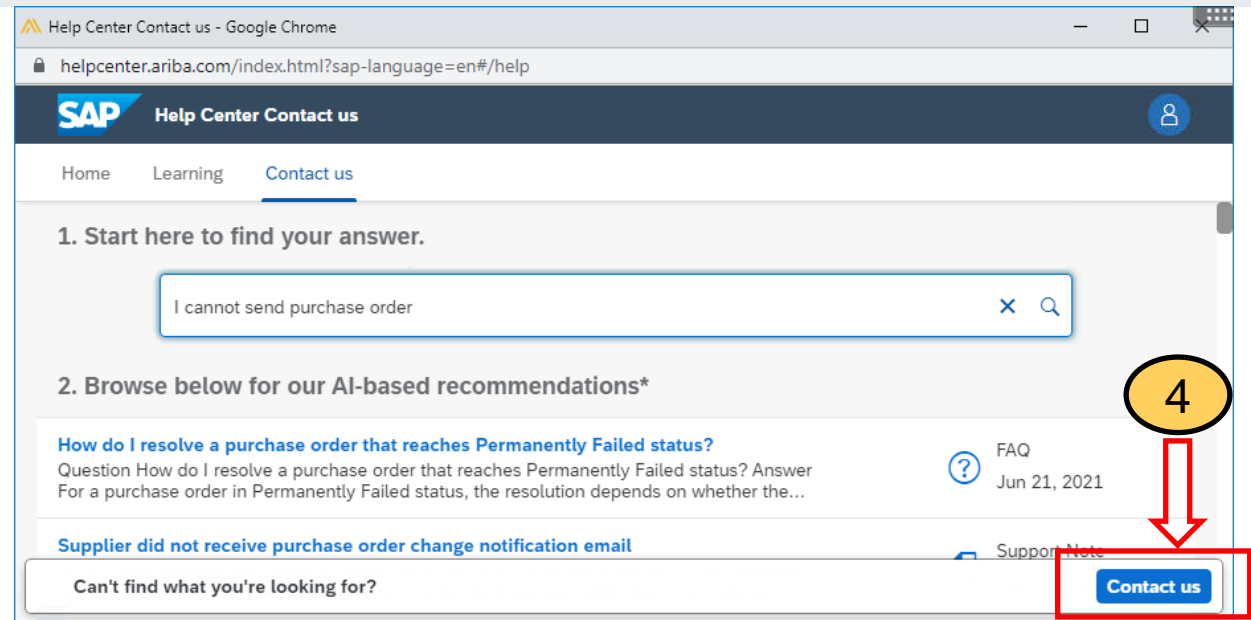
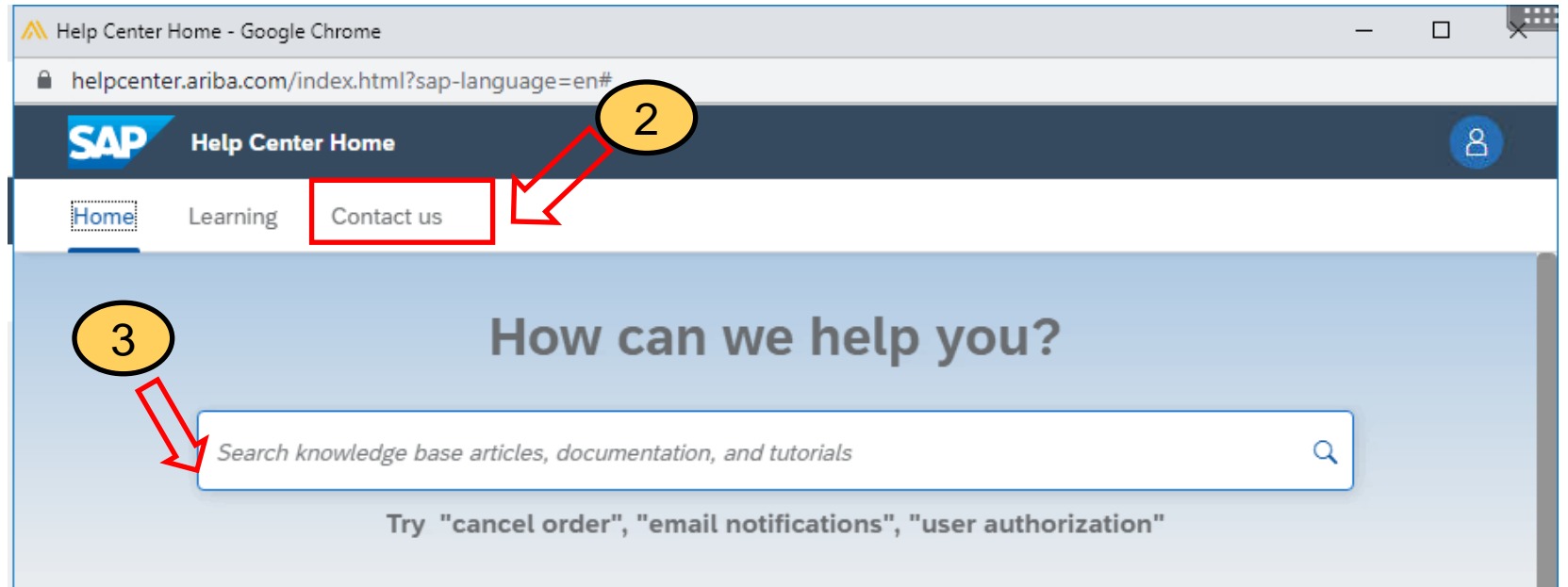
The screenshot shows the 'Help Topics' sidebar menu. The search bar 'Search Help Topics' is highlighted with a red box. Below it are buttons for 'Documentation' and 'Support'. The menu also lists various help topics such as 'What's new in Enterprise ac...', 'What is SAP Business Netw...', 'Introducing the new SAP Busin...', 'Introducing the new help ce...', 'Finding orders, invoices, an...', 'Adding payment tiles (2:48)', 'Discovering new insights', 'Common browser issues', and 'How do I create an invoice?'. A 'Feedback' button is located at the bottom right of the sidebar.

Suppliers can access to Help Center from within their Seller Ariba Network Account

2. Suppliers will be prompted to Help Center Home Page, select “Contact Us”

3. Enter a search phrase for AI-based recommendations/solution

4. A “Contact Us” button will appear, select this option



5. Fill in the necessary information

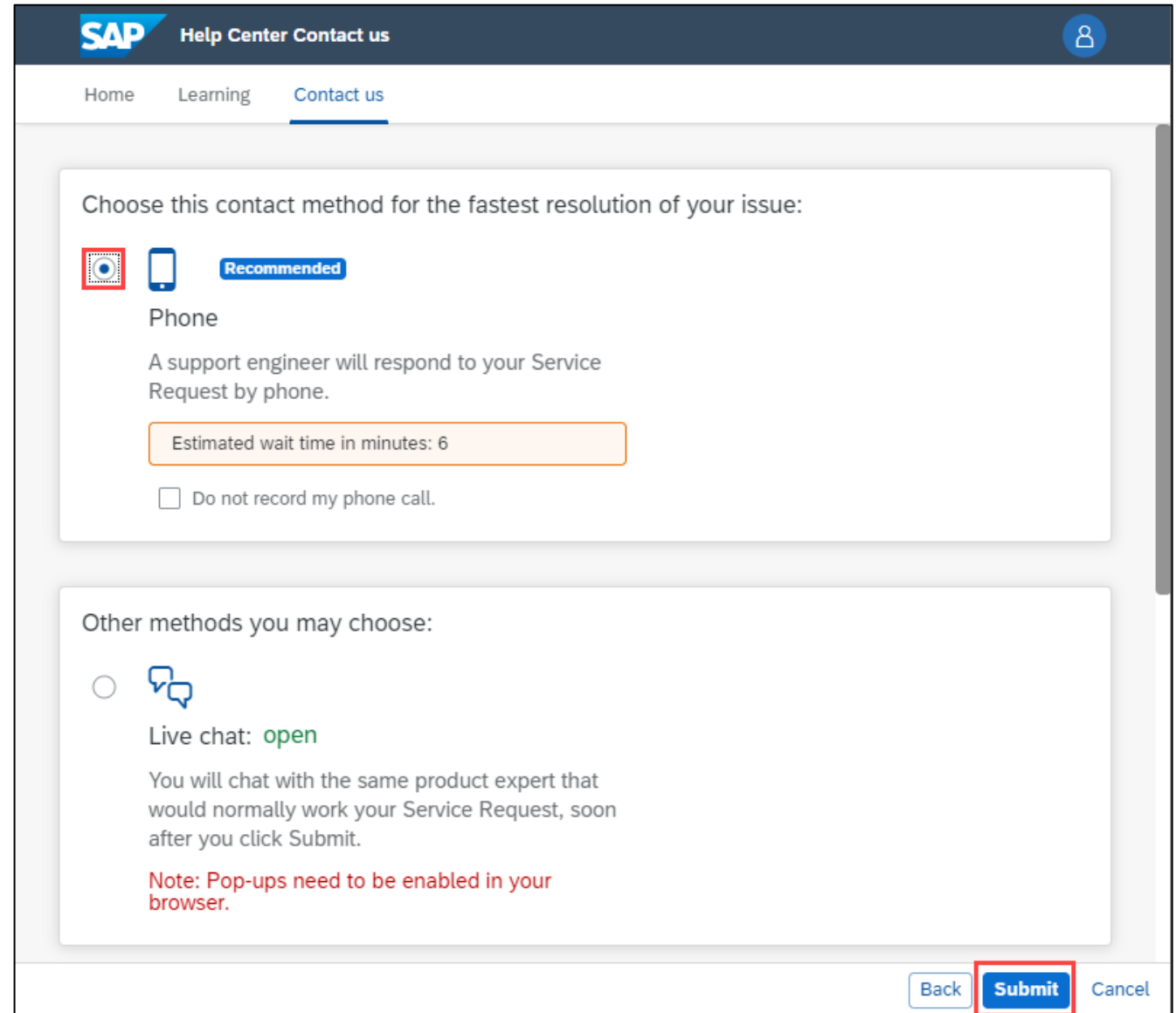
Once done, click **“One last step”**

The screenshot shows the SAP Help Center 'Contact us' page. The browser address bar shows 'helpcenter.riba.com/index.html?sap-language=en#/help'. The page has a dark blue header with the SAP logo and 'Help Center Contact us'. Below the header are navigation links for 'Home', 'Learning', and 'Contact us'. A language selection box shows 'Requested language of support: English Change?'. A note states: 'Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.' The main form is titled '1. Tell us what you need help with.' and includes fields for 'Subject: *' (containing 'I cannot send purchase order'), 'Full description: *' (with a placeholder 'Affected items, expected...'), and 'Attachment:'. A 'Recommendations*' sidebar on the right lists several help topics. A modal window is open over the form, titled '2. How does this impact your normal business processes?'. This modal contains 'Issue type: *' and 'Issue area: *' dropdown menus, a 'PO/Invoice Number:' text field, and a 'Top Recommendations:' section with two items. At the bottom of the modal, there is a 'Business Impact: *' field and a blue button labeled 'One last step' which is highlighted with a red box.

6. Choose a contact method, via phone or email

Support team will call back to phone number or email address provided in this step.

Click **Submit**



The screenshot shows the SAP Help Center 'Contact us' page. The header includes the SAP logo and 'Help Center Contact us' with a user profile icon. The navigation bar has 'Home', 'Learning', and 'Contact us' (which is underlined). The main content area is titled 'Choose this contact method for the fastest resolution of your issue:'. It features two options: 'Phone' and 'Live chat: open'. The 'Phone' option is selected and marked as 'Recommended'. It includes a description: 'A support engineer will respond to your Service Request by phone.' and an 'Estimated wait time in minutes: 6' displayed in a light orange box. There is also an unchecked checkbox for 'Do not record my phone call.'. The 'Live chat: open' option is unselected and includes a description: 'You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.' and a note: 'Note: Pop-ups need to be enabled in your browser.' At the bottom right, there are three buttons: 'Back', 'Submit' (highlighted with a red box), and 'Cancel'.

Thank you.