

Customer Interaction Center's Contact Details:

HOTLINE NUMBERS

All numbers listed below are available 24-Hours.

COUNTRY	CONTACT INFORMATION
Albania	01802 260260
Afghanistan	+65 6723 1024
Andorra	900998311
Argentina	0800 4441284 +54 1150789775
	00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Armenia	+7 499 7056137
Australia	+ 61 871001324 0011800 CALL-1-SAP (2255 1727) 1800 081 923
Austria	0800 295077 00800 CALL-1-SAP (2255 1727)
Azerbaijan	+7 499 7056137
Bahrain	+973 16500498 80006707 (toll-free)
Bangladesh	+91 1171279691 +91 80 6779 8300
Belarus	+7 499 7056137 8~10800 CALL-1-SAP (2255 1727) (excl. Mobile)
Belgium	0800 75886 00800 CALL-1-SAP (2255 1727)
Bolivia	+54 1150789775
Bosnia & Herzegovina	01802 260260
Brazil	0800 762 5586 0800 891 4919 +55 1141308151

Bulgaria	8001104973 00800 CALL-1-SAP (2255 1727)
Cambodia	+65 6723 1024
Canada	+1 866 660 3577 011800 CALL-1-SAP (2255 1727) (excl. Mobile)
Central America	018001233218
Chile	1230 0204255 +56 2 28988270
China	+86 2160311710 400 620 2008
Colombia	01800 0125519
Croatia	0800 222530 00800 CALL-1-SAP (2255 1727)
Cyprus	80094380 00800 CALL-1-SAP (2255 1727)
Czech Republic	800 143246 00800 CALL-1-SAP (2255 1727)
Denmark	8088 9491 00800 CALL-1-SAP (2255 1727)
Ecuador	+54 11 5078 9775
Egypt	+973 16500498
E-Sourcing:	
EMEA Customers	+44 20 8917 7641
EMEA Providers	+44 20 8917 7642
Estonia	800 0049021 00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Finland	0800 919487 990800 CALL-1-SAP (2255 1727) (excl. Mobile) 996800 CALL-1-SAP (2255 1727) (excl. Mobile)
France	0800 910253 00800 CALL-1-SAP (2255 1727)
Ghana	+49 698 740914073
Georgia	+7 499 7056137
Germany	01802 260260 00800 CALL-1-SAP (2255 1727)
Guyana	0800 4357727 +58 212 267 8344 01800 9154889
Greece	00800 49129202 00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Hongkong	006 800 CALL-1-SAP (2255 1727) 001800 CALL-1-SAP (2255 1727) (if calling via Telstra) Alternatively you can use +852 3013 4737
Hungary	80016601 00800 CALL-1-SAP (2255 1727)
Iceland	800 8868 00800 CALL-1-SAP (2255 1727)
India	0008000490029 +91 117 127 9691
Indonesia	001 803 852 9060 +62 21 3003 2733
Iraq	+973 16500498
Ireland	1800 655 002 00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Israel	1809 349 055 00800 CALL-1-SAP (2255 1727)

Italy	800 789009
Ivory Coast	+49 698 740914073
Jordan	+973 16500498
Kazakhstan	+49 698 740914073
Kenya	+49 698 740914073
Kuweit	+973 16500498
Kyrgystan	+7 499 7056137
Japan	0120 332 909
	+81 345795992
Laos	+6627873375
Latvia	8000 2982
	00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Lebanon	+973 16500498
Libya	+973 16500498
Liechtenstein	0800 562643
Lithuania	8800 30694
Luxembourg	8002 3076
	00800 CALL-1-SAP (2255 1727)
Malawi	+49 698 740914073
Macau	+85230134737
Macedonia	080090450
Malaysia	+60377240057
	00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Malta	800 62058
	00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Mexico	018001233218
	+55 1141308151
Moldova	+7 499 7056137
Monaco	80093485
Mongolia	+65 6723 1024
Montenegro	+49 698 740914073
Mozambique	+49 698 740914073
Myanmar	+65 6723 1024
Netherlands	0800 0220683
	00800 CALL-1-SAP (2255 1727)
New Zealand	+ 64 98010171
	00800 CALL-1-SAP (2255 1727)
Namibia	+49 698 740914073
Norway	800 11739
	00800 CALL-1-SAP (2255 1727)
Oman	+973 16500498
Palestinian Territory	+973 16500498
Pakistan	+65 6723 1024
Papua New Guinea	+61 (2) 9935 4660
	+65 6664 6363
Paraguay	+54 1150789775
Peru	0800 78709
Philippines	+63 2 8705 2455
	CALL-1-SAP (2255 1727) (excl. Mobile)
Poland	8004911572
	00800 CALL-1-SAP (2255 1727)
Portugal	800849195
	CALL-1-SAP (2255 1727)
Qatar	+973 16500498
Romania	00800 CALL-1-SAP (2255 1727) (excl. Mobile)

	+49 698 740914073
Sambia	+49 698 740914073
Saudi Arabia	8008500115 - Bharti Airtel fixed and mobile, Mobily and Zain
	8008440445 - Saudi Telecom (STC) fixed and mobile
Serbia	+49 698 740914073
Singapore	+6567231024
	001800 CALL-1-SAP (2255 1727)
Simbabwe	+49 698 740914073
Slovakia	800049019
	00800 CALL-1-SAP (2255 1727)
Slovenia	80080280
	00800 CALL-1-SAP (2255 1727)
South Africa	0800981539
	00800 CALL-1-SAP (2255 1727)
South Korea	+82234833946
	001800 CALL-1-SAP (2255 1727) (excl. Mobile)
	002800 CALL-1-SAP (2255 1727) (excl. Mobile)
Spain	900998311
	00800 CALL-1-SAP (2255 1727)
Sudan	+973 16500498
Sri Lanka	+91 1171279691
Surinam	0800 4357727
	+58 212 267 8344
	01800 9154889
Sweden	020 799925
	00800 CALL-1-SAP (2255 1727)
Switzerland	0800 562643
	00800 CALL-1-SAP (2255 1727)
Taiwan	+886226507689
	00800 CALL-1-SAP (2255 1727)
Tajikistan	+7 499 7056137
Tanzania	+49 698 740914073
Thailand	+6627873375
	001800 CALL-1-SAP (2255 1727)
Trinidad & Tobago	18002031397
Turkey	+90 216 633 03 51
	00800491 CALL-1-SAP (2255 1727) (excl. Mobile)
Turkmenistan	+7 499 7056137
Uganda	+49 698 740914073
UK	0808 101 2181
	00800 CALL-1-SAP (2255 1727)
Ukraine	0 800 5032640
Uruguay	+54 1150789775
Uzbekistan	+7 499 7056137
Utd Arab Emirates	80004440644
USA	1800 677 7271
	+1 412 3607869
Venezuela	0800 4357727
	+58 212 267 8344
Vietnam	+65 6723 1024
Yemen	+973 16500498

E-MAIL ADDRESSES

The following email addresses can be used for all written communication with your SAP Customer Interaction Center (CIC) where a phone call is not an option. Requests sent via email are processed during local business hours.

China, Hong Kong, Indonesia, Malaysia, Pakistan, Philippines, Taiwan, Thailand, Korea, Singapore, Vietnam:

support.asia@sap.com

Australia, New Zealand:

support.australia@sap.com

Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, South, Africa, Spain, Sweden, Switzerland, UK:

support.emea@sap.com

India:

support.india@sap.com

Japan:

support.japan@sap.com

Andina, Mexico, Brazil, Region Sur:

support.latinamerica@sap.com

Qatar, Kuwait, United Arab Emirates, Oman, Jordan, Bahrain, Egypt, Saudi Arabia, Yemen, Syria, Libya, Lebanon, Palestine, Iraq, Sudan:

support.mena@sap.com

America, Canada:

support.usca@sap.com