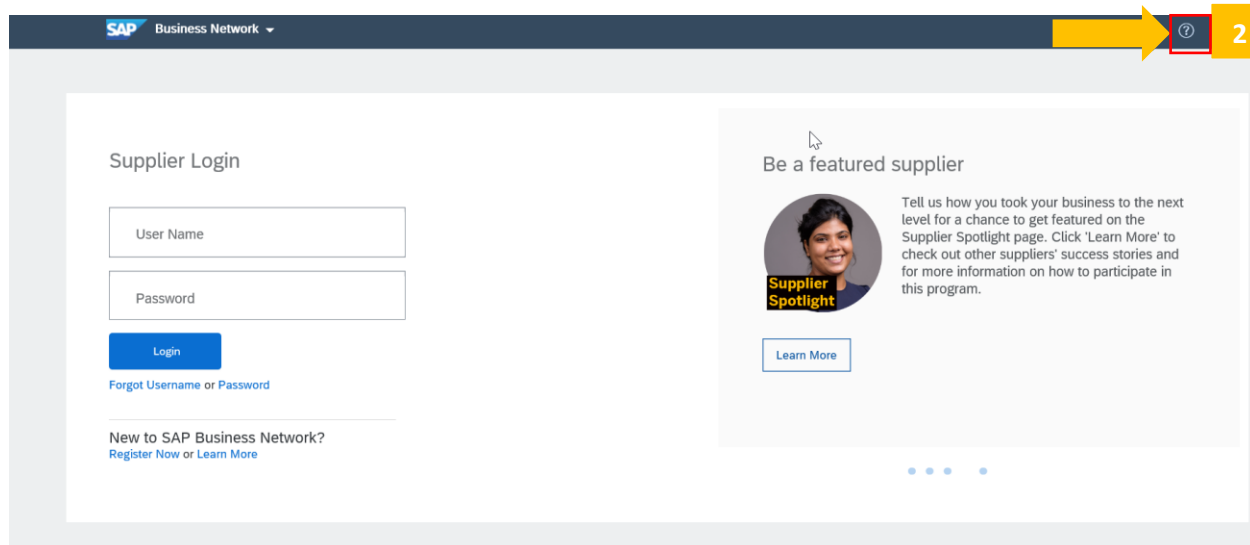




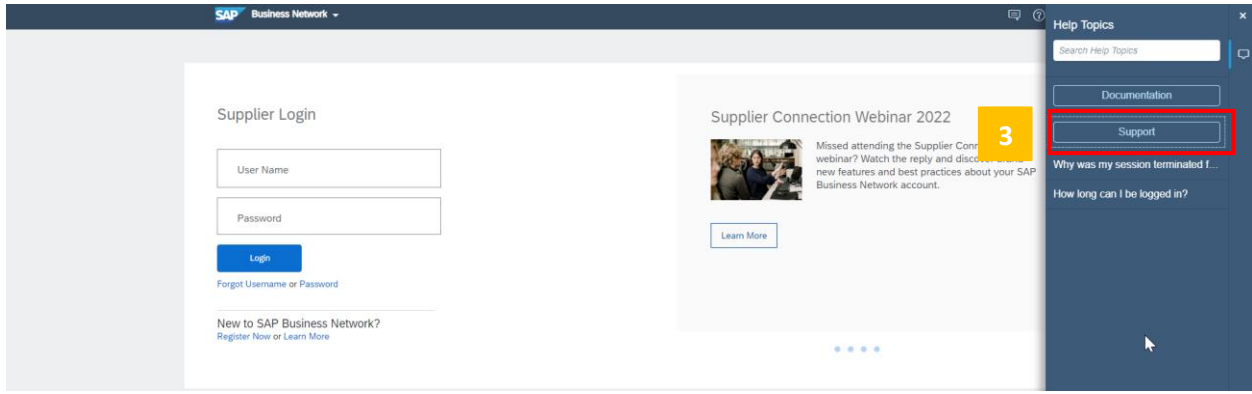
DEUTSCHE BANK HOW TO CONTACT SAP BUSINESS NETWORK

1 Go to the SAP Business Network supplier portal using the following link – supplier.ariba.com

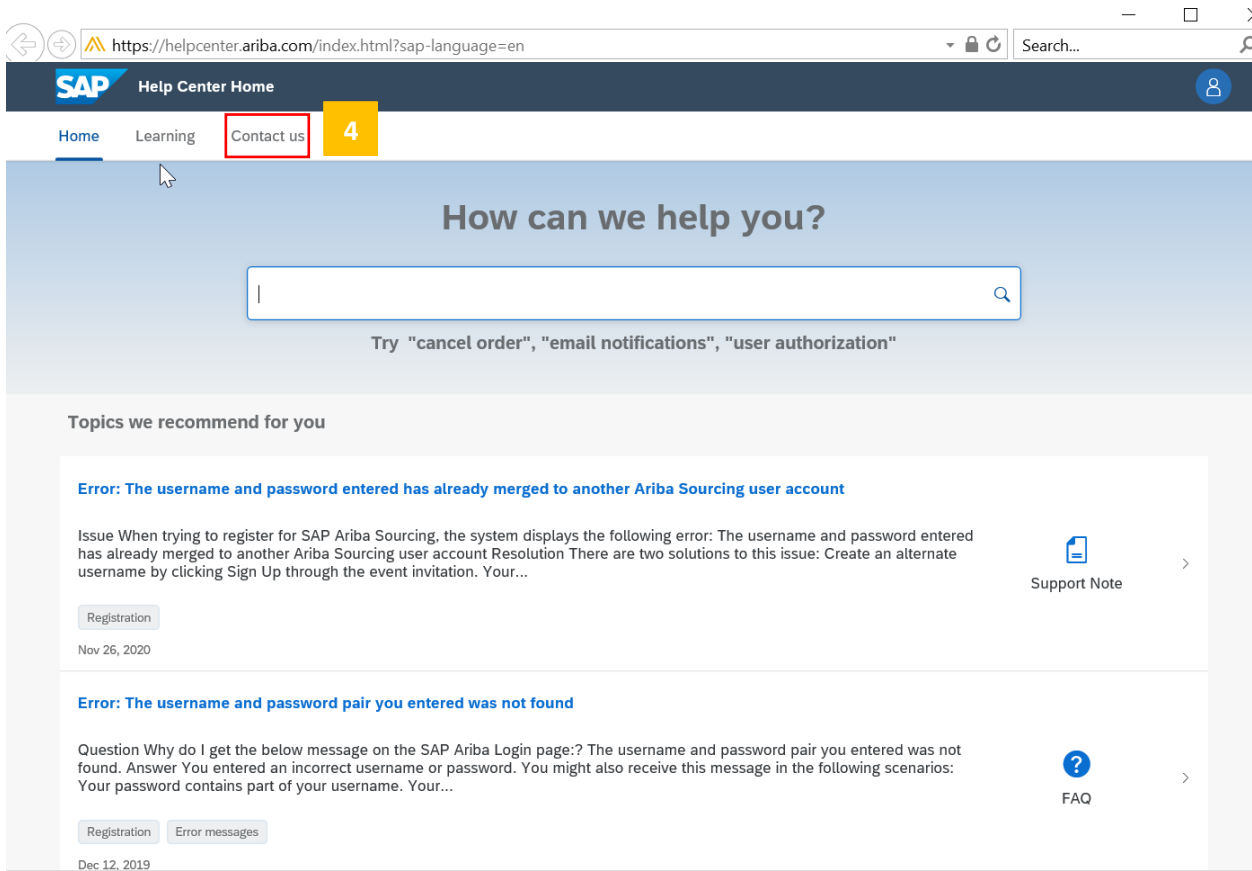
2 On the top right-hand corner of the home screen, click on the question mark symbol ?



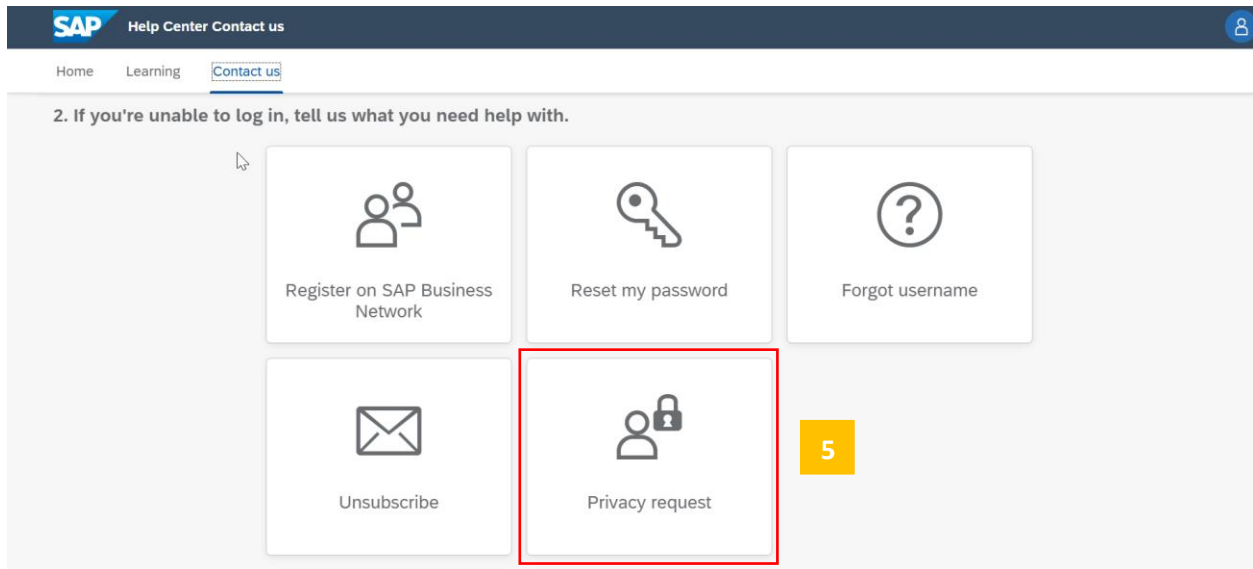
3 On the top right of the home screen, click on **Support**. This will open a new window.



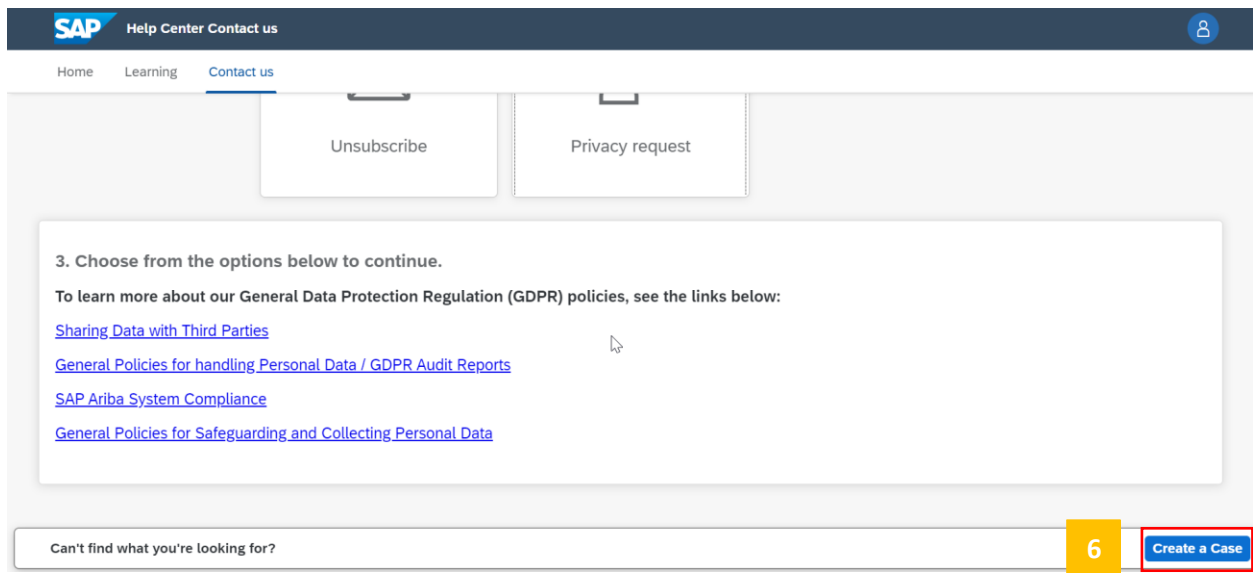
4 click on **Contact Us** on the window



5 Then click on **Privacy request**




6 Click on **Create a Case** at the bottom.



7 Fill up all the details with an asterisk (*).

2. Please review your contact information for correctness:

First name:* Test
Last name:* Test
Username: Test
Company:* Test
Email:* test@test.com
Phone:* +91 99999 99999 India (भारत) 
Extension:
Confirm phone:* 99999999999
 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 law.

 I agree

7

8 Once all the details are updated, click on **One last step**.

Confirm phone:* 99999999999
 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 law.

 I agree

Website Certificate Renewal impacts?

- Why does my CIG Project changes not applied to the runtime documents?
- SAP Ariba Product Security Incident Reporting Process
- Error: "The Supplier: AN01402XXXXXX and the Buyer: AN01052XXXXXX associated Connection is not configured or saved.."
- Error Code "CIG-PLT-00613" for production documents
- As a buyer, how do I create a test supplier


8 **One last step**

9 Choose the Email radio button and click on **Submit**.

SAP Help Center Contact us

Home Learning Contact us

Choose this contact method for the fastest resolution of your issue:

 **Recommended**
Email

A support engineer will respond to your case by email.

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

Back **Submit** Cancel

9

Once the request is submitted, you will receive an auto generated e-mail from the SAP Business Network support team with a ticket number, indicating that the request has been raised successfully.

When you receive the call from the SAP Business Network help desk, request them to change your SAP Business Network account type from Enterprise to Standard account.