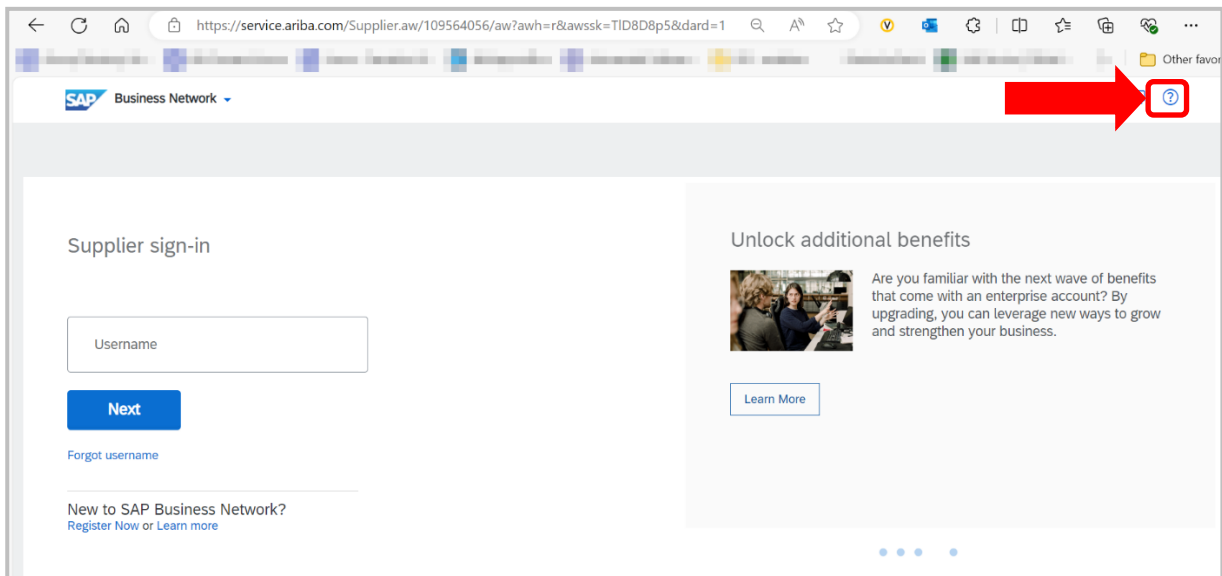


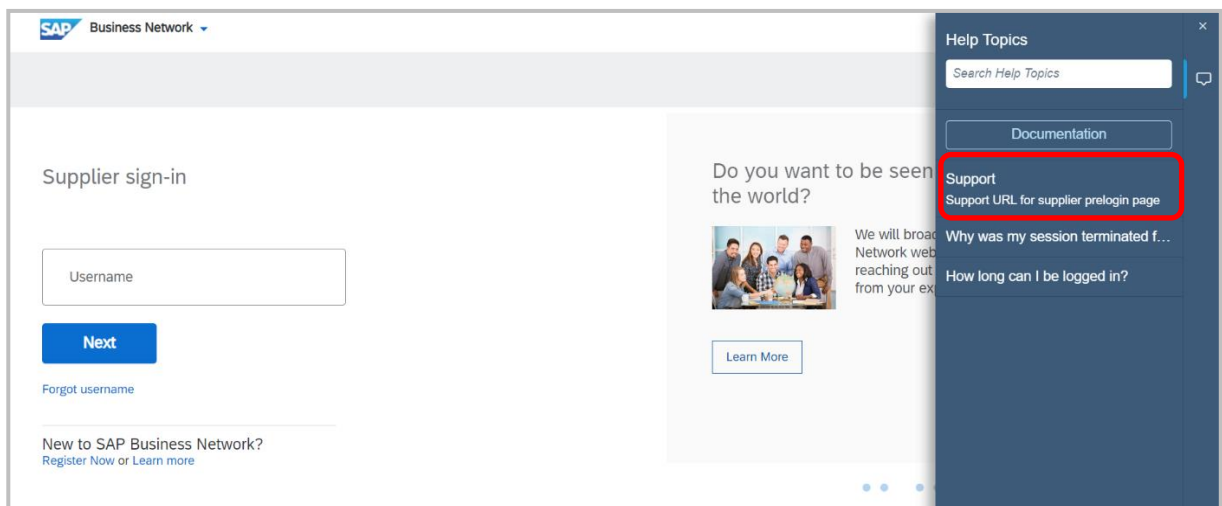


Title: - Deutsche Bank Group - How to contact SAP Business Network

- Go to the SAP Business Network supplier portal using the following link - [supplier.ariba.com](https://supplier.ariba.com).
- On the top right-hand corner of the home screen, click on the question mark symbol ?.

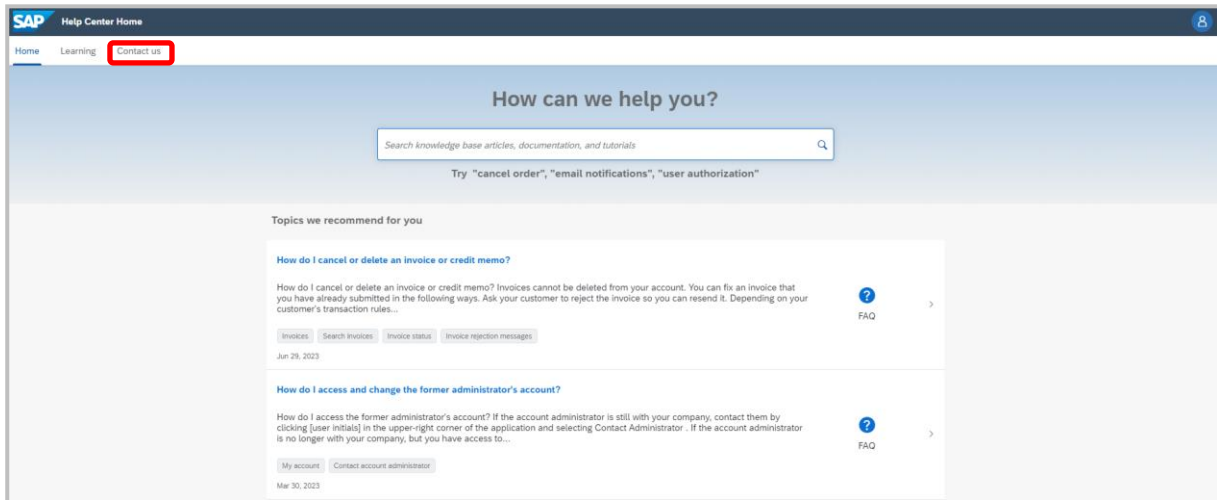


- On the top right of the home screen, click on **Support**. This will open a new window.

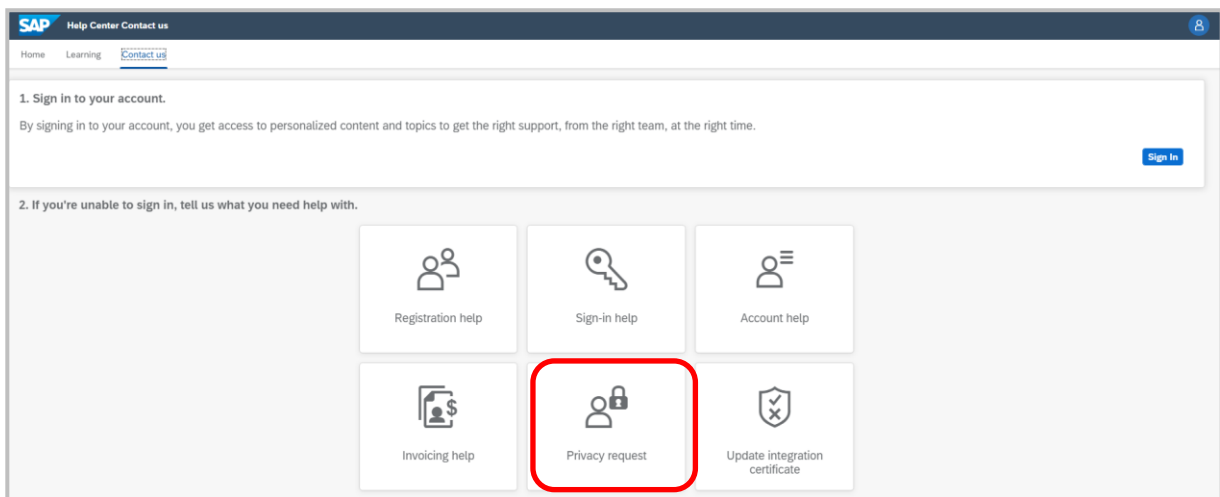




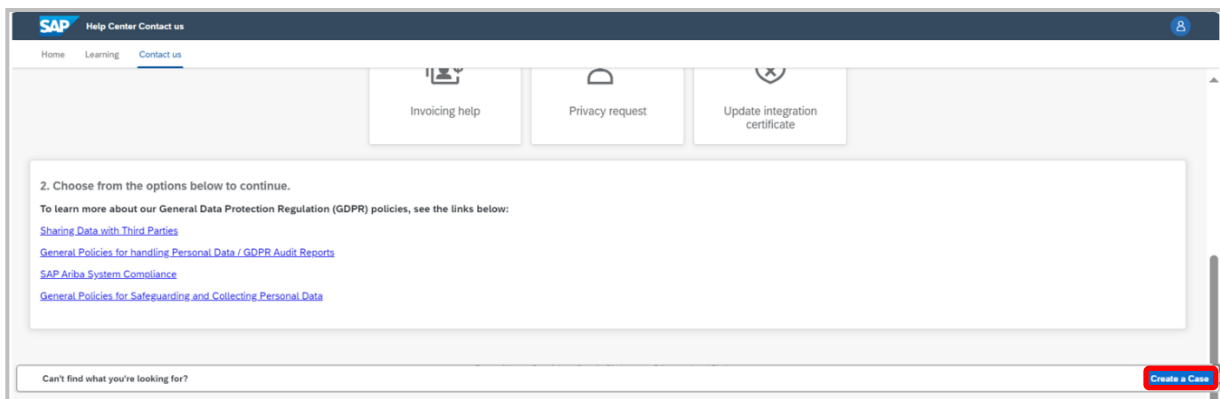
- Click on **Contact Us**.



- Then click on **Privacy request**.



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





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

1. Tell us what you need help with.

Subject:

Full description: \*

2996 characters remaining

2. Provide your preferred contact details:

First name: \*

Last name: \*

User Name:

Company: \*

Email: \*

Phone: \*

Extension:

Confirm phone: \*

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

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

Email: \*

Phone: \*

Extension:

Confirm phone: \*

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

- [How do I change the administrator user in my SAP Business Network supplier account?](#)
- [Why is my account locked and how do I unlock it?](#)
- [How do I downgrade my fully enabled account to a Standard account?](#)
- [How do I merge/consolidate accounts?](#)
- [How do I access a sourcing event?](#)
- [How do I disable Multi Factor Authentication \(MFA\) for my](#)

**One last step**

- Choose the method you want to be contacted at and click on **Submit**.

Home Learning Contact us

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

**Recommended**

Webform

A support engineer will respond to your case by email.

To receive communications, add [itsm.notification-service@sap.com](mailto:itsm.notification-service@sap.com) to your allow list.

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.

