Frequently Asked Questions
From Suppliers (Trading Partners)

Contents

About the SAP Business Network

What is SAP Business Network?

SAP Business Network is a digital platform for e-commerce documents, where documents between buyers and suppliers, such as purchase orders, invoices, catalogs, RFQs and proposals are exchanged. It is a part of solution called **SAP Business Network.**

What infrastructure do I need to use the SAP Business Network?

A regular Internet connection and a web browser are the only requirements.

What browser versions are certified for SAP Business cloud solutions?

If you are a supplier user, go to https://supplier.ariba.com and click Supported browsers and plugins at the bottom right of the page to access a list of currently supported browsers click **Supported Browsers**.

How do I connect with my customer on SAP Business Network?

You need to create a Supplier account in SAP Business Network and connect via this account with your customer – the Buyer.
- **Enterprise Account:**
  To establish the connection with your customer on SAP Business Network you need to click on the link in the Trading Relationship Request (TRR) email. You have then the option to login with an existing account or register a new account.
- **Standard Account: (Interactive PO TRR)**
  To establish the connection with your customer on SAP Business Network you have 3 options:
    - accepting the TRR as described above
    - click on the link in the first interactive purchase order email. You have then the option to login with an existing account or register a new account.
    - create a new Standard account from https://supplier.ariba.com, in such case you will need to share the account number (ANID) with your Buyer to create a Trading relationship (TR). Without TR you cannot transact, and your account will be empty.

How safe is the SAP Business Network? Is my information protected?

The SAP Business Network uses **Secure Hypertext Transfer Protocol** (HTTPS) for all communication between procurement applications, suppliers, and the SAP Business Network. If you have any suspicion that your account has been compromised, please contact the SAP Business Customer Support via the Help Center.

Is SAP Business Network GDPR compliant?

SAP Business Network is fully compliant with GDPR. For more information, please visit our Trust Center.

Where can I find the Terms and Conditions document between the supplier and SAP?

Please check https://supplier.ariba.com or within your account in the bottom right corner of the page you will find a link to the "Terms of Use" which you can download.

If I upgrade to Enterprise account, could I change to Standard account later?

In case you have paid all open fees and your customers are supporting the Standard Account option, you will be able to downgrade your account with the help of our customer support. This will be assessed per case. For instructions on how to upgrade check our video demonstrations in the contractual languages: English, German, French, Spanish, Italian, Brasilian Portuguese, Chinese and Japanese.

Can we use the same account for two different entities?

Every legal entity must have their own SAP Business ANID. You are also able to manage multiple accounts in an account hierarchy. **Administrators**: For each account, you can have only one account administrator, but the account administrator can provide access to multiple users. All users from your company have their own **Username** and **Password** to access the account. Read more here.

Can I use the same account for responding to SAP Business Sourcing requests and exchanging documents in SAP Business Network?

You can use the same account for both **Proposals and Questionnaires** and document transactions such as POs and Invoices. You can switch between the solutions by clicking on the top left button of your home page and choosing the respective one. For instructions on how to fill out the registration questionnaire check out our video.

How many email addresses in my company can receive documents from my Supplier account?

You can configure up to 5 email addresses for your purchase order notifications and 3 email addresses for notifications regarding invoices. Potentially you can further customize your PO notifications per customer relationships (click here for a manual). We advise you to add a general inbox or the administrator's email address for notifications. You can at any time change the email address. When you login into your account, go to **Settings** > **Electronic Order Routing** and then update the email address, see here video instructions on the PO Notifications (English), Po Notification (German), PO Notification (French), PO Notification (Italian), PO Notification (Spanish), PO Notification (Brasilian Portuguese), PO Notification (Chinese) and PO Notifications (Japanese).

Common issues during registration

SAP Business Network has prepared for you a self-service training website Adapt (ariba.com) available in all the contractual languages where you can find useful articles and demo videos on all topics here listed. Our complete lists of demo videos is available in all contractual languages:
   o Enterprise Account Videos: English, German, French, Italian, Spanish, Brasilian Portuguese , Chinese and Japanese.
   o Standard Account Videos: English, German, French, Italian, Spanish, Brasilian Portuguese, Chinese and Japanese.

When do I receive the Trading Relationship Request (TRR)?

- **Enterprise Account:**
  This depends on your customers enablement plan, please reach out to them to provide details.
- **Standard Account:**
  Either you receive a TRR as for the Enterprise Account or you will not receive a Trading Relationship Request (TRR) email, but instead your first interactive email purchase order. In both cases the document will be sent depends on your customers enablement plan, please reach out to them to provide details.

How do I accept your customer trading relationship request / invitation?

A trading relationship invitation begins with an email sent by your customer and directed to either the ANID number of an existing account or a link to set up a new account. This email is an invitation to connect with your customer enabling you to start receiving orders and / or submitting invoices on the SAP Business Network. Only the account administrator can click to use an existing account when establishing a trading relationship. For video instructions see the demo video on **how to connect with your customer on SAP Business Network** available in all the following languages: English, German, French, Italian, Spanish, Brasilian Portuguese , Chinese and Japanese.

How do I register for a Standard Account?

Either you receive a TRR, then see question above or you need to take an action based on the first interactive PO. For instructions see our video demos in the contractual languages: English, German, French, Italian, Spanish, Brasilian Portuguese, Chinese and Japanese.

How do I verify that the trading relationship with my client has been established?

Please check within your SAP Business Network account under **Settings** > **Customer Relationships**, if you can see your customer under "Current Relationships". If not, please send your ANID to your customer. Check out also the related article in our Help Center.

How can I change the language of my SAP Business Network account?

The SAP Business account is linked with the language preference of your browser.

Using **Internet Explorer**:

Click **Tools > Internet Options > Languages**.
1. In the **Language Preference** window, click **Add** to add the desired language.
2. Select the language to add and click **OK**.
3. This language will need to be placed at the top of the list using the **Move up** button.
4. Click **OK** and click **OK** again from the **Internet Options** window.

Using **Mozilla Firefox**:
Click Tools > Options> Content> Languages> Choose.
1. Select the language you want and click **Add**.
2. This language will need to be placed at the top of the list using the **Move up** button.
3. Click **OK** and click **OK** again from the **Options** window.

Using **Google Chrome**:
Click the options menu in the upper right corner and choose **Settings**.
1. Click **Show advanced settings**.

2. In the **Languages** section, click **Language and input settings**.
3. Click **Add**.
4. Choose the language you want and click **OK**.
5. Drag this language to the top of the list and click **Done**.
6. Close the options tab.

Next, close your browser and reopen it for the changes to take effect. If the language you select isnot supported by Ariba, it defaults to English. **Additional Information:** Your browser languages does not change the language you specify for email notification

Will the onboarding specialist speak my Language? (English, German, Spanish, French, Italian)

Yes, you will most likely be contacted by a specialist speaking your respective language.

How do I access the Help Center?

For instructions check out our video demonstrations: English, German, French, Spanish, Italian, Brasilian Portuguese, Chinese and Japanese.

We have 20 accounts (accidentally created), how can you reduce everything to 1 account?

You first must check internally which accounts are active and in use. The account can only be expired by the Account Administrator. For more assistance contact our customer support via Help Center.

Error: "User already exists. Please enter a different username."

You are receiving this message because the username you are entering is already associated with an SAP Business Network, SAP Business Network Discovery, or SAP Business Network Sourcing supplier account. You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements.

SAP Business Network requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if your username of example@ariba.com was not accepted, you can try using example1@ariba.com.

Additional Information: If you would like to access the account that already exists, please use the following site to request a password reset for the registered username:

https://supplier.ariba.com (SAP Business Network, SAP Business Sourcing, or SAP Business Contracts)

To reset your password, click Forgot Username or Password on the login page.

Is it possible to create more users or shall I create more accounts?

You can create up to 250 different users for any type of SAP Business network account that you may have. Please search for "User Creation" in the SAP Business Network Help Center for more instructions or check our video demos on User Creation available in all the following languages: English, German, French, Italian, Spanish, Brasilian Portuguese , Chinese and Japanese.

How do I pick the best Product and Service Categories for my company?

Picking the best **Product and Service Categories** helps customers find you by commodity. Consider the following when picking the best fit for your company:

- Be general. Search as non-specifically as possible. For example, search "stands" instead of "Wrought iron plant stands with dolphin designs" to help you efficiently pick a commodity.

- Use layman's terms. Your industry-specific knowledge and vocabulary helps you describe an individual product or service but can hinder how searchable you are by potential buyers or suppliers. Use terms that someone without specialized knowledge will be able to identify.
- Utilize other spaces**. Product and Service Categories** aren't the end-all be-all of describing your needs or abilities. If you are creating a posting, use the posting body to outline the details of theproducts or services you are requesting.

  Additional Information: SAP Business uses United Nations Standard Products and Services Codes (UNSPSC) to standardize category classification. The Product and Service Categories classification system includes four levels:
- Segments are the highest level, so if you supply all the products or services in a segment, select only the segment. Your customer will still be able to find you if they search for any of the sub- categories under that segment. If you cannot find the exact code, select the code one level higher. For example, if a product is not in the list, select the class to which the product most likely belongs.
- You can look up codes for specific items on the UNSPSC website. If there is no UNSPSC code for one of your products or services, you can contact the UNSPSC organization to request one. The managing organization either creates a new code or recommends an existing code. For more information visit our SAP BUSINESS Network training website or check out the related article in our Help Center.

What action do I need to take for an enablement task?

You might receive an email notification about pending enablement tasks that require your action. This means that your customer has assigned certain tasks to you to make sure your account is fullyconfigured and ready to transact. It's important to complete the task before the due date to ensure that it doesn't escalate to your customer.

To view a pending enablement task:

1. Access the **Enablement** tab. The page lists the actions you need to complete before transacting with our customer.
2. Click **Complete Task** next to a pending task and follow the instructions on the page.

Note: Some tasks require you to configure your account or to send a particular type of document,while others act as a simple confirmation that you're ready to transact.

How do I change or update my email address or username?

To update the email address, username, contact information, preferred language, time zone, or currency on your account:

1. Click on top right corner icon > **My Account** in the menu.
2. Edit any fields as needed.
3. Click Save.

If you update your email address, be sure to click the link in the confirmation email sent to the new email address.

Additional Information: Usernames are unique and cannot be used multiple times. They also need to be formatted like an email, but do not need to be a valid address. For example, if your username of test@ariba.com was not accepted, try test1@ariba.com.

You may also consider checking your account notification settings to be sure that the correct email is being used.

For more information check out the related article in our Help Center.

We have an enablement task pending in our SAP Business account for a customer after we submit an invoice. What do we have to do to make the task go away?

The task will be completed automatically once the Buyer's system consolidates the invoice. Make sure the customer received the invoice. If they have received it, contact our customer support via Help Center to verify the problem could be a technical one.

How do I access and change the former administrator's account?

If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different person.

If the account administrator is no longer with your company, but you have access to the registered email:

1.   Use the Forgot Username or Password links on the login page to request a Password Reset.
2.   After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself.

If the account administrator is no longer with your company and there is no access to the email address on file, contact SAP Business Network Customer Support via the Support Center to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address.

Additional Information: Account Reassignment requests go to a specific team within SAP Business Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.

Can my account have more than one administrator?

Only one user can be named the administrator of your account. Sub-users can be granted all permissions to give them access to everything on the account except for the Userspage. Only the account administrator can manage users and roles.
Additional Information: If you are the current administrator, you can reassign the administrator role to another user in your company's account. If you need to become the administrator, contact your account administrator to reassign the role.

How to transfer the account administration role?

If you're leaving your company or moving to a new position, you need to transfer ownership of the SAP Business Network account by choosing a new administrator. This ensures that your company doesn't experience interruptions in access to the account or in transactions with your customers. For detailed instructions check out the related article in our Help Center.

How do I reassign my account to a co-worker?

The process of transferring the administrator role can be done in a couple of different waysdepending in how the account and its sub users are currently set up.

To transfer the a**dministrator** role to an existing user:

1. In the upper right corner, click **Account Settings icon > Settings** > **Users.**
2. Select the user who needs who will be the new administrator.
3. Click **Make Administrator**.
4. Select a new role for your own user account and click **Assign**.
5. Click **OK** to transfer the account administrator role.

   To update your account information:

1. In the upper right corner, click **Account Settings icon** > **My Account**.
2. Update this page with the new administrator information in the **User Account Information** section. Remember to change the following:
   o Username
   o User's full name
   o User email
   o Contact information
3. Click **Save**.

   After either of these options are completed, you will also want to confirm that all email notification settings are updated as well, which includes those related to where purchase ordersare sent if you use the account for orders and invoicing.

Where do I find my SAP Business Network ID (ANID) number?

Your account's ANID number appears under **Account Settings icon** in the top right. It is also visible at the bottom of every page, to the right of your company's name.
Additional Information: If you are unable to access your account (unknown Username and / or Password) and the registered email address is accessible, please reset the password. The email you receive will revealthe Username and allow you to reset the password.

If you are unable to access your account (unknown Username and / or Password) and the registered email address is no longer valid or accessible, please contact your customer; they haveyour ANID on record and can share it with you on request.

Your ANID number acts as your company's account number in the SAP Business system. It is used for avariety of tasks, including:

- Helping SAP Business Customer Support locate your account
- Establishing trading relationships with buyers.
- Merging/logging into private accounts.
- Linking accounts.

How do I update my email notification preferences?

Only an account administrator has the authorization to edit order routing settings, notification settings, and user roles for both themselves and for all sub-users with an SAP Business Account.

To change the notifications you receive, and edit the associated email address(es):

1. Click **Account Settings icon > Settings** in the upper right corner of the **Home** page.
2. Click **Notifications**
3. Click one or all of the tabs depending on desired notification types (**General**, **Network**, **Discovery**, **Sourcing & Contracts**, and **Messaging** tabs)
   - You can update the email address(es) for each individual notification type by changing the address(es) in the **To email addresses (one required)** column. Enter up to three email addressesper notification type, separated by commas.
   - You can remove a particular notification by unchecking the box next to the specific notificationyou want to change.
4. Click **Save** when you are finished

How do I change my remittance address and banking information?

You edit your bank information when defining your remittance address. For video instructions check our demo videos in the following languages: English, German, French, Italian, Spanish, Brasilian Portuguese and Japanese.

Additional information: You must be the administrator or have the **Payment Profile** permission to access the Remittances page your customer requires their suppliers to provide bank details on invoices. You'll receive an error message on the invoice if you haven't added bank information to your remittance address. If you see an error, you can click **Add bank accounts details** to configure your remittance address with bank information. After you add bank information, you are returned to the invoice entry page andcan submit the invoice to your customer.

If you update your bank account information while you have unpaid invoices, contact your customer to make sure the bank account information is updated in your customer system as well.

Transacting Documents (Invoices etc.)

Is there a limit of documents I can transact o this platform?
There is no limit of documents you can transact via SAP Business Network. If you have Enterprise account, fees may apply according to the volume of documents and transactions.

How can I find a Purchase order from my client in my SAP Business account?

You can find your Purchase orders in your Workbench.

How do I create an order confirmation? How do I confirm an order?

For instructions check out our demo videos (for standard account refer to the playlist) in the contractual languages: English, German, French, Italian, Spanish, Brasilian Portuguese, Chinese and Japanese.

How do I create Ship Notice?

For instructions check out our demo videos in the contractual languages: English, German, French, Italian, Spanish, Brasilian Portuguese, Chinese and Japanese.

How do I create a Partial Ship Notice?

The process is the same as above but you can take action on the specific line items or removing it depending on the customer set up that you can check in the Supplier Information Portal. Please note that removing a line item from the a ship notice will not remove it from your purchase order. Additionally please note that a ship notice can't be created for a purchase order that includes one or more service lines Create a service sheet. for service orders instead.

How do I cancel or edit a ship notice?

You can cancel a ship notice by using the **Cancel / Edit** button at the top of the ship notice details page. Additional Information: You can cancel or edit a ship notice that has a status of **Sent** only if your customer's invoicing rules allow it. Invoicing rules can be found in the Supplier Information Portal linked to each customer. Ship notices can only be canceled at the header level. Individual line items cannot be canceled. For more info check the related article in our Help Center.

How do I create an invoice in SAP Business?

You can create an invoice from the Purchase order (called the "PO-flip"). Please open the Purchase order and click Create Invoice. The fields in the invoice will populate with details from the Purchase order. Complete your invoice with missing fields marked with asterisk if needed and click **Next** > **Submit**. The invoice creation can be ruled by your Buyer's rules, if the option isn't available, you might have to complete some other tasks or contact your Buyer for more information.

For instructions check out our demo videos in the contractual languages: English, German, French, Italian, Spanish, Brasilian Portuguese, Chinese and Japanese.

How do I know if my customer has received my invoice?

In your account you have the Workbench there you can find all your submitted invoices in the Invoice tile with the respective status. In Enterprise account, there is also an active Invoice tab with the list of all invoices. There will be a status of our invoice next to it. If the status is Acknowledged/Approved/Paid, it means, your customer has received it.

How long does it take until the customer receives my invoice?

The submission of invoices is immediate, and you will see the status in real time.

When will my invoice get paid?

Payment terms are contractual, please contact your customer for further information.

How can I add tax information to my invoice (e.g. 0% tax or VAT)?

Yes, you can add Tax details to the Header or to the Line level of the invoice if Buyer's rules allow it. Please refer to this article in our Help Center.

What is a service entry sheet (SES)?

You can create and send a service sheet to your customer in response to a Service purchase order (as opposed to Material purchase order). SES might or might not be required by your Buyer before invoicing. For instructions check out our demo videos in the contractual languages: English, German, French, Italian, Spanish, Brasilian Portuguese, Chinese and Japanese.

Can we submit our own invoice?

If invoices are in scope of your customer's project, and your customer allows attachments, you can add your internal invoice as a PDF file to the SAP Business Network invoice. See our video demo on NON-PO Invoice in the contractual languages: English, German, French, Italian, Spanish, Brasilian Portuguese, Chinese and Japanese.

Why was my invoice or service entry sheet rejected?

Invoices are rejected either:

- Automatically by your customer's invoicing rules
- Manually by your customer

The rejection happens when the invoice violates invoicing requirements established by yourcustomer.

How can I create a Credit Memo?

A credit memo is created based on the respective invoice, for video instruction check of demo videos in the following languages: English, German, French, Italian, Spanish, Brasilian Portuguese, Chinese and Japanese.

How do I edit and resubmit a failed or rejected document (Invoice, SES etc..)?

Simply access the document you want to edit in Workbench or in the respective TAB and you can take action if the status is Failed or Rejected. If the invoice is paid the only way to edit is to create a Credit Note.

How long will the documents stay in the SAP Business Network system before they will be automatically deleted?

You will be able to view the documents in your dashboard dated up to year. However, you can search manually in your account for documents which are older. This does not apply to Standard Account which stores documents only for 12 months. If you are looking for an older document in your Standard account, please contact your Buyer to provide it to you.

Questions about the Supplier summit

What if I don't want to participate?

Your buyer is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible. Suppliers that are asked to participate are considered strategic for ongoing business and are thus expected to comply with this process change as a requirement for continuing the relationship.

Will I be able to view this presentation later?

You can download the presentation and other materials from the list of resources on your screen, you will also receive the link to the recording of this session after approx. 24 hours via email. You can also share the documents from this summit with your colleagues.

Integration and Catalogs

For Integration check out the available videos in English only: CIG Project creation, Access CIG for the first time, CIG Related Tasks, CIG Commonly used features or the OnDemand presentation Supplier Integration Overview for Suppliers. For Catalogs you will receive all the material from the SAP Business Network expert once completed the initial set up.

Do I have to pay for integration?

- **Enterprise Account:**
  If you transact via integration with your customer, you will be automatically subscribed to the SAP Business Network Silver package.
- **Enterprise Account** *(customer-funded relationship)***:**
  If the integration is supported by your customer, then no fees will apply.
- **Standard Account:**
  Integration is not supported with SAP Business Network Standard Account. If you want to integrate, you will need to upgrade to an Enterprise Account.

Do I have to use Catalogs?

You can upload your Catalogs into your SAP Business Account either in CIF format or punchout catalog. In both cases it must be enabled by your Buyer. Please contact your Buyer for further information and additional support with the catalog set up. For generic information about the catalog types please see our documentation in the Help Center.

Supplier Fees

Is SAP Business Network paid or is it for free?

There are two types of account in SAP Business. Standard account is for free. It is an account, which isn't interactive, and you receive and create documents via link forwarded to your email. It is designed for low volume suppliers or suppliers new to SAP Business Network. The Enterprise account is fully enabled SAP Business account and is subject to fees according to volume of transactions and documents. For full list of functionalities and pricing, please visit the SAP Business Network accounts and pricing page.

Are the fees calculated per customer or per account?

Transaction fees are calculated per customer relationship and subscription fees are calculated per account. Please refer for more information on fees to this page. For description of the fee structure and functioning check out our videos in the following languages: English (EURO, USD, GBP), German (EURO), French (EURO), Italian (EURO), Spanish (EURO, USD), Czech (EURO), Brasilian Portuguese (REAIS), Chinese (YUAN) and Japanese (YEN).

For more info visit our website, where you can also click on Contact Us https://support.sap.com/en/my-support/acquired-support/business-network-suppliers.html