SAP Business Network

Supply Chain Collaboration

Supplier General Functionality Process Guide

Version 1.0 - 2025

- The General Functionality is a ***generic guide*** that provides information about the SAP Business Network and the Ariba Network including how to navigate, set up, edit and access the information that you require
- All screenshots and ***examples*** contained within the SAP Business Network process guides are taken from various test Network accounts. All documents and the content within the documents are fabrications and in no way reflect any past, current or future documents and any similarities are pure coincidence.
- Your Business System Administrator can assist with permissions and Sign In or Log On details
- Permissions allow access to specific sections of the Ariba Network, if there is a section that you require to contact your System Administrator, refer to Identifying and Contacting your System Administrator
- The Supplier Information Portal can be accessed via the Help Centre, a direct link or via Customer Relationships, refer to Accessing the Supplier Information Portal
- The transaction workbench lets you create pre-set views based on how you work, and the customers you manage.
- Get to the documents you need faster than by sorting through individual orders or invoices.

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Supplier Assistance Channels

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Supply Chain Specific Processes & Information cont.

General Terms and Glossary

Using the SAP Business Network

Information you should know

General Information

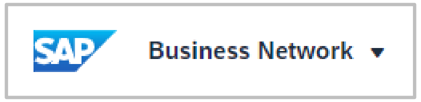
- **Supply Chain Collaboration** is used by Suppliers who provide Direct Materials to their Buyers/Customers.
    - **Direct Materials** – are components that go into a manufactured product, such as the parts required to make a phone. For example, one supplier makes phone shells or circuits and then provides them to their buyer, who assembles the phone
    - **Indirect Materials (including Services)** – are items that are involved in the overall manufacturing process but do not end up in the final product, for example, the cleaning products used on the machinery or the maintenance of the machinery
- An **ANID** is the Unique Number that identifies your SAP network connection irrespective of whether you are using an Enterprise or Standard Account. It is the ANID that identifies your account and should be noted when you contact your Buyer/Customer or SAP Help Centre

ABC COMPANY
ANID: AN0152726
Premium Package

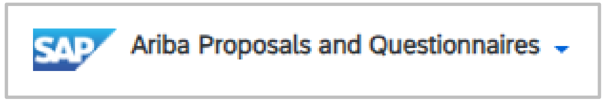
- The ANID associated with the Transacting account may or may not be linked to the SAP Ariba Proposals and Questionnaires (Sourcing) account
- Sourcing Accounts are primarily used by business resources who perform Sales, and complete bids or tenders. There are currently no fees associated with using a Sourcing account, however, you must first be invited to complete an event or questionnaire.
- Access to the SAP Business Network is determined by your System Administrator, this includes allocation of customers to specific users, if you are unable to access a job required part of the SAP Business Network or SAP Ariba Proposals and Questionnaires contact the System Administrator
- Sub-users should not create new accounts prior to checking whether an account already exists
- When accessing the transacting or sourcing accounts use either your credentials or generic credentials provided by your business
- There is NO direct link to the Buyer/Customer Network nor can the Buyer/Customer access the Supplier network
- Use the Supplier Modular Learning Series to access Training Sheets, Flowcharts, Simulations and Training Clips (where available) – **CLICK ME**

Types of Accounts

- The are two types of main accounts:-
    - **Transacting Account** – Where Buyers send Purchase Orders and users create Order confirmations, Ship Notices, Service Entry Sheets, Invoices and Supply Chain Collaboration processes such as Scheduling, Quality and Forecasting and is the SAP Business Network

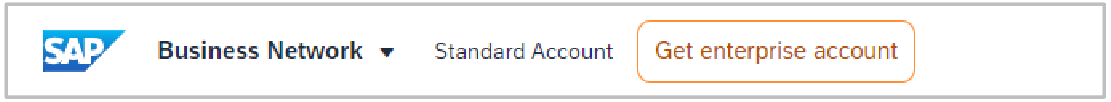


    - **Sourcing Account** – Where Buyers send Questionnaires, Surveys Auctions and RFX's and is SAP Ariba Proposals and Questionnaires



- There are also two types of SAP Business Network accounts:-
    - **Enterprise Accounts** – Where Suppliers have a higher level of functionality such as Integration, Help Centre Access and Customer KPI's and Insights and attract Subscription and Transaction Fees

    - **Standard Account** – Where Suppliers can only access the Help Centre when there are technical issues and cannot use reports, Customer KPI and Insights nor can the Supplier perform integration routine

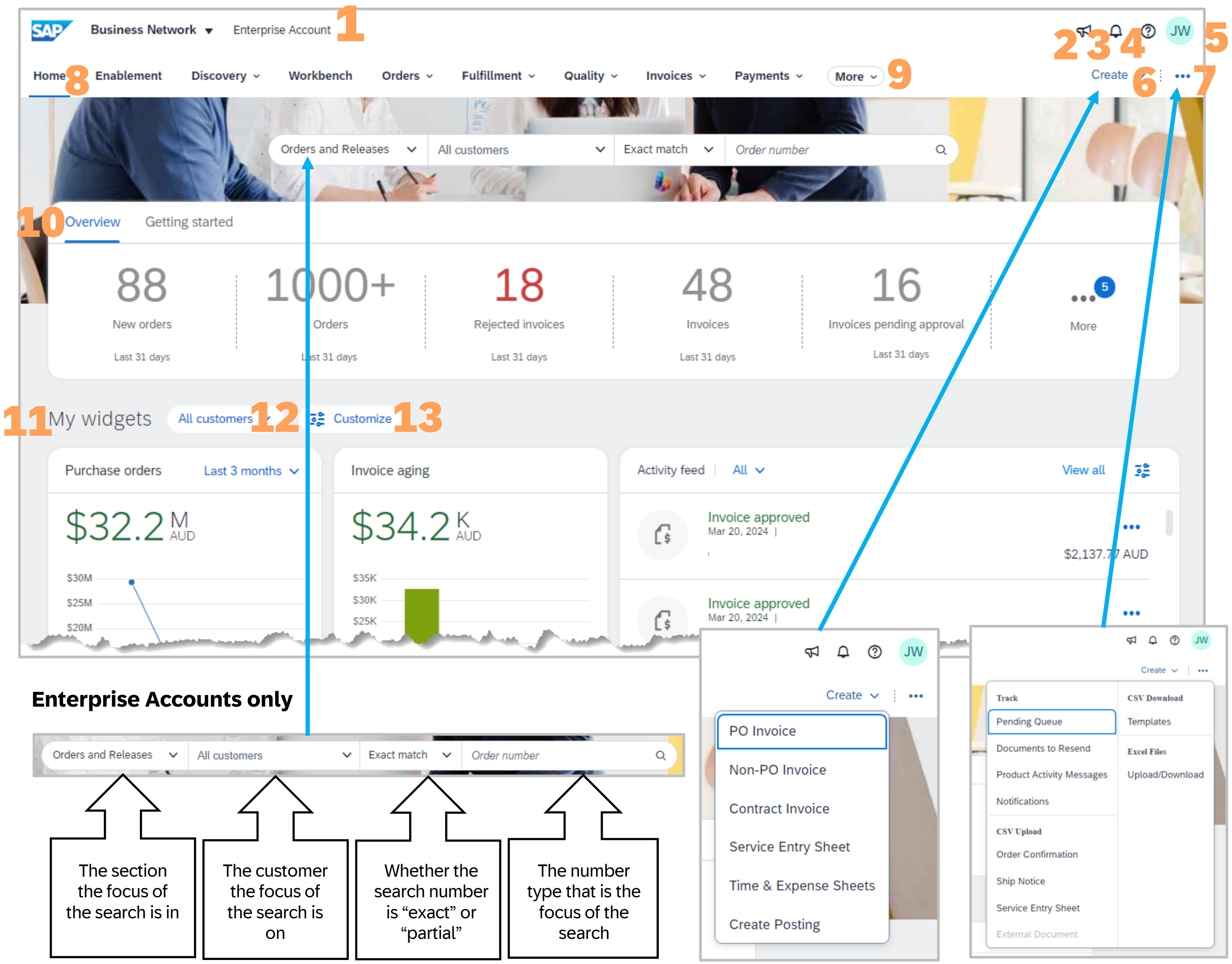


- Test Mode:-
    - Test Mode is used by a Buyer and Supplier during extended functionality testing phases. Test Accounts do not reflect a "production account, a Buyer needs to send documents directly to the account

Home Screen Information

The Home screen is the first screen seen when Signing in to the SAP Business Network Transacting account. Account you are in – for example, the SAP Business Network or SAP Ariba Proposals and Questionnaires refer to [Types of Accounts](#)

1. Type of Account you are in – Enterprise which may attract Subscription and Transaction Fees
2. Indicates that there is an Announcement from a transacting relationship Buyer on the account
3. Indicates that there is a notification
4. provides access to the Help Centre, a Buyers Supplier Information Portals and other pieces of content
5. JW The initials of the user based on the first and last name entered by the System Administrator
6. Create provides quick access to create documents and is based on the Buyer rules and permissions
7. ••• - shows a drop-down list to track, create a CSV document or access a template or excel files, again based on permissions and buyer rules
8. Banner Tabs for navigation, the tabs displayed are based on the permissions assigned by the System Administrator
9. More more displays banner tabs unable to be shown due to the size of the screen
10. Overview Tiles shown are based on the tiles selected and, in the order, determined by the user on the Workbench
11. My Widgets allows the user to determine what widgets they wish to see, be aware that Benchmarking Widgets are only available for Enterprise Account Users with a minimum Bronze Subscription
12. All customers sort widgets to display a specific customers information
13. Customize allows users to edit, remove or move widgets



Which Account are you using?

Identify which account you are in by noting the name that appears on the top left of the screen.

Each account allows a user to access it via the drop down on each different account type.

The account types available are:

- SAP Ariba Discovery
- SAP Proposals And Questionnaires
- Ariba Contracts
- SAP Business Network

Use the drop-down arrow to change to a different account drop-down

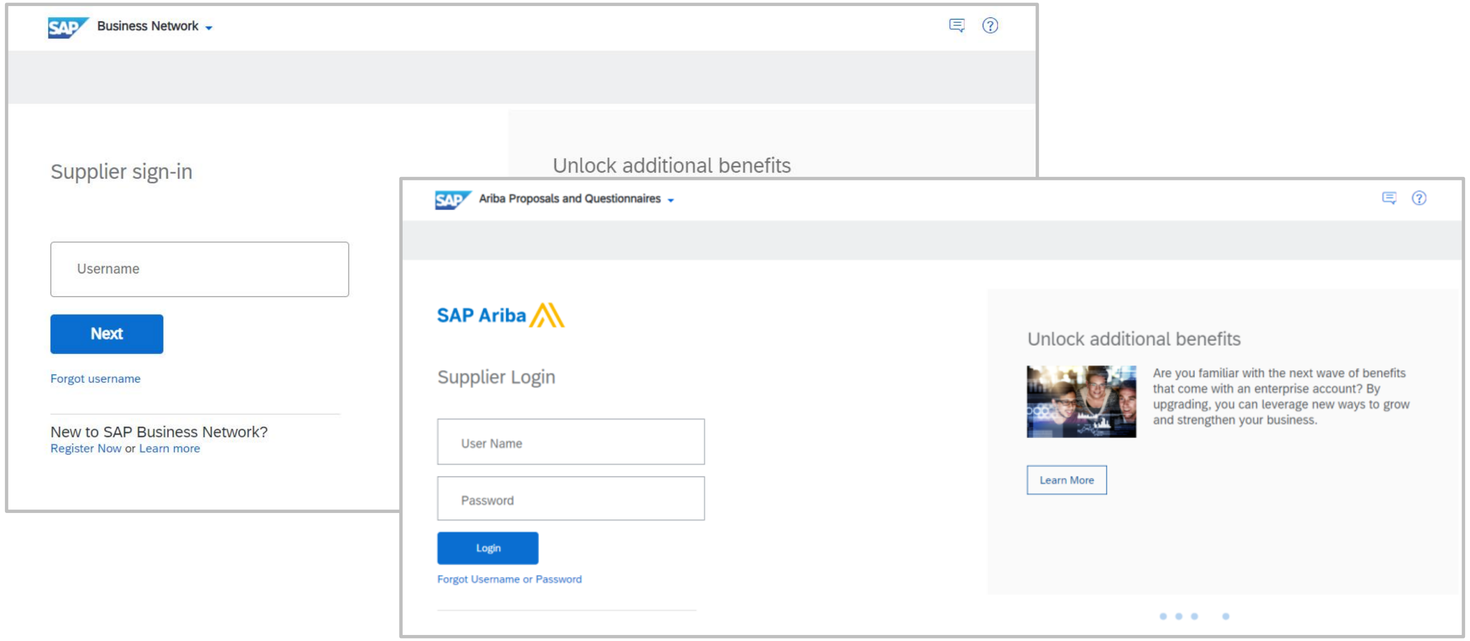
There are two types of Accounts:

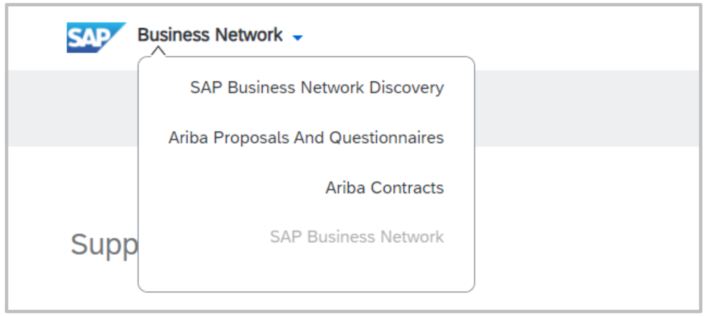
- Enterprise Accounts – Attracts Subscription and Transaction Fees but delivers a higher degree of options
- Standard Accounts – Does NOT attract fees
- Proposals and Questionnaires – Both Enterprise and Standard accounts do not attract any fees as this is used for responding to surveys, questionnaires or events (RFXs)

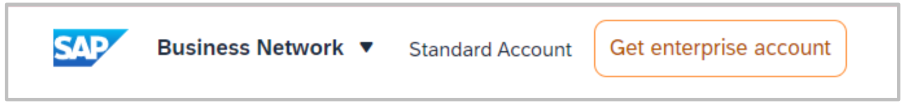
Test Accounts are identified by the inclusion of a TEST MODE heading

Standard accounts contain an option to Upgrade to an Enterprise Account

Be aware that if a Buyer is using a Supplier Fee Exempt or Buyer Funded Model it means that ONLY that Buyer does not attract fees.







SAP

What should I do if I get an Invitation?

Confirm that your Business does not already have an account before creating a new account, many accounts may lead to confusion as to where Buyers should send Purchase Orders or Proposals and Questionnaires.

Do you already have access to an **SAP Business Network Transacting** or **SAP Ariba Proposals & Questionnaires (Sourcing) Account?**

Yes

Do you already have **Credentials** (username and password) to log into either account?

Yes

Is the invitation for a **Transacting Account**

Yes

Access the account using the link in the invitation or the interactive document, either using **Process Order** or **Log/Sign In**

No

Confirm internally that there is no existing account.

Continue to **Create a New Account**

No

Contact the **System Administrator** to request access

Continue to **Create a User**

No

Is the invitation for Proposals & Questionnaires (**Sourcing Account)**

Yes

Are you the correct resource that performs **Quotes/Surveys/RFXs** for your business

Definition of Quotes & RFXs

Yes

Contact your System Administrator to gain access to an existing account or use generic login credentials

No

Invitations for Ariba Sourcing ***cannot*** be forwarded

The correct resource will need to contact the Buyer to re-send the invitation to the correct addressee

Information to know

- A Document is the term used for an Order Confirmation, Purchase Orders, Ship Notices, Service Entry Sheets and Invoices
- There is no direct link between the SAP Business Network and your ordering system or ERP (Enterprise Resource Planning for managing day to day business activities such as procurement) without an Integration project
- Always complete the information that has an Asterisks as these are mandatory
- Each Buyer may require a specific process to be followed while others may only require and Invoice to be created from a Purchase Order
- Transacting accounts are where all Purchase Order processes are completed whereas a Sourcing account is where bidding or quoting processes occur, when a Quote is successful a Buyer will then create a Purchase Order
- Suppliers cannot change or manipulate a Purchase Order, only a Buyer can make changes to a Purchase order by using a Change Purchase Order process
- Accessing a specific Buyers Supplier Information Portal (SIP) should be done via the SAP Help Centre as all Buyers with a Relationship will be displayed, the SIP contains information that is specific to the transaction processes associated with a Buyer, for example all Purchase Orders must be fully confirmed before invoicing can occur
- ERS is Evaluated Receipt Settlement which means the Buyer creates an invoice on behalf of the supplier once the goods are received/receipted
- The Username is case sensitive if the Username was created for example: if the account was created and the username was all in uppercase then you can only log in/sign in using all uppercase otherwise you will get an error
- Direct Suppliers will use Supply Chain Collaboration and Indirect Suppliers will use Commerce Automation

Accessing the Buyer/s Supplier Information Portal

Buyer-Supplier Information Portals (SIPs) can only be seen after logging in as it accesses the portals based on the Buyer Relationships

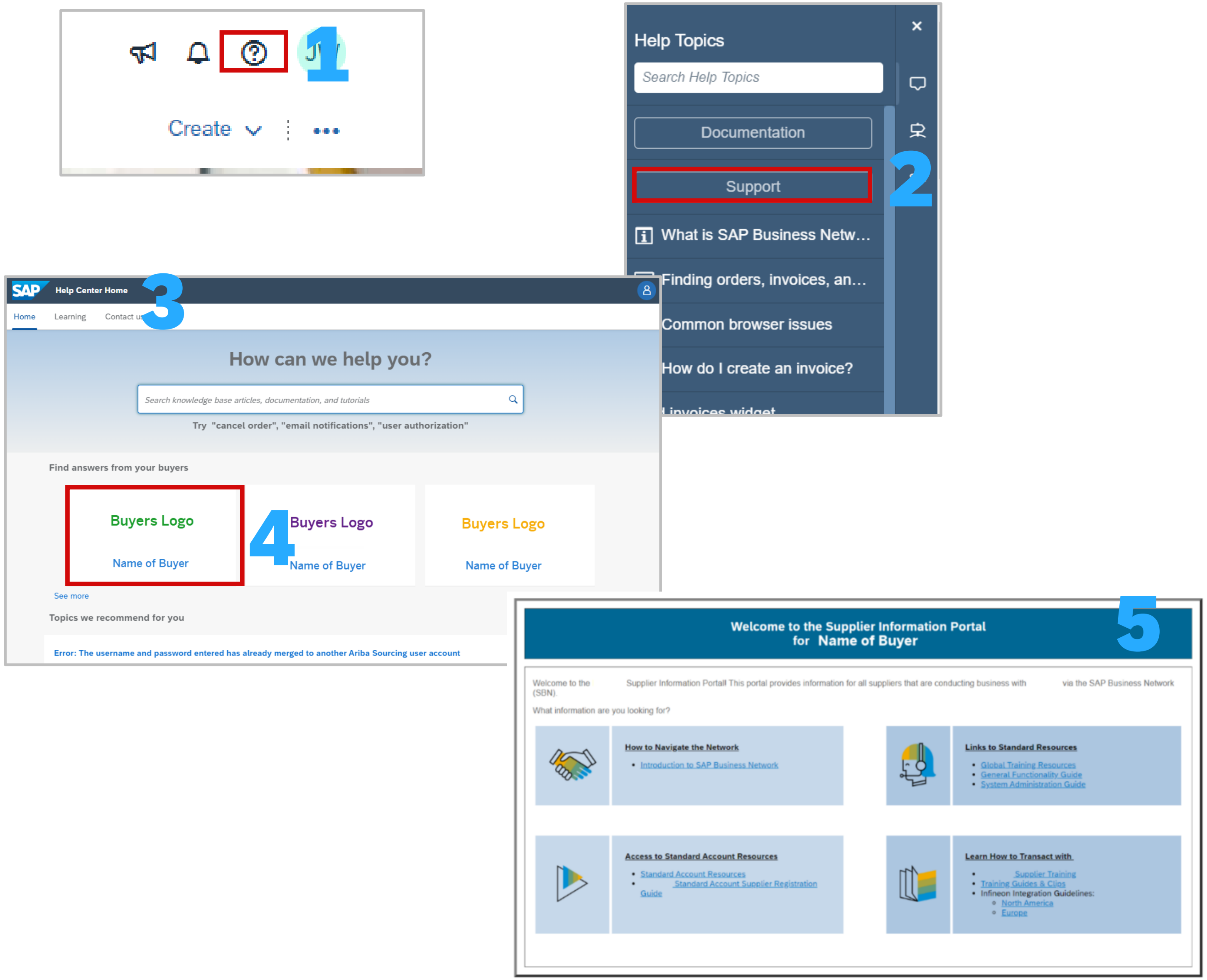
Buyers will have content specific to transacting with Suppliers using the SAP Business Network

The content on the SIP can be generic or specific relating to the processes the Buyer uses to transact with their Buyer. If a Buyer is not displayed the information may be linked to a different user ANID

Supplier Information Portal = SIP

Use “See More” if the Buyer SIP you are looking for is not displayed

1. Sign in to the SAP Business Network and click on next to your initials on the top of the page
2. Select **Support**
3. The Help Centre screen is shown, and all Buyers that are transacting with you on this ANID are displayed
4. Click on the Buyer SIP you are looking for
5. The SIP for the Buyer is displayed

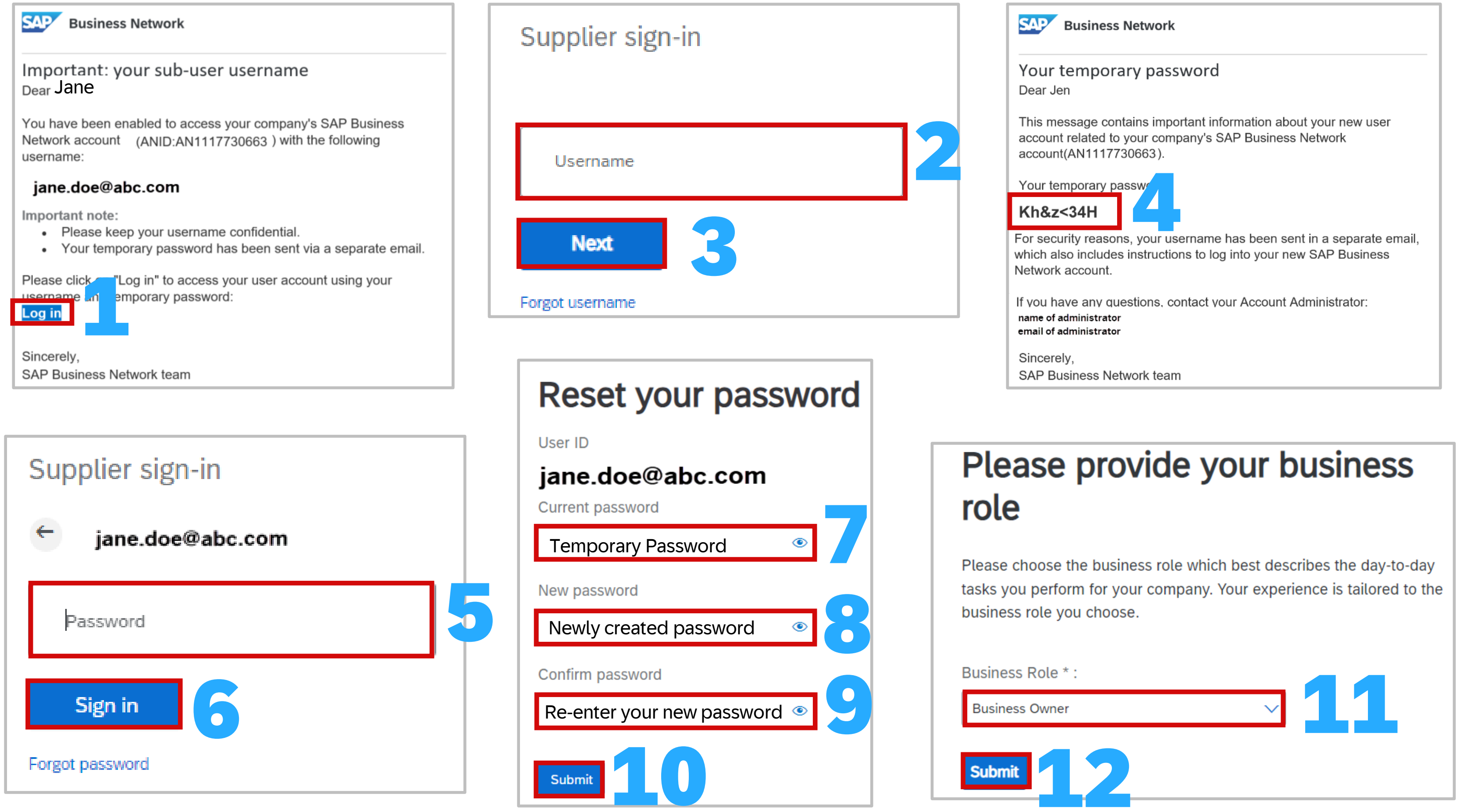


Sign in for the first time

After the account has been registered, irrespective of whether it is an SAP Business Network Transacting Account or an SAP Ariba Sourcing account, the first time you log in is the same. Locate the 2 Emails in your Inbox from “Ariba Commerce Cloud”, one will contain your Login and the second will contain a temporary password.

When new Users are created, they will also need to follow these steps:

1. Open the Username email and click on **Log In**
2. Enter the **Username** shown in the email,
3. Click on **Next**
4. Open the temporary password email and copy the **Temporary password**
5. Enter or paste the temporary password
6. Click on **Sign in**
7. The Reset your password screen is displayed
8. Re-Enter the Temporary Password
9. Create a New Password (refer to [Creating a Password Information](#))
10. Re-enter the New Password
11. Click on the 👁 to view what is entered, the information in the box turns to green when all criteria are met for a password



There are specific parameters that must be met when creating a Password.

The initial screen will display all information in black text

As you create a password:

Green indicates that you have met the criteria

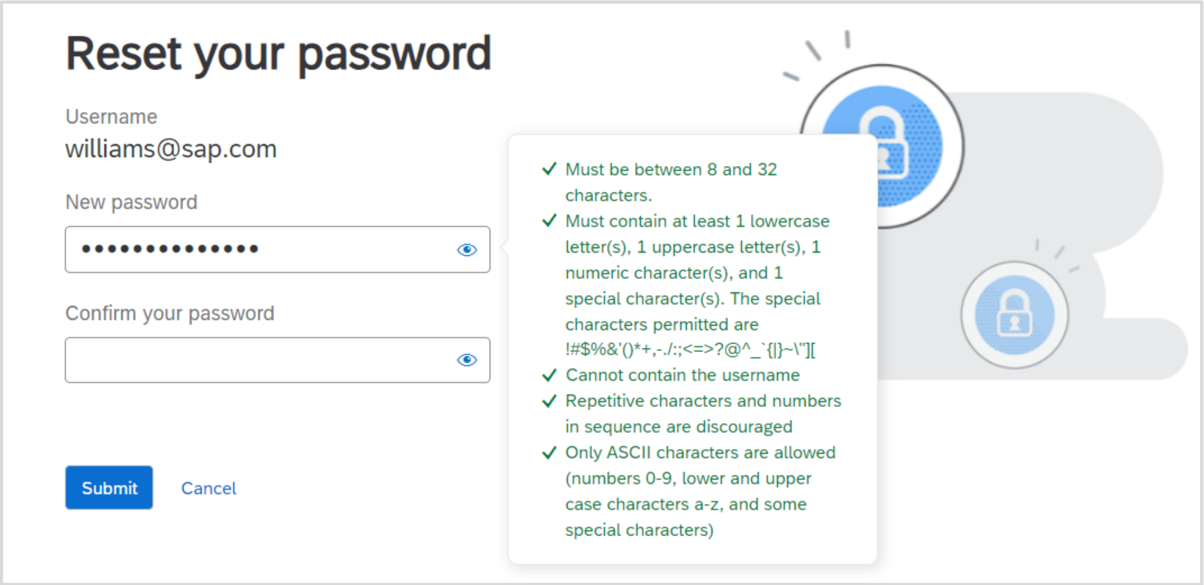
Red indicates that you have not yet met the requirements of the password

Clicking on the 👁 at the end of the field will display what has been entered

When using credentials (Username) that is generic be sure to advise all those using the same credentials of the updated password, otherwise the account may be locked and a new password created

- Must be between 8 and 32 characters.
- Must contain at least 1 lowercase letter(s), 1 uppercase letter(s), 1 numeric character(s), and 1 special character(s). The special characters permitted are !#$%&'()*+,-./:;<=>?@^_`{|}~\"][
- Cannot contain the username
- Repetitive characters and numbers in sequence are discouraged
- Only ASCII characters are allowed (numbers 0-9, lower and upper case characters a-z, and some special characters)

- ✗ Must be between 8 and 32 characters.
- ✗ Must contain at least 1 lowercase letter(s), 1 uppercase letter(s), 1 numeric character(s), and 1 special character(s). The special characters permitted are !#$%&'()*+,-./:;<=>?@^_`{|}~\"][
- ✓ Cannot contain the username
- ✗ Repetitive characters and numbers in sequence are discouraged
- ✓ Only ASCII characters are allowed (numbers 0-9, lower and upper case characters a-z, and some special characters)



Forgot Username - Transacting Account

After logging in, **SAP Business Network** will be displayed on the top left of the screen

1. Display the SAP Business Network log-in screen
2. Click on **Forgot username**
3. Enter your **Email Address**

Note: This may or may not be the username as those with many accounts may have different usernames BUT the email address linked to each will be your actual email

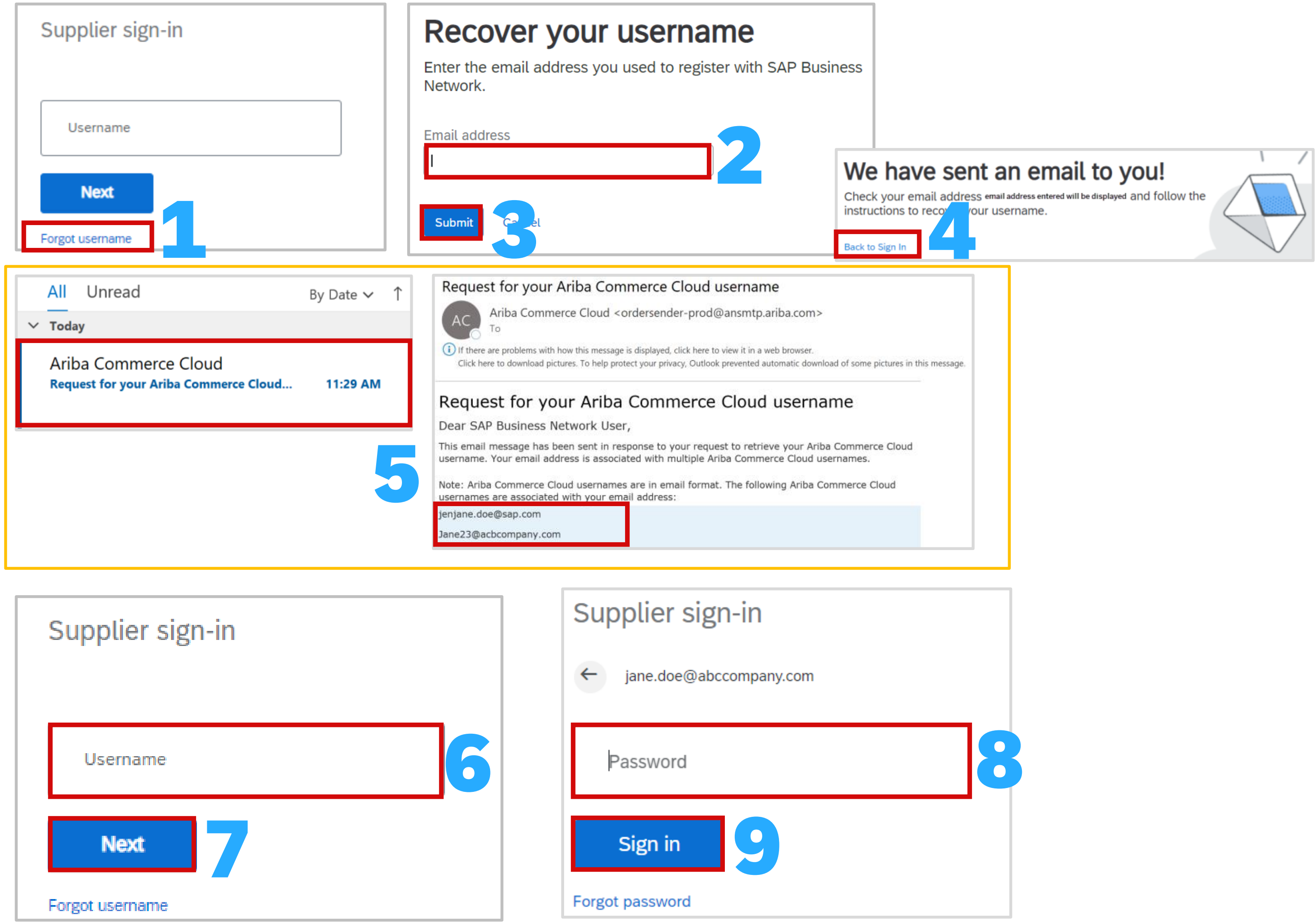
Click on Submit

Screen message – **We have sent an email**

4. Click on **Back to Sign In**
5. Locate the Ariba Commerce Cloud email – **Request for your Ariba Commerce Cloud username**

   Open the email, Identify the required username

6. Enter the **Username** into the **Supplier Sign-in** screen
7. Click **Next**
8. Enter your **Password** ([Click here if you have forgotten your password]())
9. Click on **Sign in**



Forgot Password - Transacting Account

After logging in (https://service.ariba.com/Supplier.aw), **SAP Business Network** will be displayed on the top left of the screen

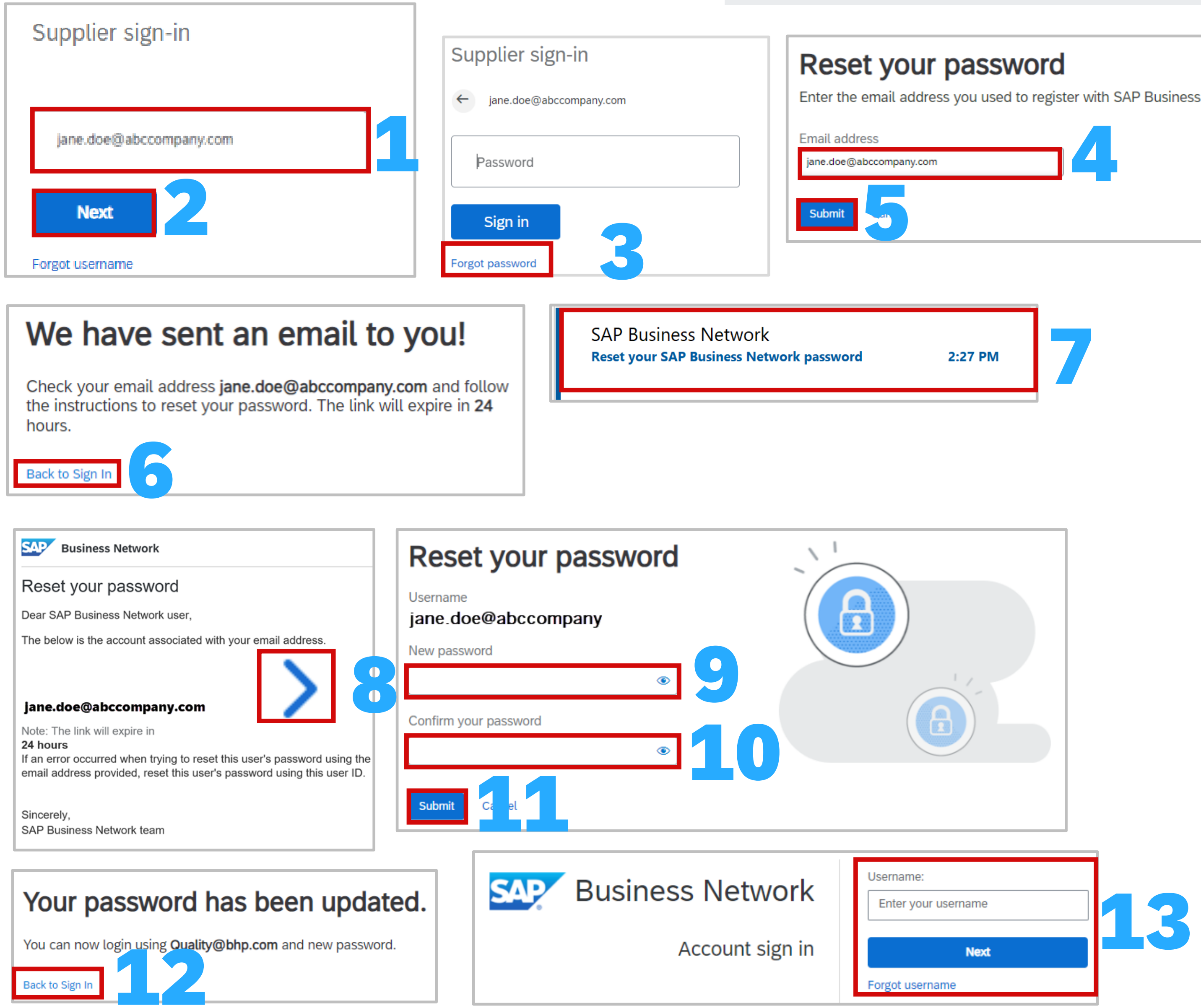
1. Display the **SAP Business Network** log-in screen
2. Enter your **Username**, click on **Next**

Note: Usernames are case sensitive

3. Click on **Forgot Password**
4. Confirm or enter the correct email address
5. Click on **Submit**
6. Click on **Back to Sign in**, the network will display the username and the Password box will be displayed
7. Locate the Ariba Commerce Cloud email – **Request for your Ariba Commerce Cloud password,** open the email, Identify and locate the username you wish to change the password for
8. Click on the **blue arrow** associated with the username you are using
9. Create a **Password** (refer to [Creating a Password]) and enter in the **New password** field
10. Re-enter the password into the **Confirm your password** field

Note: If the passwords do not match you will get an error, use the to see the passwords entered

11. Click on **Submit**
12. The **Your password has been updated** message is displayed, click on **Back to Sign in**
13. Sign in entering the username and using the new password



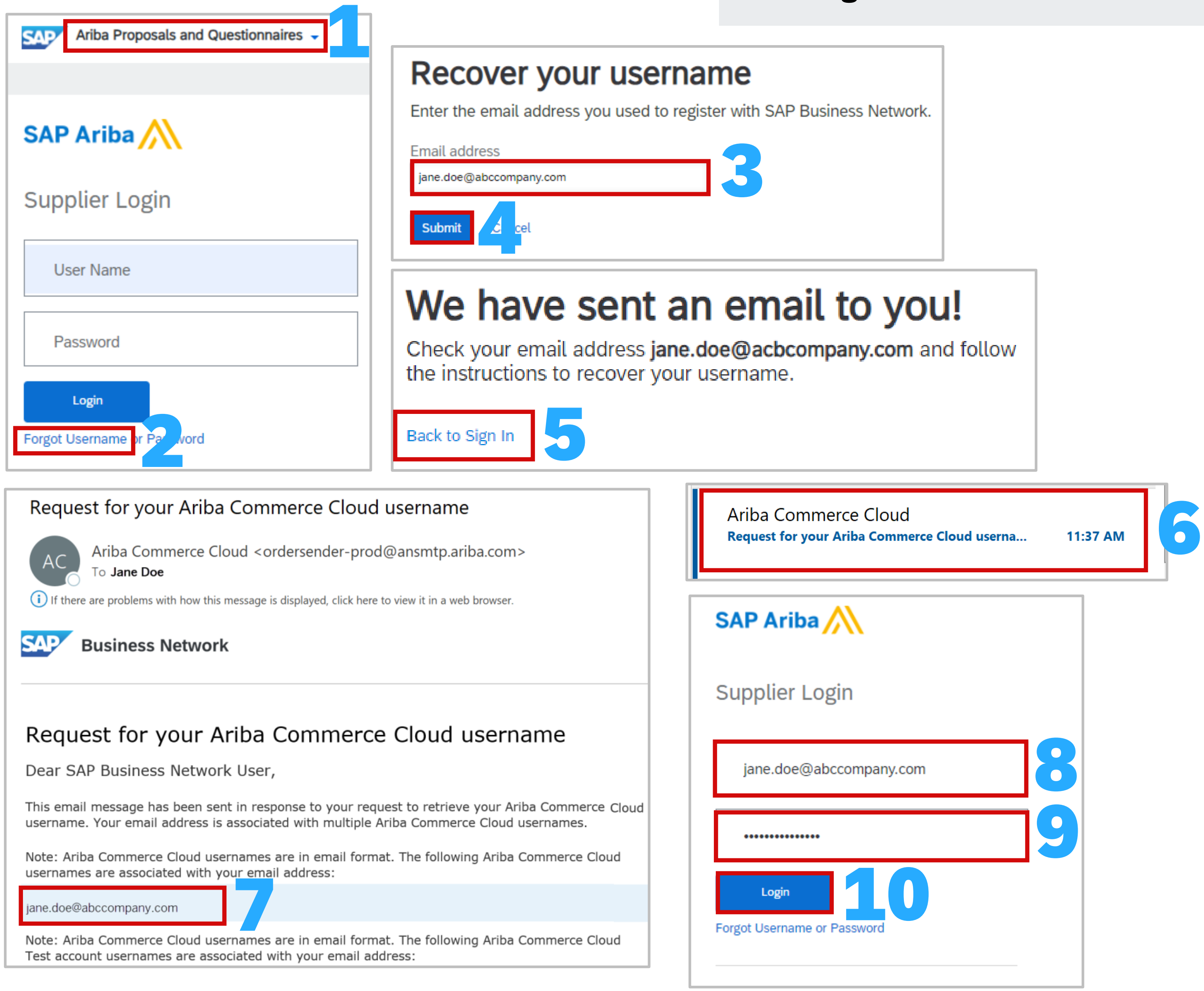
Forgot Username – Sourcing Account

After logging in (https://service.ariba.com/Sourcing.aw), SAP Ariba Proposals and Questionnaires will be displayed on the top left of the screen

1. Display the **SAP Ariba Proposals and Questionnaires Supplier Login** screen
2. Click on **Forgot Username** or Password
3. Confirm or enter the correct email address enter in the **Email address** field
4. Click on **Submit**
5. Click on Back to **Sign in**
6. Locate the Ariba Commerce Cloud email – **Ariba Account Password Reset Information**
7. Open the email, and identify the Username required

Note: The username is case-sensitive

8. With the Login screen displayed, enter the **Username**
9. Enter the **Password**
10. Click on **Login**



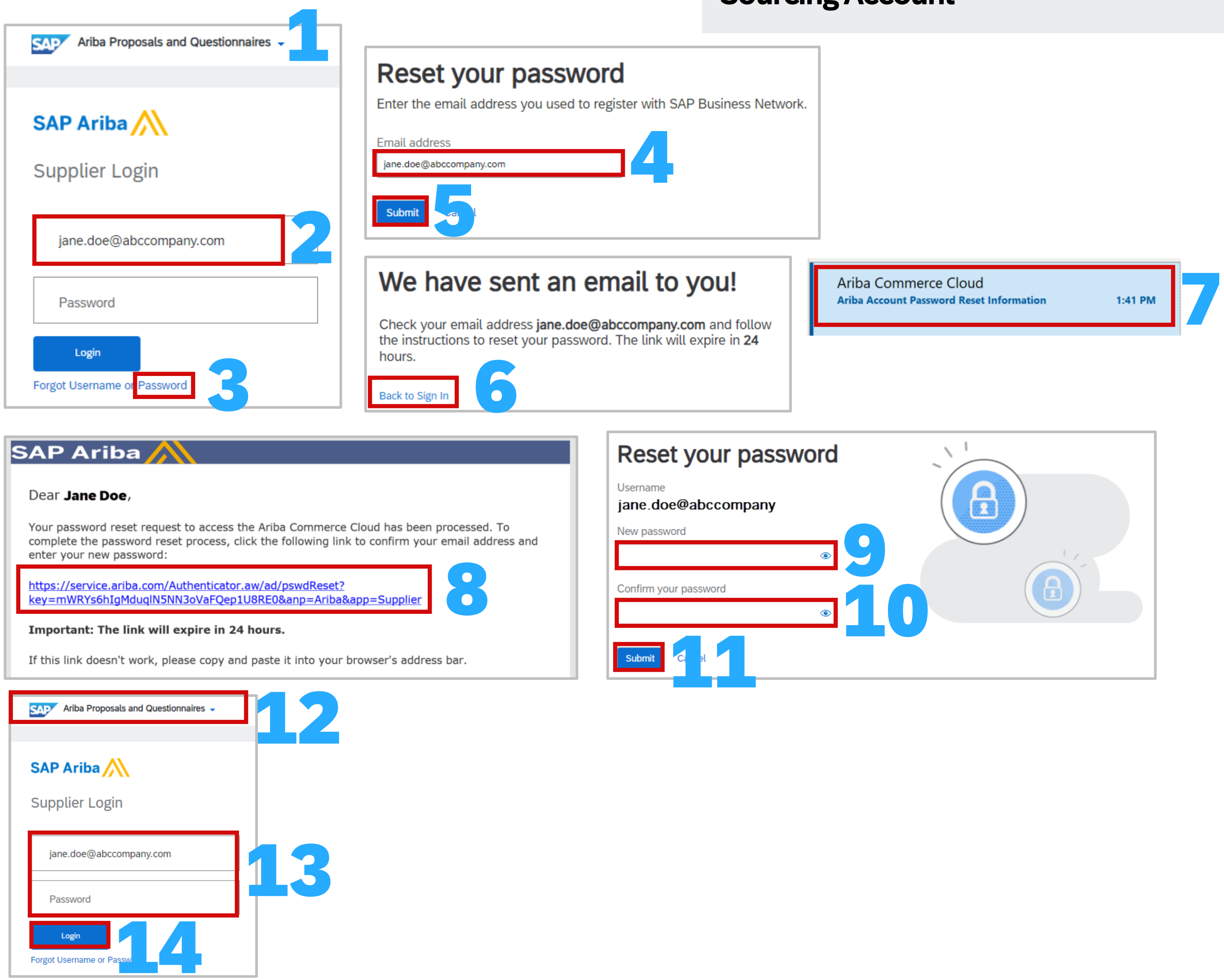
Forgot Password – Sourcing Account

After logging in (https://service.ariba.com/Sourcing.aw), SAP Ariba Proposals and Questionnaires will be displayed on the top left of the screen

1. Display the **SAP Ariba Proposals and Questionnaires Supplier Login** screen
2. Enter the **Username**
3. Click on Forgot Username or **Password**
4. Confirm or enter the correct email address enter in the **Email address** field
5. Click on **Submit**
6. Click on Back to **Sign in**
7. Locate the Ariba Commerce Cloud email – **Ariba Account Password Reset Information**
8. Open the email, click on the **blue link**
9. Create a **Password** (refer to **Creating a Password**) and enter in the **New password** field
10. Re-enter the password into the **Confirm your password** field

Note: If the passwords do not match you will get an error, use the to see the passwords entered

11. Click on **Submit**
12. Open the **SAP Ariba Proposals and Questionnaire Supplier Login** screen
13. Log in, enter your **username** and the **new password**
14. Click on **Login**

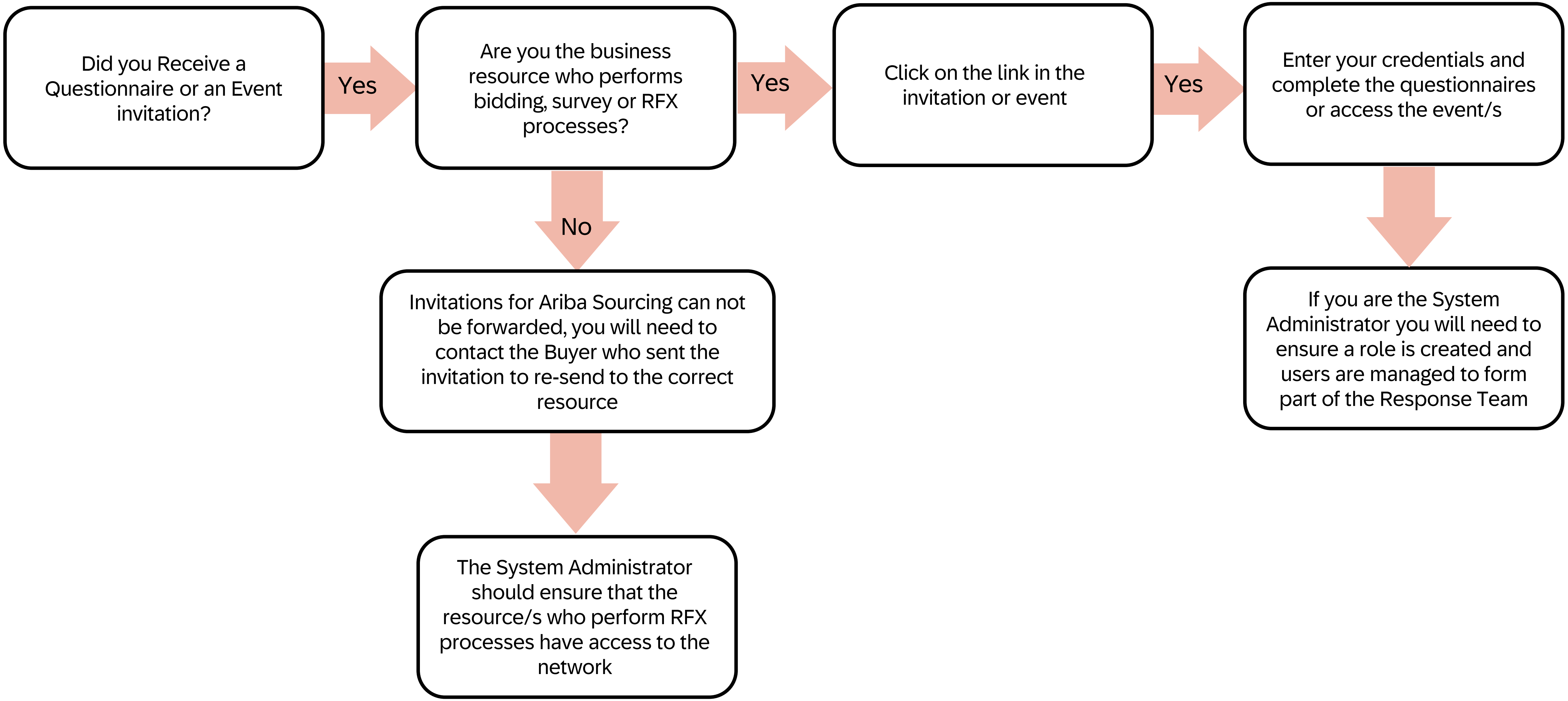


SAP Ariba Proposals & Questionnaires Information

- SAP Ariba Proposals and Questionnaires is where Suppliers access Events (RFXs, Surveys or Questionnaires)
- Only the resource within your business who receives the invitation email can access the information, these emails cannot be forwarded to a different person as they will not be able to access the link
- SAP Ariba Souring is the Supplier Lifecycle and Performance (SLP) allows Buyers to get a 360-degree snapshot of their suppliers
- Suppliers should use an existing SAP Business Network Account where possible and access using existing credentials
- An invitation with a link to events or questionnaire/s will be sent from your Buyer
- An Event includes, a Survey, a Requestion for Information (RFI), a Request for Proposal (RFP) a Request for Quote (RFQ) or a questionnaire (in some cases two questionnaires may be required by a Buyer)
- Buyers determine whether they will use a Supplier Registrations questionnaire and/or a Supplier Purchasing Questionnaire
- Suppliers need to complete the questionnaire they have been sent by their Buyer and once completed the Buyer will review and once Approved creates a relationship between the Buyer and the Supplier
- To access Proposals & Questionnaires from the menu rather than the email sent from your Buyer, click on SAP Business Network and select Ariba Proposals & Questionnaires

- When completing a questionnaire, complete ALL sections with asterisks
- Only the Administrator of the Account can add additional Users, however, be aware that in some instances once users have been added the Buyer will still need to provide approval
- Some Buyers will create and account in their Network, this does not mean it exists on the Supplier side
- Suppliers must decide whether to use existing credentials or create a new account,
- Refer to Which Account am I in information
- Only Register a new account if you perform and respond to Sourcing events
- Use an existing Username and Password if you are already on the SAP Business Network
- Supplier SAP Ariba Proposal and Questionnaires System Administrators can add users and assign permissions, however please note that some Buyers need to approve users to provide quotes on behalf of your business
- Confirm that there is not an existing Sourcing account prior to creating a new account
- There is no charge associated with an SAP Ariba Proposals and Questionnaires account

SAP Ariba Proposals & Questionnaires (Sourcing) Flow

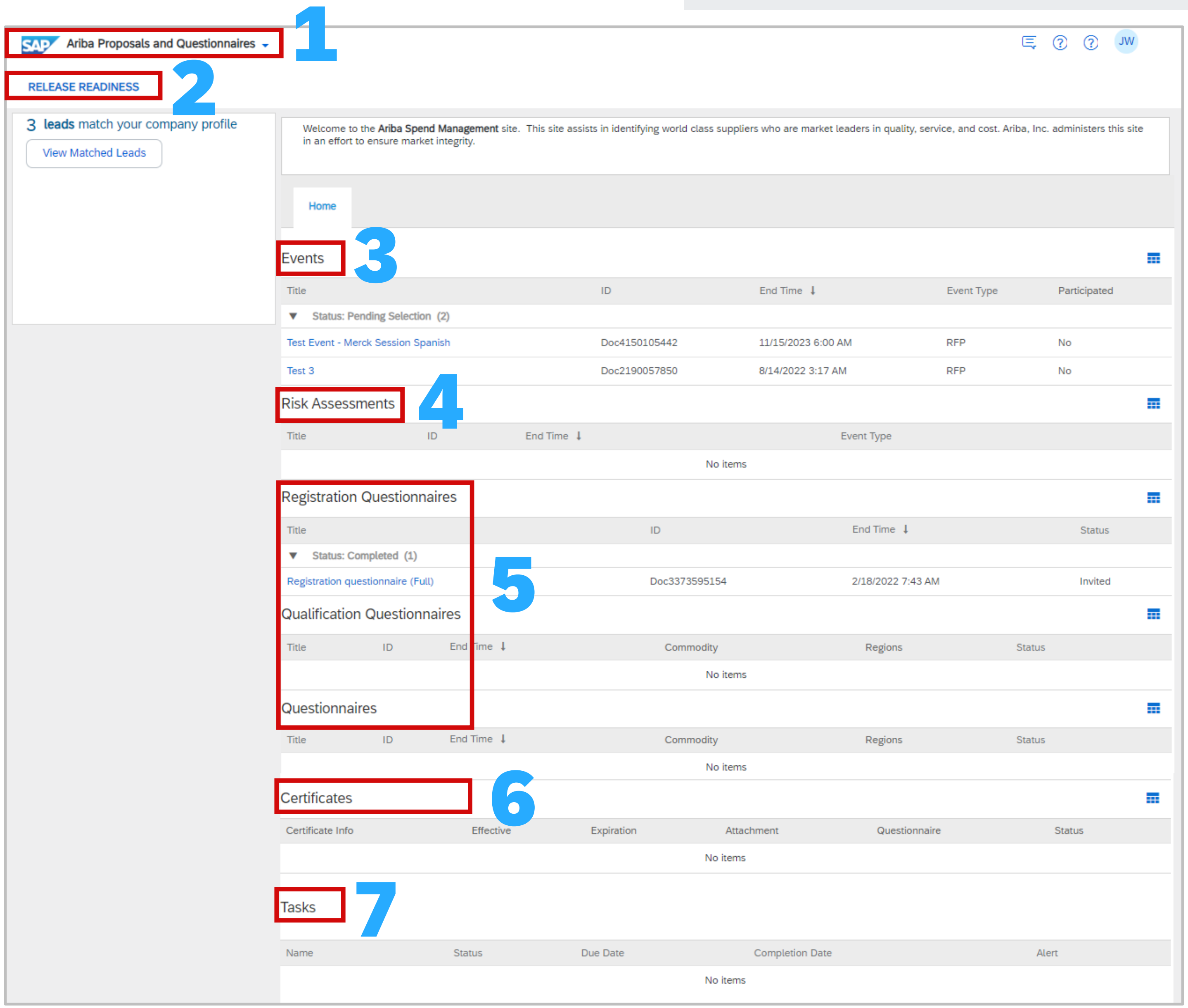


SAP Ariba Proposals and Questionnaires - Main Screen

Ensure that when you are in Proposals and Questionnaires to :

- Respond to a Questionnaire/s
- Respond to an Event
- Provide a Buyer with information or certification/s

1. SAP Ariba Proposals and Questionnaires screen
2. The name of each buyer on the account is listed along the top in blue
3. Events can be:
   - Surveys
   - Auctions
   - RFIs
   - RFPs
   - RFQs
4. Risk Assessments
5. Questionnaires
   - Registration Questionnaires
   - Qualification Questionnaires
   - Questionnaires
4. Certificates
5. Tasks



Contact the System Administrator

The System Administrator creates users, applies for permissions and should be contacted when there are questions, updates or changes to your login profile.

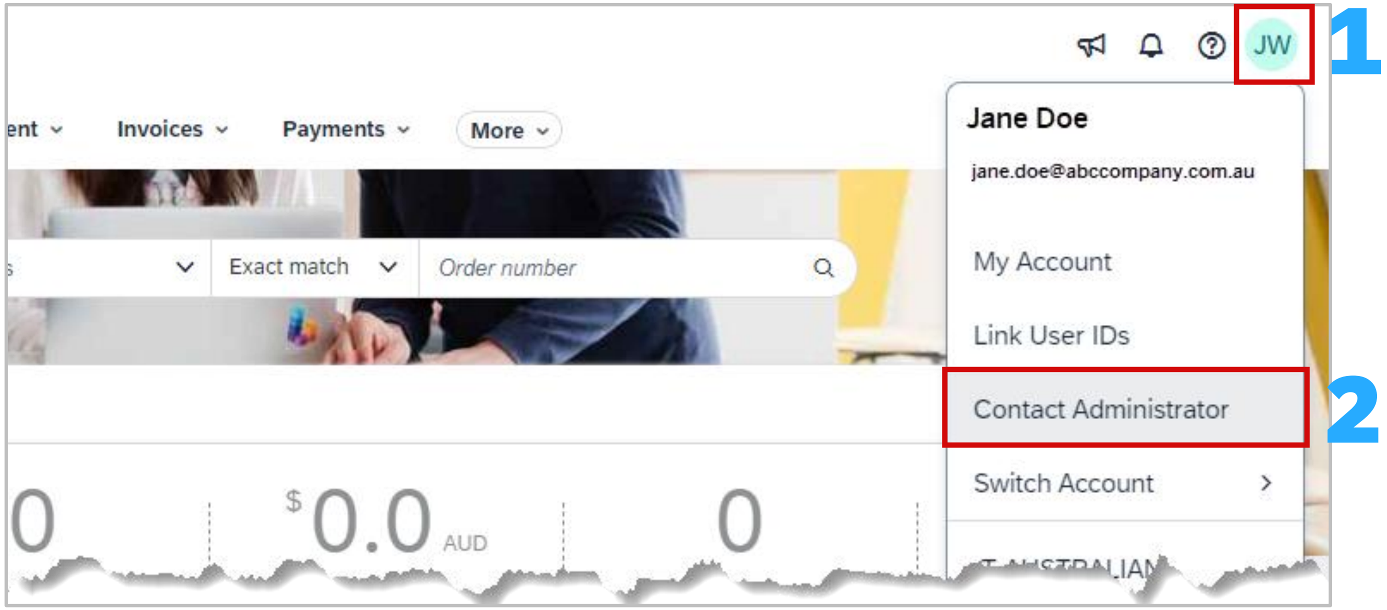
Contact the Business System Administrator when:

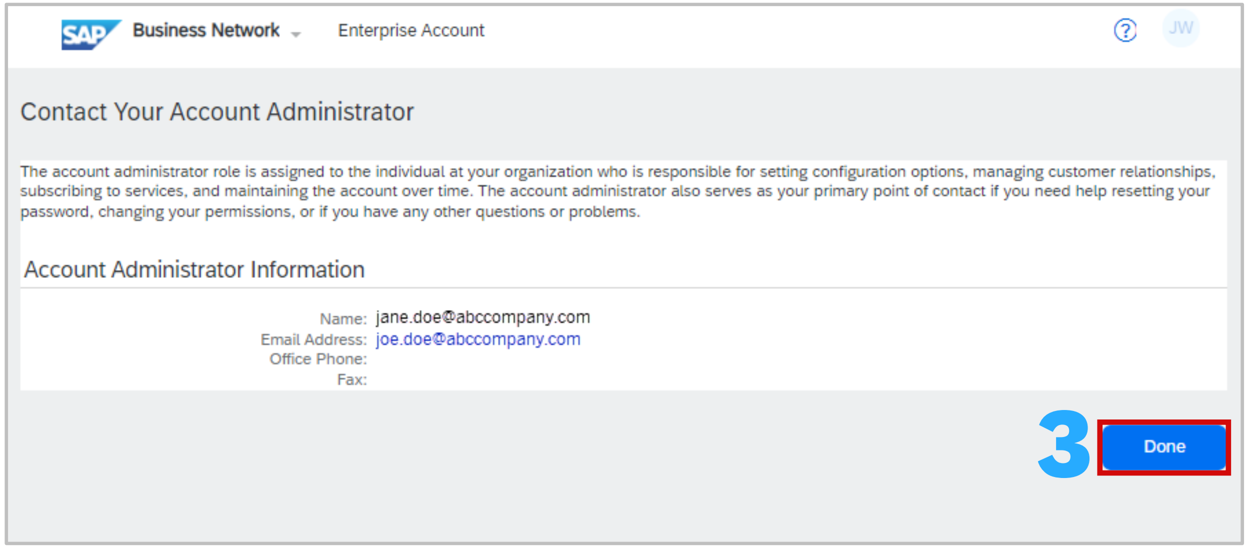
- You need permissions to access a tab required for your role
- You need to have your password reset

1. Click on your user **Initials**
2. Select **Contact Administrator** from the drop-down list

- There are different options to contact the System Administrator, use the option wanted

3. Click on **Done** to Return to the page you accessed the drop-down list from





Accessing - “My Account”

❖ Accessing “My Account” allows users to make updates to their SAP Business Network Account

Note: Only change information that requires updates Changes in My Account should only be completed when required, for example:

- A name Change
- Business Role Change
- Changing your Password

Note: All changes will trigger and email to confirm that you have requested the changes

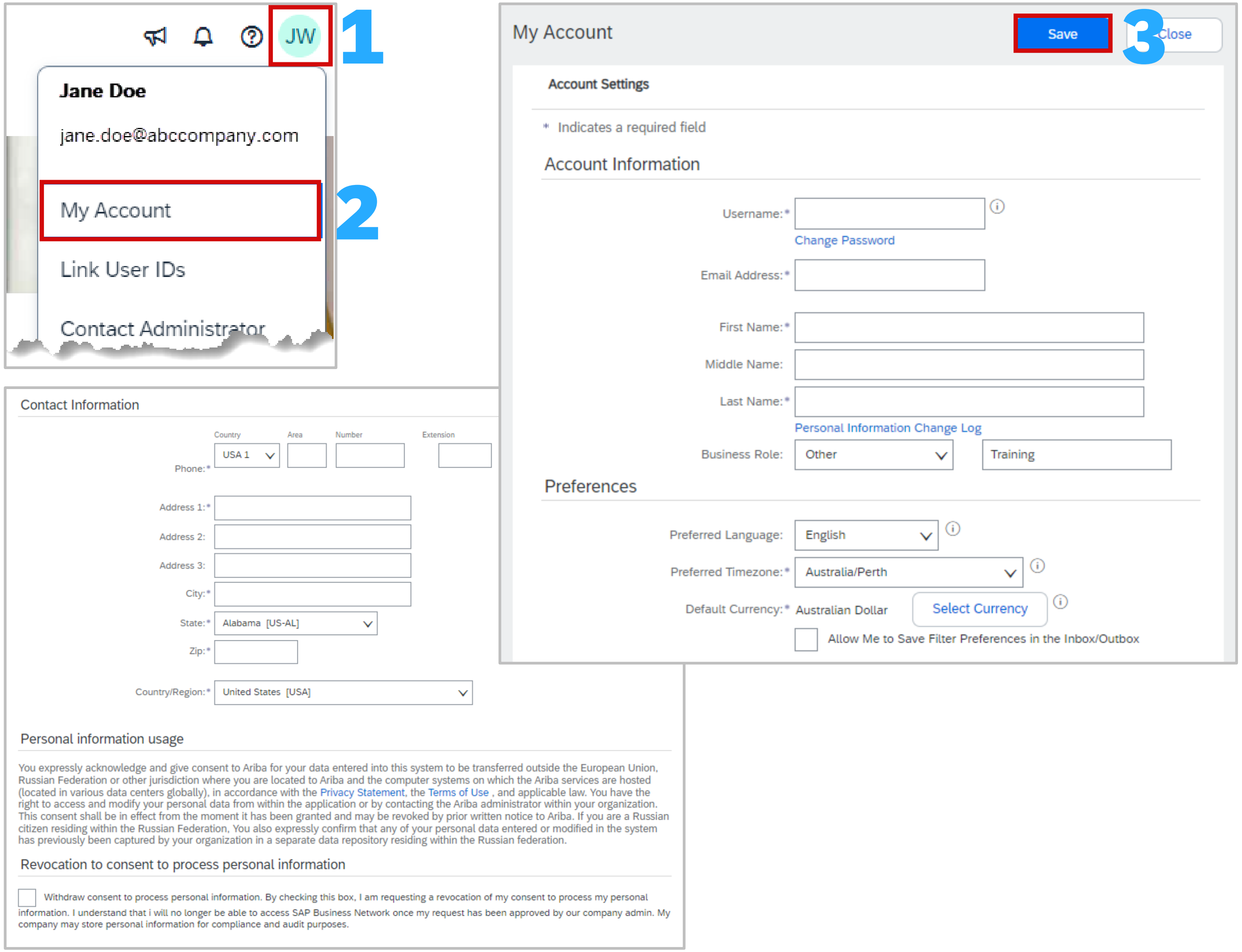
1. Click on your user **Initials**
2. Click on **My Account**

➢ The **My Account** screen is displayed

Note: that your System Administrator has entered the information while creating your account

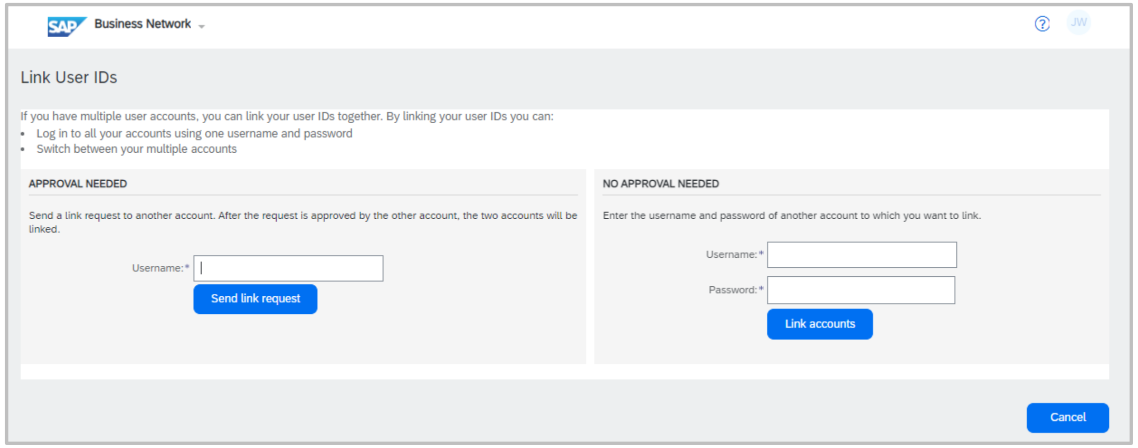
- Update the required fields

3. Click on **Save**, a green ribbon indicates the changes have been saved successfully a red ribbon indicates that information is missing or incorrect



Linking User ID Information

- A production account User ID can not be connected with a Test Account User ID
- There is no option to un-link a linked user id, only the System Administrator can delete the User Name from the Manage Users section in the native account, however it will not be removed from the switch account section on the linked account
- All Users have link User IDs in their Account Settings by default
- There are two options:
  - Approval Needed
  - No Approval Needed
- You cannot link a test account to a Production Account



- When a user uses the **Approval Needed** option and sends a link request from the user account to the account administrator, the user will see whether the request is successful or not right away
- The account administrator will receive an email notification for the request to take action
- While the user's request is pending, they will be able to see the pending request in the supplier account and will have a chance to cancel the request if necessary
- The supplier account administrator will log in to the Ariba account, open Account Settings -> Link User IDs -> locate Received Link Requests -> click on the Actions dropdown to approve or decline the request
- When you use the **No Approval Needed** option, enter your user ID and password for another account, the linkage will occur momentarily
- Refer to [Linking User Ids]

Linking User Id's

When you link user IDs from between two accounts, both will inherit already linked user IDs prior to this linkage

Once accounts are linked, you can log in to any one of them and switch to the other/s.

Users cannot link an account to a test account or visa versa

Link User Id's to access more than one account without having to log out of one to log into another account you have credentials for

To do this:

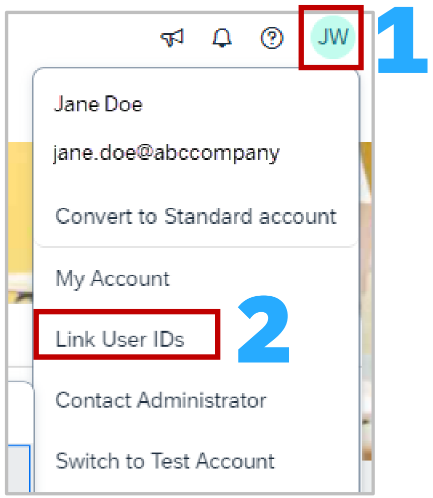
1. Sign in to the SAP Business Network and click on **the initials at the top of the screen**
2. Select **Link User ID's**

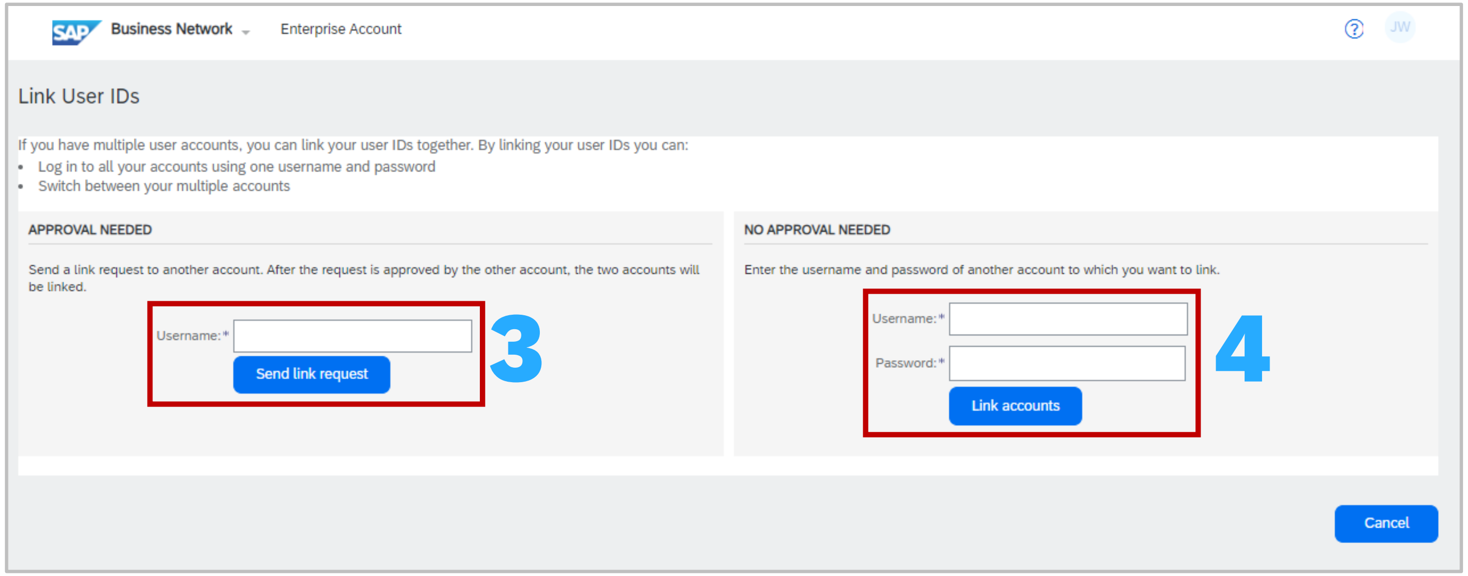
Note: There are two options for Link User ID's.

3. **Approval Needed** – This requires the System Administrator to approve access to an account, enter your existing Username, click on Send Link request

Or

4. **No Approval Needed** – Enter the Username for the other account, enter your Password, click on Link Accounts





Accessing Linked Accounts

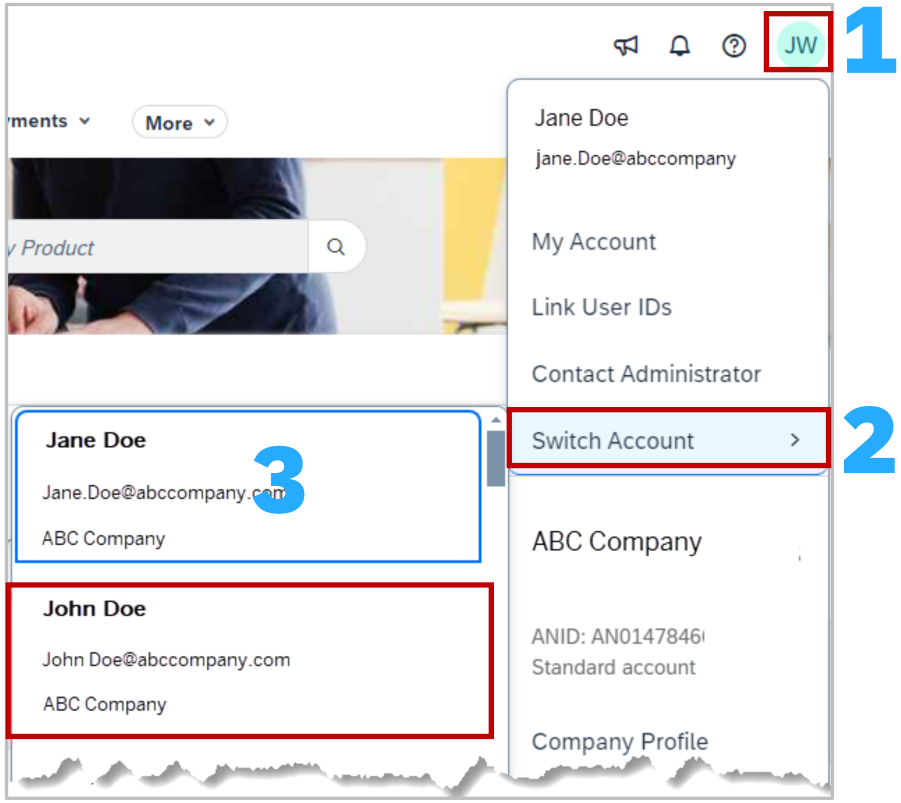
Once accounts are linked, they cannot be unlinked even if the other account is expired or no longer used

Linking multiple accounts together enables a user to quickly transfer between accounts with a single click, it also helps the need to remember multiple usernames and passwords

A user must have access to the username and password of the user account which you want to link to

To Access other accounts:

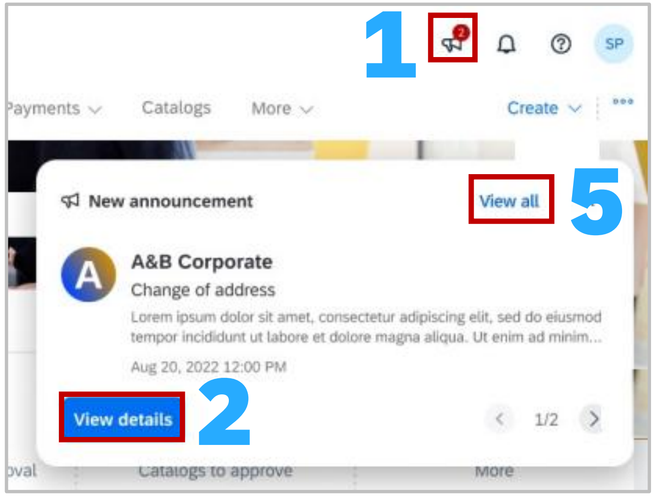
1. Click on your **Initials**
2. Select **Switch Account**
3. Select the account you wish to access from the list of accounts displayed

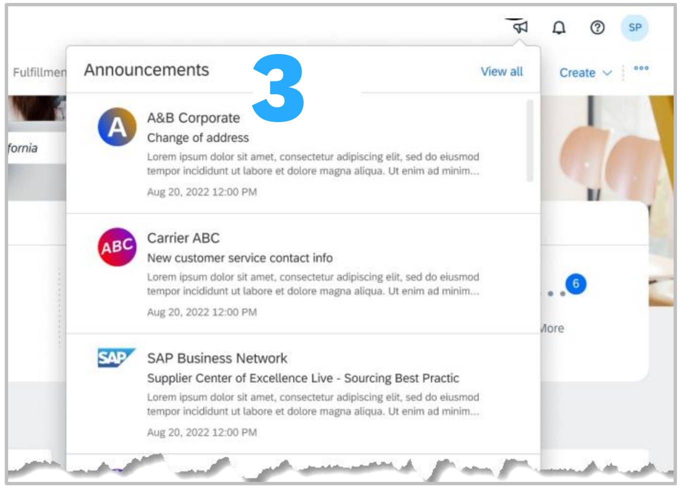


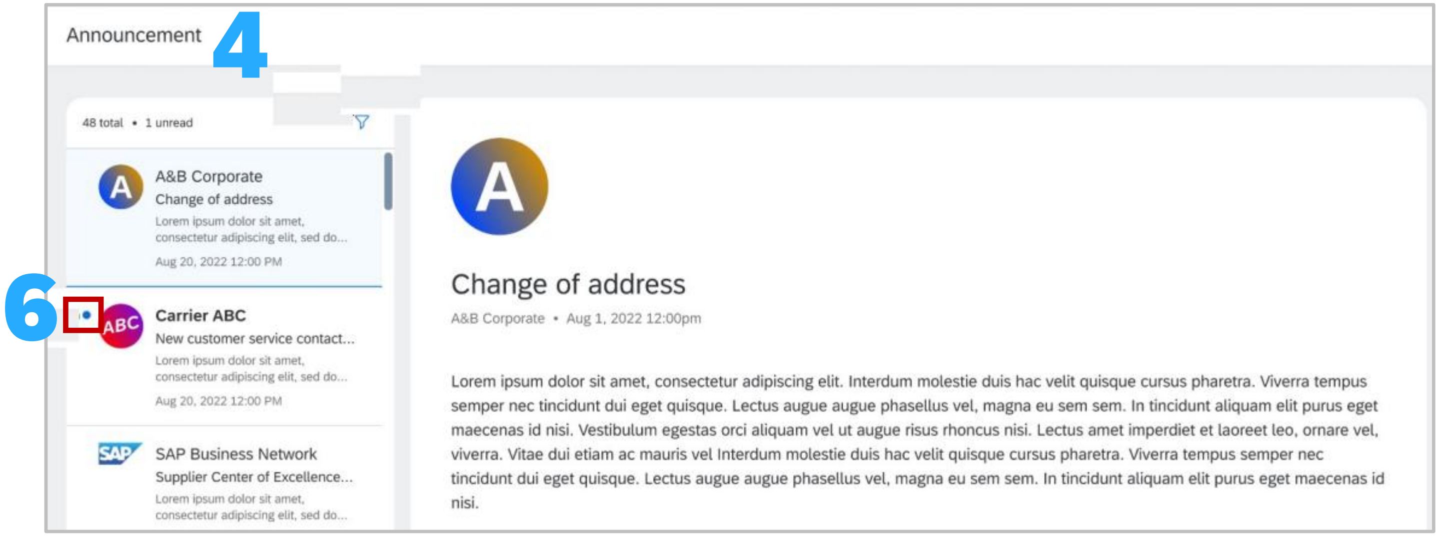
Some Buyers may have Buyer Announcements activated in the Buyer SAP Business Network. Buyers will be able to send timely announcements to their Suppliers.

Suppliers can filter on Unread/Total announcements. Blue Dots show unread announcements and to open a Suppliers click on the announcement and it will change from unread to read

1. New Announcements will be highlighted by a **Red circle**, which may contain a number indicating the number of new messages that are unread - Click on the **Announcement** icon on the shell bar to view all announcements
2. Click on **View Details** to see a specific announcement,
3. If there is more than 1 announcement they will appear in a drop-down list
4. Clicking on an announcement will take Suppliers to the Announcements Detail Page
5. **View All** will take you to the announcements page
6. All items with a **Blue Dot** indicate an unread message







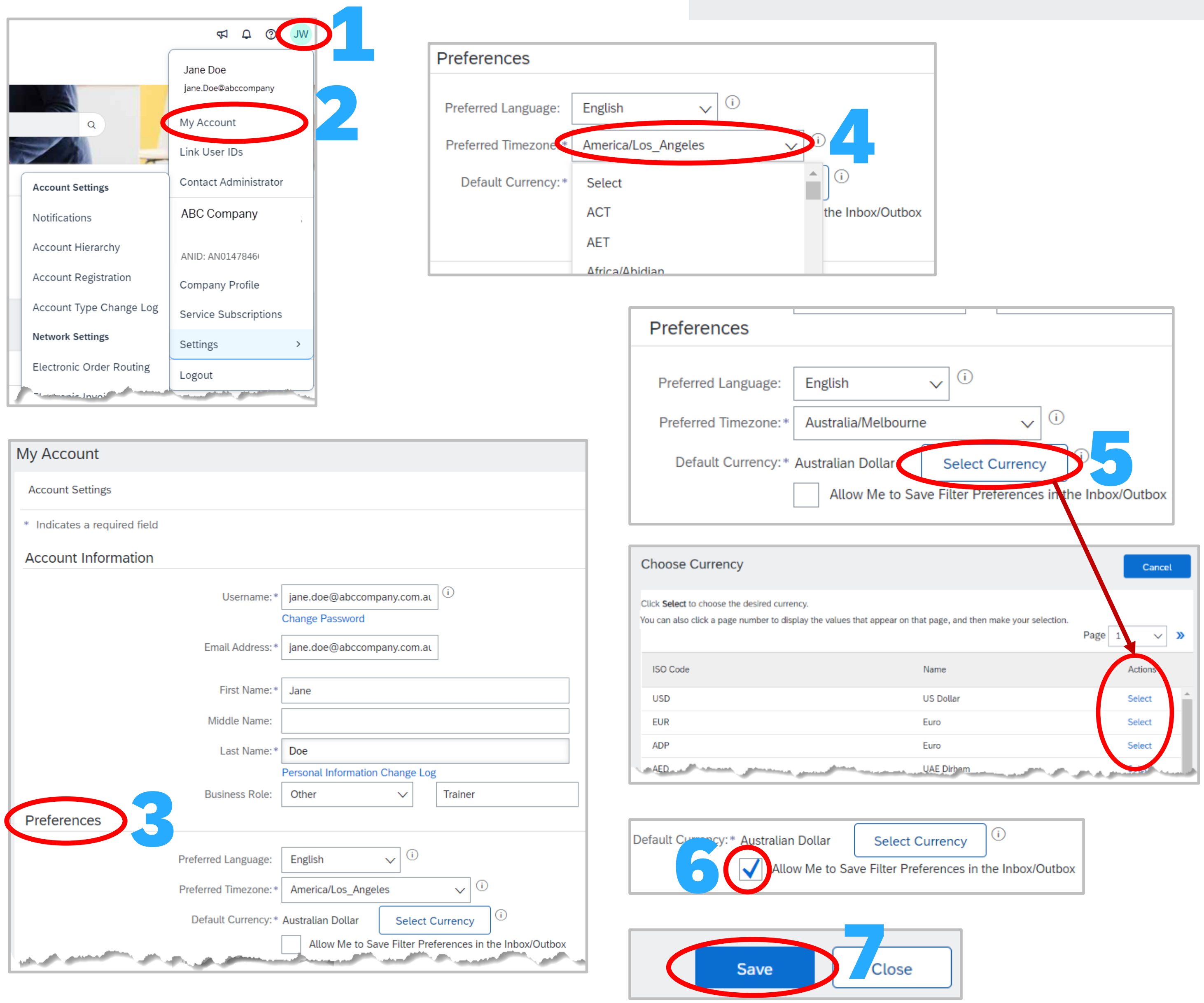
Set Time Zone and Currency

Suppliers can set up accounts to reflect the currency and time zone they are in. If you are using a generic login that has many users, the changes will impact all users using the same credentials.

The inbox represents documents that are sent from the Buyer/Customer to the Supplier, such as Purchase Orders and The outbox represents documents sent from the Supplier to the Buyer such as Invoices

1. **Sign in** to the SAP Business Network and click on your **initials** at the top of the screen
2. Select **My Account**
3. The My Account screen is displayed, locate **Preferences**
4. To change the Time zone, click on the **Preferred Timezone** down arrow and select the required time zone from the list
5. To change the currency, click on **Select Currency**, select the currency required from the drop-down list
6. Determine whether you require the preferences to be saved for the **Inbox/Outbox**, and select (if required)
7. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save



Setting up your Workbench

Making the network work for you

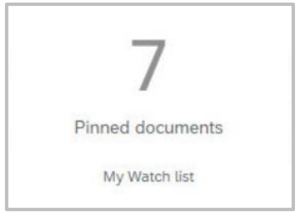
Workbench Information

- The Workbench can be customised to the specific use of the user, note where you are using generic credentials changing the workbench will affect the view of all users on the same login
- The Workbench is designed to make transacting using the SAP Business network easier based on the requirements of the User and interacting with the documents or processes they participate in, below are some further handy hints to assist with using the Transactional Workbench
- Multiples of the same tile type can be added by saving a specified name on the tile
- The order of the tiles displayed on the Home page reflect the tiles displayed on the Workbench
- Filters can be changed on tiles at any time and Tiles can be added, updated or removed as required
- Last 31 Days is the default total
- You can have up to 25 customizable tiles
- The Workbench is available to both Enterprise and Standard Account users
- The permissions associated with the Username determine what tiles a user can access and display on the Workbench
- The Workbench displays configurable tiles based on transaction documents, statuses, and additional filters
- Some Workbench tiles support multi-select and bulk actions

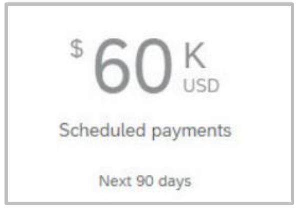
Overview of the Workbench

Tile Information:

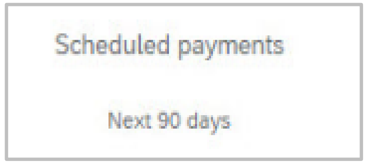
- A Tile displays either a Count or an Amount
  - The **Count** – the number of transactions, action items or events that match the filter criteria, up to 1000. Totals greater than will display as 1000+



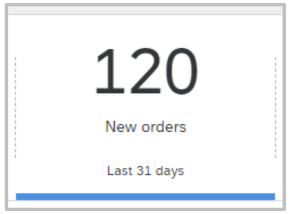
  - The **Amount** – the total value of scheduled payments, remittances or early payments contained within the tile. It is displayed in the local currency



- The **Title** - is the name of the Base Tile and describes the type of transaction, action item or event that matches the tile criteria, for example Rejected Invoices or Changed Orders. These names cannot be changed

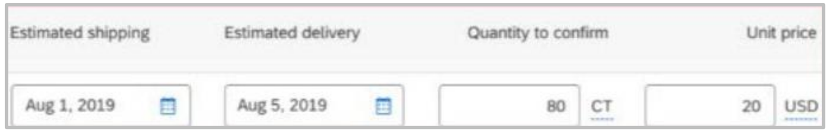


- The **Subtitle** – is a configurable label to further describe the contents of the tile and allows users to add information that makes identifying the tile easier, for example the name of a buyer and number of days
- A **Blue** line – under a tile indicates the information displayed is related to the tile and the parameters set on it

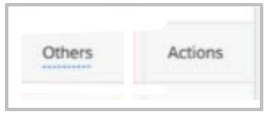


Why should I use the Workbench

- Customize allows users to add, remove or edit tiles
- Allows users to scroll across to tiles not displayed on the screen
- Users can set criteria that is specific to the accounts they look after, including the Buyer/s or locations
- Users no longer need to open all purchase orders to locate orders they are responsible for
- Some tiles have editable fields as part of the tile configuration based on the parameters set by each Buyer, such as :
  - Estimated Shipping
  - Estimates Delivery
  - Quantity to confirm and Unit price

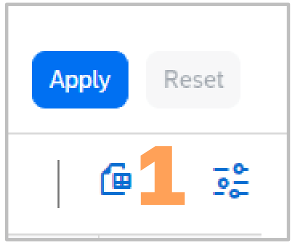


- If an editable field is not selected or entered it will be included in the Others column

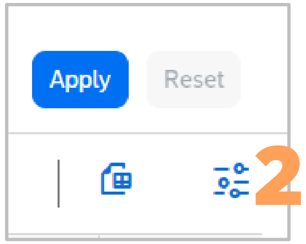


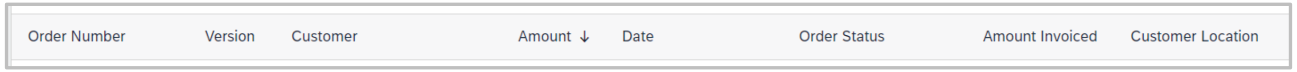
Screen Information

1. **Export** – Use export to show information displayed on a specific tile onto an excel spreadsheet
   - Export can be used for both Enterprise and Standard Accounts
   - Export displays the information using the headings selected through setting by the user

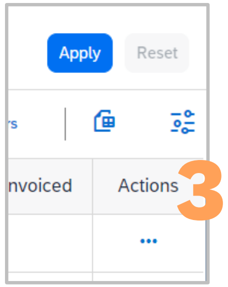


2. **Settings** – is used to select specific headings to make the information displayed more meaningful and relevant, for example:
   - **Version Number** – suppliers must always use the latest version of a purchase order
   - **Customer Location** – where used by Buyers identifies the location items need to be shipped to, making it easier to identify purchase orders that the user requires without opening each purchase order



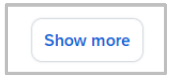


3. **Actions -** under a tile indicates the information displayed is related to the tile and the parameters set on it



4. **Overflow Tile Buttons -** under a tile indicates the information displayed is related to the tile and the parameters set on it

5. **Show More -** under a tile indicates the information displayed is related to the tile and the parameters set on it



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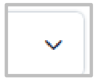


Customer Specific Attributes Information

Buyers can create custom attributes for various customisation projects and can extend them to Workbench tiles to allow their suppliers to view them as filters and columns

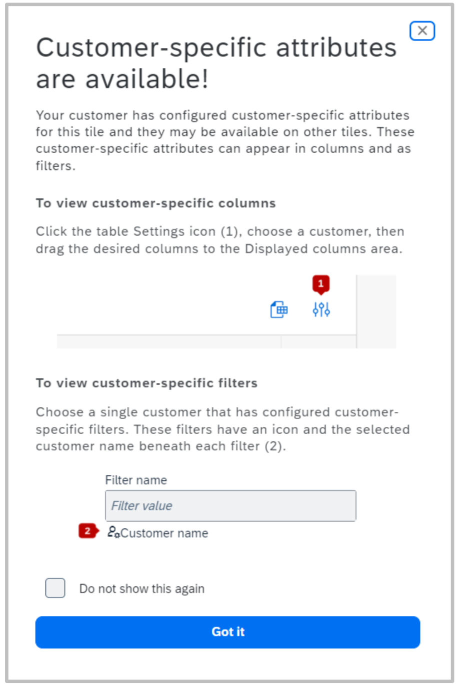
Supplier must configure their Workbench tiles to view these customer-specific attributes

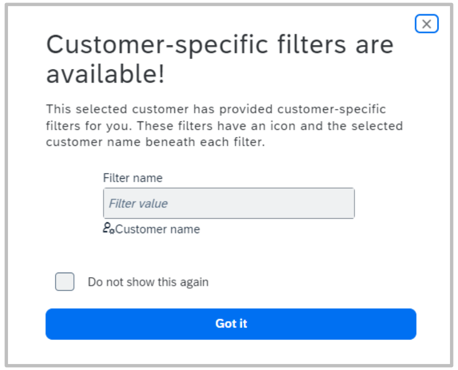
Suppliers can now view customer-specific attributes in Workbench tiles as filters and columns.

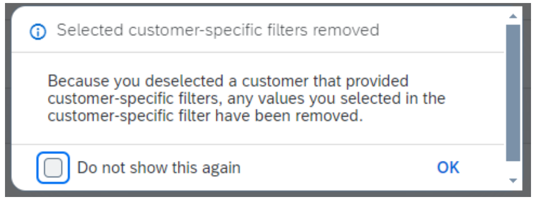
Customer-specific attributes can be created with the following tiles:

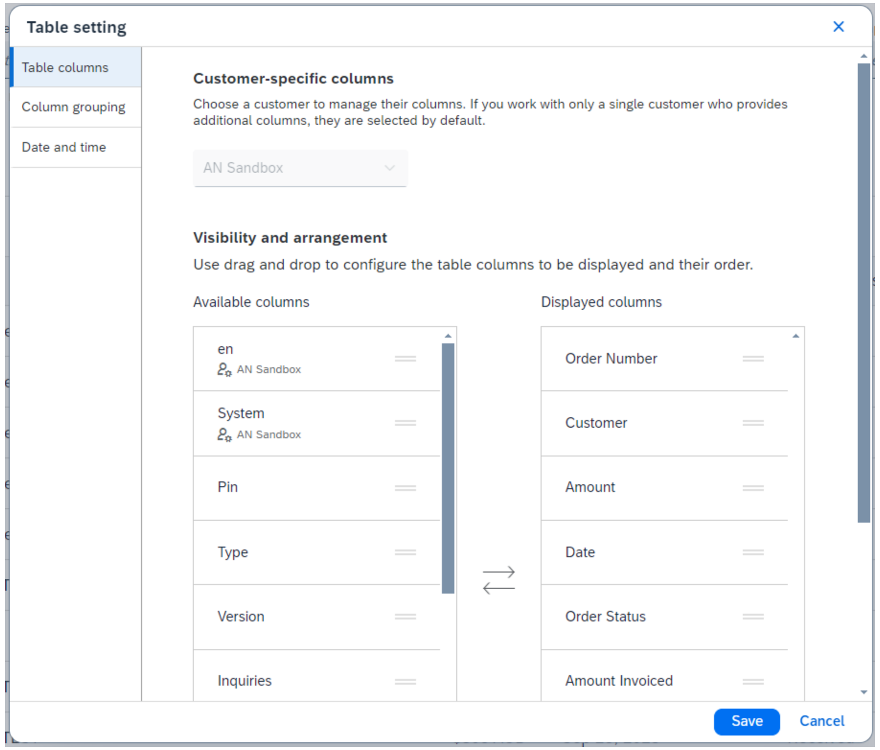
- Orders
- New Orders
- Changed Orders
- Orders to Invoice
- Order with service line
- Items to confirm
- Items to Ship

Buyers create custom attributes for various customization projects and can extend them to workbench tiles to allow their suppliers to view them as filters and columns. Suppliers must configure their workbench tiles to view these customer-specific attributes





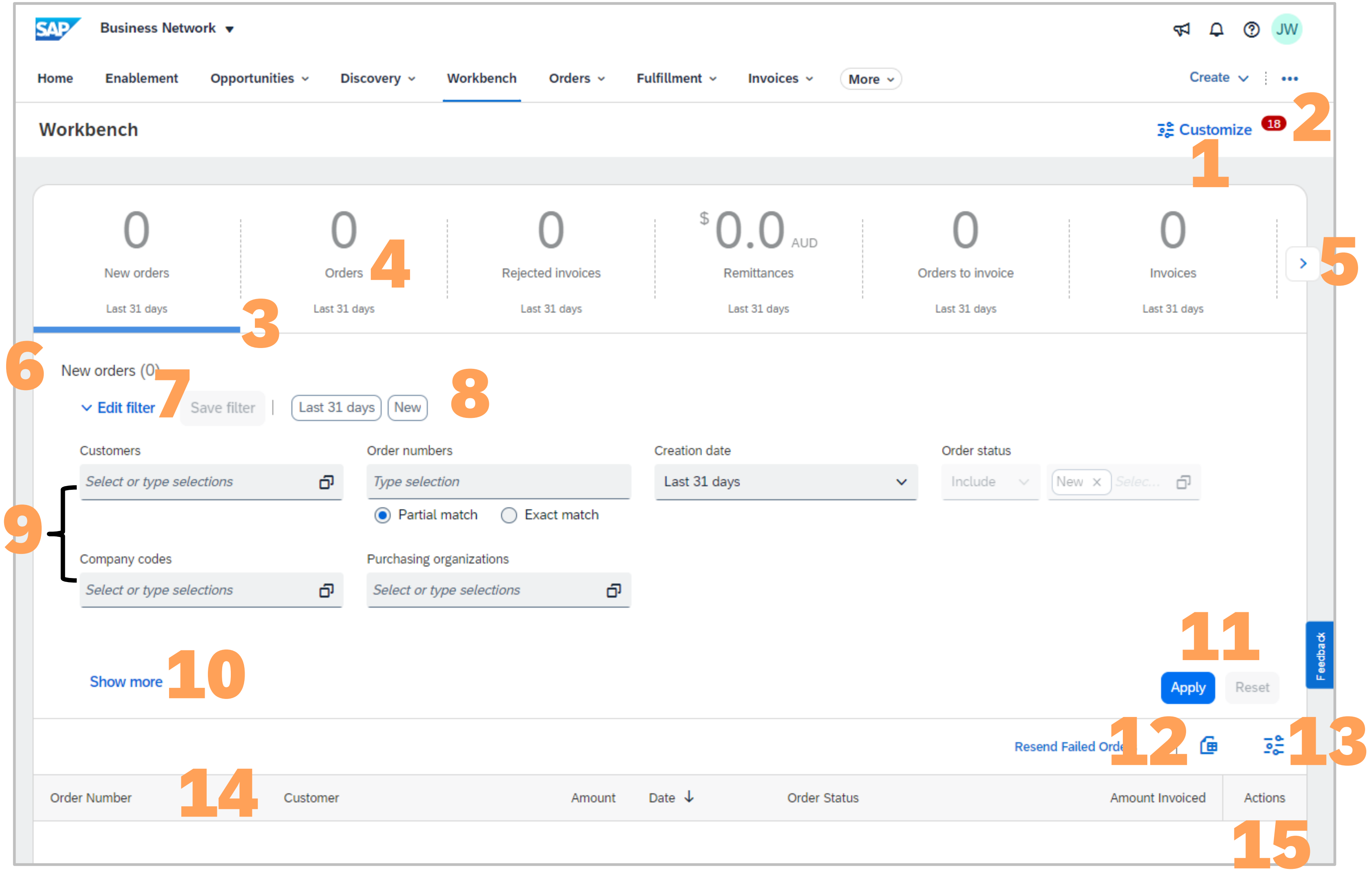




Parts of the Workbench

The Workbench click on the number for each section and more information:

1. Customize
2. The little red number
3. The blue line indicates the selected tiles
4. Hardcoded name of the tile
5. > click to advance < to go back
6. Name of tile
7. Edit and Save Filter options
8. Existing parameters of the tile
9. Available options
10. Show More to see more parameter options
11. Apply and Reset buttons
12. Export option
13. Settings option
14. Headings based on selections
15. Action column



Customize Workbench Tiles

Users can customize the Workbench to display the information they need by adding, removing, or editing tiles

User can add up to 25 Tiles including Multiples of a specific tile, for example a Supplier may transact with 4 different Buyers on one network, a user can add 4 New Order tiles and assign one Buyer to each of the tiles

The order the tiles appear on the Workbench are reflected on the Home screen

To Customize the Workbench:

1. Sign In and click on **Workbench**
2. Click on **Customize**

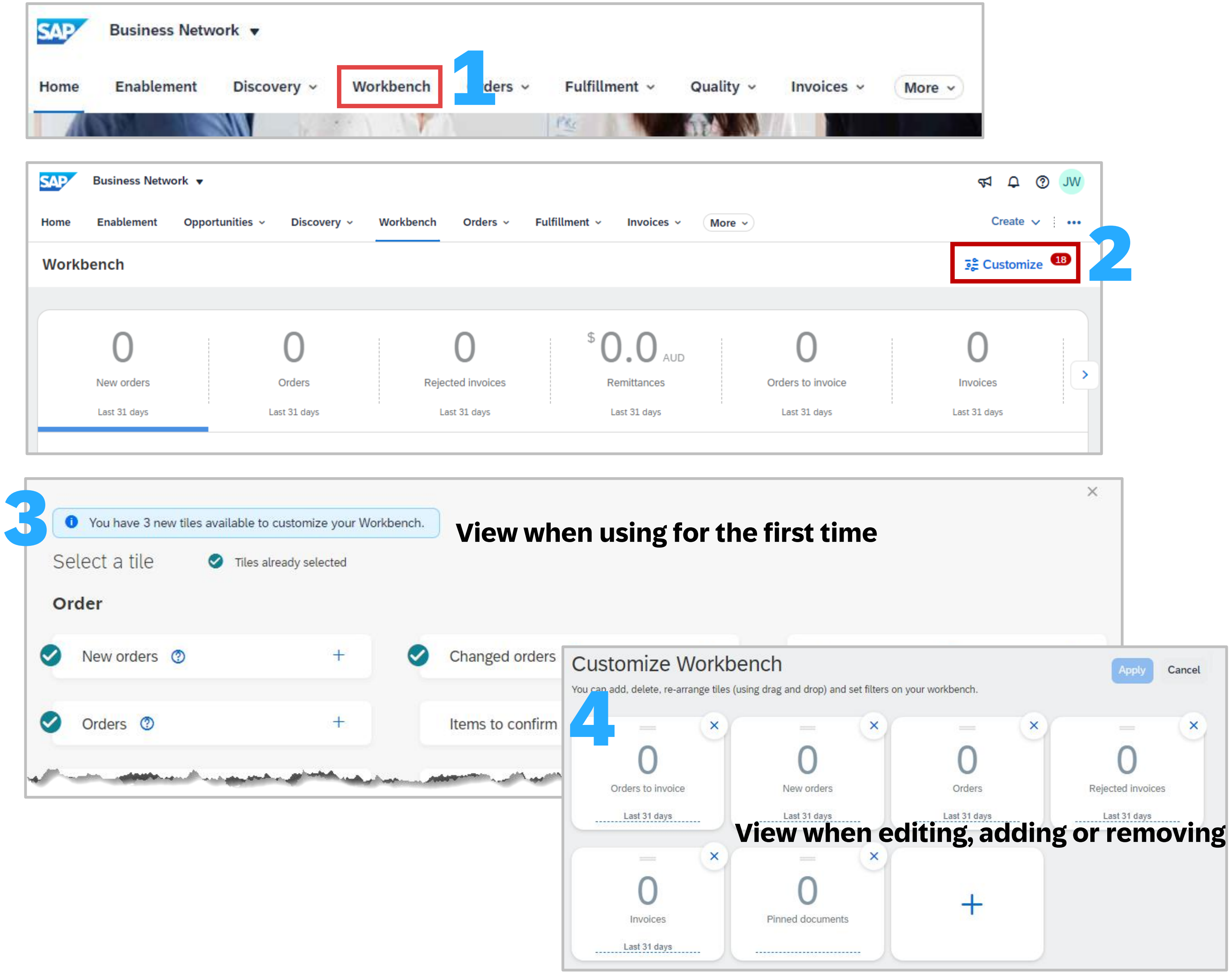
The screen view is determined whether it is your first time accessing customize or the view when editing, adding and removing tiles

3. If you are seeing the first-time view, click on the plus symbol at the end of the required tile

OR

4. If you are seeing the Customize Workbench screen, click on the + , then scroll down and click on the plus Symbol at the end of the required Symbol

Note: that you can only add one tile at a time

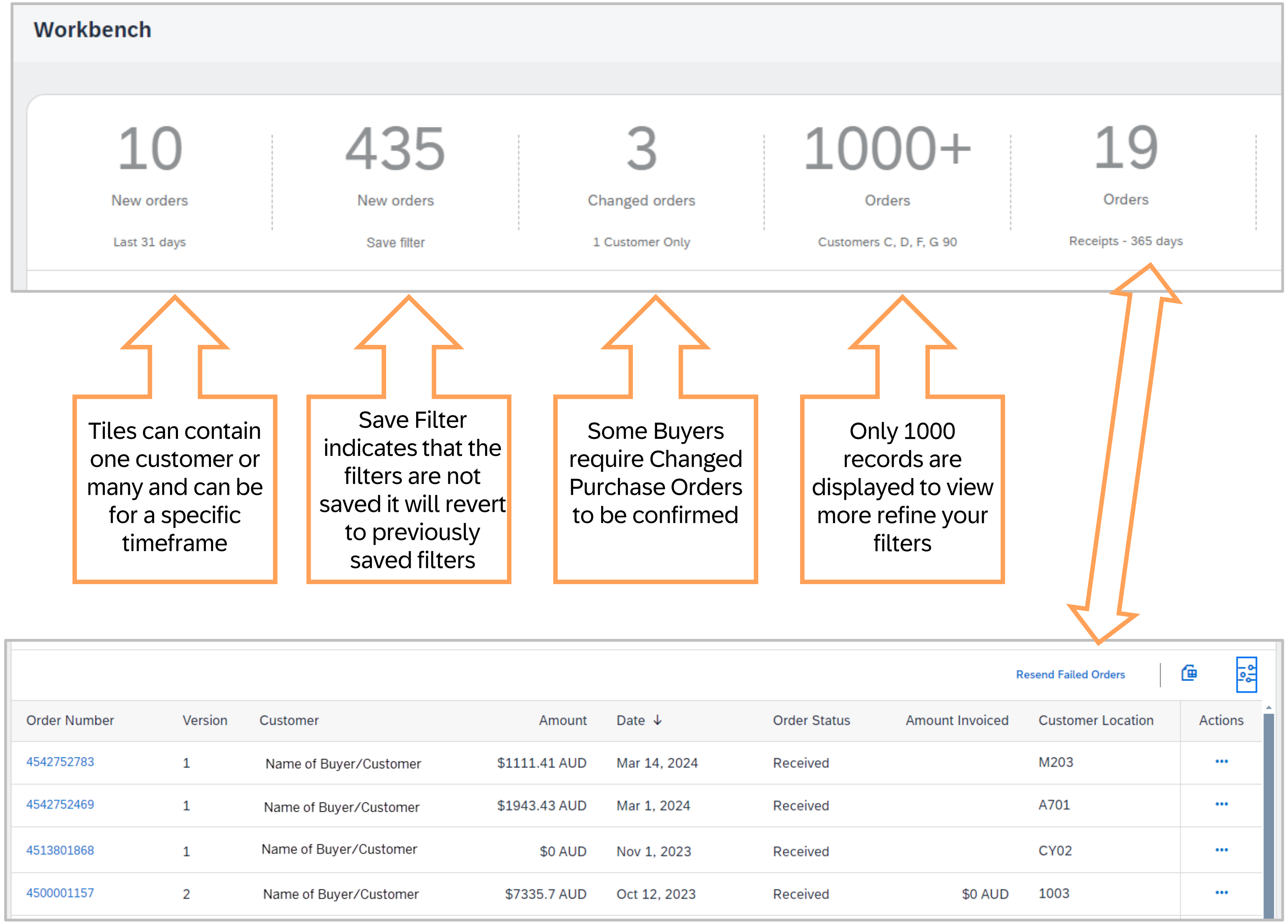


Suggested Purchase Order Tiles

Workbench tiles provide users with information specific to a process or role they perform in a business

Why should I use these Purchase Order Tiles?

1. **New Orders** – provides information about new orders based on the user's filters
2. **Change Orders** – provides information about orders that have been changed either via an Update Line Items order confirmation sent by the Supplier or a change to the information within the Purchase Order by the Buyer
3. **Orders** – shows all purchase orders for a time frame and with all statuses, totals over 1000 are shown as 1000+, you may need to add further filters to reduce the total particularly if you wish to export, only 1000 records are exported at a time
4. **Orders (Received and Partially Received)** – suppliers should use this tile to identify when goods have been receipted or partially receipted and create an invoice for Buyers that use a Goods Receipt
5. **Settings** – it is suggested that Version Number and Location Code are used to identify orders without having to open each one

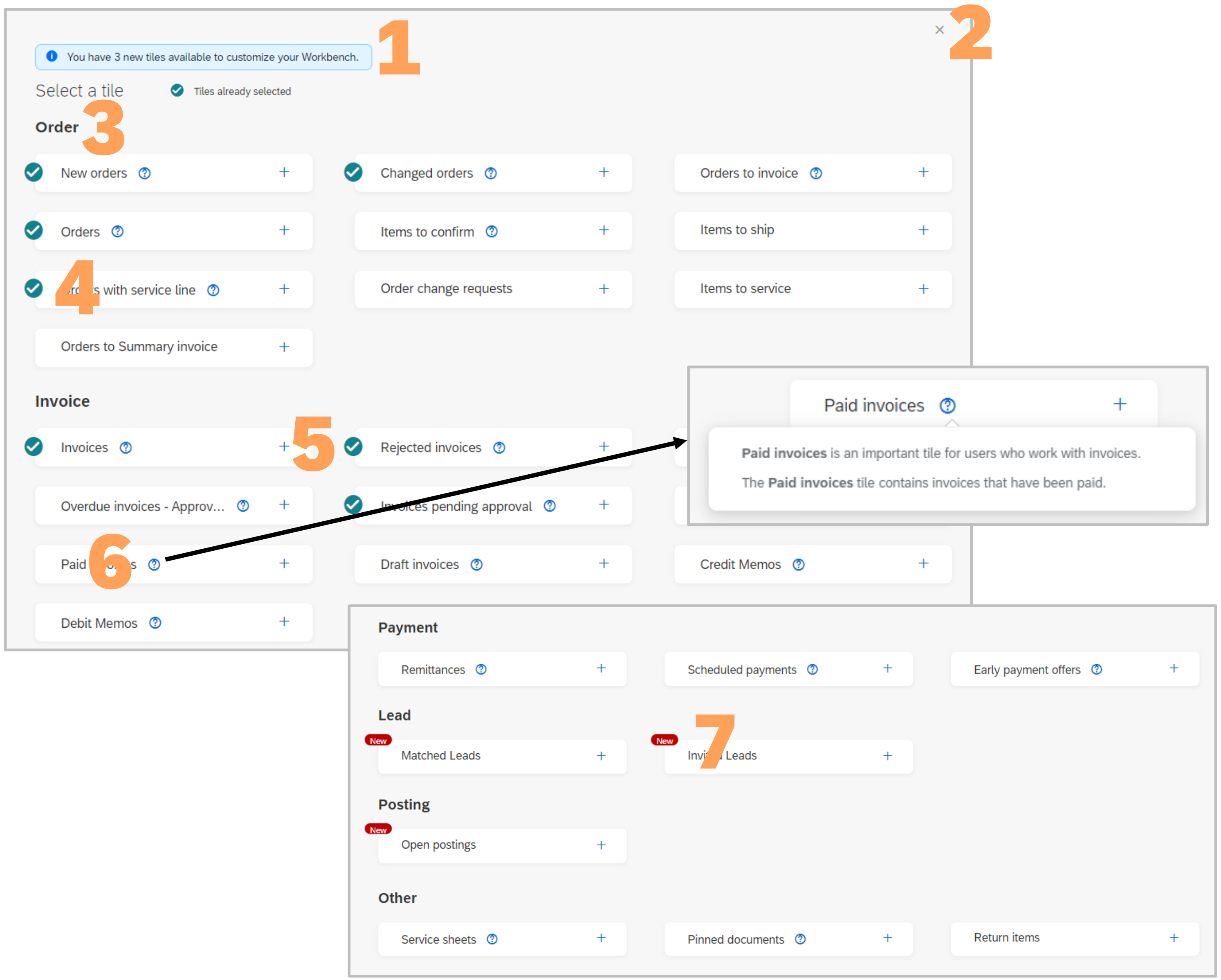


Select a Tile Screen Information

Tiles are added based on requirements and feedback of our Suppliers.

Information:

1. A blue information box indicates there are new tiles that can be added and the number of new tiles
2. The cross to close the Select a Tile Section
3. Name of the section, there are currently 6 sections:
    - Order related tiles
    - Invoice related tiles
    - Payment related tiles
    - Lead tiles – associated with Discovery Leads
    - Posting tiles – associated with Discovery postings
    - Other – based on options that are available based on Account type and process types
4. A tick indicates that the tile already exists on the workbench, note that you can have multiples of the same tile type
5. The plus symbol adds the tile to the selected tiles
6. The question mark in a blue circle indicates that there is more information about the tile
7. New highlights the new tiles based on the number shown in the blue information box



Adding Tiles to your Workbench

Users can add multiples of the same tile name to the workbench.

The name of the tiles is pre-set, but the filters attached by the user allow specific information as required.

The ? on any of the tile options, when clicked on, provides further information for the use of that tile.

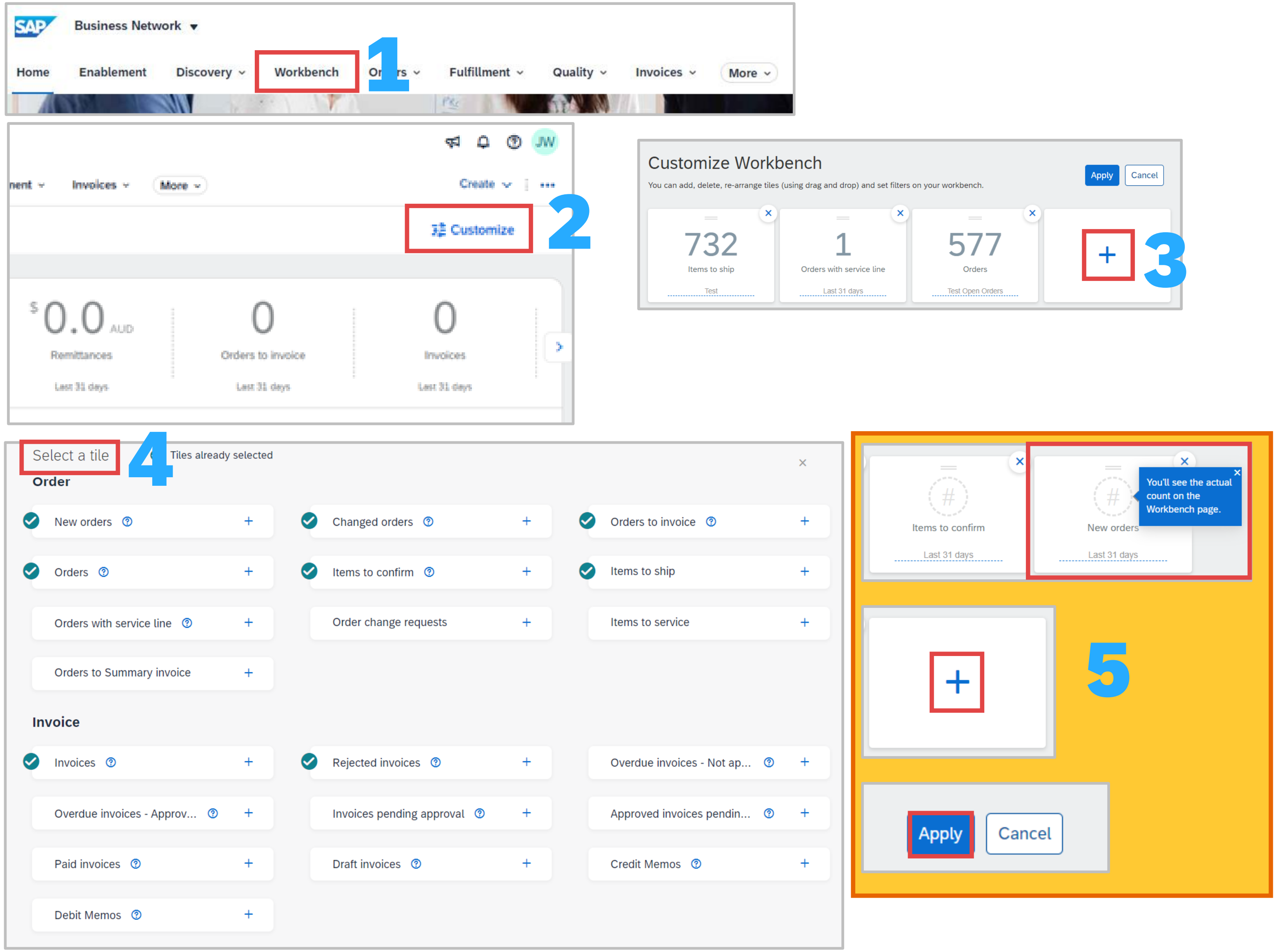
Adding Tile/s:

1. Sign in to the SAP Business Network, click on **Workbench**
2. Click on **Customize**
3. Click on the **+**
4. The **Select a tile** screen is displayed, select the tile you wish to add by clicking the +

Note: You can only add one tile at a time, refer to **Select a Tile Screen Information** for more information

5. The Tile is added, to add another tile click on the **+**, if you do not wish to add another tile click on **Apply**

The screen will revert to the Workbench, refer to Setting Filters for New Tiles



Setting Filters and Adding Descriptions to Tiles

Each tile has a different set of filters. Filters allow users to create tiles with information that is specific to their role and use of the network. The filters attached to a specific tile are shown in “bubbles” next to “Edit” Filter. Red speech bubbles indicate new filters or tiles

Filters can have a:

- drop-down option where only 1 selection can be made to that filter
- value selection option where users can select 1 or many options
- Data entry field to input specific information
- A selection greyed out indicating that it cannot be changed
- Where available filters can Include or Exclude specific information for Order Status only

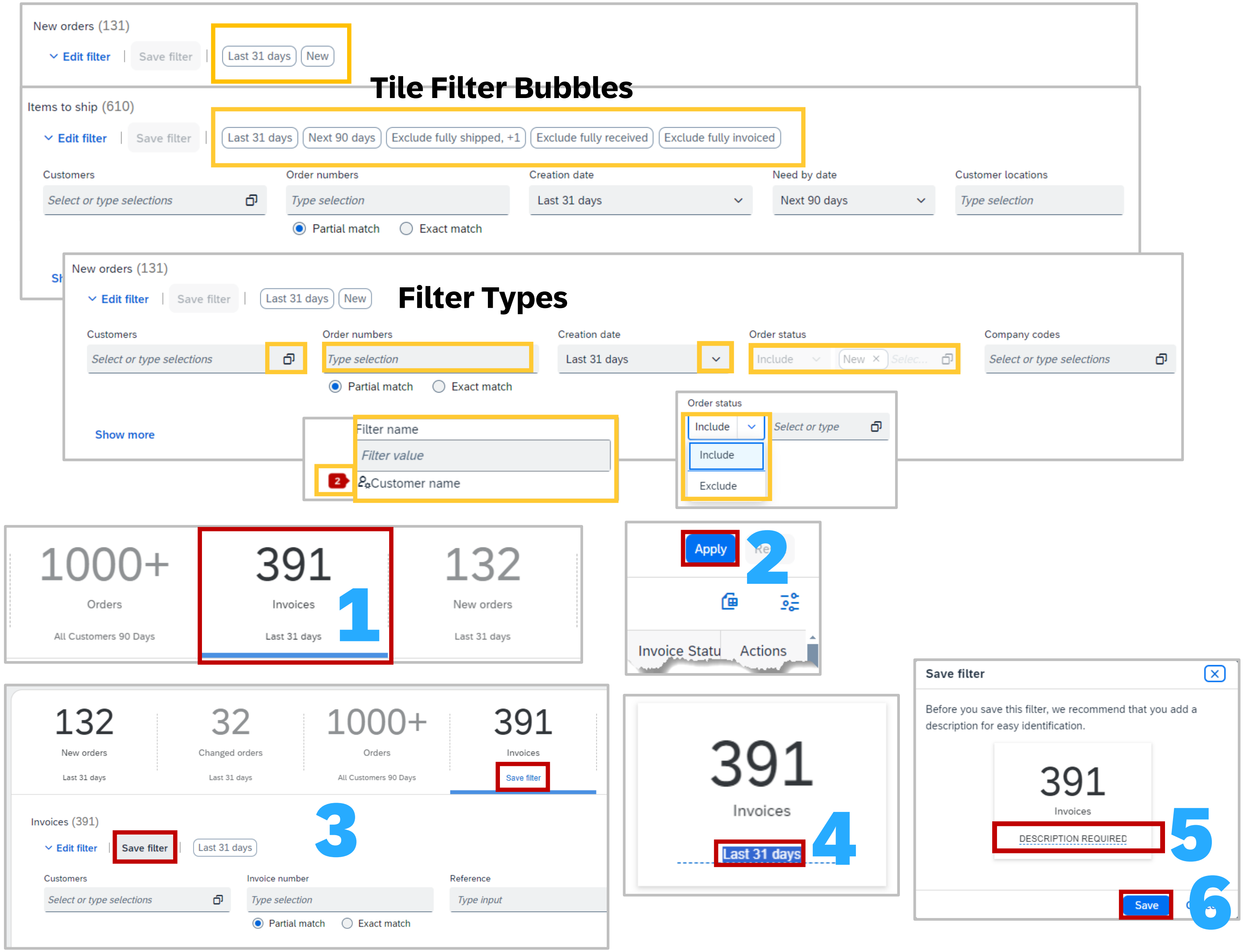
Use **Show more** to show available filters, each tile has filters that are specific to that tile. Filters cannot be created and added by users, only filters displayed can be used on each respective tile.

Customer-Specific Filters may be available and have an icon and the selected customer name beneath the filter.

To open filters click on ⌄ **Edit filter**

To Add a description onto a tile:

1. Select the tile to add a description (a blue line under the tile indicates selection)
2. Click on **Apply**
3. Click on **Save filter** (either in the tile or next to Edit Filter)
4. Highlight the existing description
5. Enter the description you require
6. Click on **Save**

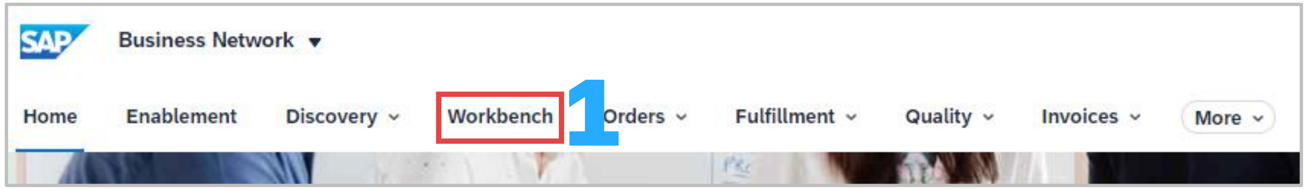


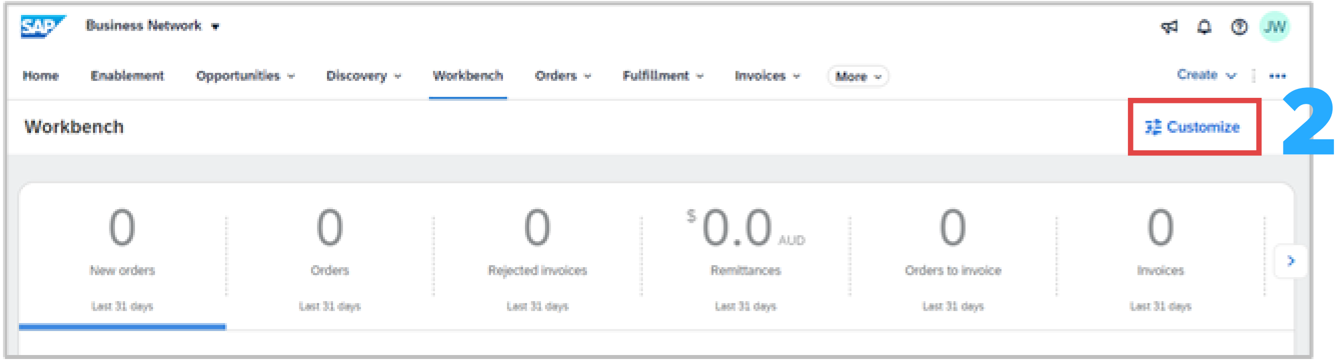
Removing Tiles from the Workbench

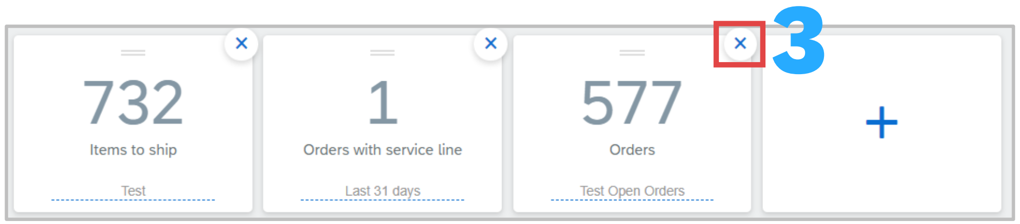
Users can Remove tiles from the Workbench they no longer need or do not provide value. All tiles can be re-added at any time, remembering that a maximum of 25 total tiles can be added to the workbench.

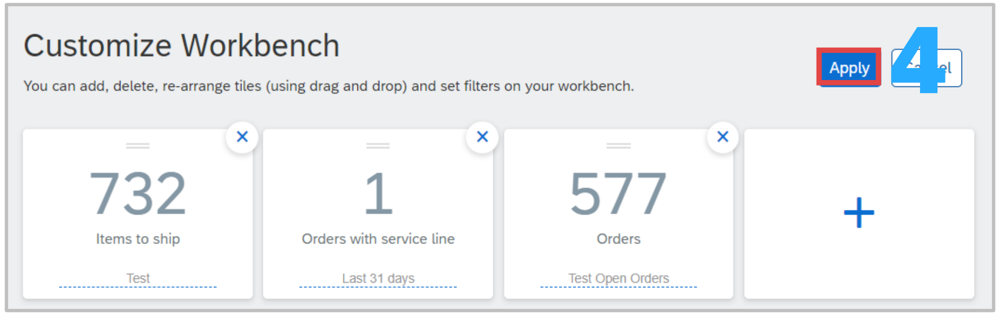
To Remove a tile or tiles:

1. Click on the **Workbench**
2. Click on **Customize**
3. Click on the **X** in the top right-hand corner of the tile to remove
4. Click on **Apply**







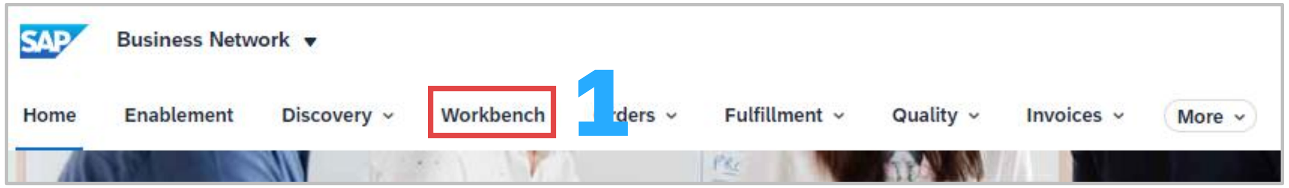


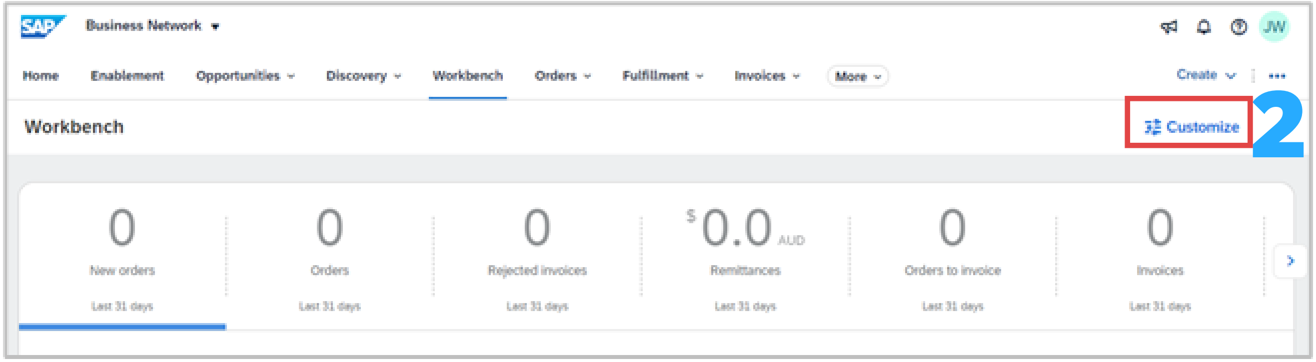
Users can put Tiles in order of preference.

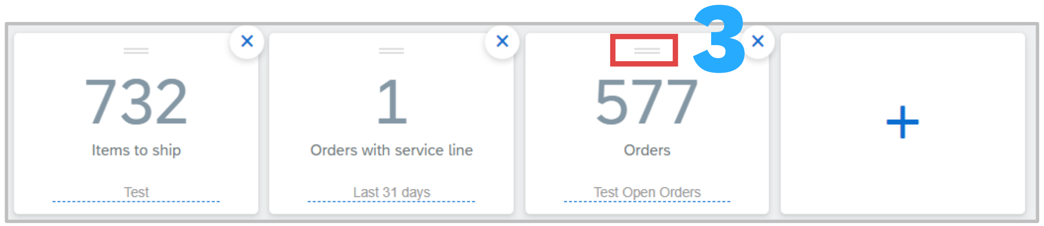
The order Tiles are on the Workbench is the view that is seen on the Home page when a user logs on.

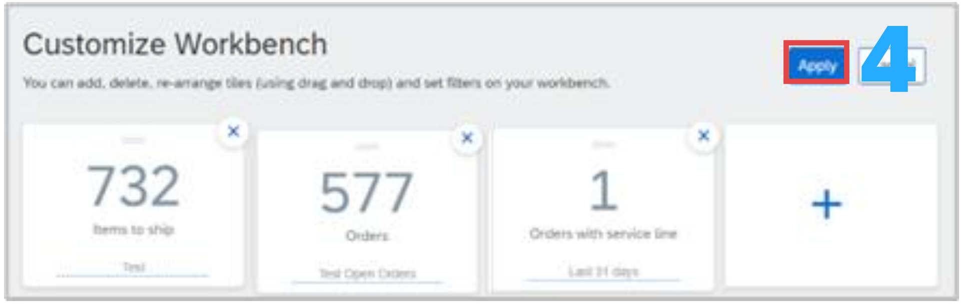
To Move a Tile or Tiles"

1. Click on **Workbench**
2. Click on **Customize**
3. Click on the ═ to move the tile to the location required
4. Move further tiles if required, when complete click on **Apply**









Many of the tiles can be “**Grouped**”

When you group columns for a Workbench tile, the search results documents that have the same values as the filters you have selected. For example, you can look for documents with the same description, orders number and Item number

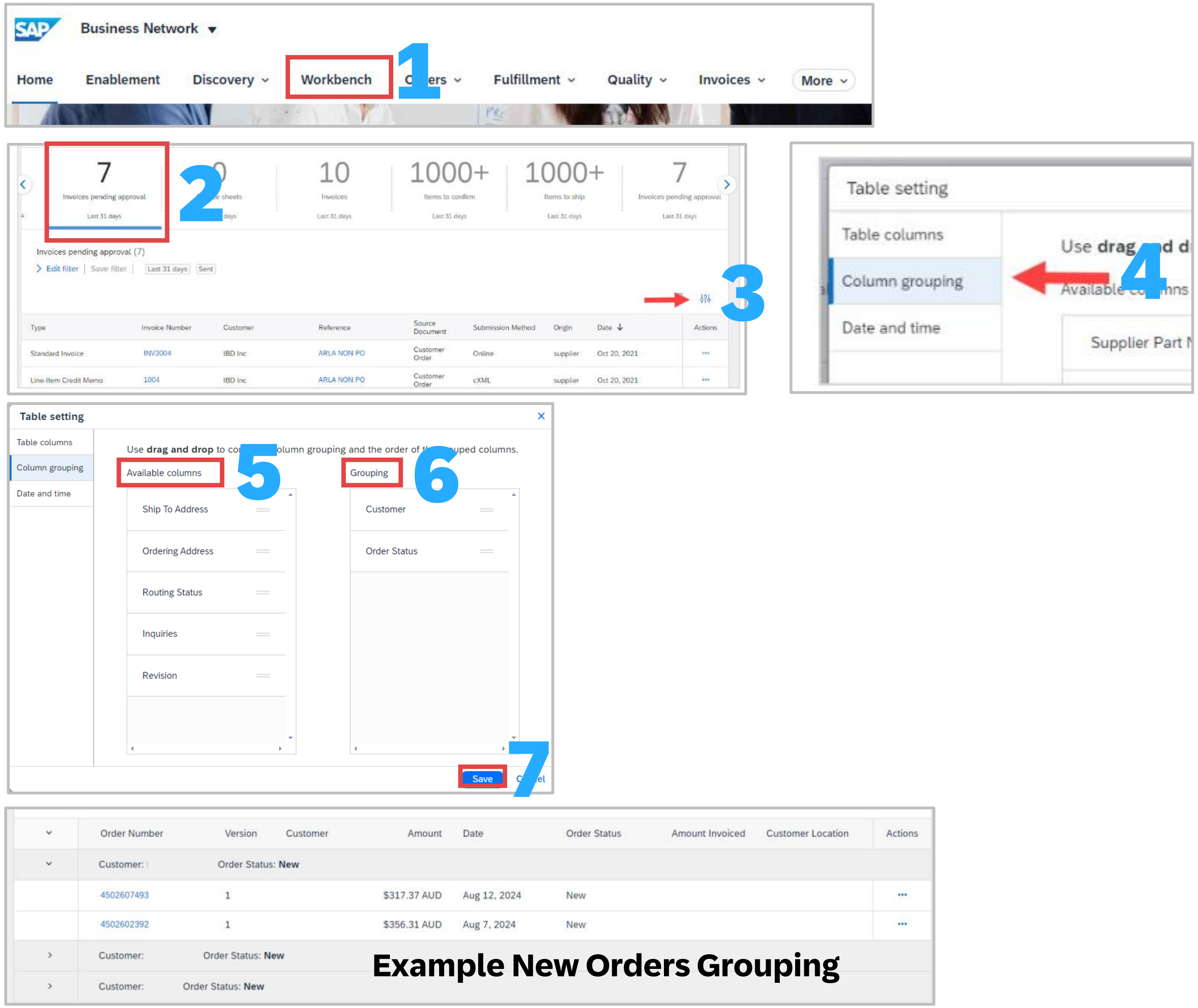
To Group column on the Workbench:

1. Sign In and click on **Workbench** to display the Workbench Page
2. Select the Tile you want to add column grouping to
3. Click on the **Settings**
4. In Table settings, click on **Column Grouping**
5. Identify the columns you wish to **add** by using drag and drop from **Available columns to the Grouping column**

Note: The order they appear in the right-hand side is the order shown on the Workbench

6. Identify the columns you **do not require** and move them from the right-hand column to the left
7. Click on **Save**, the screen will display the grouping based on the parameters set

Use the › to open and ⌄ to close grouping sections



Example New Orders Grouping

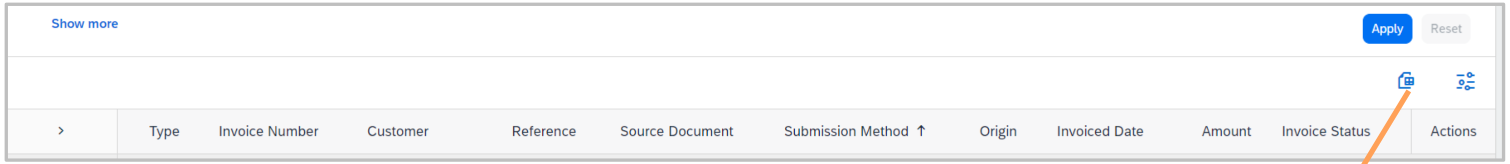
Using the Export Function on the Workbench

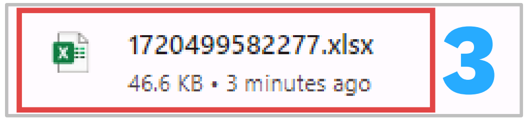
The **Export** function allows users to export the information into Excel displaying the headings selected from the settings

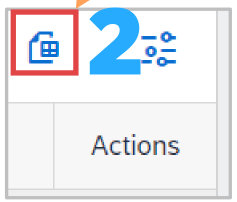
To export an Excel file from a Workbench tile:

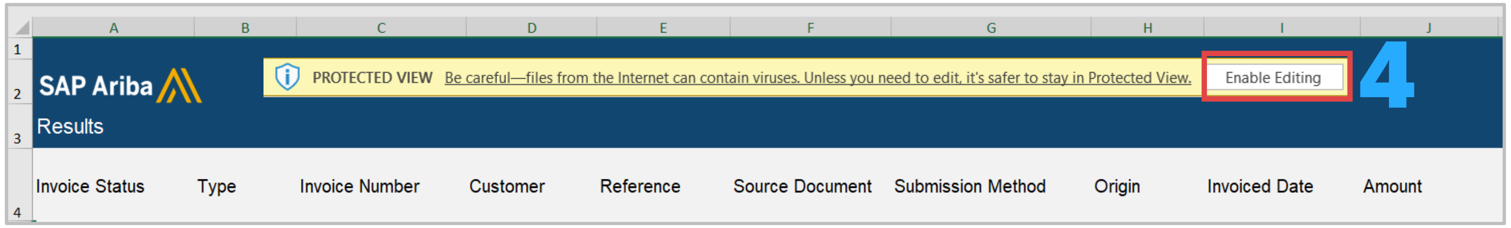
1. Sign In and click on **Workbench** to display the Workbench Page
2. Select the Tile required
3. Click on the (**Export)**
4. Locate and open the spreadsheet and enable editing

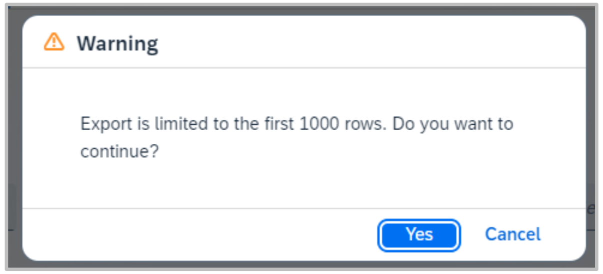
Where there is more than 1000 records you will get a Warning pop-up box advising that only the first 1000 rows will be exported. Use the filters to reduce the number of records and perform multiple exports











Workbench Column Settings

Settings provide users with the ability to display the headings required and to hide and rearrange workbench columns as needed.

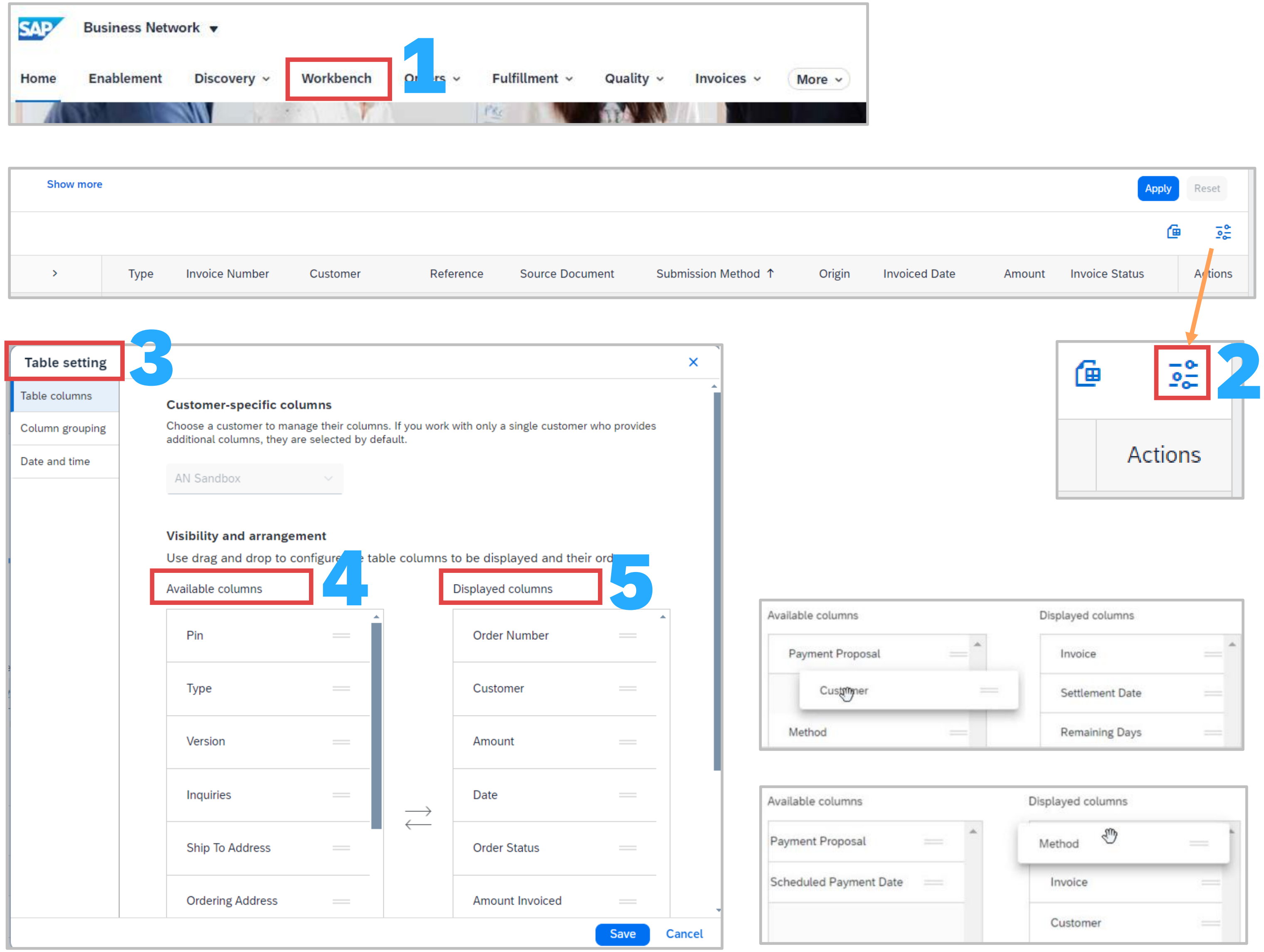
Using settings helps to speed up the search process

Accessing Settings:

1. Sign In and click on **Workbench** to display the Workbench Page
2. Click on the (**Settings)**
3. The **Table Setting** pop-up box is displayed, and **Table columns** are selected
4. The column on the left displays the **Available columns**, locate the heading you require and drag and drop on the right

Note: The heading should be dropped in the location you would like it to appear

5. The column on the right displays the **Displayed columns** that are already selected, to remove a column drag and drop from the right side to the left



Filtering Workbench Tiles

When you open a workbench tile, all the documents associated with that tile are displayed, but you can apply filters and refine which documents are shown

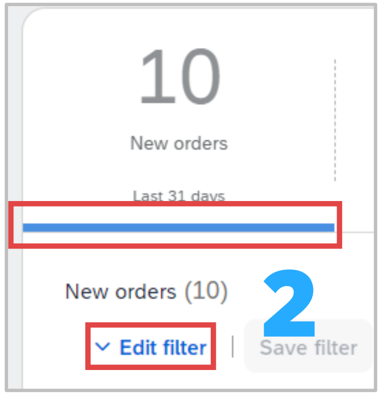
A blue line indicates a tile is selected and each tile can be further filtered. The available filters on a tile can be seen by clicking on **Show More**

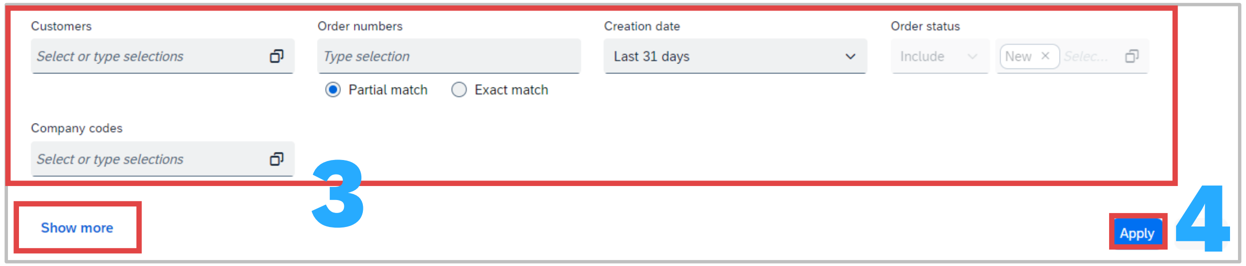
Always Save the filter if you want specific information to be displayed each time you access the tile on the Workbench

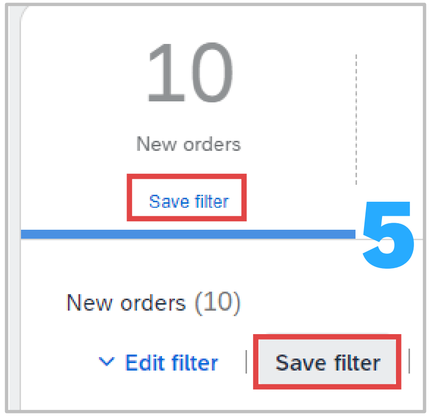
You can edit the filter on some tiles while others have set filters that cannot be changed for example, the New Orders tile is pre-set with the New stats so that you can only view new orders, however you can filter so specific customer/s are shown. The filters available are based on the tile type

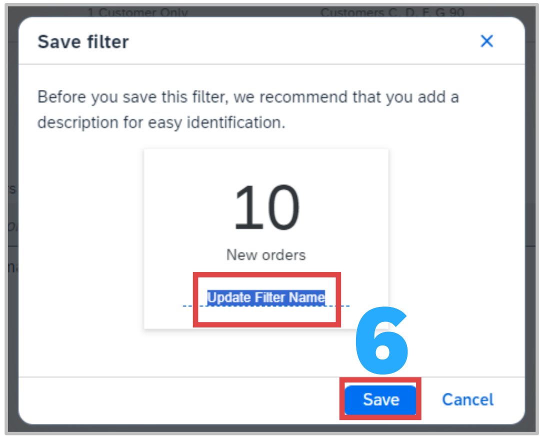
How to select and save filters-

1. Sign In and click on **Workbench** to display the Workbench Page
2. Select the **tile** and click on **Edit filter**
3. Select the filter/s required, Show more will display other options
4. Click on **Apply**
5. Click on **Save filter** either on the tile or next to Edit filter
6. Review the subtitle and enter a new one, if necessary, click **Save**









Unsubscribe from Communications from SAP

Suppliers can unsubscribe from receiving news about SAP Products and Services or SAP Newsletters –

[Click Here to Unsubscribe](https://www.sap.com/profile/unsubscribe.html)

(https://www.sap.com/profile/unsubscribe.html)

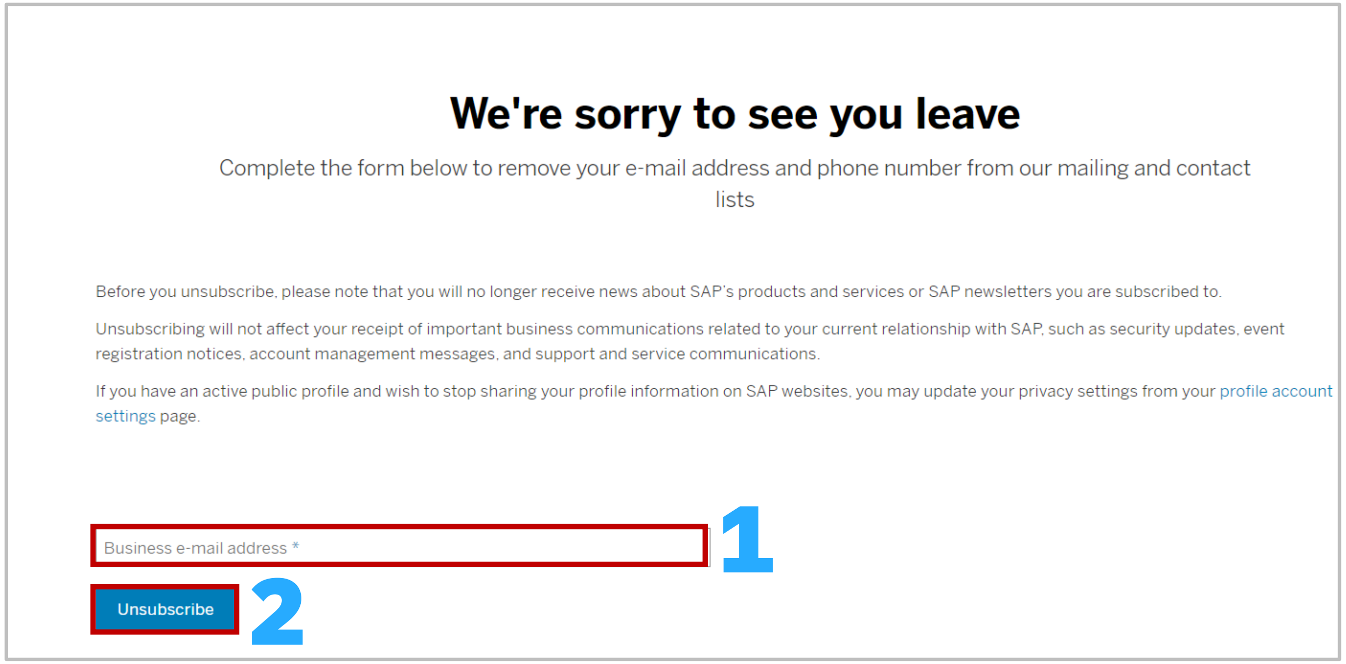
Unsubscribing will not affect the receipt of important business communications related to your current relationship with SAP this includes:

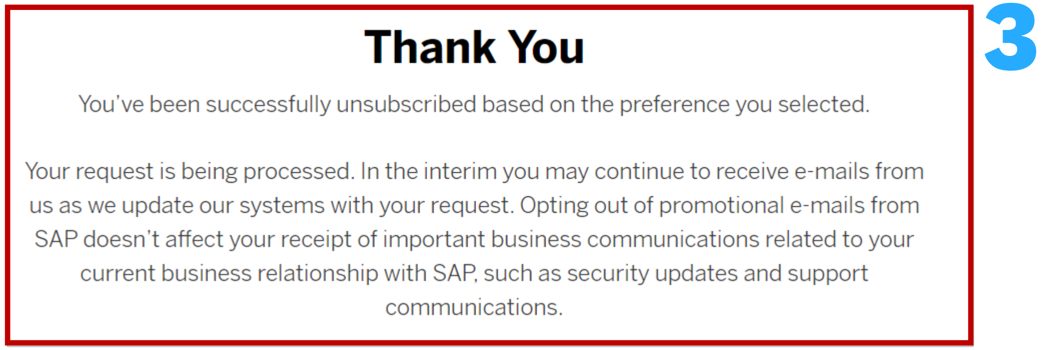
- Security Updates
- Event Registration notices
- Account Management Messages
- Support and Service Communications

If you have an active public profile and wish to stop sharing your profile information on SAP sites, update the privacy settings in profile settings

Open a Web Browser by using the link or copy and pasting the link into your browser

1. Enter your **Business Email Address**
2. Click on **Unsubscribe**
3. You will see a **Thank You** Pop up message





Purchase Orders

Why are they Important

- A Purchase Order (PO) is the source document for all materials and services required by your Buyer and all subsequent documents such as invoices are created from the PO
- A PO is a commercial document issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services the seller will provide to the buyer. Receiving an Order from your buyer constitutes an offer to buy products or services
- Multiple invoices can be created against the same PO line up to the quantity/value on that PO
- Many Buyers use a Location Code to identify the “Ship all Items to” section
- Any field with an ***** is a mandatory field and a value is required to be entered
- Multiple Invoices can be created against the same PO line up to the quantity/value available on that PO line
- The Workbench is available to both Enterprise and Standard Account users
- The permissions associated with the Username determine what tiles a user can access and display on the Workbench
- Trading Terms are an agreement between the Buyer and the Supplier and are part of the contract between the parties

- The process that is required by each of your Buyers in terms of working with purchase orders is indicated by the active buttons, however, you should refer to the Buyers specific Supplier Information Portal to identify specific processes – Refer to Accessing a Buyer Supplier Information Portal
- Material Purchase Order types include:
  - **Purchase Order** – materials and service required by the Buyer
  - **Repair Order** - Contains items that require to be repaired, referenced by a Goods Forwarding Advice (GFA) document number
  - **Consignment Order** - Goods used within Rio Tinto which are under a consignment agreement
- Service Purchase Order types include:
  - **Planned**– materials and service required by the Buyer
  - **Unplanned**- Contains items that require to be repaired, referenced by a Goods Forwarding Advice (GFA) document number
- Contract Purchase Order types include:
  - **Planned**– materials and service required by the Buyer
  - **Unplanned**- Contains items that require to be repaired, referenced by a Goods Forwarding Advice (GFA) document number

- Each Buyer sets up their SAP Business Network based on the parameters they have chosen, refer to the Buyers Supplier Information Portal to identify specific requirements for your Buyer

You have received a Purchase Order from your Buyer

(this can be via an email notification, or you have signed onto the SAP Business Network)

Open the Purchase Order and review the information, including:

- Pricing
- Need By Date
- Quantity
- Comments at Header Level
- Comments at Line-Item Level

ORDER CONFIRMATION IS MANDATORY:

Select the required OC type and complete all fields with an Asterisks, if the changes are agreed to by the Buyer a Change PO will be sent, re-confirm

ORDER CONFIRMATION IS NOT MANDATORY:

Creating an OC for a Buyer where it is not Mandatory means that the Buyer is not checking for changes – contact your Buyer when changes are needed

Advanced Ship Notice – Material Orders

Creating an OC for a Buyer where it is not Mandatory means that the Buyer is not checking for changes – contact your Buyer when changes are needed

Service Purchase Orders

The PO will indicate whether a Buyer requires only a Service Entry Sheet (SES) or an Invoice or Both.

Service Entry Sheet – Service Orders

Creating an OC for a Buyer where it is not Mandatory means that the Buyer is not checking for changes – contact your Buyer when changes are needed

Service Entry Sheet – Service Orders

Creating an OC for a Buyer where it is not Mandatory means that the Buyer is not checking for changes – contact your Buyer when changes are needed

Where required and Invoice is either created:

- Supplier
- It is auto created from the SES
- Created from a Goods Receipt or
- ERS (refer to ERS)

Purchase Order Header Information

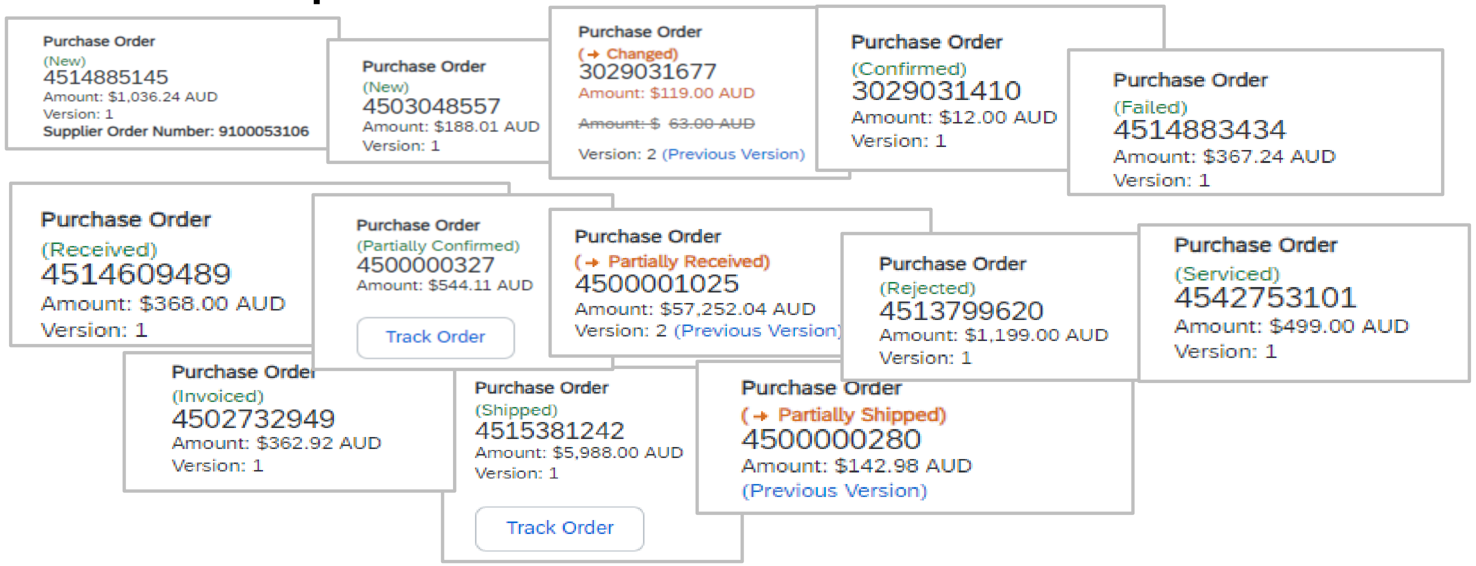
The Purchase Order (PO) header contains all information that is not related to the materials or services required by the Buyer. The information displayed is determined by each Buyer.

ALL Buyers use a PO that at the minimum contains, **From:** and **To:** information and **PO number**, **order status**, **amount** (tax exclusive) and the **version number**.

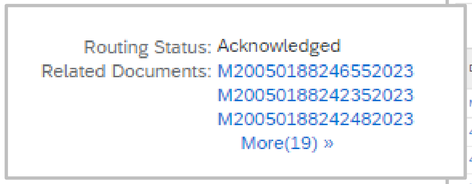
Always review the information on the PO, confirming the information contained in it is correct.

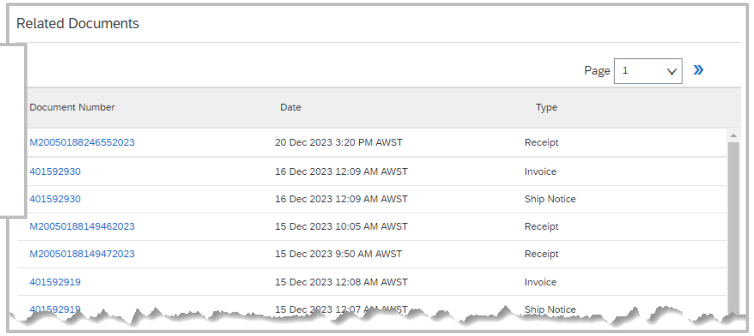
The PO Status identifies where in the process the document is at, refer to **Purchase Order Status Information**

Order Status Examples



Related documents show a list of documents relating to the PO, hovering over the blue writing will identify what type of document it is. Where there is More (x), it indicates there is more information, click on More (x) to see all documents associated with the PO.





The Track Order selection box may not appear on Purchase Orders from all your Buyers, refer to **Track Orders and Track Ship Notice Information**

Purchase Order – Order Status Information

<table>
<tr><th>Order Status</th><th>Description</th><th>Order Status</th><th>Description</th></tr>
<tr><td>New</td><td>Initial state, the order has been sent from the Buyer/Customer</td><td>Shipped</td><td>The Items on the purchase order have been fully shipped to the Buyer/Customer</td></tr>
<tr><td>Changed</td><td>The Buyer/Customer has cancelled or replaced the order by sending a subsequent (changed) order</td><td rowspan="2">Invoiced</td><td rowspan="2">The order is fully invoiced. The Amount Invoiced column shows how much money you have invoiced or charged against the purchase order. For older purchase orders, SAP Business Network displays Yes to indicating that you have submitted invoices.</td></tr>
<tr><td>Confirmed</td><td>The information on the Purchase Order is accurate and you provide confirmation to the Buyer/Customer</td></tr>
<tr><td>Confirmed with New date</td><td>The order confirmation has a different Start Date or End Date than the order, but no other change</td><td rowspan="2">Received
Partially Received
Returned</td><td rowspan="2">Statuses for receipts that are sent by the buyer from their ERP system. The purchase order status is updated based on this information. On the Order Detail page, each line item-detail section displays the quantity of goods received or returned for that line item, based on the information in the receipts.</td></tr>
<tr><td>Confirmed with Changes</td><td>The order confirmation has a different Expected Value than the order, and also has a different Start Date, End Date, or both.</td></tr>
<tr><td>Partially:
• Confirmed
• Shipped
• Serviced
• Invoiced
• Rejected</td><td colspan="3">The order is in progress.

If you update part of a purchase order, SAP Business Network reports the partial status for the entire purchase order. For example, if you partially confirmed an order and then you partially ship either the previously confirmed order line or a different order line, the purchase order status is set to Partially Shipped. You can continue to confirm order line items regardless of the shipping status until you have confirmed all order lines.

For service orders, you can continue to create service sheets for unplanned service lines up to their hidden maximum amounts (which might be larger than their subtotals) or planned service lines up to their subtotals. The service order status is set to Partially Serviced until f the service lines are serviced.</td></tr>
<tr><td>Service</td><td>The order is fully serviced. You cannot create any more service sheets for any more service lines in the order.</td><td>Failed</td><td>SAP Business Network experienced a problem routing the order to your account. You can resend failed orders.</td></tr>
</table>

SAP

Purchase Order Line Items Information

The Purchase Order (PO) Line Items Level should show:

- The items requested
- Parent and Child Lines
- Whether it is a Service or a Material Order
- Quantity
- The Need by Date
- Price per unit
- Subtotal

1. **Parent Lines** – are the usually the category, for example Apples would be the parent category (line) and the types of apples would be the child lines
2. **Child Lines** – are the items that make up the primary category, following the apple example, the children would be the type of apple, such as Granny Smith Apples, Royal gala and Fuji apples

- The **Type** of Purchase Order is listed – Either Material or Service
- When Suppliers receive a Purchase Order, it should be reviewed to ensure that the information within it is correct, also review for comments from the Buyer

Line Items Show Item Details Page 1

Line #	No. Schedule Lines	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location	
1		Not Available		Material			1 (EA)	1 Apr 2024	$18.24 AUD	$18.24 AUD		Details
	Description: 1001479203											
2		Not Available		Material			1 (EA)	1 Apr 2024	$140.80 AUD	$140.80 AUD		Details
	Description: 1001480180											
3		Not Available		Material			1 (EA)	1 Apr 2024	$81.10 AUD	$81.10 AUD		Details
	Description: 1001482079											
4		Not Available		Material			1 (EA)	1 Apr 2024	$1,427.87 AUD	$1,427.87 AUD		Details
	Description: INV 424091188 CR 804353297											
5		Not Available		Material			1 (EA)	1 Apr 2024	$93.33 AUD	$93.33 AUD		Details
	Description: 424091199											
6		Not Available		Material			1 (EA)	1 Apr 2024	$15.40 AUD	$15.40 AUD		Details
	Description: INV 1001528154 CR 804353298 I											
7		Not Available		Material			1 (EA)	1 Apr 2024	$47.16 AUD	$47.16 AUD		Details
8												
9												
10												

Order submitted on:
Received by SAP Bu
This Purchase Orde

Line Items Show Item Details

1

2

Line #	No. Schedule Lines	Change	Part #	Customer Part #	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Tax	
▼ 10	1				Service		31 Aug 2023		$481,860.48 USD	$48,186.05 USD	Details
	Description: AH Ancil Kits: 01-Jun Delivery 01										
10.10					Service	481,860.480 (EA)		$1.00 USD	$481,860.48 USD	$48,186.05 USD	Details
	Description: KIT,SYS AHS PPV MM2 EMV,KOMATSU 305984										
▼ 20	1				Service		31 Aug 2023		$441,222.74 USD	$44,122.27 USD	Details
	Description: AH Ancil Kits: 01-Jun Delivery 02										
20.10					Service	441,222.740 (EA)		$1.00 USD	$441,222.74 USD	$44,122.27 USD	Details
	Description: KIT,SYS AHS DLG MM2 EMV,KOMATSU 305970										
▼ 30	1				Service		31 Aug 2023		$226,908.87 USD	$22,690.89 USD	Details
	Description: AH Ancil Kits: 01-Jun Delivery 03										
30.10					Service	60,690.190 (EA)		$1.00 USD	$60,690.19 USD	$6,069.02 USD	Details
	Description: KIT,AHS DC SHOVEL,MM2 EMV,KOMATSU 305972										
30.20					Service	40,155.040 (EA)		$1.00 USD	$40,155.04 USD	$4,015.50 USD	Details
	Description: KIT,SYS AHS PPV MM2 EMV,KOMATSU 305984										
30.30					Service	126,063.640 (EA)		$1.00 USD	$126,063.64 USD	$12,606.36 USD	Details
	Description: KIT,SYS AHS DLG MM2 EMV,KOMATSU 305970										

Track Orders and Track Ship Notice Information

Track Order allows Suppliers with a quick overview of the PO process, ensuring that is runs in a smooth organised manner. Suppliers using Supply Chain Collaboration will be able to see additional information such as open change requests or order confirmation that need Buyer Approval

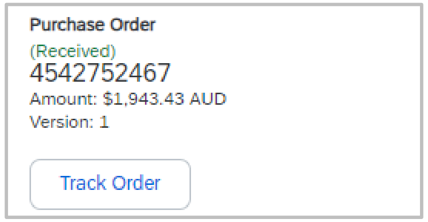
Only Material Purchase Orders, scheduling agreements and scheduling agreement releases have the Track Order option.

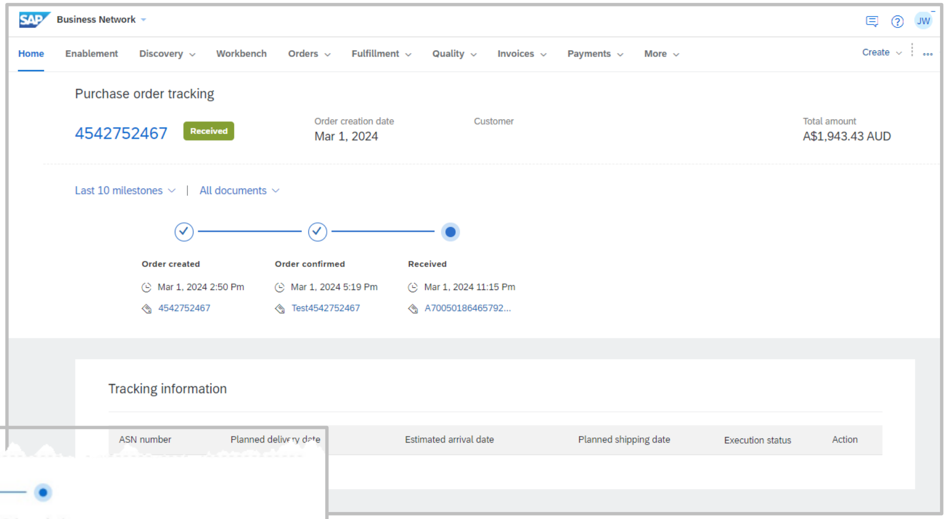
Service Purchase Orders and mixed Service and Material Purchase Orders will not have the Track Order option.

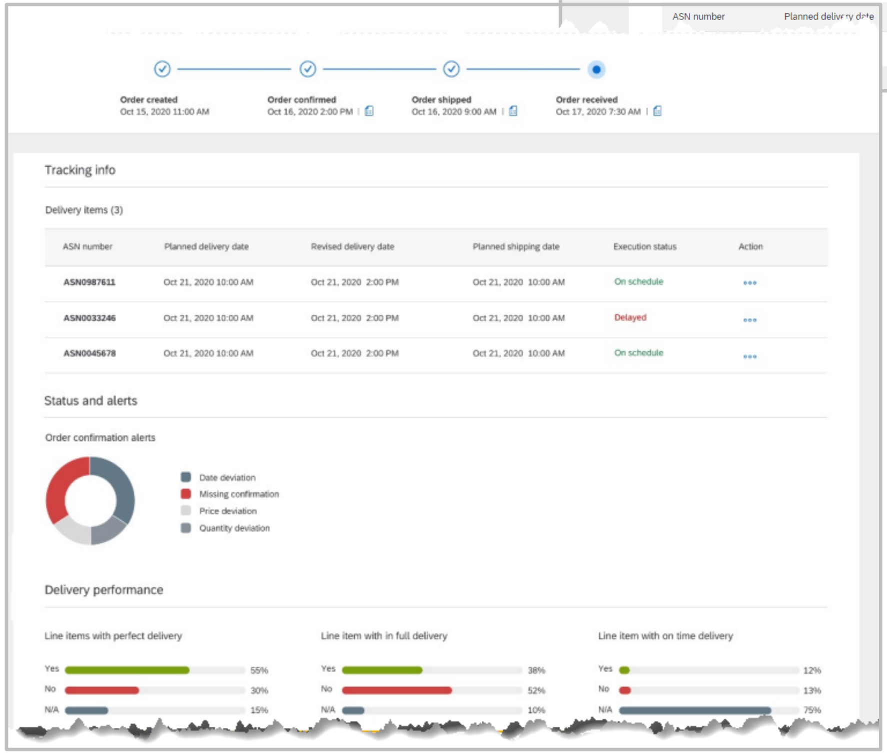
The PO Tracking page displays order detailed information by timeline, the possible milestones that can be seen are:

- Order Created
- Order Changes
- Order partially Confirmed
- Order Confirmed
- Order Partially Shipped Order Shipped
- Order partially received
- Order Received
- Order partially Invoiced
- Order Invoiced

Track Order Material PO Example







Track Order Supply Chain Collaboration Example

Line-Item Level - Show Item Details

Suppliers should review the information associated with Line Items, including any comments sent at Line-Item level by the Buyer.

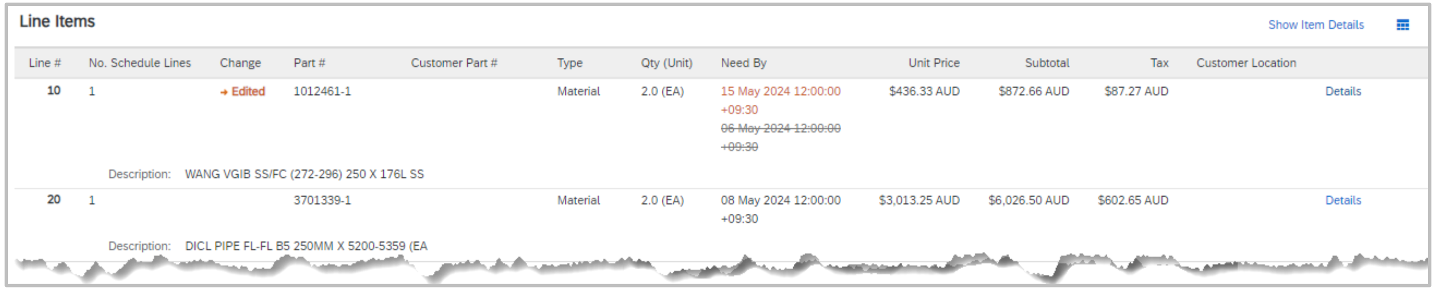
To review the details and check whether there are comments at Line-Item use:

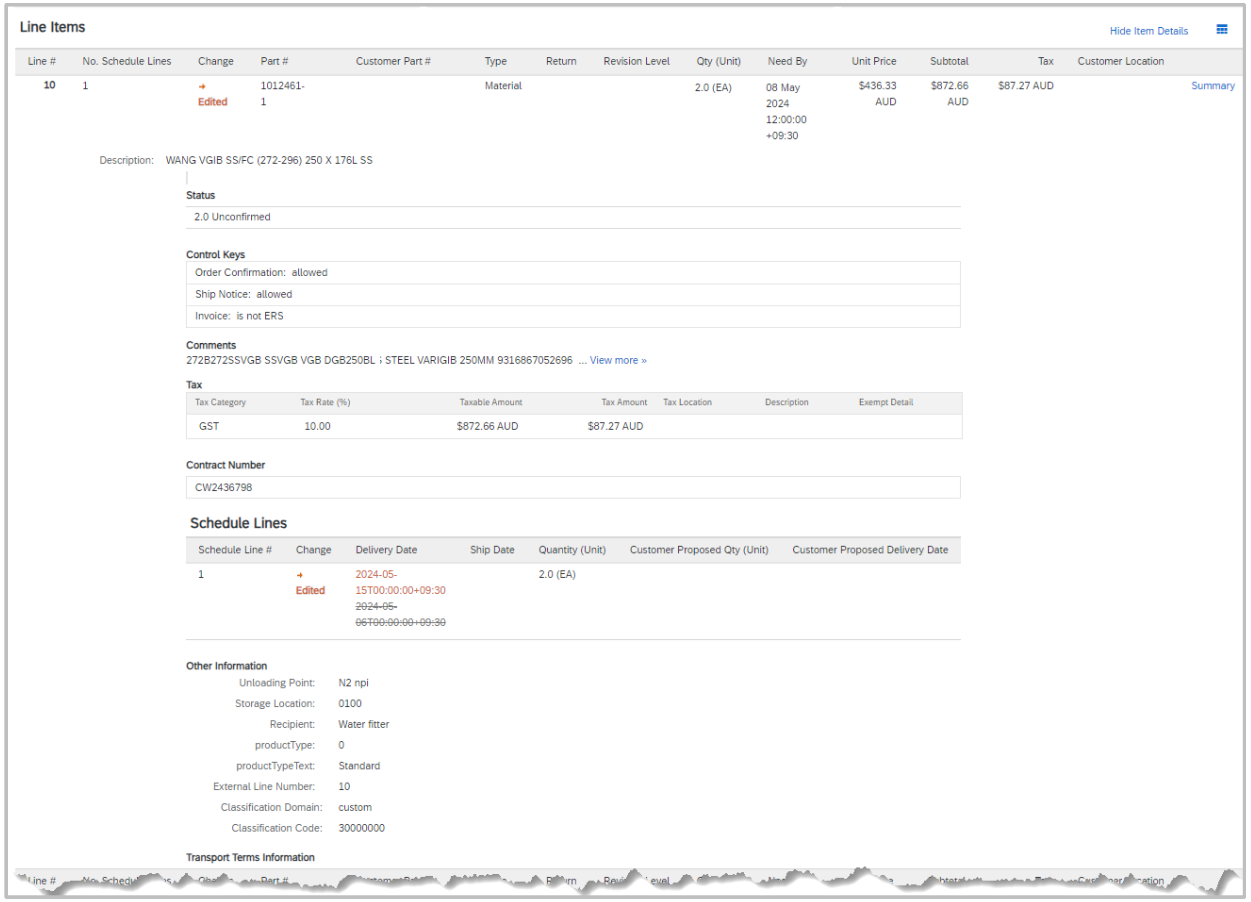
Show Item Details - opens all line items information at once. The level of detail is determined by the Buyer, but it provides more information, highlights the status and may contain comments such as delivery instructions

Details - opens a specific line item's information

Hide Item Details - hides all line items information at once

Summary - closes a specific line item's information





Printing or Downloading Purchase Order Information

Use to download or export the information in the Purchase Order, the options available are:

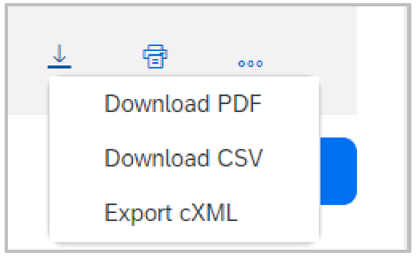
- Download PDF
- Download CSV (Comma Separated Value)
- Export cXML (Commerce eXtensible Markup Language)

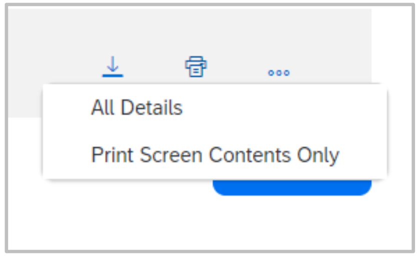
Use to print the Purchase Order information

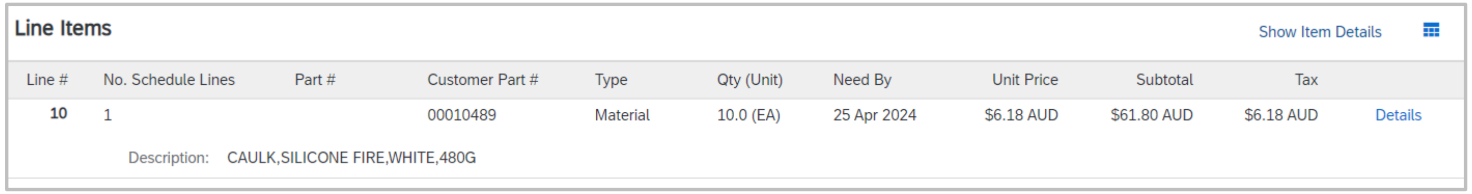
The information in the Purchase Order can be printed using:

Print All Details – will print all information contained within the purchase order including the details contained within the Details section of Line Items

Print Screen Contents Only – will print the information displayed on the screen, this includes items that have the details displayed



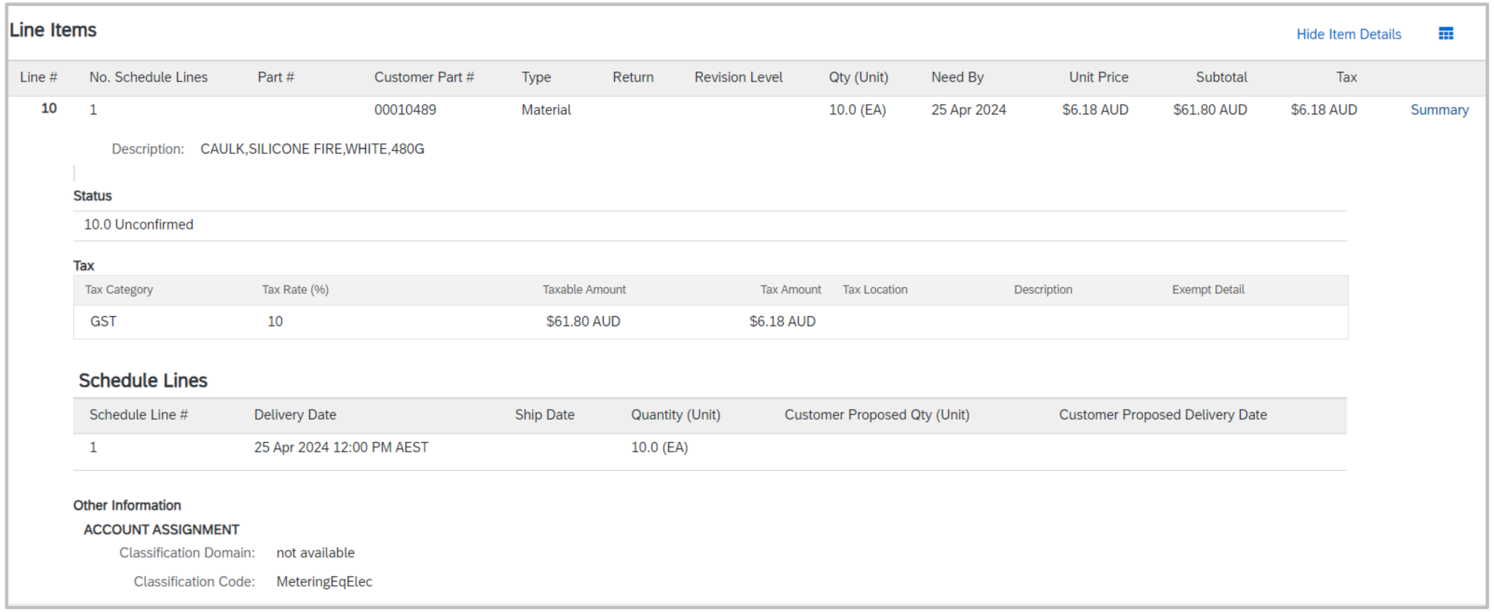



Line Items

Show Item Details

Line #	No. Schedule Lines	Part #	Customer Part #	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Tax	
10	1		00010489	Material	10.0 (EA)	25 Apr 2024	$6.18 AUD	$61.80 AUD	$6.18 AUD	Details

Description: CAULK,SILICONE FIRE,WHITE,480G


Line Items

Hide Item Details

Line #	No. Schedule Lines	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Unit Price	Subtotal	Tax	
10	1		00010489	Material			10.0 (EA)	25 Apr 2024	$6.18 AUD	$61.80 AUD	$6.18 AUD	Summary

Description: CAULK,SILICONE FIRE,WHITE,480G

Status

10.0 Unconfirmed

Tax

Tax Category	Tax Rate (%)	Taxable Amount	Tax Amount	Tax Location	Description	Exempt Detail
GST	10	$61.80 AUD	$6.18 AUD			

Schedule Lines

Schedule Line #	Delivery Date	Ship Date	Quantity (Unit)	Customer Proposed Qty (Unit)	Customer Proposed Delivery Date
1	25 Apr 2024 12:00 PM AEST		10.0 (EA)		

Other Information

ACCOUNT ASSIGNMENT

Classification Domain: not available

Classification Code: MeteringEqElec

Identifying an ERS Purchase Order

Evaluated Receipt Settlement – ERS

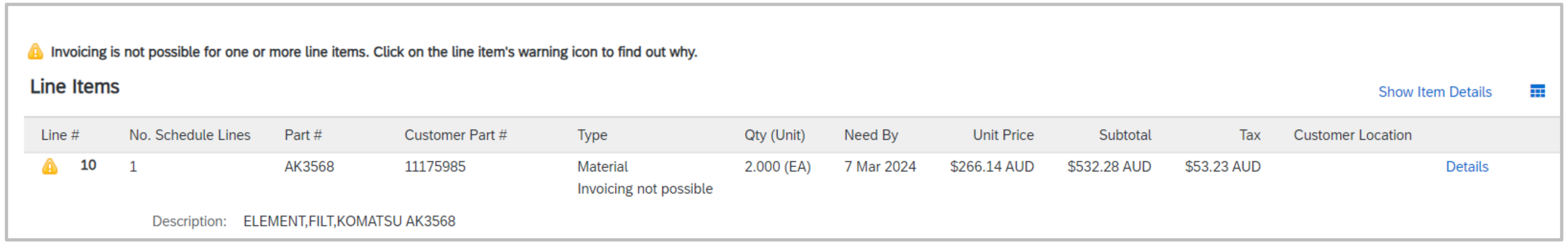
⚠ - located at Line-Item Level and indicates that the invoice is created on behalf of the Supplier after receipt of goods by the Buyer

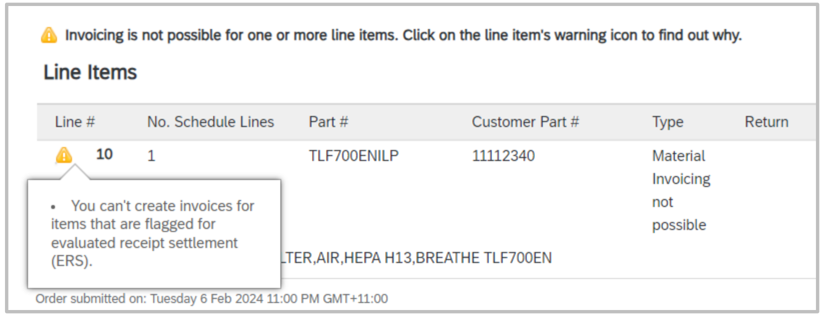
Invoicing is not possible by the Supplier for ERS items as the Buyer creates the Invoice

Suppliers who receive an ERS Purchase Order and believe that they are not ERS should contact the Buyer the Purchase Order has originated from

Clicking on the ⚠ will display a message identifying that an invoice is not possible

Some Buyers use a Recipient-created tax invoice (RCTI) process with their suppliers where the Buyer creates the invoice on behalf of the Supplier





Purchase Order - History Tab

The Order History Tab provides information about the processes that have occurred to the document you are reviewing; a History tab is found on most documents.

Order History provides details on:

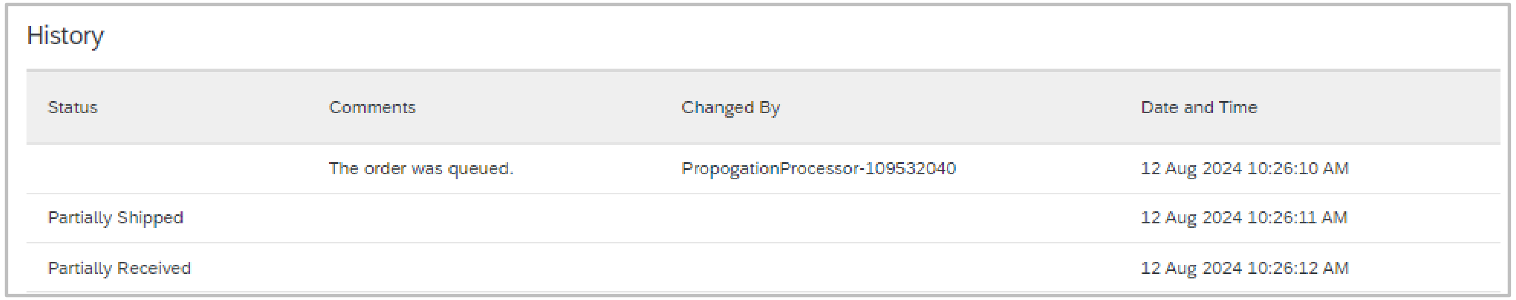
- Status
- Any Comments from the Buyer/Customer
- Changed by
- Date and Time

SAP Business Network displays information on routing and status updates for the order. Viewing history can be a useful aid in tracing order problems. Each time the order status changes, SAP Business Network logs the change on the **History** page.

Note: The **Order History** tab includes CopyRequest orders sent to invoice conversion service providers.

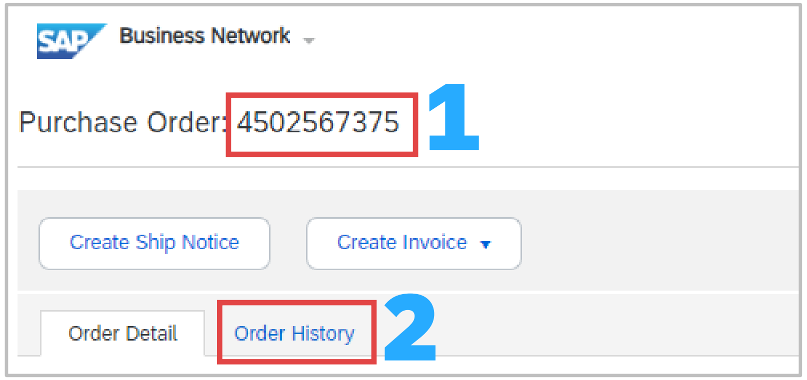
To Access the History Tab:

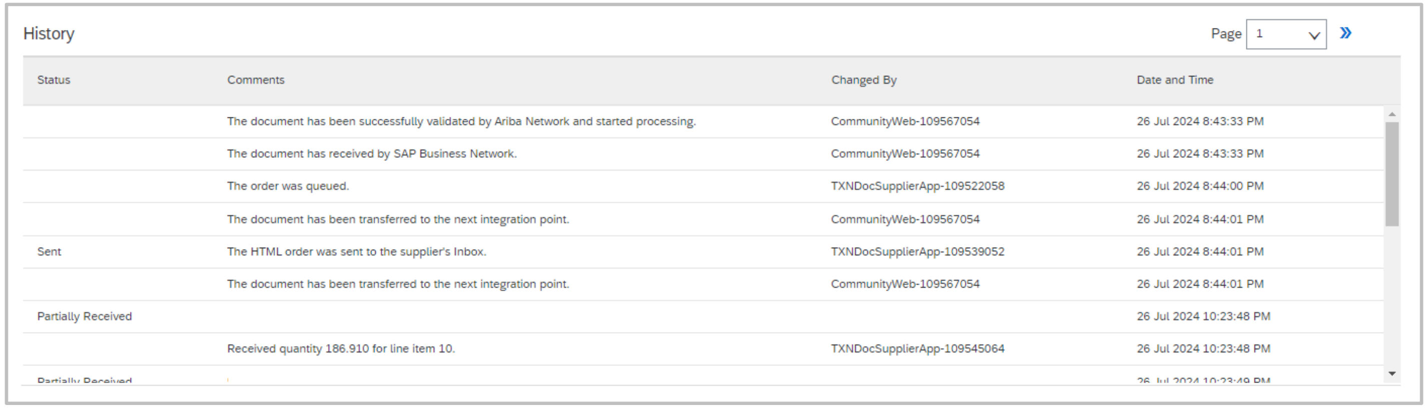
1. With the Purchase Order displayed
2. Click on **Order History**



History

Status	Comments	Changed By	Date and Time
	The order was queued.	PropogationProcessor-109532040	12 Aug 2024 10:26:10 AM
Partially Shipped			12 Aug 2024 10:26:11 AM
Partially Received			12 Aug 2024 10:26:12 AM





History

Page 1

Status	Comments	Changed By	Date and Time
	The document has been successfully validated by Ariba Network and started processing.	CommunityWeb-109567054	26 Jul 2024 8:43:33 PM
	The document has received by SAP Business Network.	CommunityWeb-109567054	26 Jul 2024 8:43:33 PM
	The order was queued.	TXNDocSupplierApp-109522058	26 Jul 2024 8:44:00 PM
	The document has been transferred to the next integration point.	CommunityWeb-109567054	26 Jul 2024 8:44:01 PM
Sent	The HTML order was sent to the supplier's Inbox.	TXNDocSupplierApp-109539052	26 Jul 2024 8:44:01 PM
	The document has been transferred to the next integration point.	CommunityWeb-109567054	26 Jul 2024 8:44:01 PM
Partially Received			26 Jul 2024 10:23:48 PM
	Received quantity 186.910 for line item 10.	TXNDocSupplierApp-109545064	26 Jul 2024 10:23:48 PM

Purchase Order - Tracking

Some Buyers/Customers have enabled Order tracking for Suppliers.

Order Tracking allows Suppliers to:

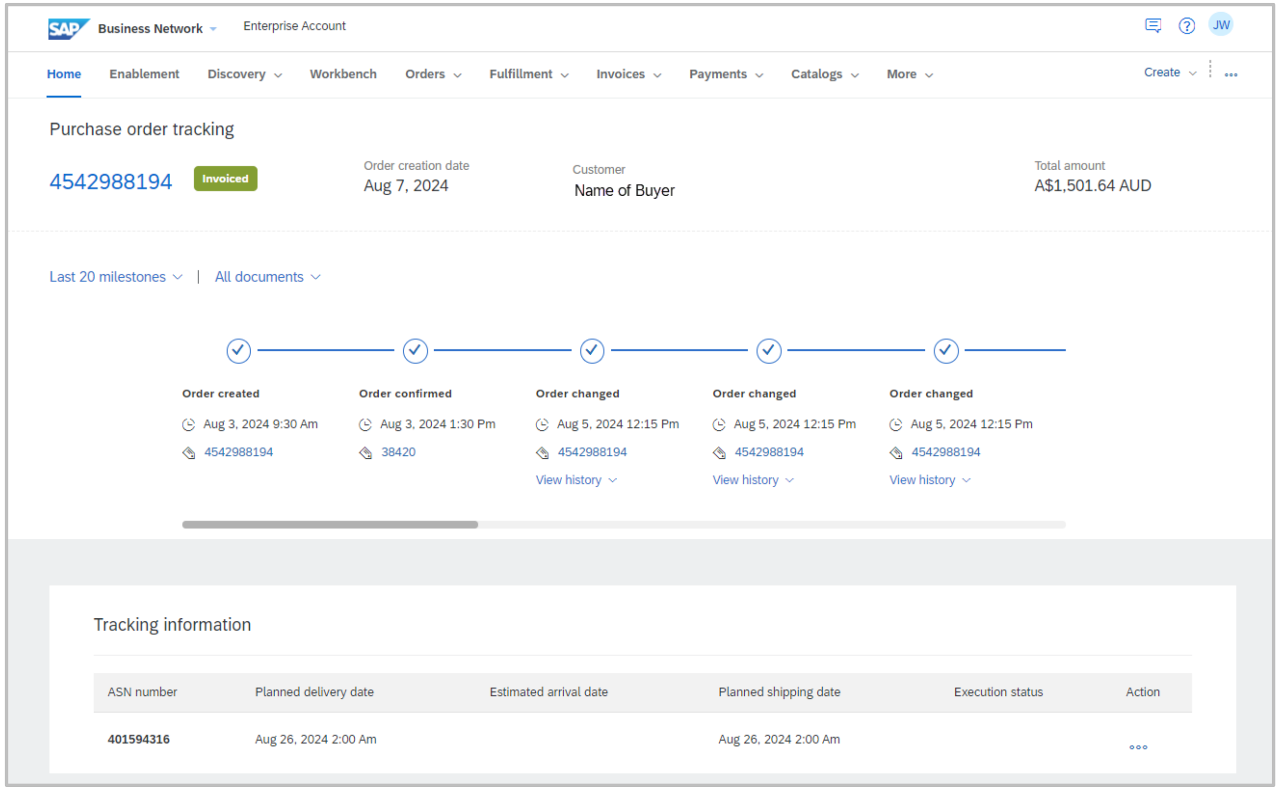
- View Milestone associated with the Purchase Order
- Identify when processes have occurred such as Order Confirmations
- Tracking Information (where available)
- Ability to view the history of specific documents
- Identify when processes have not been completed in the correct order

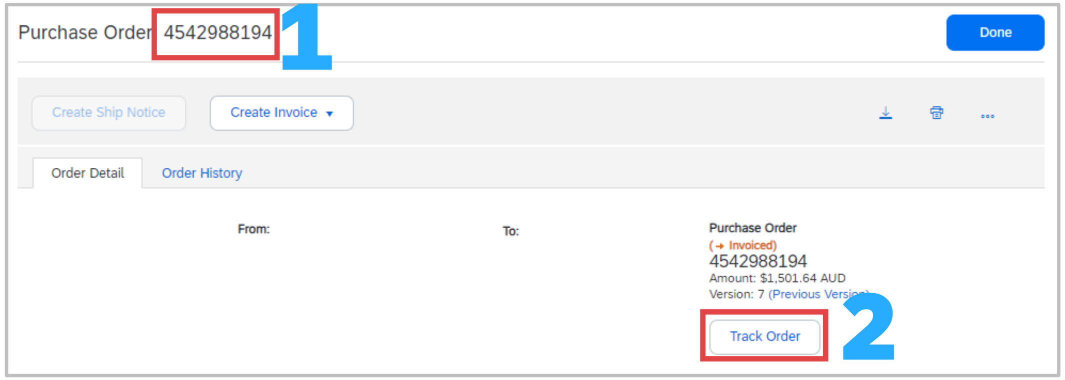
To return to the Purchase Order click on the Blue Purchase Order number

To exit and not return to the Purchase Order click on the Workbench tab

To access Track Order:

1. Open the required **Purchase Order**
2. Click on **Track Order**





Using Location Codes to identify Specific Purchase Orders

Some Buyers/Customers use location codes to differentiate which state or location within a state the Purchase order is for.

Each Buyer uses locations codes specific to their location and some Buyer do not use location codes. Location codes are NOT generic, and each Buyer creates different codes.

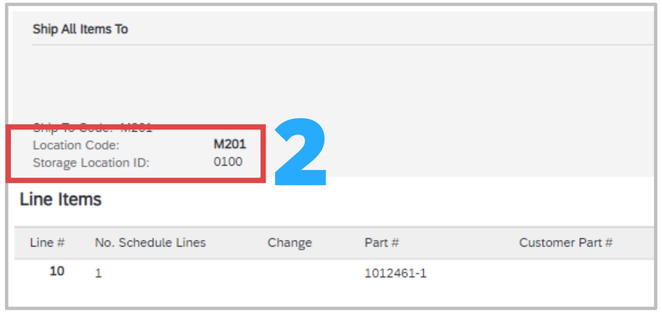
Location codes should be displayed by adding the Customer Location to your display via Settings. Refer to SETTINGS???

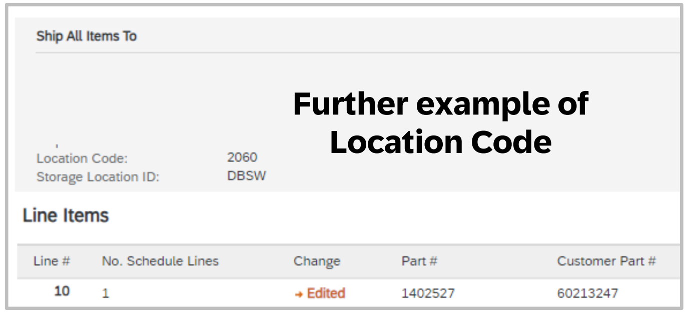
To identify a what location a Customer Location code refers to:

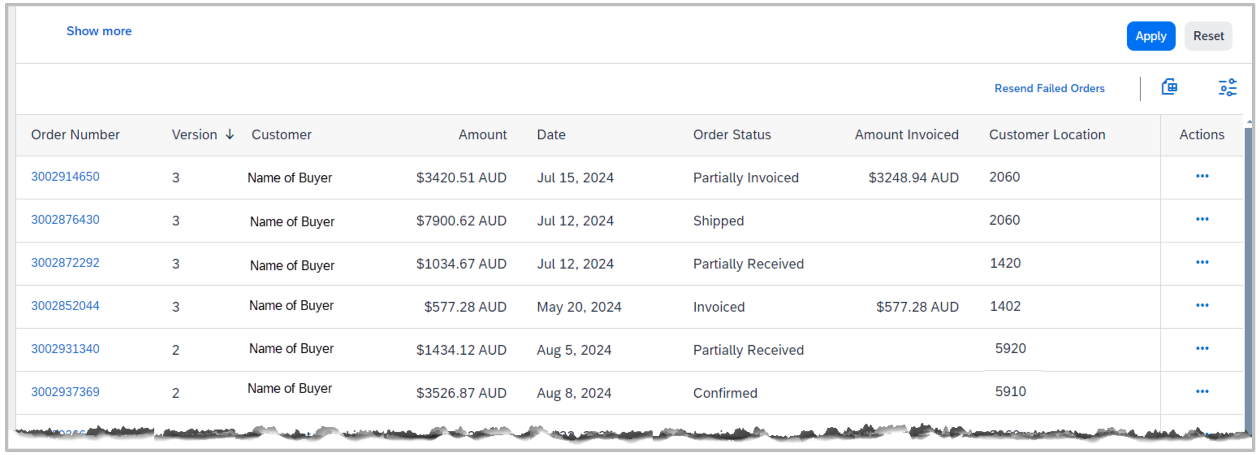
1. Open a **Purchase Order**
2. Scroll down to the **Ship All Items To**
3. The location code will be displayed next to **Location Code**

When setting up tiles, location codes can be added via Show More and the codes specific to your area of responsibility can be added, so that the Purchase Orders required are displayed.

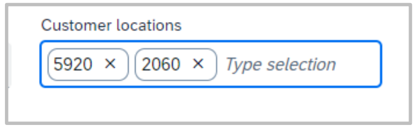
This reduces the need to open all purchase orders to identify whether they are for your site. Refer to **[Setting Filters and Adding Descriptions to Tiles]**







Order Number	Version	Customer	Amount	Date	Order Status	Amount Invoiced	Customer Location	Actions
3002914650	3	Name of Buyer	$3420.51 AUD	Jul 15, 2024	Partially Invoiced	$3248.94 AUD	2060	···
3002876430	3	Name of Buyer	$7900.62 AUD	Jul 12, 2024	Shipped		2060	···
3002872292	3	Name of Buyer	$1034.67 AUD	Jul 12, 2024	Partially Received		1420	···
3002852044	3	Name of Buyer	$577.28 AUD	May 20, 2024	Invoiced	$577.28 AUD	1402	···
3002931340	2	Name of Buyer	$1434.12 AUD	Aug 5, 2024	Partially Received		5920	···
3002937369	2	Name of Buyer	$3526.87 AUD	Aug 8, 2024	Confirmed		5910	···



Invoicing in the SAP Business Network

The Basics

Invoice Information

- Buyer/Customer transaction and country specific invoicing rules determine whether a Supplier can invoice in the SAP Business Network
- There are also some instances where a supplier can create invoices that are not based on a purchase order or enable a supplier to punch into the Buyers/Customers invoicing system to create contract-based invoices
- Where suppliers are required, to create invoices via the SAP Business Network, users need to have the required permissions, contact your System Administrator to add permissions if required. Refer to Who is my System Administrator – **CLICK HERE**
- All totals shown are tax exclusive for those countries that need to add tax percentages
- Taxes can be added at header or line-item level, with some Buyers/Customers adding tax based on the values within the Purchase Order
- All fields with an Asterisks must be completed, completing other fields may create errors
- Some Buyers/Customer require proof of service delivery or the invoice to be attached to Services Invoices or Service Entry Sheets
- When an Invoice is Rejected by the Buyer/Customer, suppliers should access the Rejected Invoice and use the Edit and Resubmit function/process
- A Purchase Order provides guidance of the steps required, such as is an Order confirmation required or if only an invoice is required
- Rejected Invoices should be accessed via the Invoice number and the reasons for the rejection identified, use Edit and Resubmit, correct any errors, some Buyers may require an additional alpha/numeric character to be added to the original Invoice number
- Refer to your **Buyer/s Supplier Information Portal** to identify the process required to complete an invoice

Invoice Type Information

- **Material Invoices** – For materials/goods sold to a Buyer, these are standard invoices that do not contain any service lines (lines that require a service sheet)
- **Services Invoices** – For Services provided irrespective of whether is in by a specified time or services delivery type. Service invoices may require completion by the supplier with a Service Sheet automatically created, or a Supplier may be required to complete the Service Entry Sheet (SES) and the invoice is automatically created or the supplier is required to complete both. Services invoices can contain both services and materials
- **Lean Service** - A single invoice can be created for all the Limit Service line items in a purchase order
- **Limit Order** - A Limit Order line item is defined as the fulfillment of a service or material delivery at a price limited by a predetermined amount within a time period specified by the buyer. A single invoice can be created for all the Limit Order line items in a purchase order.
- **Non-PO Invoices** - These invoices reference purchase orders that were not routed through SAP Business Network. Non-PO invoices also allow suppliers to invoice purchase orders that have expired and been deleted, or to generate an invoice that does not have a corresponding purchase order. Non-PO invoices can be issued to a buying organization even if the supplier doesn't already have an active trading relationship with the buying organization. In that case, the buyer provides the supplier with buyer customer code to allow sending a non-PO invoice (quick enablement through invoice).
- **Credit Memo** – A credit memo represents an amount owed to a buyer by a supplier, typically from an earlier transaction such as a purchase order or a contract invoice. The amount due is a negative number. There are four types of credit memos: PO-based header level credit memos, PO-based line-level credit memos, non-PO credit memos, and dynamic discounting credit memos. Line-level credit memos can be based on a change in quantity or a price adjustment (price decrease)
- **Line-level debit memo** - Line-level debit memos represent an amount owed to a supplier by a buyer from an earlier transaction. Line-level debit memos are always due to a price adjustment (price increase)

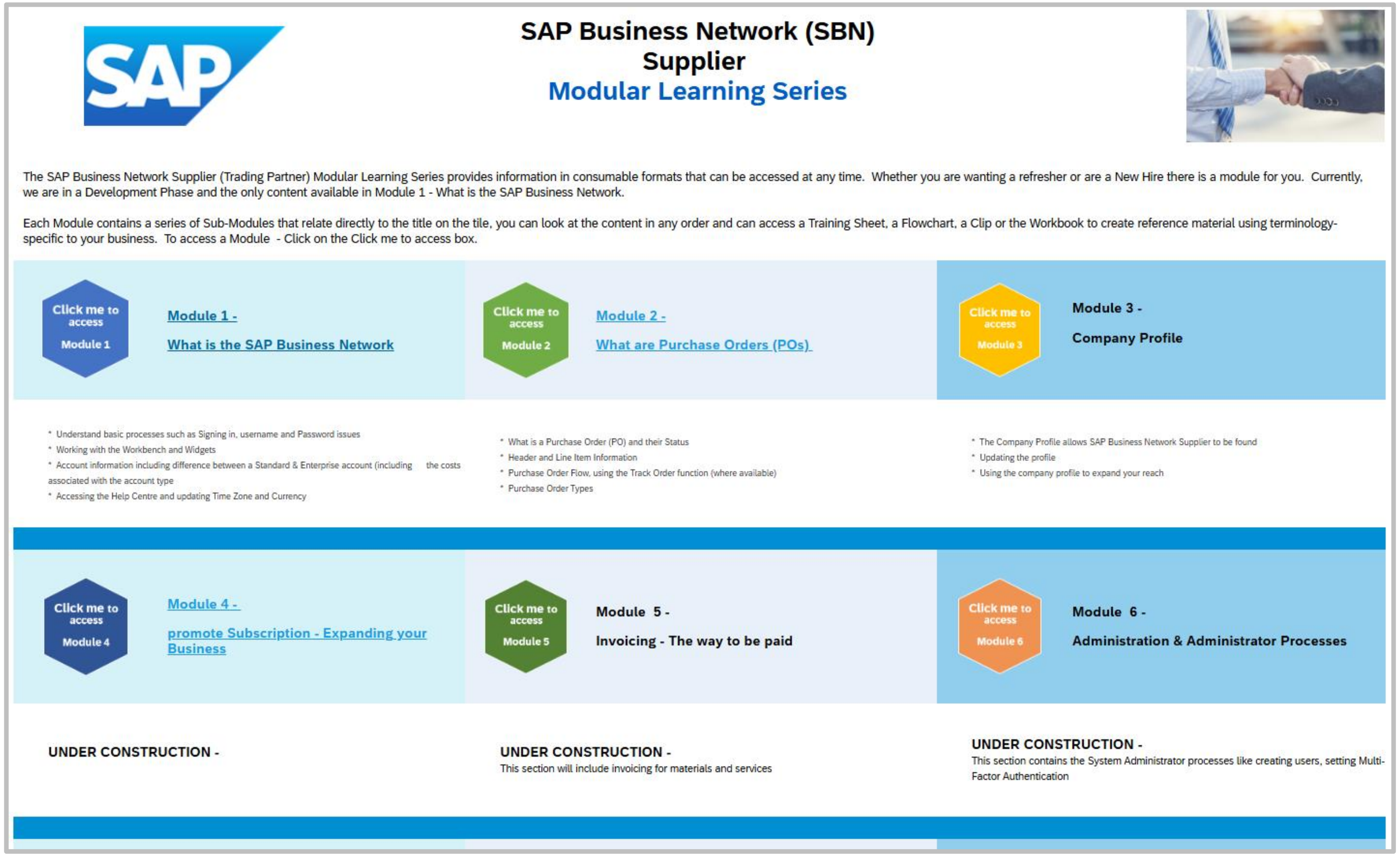
Invoice Type Information cont.

- **Blanket purchase order based** - A blanket purchase order (BPO) is a type of contract that buyers create that forms an agreement to spend a specific amount with a supplier for critical items or services. Suppliers can create an invoice directly from the BPO the same way as they can from a regular purchase order. A Service Sheet is not supported for blanket purchase orders
- **Contract based invoice** – Suppliers create an invoice based on the items in a Buyer hosted catalog, suppliers punch into the buyer’s invoicing solution to either create the entire invoice in the buyer’s invoicing site, or they punch in to retrieve the contract information and add items from the contract to the invoice. Suppliers add items to and services to the invoice in and submit it.
- **Self Billing** - SAP Business Network can automatically transmit self-billing invoices to suppliers and buyers based on data in purchase orders, scheduling agreements, and goods receipts using an automated process.

Supplier Assistance Channels

Supplier Modular Learning Series

- The Supplier Modular Learning Series has been designed to provide generic information to Suppliers working in the SAP Business Network and the Ariba Proposals and Questionnaires (Sourcing) processes
- To access the Supplier Modular Learning Series - **CLICK ME**



SAP Business Network (SBN) Supplier Modular Learning Series

The SAP Business Network Supplier (Trading Partner) Modular Learning Series provides information in consumable formats that can be accessed at any time. Whether you are wanting a refresher or are a New Hire there is a module for you. Currently, we are in a Development Phase and the only content available in Module 1 - What is the SAP Business Network.

Each Module contains a series of Sub-Modules that relate directly to the title on the tile, you can look at the content in any order and can access a Training Sheet, a Flowchart, a Clip or the Workbook to create reference material using terminology-specific to your business. To access a Module - Click on the Click me to access box.

Click me to access Module 1 — Module 1 - What is the SAP Business Network

- Understand basic processes such as Signing in, username and Password issues
- Working with the Workbench and Widgets
- Account information including difference between a Standard & Enterprise account (including the costs associated with the account type
- Accessing the Help Centre and updating Time Zone and Currency

Click me to access Module 2 — Module 2 - What are Purchase Orders (POs)

- What is a Purchase Order (PO) and their Status
- Header and Line Item Information
- Purchase Order Flow, using the Track Order function (where available)
- Purchase Order Types

Click me to access Module 3 — Module 3 - Company Profile

- The Company Profile allows SAP Business Network Supplier to be found
- Updating the profile
- Using the company profile to expand your reach

Click me to access Module 4 — Module 4 - promote Subscription - Expanding your Business

UNDER CONSTRUCTION -

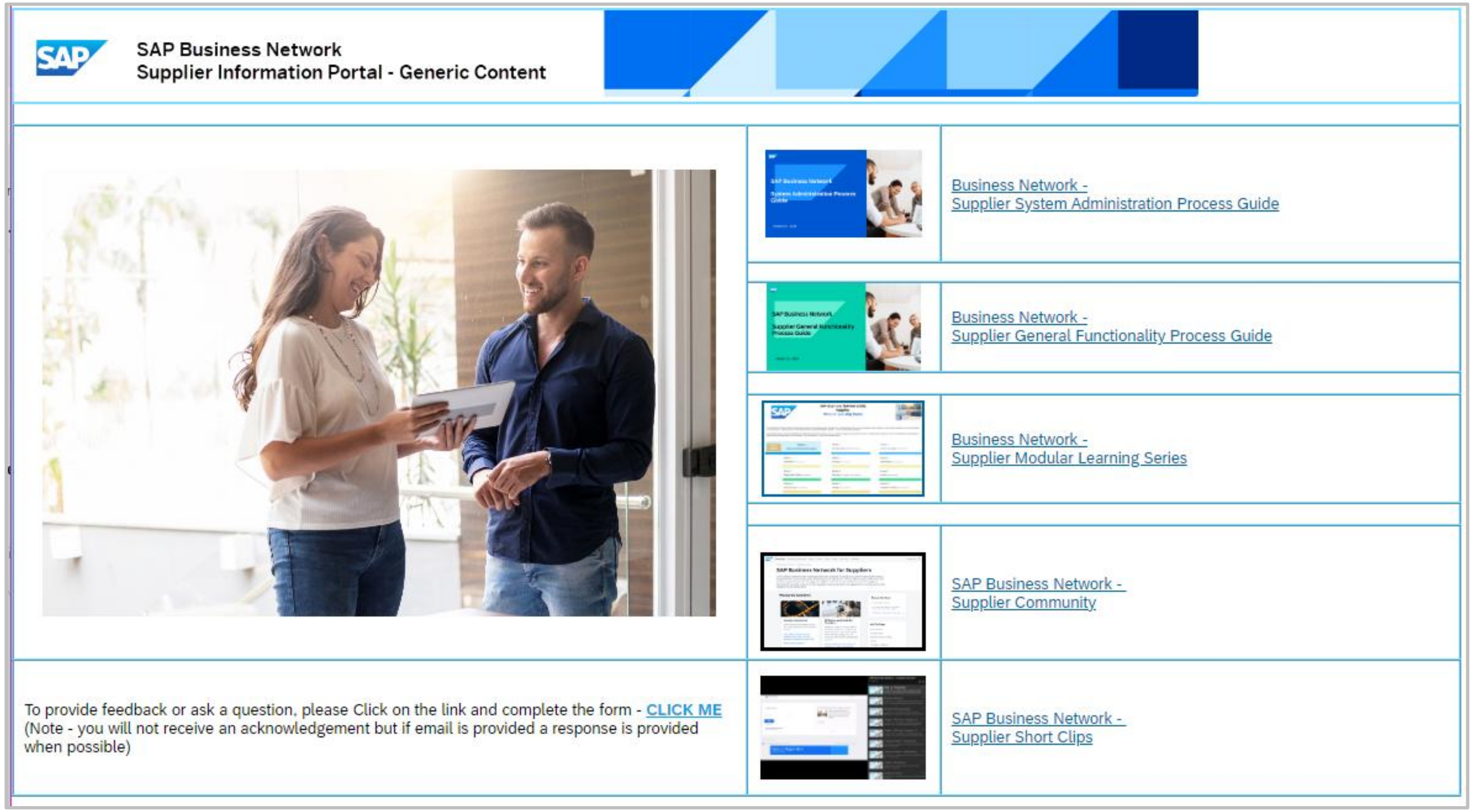
Click me to access Module 5 — Module 5 - Invoicing - The way to be paid

UNDER CONSTRUCTION -
This section will include invoicing for materials and services

Click me to access Module 6 — Module 6 - Administration & Administrator Processes

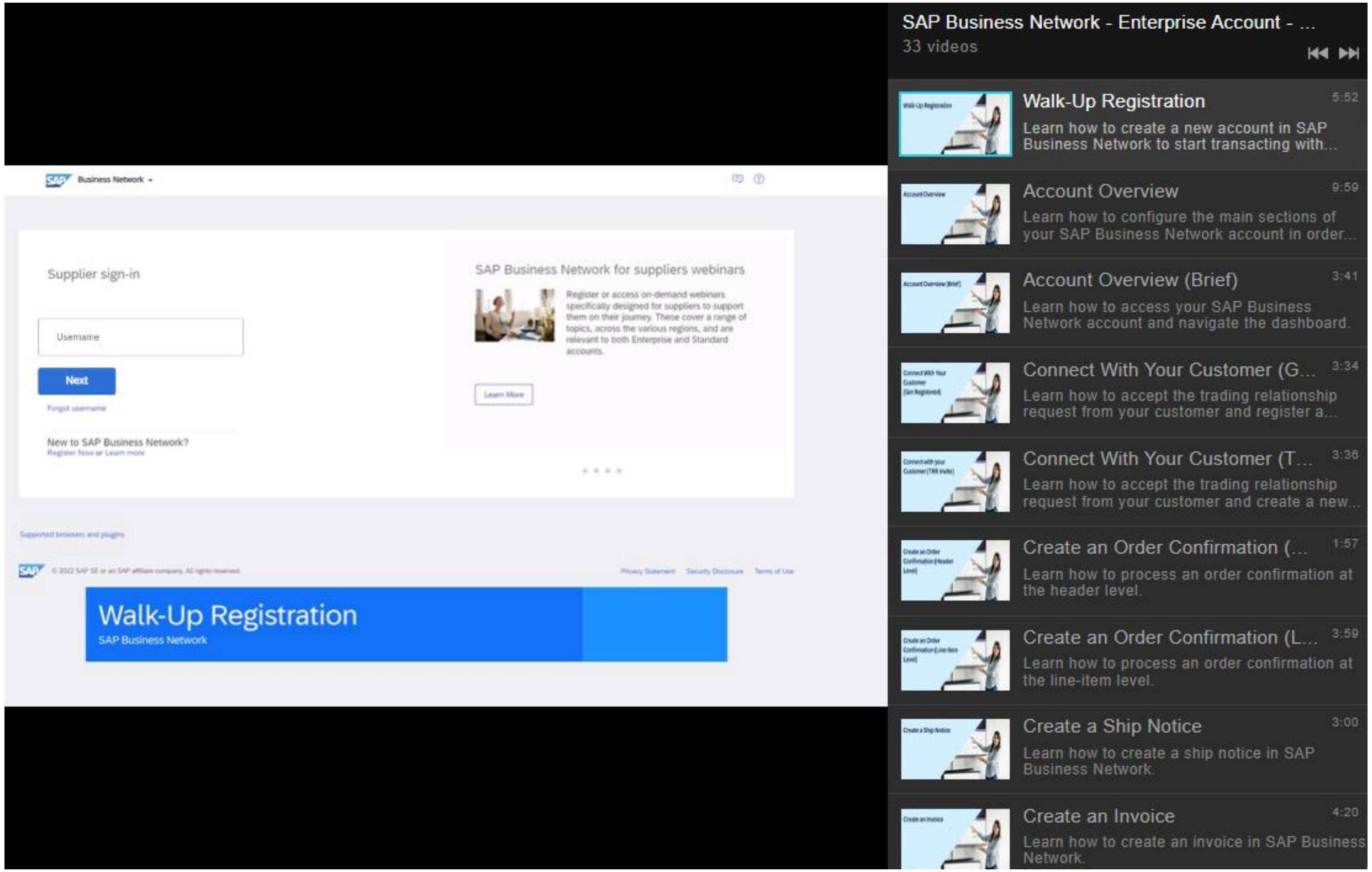
UNDER CONSTRUCTION -
This section contains the System Administrator processes like creating users, setting Multi-Factor Authentication

- The Generic Supplier Information Portal links Suppliers to resources specifically designed for them, including links to the:
  - System Administration Guide
  - General Functionality Guide
  - Modular Learning Series
  - Supplier Community
- To access the Generic Supplier Information Portal – **CLICK ME**
- For information about Buyer Specific Information refer to that Buyer's Supplier Information Portal – Refer to **Accessing Buyer/s Supplier Information Portal**



Supplier Short Clips

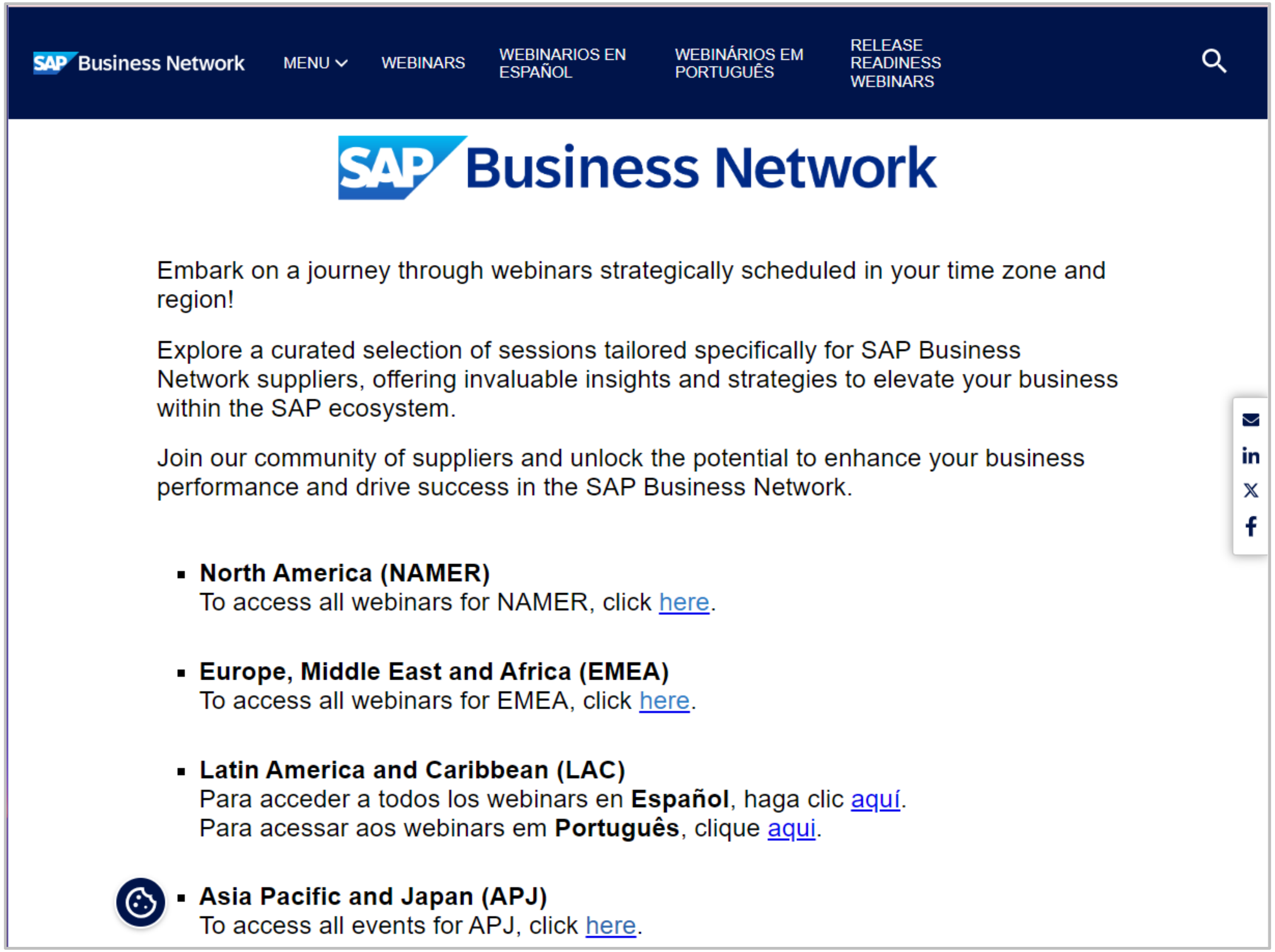
- The SAP Business Network provides short clips on processes that are generic – [CLICK ME]
- For information about Buyer Specific Information refer to that Buyer's Supplier Information Portal – Refer to [Accessing Buyer/s Supplier Information Portal]



- The Engagement Hub contains content from the Supplier Network Engagement and Adoption Team
- To access the Engagement Hub - **CLICK ME**

Supplier Webinars previously Delivered and Upcoming

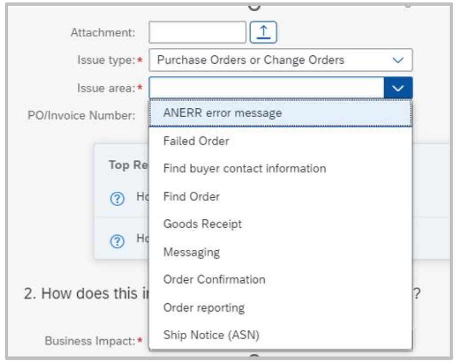
- This page provides links to previously delivered by the Supplier Network Engagement and Adoption Team
- To access the previously delivered Webinars - **CLICK ME**

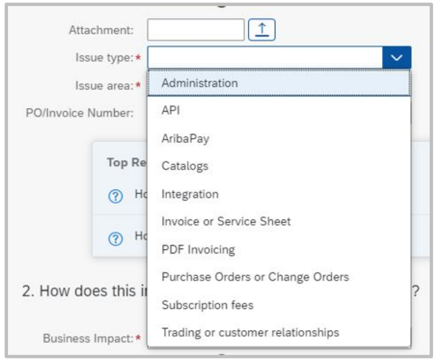


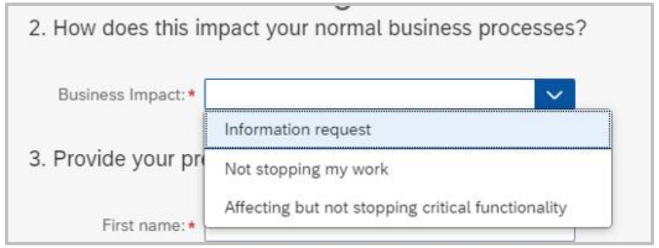
Logging a Support Request (SR)

Information

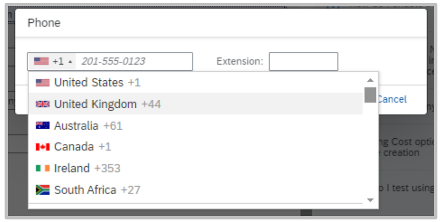
- Create a case when there is an issue that cannot be rectified
- Standard Accounts can only access the Help Centre when they have a technical issue or need to change the contact details of the System Administrator
- Suppliers that use Supply Chain Collaboration processes such as scheduling, forecasting or quality (to name a few) should indicate that their issue is related to a Supply Chain Collaboration Account
- All fields with Asterisks must be completed and you will not be able to progress to the next step while there is a field not completed
- All Cases submitted will be displayed under the Contact Us tab in the SAP Help Center
- Standard Account users only have access via email
- Suppliers do not need to Sign in to the SAP Business Network to access the SAP Help Center
- Ensure that the correct information is selected from drop-down list







- When entering the phone number select the Country code first

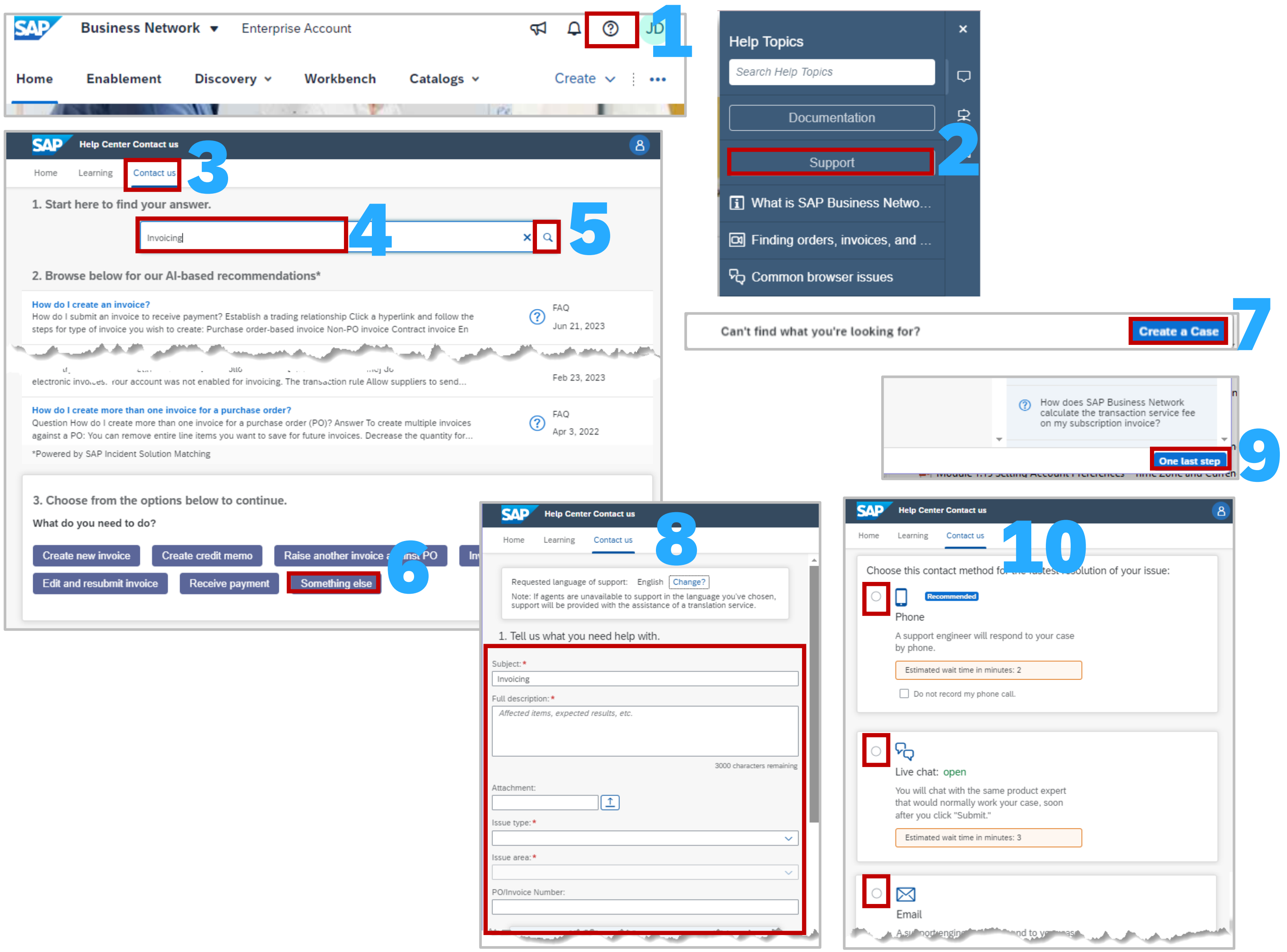


Create a Case

Create a case when you are unable to identify how to rectify an issue or query.

Sign into you SAP Business Network

1. Click on the ⓘ
2. The Help Topics pane is shown, select **Support**
3. The Help Centre Home page is displayed, click on **Contact Us**
4. Enter what information you require
5. Click on 🔍
6. Identify if any of the AI information shown provides an answer, however, to create a case click on **Something Else**
7. Click on **Create a Case** (bottom right of the screen)
8. Complete all fields with Asterisks and select the correct information from the drop-down lists
9. then click on **One Last Step** (bottom right of the screen)
10. Select the radio button of the preferred contact option, then click on **Submit**



Accessing Track Options from the Home Screen

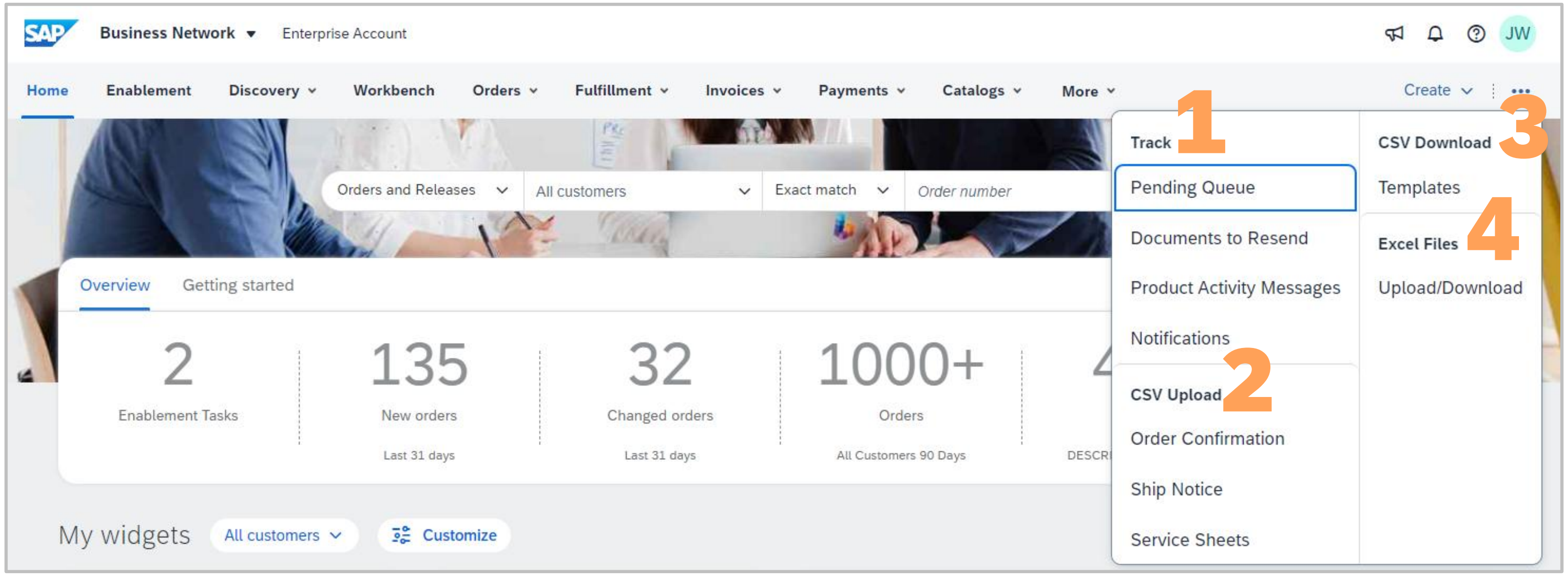
ooo (More) Selection Overview

The ... **(More)** selection provides a list of actions, be aware that not all actions are accepted by your Buyer

There are 4 separate options, they are:

1. **Track** – allows users to view documents that are in different statuses and opportunities to create, open and review documents displayed
2. **CSV Upload** – users upload CSV files they have created using the templates that the Buyer has uploaded for specific documents
3. **CSV Download** – provides the available templates for specific documents and the format they must be in
4. **Excel Files** – the upload download can be used to transact with Buyers using excel file format

Note: Any items that are greyed out are not available for selection and not all Buyers accept CSV files, confirm with your Buyer prior to using this process



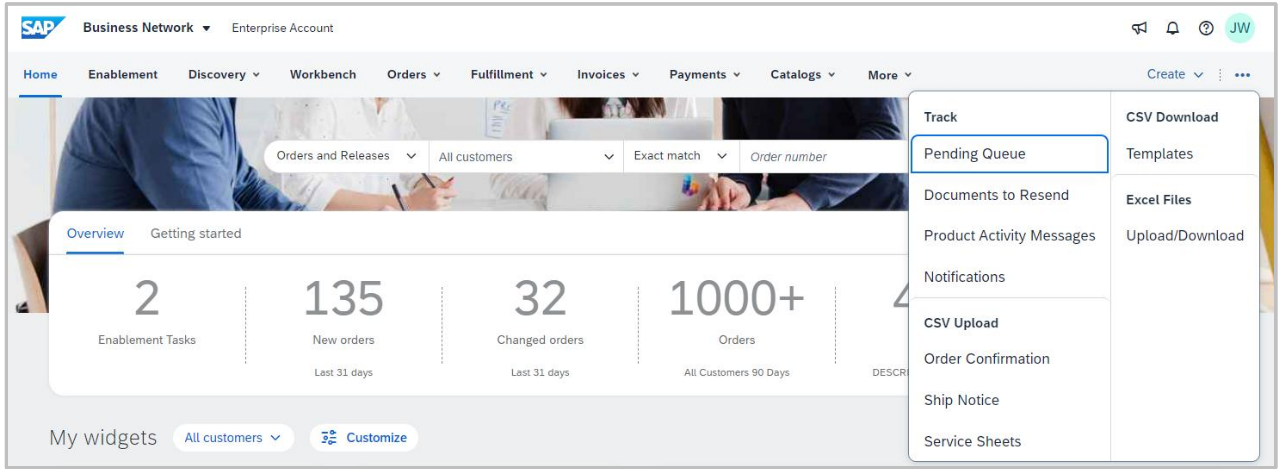
Track - Pending Queue

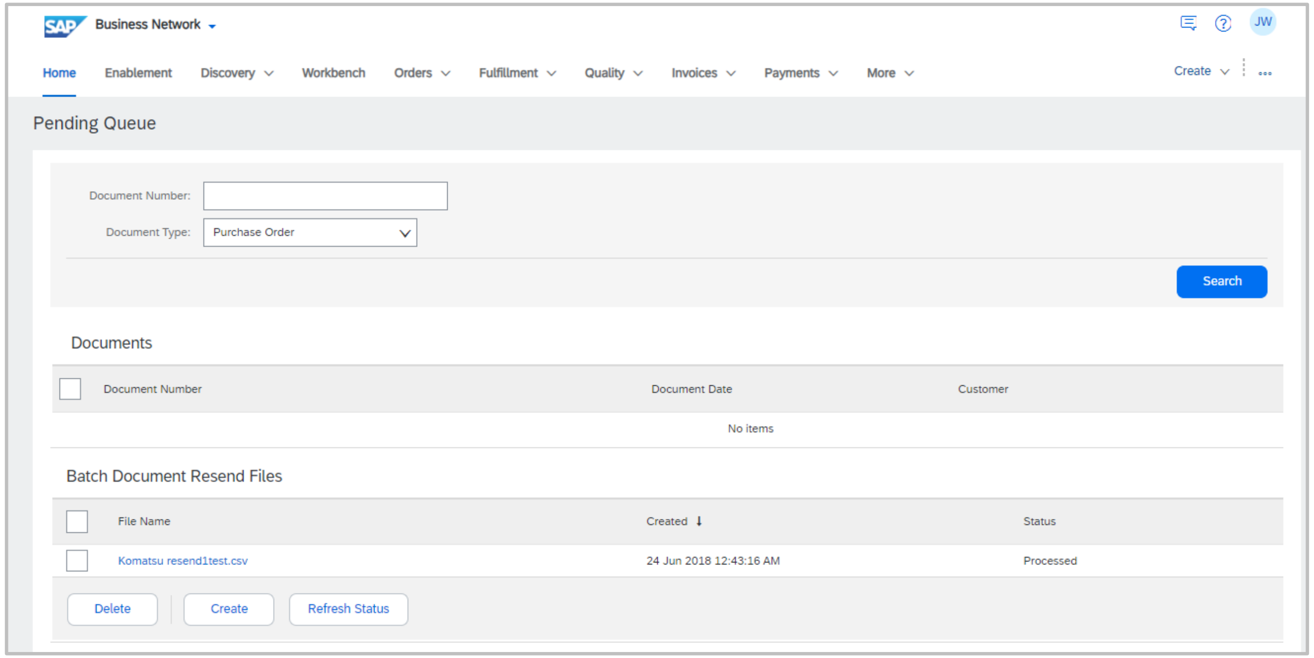
SAP Business Network suppliers that **integrate** their SAP Business Network accounts with their external ERP system using cXML can access the **Pending Queue** from the More menu (**…**). It lists documents pending for download to your application from your SAP Business Network account.

SAP Business Network allows you to monitor the pending document queue, remove documents from the queue, and re-queue them. To use these services, you must configure your external ERP system and SAP Business Network account to use the GetPending/Data Download transaction method.

If you have documents that your application has not been able to download for more than three days, SAP Business Network sends you a notification that lists the unacknowledged documents in an attachment. Make sure you have configured your account to send email notifications to the people in your company responsible for resolving integration issues if documents remain in the pending queue for three or more days. You configure notification settings in your company settings.

For more information refer to Help Portal Documentation –
[CLICK ME]



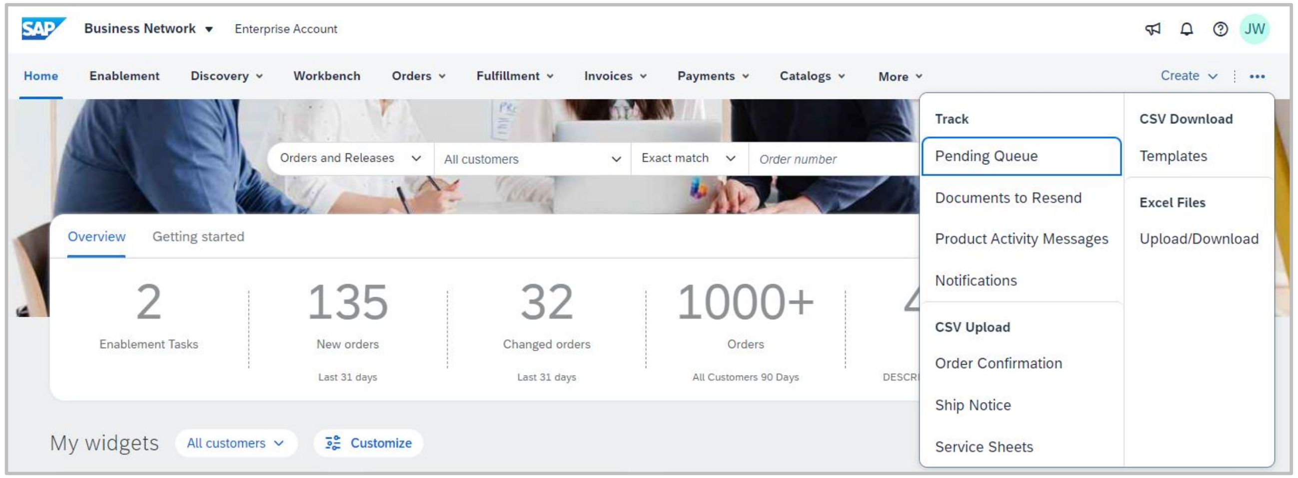


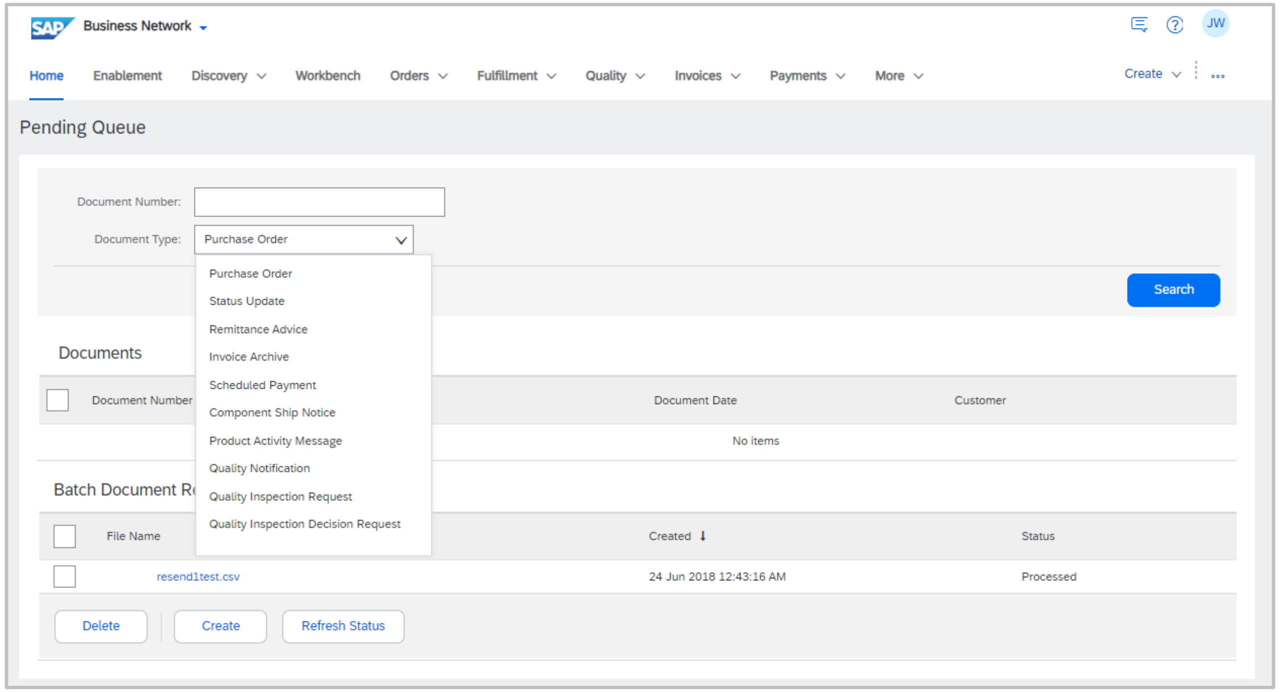
Track – Documents to Resend

SAP Business Network suppliers that **integrate** their SAP Business Network accounts with their external ERP system using cXML can access the **Pending Queue** from the More menu (**...**). It lists documents pending for download to your application from your SAP Business Network account.

Part of Pending Queue is the Documents to resend option. When selected integrated Suppliers can re-send documents that have failed to send through the network. This can be done manually or automatically.

For more information refer to Help Portal Documentation – **[CLICK ME](#)**.





Track – Product Activity Messages

Supplier Chain Collaboration (SCC) Suppliers that are integrated can enable routing of product activity messages to tiered supplier using cXML.

Product Activity Messages provide Supply Chain Collaboration suppliers with information about the product they sell to a specific Buyer

Only Suppliers that use cXML can access the information on the Product Activity screen

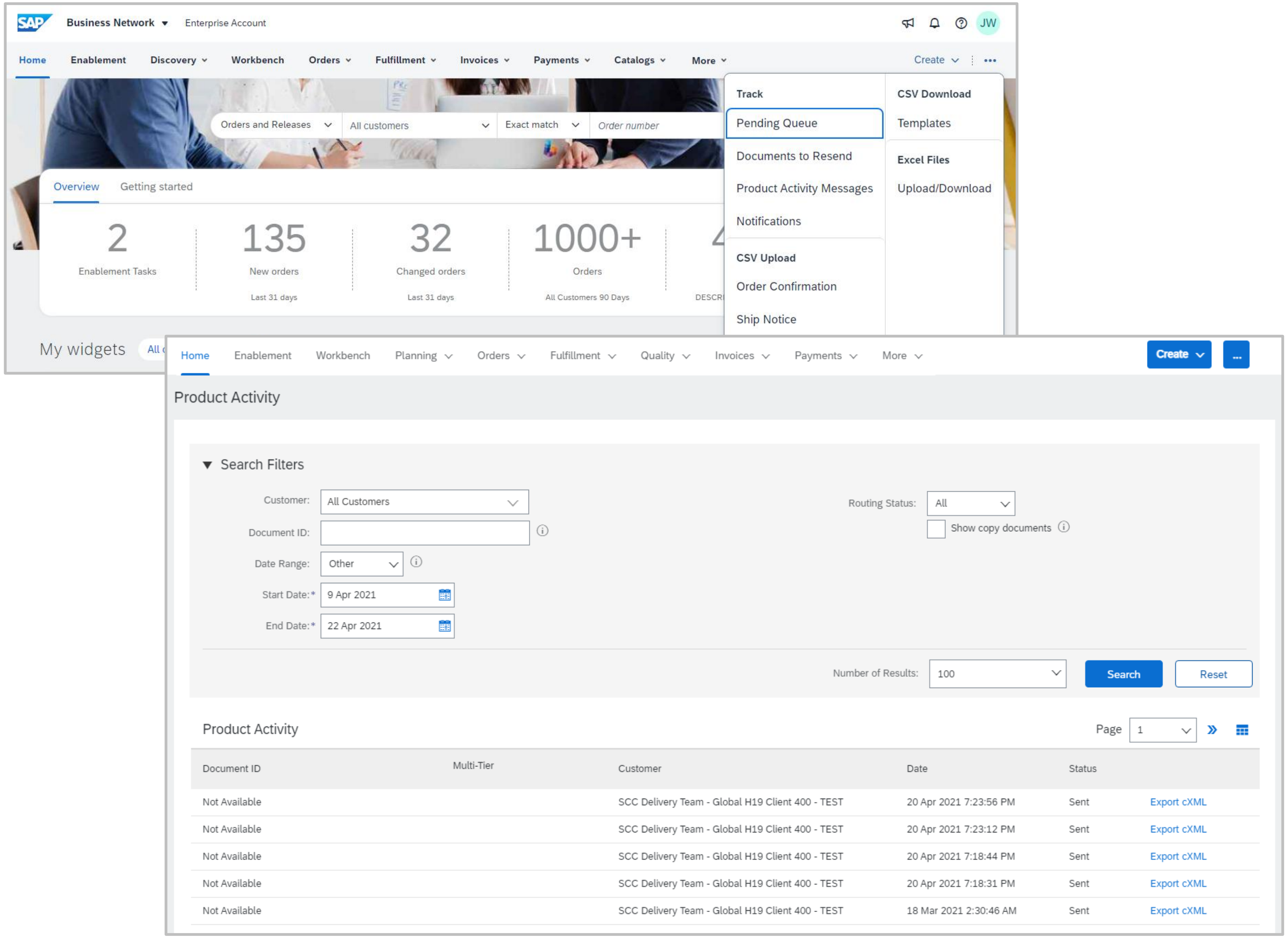
The status of the Product Activity document is shown

Use Search Filters to locate specific documents for:

- Specific Customers
- Document ID
- Predefined date range in days
- Allows specific dates to be searched
- Routing Status

Note: To enter a date range select "Other" and enter a date range of 31 days or less

For more information refer to Help Portal Documentation – **CLICK ME**.



Track - Notifications

Supplier Chain Collaboration (SCC) Suppliers that are integrated can access Notifications.

A list of Notifications from third parties and Buyers appear in the list providing information about a specific process, document or information.

Notifications provide suppliers with information when Purchase Orders are update, modified or changed

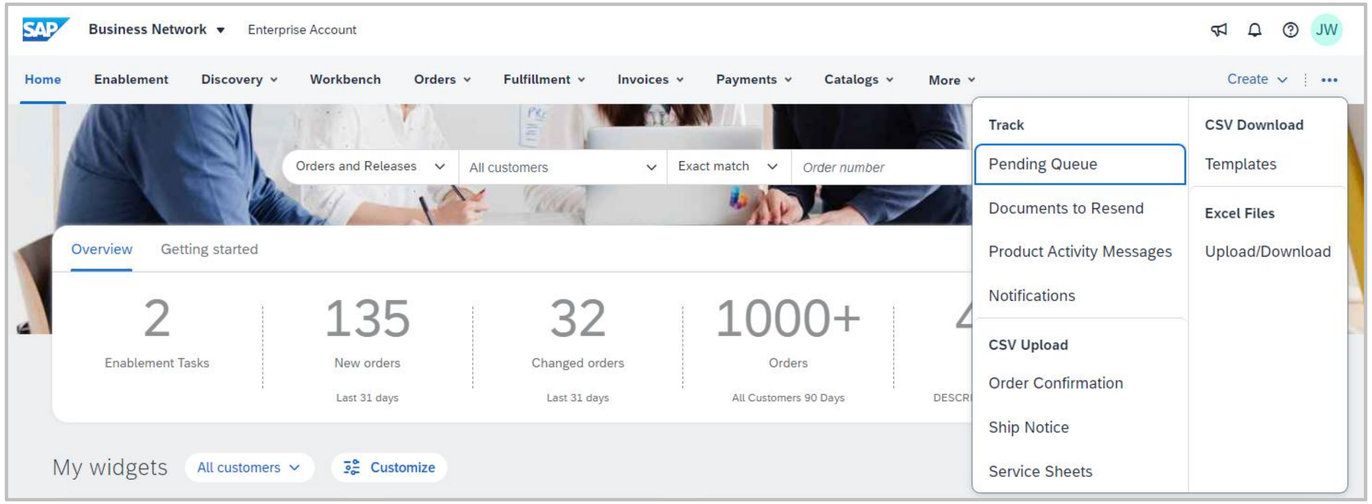
- Notifications are for information only and provide suppliers with a list of notifications relating to documents, there is no action required and notifications can be deleted

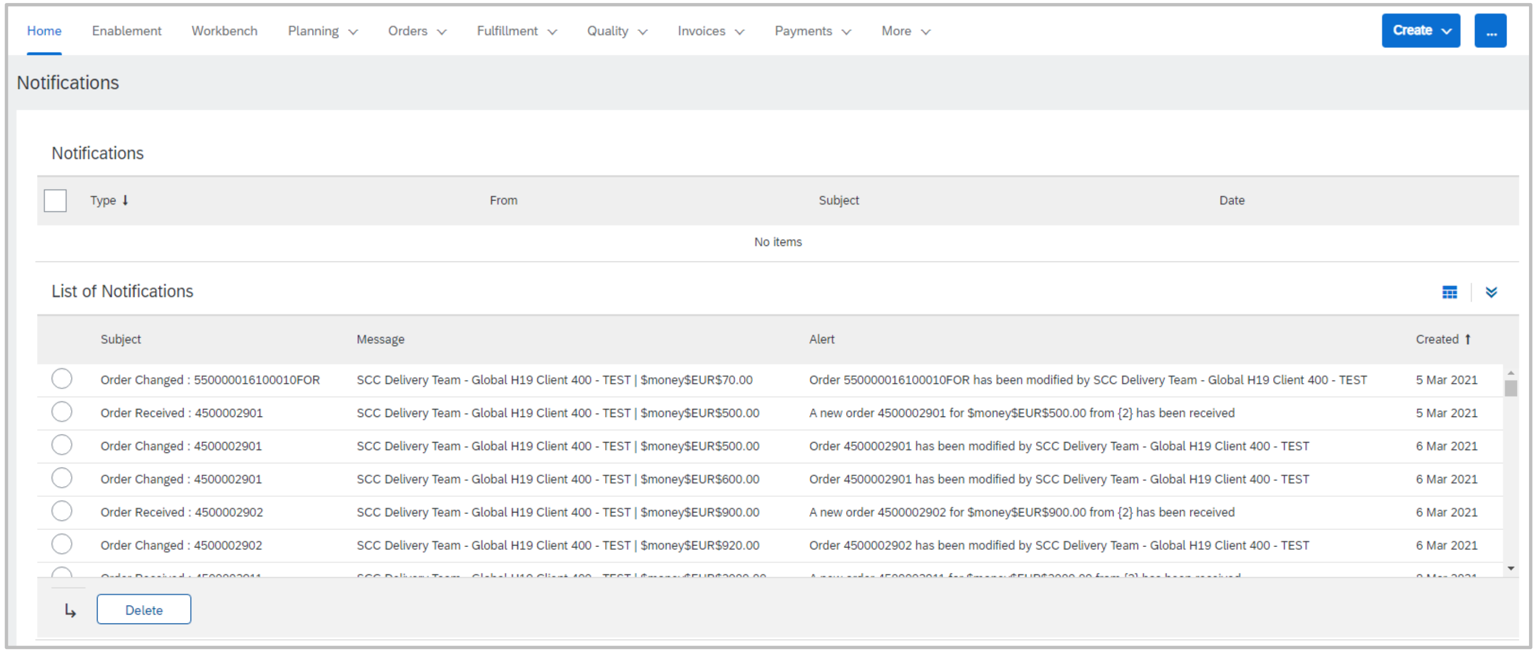
- Search filters

- To delete with Notifications:

  Select the documents by clicking in the radio button only one item can be deleted at a time

- There is no requirement to delete Notifications from the list

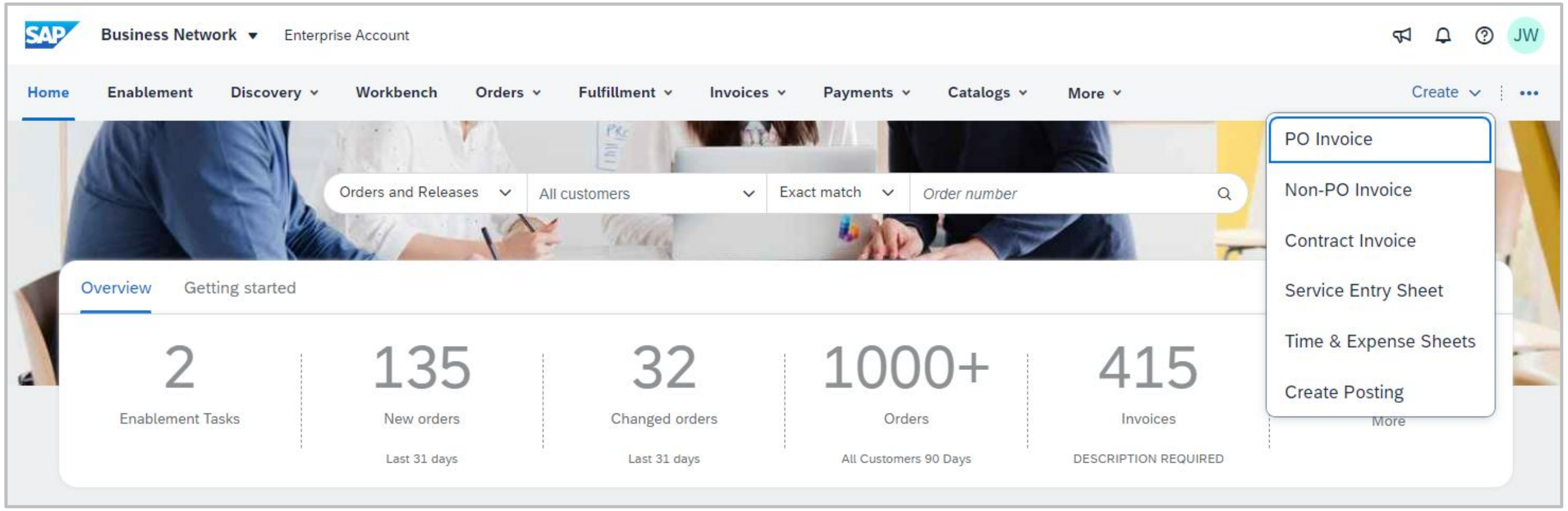




Create Selections

The **Create** enables suppliers to create the available options from the Dashboard/Home page

- The options available are based on the documents that are transacted with your Buyer, however, using this selection is general rather than specific to a document
- To create documents such as Order Confirmations, Ship Notices and Invoices refer to the applicable training documents on the relevant business Supplier Information Portal (SIP)
- Do not create a Non-PO Invoice unless the Buyer accepts invoices without a Purchase Order
- Create a Posting



Using CSV Files with your Buyer

CSV Information

- A CSV file is a Comma Separated Value file that represents a structured method of storing data. A CSV invoice enables suppliers with a large number of invoices to submit their invoices to customers in one consolidated file.
- CSV invoice import provides you with a convenient way of routing invoices to your customers. Another advantage of including multiple invoices in a single CSV file is that you can save significant time and effort.
- CSV file Upload must be supported and approved by the Buyer, using this functionality when not approved by the Buyer will create issues within the SAP Business Network, there may also be a monetary impact of your business.
- Ensure that you are using the current version of the CSV template provided by your customer
- Use a supported CSV file editor to edit the CSV invoice. For example, use Ron's Editor
- Do not alter or update the original CSV invoice format that you download from SAP Business Network. This will cause the import process to fail. Always preserve the downloaded CSV invoice in its native format
- Do not enter special characters prohibited by your customer. If you are not sure of characters that are not allowed, contact your customer
- If the CSV invoice displays unrecognizable characters, save the CSV invoice, re-open it with the CSV editor, and save the file with character code set “UTF-8” and set the BOM flag
- Do not save the CSV invoice as a workbook
- Do not add macros to the CSV invoice or add or delete columns.
- The first three rows of the CSV template are read-only. Contact your customer if you have queries on read-only rows
- Do not include the terminology "script" anywhere in the CSV file name
- Refer to the CSV Help Portal (Documentation) for more information

CSV Upload Information

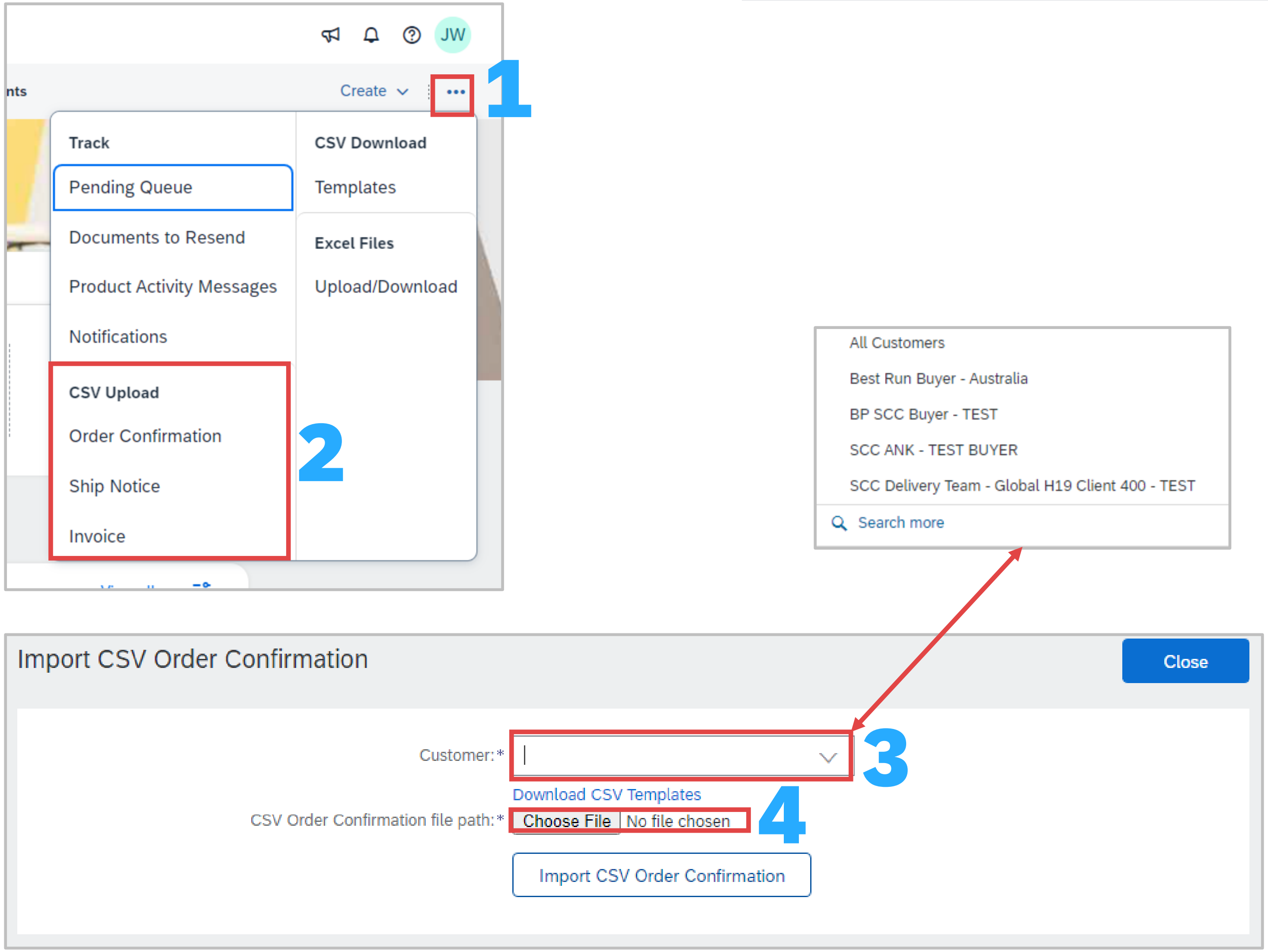
The CSV format is used in Ariba to make transacting with Buyers easier by providing Suppliers with the ability to perform a large upload from their ordering system or ERP

- CSV file Upload must be supported and approved by the Buyer, using this functionality when not approved will create issues within the Ariba Network but may also have a monetary impact of your business
- A CSV file must be based on the template required by the Buyer

To Upload a CSV:

1. Click on **...**
2. Click on the **CSV Upload** Type
3. Select the **Customer** you are uploading the CSV for using the drop-down list
4. Click on **Choose File,** Select the file and click on open
5. Click on **Import CSV XXXX**

Note: Greyed-out items are not available for selection



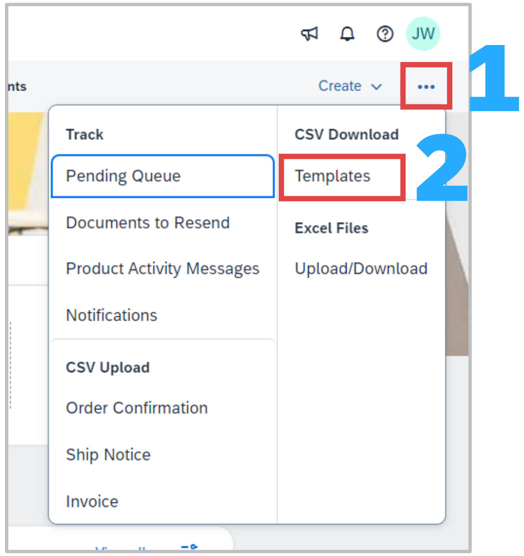
Prior to downloading CSV Templates and using CSV files, confirm that this functionality and process are accepted by your Buyer and is part of transacting using the Ariba Network.

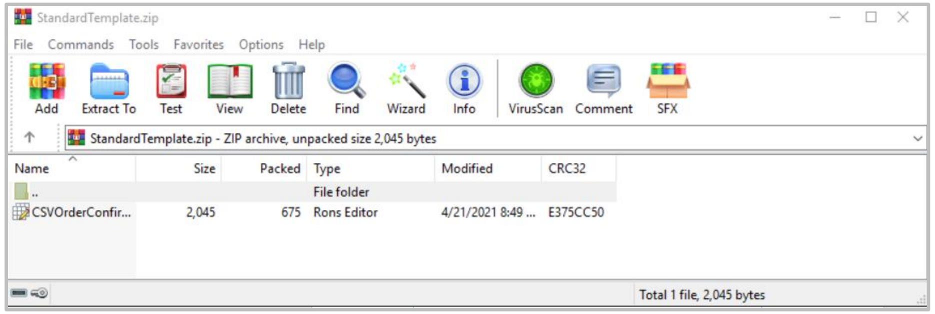
There are **two** types of CSV Templates:

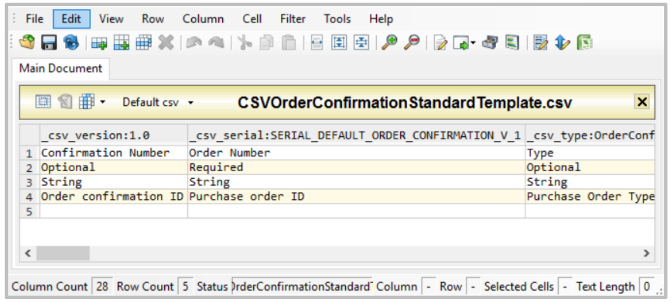
- **Standard Templates** – based on Ariba Network best practice information
- **Customer Templates** – updated to include Buyer specific fields when required

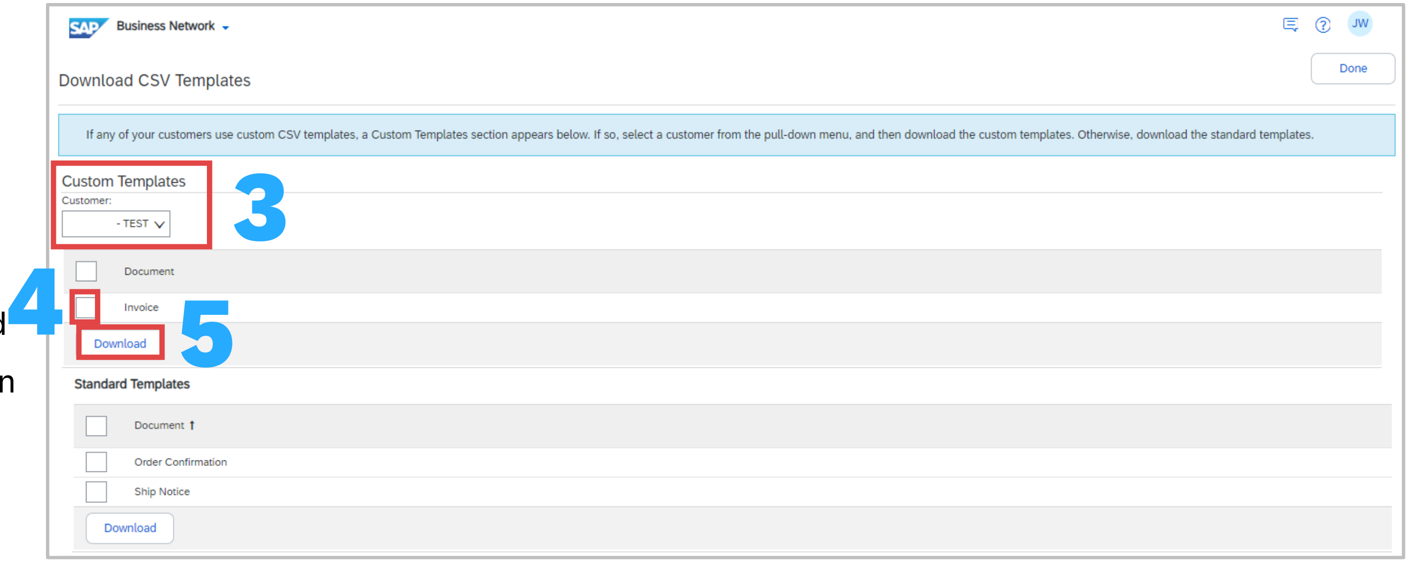
To Upload a CSV:

1. Click on **...**
2. Click on the **CSV Download Templates**
3. Select the **Customer** you are uploading the CSV for using the drop-down list
4. Click the template you wish to download
5. Click on **Download**
6. Locate the download icon on the bottom of your screen, click to open, and the screen is displayed
7. Click to open, save to access and add information prior to upload









Supplier Chain Collaboration Suppliers

Using Upload/Download Processes - Excel

Upload Download Information

Excel files are used by Suppliers to provide large amounts of data from their ordering system or ERP to their Buyer

Only use this process if it accepted by your Buyer

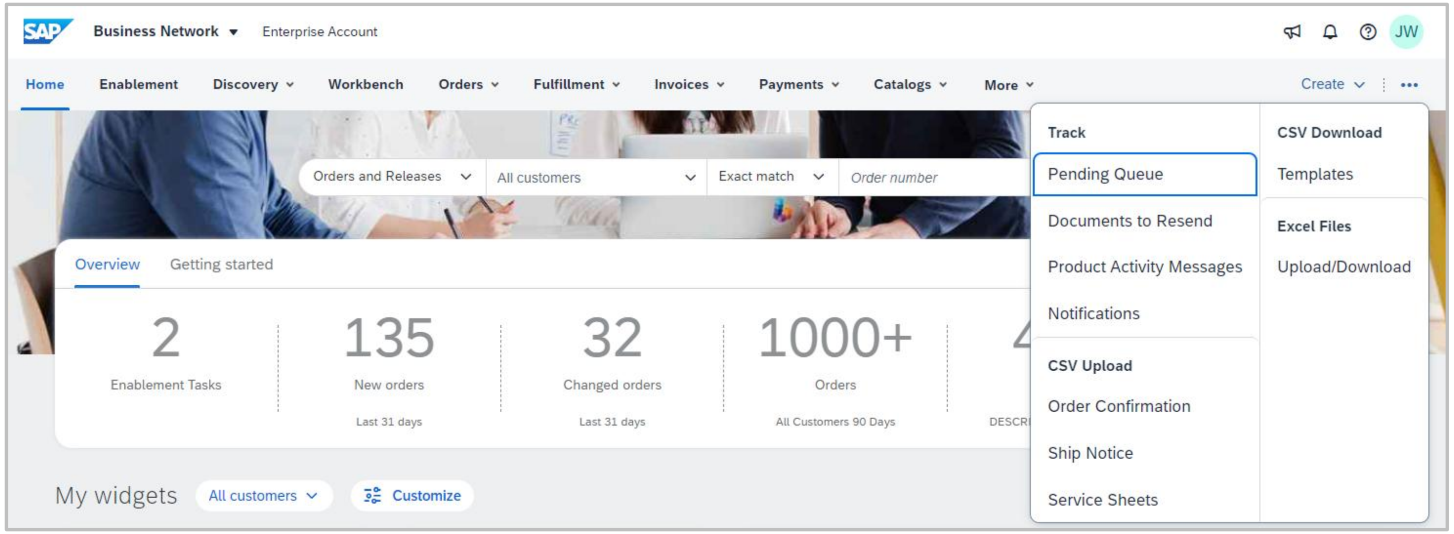
- The upload/download functionality is for Suppliers to perform mass uploads using Excel format files that are specific for transacting using Supply Chain Collaboration
- Supply Chain Collaboration templates contain additional fields such as customer and supplier part numbers and purchase order revision level

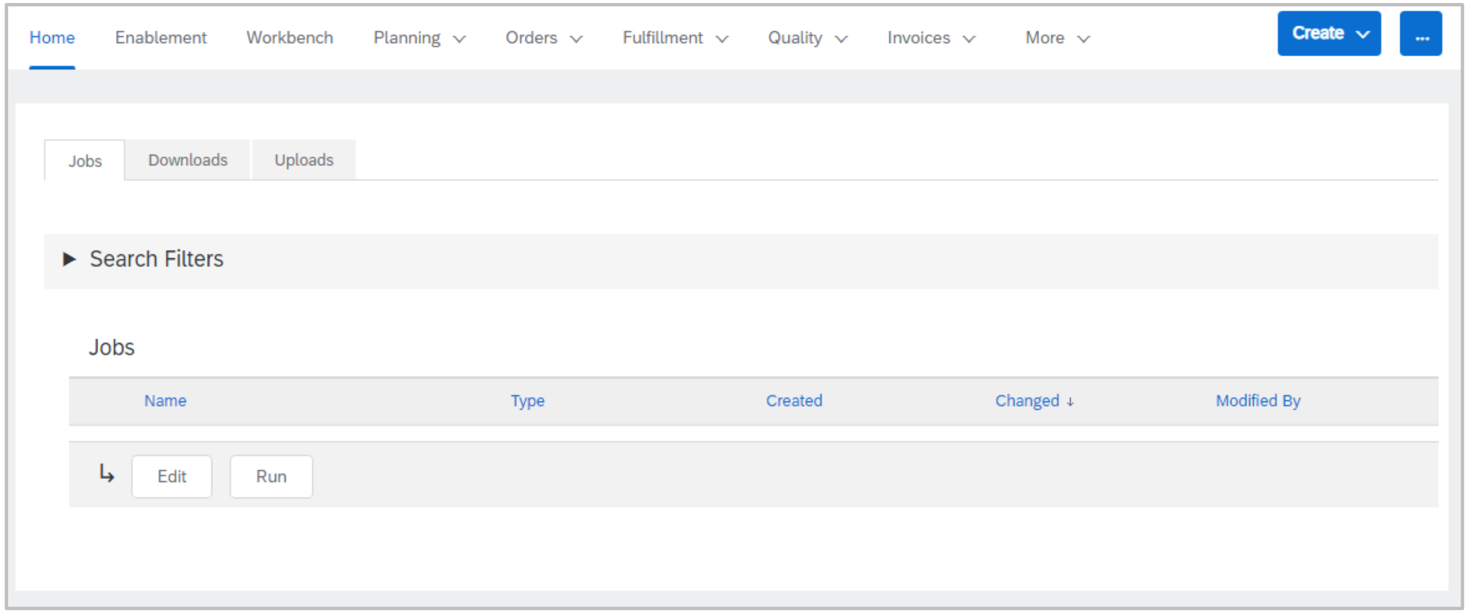
In order for Suppliers to transact using Excel Files they will need support and approval to do so and are for mass uploads of information not currently supported by CSV file upload such as Invoicing

There are 3 Tabs in the **Upload/Download** selection, they are:

- **Jobs** – create, edit and run jobs
- **Downloads** – lists the files extracted during the Jobs ***run*** process
- **Uploads** – templates for available upload/download types

- **Note:** Refer to the applicable guide for specific processes and each different type of mass upload will contain different fields to set parameters





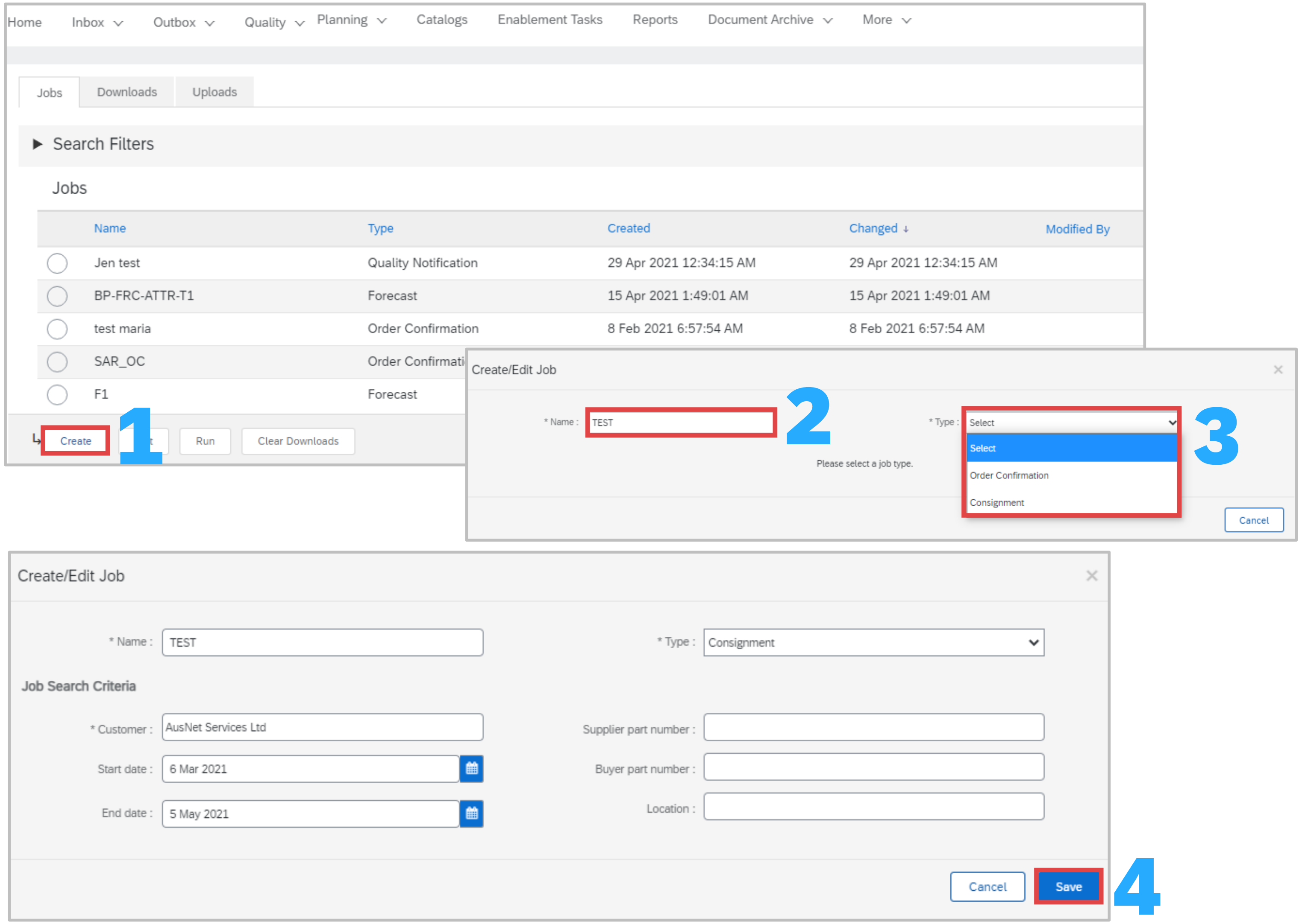
Upload/Download - Job Tab Information

The Jobs tab is the tab that is displayed when the Upload/Download selection is made from the drop-down list

- Jobs are created based on the parameters set by the user
- The Types of jobs available are based on the Buyer's requirements
- Job types once created and edited or rerun
- Further options are displayed based on the selection made
- A Job needs to be created for it to appear in the Downloads Tab

1. Click on **Create**
2. Enter a job **Name**
3. Select the **Type** of job from the drop down
4. Click on **Save**

The job will appear in the screen



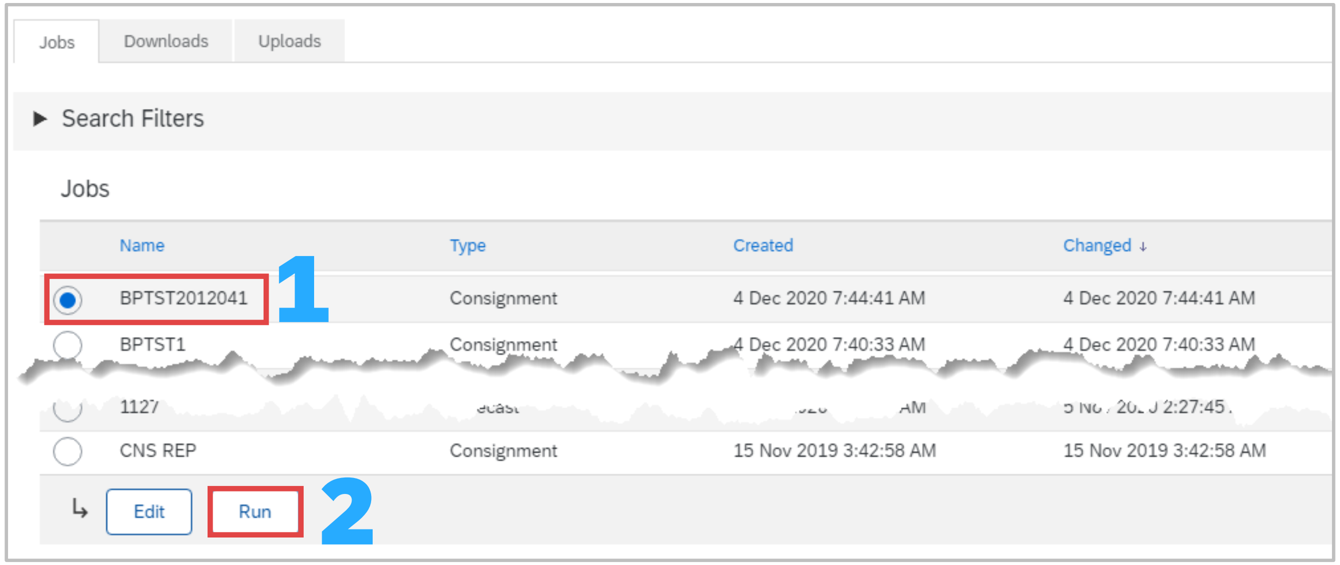
Upload/Download – Running a Job

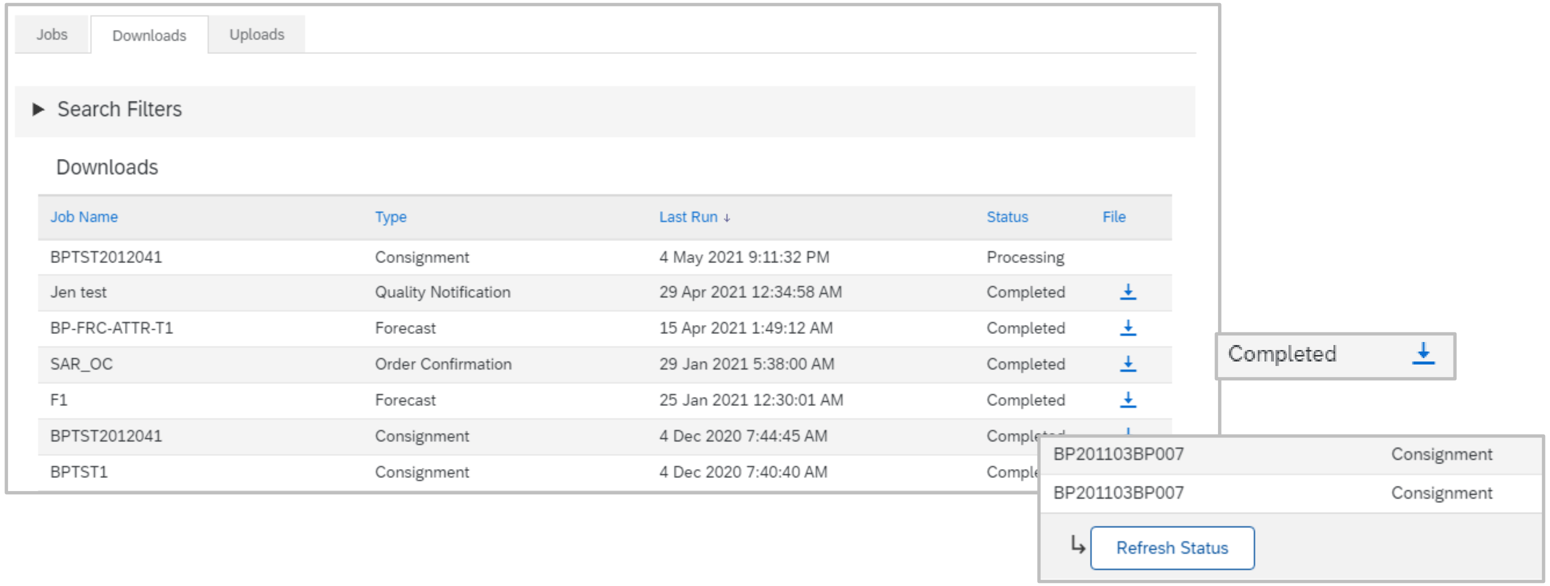
Use run job after a job has been created and you wish to view the information

The Jobs tab is the tab that is displayed when the Upload/Download selection is made from the drop-down list

1. Select the **Job** you wish to run
2. Click **Run**

- The Downloads tab screen will be displayed with a status of processing
- The length of time varies depending on the amount of data
- Click on Refresh Status is required
- It is ready to download when *Completed* is displayed





Upload/Download – Editing a Job

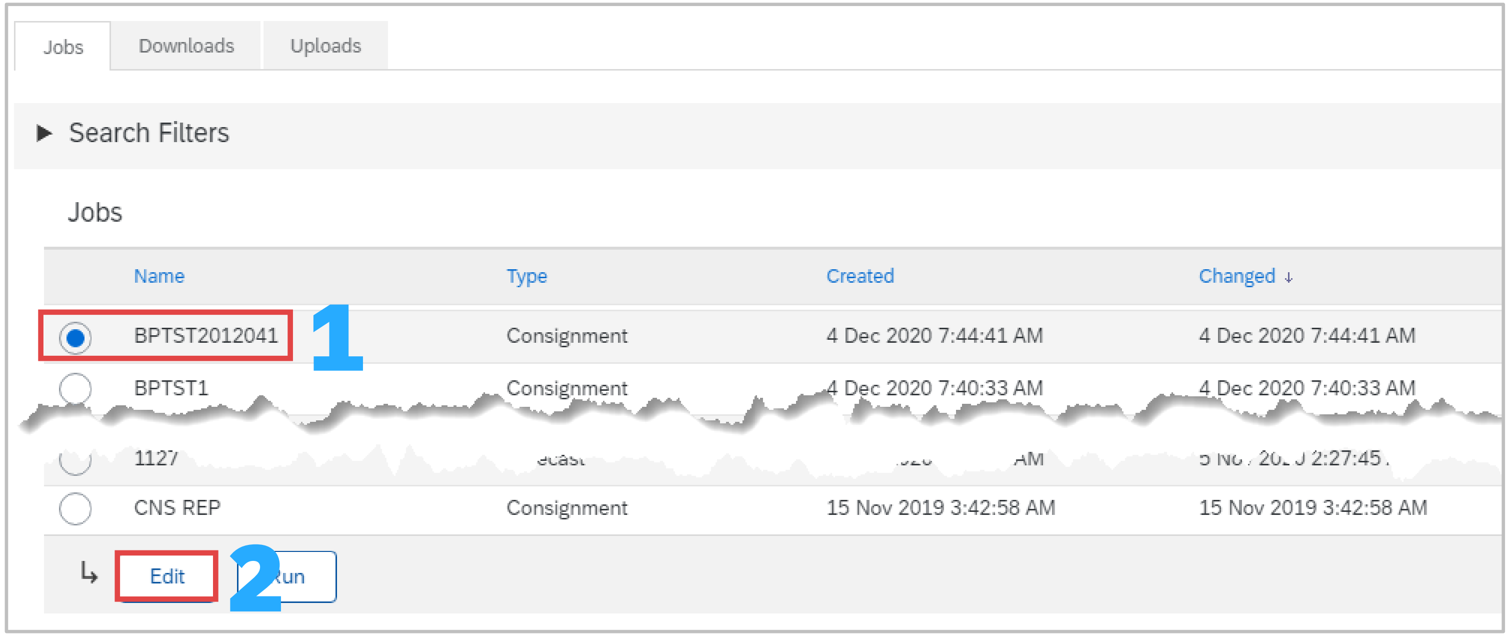
Use Edit a job when you have already created a data set and wish to extract the same data but for different dates, part numbers or locations

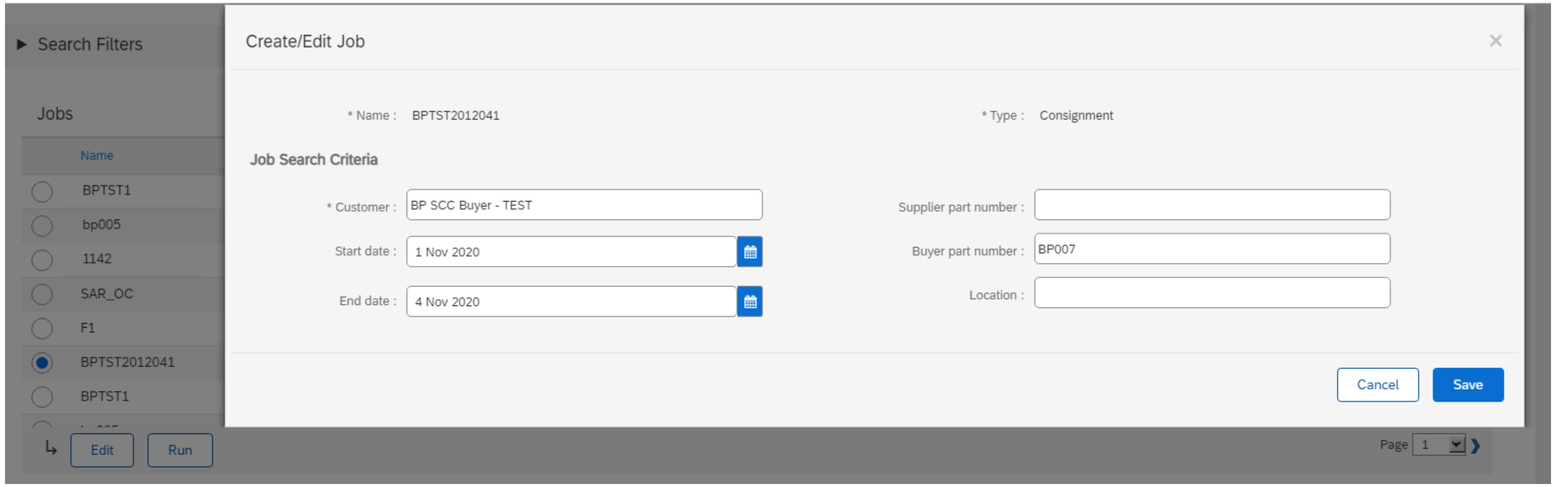
The Jobs tab is the tab that is displayed when the Upload/Download selection is made from the drop-down list

1. Select the Job you wish to run
2. Click **Edit**

- Update the required fields

3. Once all edits have been made click on **Save**





The **Downloads** tab shows downloads that have been generated

- Only jobs with a complete status can be downloaded

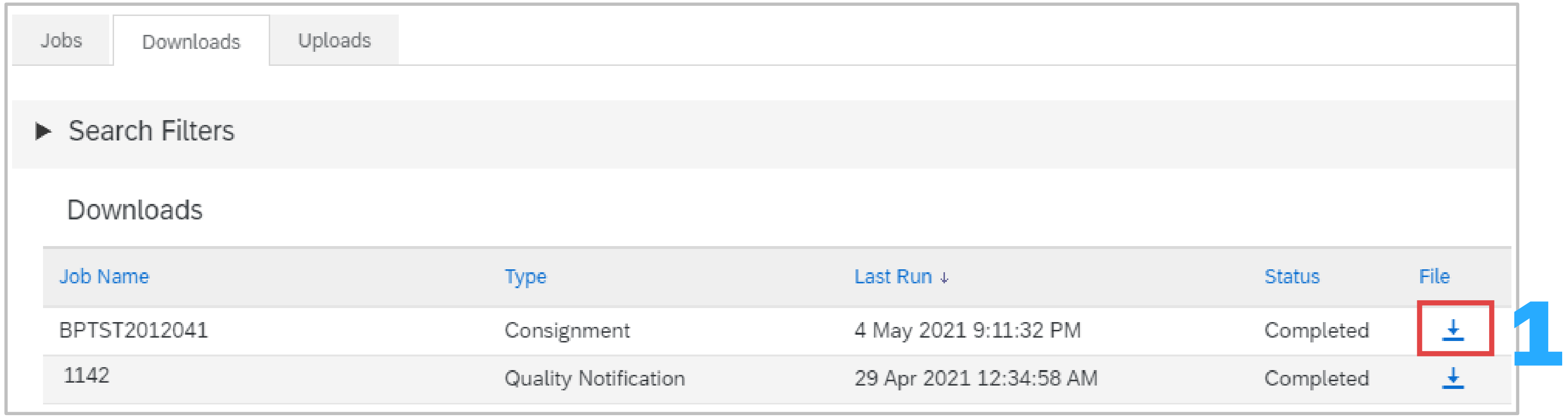
  1. Click on **File** next to the job you wish to open
  2. The Excel file will open at the bottom of the page or at the top ( ), click to open

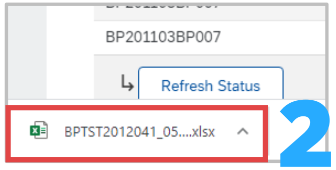
The Excel spreadsheet is displayed

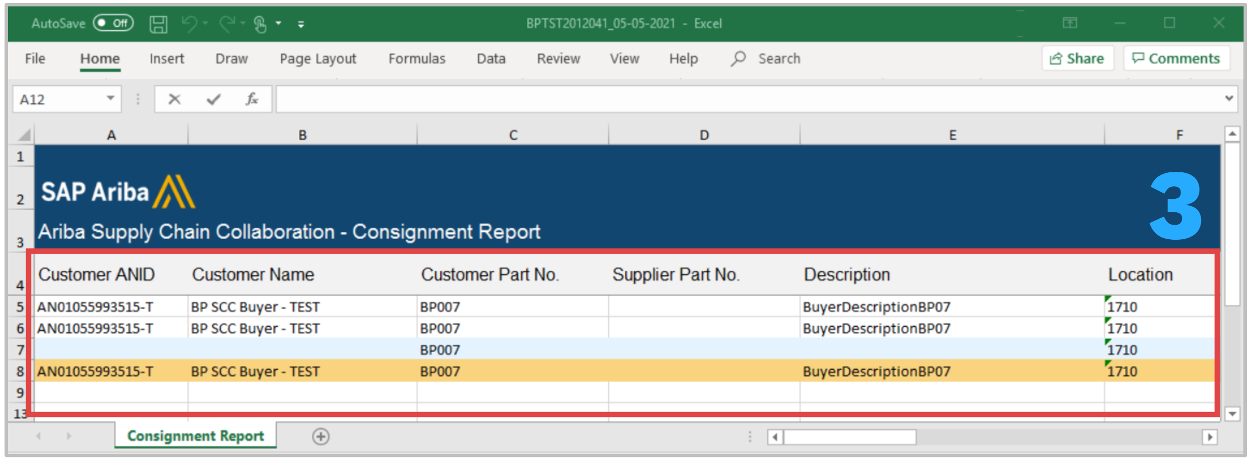
  3. Information is added prior to upload based on the Buyer's requirements

Note: Do not add or remove columns from the downloaded job

- Information can be added; however, all mandatory fields must be completed, the mandatory fields are based on the information contained within the applicable guides

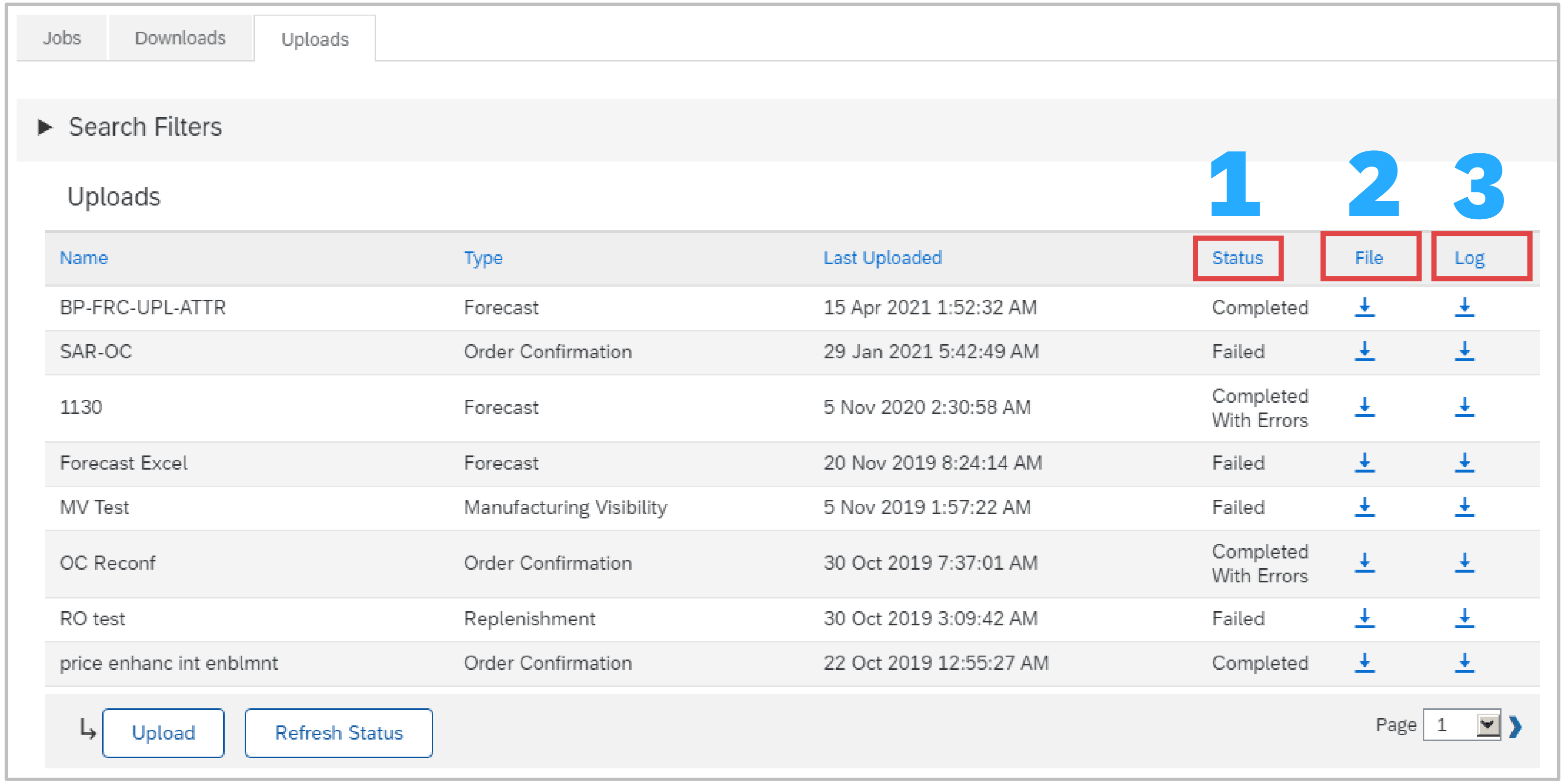






The **Uploads** tab shows a list of the uploads you have loaded into the Ariba Network

1. **Status** of the upload
2. **File** that can be downloaded
3. **Log** to identify the errors generated during the upload process



Name	Type	Last Uploaded	Status	File	Log
BP-FRC-UPL-ATTR	Forecast	15 Apr 2021 1:52:32 AM	Completed		
SAR-OC	Order Confirmation	29 Jan 2021 5:42:49 AM	Failed		
1130	Forecast	5 Nov 2020 2:30:58 AM	Completed With Errors		
Forecast Excel	Forecast	20 Nov 2019 8:24:14 AM	Failed		
MV Test	Manufacturing Visibility	5 Nov 2019 1:57:22 AM	Failed		
OC Reconf	Order Confirmation	30 Oct 2019 7:37:01 AM	Completed With Errors		
RO test	Replenishment	30 Oct 2019 3:09:42 AM	Failed		
price enhanc int enblmnt	Order Confirmation	22 Oct 2019 12:55:27 AM	Completed		

Supply Chain Specific Processes and Information

Refer to the relevant Buyer content for specific information on Supply Chain Collaboration processes

Information – Supply Chain Collaboration

- Only Enterprise Accounts can access Supply Chain Collaboration processes
- There are additional functions that are associated with Supply Chain Collaboration:
  - Purchase Order Collaboration
  - Forecast Collaboration
  - Contract Manufacturing Visibility Collaboration
  - Quality Notification
  - Quality Inspection
  - Quality Review
  - Seller Managed Inventory
  - Returns Collaboration
  - Multi-Tier Collaboration
  - Sub-Contracting
  - Scheduling Agreement Release Collaboration
  - Subcontracting Collaboration
  - Customize PDF Documents and/or Shipping Labels
- Supply Chain Planning is a process that focuses on the future by coordinating assets to optimize the delivery of goods & services, balancing supply and demand
- Supply Chain planning can include manufacturing and production planning with 5 main pillars:
  - **Demand Planning:** The process of forecasting demand to ensure products can be reliably delivered.
  - **Supply Planning:** Determining how best to fulfil the requirements created from the Demand Plan
  - **Inventory Planning:** Optimising inventory levels and positions to achieve the best balance of cost & service
  - **Demand Driven Requirement Planning** – Strategic positioning of inventory to alleviate supply variability
  - **Sales & Operations Planning**: The monthly planning process focuses on key supply chain drivers, including Sales, Marketing, Production, Inventory, Finance and Product Development

Note: The types of Supply Chain Collaboration processes used are determined by the Buyer and the requirements associated with their supply chain requirements

Always refer to the Buyer-specific Supply Chain Collaboration Information

Supplier Managed Inventory (SMI) Planning Collaboration - Information

SMI enables Buyers and Suppliers to provide information about the Buyer inventory and gross demand information, including minimum/maximum stock levels and days of supply for fulfillment consideration

1. Sign in to the **SAP Business Network,** from **Home**
2. Click on **Planning**
3. Select **Planning Collaboration**

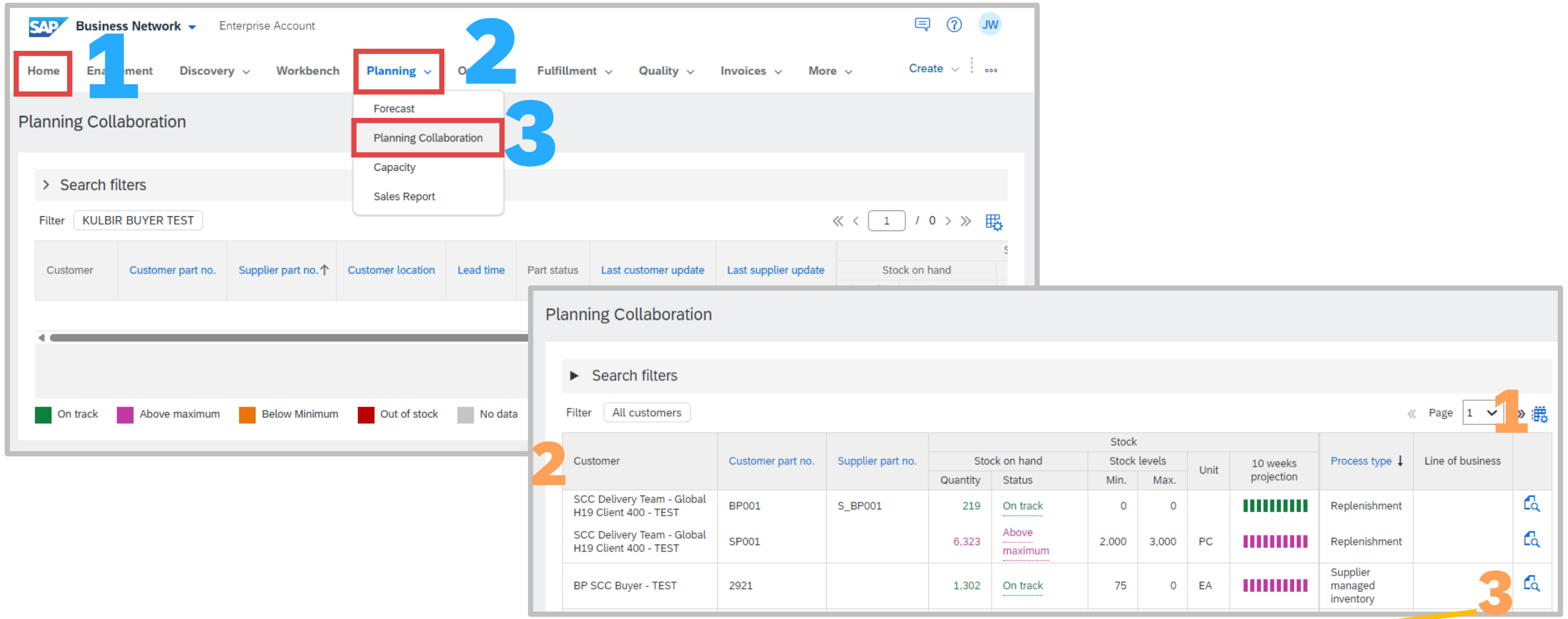
   The screen displays the status for all selected materials

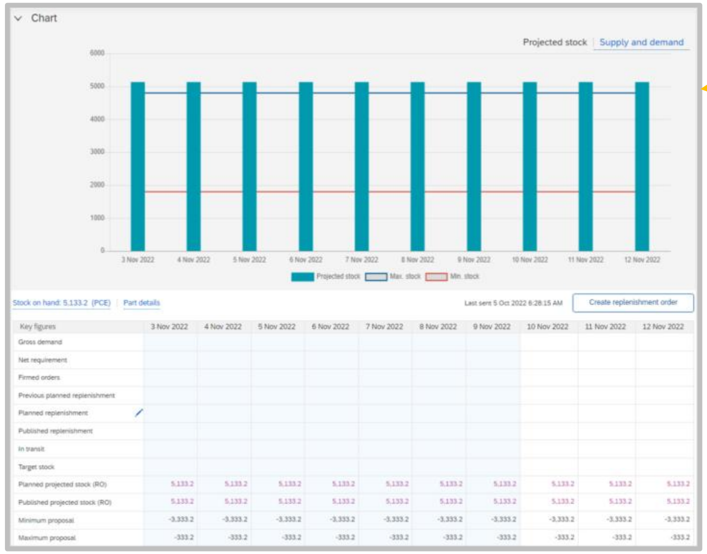
1 All Available columns, tick those you would like to appear and untick those you no longer wish to see. **Note:** Suppliers cannot change the order the headings appear in

2 Headings in **BLUE** can be clicked on the sort information from lowest to highest and vice versa

Supplier part no.	Customer location ↑	Part status	Last supplier update

3 Indicates there is an Item Detail report for suppliers to plan and review the replenishment of the buyer's stock





Using Planning Collaboration Search Filters

Search filters help to identify the particular item you require

All fields with an asterisk is a mandatory field

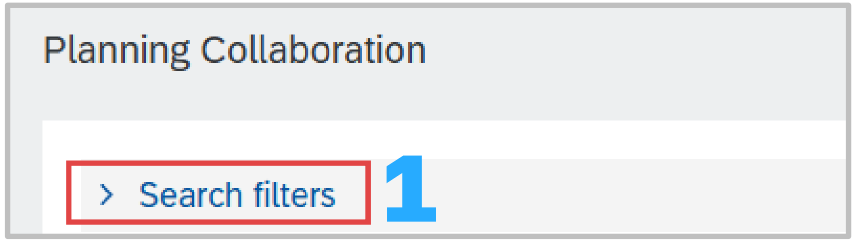
1. Click on **Search Filters**
2. Enter information into the required Fields

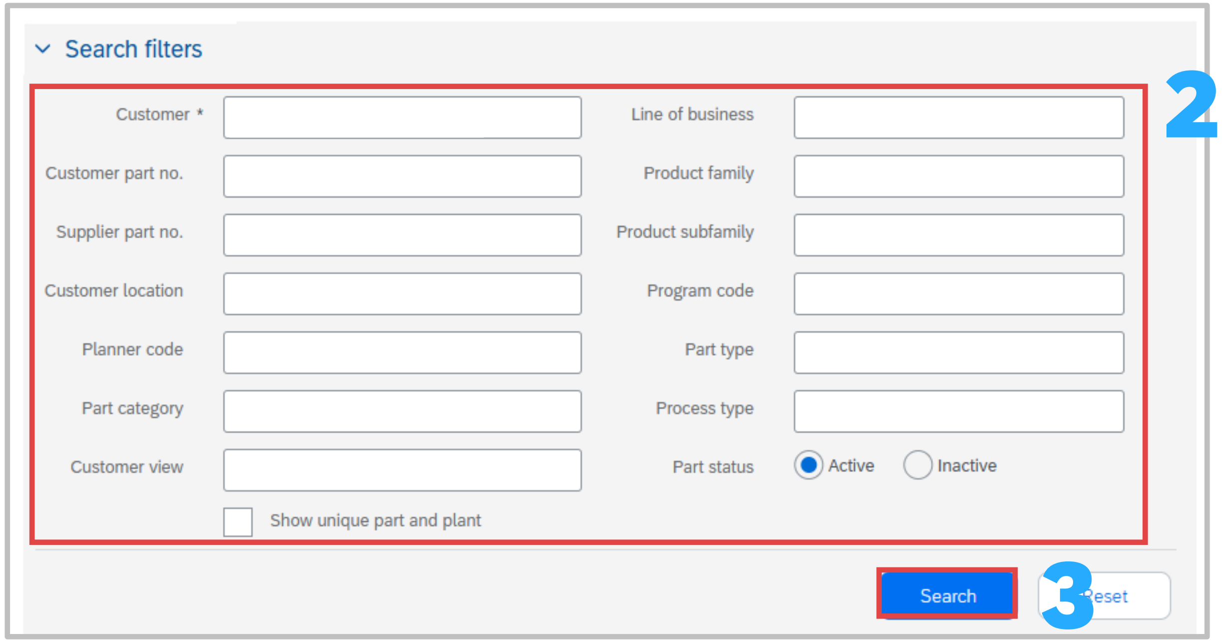
Refer to [Planning Collaboration Search Filters](#) in the Glossary for more information about each of the fields.

Note that the **Part Status** is set to Active by default

3. Click on **Search**

The information requested is displayed





Planning Collaboration – Stock Details Information

Stock details provide information about the Stock on hand levels, such as:

- Different stock types are transmitted by the Buyer
- Minimum Stock Levels
- Maximum Stock Levels
- Stock Projection

1 The Stock on Hand column provides information quantity and status. Click on the coloured status and a pop-up window will appear with more information

2 When the 10 Week Projection coloured bars are selected, a pop-up will appear, and each bar represents a week

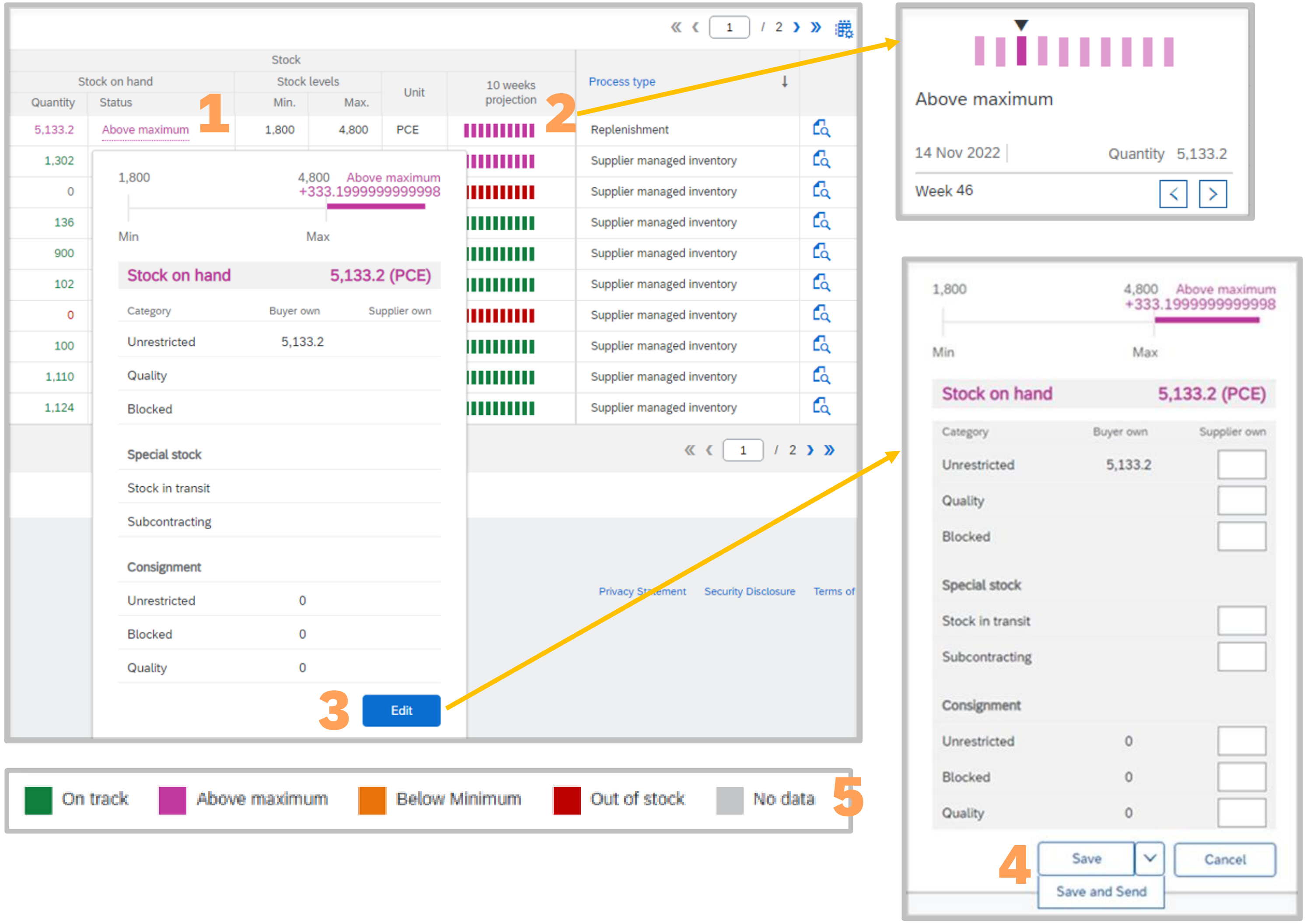
3 Where Buyers have allowed a Supplier can update their stock-on-hand levels when using SMI

4 Once information has been updated select Save to save changes and Save and Send to send the changes to the customer

5 Each colour represents a different status, refer to the Legend on the screen

Refer to **Planning Collaboration Main Screen with Inventory Levels information** in the Glossary for more information about each of the fields

Refer to your Buyer Specific Training Guides for more detailed information on the processes required



- Only Enterprise Accounts can access Supply Chain Collaboration processes
- Forecast Collaboration gives Buyers the ability to share their forecast with their Suppliers
- This process allows Suppliers to schedule operations, purchase raw materials and plan capacity to meet their buyer's requirements
- Supplier can make commitments
- Buyers use Supplier commitments for their PUBLIC constrained planning and provide an Available to Promise to the end customer
- Forecast collaboration provides Suppliers with:
  - Simple table views of Buyer Forecast Demand
  - The ability to commit to forecast quantities based on Supplier capacity and inventory
  - There are different time-bucket views of forecast demand available to suppliers, including:
    - Daily
    - Weekly
    - Monthly
    - Quarterly
    - Yearly
  - Integration with other ERP or Order Planning Systems for both Buyers and Suppliers
- There are 2 different types of Forecast Collaboration, such as:
  - Forecast Without Commitment
  - Forecast with Commitment
- There are integration and automation options such as - **Portal**, where the supplier works online with a Web Browser, - **Excel**, where the Supplier utilizes Excel to upload data and - **Full System Integration**, where the Supplier integrates their system to the Network

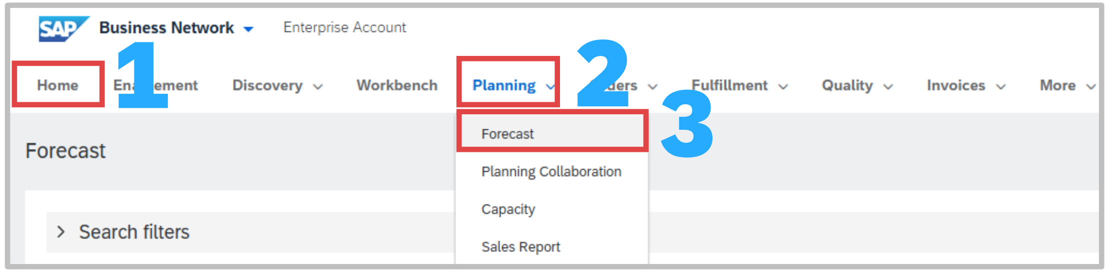
Note: The types of Supply Chain Collaboration processes used are determined by the Buyer and the requirements associated with their supply chain requirements.

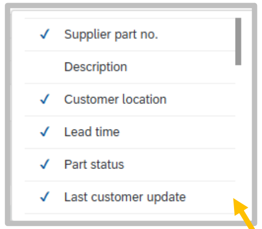
Always refer to the Buyer-specific Supply Chain Collaboration Information

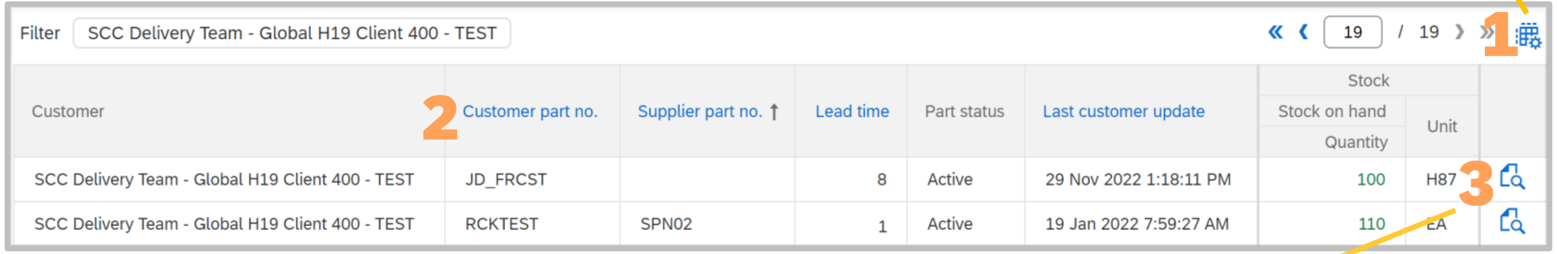
View Forecast Data Information

Suppliers can view forecast details showing the current stock on hand, part details shared by the customer and forecasted quantities

1. Sign in to the **SAP Business Network,** from **Home**
2. Click on **Planning**
3. Select **Forecast**



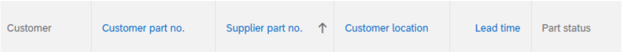




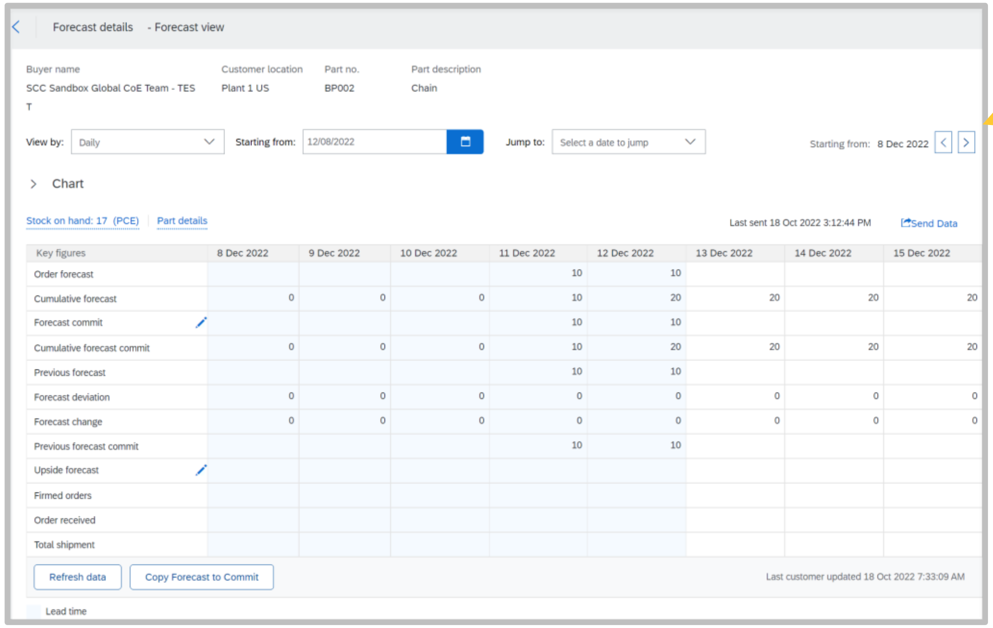
1 All Available columns, tick those you would like to appear and untick those you no longer wish to see.

Note: Suppliers cannot change the order the headings appear in

2 Headings in **BLUE** can be clicked on the sort information from lowest to highest and vice versa



3 Indicates there is an Item Detail report for suppliers to plan and review the replenishment of the buyer's stock



Refer to **Planning Collaboration Main Screen Information** in the Glossary for more information about each of the fields

Refer to your Buyer Specific Training Guides for more detailed information on the processes required

Search filters help to identify the particular item you require

All fields with an asterisk is a mandatory field

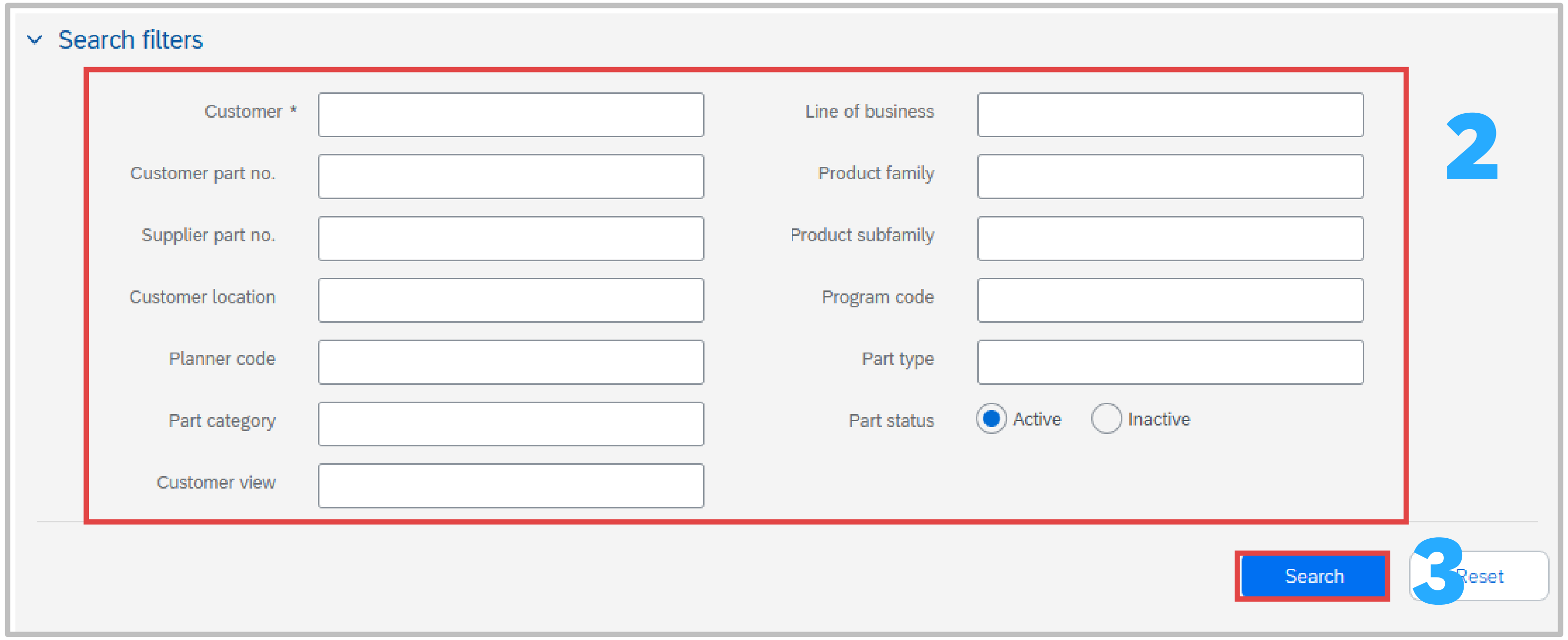
1. Click on **Search Filters**
2. Enter information into the required Fields

Refer to **Forecast Search Filters** in the Glossary for more information about each of the fields.

Note that the **Part Status** is set to Active by default

3. Click on **Search**

The information requested is displayed



- Only Enterprise Accounts can access Supply Chain Collaboration processes
- During the delivery of components, buyers and suppliers can collaborate on quality inspection of finished goods or subcontracting components to achieve improved overall quality metrics. Quality inspection collaboration supports the following functionality
- Buyer can request the supplier to perform a quality inspection based on a specified inspection lot
- Supplier can perform the inspection and send inspection results and attach certificate of analysis to the buyer
- Buyer can review the inspection results and lock them, preventing the supplier from making further changes
- Buyer can respond to the inspection results by sending the usage decision for the inspection lot to supplier
- Buyer and supplier can receive email notifications for quality inspection documents
- Supplier managers can assign roles to users to view or edit inspection results
- There are 6 parts of Quality Inspection, they are:
  - **Inspection Lot** - A record to carry out a quality Inspection for a specific quantity of material, equipment or functional locations
  - **Quality Inspection** - Inspecting a material or product or equipment using inspection specifications that have been predefined in the Inspection planning component
  - **Result Recording** -Record and process results for Inspection characteristics
  - **Defects Recording** - Recording the defects with the help of predefined defect codes maintained in Inspection catalog. Defect is any property or attribute of a material, product or process that does not meet the inspection characteristics specifications
  - **Usage Decision** - To decide whether to accept or reject the goods in the inspection lot based on the results of the Inspection
  - **Quality Certificate** - Certifies the Quality of Goods. The chemical or physical properties of goods can be recorded as Inspection results and the characteristics of the batch

Note: The types of Supply Chain Collaboration processes used are determined by the Buyer and the requirements associated with their supply chain requirements

Always refer to the Buyer-specific Supply Chain Collaboration Information

Quality Collaboration Menu Information

Quality Collaboration is a structure and purposeful approach that can be a request from a Buyer or can be part of a Supplier's manufacturing processes.

System Administrators need to ensure that users have the correct permissions to access Quality Collaboration

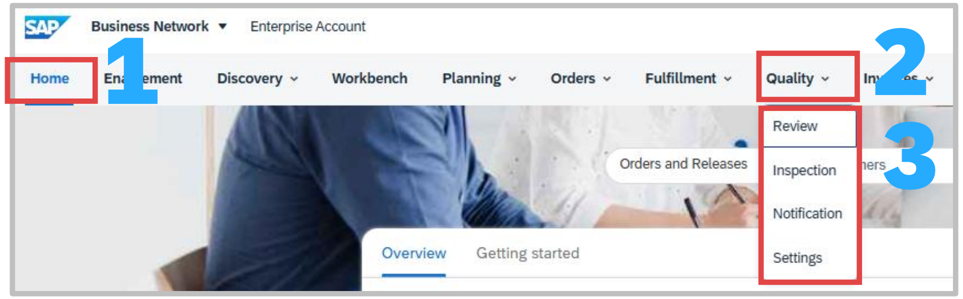
1. Sign in to the **SAP Business Network,** from **Home**
2. Click on **Quality**
3. Select the required process (**Review**, **Inspection** or **Notification**)

1 Quality Settings enables Suppliers to set rules and behaviours for Quality information. Refer to **Editing Quality Settings**

2 **Quality Review** allows Suppliers to create a review that is sent back to the Buyer via the network

3 Quality Inspection provides information specific to Quality Inspection, where the Supplier and Buyer interact, whether triggered by the Buyer or Supplier. Selecting an inspection will display further information, including:

- Inspection Due Dates
- Certificate of Analysis (CoA)
- Inspection Characteristics
- Viscosity and PH Levels (min & max)
- Visual test qualitative options
- A Mean Value bad indicating a pass or fail



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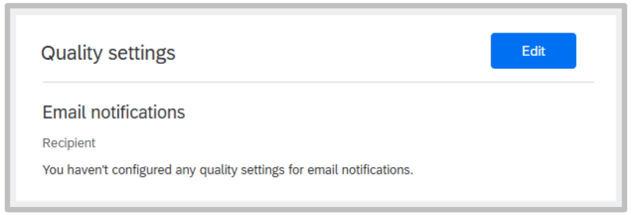

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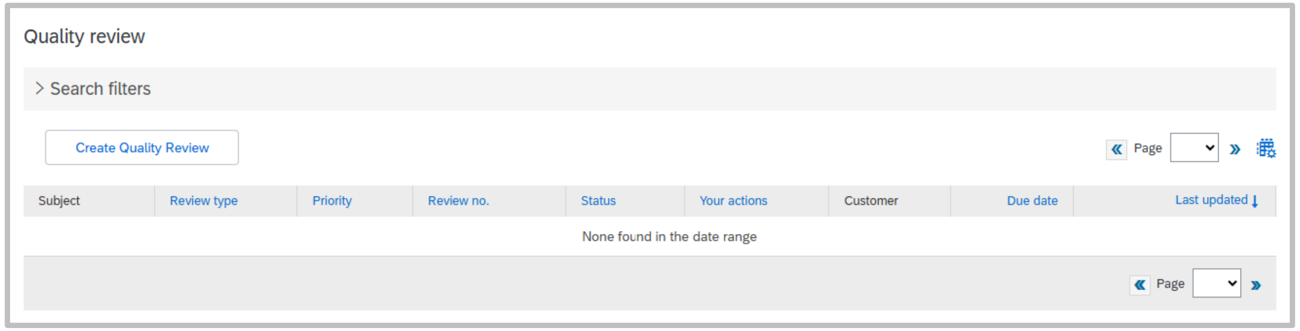

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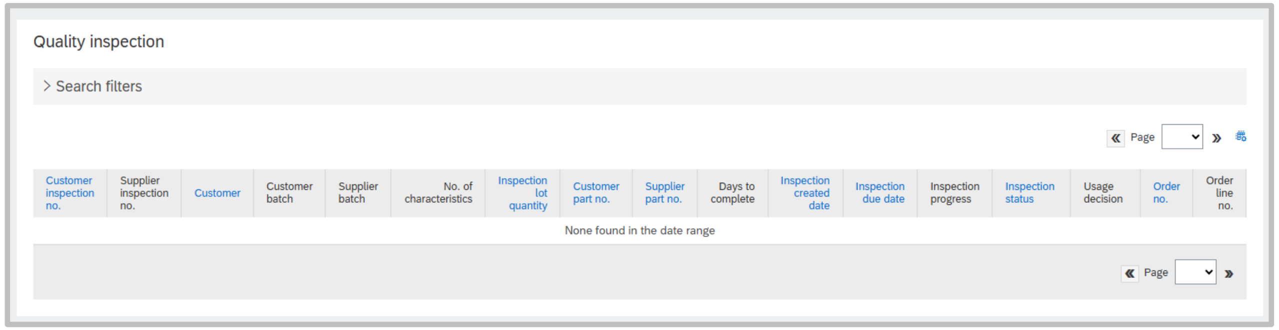


Quality Collaboration Menu Information cont.

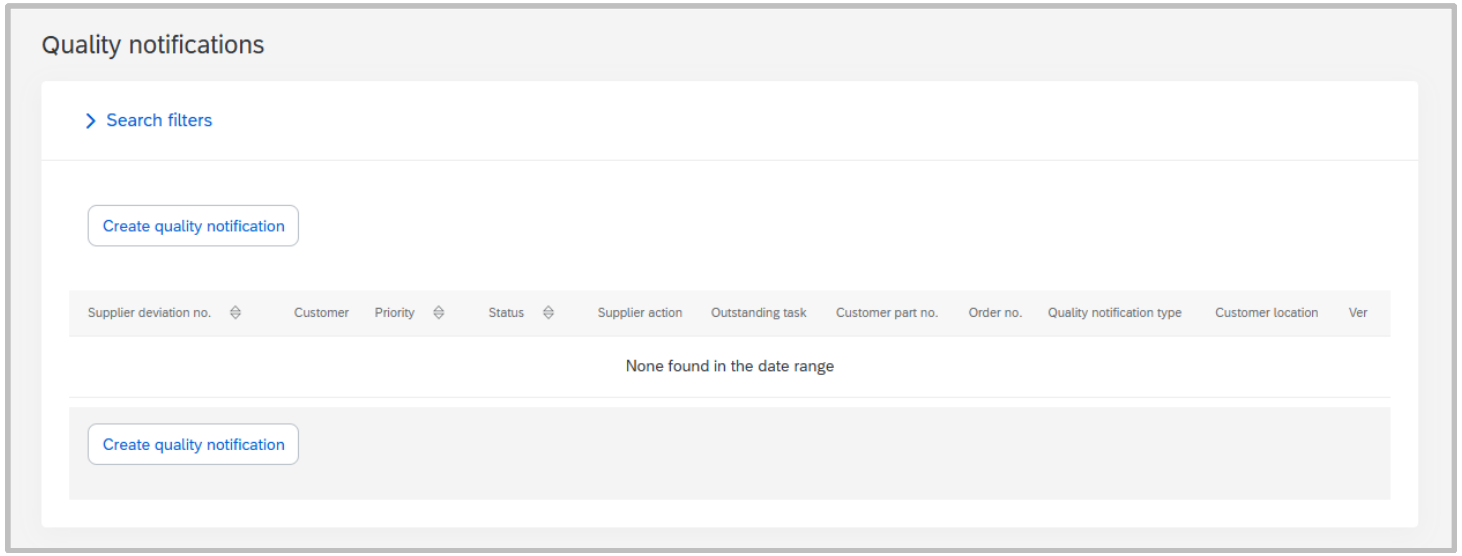
4 **Quality Notifications** allows the Supplier to create a quality notification, such as a complaint from the Supplier (vendor).

The Supplier has several fields that must be completed (marked with an asterisk) and other information in the below sections:

- Customer and Part
- Notification Details
- Problem Description
- Return Information
- Required Tasks
- Activity Log

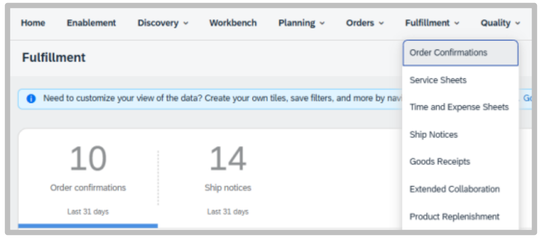
Refer to **Inspection Status and Usage Decision Information**

4



Information – Purchase Order Collaboration

- Only Enterprise Accounts can access extended Supply Chain Collaboration Purchase Order processes
- Purchase Order Collaboration interactions include:
  - Manage Multiple Purchase Orders
  - Mass Uploads of Order Confirmations
  - Reconfirmations via Mass Upload
  - Tolerances
  - Mass Upload of ASN's
  - Download ASN Report
  - Goods Receipts



- The Workbench allows Suppliers to create tiles for specific Buyers, time frames and document types
- Some tabs display tiles based on associated information for example, Fulfilment then Order Confirmation, Ship Notice Tiles
- Use Workbench to set filters on tiles, up to 25 tiles can be added on the workbench. Refer to **Customize Workbench Tiles**
- Supply Chain Collaboration POs may contain more information, including:
  - Schedule line detail of quantities planned for specific deliver dates
  - Batch Information
  - Additional Source Documents hosted by the Buyer
  - Review of Incoterm information
  - Serial Number Information
- Order confirmations for Supply Chain Suppliers can update and Line Item, Split a Line Item, Delete a Line Item or create a quality Notification as part of certain purchase order line items
- Mass Uploads and Downloads can be performed using Sub-Tab options

Note: The types of Supply Chain Collaboration processes used are determined by the Buyer and the requirements associated with their supply chain requirements

Refer to the Buyer Specific Training Guides for more information on Planning Collaboration where available

Information – Advanced Shipping Notification (ASN)

- Only Enterprise Accounts can access extended Supply Chain Collaboration Purchase Order processes
- Routing Status does not reflect the status of goods but indicates the document has been routed to the correct contact through the network
- **The Supplier prepares an Advanced Shipping Notification, which is a packet of information containing details about an imminent delivery. The Supplier shares this information with the buyer to smoothen and improve the quality of the actual delivery event.**

It can contain details about:

- Related documents like purchase orders and confirmations.
- Delivery time, place, vehicle and driver information.
- Type and identification of the packaging materials
- Identification information of the goods to be delivered, like batches and/or serial numbers.

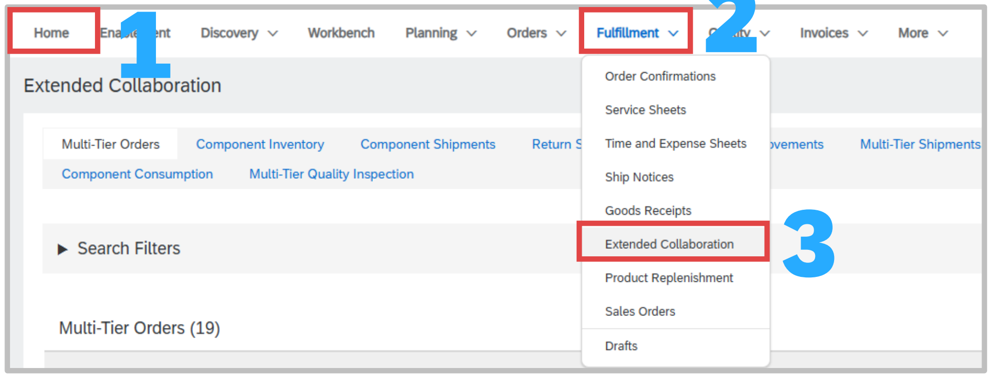
- Timeliness is very important for reaping the most mutual benefits of information exchange. The sooner ASN is created, the better it will serve its goals.
- Advanced Shipping Notifications improve the efficiency and quality of the goods receipt/delivery process. By sending as much information as possible before the actual event, the Supplier and Buyer can better align their mutual processes.
- The buyer can prepare and notify employees of the imminent arrival of goods, and data quality will be higher as manual re-entry of data is avoided. This will have an impact on the following aspects of doing your business:
  - **Planning**
    - Gate, Parking space, Dock, etc., can be reserved for the delivering truck.
    - Special unloading and Quality Assurance personnel and equipment, floor and rack space can be prepared.
    - In case of any bottlenecks, the supplier and buyer can align and adjust the shipment beforehand.
  - **Execution**
    - The time it takes to do the actual delivery will be shorter as everything will be already in place and most of the information that a buyer collects during goods receipt is already available. E.g. packaging, serial numbers, batches, etc.
  - **Administration**
    - Since both the supplier and the buyer will be transparent and share the same administrative data, there will be fewer differences that need to be clarified afterwards.

Note: The types of Supply Chain Collaboration processes used are determined by the Buyer and the requirements associated with their supply chain.

Refer to the Buyer Specific Training Guides for more information

Information – Extended Collaboration

- There are many Extended Collaboration processes
- Not all processes are visible to Suppliers only those that the Buyer has utilised
- Each Buyer will create information specific to Supply Chain Collaboration processes and their expectations of Suppliers using those processes
- Only Enterprise Accounts can access Supply Chain Collaboration processes
- Displaying the Extended Collaboration Menu:
    1. Sign In to the **SAP Business Network** and from the **Home** tab
    2. Click on **Fulfillment**
    3. Select **Extended Collaboration**



- Available Extended Collaboration options are shown in **BLUE** and provide information specific to the active processes

Note: The types of Supply Chain Collaboration processes used are determined by the Buyer and the requirements associated with their supply chain requirements

Refer to the Buyer Specific Training Guides for more information

General Terms and Glossary

Name of Item	Description/Use	Name of Item	Description/Use
ANID	The ANID is the SAP Business Network Network Identification number, this number is unique for each SAP Business Network Network whether a Buyer or Supplier Network	Credit Memo	A Credit Memo is a credit against a Purchase Order and at header level. For example use a Credit Memo when there has been an overcharge on shipping costs or the wrong Tax rate has been selected
ERS	Evaluated Recipient Settlement indicates that the Buyer will create the Invoice on behalf of the Supplier	Line Item Credit Memo	A Line Item Credit memo is a credit against an Invoice and is when a credit is required for damaged good or return of goods that where not fit for purpose
ERP	Enterprise Resource Planning is the integrated management of business processes such as Ordering and Invoicing	Rejected Invoice/ Edit & Resubmit	When an Invoice is rejected by the Buyer it will create a rejection, locate and open the Invoice and use Edit and Resubmit, correct the error based on the Buyer requirements and resubmit
Purchase Order	A Purchase Order is your document of truth, it is the source document from which all other documents will flow from, only the Buyer can change or update a Purchase Order	SAP Business Network Discovery	Only used by Buyers and Suppliers that use SAP Business Network Discovery to Request for Quote (RFQ) on goods or services
Invoice	An invoice is the document used to pay a supplier for goods or services provided based on the Purchase Order	SAP Business Network Questionnaire and Proposals	Supplier Lifecycle Performance (SLP) is a process used by Buyers. Questionnaires are sent to a supplier from a Buyer and can be a Registration or Purchasing Questionnaire based on the Buyers requirements
Table Options Menu	Table Options menu allow suppliers to change the view of the screen to display different heading or information	Search Filters	Search filters provide users with the ability to narrow search options to locate specific types or documents in their SAP Business Network Network
SAP Business Network Sourcing	SAP Business Network Sourcing is used as part of Direct Materials sourcing, it is a solution for managing sourcing and suppliers across all spend categories	Documents	A Document is the information sent and received via the SAP Business Network Network
Active Buttons	Active Buttons are blue and can be selected to perform a task or process, greyed out buttons indicate that it is a process not used by a Buyer or requires another process to occur prior to activating	Fulfillment	The name of a tab that includes orders, order confirmations, ship notices, Services entry sheets, extended collaboration, product replenishment, drafts, extended collaboration and receipts
Order Confirmation	An Order Confirmation provides a Buyer with confirmation that good or services requested can be delivered or provided based on the information within the Purchase Orders	Opportunities	These represent collaboration requests
Ship Notice	A ship notice also known as an Advanced Ship Notice provides the Buyer with information about the goods arriving to their premises	Drafts	Documents can be saved as a draft for completion at a later point

Order Status Descriptions

Name of Item	Description/Use	Name of Item	Description/Use
New	Initial state. You have not updated the order status.	Partially Confirmed	The order is in progress and some of the ordered quantities have been confirmed
Changed	Your customer canceled or replaced the order by a sending a subsequent (changed) order.	Partially Shipped	If you partially confirmed an order and then you partially ship either the previously confirmed order line or a different order line, the purchase order status is set to **Partially Shipped.** You can still continue to confirm order line items regardless of the shipping status until you have confirmed all order lines.
Confirmed	You agreed to ship all line items and/or agree to the pricing, delivery of services and requirements listed in the Purchase Order	Partially Serviced	For service orders, you can continue to create service sheets for unplanned service lines up to their hidden maximum amounts (which might be larger than their subtotals) or planned service lines up to their subtotals. The service order status is set to **Partially Serviced** until all of the service lines are serviced
Confirmed with New Date	The order confirmation has a different **Start Date** or **End Date** than the order, but no other change	Partially Invoiced	Some of the ordered quantities have been invoiced
Confirmed with Changes	The order confirmation has a different **Expected Value** than the order, and also has a different **Start Date**, **End Date**, or both	Partially Rejected	Some or the ordered quantities have been rejected
Shipped	Final state. You shipped the entire order	Serviced	The order is fully serviced. You cannot create any more service sheets for any more service lines in the order
Invoiced	The order is fully invoiced. The **Amount Invoiced** column shows how much money you have invoiced or charged against the purchase order. For older purchase orders, displays **Yes** to indicating that you have submitted invoices	Received	Statuses for receipts that are sent by the buyer from their ERP system. The purchase order status is updated based on this information
Obsoleted	Purchase order that has been replaced by a subsequent (changed) order	Partially Received	Only some of the goods received have been receipted into the Buyers ordering system or ERP.
Cancelled	A cancelled Purchase Order means it can no longer be used, where a Buyer cancels a Purchase Order and then re-instates it the balance tracking will not carry forward	Returned	Specific to Supply Chain Customers using returns
Failed	experienced a problem routing the order to your account. You can resend failed orders.		

Name of Item	Description/Use
Accepted	SAP Business Network accepted the purchase order from your customer or from the catalog tester
Order Queued	SAP Business Network Queued the purchase order from cXML processing
Sent	SAP Business Network successfully converted the purchase order from cXML to EDI and has forwarded it to your VAN in an interchange
Acknowledged	SAP Business Network received a positive functional acknowledgment from you
Failed	SAP Business Network could not route the purchase order, and it lists the reason for the failure

Planning Collaboration Search Filter Descriptions

Field	Description/Use
Customer	Customer identification
Customer Part Number	Customer’s material number
Supplier Part Number	Vendor’s material number
Customer Location	Customer Plant
Planner Code	Customer planner identification
Show Unique Part and Plant	Once checked, the result screen will show key figures for both supplier managed inventory and forecast data
Part Category	Part Category as aligned with the customer
Line of Business	Line of Business as aligned with the customer
Product Family	Product Family as aligned with the customer
Product Sub-Family	Product Sub-Family as aligned with the customer
Program Code	Program Code of Business as aligned with the customer
Part Type	Part Type as aligned with the customer
Process Type	Specifies whether the part is using Replenishment Order for SMI (can be combined with Forecast)
Part Status	Specifies if the part is active or inactive
Customer View	Buyers are allowed to create views, referred to as custom views, for planning processes and set conditions for their display

Planning Collaboration Main Screen Content with Inventory Information

Field	Description	Source
Gross demand	Forward-looking consumption.	Buyer ERP
Net requirement	Constrained demand based on buyer‘s planning system.	Buyer ERP
Firmed orders	Buyer confirmed orders within the firm zone.	SAP Business Network calculation
In transit	Dispatched quantity not yet received at customer.	SAP Business Network calculation
Target stock	The Total Target Stock maintained in the buyer system.	Buyer ERP
Minimum proposal	The Minimum Proposal key figure specifies the minimum replenishment quantity required to bring stock up to the defined minimum stock level	SAP Business Network calculation
Maximum proposal	The Maximum Proposal key figure specifies the maximum replenishment quantity required to bring stock up to the defined maximum stock level.	SAP Business Network calculation
Total shipment	Based on total receipts by the Buyer for each time bucket.	SAP Business Network calculation
ASN received	Quantity received by the buyer based on shipments, within each of the user-selected time bucket.	SAP Business Network calculation
Order received	Quantity received by the buyer based on orders, within each of the user-selected time bucket.	SAP Business Network calculation
Previous planned replenishment	The total quantity of previously saved planned replenishments, within each of the user-selected time bucket.	SAP Business Network
Planned replenishment	The editable field where supplier enters replenishment quantity, within each of the user-selected time bucket.	Supplier input
Published replenishment	The total quantity of created replenishment orders, within each of the user-selected time bucket.	SAP Business Network
Planned projected stock (RO)	Stock on hand – gross demand + (previous planned replenishment + planned replenishment).	SAP Business Network calculation
Published projected stock (RO)	Stock on hand – gross demand + published replenishment.	SAP Business Network calculation
Days of supply (RO)	Coverage of (projected) stock in respective time bucket.	SAP Business Network calculation
Cancelled replenishment	The total quantity of cancelled replenishment orders.	SAP Business Network

Forecast Search Filter Descriptions

Field	Description/Use
Customer	Customer identification.
Customer Part Number	Customer’s material number.
Supplier Part Number	Vendor’s material number.
Customer Location	Customer Plant.
Planner Code	Customer planner identification.
Part Category	Part Category as aligned with the customer.
Customer View	Buyers are allowed to create views, referred to as custom views, for planning processes and set conditions for their display
Line of Business	Line of Business as aligned with the customer.
Product Family	Product Family as aligned with the customer.
Product Sub-Family	Product Sub-Family as aligned with the customer.
Program Code	Program Code of Business as aligned with the customer.
Part Type	Part Type as aligned with the customer.
Part Status	Specifies if the part is active or inactive.

Inspection Status	Description
Pending	Inspection request is received by supplier and no inspection result are pending.
Submitted	Inspection results are submitted by supplier. Supplier can still update the results.
Reviewed	Inspection results are submitted by supplier and supplier cannot any more edit the inspection results.
Partially Reviewed	Inspection results are submitted by supplier and supplier cannot partly edit the inspection results.
Cancelled	Inspection results are cancelled.

Usage Decision Status	Description
Not Valuated	Usage Decision is not done yet.
Valuated	Usage Decision is completed.
Accepted	Usage Decision is accepted by the Buyer.
Rejected	Usage Decision is rejected by the Buyer.

Name of Item	Description/Use
Purchase Order (PO)	Header Item and Delivery dates. A purchase order is a formal request or instruction from a Buyer to a Supplier to supply or provide a certain quantity of goods or services at or by a certain point in time, at a certain location for a certain price. Structure A purchase order (PO) consists of a document header and a number of items. The information shown in the header relates to the entire PO. For example, the terms of payment and the delivery terms are defined in the header.
Order Confirmation (OC)	Item level confirmation. A Purchase Order confirmation is a formal acknowledgement of receipt of a Purchase Order by the Buyer. It also serves to confirm or reject the (lines of the) purchase order.
Advanced Shipping Notification (ASN)	Header Item and packaging details. An Advanced Shipping Notification is a document from a Supplier to a Buyer that provides details of an imminent shipment. Structure An Advanced Shipping Notification consists of a document header and a number of items. It can also contain packing information. The header contains data that is valid for all items and packages.
Goods Receipt (GR)	Header and Item. A Goods Receipt is a posting in the Buyer System of a physical inward movement of goods from an Supplier. It marks the completion of the transfer of goods, which leads to an increase in the warehouse stock. Structure A Goods Receipt is a system posting contains a header and one or more items. The posting typically refers to an Advanced Shipping Notification or a Purchase Order.

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