



# Supply Chain Collaboration for Buyers and Suppliers

Direct Materials Team SAP

INTERNAL

# Agenda

- 1. How to find Message Delivery Notifications received from supplier system?**
- 2. How to read errors in CIG?**
- 3. Integrated Flows**
- 4. Transaction rules**
- 5. What is PayloadID and why is it important?**

# How to find Message Delivery Notifications received from supplier system?

The screenshot displays the SAP Cloud Integration Gateway (CIG) Transaction Tracker interface. At the top, the SAP logo and 'Cloud Integration Gateway' are visible. The navigation bar includes 'Home', 'My Configurations', 'Document Validator', 'Connectivity Tool', 'Transaction Tracker' (highlighted), 'Resources', 'Master Characteristics', and 'Test Central'. Below the navigation, the 'Transaction Tracker' section is active. It features search filters: 'Environment' (radio buttons for TEST and PRODUCTION), 'Search From' (date and time), 'To' (date and time), and 'Transaction Number'. On the right, there are dropdowns for 'Document Status', 'Document Type', 'Sender', and 'Receiver'. Below the filters, there are buttons for 'Reprocess', 'Results Export', and 'Download'. A table with columns 'Transaction Number' and 'Document Type' is shown. A tooltip for 'MDN Status' is overlaid on the table, containing the text 'Check the MDN attachment for details' and a 'Download' button.

Message Delivery Notifications (MDNs) are automated notifications from target system confirming reception of the document.

An MDN confirms delivery but not successful processing of the document.

MDNs are configured and processed by suppliers' system administrators.

MDNs can be downloaded from Cloud Integration Gateway (CIG) by following below steps:

1. Login to your CIG account.
2. Enter the **Search From** and **To** date range of the actual document.
3. Enter the actual document number in **Transaction Tracker**.
4. Select **Document Type** and click **Search**.
5. Click  next to **Completed** under **Document Status**.
6. Click **Download**.

## Highlights:

**CIG enabled buyers and integrated suppliers can download MDNs from CIG themselves.**

**There will be no MDNs against buyer generated documents if supplier system does not generate one and send it to CIG.**

# How to read errors in CIG?

The screenshot shows the SAP Cloud Integration Gateway Transaction Tracker interface. The 'Transaction Tracker' tab is active. The environment is set to 'TEST'. The search filters are set to 'Mar 1, 2021' to 'Mar 10, 2021'. The document status is 'FAILED'. The document type is 'OrderRequest'. The sender and receiver are both 'Ariba Network ID'. A table of transactions is displayed, with the last two rows highlighted in red and labeled 'FAILED'. An error message dialog box is open, showing the following text: 'Ariba Network Response is "Document Size Error" and Error Code "499" and Error Code Response: Attachment portion of multipart request exceeds maximum size: 104857600. Suggested Action : Document Failed in Ariba Network: error code "499" please review the support note 189049 (https://support.ariba.com/item/view/189049) for solution'. A 'Download' button is visible in the dialog box.

Transaction Number	Document Type	Document Status	Destination	Date Last Modified
4500024248	OrderRequest	FAILED	https://certservice-2.ariba.com/...	3/8/21, 10:45 PM
4500024440	OrderRequest	FAILED		3/8/21, 9:14 PM
4500024439	OrderRequest	FAILED		3/8/21, 9:11 PM
4500024438	OrderRequest	FAILED	AN01397750680-T AN01397757481-T	3/8/21, 9:08 PM
4500024437	OrderRequest	FAILED	AN01397750680-T AN01397757481-T	3/8/21, 9:07 PM

Both Buyer and Supplier can login to their CIG account from Ariba Network portal and look for any document status in **CIG Transaction Tracker**

If a document has failed in CIG, status of the document will display as Failed with an error icon next to it. You can click on the icon to display the reason for failure.

You may also search for the error in Ariba Connect to look for any existing solution for the error. Only then reach out to Ariba Support if none found.

If the document is in 'Failed' status with a temporary server error, you can also resend the document to the target system from Transaction Tracker.

## Buyer Navigation to CIG.

Login with Ariba portal admin user or user with 'Cloud Integration Gateway Configuration' permission. Go to Administration > Configuration > Cloud Integration Gateway Setup

Here click on 'Log in to SAP Ariba Cloud Integration Gateway' to launch your CIG account.

Go to Transaction Tracker tab.

## Supplier Navigation to CIG

Login with Supplier portal admin user or user with 'Cloud Integration Gateway Configuration' permission . Go to Settings > Electronic Order Routing

Here click on 'Configure Cloud Integration Gateway (non native integration)' > Click on 'Log in to SAP Ariba Cloud Integration Gateway'

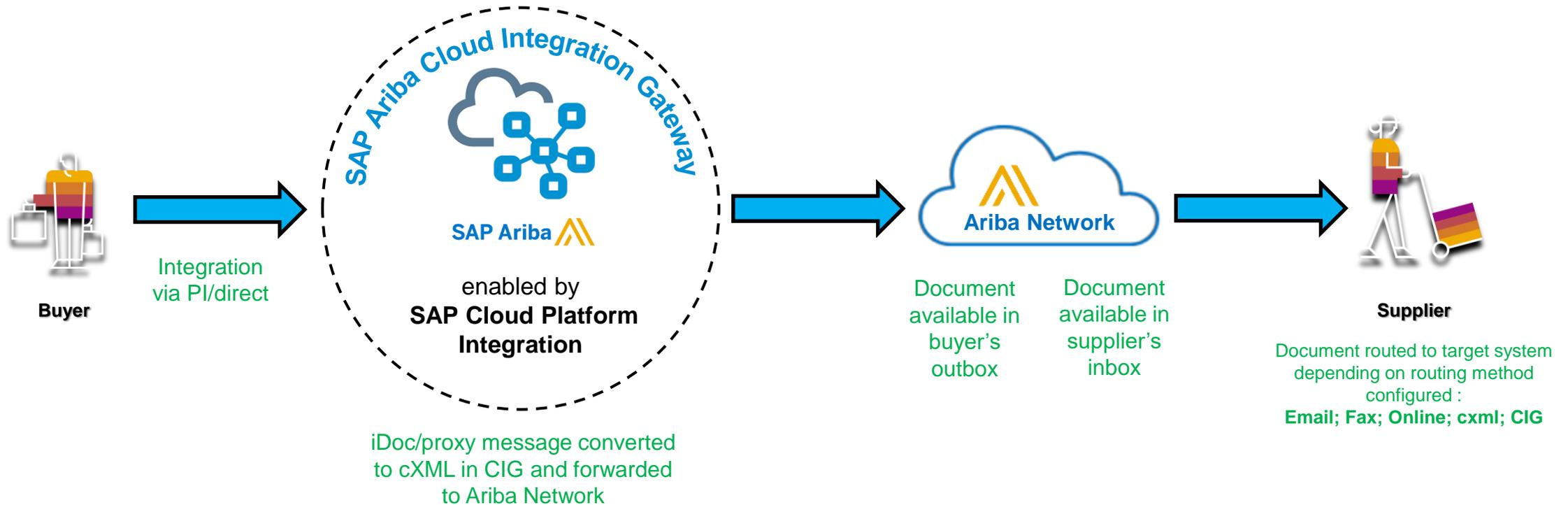
Go to Transaction Tracker tab to find failed documents

## Highlights:

**CIG enabled buyers and integrated suppliers can log in to their accounts to see Failed documents.**

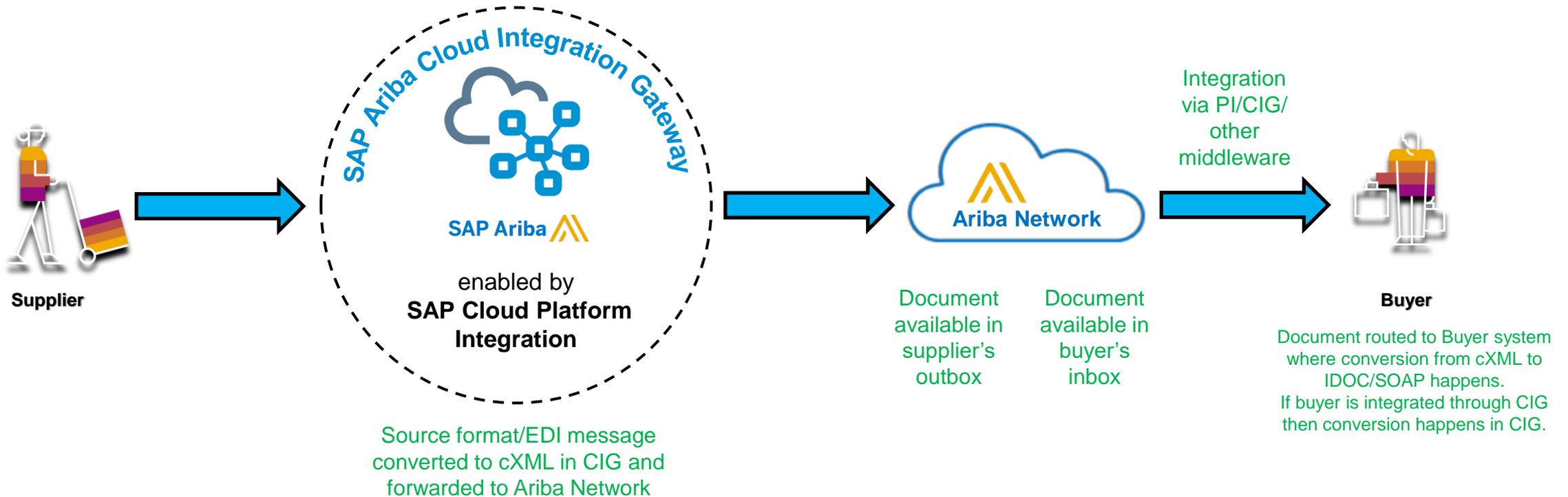
# **DEMO(steps for buyers and supplier to login to ClG)**

# Integrated Flow – Buyer to Supplier



# **DEMO (PO creation from ERP to supplier in AN)**

# Integrated Flow – Supplier to Buyer



# Transaction rules

The screenshot shows the Ariba Supply Chain Collaboration portal interface. The top navigation bar includes 'Ariba Supply Chain Collaboration', 'Enterprise Account', and 'TEST MODE'. Below the navigation bar, there are tabs for 'Inbox', 'Outbox', 'Quality', 'Planning', 'Catalogs', 'Enablement Tasks', 'Reports', and 'Upload/Download'. The main content area is titled 'Review Subscription Pricing' and features four icons representing different relationship levels: Network Transaction Service, Bronze, Silver, and Gold. A sidebar on the left contains links for 'view Ariba Fee Structure', 'Confirm Billing Contact', and 'Add Users to Your Account'. A dropdown menu is open, showing 'ACCOUNT SETTINGS' with 'Customer Relationships' highlighted, and 'NETWORK SETTINGS' with 'Settings' highlighted. Below the menu, there are statistics for 'Invoices and Payments' and a table of 'Current Customers'.

Customer	Network ID	Relationship Type	Approved Date	Supplier Information Portal
<input type="checkbox"/> CIG Buyer Support Account - TEST		Trading	27 Jan 2021	
<input type="checkbox"/> ARIBA CIG TEST - TEST		Trading	12 Sep 2018	

Supplier can login to their Ariba Network portal and look for any Transaction rules set by their buyers for whom they have active relationship with.

## Supplier Navigation to Transaction rules

Login with Ariba Network Supplier portal as admin user.

Go to **Settings > Customer relationship**

Here click on Customer name for whom you want to review the Transaction rules.

# Transaction rules

## Customer Details

### Company Profile

Company Name: ARIBA CIG TEST - TEST  
210 Sixth Ave  
Address: Pittsburgh , PA 15222  
United States  
Phone:  
Fax:  
URL:  
Profile Last Updated: 1 May 2018

Buyer details

### Information

DUNS Number:

### Companywide Contact Information

First Name	Last Name	Contact Type	Email Address	Phone Number
ARIBA CIG TEST	(only for testing)	Account Administrator		+1 4122977586

### Additional Resources

#### Order Confirmation and Ship Notice Rules

Allow suppliers to confirm an order multiple times. ⓘ	Yes
Allow suppliers to send order confirmations for material orders. ⓘ	Yes

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Allow suppliers to confirm an order multiple times. ⓘ	Yes
Allow suppliers to send order confirmations for material orders. ⓘ	Yes
Allow suppliers to send order confirmations for material orders at the line-item level. ⓘ	Yes
Allow suppliers to reject quantities for material orders at the line-item level in order confirmations. ⓘ	Partially
Allow suppliers to send order confirmations for service orders. ⓘ	Yes
Allow suppliers to send order confirmations for service orders at the line-item level. ⓘ	Yes
Allow suppliers to edit components in order confirmations.	No
Require suppliers to fully confirm line items before fulfillment. ⓘ	No
Require suppliers to create an order confirmation before creating a ship notice. ⓘ	No
Allow suppliers to send ship notices to this account.	Yes

Once we click on customer name, we can review Buyer details and all the transactions rule which are configured for the Supplier.

**Applicable to suppliers only.**

# DEMO (how to see transaction rules)

# What is PayloadID and why is it important?

- ❖ PayloadID is the unique identifier for all cXML documents
- ❖ Documents submitted online via Ariba Network portal will automatically generate unique payloadIDs.
- ❖ Suppliers transmitting documents via cXML directly need to make sure a unique payloadID is generated for each document.

## Example of payloadID in cXML:

```
<?xml version="1.0" encoding="UTF-8"?>  
<!DOCTYPE cXML SYSTEM "http://xml.cxml.org/schemas/cXML/1.2.042/cXML.dtd">  
<cXML payloadID="161708153561365_20754042267409@10.60.0.144-test" timestamp="2021-03-30T01:18:51-04:00" version="1.2.042" xml:lang="en-US">
```

# Common problems with duplicate payloadIDs

- ❖ Two unique identifiers are used in Ariba Network, payloadID and timestamp.
- ❖ Submitting a unique payloadID and timestamp will grant a 200 response from Ariba Network, this indicate the document has been processed successfully.
  - First document submitted with below payloadID/timestamp  
`<cXML payloadID="payloadID1234" timestamp="2021-03-01T12:30:00-05:00"`  
Ariba Network response: 200 (new document created)
- ❖ Per Ariba Network design, if another document is submitted with the same payloadID/timestamp the same 200 response will be returned.
  - Second document submitted with same payloadID/timestamp  
`<cXML payloadID="payloadID1234" timestamp="2021-03-01T12:30:00-05:00"`  
Ariba Network response: 200 (no new document created, this is an echo response from previous transmission)
- ❖ Submitting another document with same payloadID with different timestamp will result in a 400 response indicating a duplicate message error.
  - Third document submitted with same payloadID/new timestamp  
`<cXML payloadID="payloadID1234" timestamp="2021-03-01T12:00:00-05:00"`  
Ariba Network response: 400 (Duplicate message error will be returned)

## Highlights:

This issue only applies to suppliers transmitting documents directly to Ariba Network via cXML or middleware that generates cXML

# **DEMO (how to download payload ID)**

# Questions?

**Thank you.**