SAP Business Network for Logistics

Carrier Test Tenant Creation step-by-step guide

Center of Excellence, SAP
July 16th , 2025

PUBLIC

One Pager - Onboarding Check List

Brand new carrier:

1. Open the hyperlink to place order, register SAP store account ([Page 3](#))

   By default, B2B test tenants use data centers in Europe. If you want your tenant to use a data center in the U.S., enter US20 in the PO-Number field on the Review Order Details page.

2. Receive activation email → Activate SAP Store account by clicking button in email, add company details, Place Order ([Page 4-6](#))

3. Receive next email → This is a FYI email confirming order to SAP store has been placed successfully ([Page 7-9](#))

4. Receive another email → Receive S User ID for future ticket logging purpose ([Page 10](#))

5. Wait for a few hours, receive another activation email → Activate BNL profile by clicking button in email ([Page 12](#))

6. Receive another email → Review access url and logon credential ([Page 13](#))

7. Logon tenant via the URL, **go to Manage Business Profile, Options, Profile Settings, show my profile, save, provide LBN ID to shipper** ([Page 14-25](#))

8. After shipper sends out request for connection, go to "Manage Invitations", **accept invite** ([Page 26](#)),

9. Manage user and assign groups ([Page 17-18](#))

10. You could also setup notification receivers, see appendix ([Page 19-21](#))

Carriers already have a test account on SAP Business Network for Logistics:

➢ Login, make profile public, provide LBN ID to shipper. "Manage Invitation" app, Accept connection request ([Page 14-29](#))

Frequently asked questions:

o What if carriers already have SAP store account? ([Page 27-29](#))

o How can initial S user add or remove other S users? ([Page 30-31](#))

o How can carriers get support? ([Page 32](#))

o Any information on carrier integration? ([Page 33-36](#))

o Is there any landing page for carrier to access all needed information? ([Page 37](#))

o What are the SAP mail addresses to be whitelisted? ([Page 38](#))

<Return to check list>

Open Web Browser, Access hyperlink, Register SAP Store Account

*Please request your B2B test tenant order via the following hyperlink

Click on "Register", input necessary information, "Continue" to set password, click on "Register" again.

<Return to check list>

Activate Your Account for SAP Store

Email

Activate SAP Store account

You will receive this email only if you created an account for SAP Store when placing the order.

From:
SAP ID Service (IDS)
<IDService@notifications.sap.com>

Subject:
Activate Your Account for SAP Store

SAP The Best-Run Businesses Run SAP

Dear Admin User,

An account has been created for you. To activate your account for User Profile, click the link below. You will be taken to a page where you will also set a password for your account.

Click here to activate your account → Click the link to activate **SAP Store account**

If the link above is not displayed or does not work, copy and paste the link below to the address bar of your browser.

https://lbn.accounts.ondemand.com/ids/activation?
token=I241414141444C436C646E514B4534364B4961675165355042795575304C53455871554B417A47554F6C43435

<Return to check list>

Add Company Details, Add to Cart.

1 Add Company Details

There is no company or organization currently associated with your account.

Select a Company/Organization

Purchase as an individual

Adding an organization helps us determine whether your organization has any pre-existing contracts which may affect this purchase.

Return to Product Page

Tips:

1) Please first change country as needed, so later you will be able to choose city from the drop down menu

2) Provide information in each field, even though it doesn't show as mandatory (Address Line 2 can be blank).

Create a Company Account

Please provide the following information about your company or organization.

Country *

Company/Organization Name *

Address *

Address Line 2 (Optional)

City *

State *   Postal Code *

Industry * **2**

We use this information for billing purposes. Accurate information will help us to process your order efficiently.

Back   Continue

SAP Store   Browse   Search by Solution, Publisher, Keyword

When you buy this solution, you will make an impact in your business and beyond. For each purchase made on SAP Store, we will plant a tree on your behalf.

‹ Back to Solution Page

Configure SAP Business Network Freight Collaboration

General

Edition   **3** Test Tenant ⓘ

Quantity   − 1 +   Tenant

Select Contract Terms

Start Date   **4**   Start Date 25-Jul-2023   End Date: 24 Jul 2024

Duration   Duration 1 Year

Renewal Type   Auto-Renewal ⓘ

SAP Business Network Freight Collaboration

Subtotal   USD 0.00

Order Total: USD 0.00
1 Year
Tax Calculated at Checkout

Add to Cart   **5**

Make sure Start Date is not any days in the past. Click on drop down menu to choose duration, click on "Add to Cart".

<Return to check list>

Check Out and Place Order

Click on "Check Out", input Tax Number (optional), continue to check out.
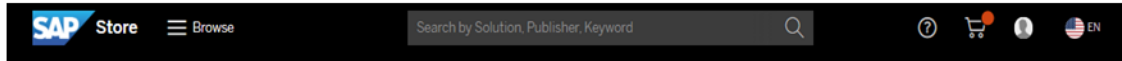
Leave PO # blank, or if required in United States Data Center input 'US20' in the PO number.

*By default, B2B test tenants use data centers in Europe (Frankfurt, Germany). If you want your tenant to use a data center in the U.S., enter US20 in the PO-Number field here.

*VAT # in Europe/Tax ID# is **required**.

Receive Confirmation Email

SAP Product & Portfolio

E-Commerce

✉ **Email**

Confirmation of the order placed in SAP Store

Thank You for Your Order Request

You will receive two emails once your order is completed, one confirming the order is fully processed and one with your tenant and login information.

SAP Store ID: **000**█████

From:
SAP Notifications
<notification@sap.com>

Subject:
SAP Store: Order request received

SAP Business Network, logistics provider, test tenant (8007828)
Quantity: 1 Tenants
Duration: **12 months** (1 Year) 07-Aug-2024 - 06-Aug-2025

SAP reserves the right to cancel the transaction and notify you if any issues arise while processing your order request. Only when you receive an order confirmation email from SAP or the Software or Services have been made available will a contract be in place.

<Return to check list>

The Webpage Shows Order Info and Next Step

🔒 Secure Connection

Thank you for your order!

Next Step - Activate your account

An email with a link to activate your account has been sent to **john@example.com** . Please click the link contained in the email to activate your account and then log in to the SAP Store to access your account.

You will receive access instructions and other relevant information via email at martinsimkanin@seznam.cz.
In case something goes wrong we will contact you.

Order Summary

SAP Order Number: 1

Your Order from   will now be processed. Once processing is completed, you will receive e-mails that detail how to access your test and productive systems.

SAP Logistics Business Network, B2B test tenant

Please note that the transaction will only be completed and the contract formed once you have been granted access to the software by SAP or its partners. In the case of Services, the contract is formed once SAP confirms the request and provides an estimated start date. Until then, if any issue arises regarding the processing of your order, SAP reserves the right to cancel the transaction and you will be notified accordingly.

Receive next email from SAP Store: Your order is now fully processed

SAP Product & Portfolio

E-Commerce

Congratulations on Your Recent Purchase

Dear Customer,

We're happy to share that we've processed your order and your contract is fully approved. An order summary is available below and can be found online, anytime at SAP for Me soon, accessing the Finance and Legal dashboard.

Customer ID:	3▆
Reference Case ID:	00▆
Contract ID:	00▆

Item	Quantity	Price/Year	Subtotal
SAP Logistics Business Ntw, B2B test ten	1	0.00	0.00

Total in ▆	0.00
Estimated Tax in ▆	Any applicable taxes will be included in the invoice
Total Price in ▆	**0.00**

<Return to check list>

Receive S User ID. S User ID is needed to log a ticket for technical support

 Email

Personal Key

SAP The Best-Run Businesses Run SAP

Dear John Example,

You have received this e-mail because SAP has created an SAP Support user ("S-user") ID for you. This happens, for example, if your company is a new SAP customer and has not had any S-users yet. Your S-user gives you access to support tools, product documentation, training courses, and many more service and information offerings.

Your new S-user ID is: S002

Click on the following link to activate your account and set a password:
https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Faccounts.sap.com%2Fids%2Factivation%3Ftoken%3DI241414141444A6F316A4745594C722532464B7153636364253242702532425153773930754766 4E6D4A634E6B466148 40booths.co.nz%7C66f63c12b5f147ae61cf08dcb6c70f3a%7Cffb133acf8854d7894f853e16b6cb10c%7C1%7C0%7C6385862

(If this link is not clickable, try copying and pasting it into the address bar of your web browser.)

Thank you for setting up your new S-user account. We hope you enjoy accessing the many tools and resources provided to assist in using our products and services.

This e-mail may contain trade secrets or privileged, undisclosed, or otherwise confidential information. If you have received this e-mail in error, you are hereby notified that any review, copying, or distribution of it is strictly prohibited. Please inform us immediately and destroy the original transmittal. Thank you for your cooperation.

From:
SAP Notification Services
<notification-service@sap.com>
Subject:
[PRIVATE] Your personal key to the SAP ecosystem

<Return to check list>

In the case there's already an existing S user in your company, no new S user will be created over this time, and you will receive below mail notification.

SAP Services & Support

E-Commerce

Dear customer,

With your order, you have identified yourself and others as contact persons for this order. The order details can be found online at SAP for Me soon. Please work with your administrator to grant access for yourself and others to SAP for Me.

If you have any questions about your order, contact our support team and we'll be happy to help.

*When a carrier organization creates an account in SAP Store there's an S-user ID generated to the user who created it. S-user allows user to access product documentation, learning content and most importantly submit a ticket to SAP Support.

**You received this email to notify you that someone else is an S-user and if you'd like to have the S-user role too you would need to request to be added as a user from the current S-user.

<Return to check list>

Activate Your Account for User Profile

Activate Your SAP Business Network for Logistics Account

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Dear John Example,

An account has been created for you. To activate your account for User Profile, click the link below. You will be taken to a page where you will also set a password for your account.

Click here to activate your account

Click the link to activate the **network user account**

If the link above is not displayed or does not work, copy and paste the link below to the address bar of your browser.

https://accounts.sap.com/ids/activation?
token=I2414141414441726248756F764A305738334E4248704A3261596C78437470666C54715363585567776B

From: SAP Cloud Identity Services
<ias@notifications.sap.com>
Subject:
Activate Your Account for User Profile

<Return to check list>

Receive Access Information for Your Network Account

Email

Access information for SAP Business Network for Logistics

You will be the initial administrator for your company in the network.

From:
SAP Notifications
<notification@sap.com>

Subject:
Access Information for SAP Business Network

Access information for SAP Logistics Business Network

_trans

Cape Town 7702
Quote Number/SAP Reference No.: 207

Dear Customer,

Welcome to SAP Logistics Business Network! We are contacting you because your company's SAP Logistics Business Network tenant is set up and available for you to access. This e-mail contains information on the initial user name and the link to your system.

What comes next?

1. Your User Name

URL for initial user: https://0038
zh526.lbn.cfapps   ana.ondemand.com/sites
Initial user name:

2. Your Password

The activation link for the initial user will be sent to you in a separate e-mail within the next hour. Please click on the activation link and set the password to activate your account
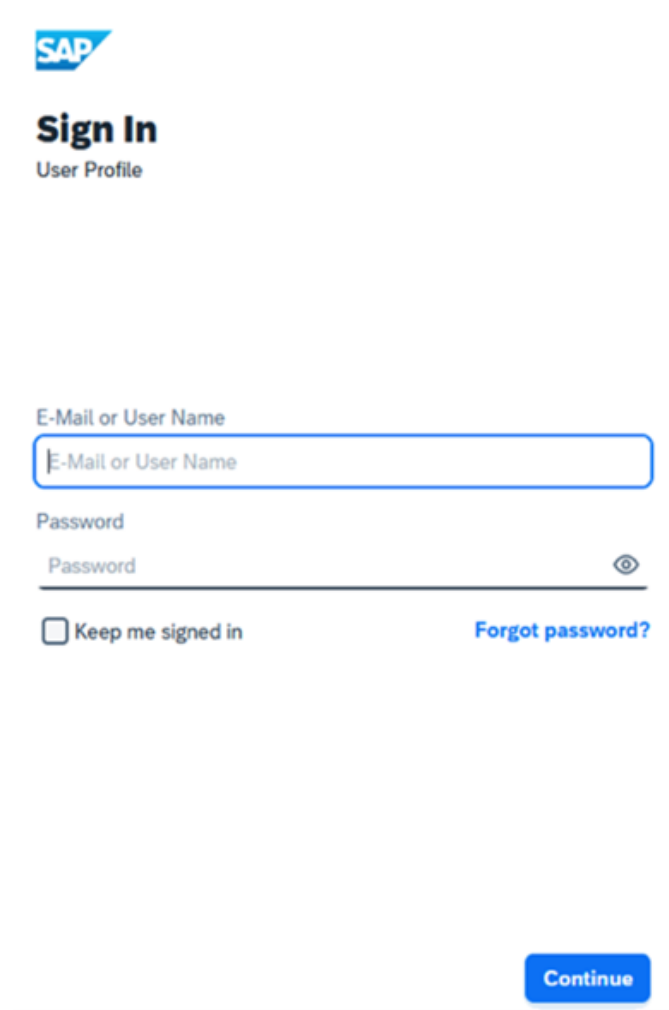
<Return to check list>

Open URL in Access Information Email

1. Your User Name

URL for initial user: https://0038 ▇▇▇▇
zh526.lbn.cfapps. ▇▇▇ ana.ondemand.com/sites
Initial user name: ▇▇▇▇▇▇▇

After clicking on the URL from the Access email, this screen will show up.

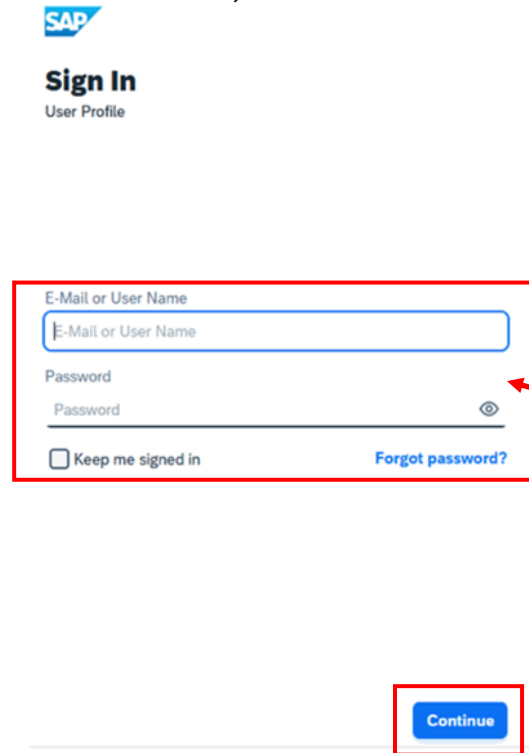Input the email address used to create the account, and password you set previously.

SAP

Sign In
User Profile

E-Mail or User Name

E-Mail or User Name

Password

Password 👁

☐ Keep me signed in   Forgot password?

Continue

<Return to check list>

Login Account, Set up Business Profile

Click on the "Sign In" button in Welcome email, or "log in" button in relationship notification email, this screen will show up.
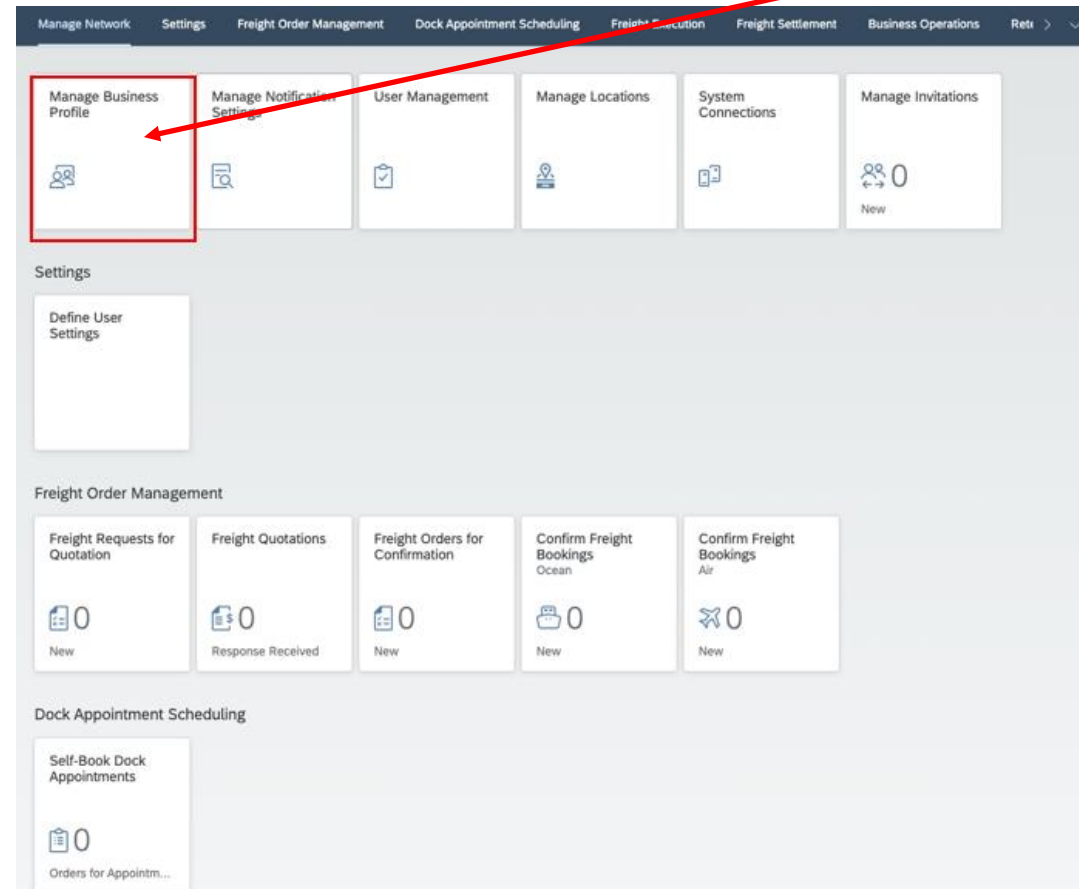
Account homepage displays as below. **Click on "Manage Business Profile"**

Input the username, and password you set previously.

Click on "Continue"

<Return to check list>

Set up Business Profile
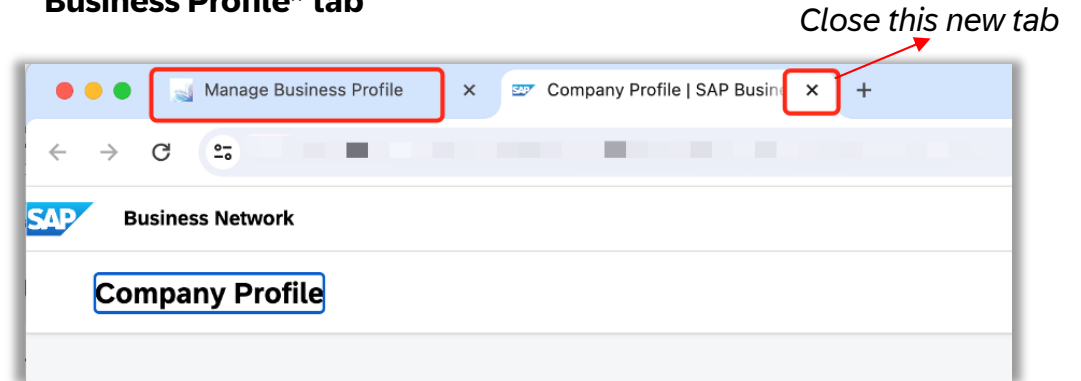
Company profile page opens in a new browser tab and displays as below.
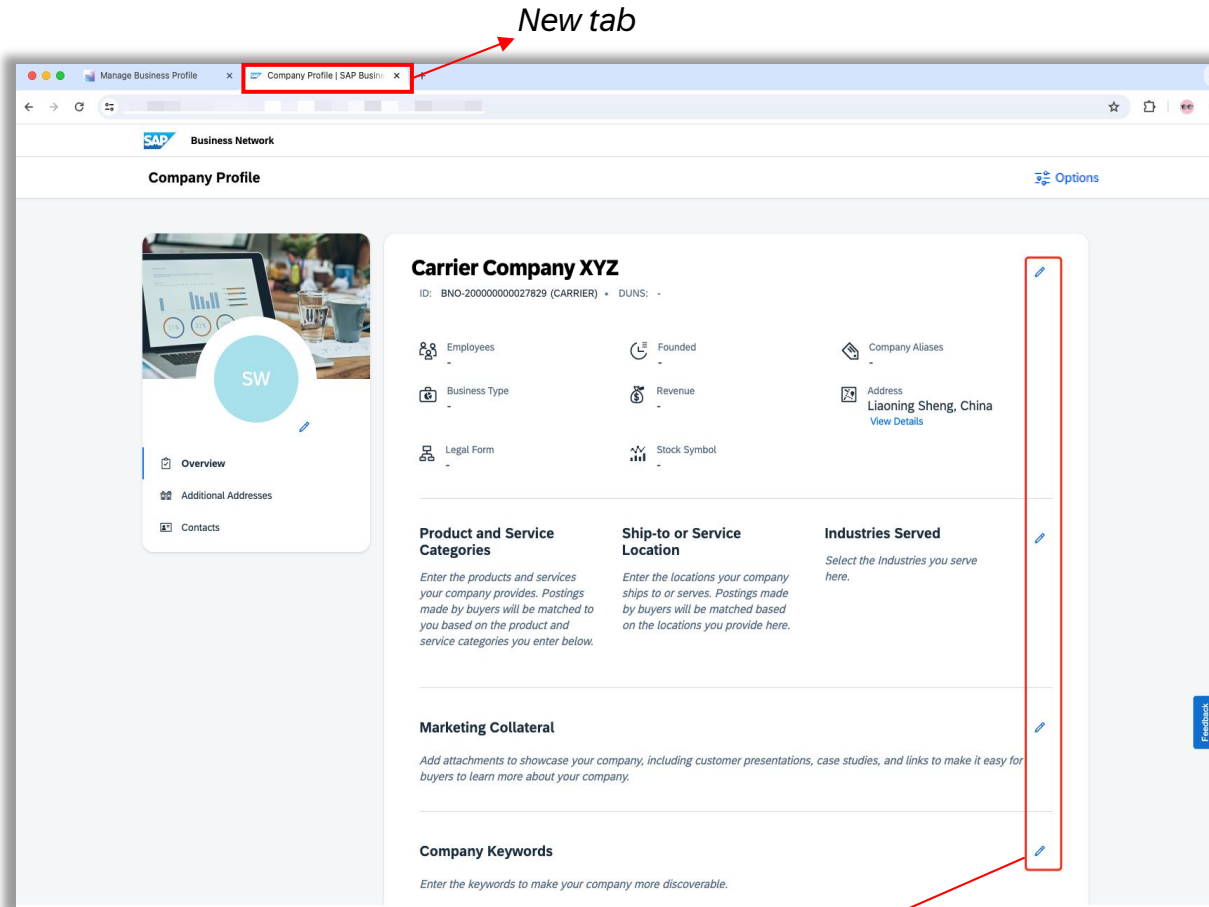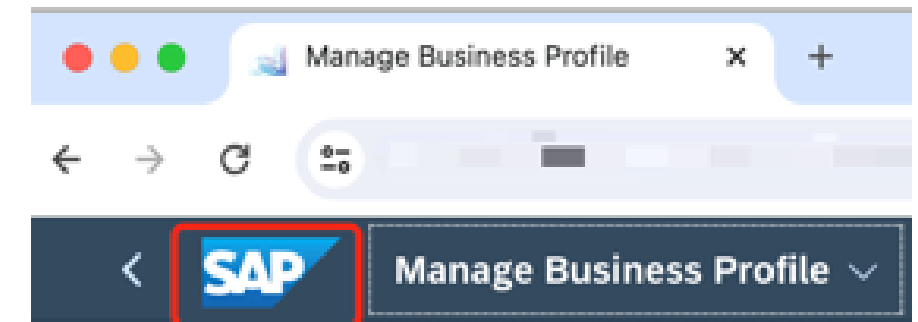
New tab

Click on the pencil icon of each section, update the information as needed.

After profile is maintained, close the new tab, back to "Manage Business Profile" tab

Close this new tab

Click on SAP logo to go back to homepage

<Return to check list>

Click on "User Management" – "Add" New User

<Return to check list>

Set up New Users

Fill in user contact information. Click on "User Groups" drop down menu to grant user relevant access right(s).

< **SAP** User Management ∨ ⌵   ⟁ ? EH

Standard ∨   ⚙

First Name: Last Name: Email:
[⎘]   [⎘]   [⎘]   **Adapt Filters**

⌃ 📌

All Users (1)   BNO-200000000027829-Admin (1)   BNO-200000000027829-All_Function (1)   BNO-200000000027829-All_Function_Supplier (1)

                                                          [Search   🔍]   **Save**   **Cancel**

First Name   Last Name   Email   User Groups

[John2]   [Example]   [john2.example@sap....]   [829-All_Function_Supplier × | ⌄]   ⟶ *Drop down menu*

John   Example   John.example@sap.com   ① ☑ BNO-200000000027829-Admin
                                                                  ② ☑ BNO-200000000027829-All_Function
                                                                  ③ ☑ BNO-200000000027829-All_Function_Supplier

① **Admin**: *it allows user to logon and manage the account (including the access right to create new users)*

② **All_Function**: *it allows user to view and work on the transportation orders (Freight Collaboration solution: RFQ, Freight order, Dock Appointment Scheduling, Invoicing)*

③ **All_Function_Supplier**: *it allows user to manage locations (Global Track and Trace solution: Manage Locations)*

* The latter two groups are related with the solution your customer purchased.
If you have no idea about which solution was purchased, please select both.

Public

For detailed explanation on user groups, please find it here.

This action is to be taken by admin user only

<Return to check list>

How to Setup Notification Receiver?

<Return to check list>

Set up Notification Receivers 1/2

Go to "Define User Settings" – input email of notification receiver – tick scenarios you want a notification for – save

This needs to be done by every individual tenant user. Admin user is not able to do so on behalf of all the other individual users.

*Please note, one user could set only **one** email address in this field.*

This email address can be different from the logon username.

*Please tick **all** the scenarios you would like to receive notification for.*

<Return to check list>

Set up Notification Receivers 2/2

This needs to be done by every individual tenant user. Admin user is not able to do so on behalf of all the other individual users.

1 **Click on "Manage Notifiction Settings"**

2 **Click on the scenario – Subscribers tab: Check who has subscribed to this notification**

3 **Configurations tab: Activate or deactivate the notification for the subscriber**
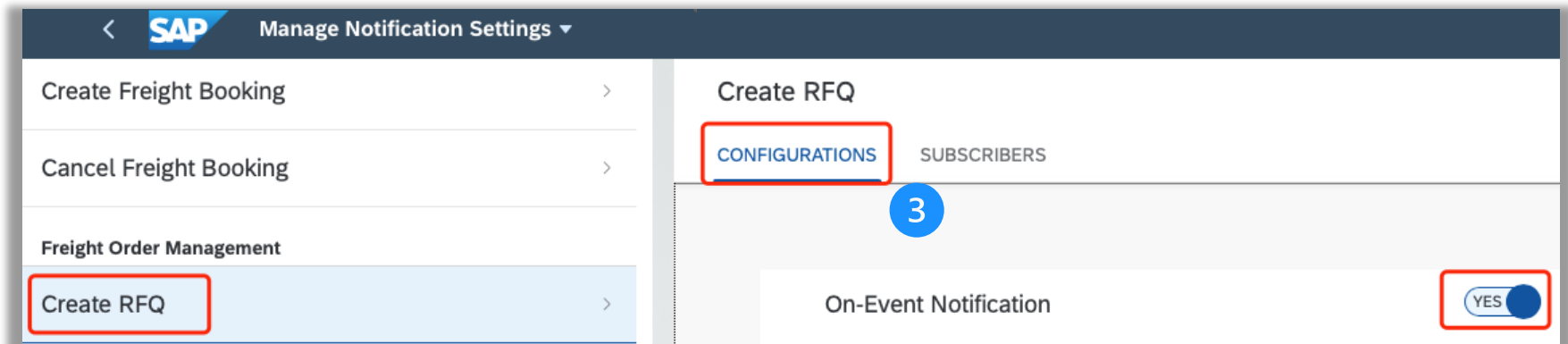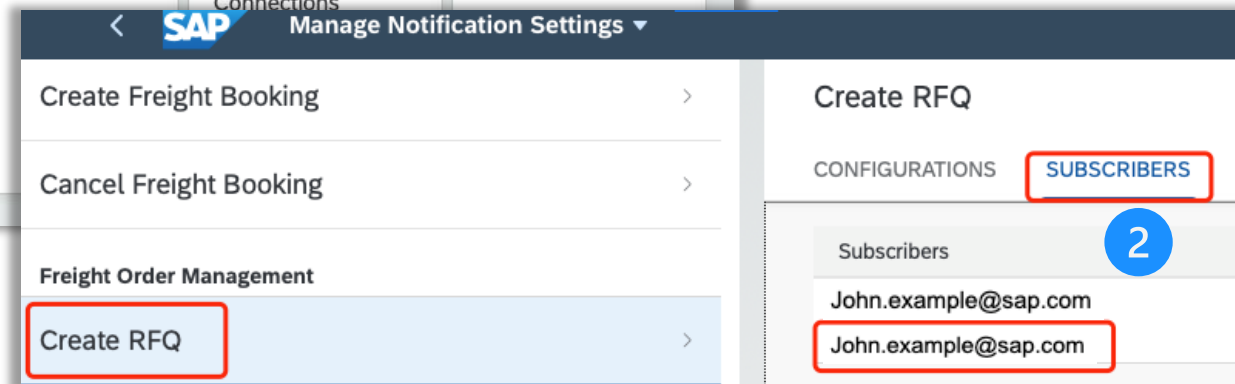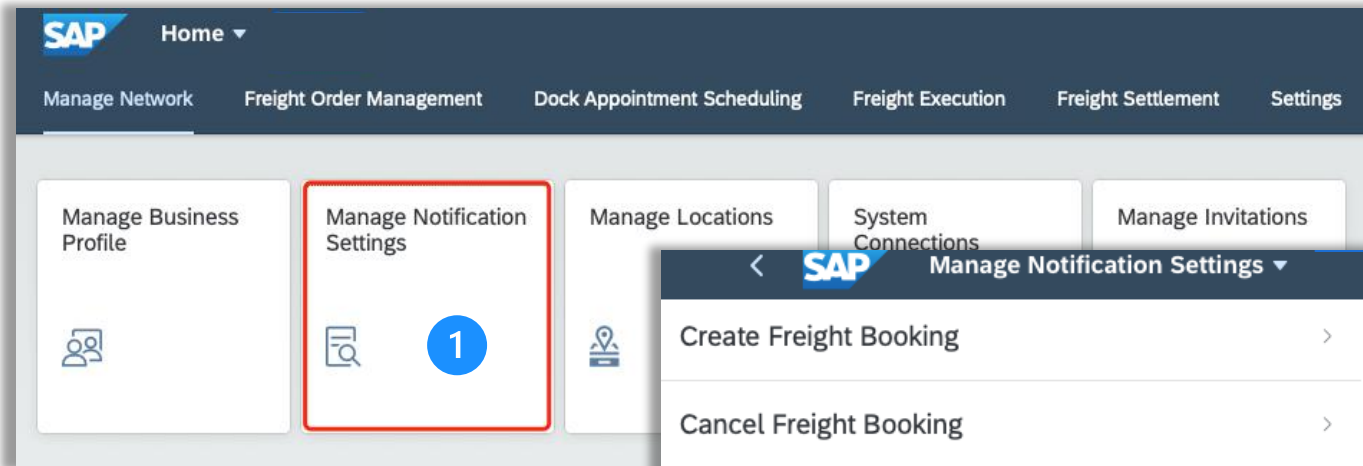
** You will need to do this for **each and every** scenario ticked previously.*

1. Check if Profile is Made Public

Go to homepage, click on Manage Business Profile – click on Options – Profile settings.
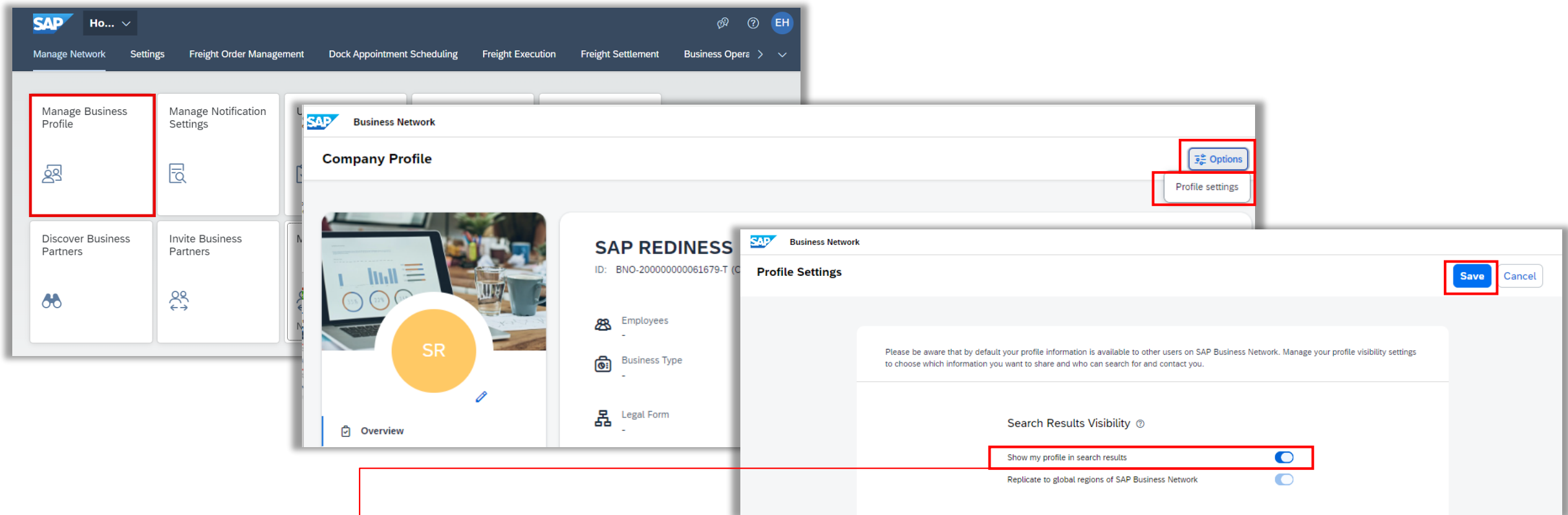
This toggle is on by default, which enables your company to be found by other shippers using the platform to get potential business.

If you'd like to be discovered by potential shipper customers in other data centers, enable the second option below: "Replicate to global regions of SAP Business Network."

To facilitate onboarding activities, if you have previously turned off this option, turn it on to easily connect with the shipper who invited you to join the network.

Once relationship is established, you could go back here to change the settings as needed.

<Return to check list>

Set up How Future Invitations Will Be Accepted

Go to homepage, click on Manage Invitations

Click on the icon

This toggle is off by default.

If set as "yes" – your company will automatically accept the connection request if other shippers want to connect with you.

To facilitate the onboarding activities, turn this option on to easily connect with your shipper who invited you to join the network.

After relationship is built, you could go back here to change the settings as needed.

<Return to check list>

Find LBN ID of Your Account

Go to homepage, click on "System Connections"
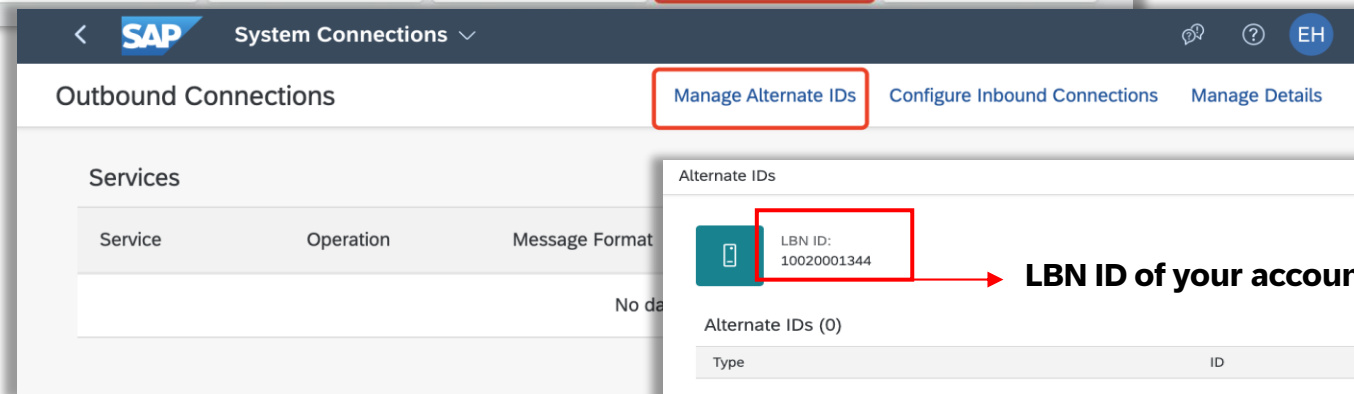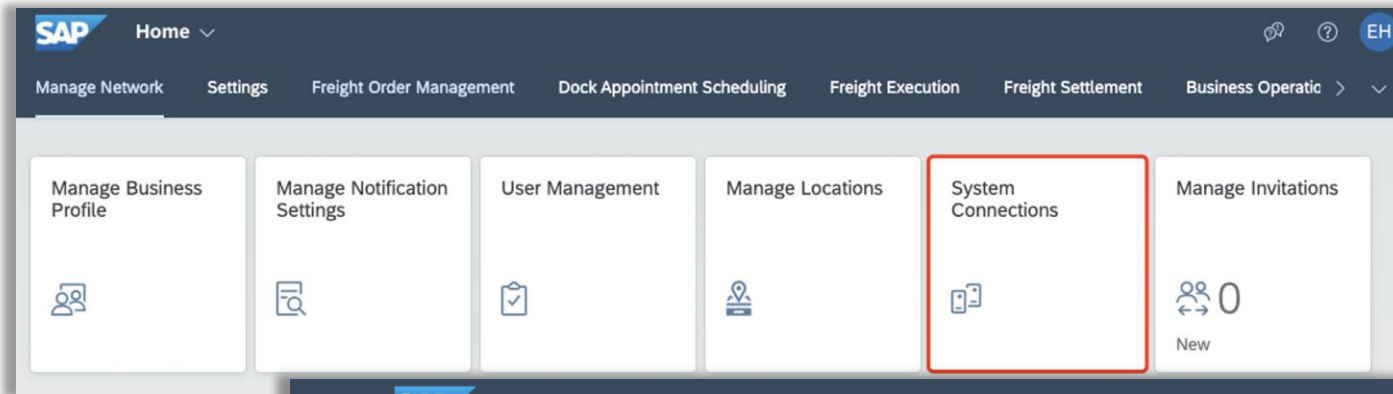
Click on "Manage Alternate IDs"
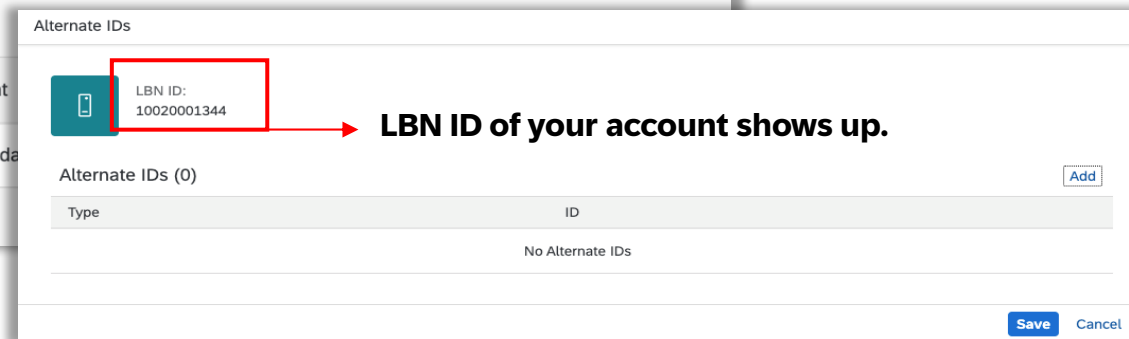
LBN ID:
10020001344 → **LBN ID of your account shows up.**

Note: LBN ID is the unique identifier of your account in SAP Business network for Logistics.

Provide LBN ID to your shipper, so shipper could connect with your account.

<Return to check list>

(This slide includes activities your customer needs to do. In case of need, please feel free to share with with your customer)

Shipper Logs on Test Tenant, Searches for Carrier LBN ID and Sends Out Connection Request

<Return to check list>
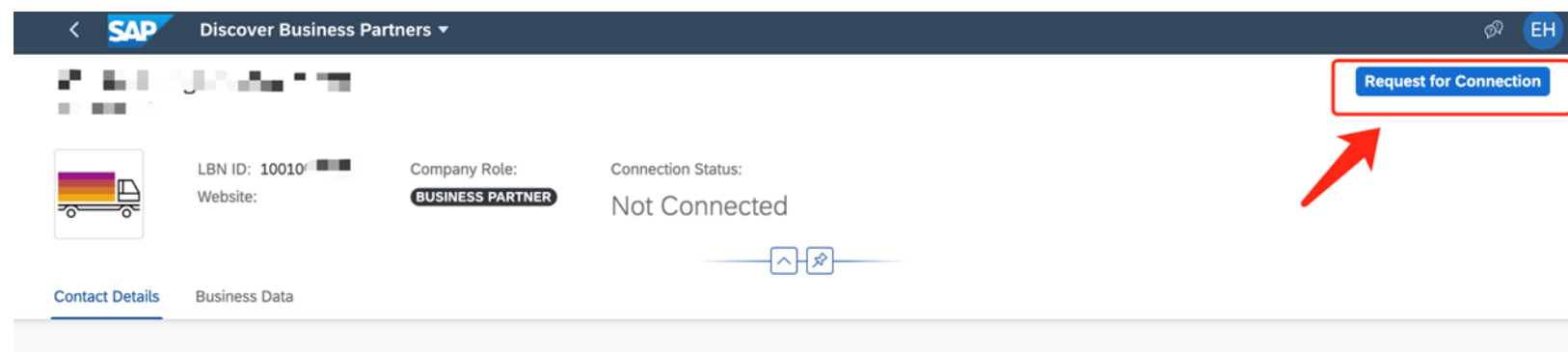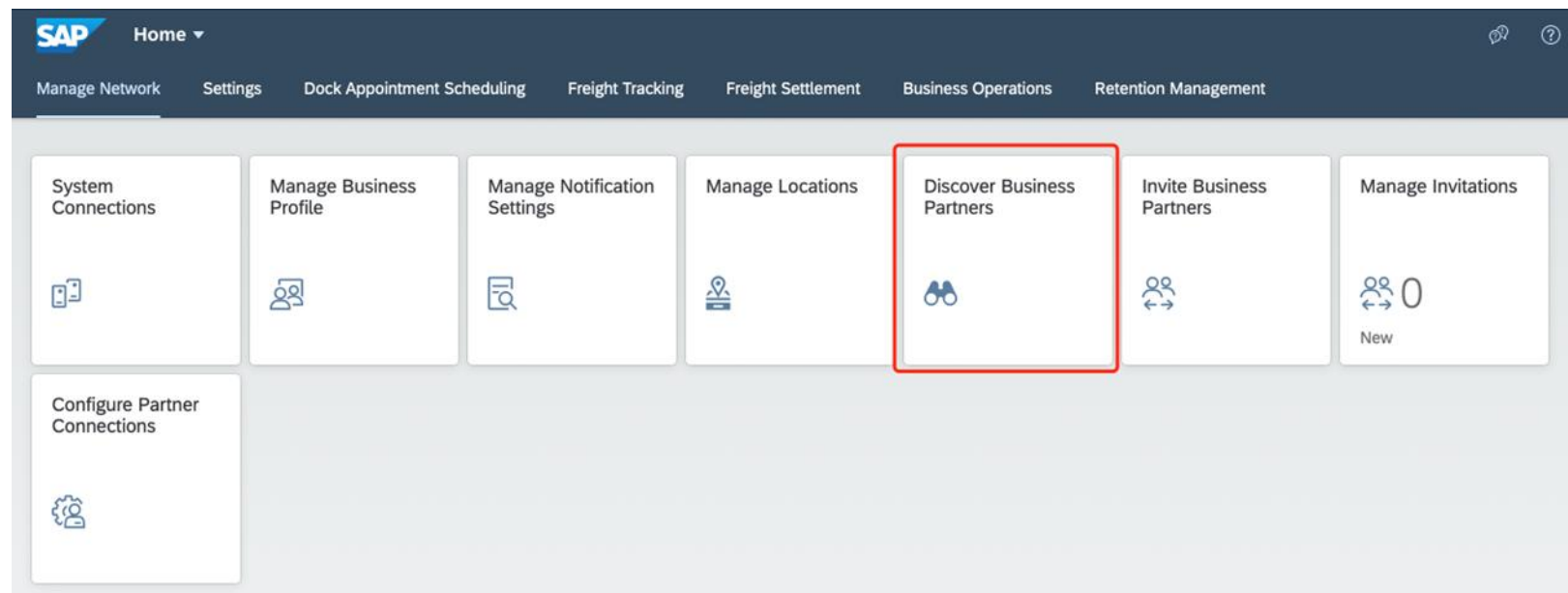
The Connection Request Will Be Automatically Accepted, if not, please go to "Manage Invitations", click on "Accept" to Connect with Customer.

Click on it

It will be your customer's company name

<Return to check list>

What if Carriers Already Have SAP Store Account?
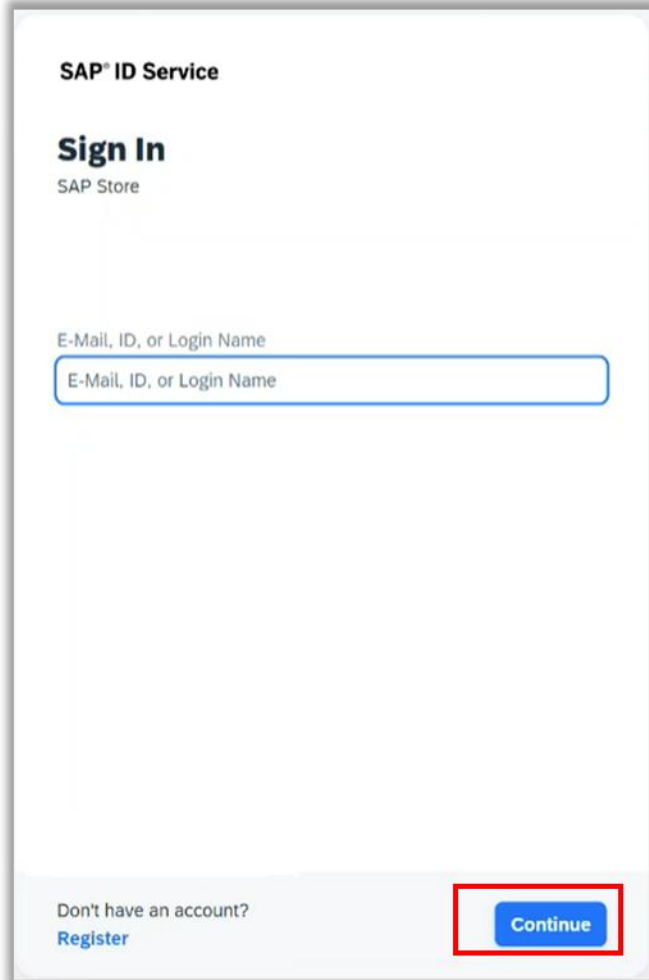
Existing Carriers

For existing carriers who already have an account on SAP Business Network for Logistics, and would like to use the existing account to connect with your shipper, please:

1. Check if profile is made public

2. Set up how future invitations will be accepted

3. Find LBN ID of your account

4. Provide LBN ID to your shipper

5. Action is on shipper side to connect with your account

6. After #5 is completed, go back to #1 and #2 to change settings back as needed

<Return to check list>

Carrier with existing SAP store account (either know it upfront, or be reminded by UI tips)

After clicking on the link in invitation email,
input credentials and click on "Continue" to
logon the account.

SAP® ID Service

Sign In
SAP Store

E-Mail, ID, or Login Name

E-Mail, ID, or Login Name

Don't have an account?
Register

Continue

If carriers not sure whether already have an account,
inputting the email address below, system will revert
back with "email already been registered", and remind
carrier to logon the existing account.

<Return to check list>

How Can Initial S User Add or Remove Other S Users?

<Return to check list>

Steps for First S-User to Add or Remove Other S Users

1. Add/remove S-User ID:
   https://launchpad.support.sap.com/#/notes/1271482

2. Add/remove S-User ID authorizations:
   https://launchpad.support.sap.com/#/notes/2198153

SAP creates the first S-User ID as a Cloud Administrator for new cloud customers. First S-User is the one in your company who placed order in SAP store and had LBN account created. Please refer to Email D.

<Return to check list>

How Can Carriers Get Support?

Before BN4L tenant is created:

➤ **Ask question before placing order in SAP store**
- e.g. Do I need to pay if I place order in SAP store following the link in Step 1? (the answer is no)
- e.g. Can I purchase some SAP solutions?

➤ **Issues against placing order in SAP store, please log a ticket**
- e.g. order placed, but didn't receive email to complete steps 2 or 3.
- e.g. I placed one order, but received confirmation emails stating I placed multiple orders.

After BN4L tenant is created:

➤ **S user to log ticket in SAP for Me for system/transaction issues**
- e.g. can't receive freight order
- e.g. can't do order confirmation/invoicing etc.

➤ **How to a log ticket and other frequently asked questions**

<Return to check list>

Any Information on Carrier Integration?

<Return to check list>

Carrier Collaboration Options

SAP S/4HANA / Transportation Management

SAP Business Network For Logistics

Portal

APIs

EDI

Carrier A

Carrier B

Carrier C
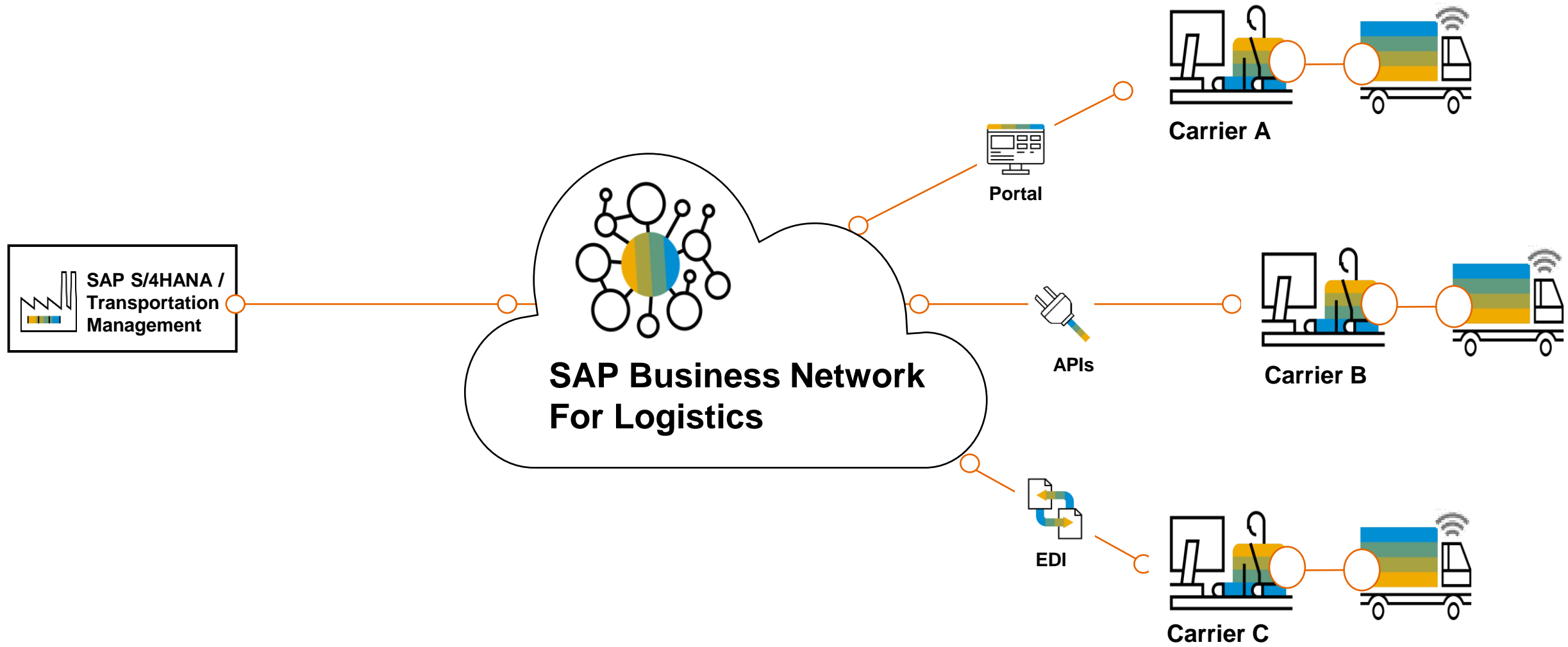
* Some functionality only available in the portal – Dock Appointment Scheduling, Freight Settlement Disputes

** EDI has no industry support for road quotes

*** Functionality not covered by integration must be done in the portal

<Return to check list>

API vs EDI
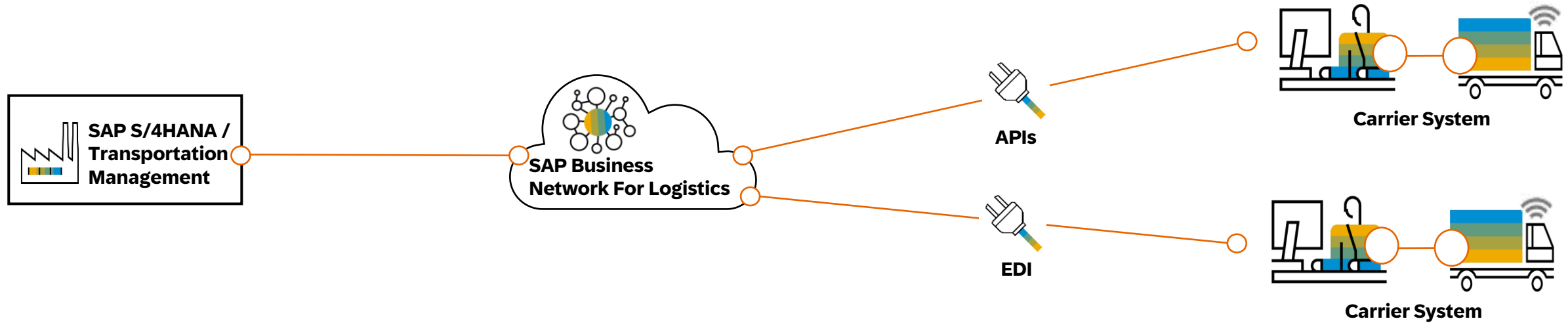
API

- More functionality
- Requires Development or Middleware
- Faster communication
- API Docs

EDI

- Industry Standard
- Typically less effort to build integration
- Requires carriers have an SFTP server
- EDI Docs

Carrier Integration Journey with SAP (Standard Approach)

Carrier Onboarding

Flight Planning and SAP Business Network Onboarding (incl. how-to videos, slides and training material for carriers)

B2B Carrier Onboarding

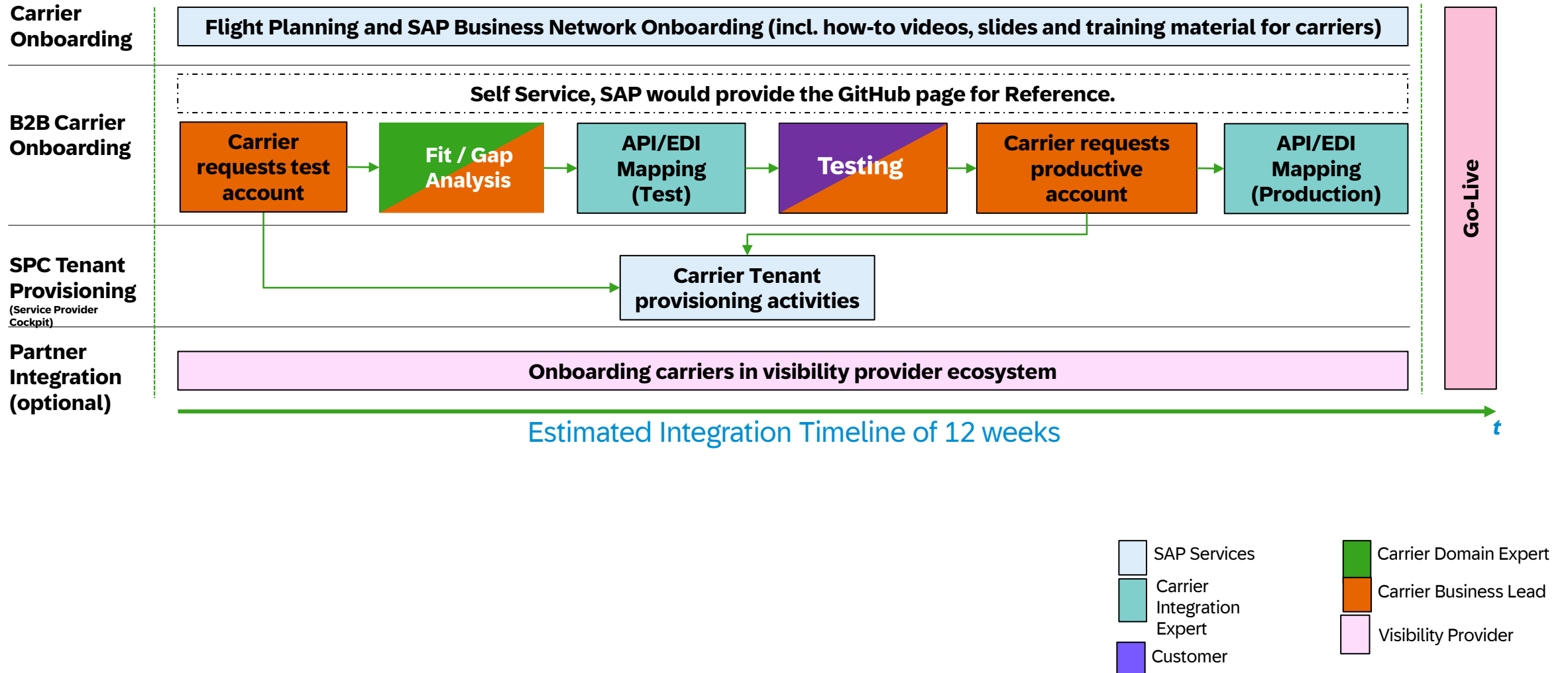Self Service, SAP would provide the GitHub page for Reference.

Carrier requests test account → Fit / Gap Analysis → API/EDI Mapping (Test) → Testing → Carrier requests productive account → API/EDI Mapping (Production)

Go-Live

SPC Tenant Provisioning
(Service Provider Cockpit)

Carrier Tenant provisioning activities

Partner Integration (optional)

Onboarding carriers in visibility provider ecosystem

Estimated Integration Timeline of 12 weeks

t

Legend:
- SAP Services
- Carrier Integration Expert
- Customer
- Carrier Domain Expert
- Carrier Business Lead
- Visibility Provider

Carrier Landing Page Available

Carrier Landing Page was published in 2311 release and could be accessed: https://help.sap.com/docs/business-network-logistics-provider
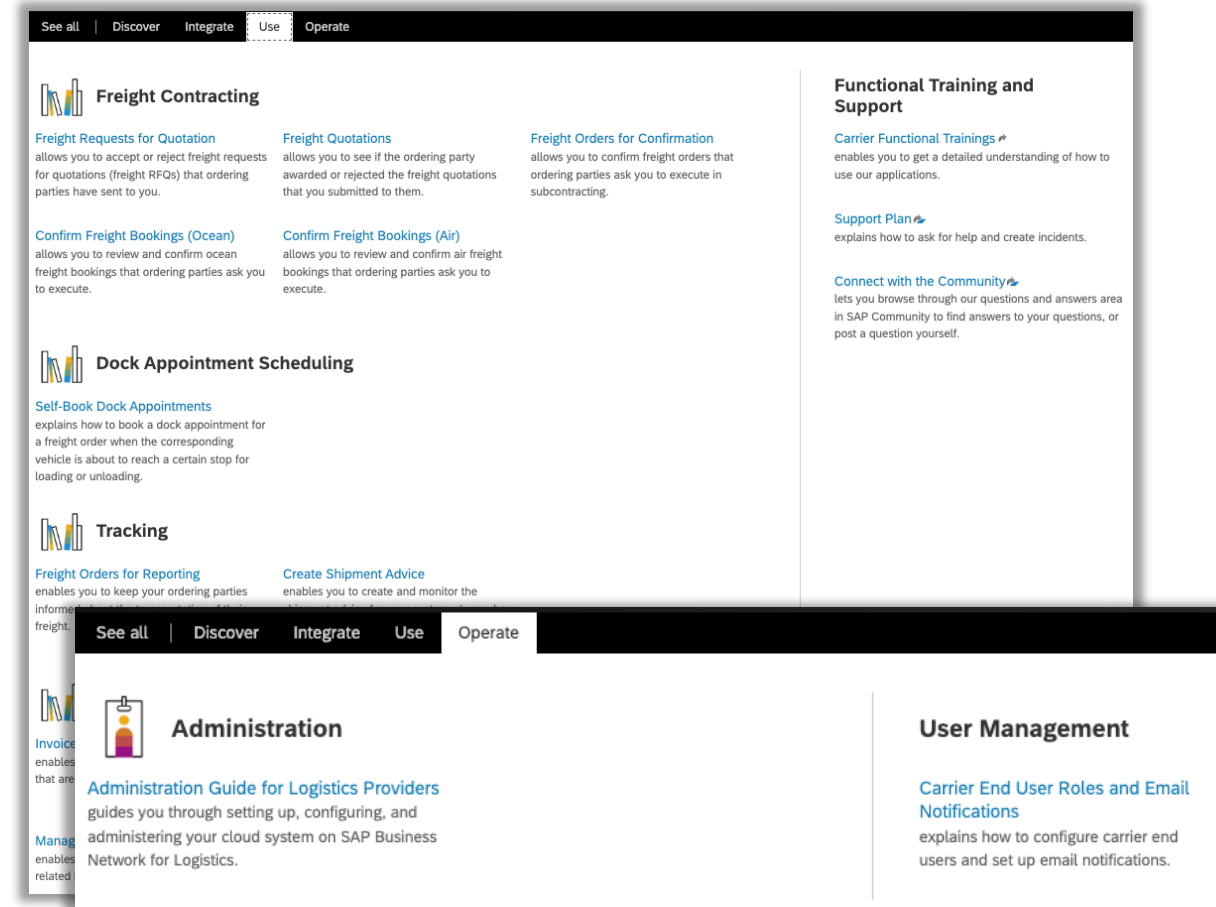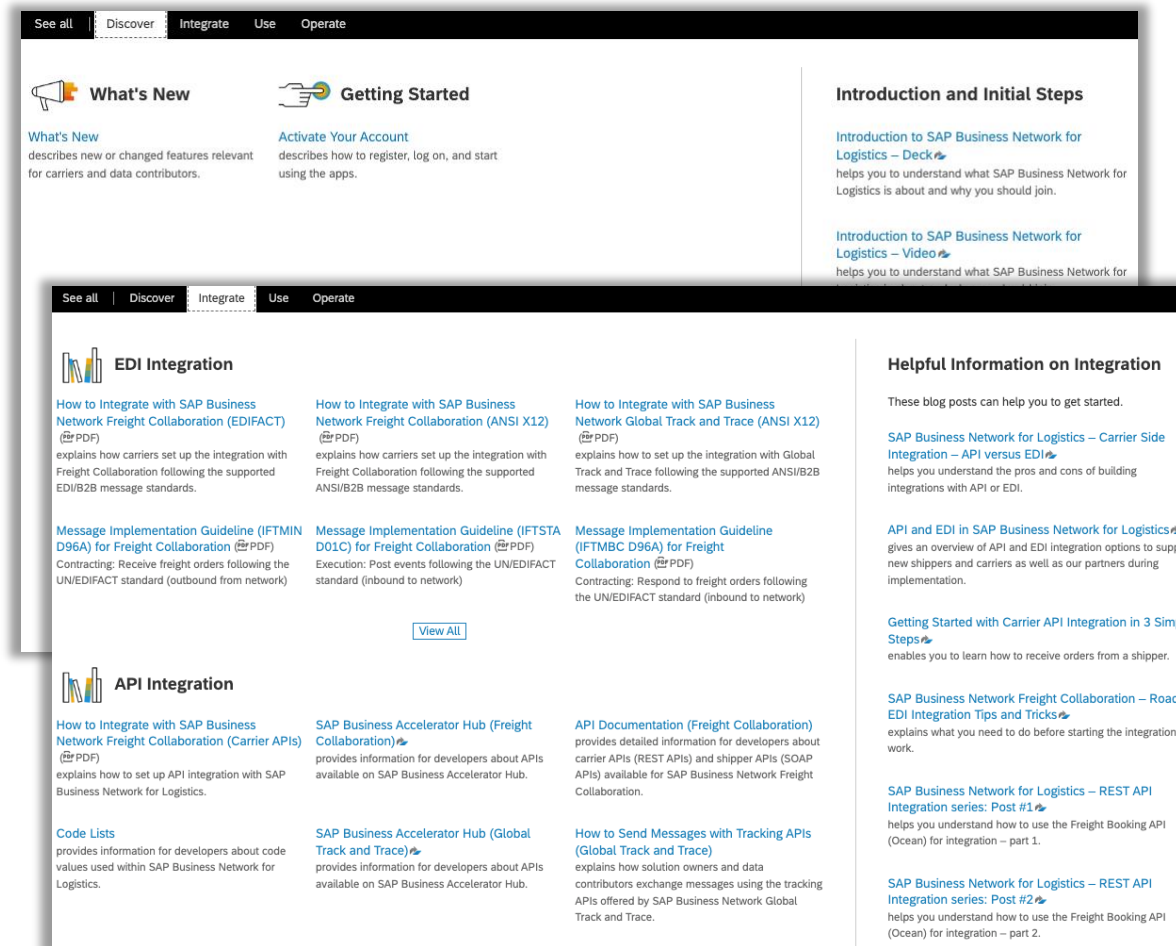
*This page is the central entry point for carriers and data contributors to find all relevant assets regarding the integration and operation of SAP Business Network for Logistics – **consolidated** in one place.*

*In addition to existing Freight Collaboration and Global Track and Trace assets, this page offers links to **videos, presentations**, and **blog** posts."*

<Return to check list>

What are the SAP mail addresses that to be whitelisted

SAP will send you email notifications during and after the onboarding process,
please check with your IT and put below mail addresses into whitelist (allowlisted) if
needed:

- ❑ IDService@notifications.sap.com

- ❑ notification@sap.com

- ❑ notification-service@sap.com

- ❑ ias@notifications.sap.com

- ❑ saplbn@mailsap.com

Thank you.

Contact information:

SAP Center of Excellence team