



SAP Business Network for SCC

General Functionality
Supplier Training Guide

TWININGS



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Introduction

- The General Functionality is a **generic guide** that provides information about the SAP Business Network and the Ariba Network including how to navigate, setup, edit and access the information that you require.
- All screenshots and **examples** contained within Ariba process guides are taken from various Buyers test Ariba 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 login on details.
- Permissions allow access to specific sections of the Ariba Network, if there is a section that you require 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.

Trading Relationship Request (TRR) Invite

Your Buyer has decided to transact with their suppliers using the Ariba Network and has sent you a Trading Relationship Request (TRR).

1. **Get Started** button provides access to a form.
2. A link to the **Supplier Information Portal** (SIP) for the Buyer is shown on the invitation which provides access to process and training materials.
3. **SAP Business Network** provides information about SAP Business Network.

❖ **Note:** All items in blue can be selected to take users to different screen, website or information.

Avante Labs GmbH would like to connect with you on SAP Business Network

AS Avante Science Inc. <ordersender-prod@ansmp.ariba.com>
To Ben Bootman

Reply Reply All Forward

Avante Labs GmbH

Connect with Avante Labs GmbH to collaborate on SAP Business Network!

To Ben Bootman at Tulip Lighting Equipment,

We would like to invite you to connect with us on SAP Business Network. As part of our digital transformation, we expect our suppliers to process orders and submit invoices via this network.

You can learn more about the why, what, and when of this transformation by watching our recent supplier summit recording, accessible via the supplier information portal below.

You can login and connect with an existing Ariba Network account or create a new account on SAP Business Network and establish the connection. We're looking forward to continuing doing business with you on SAP Business Network.

Click Get started to connect.

Get started 1

Link expires: Sunday, Jul 04, 2021, 12:00AM PDT

About this invitation

From:	To:
Avante Europe Group	Ben Bootman
Procurement	Tulip Lighting
Avante Labs GmbH	Equipment

eConnect@AvanteLabs.us

Learn more:

- Visit the [Supplier Information Portal](#) for instructions provided by Avante Labs 2
- Learn more about [SAP Business Network](#) 3

Powered by **SAP**

Trading Relationship Request (TRR) Invite

Get Started

Ensure you are the required person to accept the relationship from your Buyer.

The person that accepts the relationship automatically becomes the businesses SAP Business Network System Administrator.

With the TRR email open:

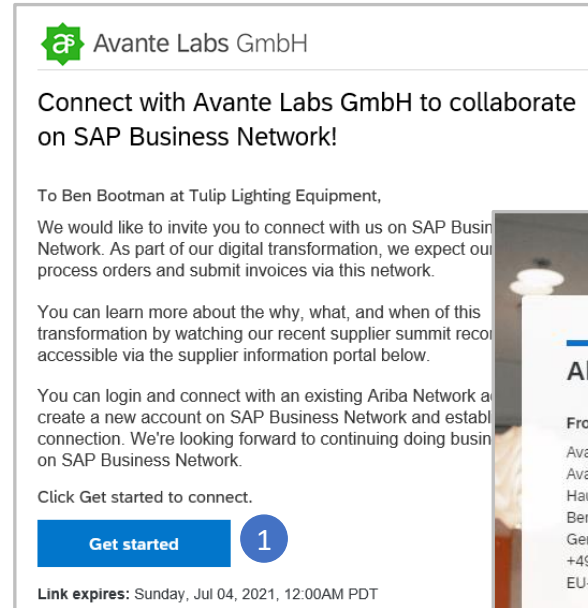
1. Click on **Get Started**.

❖ About this invitation panel – displays content such as the **From:** and **To:**, a **message from your Buyer** and a **Read More** link for more information from your Buyer and **About Ariba Network** link taking users to an external website.

❖ **Review Accounts** – Suppliers should review accounts to determine whether an account already exists for this Buyer or to identify whether they can use an existing account.

❖ **Use Existing Account** – As the System Administrator you have identified an existing account, using an existing account reduces the need of multiple log ins.

❖ **Create New Account** - Creation of a new account to transact with the Buyer.



Avante Labs GmbH

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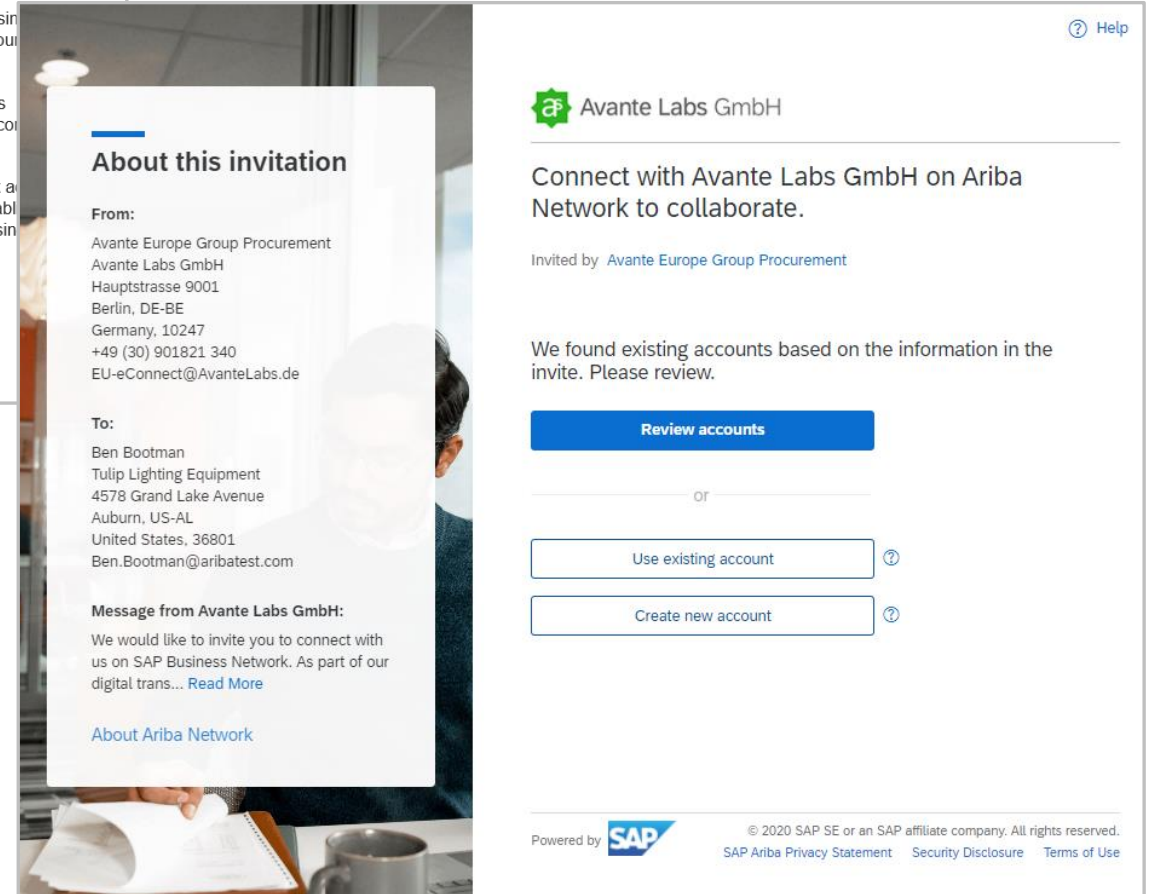
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Click Get started to connect.

[Get started](#) **1**

Link expires: Sunday, Jul 04, 2021, 12:00AM PDT



Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by [Avante Europe Group Procurement](#)

We found existing accounts based on the information in the invite. Please review.

[Review accounts](#)

or

[Use existing account](#) ⓘ

[Create new account](#) ⓘ

Powered by **SAP**

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SAP Ariba Privacy Statement Security Disclosure Terms of Use

Review Account Information

Duplicate Account Process

Review Accounts allows suppliers to identify they already have an SAP Business Network account, using an existing account reduces the number of logins and accounts that need to be maintained.

With the invitation from you Buyer displayed:

1. Click on **Get Started**.
2. Where the **Review account** button is activated, Click on Review accounts.

❖ **Note:** If the Review accounts button is not activated it indicates there are no other accounts associated to the business email domain2.

❖ The Review matched accounts screen is displayed:

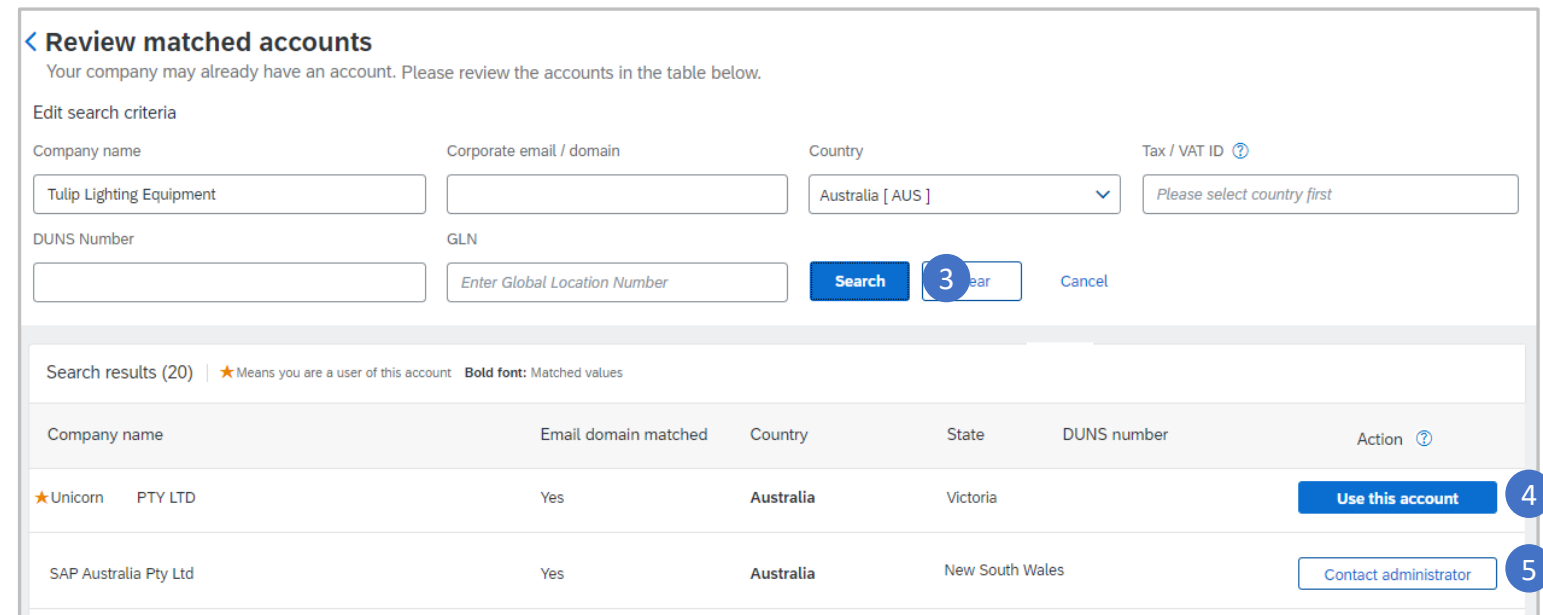
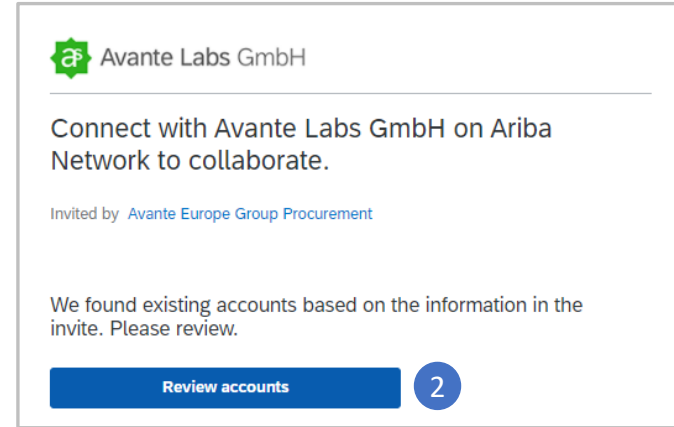
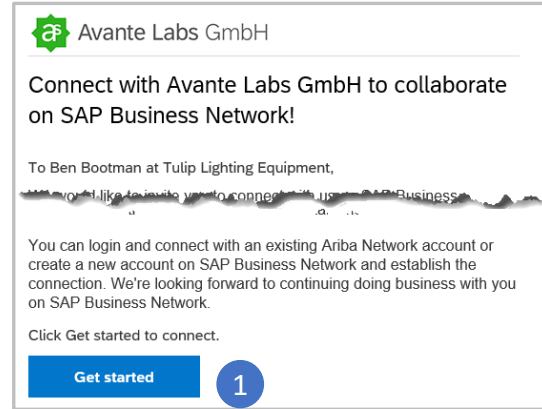
3. **Edit search criteria** is used for specific search criteria then click on Search.

❖ Any Search results are displayed.

4. If you identify an account you wish to use, Click on **Use this account**, refer to [Use this Account](#).

5. If you are unsure about an account and want further clarification click on **Contact administrator**, refer to [Contact Administrator](#).

6. To **Create a new Account**, click on the back arrow to return to the Registration screen, refer to [Create a New Account](#).



Use this Account

Using an Existing Account

Your Buyer has decided to transact with their suppliers using the Ariba Network.

❖ This can be done using **either** from the **Invitation** or **Review accounts** screen.

From the invitation screen:

1. Click on **Use Existing Account**.
2. Enter the **Username** and the **Password** for the account you wish to use.
3. Click on **Connect**.

❖ Complete the details on the screen.

From the Review accounts screen:

4. Click on Use this account.
5. Enter the Username and Password for the account you have selected.
6. Click on Connect.

❖ Complete the details on the screen.

Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by Avante Europe Group Procurement

We found existing accounts based on the information in the invite. Please review.

[Review accounts](#)

or

[Use existing account](#) ?

[Create new account](#) ?

Search results (20) | ★

Company name	Action ?
★ Unicorn PTY LTD	Use this account
SAP Australia Pty Ltd	Contact administrator

Avante Labs GmbH

Sign in to connect with Avante Labs GmbH

Username

[Forgot username?](#)

Password

[Forgot password?](#)

[Connect](#)

Avante Labs GmbH

Sign in to connect with Avante Labs GmbH

Please login to the account: *Name of existing account*

Username

[Forgot username?](#)

Password

[Forgot password?](#)

[Connect](#)

Logging into the SAP Business Network

After logging in, the blue ribbon at the top of the screen will display **SAP Business Network**.

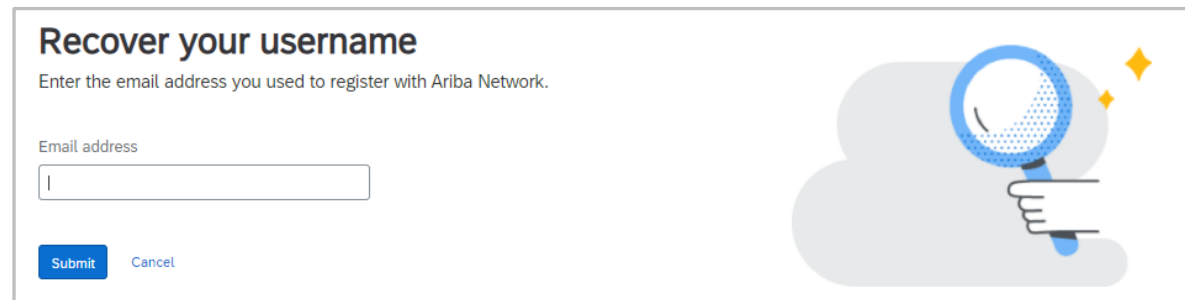
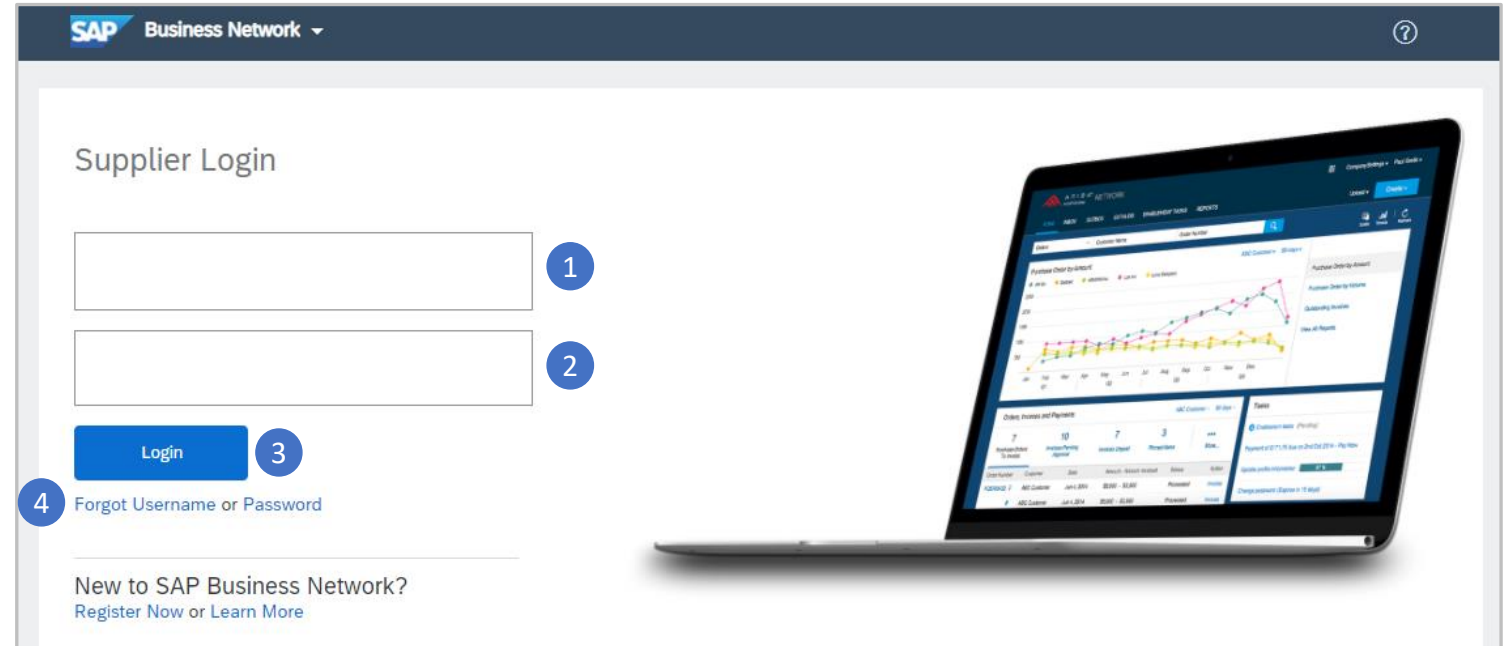
➤ Go to <https://supplier.ariba.com>

To Login:

1. Enter **Username**
2. Enter your **Password**
3. Click on **Login**
4. If you have forgotten your User name or password, click on **Forgot Username or Password**

Forgot Username or Password:

- 1) Enter your **email OR username**
- 2) Click **Submit**
- 3) An email from Ariba Commerce Cloud will be sent to the registered email address



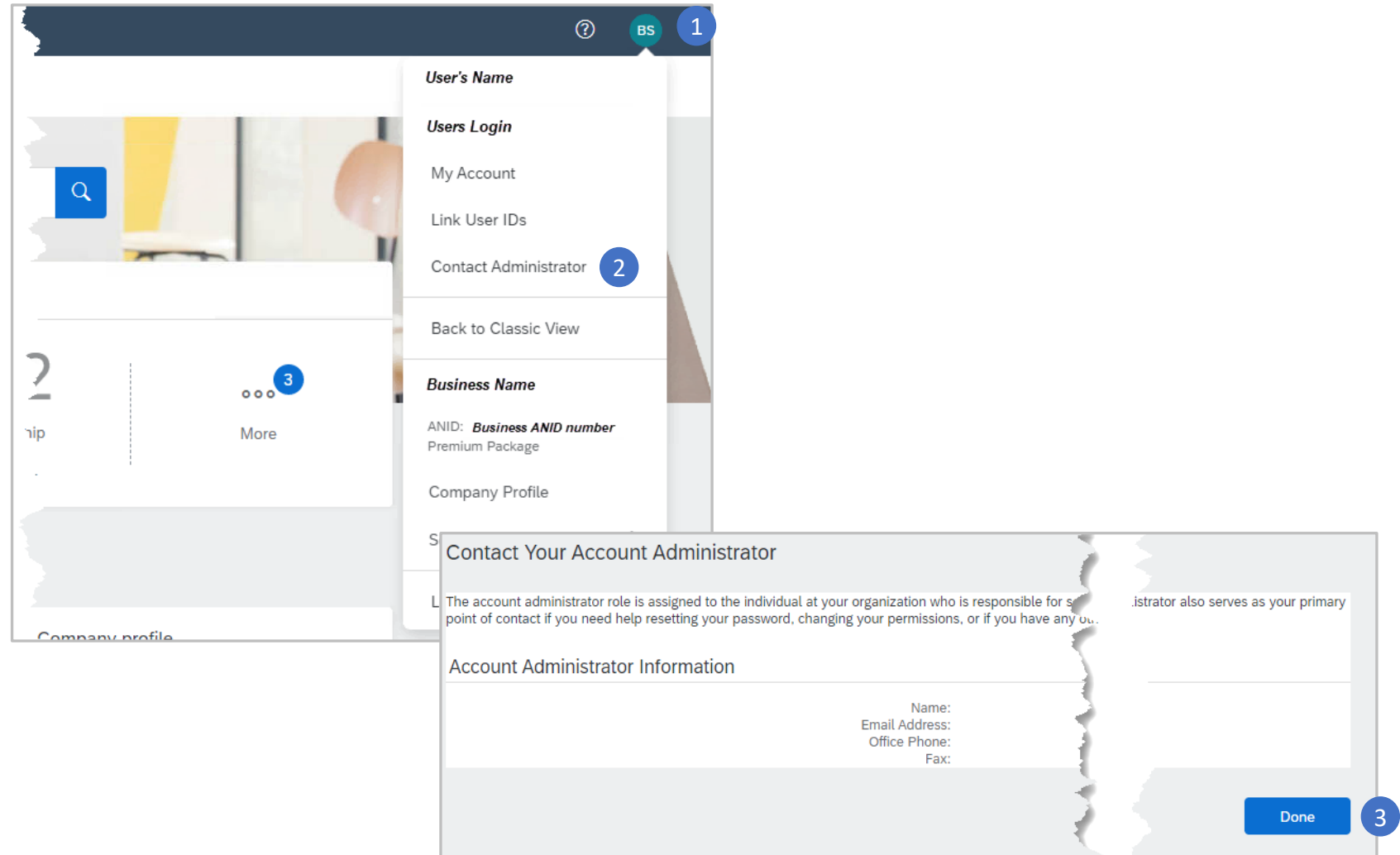
Contact the System Administrator

The System Administrator creates users, applies permissions and should be contacted when there is questions, updates or changes to your log in profile.

Contact the Business System Administrator when:

- ❖ You need permissions to access a tab required for your role.
- ❖ You need to have you 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.

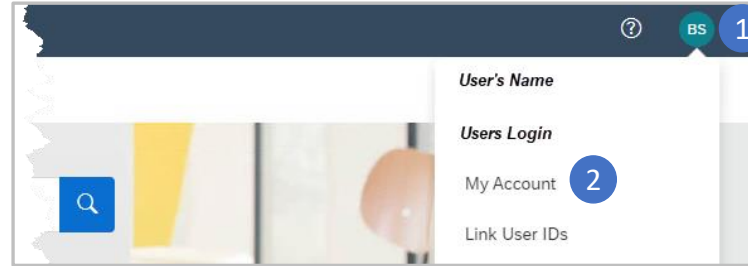
1. Click on your user **Initials**
2. Click on **My Account**

➤ 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.



My Account Save Close

Account Settings [Mobile Settings](#)

* Indicates a required field

Account Information

Username:* ⓘ
[Change Password](#)

Email Address:*

First Name:*

Middle Name:

Last Name:*
[Personal Information Change Log](#)

Business Role: ⓘ

Preferences

Preferred Language: ⓘ

Preferred Timezone:* ⓘ

Default Currency:* Euro ⓘ

Allow Me to Save Filter Preferences in the Inbox/Outbox

- Accounts Receivables
- Business Owner
- Customer Service
- E-Commerce
- Field Services
- Finance
- Information Technology
- Manager
- Marketing
- Order Management
- Sales
- Service Administrator
- Shipping
- Treasury
- Other

Seller Dashboard/Home page

Screen Overview

- 1) **Access to Help**
- 2) **User Name Initials** – a drop down provides applicable accesses
- 3) **... (More)** – a drop down provides access to track, CSV upload and CSV download options-can also be accessed from other screens
- 4) **Create** – a drop down that provides short cuts to processes, can be accessed from other screen
- 5) **Accessible Tabs** – the tabs that you have permissions to access
- 6) **Quick search options** – Allows searching for selected parameters from the Seller Dashboard /Home page
- 7) **Overview Bar** – helps to focus on important tasks related to orders and invoices
- 8) **More** – indicates there are more tiles
- 9) **My Widgets** – Allows users to change the identify what widget they want to see on the Seller Dashboard /Home page
- 10) **Customize** – Shows the available options for My Widgets

The screenshot displays the SAP Business Network Seller Dashboard/Home page. The interface includes a top navigation bar with the SAP logo, 'Business Network', and 'Enterprise Account'. Below this is a secondary navigation bar with tabs for Home, Enablement, Workbench, Planning, Orders, Fulfillment, Quality, Invoices, Payments, Catalogs, Reports, and Messages. A search bar is located below the navigation, with filters for 'Orders and Releases', 'All customers', and 'Exact match', and a search input field containing 'Order number'. The main content area features a 'Overview' section with five key metrics: 79 Items to confirm (Last 24 Hours), 11 New orders (last 24 hrs), 152 Orders (Last 24 hrs), 91 Items to confirm (Last 31 days), and 132 Items to ship (Last 31 days). Below the overview is a 'My widgets' section with a 'Customize' button and a list of widgets including 'Purchase orders', 'Invoice aging', and 'Activity feed'. The page is annotated with numbered callouts (1-10) pointing to various UI elements.

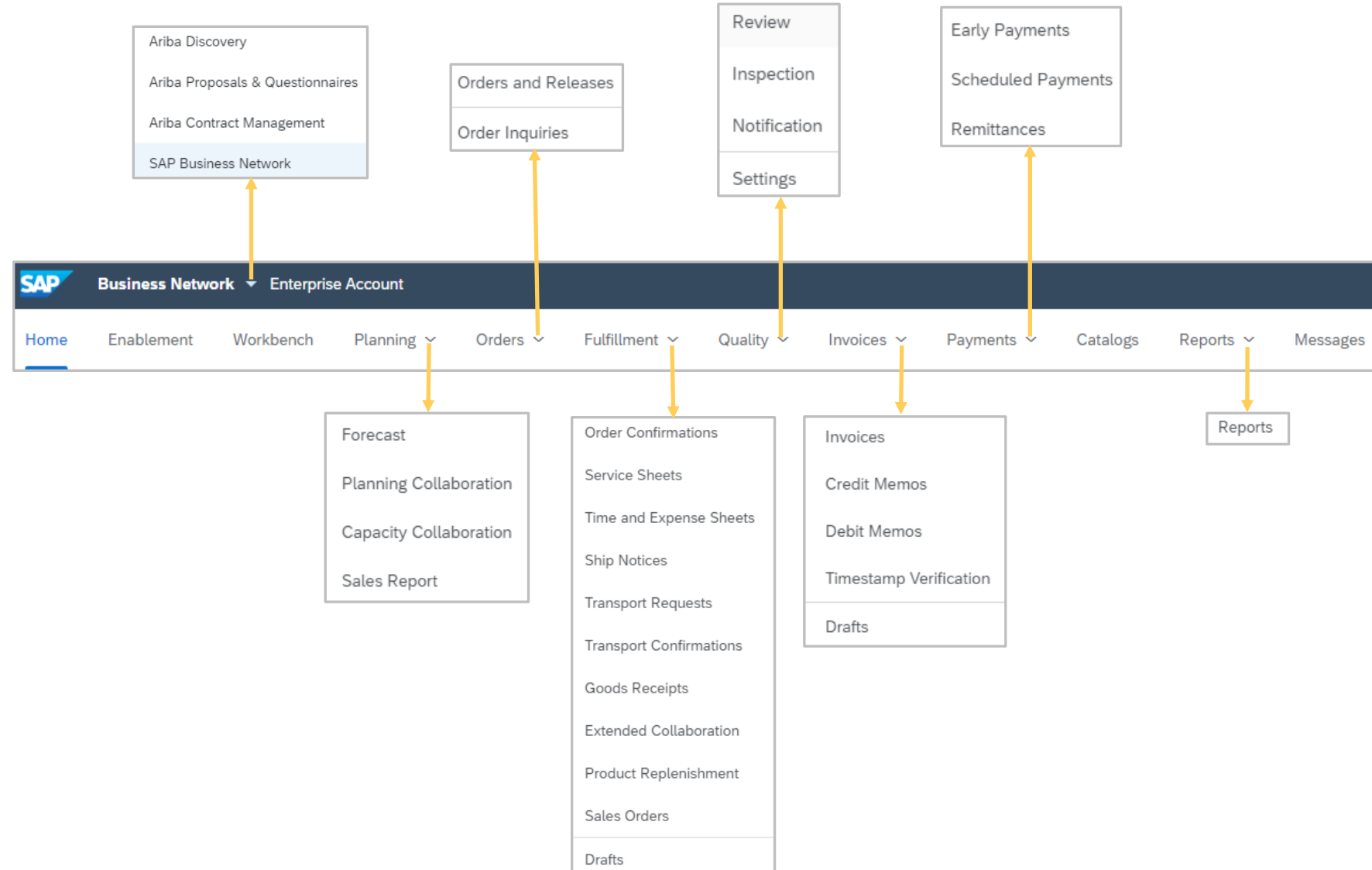
Seller Dashboard/Home page

Screen Tabs

- ❖ Only the tabs that your Businesses System Administrator has assigned to you will appear, contact your System Administrator if you require other tabs to access required processes.

When working with tabs, remember:

- ❖ The Tabs that each User can see is based on the permissions assigned by your Businesses System Administrator and the required processes determined from the Buyer
- ❖ Not all tabs have drop down lists
- ❖ Not all shown down list selections may be available
- ❖ Some functions can only be performed by the System Administrator
- ❖ The order of the tabs cannot be changed
- ❖ Refer to the Supplier Information Portal for your Buyer for more information about the processes required

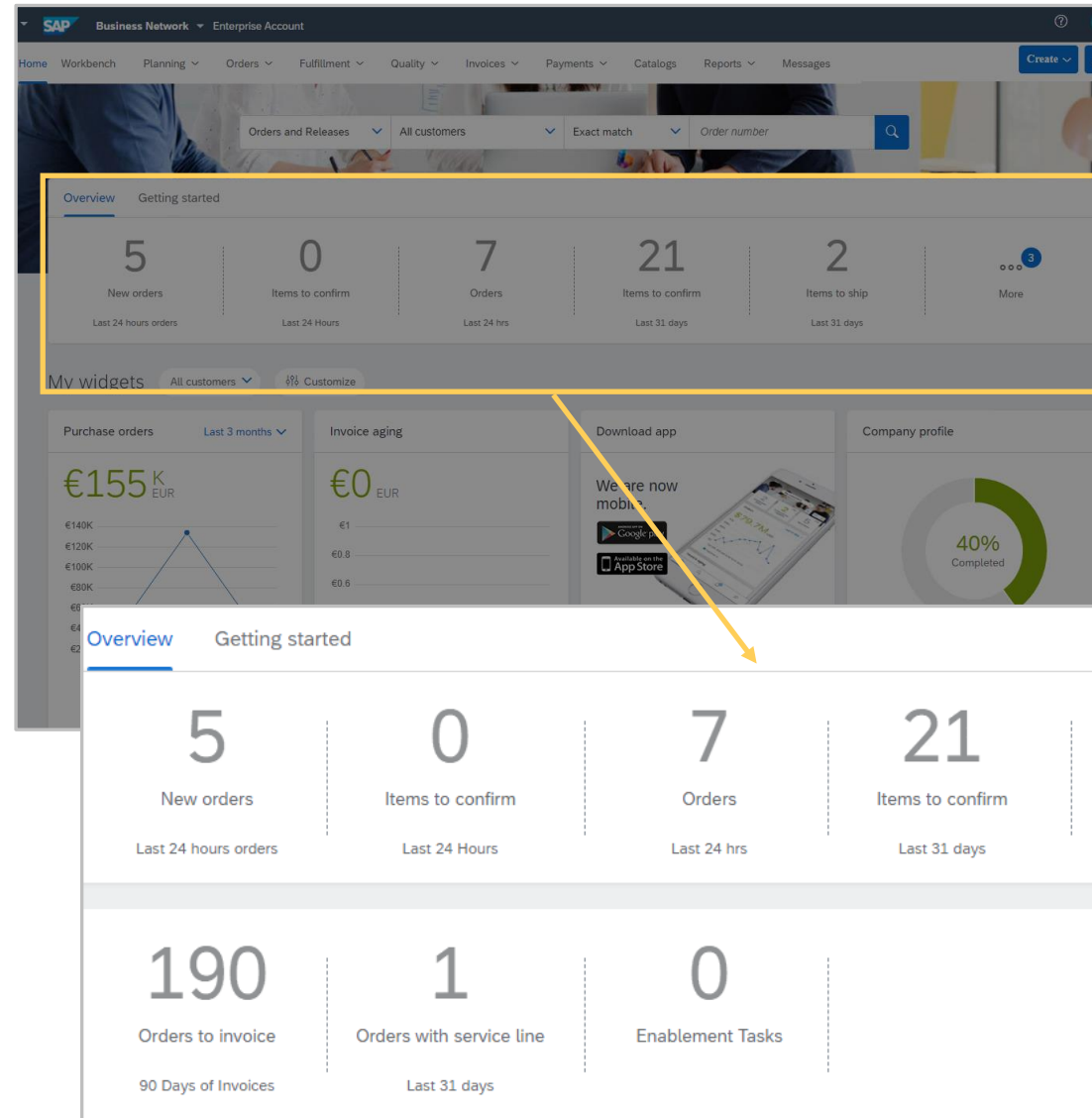


Seller Dashboard/Home page

Tile Bar Overview

The overview bar help suppliers focus on specific tasks related to orders and invoices, tiles can be customized, each tile takes the user to the Workbench.

- ❖ The Overview tile bar can be personalized so that a user can keep track of order and/or invoices as part of their job
- ❖ Where there is a number in the indicates that there are more tiles to display in Overview
- ❖ A number indicates that there are more tiles to view, click on More and the tiles will be displayed
- ❖ The time frames (hours & days) shown on the tiles can be changed based on the user's requirements
- ❖ You can access each tile by clicking on it
- ❖ The name of each tile can be adjusted to reflect the needs to the user
- ❖ Tiles can be added or removed
- ❖ Personalisation enables suppliers to prioritise and keep track or order and invoices



Seller Dashboard/Home page

My Widgets

Widgets that show insights such as invoice aging, leads, purchase order volume and more can be selected, use widgets to gain insights into your Buyer.

The My widgets section can be customized by:

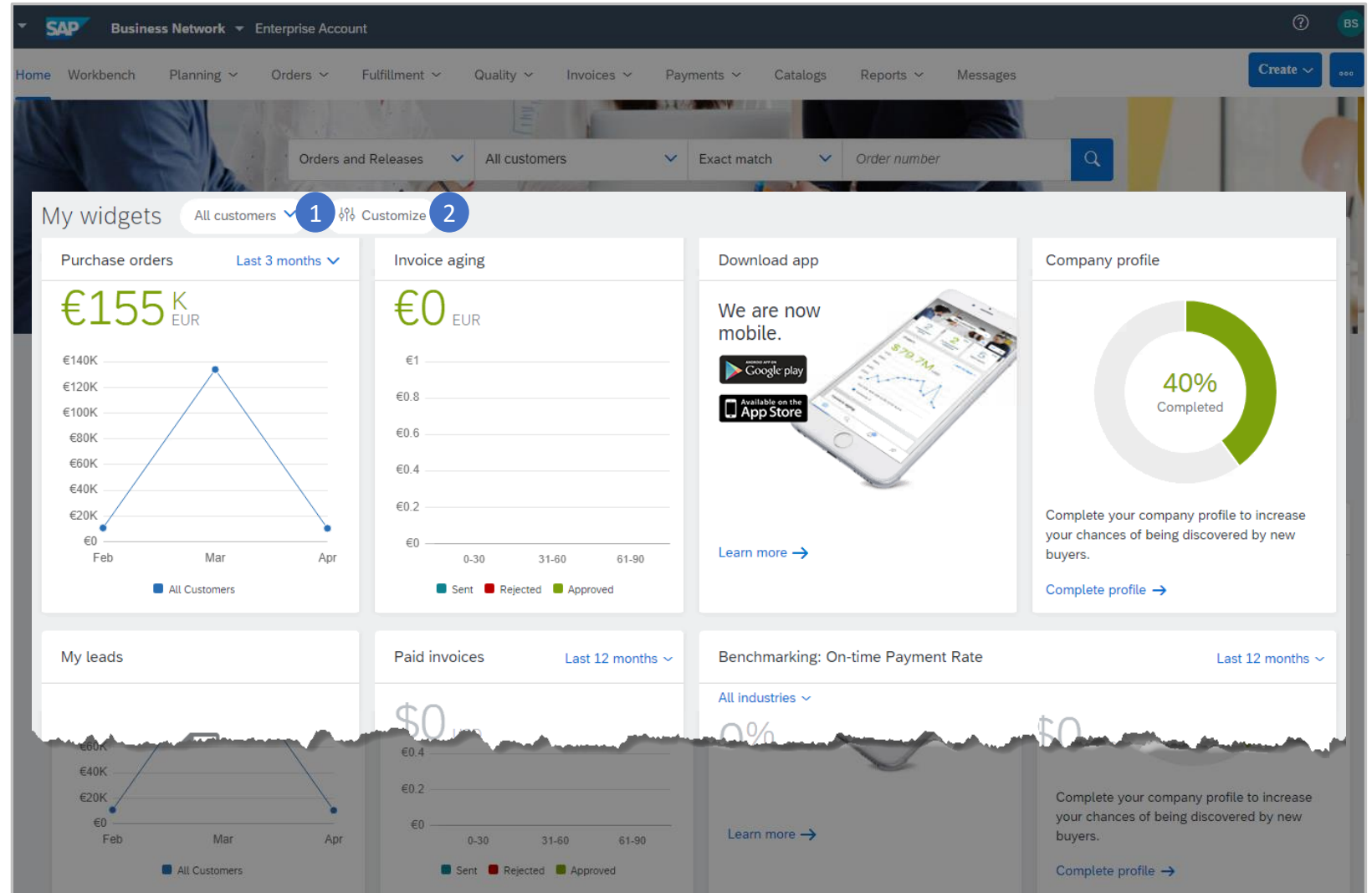
- Buyer
- Tile Type

All Items in Blue can be clicked on to:

- Provide more information
- Change time frame of the information
- Update parts of the Ariba Network

- To Display Customers that you work with:
 - 1) Click on **All Customers** drop down and make your selection
- To Customize:
 - 2) Click on **Customise** and make your selection, refer to **Customising My Widgets**
- My Widgets provides users the options to display information relevant to their function

Note: Not all widgets are the same size, some are larger, also some widgets provide bar graphs, pie graphs, line graphs or information only.



Seller Dashboard/Home page

Customize My Widgets – How to Add or Remove Tiles

Widgets can be customized to provide information on the Seller Dashboard/Home page,

1. Click On **Customize**

The Customize my widgets screen is displayed:

❖ Hover over the **Available widgets** name to display a Preview of the widget and what data it shows.

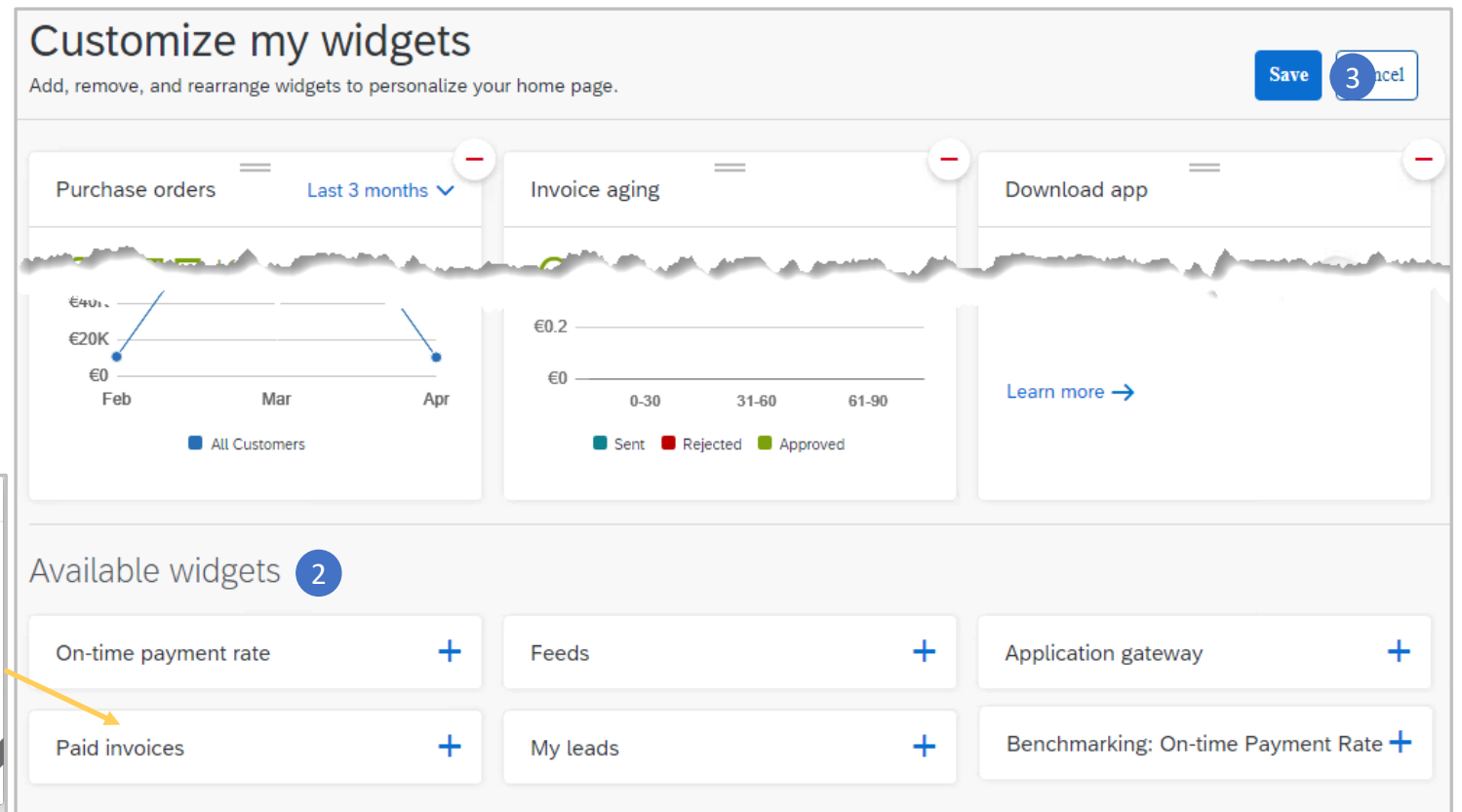
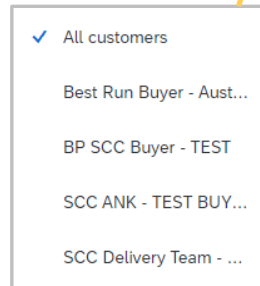
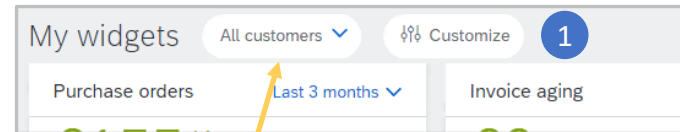
2. Select the widget/s required from **Available widgets**

3. Click on **Save**

❖ The widget is now added to the Seller Dashboard/ Home Page.

Note: Clicking on All Customers and selecting a customer from the drop down list the information on the widget is displayed.

❖ Widgets cannot be customised by customer.



Seller Dashboard/Home page

... (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.

The screenshot displays the Seller Dashboard/Home page. At the top, there are navigation links for 'Logs', 'Reports', and 'Messages', along with a 'Create' button and a user profile icon 'BS'. Below the navigation is a search bar with the placeholder text 'atch' and 'Order number'. The main content area features three large cards: '91 Items to confirm (Last 31 days)', '132 Items to ship (Last 31 days)', and a 'More' button with a notification badge '2'. At the bottom, there are links for 'Download app' and 'Company profile'. A 'More' menu is open on the right side, listing four options: 'Track' (1), 'CSV Upload' (2), 'CSV Download' (3), and 'Excel Files' (4). The 'Track' menu includes 'Pending Queue', 'Documents to Resend', 'Product Activity Messages', and 'Notifications'. The 'CSV Upload' menu includes 'Order Confirmation', 'Ship Notice', and 'External Document'. The 'CSV Download' menu includes 'Templates'. The 'Excel Files' menu includes 'Upload/Download'.

Seller Dashboard/Home page

Create Selection - Overview

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).

1. Click on **Create** to display the drop down list.

The screenshot displays the SAP Business Network Seller Dashboard. At the top, the navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment', 'Quality', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. A 'Create' button with a dropdown arrow is visible, and a notification badge shows '1'. The 'Create' dropdown menu is open, listing 'PO Invoice', 'Non-PO Invoice', and 'Service Entry Sheet'. Below the navigation bar, there is a search bar with filters for 'Orders and Releases', 'All customers', and 'Exact match', and a search input field containing 'Order number'. The main dashboard area features a 'Overview' tab and a 'Getting started' section. The 'Overview' section displays five key metrics: 5 New orders (Last 24 hours orders), 0 Items to confirm (Last 24 Hours), 7 Orders (Last 24 hrs), 21 Items to confirm (Last 31 days), and 2 Items to ship (Last 31 days). Below this, the 'My widgets' section includes 'Purchase orders' (Last 3 months), 'Download app', and 'Company profile'. The 'Purchase orders' widget shows a value of €155 K EUR. The 'Download app' widget includes the text 'We are now mobile.' and an image of a smartphone. The 'Company profile' widget shows a green progress indicator.

Seller Dashboard/Home page

Switching from Transaction Accounts to Sourcing Accounts

Users can switch between the SAP Business Network transaction account and sourcing accounts such as Ariba Discovery and Ariba Contract Management.

Some selections have a pop-up message, select the appropriate response.

Ariba Discovery – Used for Request for Quote (RFQ) processes, access to global purchase ready buyers

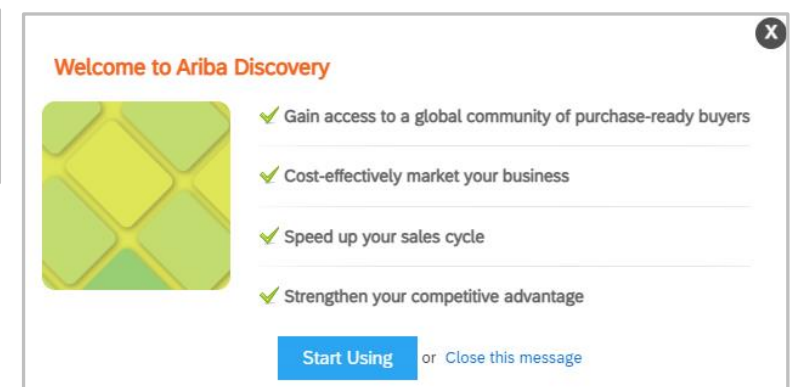
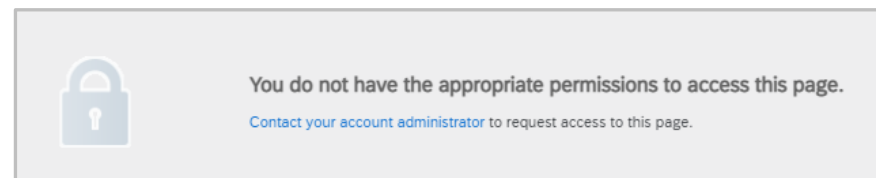
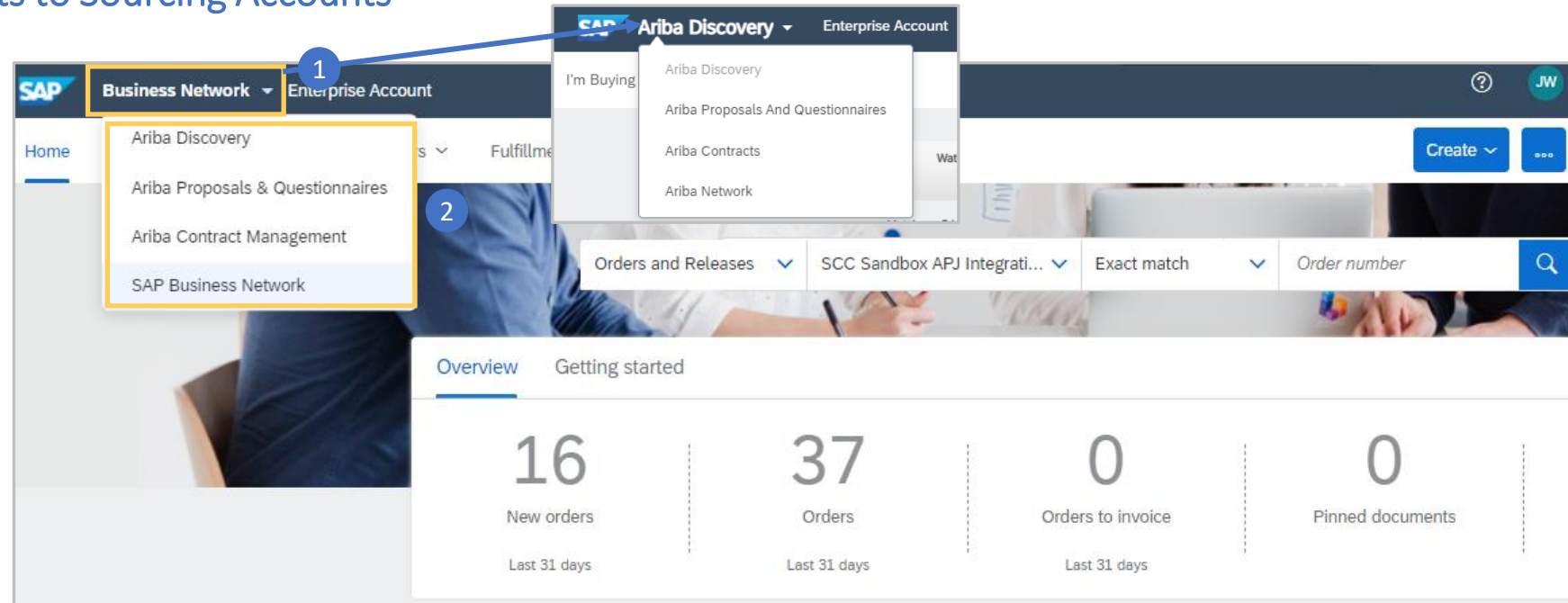
Ariba Proposals & Questionnaires – Used for Sourcing, including responding to prospects

Ariba Contract Management

SAP Business Network

1. Click on the down arrow next to the name of the account you are in.
2. Select the required account.

Note: An error message appears when users do not have the required permissions. If you require access, contact your Business Ariba Network System Administrator. Refer to [Contact the System Administrator](#)



Help Options

There are a number of help options available to Suppliers, there are two types of help:

- ❖ **Generic Help** – that is general in nature about SAP Ariba
- ❖ **Buyer Specific** – that provides information specific to transacting with the Buyer

The options are:

- ❖ Active Onscreen Help – provides users with information on the screen, only available on the Seller Dashboard/Home page and Workbench
- ❖ Help Topics Pane – provides users with access to different types of help, the help provided in the pane is general in nature and can be a document, and FAQ or a video clip
- ❖ Help Centre Home Page – provides users with a query entry field to provide self help options and is the first tab
- ❖ Guided Help – takes users through possible options relating to their query
- ❖ Documentation & Learning – options and access to documentation and video clips
- ❖ Contact Us – users completing the Contact Us form will be directed to the help that best suits their query and the type of account they have
- ❖ Supplier Information Portal (SIP) – provides users with information that is specific for transacting with a Buyer using the Ariba Network

Help Options

Active Onscreen Help

Onscreen help allows users to identify the areas they require help with while not leaving the Seller Dashboard/Home page.

To activate onscreen help:

1. Click on the right corner.

❖ Blue boxes will appear around each section

2. Click on the corner of the field further help is required with, only sections with the provides help information.

❖ The example shows a training clip that a user can watch there are some fields that will contain steps others with information only.

❖ **Note:** the available help is displayed in the Help Topics Pane.

The screenshot displays the SAP Seller Dashboard interface. At the top, there is a navigation bar with tabs for Workbench, Planning, Orders, Fulfillment, Quality, Invoices, and Messages. Below this is a search bar with filters for 'Orders and Releases', 'All customers', and 'Exact match', along with a search input field containing 'Order number'. The main dashboard area features a 'Getting started' section with five key metrics: 'New orders' (144), 'Changed orders' (19), 'Orders to invoice' (123), 'Rejected invoices' (8), and 'Orders' (272). Below these metrics are several widgets, including 'Purchase orders' showing a total of \$1.81M USD, 'Invoice aging' showing \$48.9K USD, and a 'Download app' section. A video player titled 'Personalizing your transaction workbench (2:04)' is overlaid on the dashboard. On the right side, a 'Help Topics' pane is visible, containing a search bar and a list of help topics such as 'Documentation', 'Support', 'What's New (2:54)', and 'Orders and invoices (2:59)'. A blue box with a question mark icon is located in the top right corner of the dashboard, and another blue box with a play button icon is located in the top right corner of the 'Getting started' section.

Help Options

Help Topic Pane

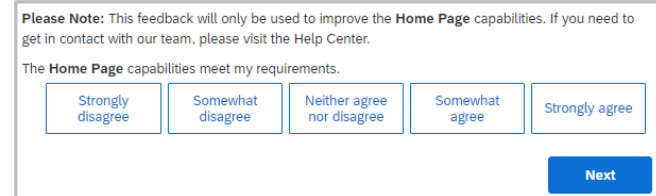
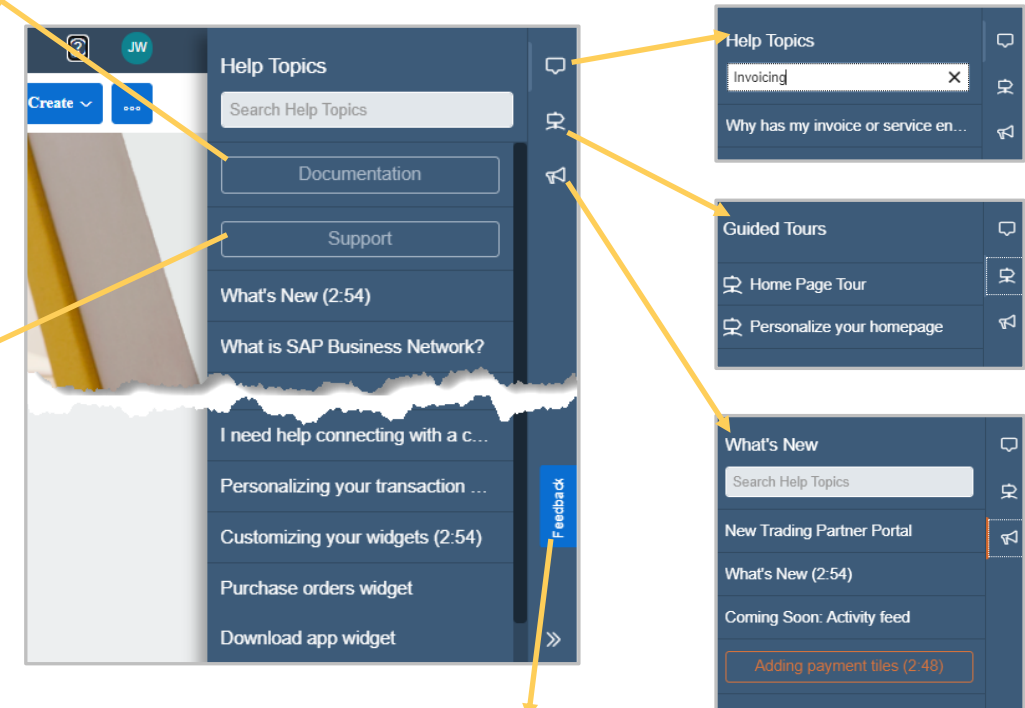
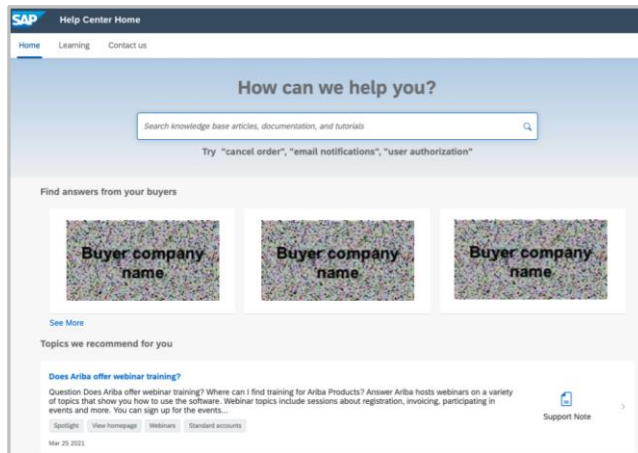
- ❖ **Note:** All information contained within the Help Topics Pane is generic, to access Buyer specific requirements for transacting using the Ariba Network, refer to Accessing the Supplier Information Portal.

The options available on the Seller Dashboard/home page:

- 1) Enter a search topic into the **Search Help Topics** field
- 2) Access **Guided Tours** on the Seller Dashboard/Home page
- 3) See What's New
- 4) Click on **Documentation** to locate generic documents to complete items in the Ariba Network
- 5) Click on **Support** to receive Hep Centre assistance

- ❖ >> Closes the Help Topics pane

- ❖ Feedback can be provided on the Homepage




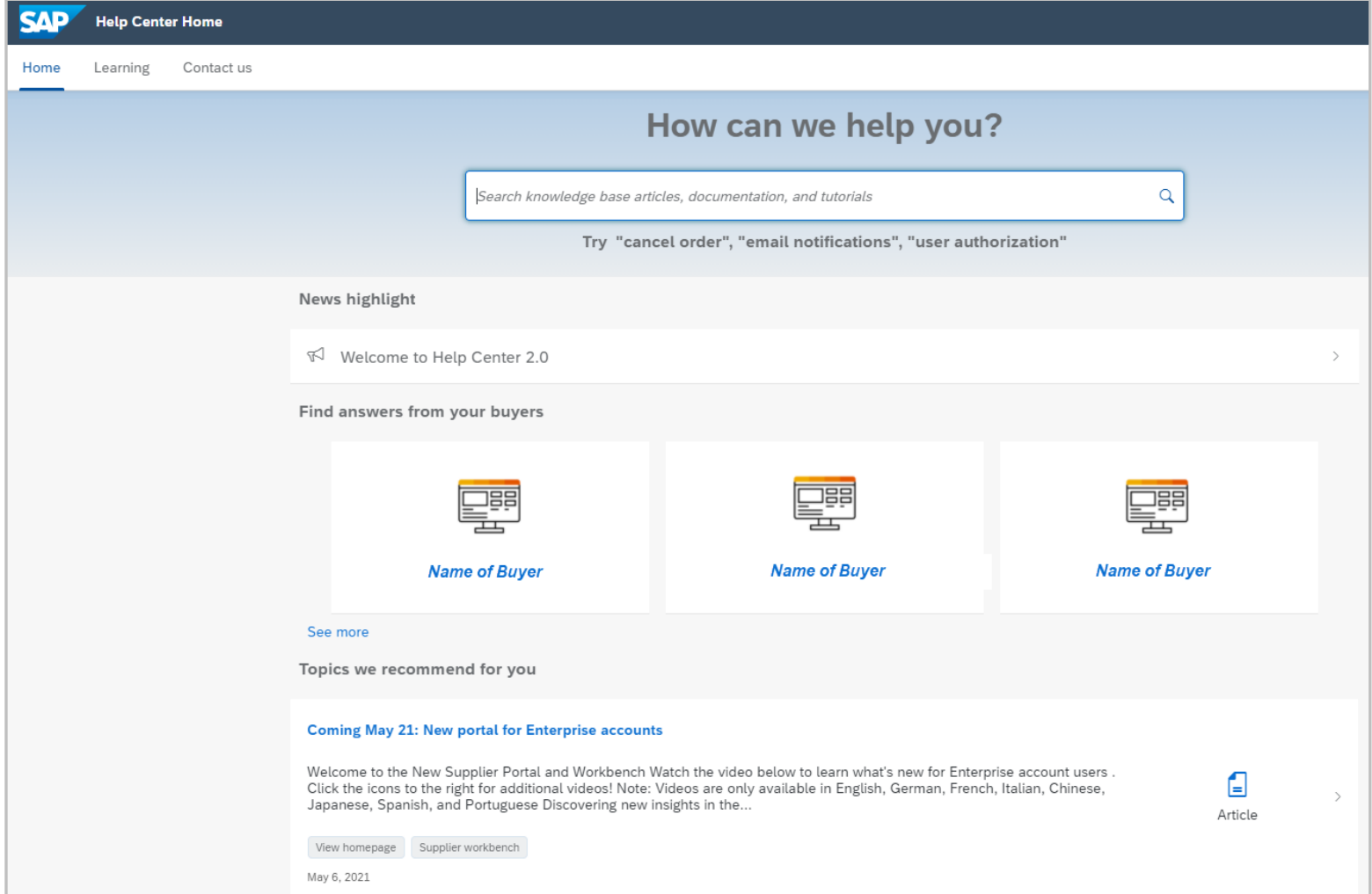
Help Options

Help Centre Home Page

The **Help Centre Home** page gives suppliers access to further information, documentation and options for help.

There are 3 tabs available:

- ❖ **Home** – Provides access to Buyer Supplier Information Portals
- ❖ **Learning** – provides access to generic Ariba Network documentation and videos
- ❖ **Contact Us** – complete the form to gain access to other options for assistance such as:
 - ❖ Email
 - ❖ Return Phone call
 - ❖ Chat
- ❖ **“How can we help you?”** is displayed, enter your query into the field, to activate the search click on the magnifying glass () or press Enter on your keyboard.



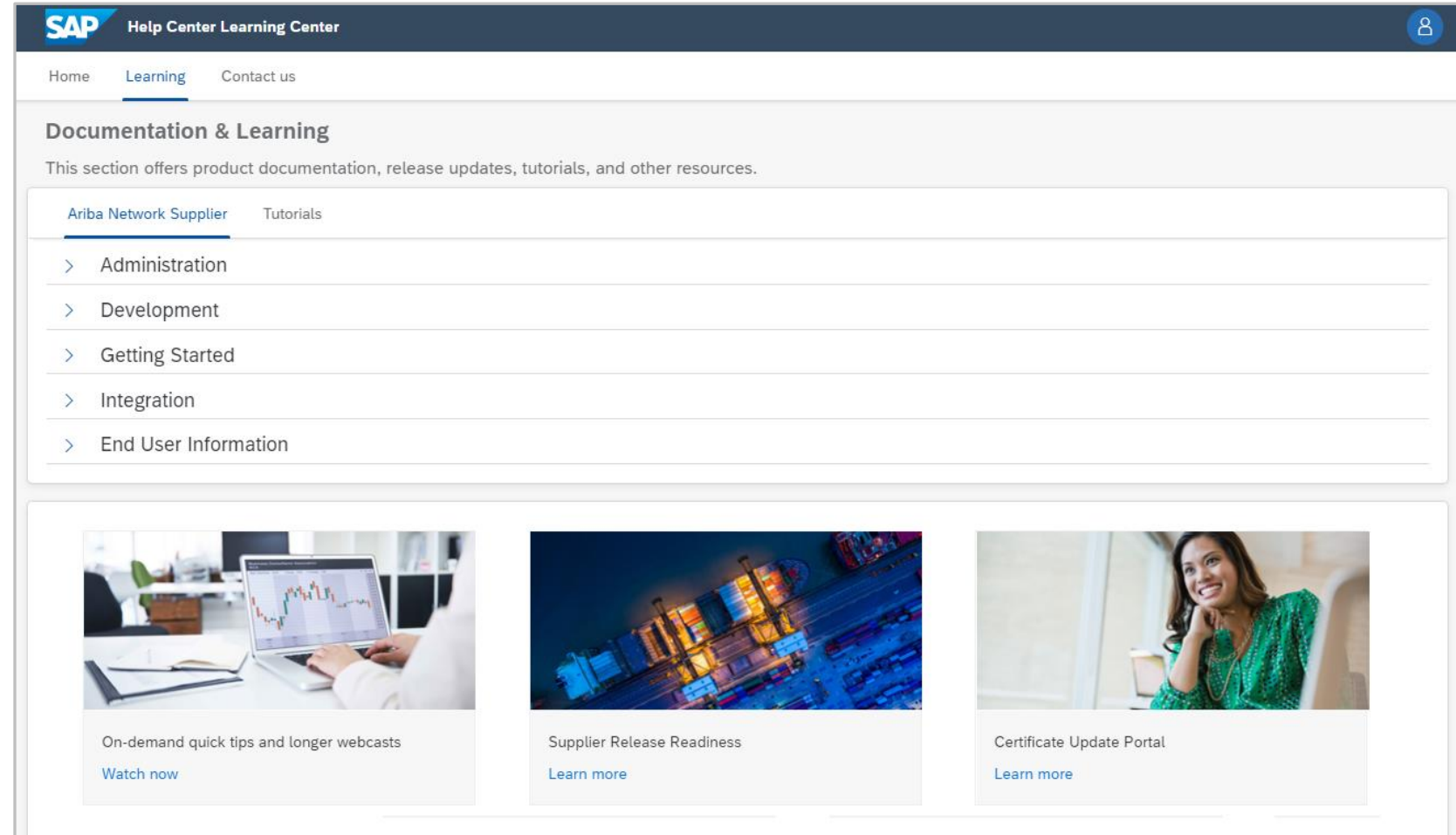
The screenshot shows the SAP Help Center Home page. At the top, there is a dark blue header with the SAP logo and the text "Help Center Home". Below the header, there are three navigation tabs: "Home", "Learning", and "Contact us". The main content area has a light blue background with the heading "How can we help you?". Below this heading is a search bar with the placeholder text "Search knowledge base articles, documentation, and tutorials" and a magnifying glass icon. Underneath the search bar, there is a suggestion: "Try 'cancel order', 'email notifications', 'user authorization'". The page is divided into several sections: "News highlight" with a "Welcome to Help Center 2.0" message; "Find answers from your buyers" with three cards, each containing a computer monitor icon and the text "Name of Buyer"; "Topics we recommend for you" with a section titled "Coming May 21: New portal for Enterprise accounts" and a video player area with a play button icon and the text "Article". At the bottom, there are buttons for "View homepage" and "Supplier workbench", and the date "May 6, 2021".

Help Options

Documentation & Learning

On the **Documentation & Learning** tab is browsable Product documentation from help.sap.com

- ❖ Provides quick access to certificate updates and information about past changes.
- ❖ Access to updates for “Release Readiness” which contains content for Suppliers on a quarterly basis, providing information about changes, enhancements and functionality.
- ❖ Suppliers can also access On-Demand success sessions that provide further information on features and functionality of the network.
- ❖ Click on the required folder where any subcategories will be displayed, select the required information.
- ❖ Success Sessions are on-demand sessions that suppliers can watch at a time that suits.



The screenshot shows the SAP Help Center Learning Center interface. At the top, there is a dark blue header with the SAP logo and the text "Help Center Learning Center". Below the header, there are navigation links for "Home", "Learning" (which is highlighted with a blue underline), and "Contact us". The main content area is titled "Documentation & Learning" and includes a sub-header "This section offers product documentation, release updates, tutorials, and other resources." Below this, there are two tabs: "Ariba Network Supplier" (which is selected and underlined) and "Tutorials". Under the "Ariba Network Supplier" tab, there is a list of categories: "Administration", "Development", "Getting Started", "Integration", and "End User Information". At the bottom of the page, there are three featured content cards. The first card shows a person working on a laptop with a line graph on the screen, with the text "On-demand quick tips and longer webcasts" and a "Watch now" link. The second card shows a night view of a port with colorful shipping containers, with the text "Supplier Release Readiness" and a "Learn more" link. The third card shows a woman in a green sequined dress smiling, with the text "Certificate Update Portal" and a "Learn more" link.

Help Options

Guided Help

The **Contact Us** tab provides access to Guided Help (Assistance) which provides Suppliers with options to their query based on the information entered into the “How can we help” field.

It also starts the Service Request (help) process that identifies the recommended help options based on algorithms, account type and best help option.

- ❖ The recommendation are matched to the words entered in your search based on previous Frequently Asked Questions (FAQ’s).
- ❖ The blue bubbles provide access to further information on how to correct or perform processes associated with the query you have entered.
- ❖ Anything in blue can be selected to provide further information.
- ❖ Continue to next step opens a form with a series of questions to identify the support that is required.

The screenshot displays the SAP Help Center interface. At the top, there is a navigation bar with the SAP logo, 'Help Center Contact us', and a user profile icon. Below this is a breadcrumb trail: 'Home > Learning > Contact us'. The main heading is 'Start here to find your answer.' followed by a search bar containing the text 'Invoicing'. Below the search bar, it says 'Browse below for our AI-based recommendations*'. There are three FAQ entries listed, each with a question, a brief answer, a question mark icon, and the text 'FAQ' and a date. The first entry is 'How do I enable the PDF Invoicing feature?' with a date of 'Sep 23, 2020'. The second is 'What are the available Close Order options and how can we change them?' with a date of 'Dec 17, 2020'. The third is 'How do I view my customer's transaction rules?'. Below the FAQ list, there is a note '*Powered by SAP AI Solution Match...'. The next section is 'Choose from the options below to continue.' with the question 'What do you need to do?'. There are seven buttons: 'Create new invoice', 'Create credit memo', 'Raise another invoice against PO', 'Invoice was rejected', 'Edit and resubmit invoice', 'Receive payment', and 'Something else'. At the bottom, there is a footer with the text 'Can't find what you're looking for?' and a 'Contact us' button.

Help Options

Contact Us – Accessing Further Help

After clicking on the **Contact us** you can access other help options.

1. Click on the **Contact us** button on the bottom of the Contact Us tab screen:

- ❖ The Contact Us form is open on the screen, many fields will be pre-populated based on the information previously captured, however review the information on the form and enter information into all fields that have an asterisks.
- ❖ All fields with an asterisks must be completed you cannot move onto the next step in a process without all fields with an asterisks having information provided.
- ❖ A Recommendations Pane is displayed, this provides information based on the query entered.

Note: For Supply Chain Collaboration Suppliers (Direct Suppliers) ensure you select SCC from the drop down menu.

2. Click on **One last step**.

Can't find what you're looking for? **Contact us**

Home Learning **Contact us**

Requested language of support: English [Change?](#)

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject:* Invoicing

Full description:* Affected items, expected results, etc.

Attachment:

Issue type:*

Issue area:*

Affected buyers:

PO/Invoice Number:

Top Recommendations

- Administration
- API
- AribaPay
- Catalogs
- Integration
- Invoice or Service Sheet
- Purchase Orders or Change Orders
- Subscription fees
- Supply Chain Collaboration
- Trading or customer relationships

2. How does this impact your normal business processes?

Business Impact:*

3. Please review your contact information for correctness:

First name:*

Last name:*

Username:

Company:*

Email:*

Phone:*

Extension:

Confirm phone:*

My phone number is correct.

Ariba Network ID:*

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

One last step

Help Options

Contact Us – Recommended Help

Based on the information provided, Suppliers will be shown a list of customised options indicating the channel that can provide assistance.

❖ The Recommendations are based on the issues type, Supplier type (direct supply source suppliers) and Support Availability.

1. Select the method you wish to use by clicking on the radio button.

2. Click on **Submit**.

❖ Once you have clicked on Submit, information to access the Help is provided.

❖ Ensure any attachments required have been provided, use back to add an attachment to the Contact Us form.

❖ If the issue has been resolved or the information has been found to assist click on Cancel.

The screenshot shows the SAP Help Center 'Contact us' page. The header includes the SAP logo and 'Help Center Contact us' with a user profile icon. The navigation menu has 'Home', 'Learning', and 'Contact us' (which is active). The main content area is titled 'Choose this contact method for the fastest resolution of your issue:'. There are two options: 'Phone' and 'Live chat: open'. The 'Phone' option is selected with a radio button and is marked as 'Recommended' with a blue badge. Below the 'Phone' option, there is a text box showing 'Estimated wait time in minutes: 2' and a checkbox for 'Do not record my phone call.' The 'Live chat: open' option is unselected. At the bottom right, there are three buttons: 'Back', 'Submit' (with a blue badge and a '2' in a circle), and 'Cancel'.

Help Options

Supplier Information Portal

Each Buyer that a Supplier transacts with will have the Supplier Information Portal (SIP) displayed.

❖ The SIP contains information that is specific to transacting with a Buyer.

1. Select the SIP required.

2. Locate and select the information required.

❖ The SIP provides information that is both generic and specific for transacting with each Buyer.

❖ Each Buyer may have different process requirements.

❖ Links are blue.

❖ ADAPT is an online training for generic processes as may not be displayed.

❖ Summit and Training Sessions can be accessed from the SIP, suppliers can watch sessions using an On-Demand process. A supplier registers to access the content and can watch at a time that suits.

How can we help you?

Search knowledge base articles, documentation, and tutorials

Try "cancel order", "email notifications", "user authorization"

News highlight

Welcome to Help Center 2.0

Find answers from your buyers

Name of Buyer 1

Name of Buyer

Name of Buyer








See more

Supplier Information

SAP Ariba

2

What information are you looking for:

 Adapt Training Link Adapt interactive training provides users with information about using the Ariba Network - Click Here	 Supplier Information Session Review a recording introducing you to our Ariba Network Initiative and all its details. Coming Soon	 Ariba Network General Resources General resources for suppliers transacting using the Ariba Network. Ariba Network Introductory Video
 Integration & Catalog Documentation regarding catalog & integrations processes for transacting via the Ariba Network. Coming Soon	 Standard Account Information Access to Standard Account Support. Standard Account Welcome Page Self-Help Portal Supplier Info Pack Functional Training Video	 Training Guides & Videos Learn how to transact with Coming Soon
 Support Methods for Getting Your Specific Questions Answered: <ul style="list-style-type: none">• My account is not working properly and I have a technical issue: Contact the Ariba Support Team by clicking on the question mark in the upper right-hand corner of your account then Support to submit a service request to Ariba Support. Be as clear as possible in your communication and provide any screenshots to expedite your request.		

Transactional Workbench

Workbench Information

The Transaction Workbench provides one location for users to find documents that relate to their role.

❖ Tiles provide filtered views of information and are customizable, tiles can be created and saved with the ability to name the tile and determine the numbers of days of information to be displayed.

❖ To access the Workbench click on the Workbench tab.

1. **Customize** – allows users display the tiles based on their requirements
2. **Export** – allows users to export a specific tiles information to an Excel spreadsheet
3. **Settings** – users can change the settings based on their requirements
4. **Actions** – allows users to perform actions without opening the document first
5. **Active Filters** – indicate the active filters for the tile displayed and the filters attached
6. **Tiles** – allows users to display the information required

The screenshot displays the Transactional Workbench interface. At the top, there is a navigation bar with tabs: Home, Enablement, Workbench (selected), Planning, Orders, Fulfillment, Quality, Invoices, Payments, Catalogs, Reports, and Messages. A 'Create' button and a menu icon are on the right. Below the navigation bar, the 'Workbench' section features a 'Customize' button (1). The dashboard contains five tiles: 'New orders' (110, 6), 'Items to confirm' (21, Last 31 days), 'Items to ship' (2, Last 31 days), 'Orders to invoice' (197, 90 Days of Invoices), and 'Orders with service line' (1, Last 31 days). Below the tiles, there is a section for 'New orders (110)' with 'Edit filter' and 'Save filter' buttons, and two filter buttons: 'Last 90 days' and 'New' (5). On the right side of this section, there are 'Export' (2) and 'Settings' (3) icons. Below the filters is a table with columns: Order Number, Customer, Amount, Date, Order Status, and Actions (4). The table contains three rows of data.

Order Number	Customer	Amount	Date ↓	Order Status	Actions
4500003641	SCC Delivery Team - Global H19 Client 400 - TEST	€100.00 EUR	Apr 23, 2021	New	...
4500003640	SCC Delivery Team - Global H19 Client 400 - TEST	€100.00 EUR	Apr 23, 2021	New	...
4500003593	SCC Delivery Team - Global H19 Client 400 - TEST	€100.00 EUR	Apr 21, 2021	New	...

Transactional Workbench

Customize Workbench Tiles

The transaction Workbench allows users to display the information they require for faster access and it can be customized by:

- ❖ Customer
- ❖ Type of Document or process
- ❖ Time frame

❖ Tiles provide a filtered view, from the Workbench Screen:

1. Click on Customize
2. To add a Tile, click on +

A list of all the available tiles appear.

Note: Multiple Tiles with the same name, for example, New orders and have them for different customers or time periods

The ? provides further information about the tile.

3. Click on the + at the end of the tile you wish to add

The Tile is added.

The screenshot displays the SAP Transactional Workbench interface. At the top, there is a navigation bar with tabs for Home, Enablement, Workbench, Planning, Orders, Fulfillment, Quality, Invoices, Payments, Catalogs, Reports, and Messages. A 'Create' button is visible in the top right. Below the navigation bar, the main Workbench area shows five summary tiles: 'New orders' (110), 'Items to confirm' (21), 'Items to ship' (2), 'Orders to invoice' (197), and 'Orders with service line' (1). A 'Customize' button is located in the top right of the Workbench area, marked with a blue circle '1'. An 'Edit Workbench' dialog box is open, showing a list of available tiles with a '+' button at the end of each tile, marked with a blue circle '2'. The tiles in the dialog include 'New orders (110)', 'Changed orders', 'Orders to invoice', 'Rejected invoices', 'Orders', 'Invoices', 'Remittances', 'Scheduled payments', 'Items to ship', 'Early payment offers', 'Invoices pending payment', 'Invoices pending approval', 'Service sheets', 'Orders with service line', and 'Pinned documents'. A blue circle '3' highlights the '+' button next to 'Early payment offers'. A tooltip for the 'Pinned Documents' tile is shown, explaining its use with the SAP Ariba Supplier mobile app. Another tooltip for the 'Orders with service line' tile states: 'You'll see the actual count on the Workbench page.'

Transactional Workbench

Edit Workbench - Tiles

When a Tile is added to the Workbench it appears at the end of the list.

- ❖ Tiles can be moved, hover over when a hand appears holds down the mouse button and move to the desired tile position.
- ❖ The information above the dotted line can be changed from the default to reflect something else, for example “Jane’s View”.

Note: The pop up box indicates that the number of Changed Orders does not appear in the Customize view.

Further Tiles can be added by clicking on the +.

To remove tiles, Click on the X.

1. Once you have added and removed the required Tiles, click on Apply.
- ❖ Drag and drop any of the workbench tiles to re-arrange the order in which they appear and the tile order will appear in the overview bar of the homepage.

Edit Workbench

You can add, delete, re-arrange tiles (using drag and drop) and set filters on your workbench.

Tile	Count	Filter
New orders	110	Last 24 hours orders
Items to confirm	21	Last 31 days
Items to ship	2	Last 31 days
Orders to invoice	197	90 Days of Invoices
Orders with service line	1	Last 31 days
Changed orders	1	Last 31 days

Workbench

Tile	Count	Filter
New orders	110	Last 24 hours orders
Items to confirm	21	Last 31 days
Items to ship	2	Last 31 days
Orders to invoice	197	90 Days of Invoices
Orders with service line	1	Last 31 days
Changed orders	6	Last 31 days

Transactional Workbench

Export Data from the Workbench

The information contained within each tile can be exported into an excel format document.

1. Click on the Tile to display the information

2. Click on the icon

The Spreadsheet is shown as an icon at the bottom of the screen.

3. Click to open, the spreadsheet is displayed

Spreadsheets can be used to perform matching to your ordering system or ERP (for non-integrated suppliers).

❖ **Note:** Only one tile at a time can be exported.

The screenshot displays the SAP Ariba Transactional Workbench interface. At the top, there are six summary tiles: '110 New orders', '21 Items to confirm' (highlighted with a blue circle '1'), '2 Items to ship', '197 Orders to invoice', '1 Orders with service line', and '6 Changed orders'. Below these is a table titled 'Items to confirm (21)' with various filter buttons. A table below shows columns for Item No., Supplier Part No., Description, Need By, Ship By, Requested Quantity, Confirmed Quantity, Requested Unit Price, Estimated Shipping, and Actions. A spreadsheet export window is open at the bottom, showing a list of order numbers and their details, with a blue circle '3' indicating the export action.

Order Number	Customer	Amount	Date	Order Status	Amount Invoiced
4500003620	SCC Delivery Team - Global H19 Client 400 - TEST				
3641	SCC Delivery Team - Global H19 Client 400 - TEST	100.00 EUR	24 Apr 2021 05:51:30 AM	New	
4500003619	SCC Delivery Team - Global H19 Client 400 - TEST				
3640	SCC Delivery Team - Global H19 Client 400 - TEST	100.00 EUR	24 Apr 2021 05:44:20 AM	New	
4500003618	SCC Delivery Team - Global H19 Client 400 - TEST				
3631	SCC Delivery Team - Global H19 Client 400 - TEST	140.00 EUR	23 Apr 2021 01:06:14 AM	Partially Received	
1619397429392.xlsx	1619397407198.xlsx	1619397399732.xlsx			
3620	SCC Delivery Team - Global H19 Client 400 - TEST	33.00 EUR	22 Apr 2021 10:51:41 PM	Partially Shipped	
4500003619	SCC Delivery Team - Global H19 Client 400 - TEST	10.00 EUR	22 Apr 2021 08:06:16 PM	Partially Shipped	
4500003618	SCC Delivery Team - Global H19 Client 400 - TEST	10.00 EUR	22 Apr 2021 07:51:22 PM	Partially Shipped	
4500003616	SCC Delivery Team - Global H19 Client 400 - TEST	10.00 EUR	22 Apr 2021 05:34:07 PM	Changed	

Transactional Workbench

Workbench Table Settings

The Workbench table Settings allow suppliers to identify the table headings displayed.


The headings provide information without opening the document.

- ❖ Some table headings can be sorted by clicking on the heading in the heading ribbon.

To change the **Table column** headings:

1. Click on the icon

Screen opens the Table Settings menu.

2. Hover over the  until it turns into a hand, drag and drop from one column to the other

To change the table settings Date and Time information.

3. Click on **Date and Time** in the side menu

Once all updates have been made

4. Click on **Apply**

The screenshot displays the Workbench interface. At the top, there are five summary cards: '110 New orders', '21 Items to confirm', '2 Items to ship', '197 Orders to invoice', and '1 Orders with service line'. A 'Customize' icon is circled in blue and labeled '1'. Below the summary cards, there is a 'New orders (110)' section with 'Edit filter', 'Save filter', and 'Last 90 days' buttons. The main table has columns: 'Order Number', 'Customer', 'Amount', 'Date', 'Order Status', and 'Actions'. A 'Table setting' dialog is open, showing 'Table columns' and 'Date and time' sections. The 'Table columns' section has a list of available columns and a list of displayed columns, with a hand icon circled in blue and labeled '2'. The 'Date and time' section has a toggle for 'Timestamp' circled in blue and labeled '3'. At the bottom right of the dialog, an 'Apply' button is circled in blue and labeled '4'.

Transactional Workbench

Edit Filter

The Edit Filter allows users to filter tiles by parameters such as:

- ❖ Customer
- ❖ Date
- ❖ Status
- ❖ Customer Locations
- ❖ Order Type
- ❖ Routing

❖ Each Tile has its own set of filters, review the filters and select the ones that are required based on the Tile and the parameters associated with it.

The process remains the same irrespective of the tile used:

1. Click on the Tile you want to customize

2. Click on **Edit filter**

Note: The available parameters are displayed, some selections will have a Checkbox while others a drop down list.

Choose the options from the available filters, once all parameters have been selected.

3. Click on **Apply**, the filters appear next the Edit Filter selection

The screenshot displays the Transactional Workbench interface. At the top, there are five summary tiles: 'New orders' (110), 'Items to confirm' (21), 'Items to ship' (2), 'Orders to invoice' (197), and 'Orders with service line' (1). The 'Orders to invoice' tile is selected, and its 'Edit filter' option is highlighted with a blue circle and the number '2'. Below the tiles, a table shows the details for the selected tile, including columns for Order Number, Customer, Amount, Date, Order Status, and Actions. The 'Orders to invoice (197)' dialog is open, showing various filter options such as Customers, Order numbers, Creation date (with a dropdown menu open showing options like 'Last 90 days'), Order status, Company codes, Purchasing organizations, Customer locations, Routing status, Min amount, Max amount, and Currency. The 'Apply' button is highlighted with a blue circle and the number '3'.

Transactional Workbench

Save Filter

Save Filter allows users to save the parameters for a tile, edit filter only edits the view at the moment a user makes filter changes but is not saved until Save Filter is performed.

Once all parameters have been set:

1. Click on **Save Filter**

Confirm the description, this can be changed to reflect a specific customer or other description

2. Click on **Save**

The screenshot displays the SAP Business Network Transactional Workbench interface. The top navigation bar includes 'SAP Business Network' and 'Enterprise Account'. The main navigation menu contains 'Home', 'Enablement', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. The 'Workbench' section features six tiles: 'Changed orders' (0), 'Orders to invoice' (339), 'Rejected invoices' (13), 'Orders' (564), 'Invoices' (221), and 'New orders' (194). Each tile includes a 'Save filter' button and a time range of 'Last 31 days'. Below the tiles, the 'Changed orders (0)' section is visible, with buttons for 'Edit filter' and 'Save filter' (marked with a blue circle '1'). A 'Save filter' dialog box is open, displaying the current filter parameters: '0 Changed orders' and 'Last 31 days'. The dialog box includes a message: 'Before you save this filter, we recommend that you add a description for easy identification.' and a 'Save' button (marked with a blue circle '2').

Thank you.

Contact information:

