



PUBLIC

SAP Business Network **Supplier Guide Add-On**

Your companion guide for transacting with
OpenText

Welcome!

Congratulations on joining SAP Business Network as a supplier. You are now part of a global network of 4 million companies. Leading businesses like yours have leveraged their SAP Business Network Enterprise Accounts to grow their business, improve operational efficiencies, and deliver a better experience to their customers.

Your supplier account has been designed to make transacting with your customers as easy as possible. To get started and trained on how to use your SAP Business Network account with OpenText, please follow the steps below:



-  **Visit our [Supplier Training page](#)**
Learn how to set up and operate your supplier account on our detailed Supplier Training Page. If the above hyperlink doesn't work, copy-paste the following link in your browser instead:
[https://support.ariba.com/Adapt/SAP Business Network Supplier Training/](https://support.ariba.com/Adapt/SAP_Business_Network_Supplier_Training/)
-  **Review the specifics of transacting with OpenText**
Make sure to read through the present document to become familiar with all business specific actions and requirements set up by your customer. This document will help you navigate through the detailed content of our Supplier Training Page.

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Scope of OpenText's Project

This section specifies which documents will be transacted through SAP Business Network. Some of them will be mandatory, others will simply be available and considered optional.

Document Type	Supported	Not Supported
Purchase Orders (PO) – Orders from your customer sent through SAP Business Network:		
- For goods	✓	
- For planned services	✓	
- For unplanned services		✗
- Blanket Purchase Orders (BPO)	✓	
Purchase Order Confirmations (OC) – Confirmation of your company's ability to provide the goods/services on the PO. Applies against a whole PO or line items.		
	✓	
Ship Notices (ASN) – Advice to your customer on what has been shipped and delivery date.		
		✗
Service Sheets (SES) – Pre invoice validation/approval of services and service delivery times.		
		✗
Invoices – Your company's tax invoice for goods/services delivered.		
- Partial Invoices for invoicing only a part of the PO	✓	
- Non-PO Invoices (or PO not received through SBN)	✓	
- Blanket Purchase Order (BPO) Invoices	✓	
- Service Invoices		✗
- Contract Invoices		✗
- Invoicing for Purchasing Cards (P-Cards)		✗
- Summary or Consolidated Invoices – apply against multiple POs		✗
Credit Invoices/Credit Memos		
- Item level credits; price/quantity adjustments	✓	
- Header Level credits	✓	
Remittance Advices – Informational documents advising which Invoices have been paid and the amounts, so it can be used for reconciliation purposes.		
	✓	
Goods Receipt Notices (GRN) – Informational documents advising the correct receipt of goods by your customer.		
		✗
Schedule Payments – Displays payment information for specific invoices.		
		✗

SETTING UP YOUR ACCOUNT

This section covers what the minimum set up requirements are in your SAP Business Network account to transact successfully.

Please make sure you complete at least the following chapters of the *Account Administration* section on the [Supplier Training Page](#).

- Complete your Company Profile
- Complete your Enablement Tasks
- Configure your Email Notifications
- Configure Electronic Order Routing method and Notifications.
- Configure Electronic Invoice Notifications, including Tax Details
- Configure your Remittance Information and payment methods.
 - You are required to provide a Remit-To Address on all invoices.
- Set up a test account (**only** if you are publishing an electronic catalog or starting an integration project)

TRANSACTIONING ON SAP BUSINESS NETWORK

This section mentions the specifics of transacting with OpenText on SAP Business Network once your account has been set up. You will find detailed instructions in the Transacting section of the [Supplier Training Page](#).

Specific customizations for PO Confirmations

- PO Confirmations are supported but not mandatory for material orders.
- You may submit an order confirmation at either the header or line-item level.
- You are required to provide an estimated shipping date on all order confirmations.
- You cannot update the line-items via rejection in order confirmations.

Specific customizations for Invoices

Detailed instructions on how to perform multiple types of invoicing are available on our [Supplier Training Page](#), under the Invoicing section.

- Invoicing through SAP Business Network is required.
- A new and unique invoice number must be provided for each invoice; duplicate invoices will be rejected unless resubmitting a corrected invoice that previously had a failed/rejected status on SBN.
- OpenText will no longer accept paper invoices and requires invoices to be submitted electronically through SAP Business Network.
- You are required to provide a Remit-To Address on all invoices.
- You may back date your invoices by up to 90 days.
- You may enter taxes at either the header or line-item level.
- You may submit a credit memo at either the header or line-item level. Line-item credit memos can be submitted for price or quantity adjustments. You must provide a reason for every credit memo.

HELP & SUPPORT

- The **Help Center** is located within your account and used to access documentation, FAQs, and tutorials. If you have an Enterprise account, you can create a service request via the Help Center. Once submitted, a member of customer support will contact you via your preferred method: phone, chat, or email.
- Learn how to set up and operate your supplier account on our detailed [Supplier Training Page](#)
- For general support information go to [SAP Help Portal](#)

For assistance regarding business processes, please contact OpenText project team at the following email address: CSPP@opentext.com.

We wish you a lot of success using SAP Business Network! www.sap.com.