SAP Business Network

SAP Business Network for Logistics
Carrier Onboarding Guide

Center of Excellence, SAP
Feb 24th, 2025

Public

One Pager - Onboarding Check List

❑ **Brand new carrier:**

- Receive invitation email, get started to create account ([Go to Page](#))

- Receive welcome email ([Go to Page](#))

- Login account, set up business profile ([Go to Page)](#)

- Manage user and assign groups ([Go to Page](#))

- Setup notification receivers if applicable ([Go to Page](#))

❑ **Existing carriers**

- Make profile public ([Go to Page](#))

- Find LBN ID ([Go to Page](#))

❑ **Frequently asked questions:**

- ○ How can carriers get support? ([Go to Page](#))

- ○ How to log a ticket? ([Go to Page](#))

- ○ Any information on carrier integration? ([Go to Page](#))

- ○ Is there any landing page for carrier to access all needed information? ([Go to Page](#))

- ○ What are the SAP mail addresses to be whitelisted? ([Go to Page](#))

This is nothing technical, not necessarily to involve IT person. Anyone can do it with the instruction in this guide.

To register an account and use the platform is free for carriers. There will be no cost by doing so.

<Return to check list>

Receive Invitation Email, Click on "Get Started"

From: "SAP Business Network" noreply@us.bn.cloud.ariba.com
Subject: Company ABC would like to connect with you on SAP Business Network

Company ABC

Connect with Company ABC to collaborate on SAP Business Network!

To John.example@sap.com at Carrier Company XYZ ,

Click Get started to connect.

Get started

Link expires: August 8, 2024, 11:59 AM

About this invitation

From: To:
Company ABC   John.example@sap.com
               Carrier Company XYZ
               Carrier Company Location

testmail_lu_009@126.com

Sincerely,
SAP Business Network team

Company name of the customer who invited you to join the network.

Your company name.

Click on this button to start registration.

(It is free to register, no cost will be charged)

More information about this invitation, listing out your contact email address, company name and location submitted by your customer.

<Return to check list>

Choose the Designated Data Center

If the customer who invited you has enabled the feature, you will see a list of available data centers to choose. Otherwise you will directly see the interface in next page.

Select the desired Data Center and click Next.

Note: Your account will reside in the selected data center, but still visible for shippers across all data centers to win potential business.

If interested about SAP Privacy and Security related topics, please check here.

Click on "Create new account"

Benefits of a business relationship on SAP Business Network

1. Digitalize your business
Collaborate with your customer on the same secure network, while improving efficiency with paperless processes

2. Ensure resiliency and sustainability
Boost customer satisfaction, simplify the sales cycle

3. Act with Intelligence
Turn insights from SAP Business Network into your competitive advantage

Learn more

About this invitation

Connect with Company ABC to collaborate on SAP Business Network.

Create new account

Click on this button to create a new account.

If interested about SAP Privacy and Security related topics, please check here.

<Return to check list>

Verify the Email Address, Click on "Proceed"

Double check the email address, then click on "Proceed".

<Return to check list>

Fill in Information, Create Account

Scroll down to see the second part.

Part 1) Provide Company Information

Part 2) Provide Administrator Information

Carrier Company XYZ

Your company name.

Create an account to connect and collaborate with Company ABC on SAP Business Network

Company name of the customer who invited you to join the network.

Company information ⑦

DUNS number

Don't know your DUNS number?

Company (legal) name *

Country/Region *

Postal code *

State *

Choose a state

City *

Address line 1 *

Address line 2

Address line 3

Mandatory information to provide.

Administrator account information ⑦

First name *   Last name *

Email *

☑ Use my email as my username

Password *   Repeat password *

Business role *

Choose your primary business role   ⑦

☐ I have read and agree with the SAP Business Network Terms of Use.

☐ I have read and agree with the SAP Logistics Business Network Terms of Use for Logistics Service Provider.

☐ I hereby agree that SAP Business Network will make parts of my (company) information accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings. Please see the Privacy Statement to learn how we process personal data.

Create account

Powered by **SAP**

© 2023 SAP SE or an SAP affiliate company. All rights reserved.
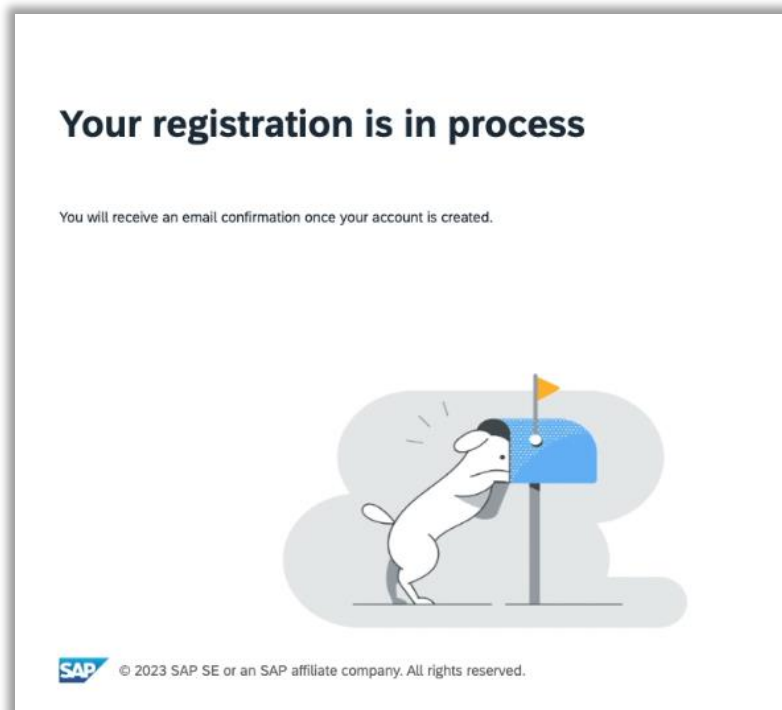Privacy Statement Security Disclosure Terms of Use

- *With this box ticked, your email address will become the username to logon the account.*

- *If you'd like to have a different username (needs to be mailbox format), untick this box. System will ask you to set up the logon username.*

Agree with the Terms of Use and Privacy Statement, click on "Create account".

7

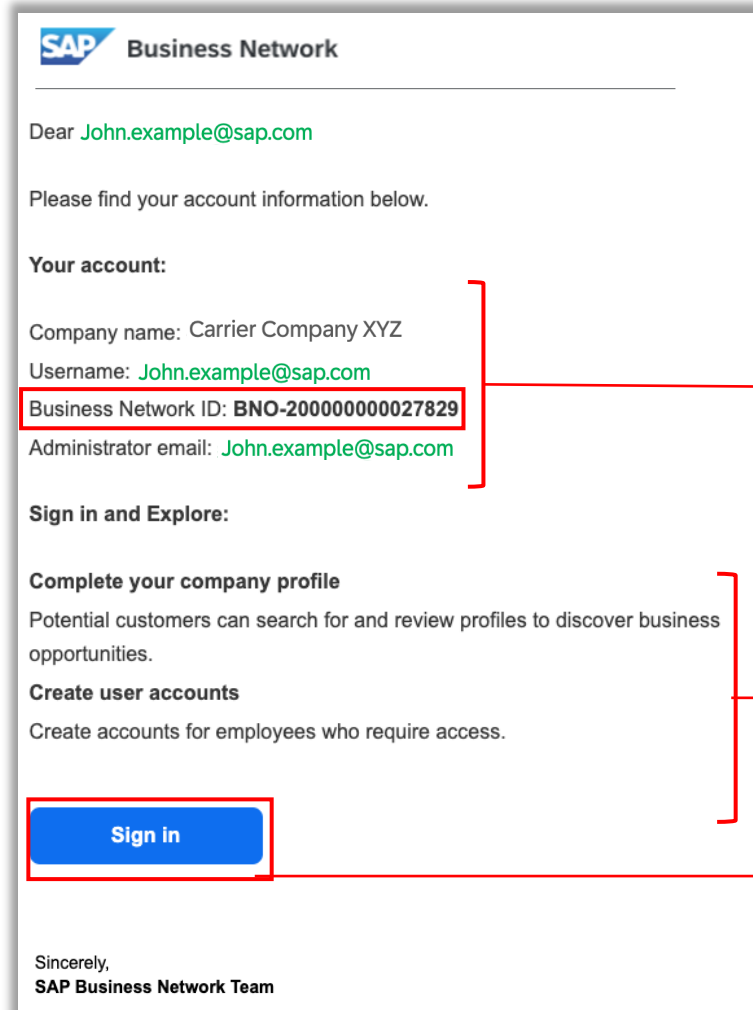# Receive Welcome Email after Account is Created

After clicking on "Create Account", your browser will show a message as below.

Your registration is in process

You will receive an email confirmation once your account is created.

© 2023 SAP SE or an SAP affiliate company. All rights reserved.

It takes couple of minutes for the account to be created. Then you will receive the Welcome email in your registered mailbox.

Receive the Welcome email.

From: "SAP Business Network" *noreply@us.bn.cloud.ariba.com*
Subject: Company ABC would like to connect with you on SAP Business Network

SAP Business Network

Dear John.example@sap.com

Please find your account information below.

Your account:

Company name: Carrier Company XYZ
Username: John.example@sap.com
Business Network ID: **BNO-200000000027829**
Administrator email: John.example@sap.com

Sign in and Explore:

Complete your company profile
Potential customers can search for and review profiles to discover business opportunities.

Create user accounts
Create accounts for employees who require access.

Sign in

Sincerely,
SAP Business Network Team

Account information.

BNO number needs to be provided while logging ticket to get SAP support

Activities to take after login the account.

You can access your account through this button, or directly access the generic logon URL, and save URL in browser for easy access.

<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.
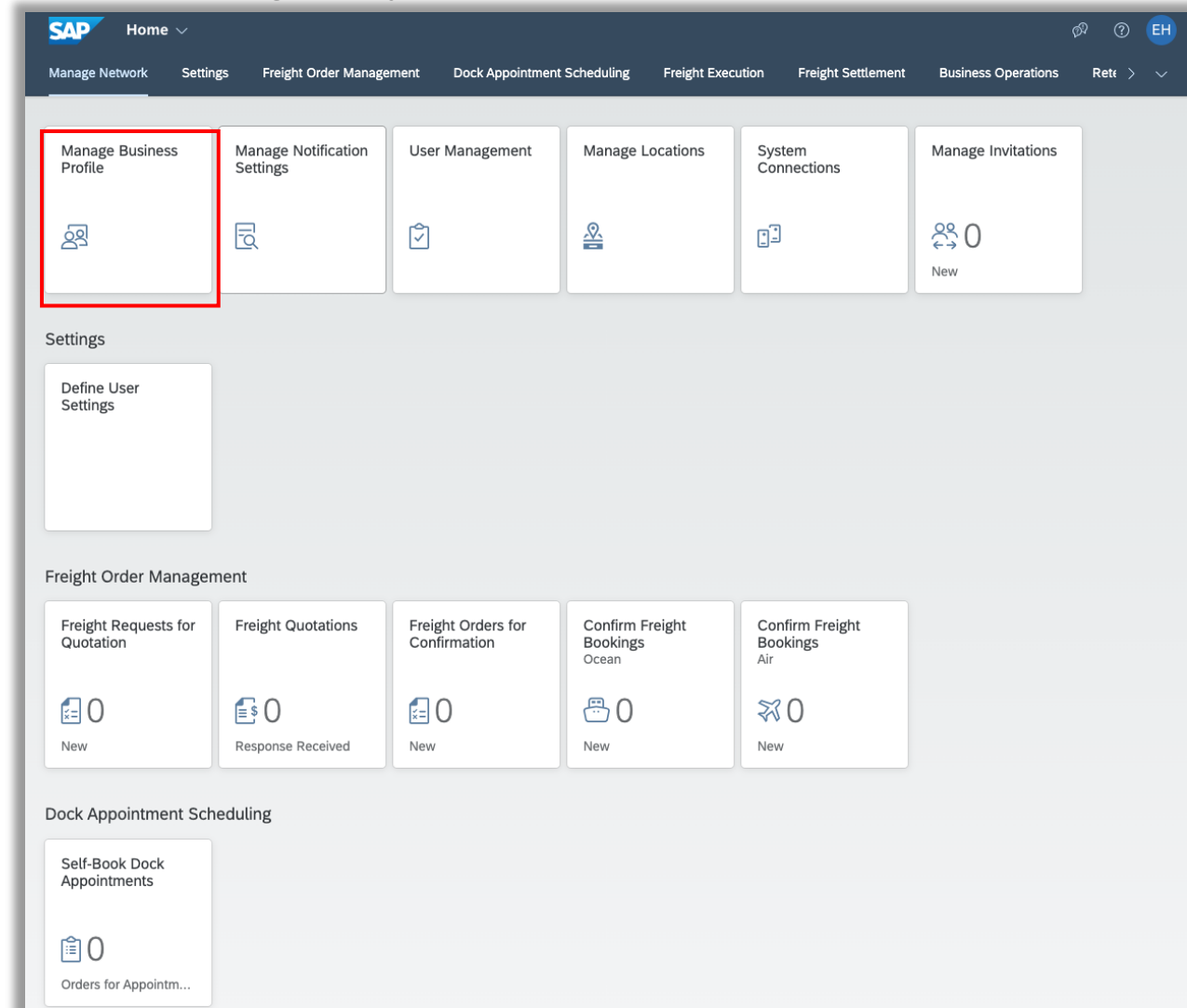
Input the username, and password you set previously.

Click on "Continue"

Account homepage displays as below. **Click on "Manage Business Profile"**

<Return to check list>

Set up Business Profile

Company profile page opens in a new browser tab and displays as below.
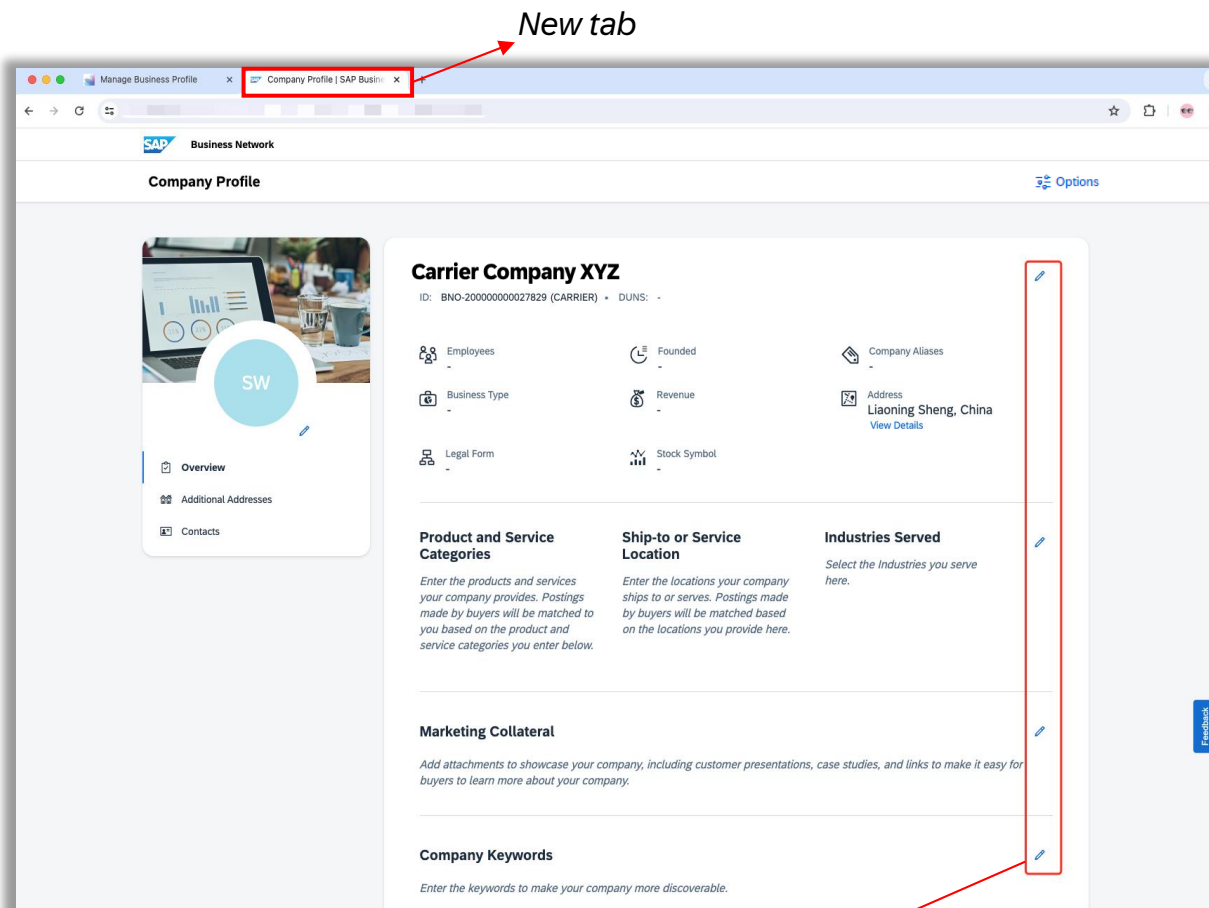
New tab

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
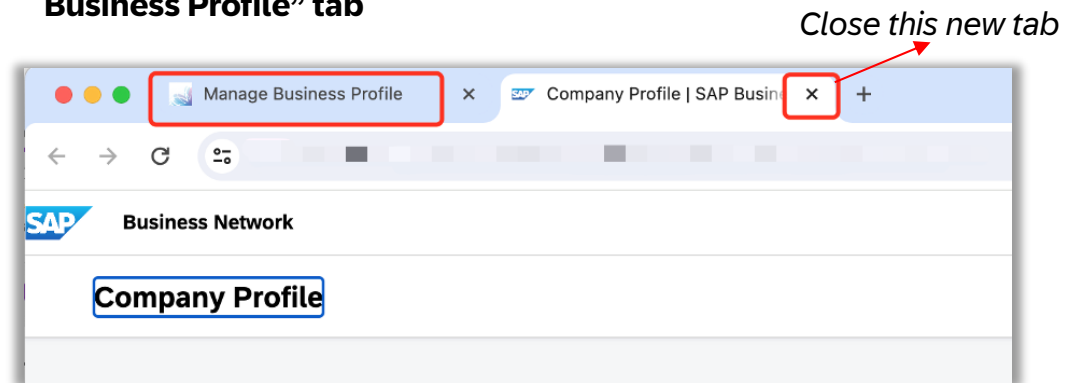
Click on SAP logo to go back to homepage
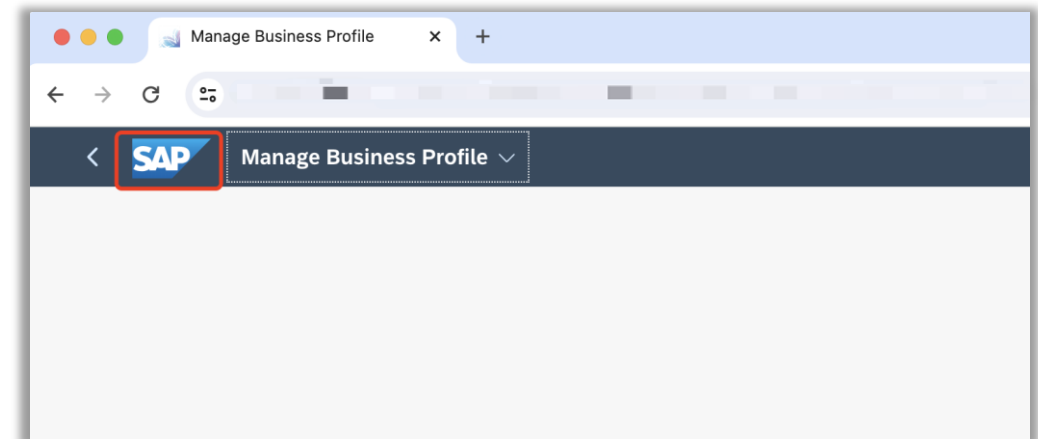
Set up New Users

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

Drop down menu

① **Admin**: *it allows user to logon and manage the account (including the access right to create new users)*
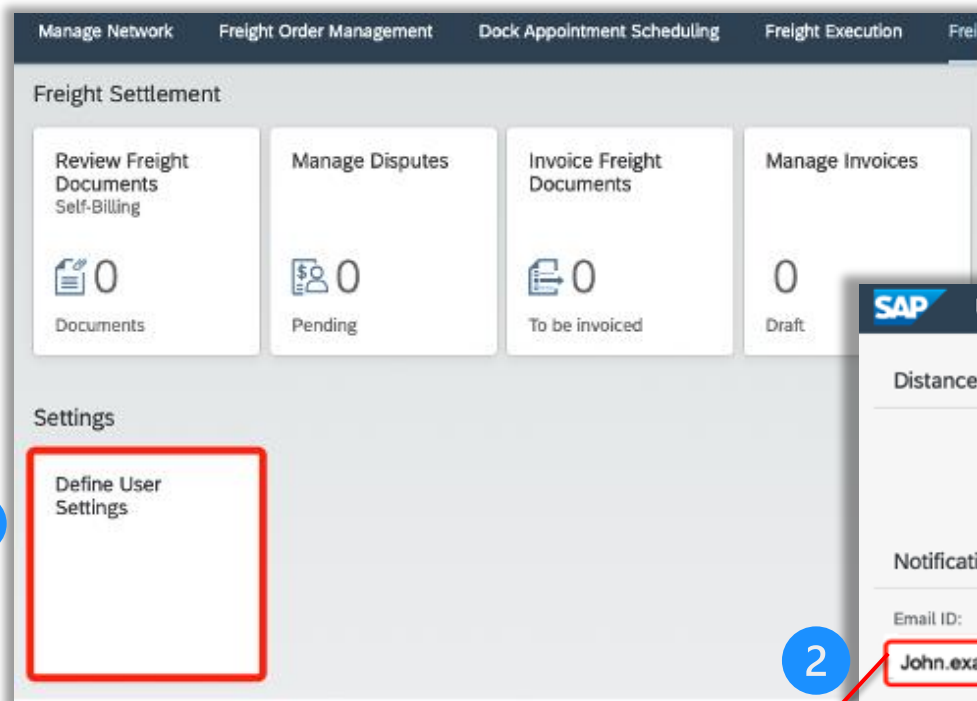
② **All_Function**: *it allows user to view and work on the transportation orders (Freight Collaboration solution: RFQ, Freight order, Dock Appointment Scheduling, Invoicing)*

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 <u>here</u>.

This action is to be taken by admin user only
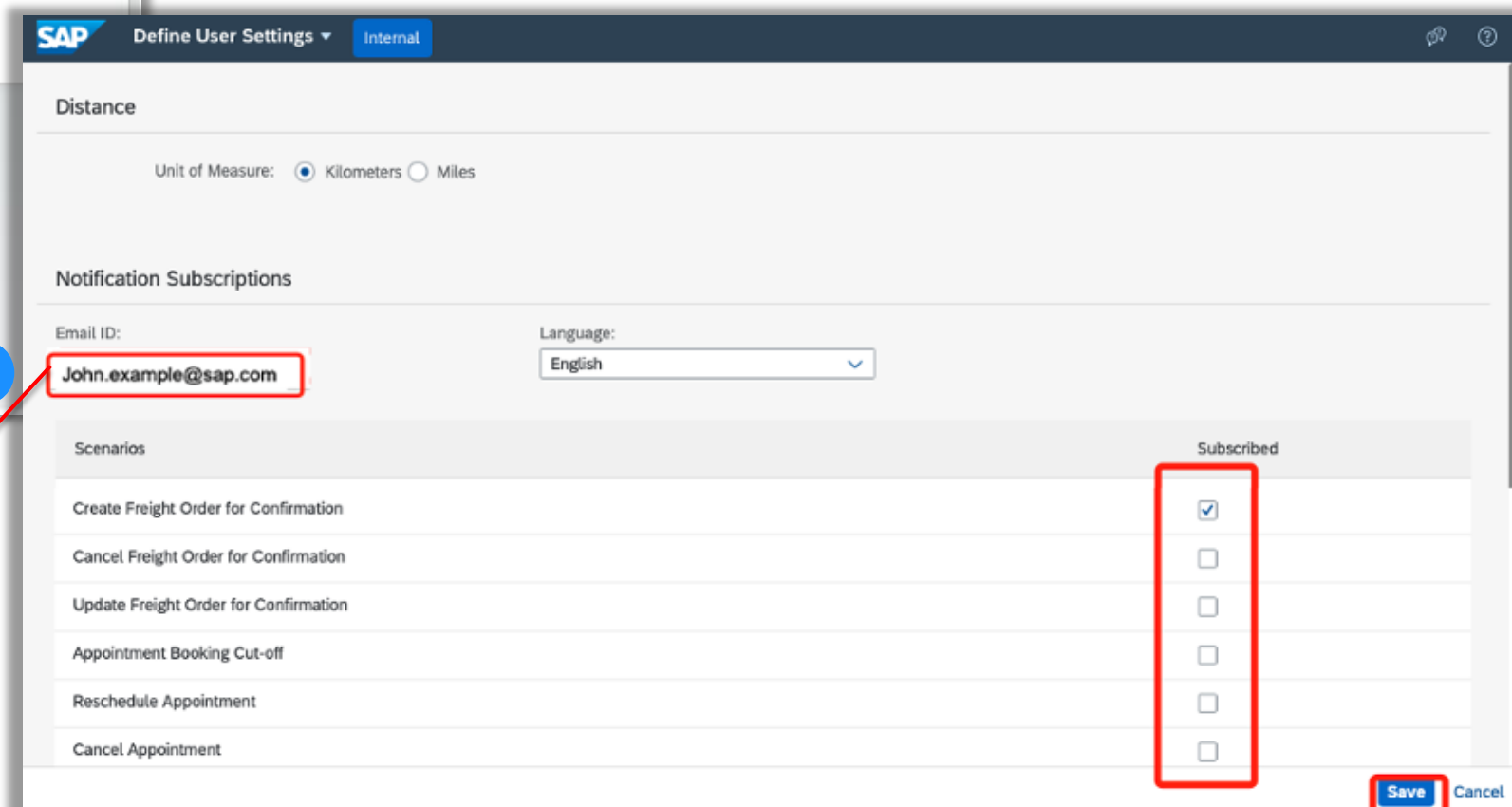
Set up Notification Receivers 1/2

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 Notification 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
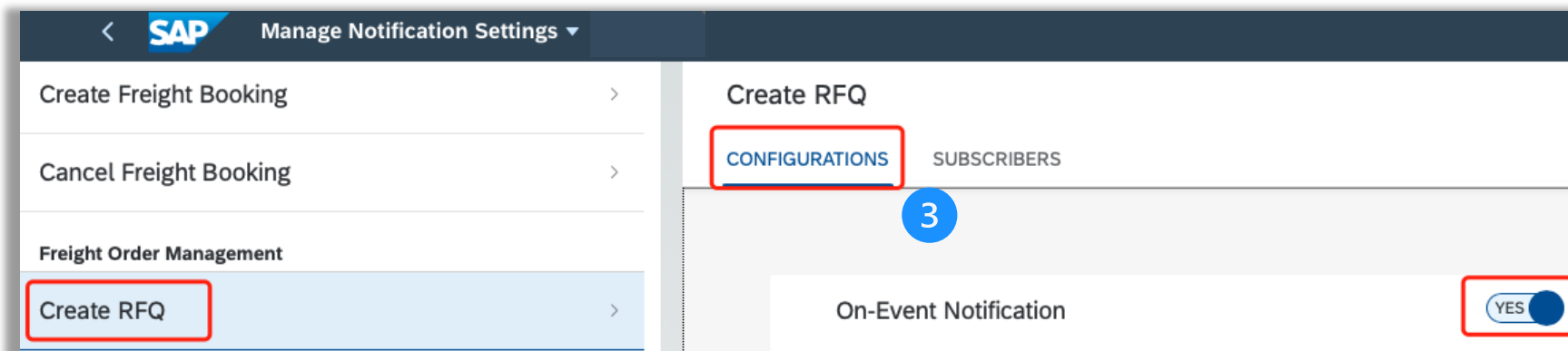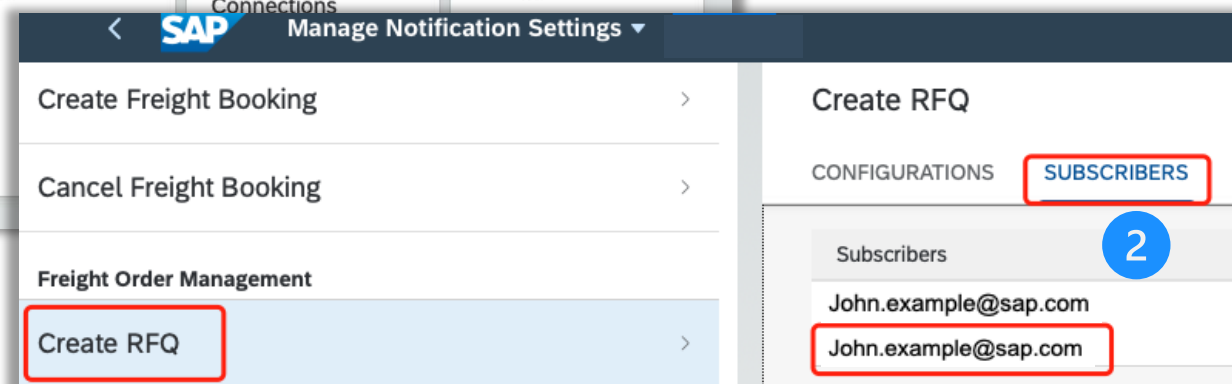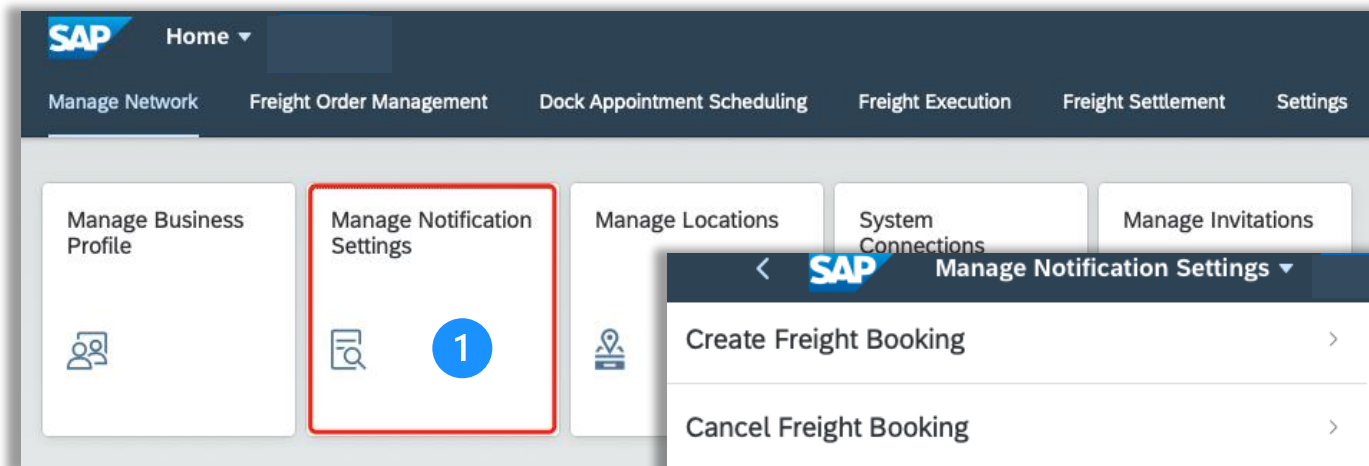
** You will need to do this for **each and every** scenario ticked previously.*

<Return to check list>

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

Note: Step 4, 5, 6 will not be further described in this guide. Any help needed, please contact SAP specialist for support.

<Return to check list>

1. Check if Profile is Made Public

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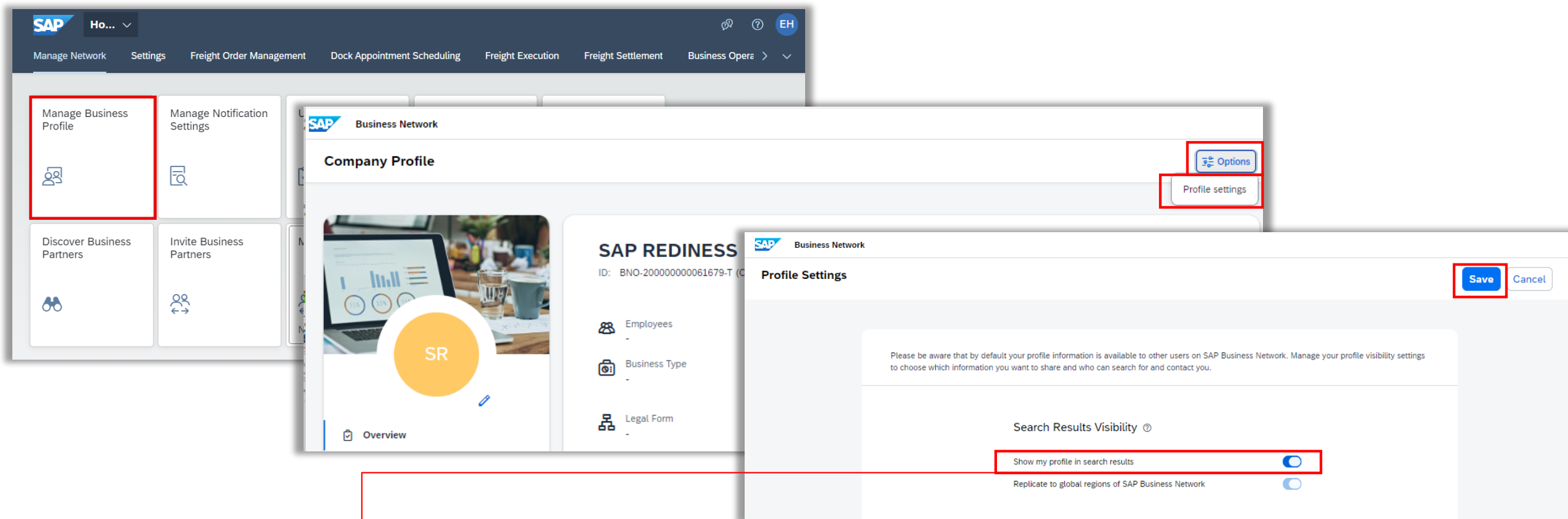
This toggle is on by default, which enables your company to be found by other shippers using the platform to get potential business.

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>

2. 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.
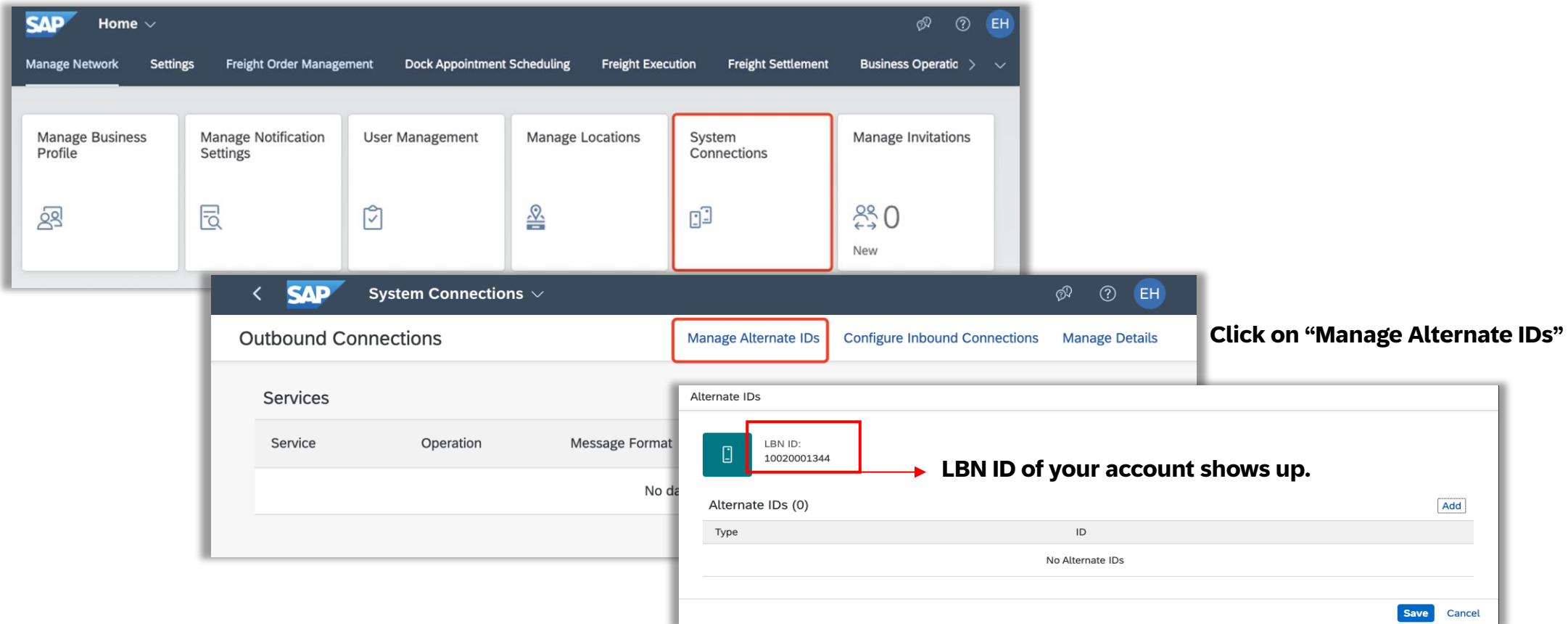
If set as "yes" – your company will automatically accept the connection request if other shippers want to connect with you.

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.

3. Find LBN ID of Your Account

Go to homepage, click on "System Connections"

Click on "Manage Alternate IDs"

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.

How Can Carriers Get Support?

<Return to check list>

How Can Carriers Get Support?

❖ **Before project go-live:**
  ➢ SAP will assign specialist to support you through the onboarding journey. Please check with the onboarding specialist for any queries.
  ➢ In the scenarios a ticket is needed, the specialist will guide you to log a ticket in order to get further support from SAP technical team.

  Example scenarios where a ticket is needed:
  • Error encountered during registration
  • Email received mentioning registration failed
  • Not able to maintain company profile due to error
  • Not able to manage users due to error

❖ **After project go-live**:
  ➢ The onboarding specialist completed the tasks and will no longer be available.
  ➢ Please always log a ticket to get support.

❖ **How to log a ticket:**
  ➢ Please refer to further pages in this guide for step by step actions

❖ **Frequently asked questions**
  ➢ Check online FAQ document

How to Log a Ticket?

<Return to check list>

Access Help Center_Option 1

Go to SAP Help Center via below option:

Option 1) Directly access URL https://support.ariba.com/Help_Center/Login, locate "SAP Business Network for Logistics", click on "Carrier Help Center".
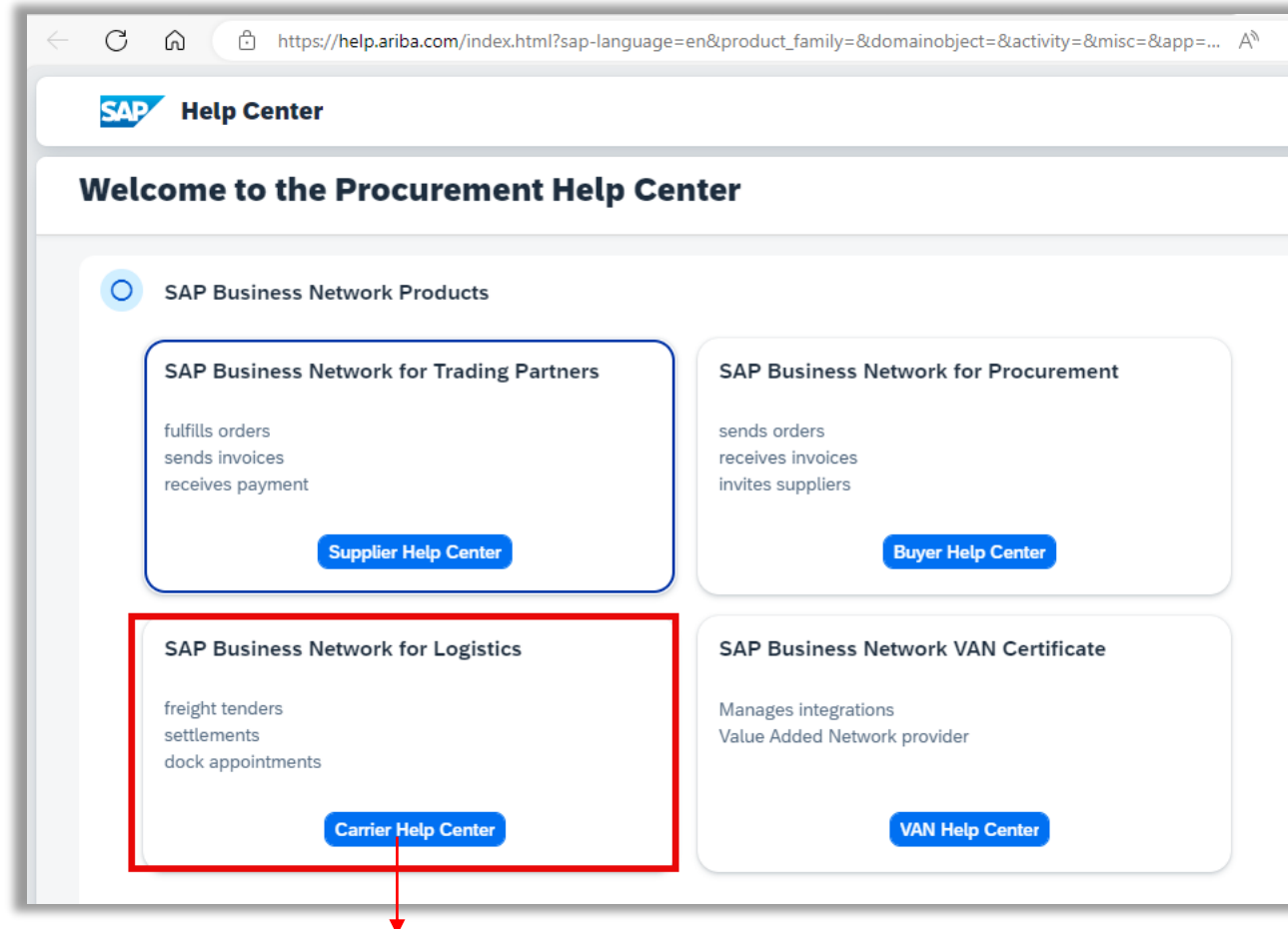
Click on it

For next steps, read from this page onwards.

<Return to check list>

Access Help Center_Option 2

Go to SAP Help Center via below option:

Option 2) Sign in your BN4L account, click on the "Raise Incident" button on top right corner, then click on Help Center hyperlink in the pop up window

Raise Incident button

Click on the hyperlink

Generic logon URL:

https://lbnlivelwteu10.lbn.cfapps.eu10.hana.ondemand.com/sites#Shell-home

<Return to check list>
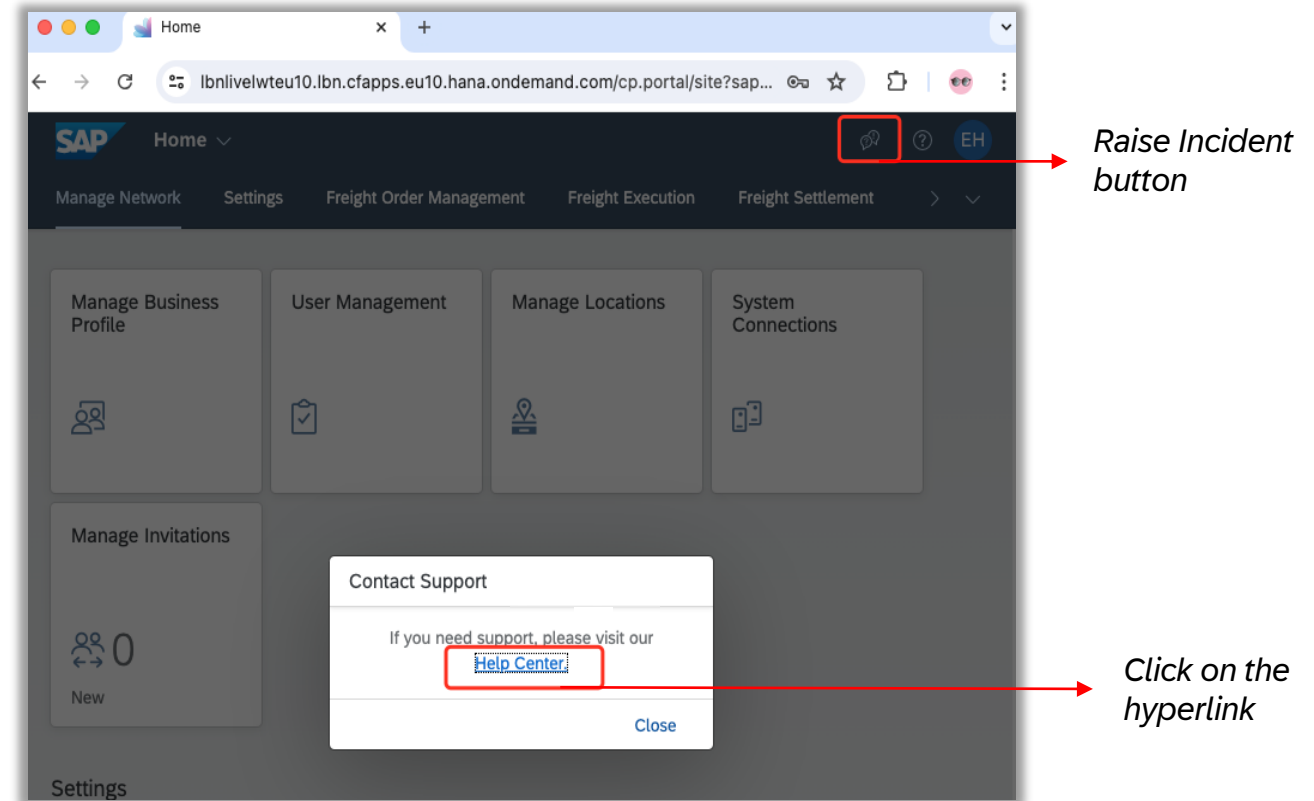
Do a Search on Existing Articles

Click on "Contact us"
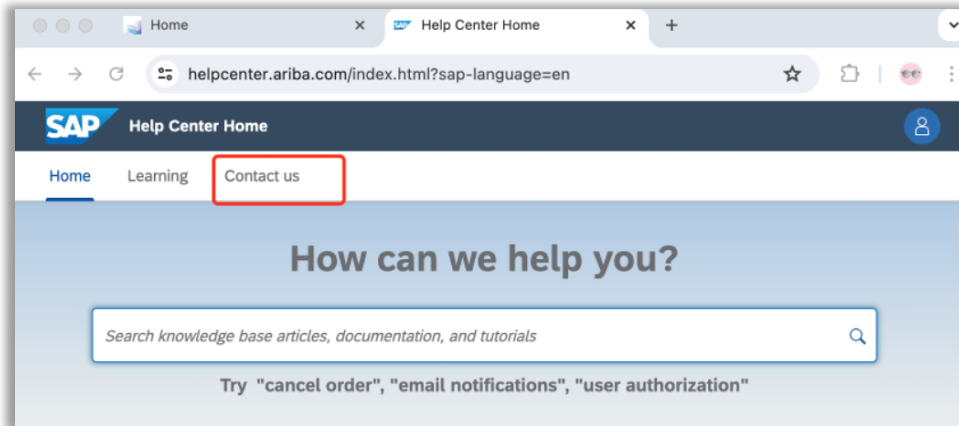
Input brief description of the issue in search box, click on enter key
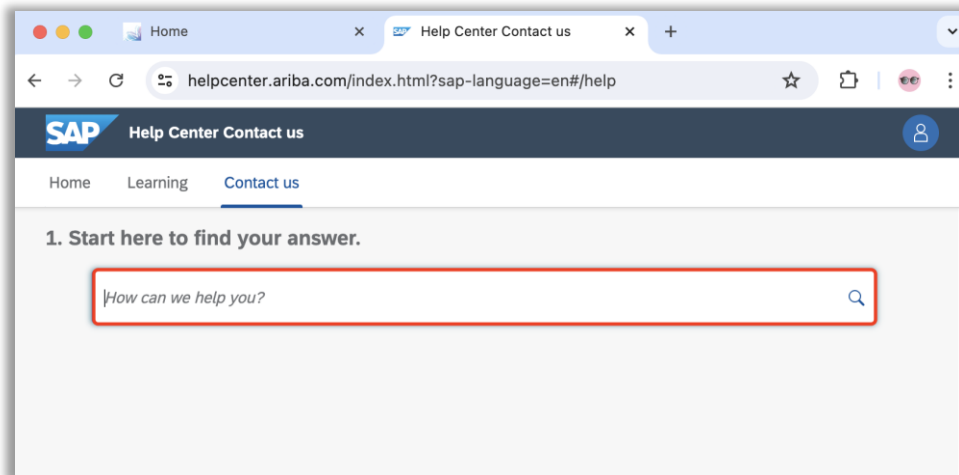
System will auto-prompt relevant articles, if any of the articles describes exactly your issue, click on the article to read and find the solution.
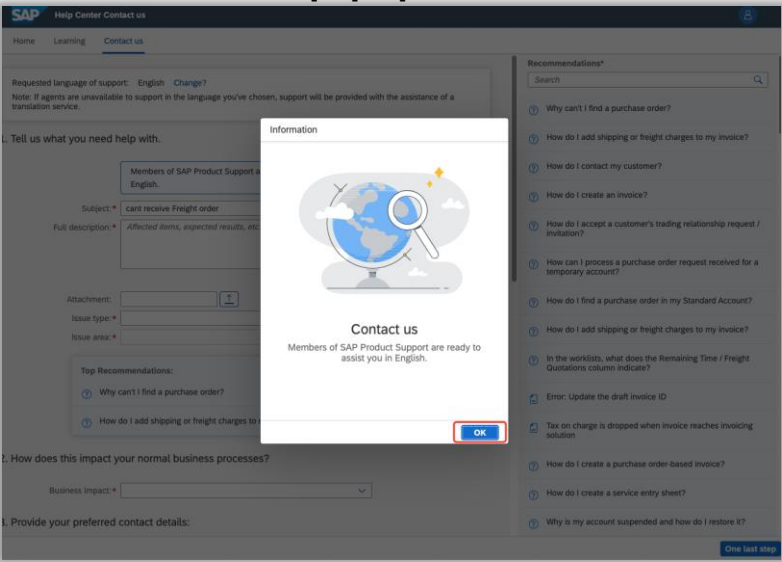
<Return to check list>

Create a Case

If non of the articles could help, click on "Something else" in the third bullet point, click on "Create a Case"

<Return to check list>

Fill in Information

Click on "OK" in the pop up window

"Business impact" helps support team to understand the urgency and significance of the issue.

Please choose appropriate one from the drop down menu.

There is an option to select the expected support language by clicking on "Change".

Input detailed information, and upload attachment if applicable.

Note: if you haven't created an account yet, please attach invitation email here. It will help support team investigate the issue.

Choose appropriate issue type and area from the drop down menu.

<Return to check list>

Fill in Information

Input contact information

If you have created an account successfully but need further help, please provide BNO number in this field.
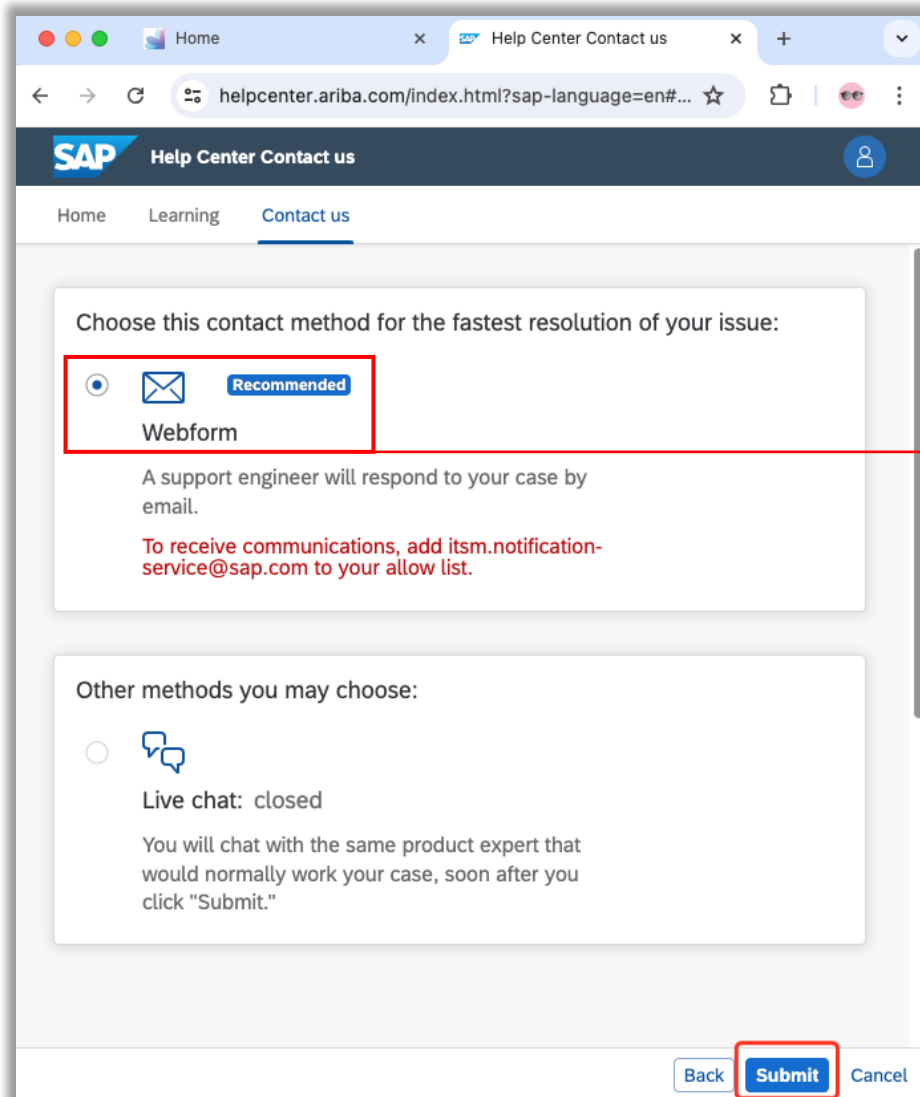
BNO number can be found in the Welcome Email you received after account is created. (check here)

If you have not created an account yet, please leave this field blank, but upload the invitation email you received from shipper to this ticket in the attachment field. (check here)

Click on "One last step"

<Return to check list>

Submit Ticket

Select Webform as the contact method, click on "Submit"
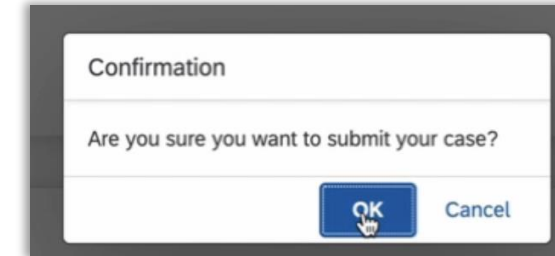
SAP support team will contact you over email.
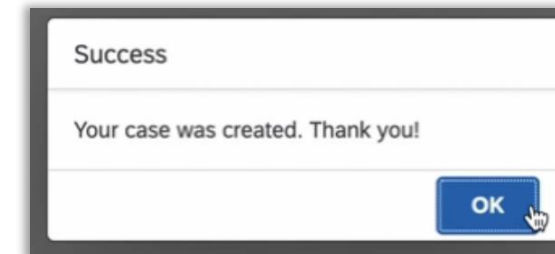
Click on "OK" in the pop-up window

Click on "OK" in the pop-up window

<Return to check list>

Receive Ticket Number

System will send out the ticket number to you over email. Below is the example email:
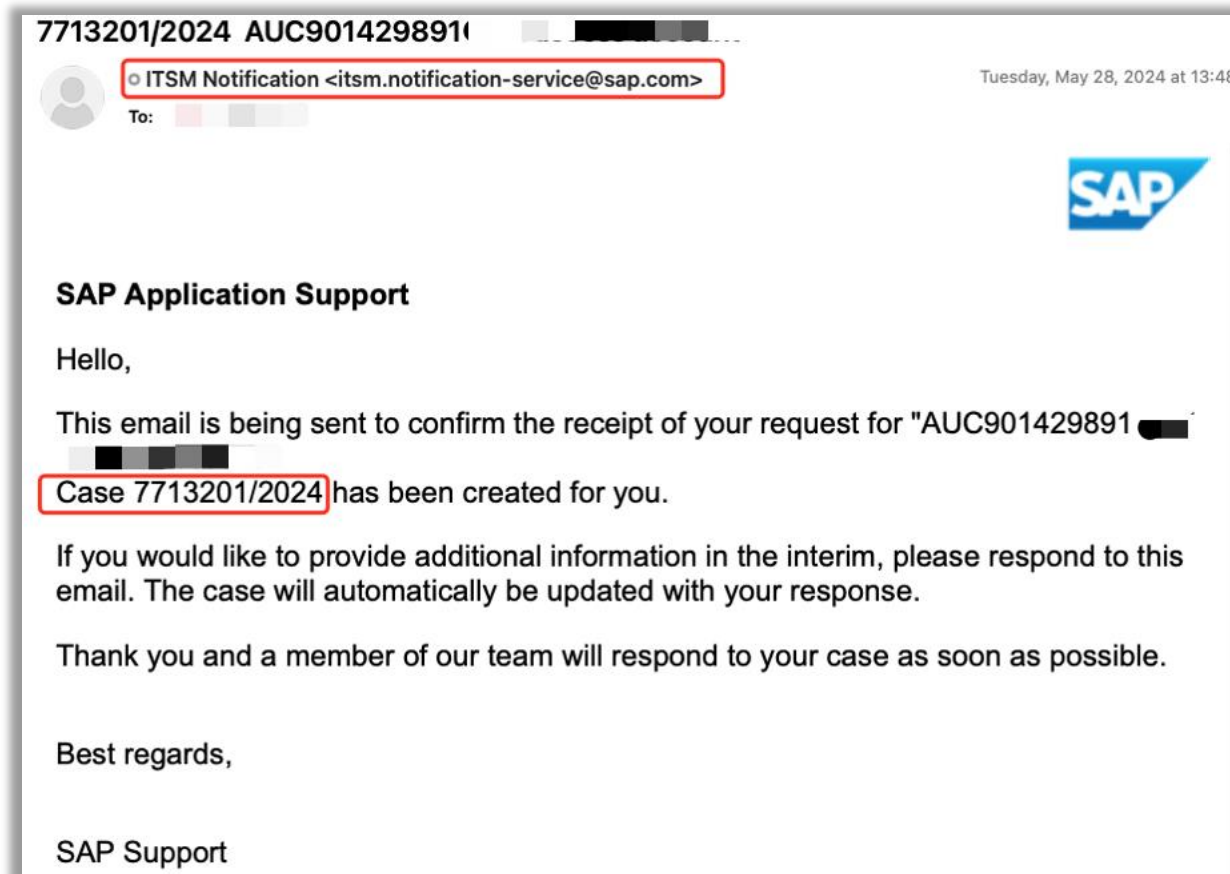
Any Information on Carrier Integration?

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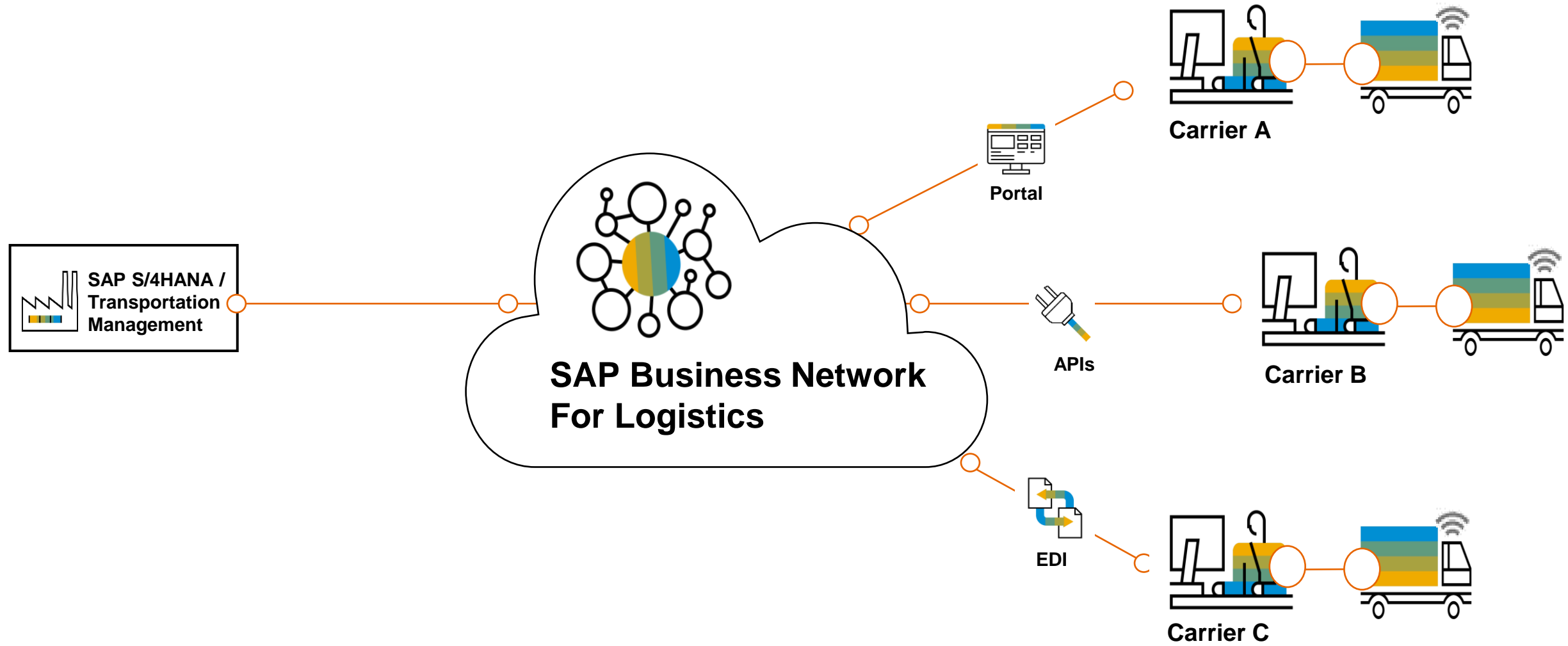
* Some functionality only available in the portal – Dock Appointment Scheduling, Freight Settlement Disputes

** 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

SAP S/4HANA / Transportation Management

SAP Business Network For Logistics

APIs

EDI

Carrier System

Carrier System
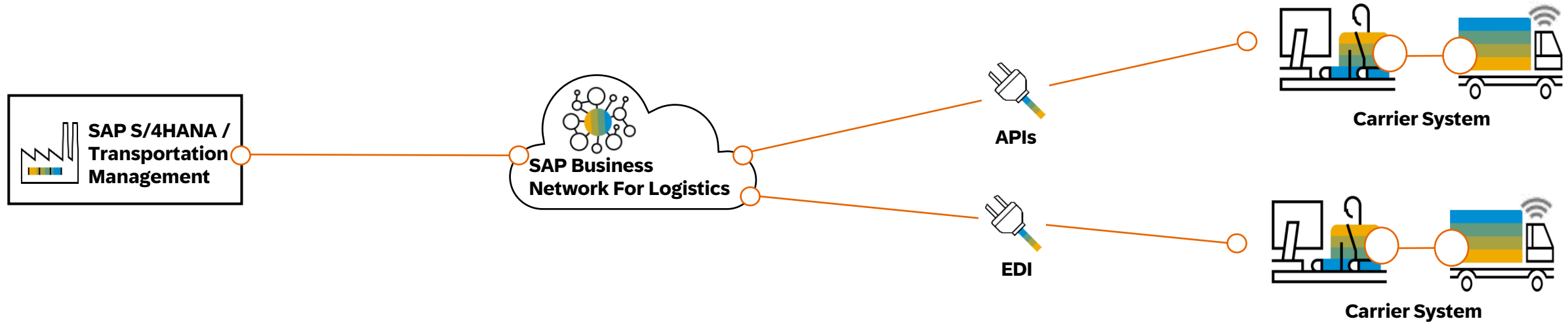
API

- 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

<Return to check list>

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)

SPC Tenant Provisioning
(Service Provider Cockpit)

Carrier Tenant provisioning activities

Partner Integration (optional)

Onboarding carriers in visibility provider ecosystem

Go-Live

Estimated Integration Timeline of 12 weeks

t

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

<Return to check list>

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
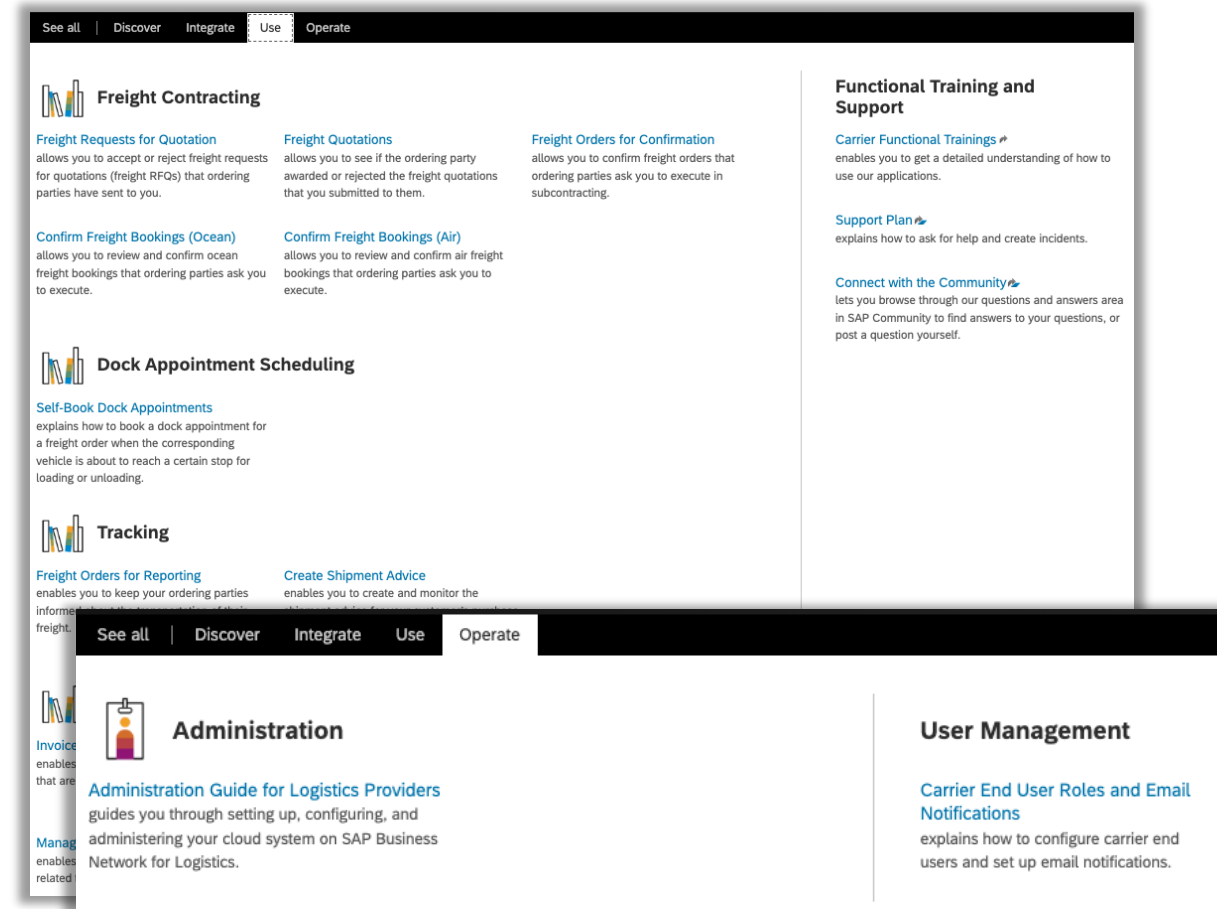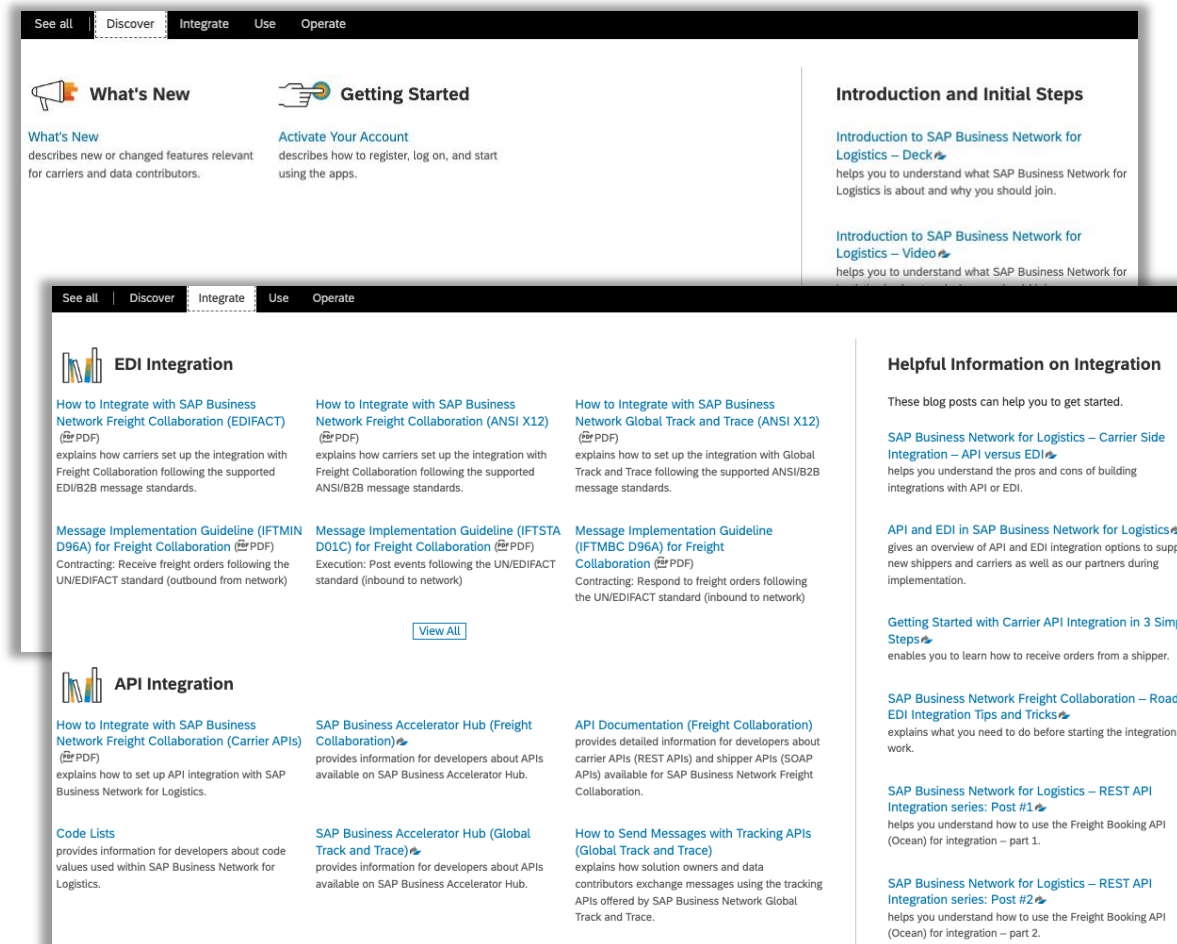
*This page is the central entry point for carriers and data contributors to find all relevant assets regarding the integration and operation of SAP Business Network for Logistics – **consolidated** in one place.*

*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 white list if needed:

❑   noreply@us.bn.cloud.ariba.com

❑   ias@notifications.sap.com

❑   notification@sap.com

❑   notification-service@sap.com

❑   no.reply.provisioning@sap.com

Thank you.

Contact information:

Center of Excellence

SAP