

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.

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.

Choose the Designated Data Center

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.

Please choose your designated Data Center ?

☒ Germany: Frankfurt

☐ USA: Quincy, WA

Next

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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**
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[Learn more](#)

[About this invitation](#)


?

Help



Connect with Company ABC to collaborate on SAP Business Network.

Create new account?

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Click on this button to create a new account.

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

Verify the Email Address, Click on “Proceed”

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](#)

Verify your email before you proceed...

Please provide the email that you want to use to create your new account:

[Proceed](#)

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Double check the email address, then click on “Proceed”.

Fill in Information, Create Account

Part 1) Provide Company Information

Carrier Company XYZ

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

Company information ⓘ

DUNS number

[Don't know your DUNS number?](#)

Company (legal) name *

Country/Region *

Postal code *

State *

City *

Address line 1 *

Address line 2

Address line 3

Your company name.

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

Mandatory information to provide.

Scroll down to see the second part.

Part 2) Provide Administrator Information

Administrator account information ⓘ

First name * Last name *

Email *

☒ Use my email as my username

Password * Repeat password *

Business role *

☐ 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

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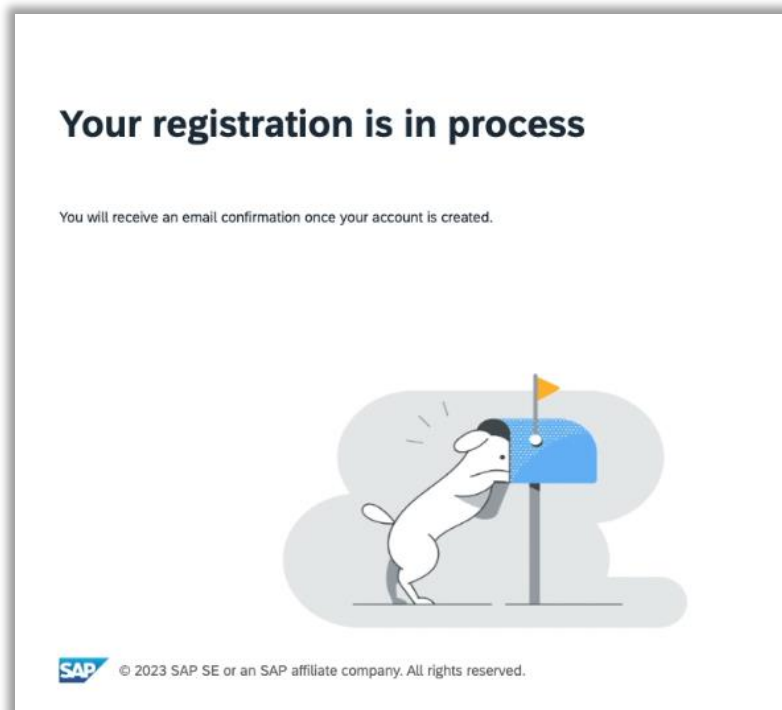
• With this box ticked, your email address will become the username to logon the account.

• 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".

Receive Welcome Email after Account is Created

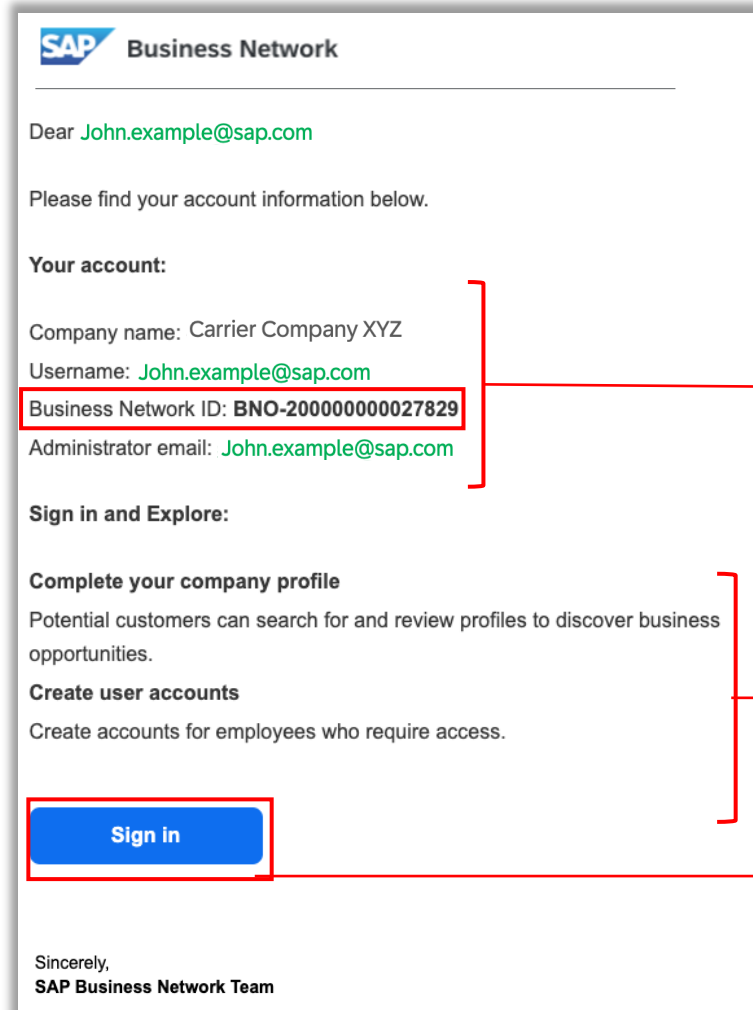
After clicking on “Create Account”, your browser will show a message as below.



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



Account information.

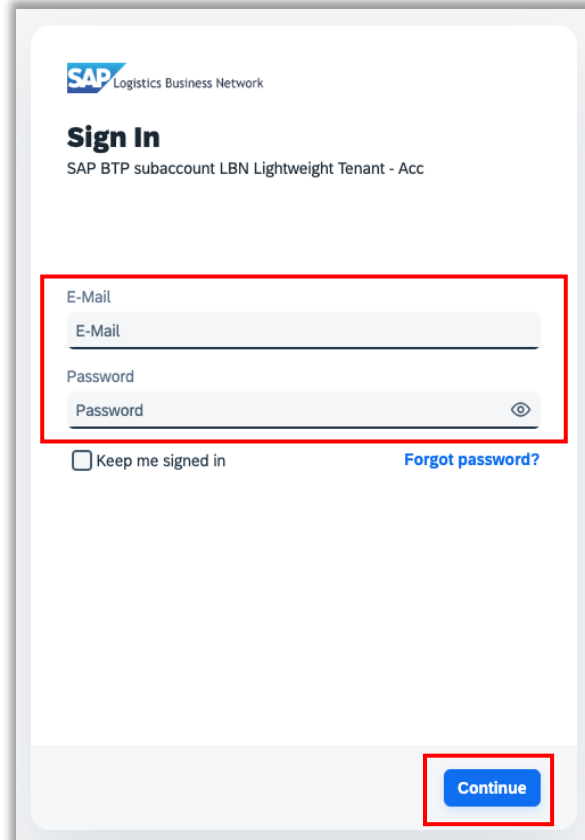
BNO number needs to be provided while logging ticket to get SAP support

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.

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.

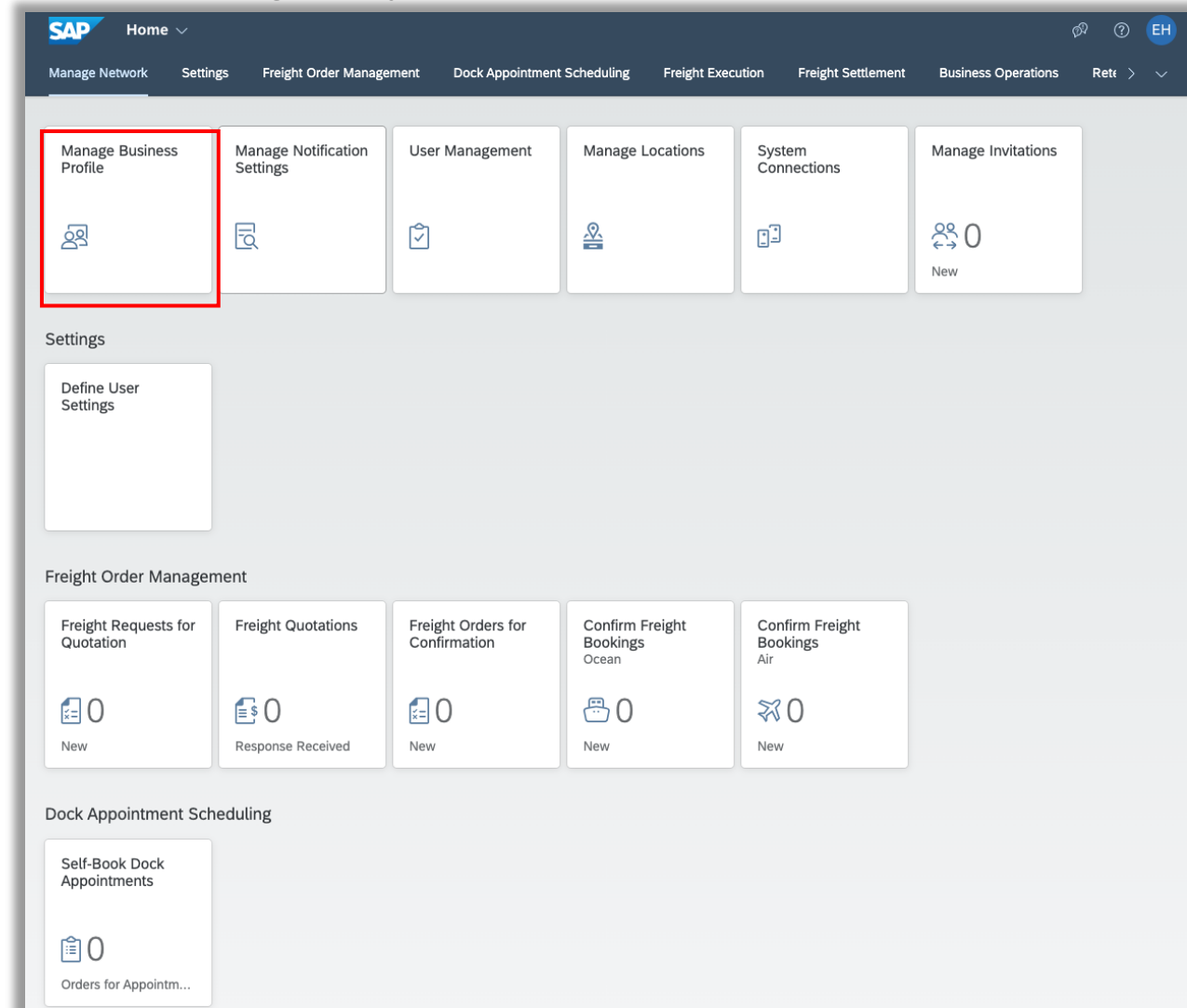


The screenshot shows the SAP Logistics Business Network Sign In page. The page has a header with the SAP logo and "Logistics Business Network". Below the header, it says "Sign In" and "SAP BTP subaccount LBN Lightweight Tenant - Acc". There are two input fields: "E-Mail" and "Password". The "E-Mail" field is highlighted with a red box. Below the input fields, there is a checkbox for "Keep me signed in" and a link for "Forgot password?". At the bottom right, there is a blue "Continue" button, which is also highlighted with a red box.

Input the username, and password you set previously.

Click on "Continue"

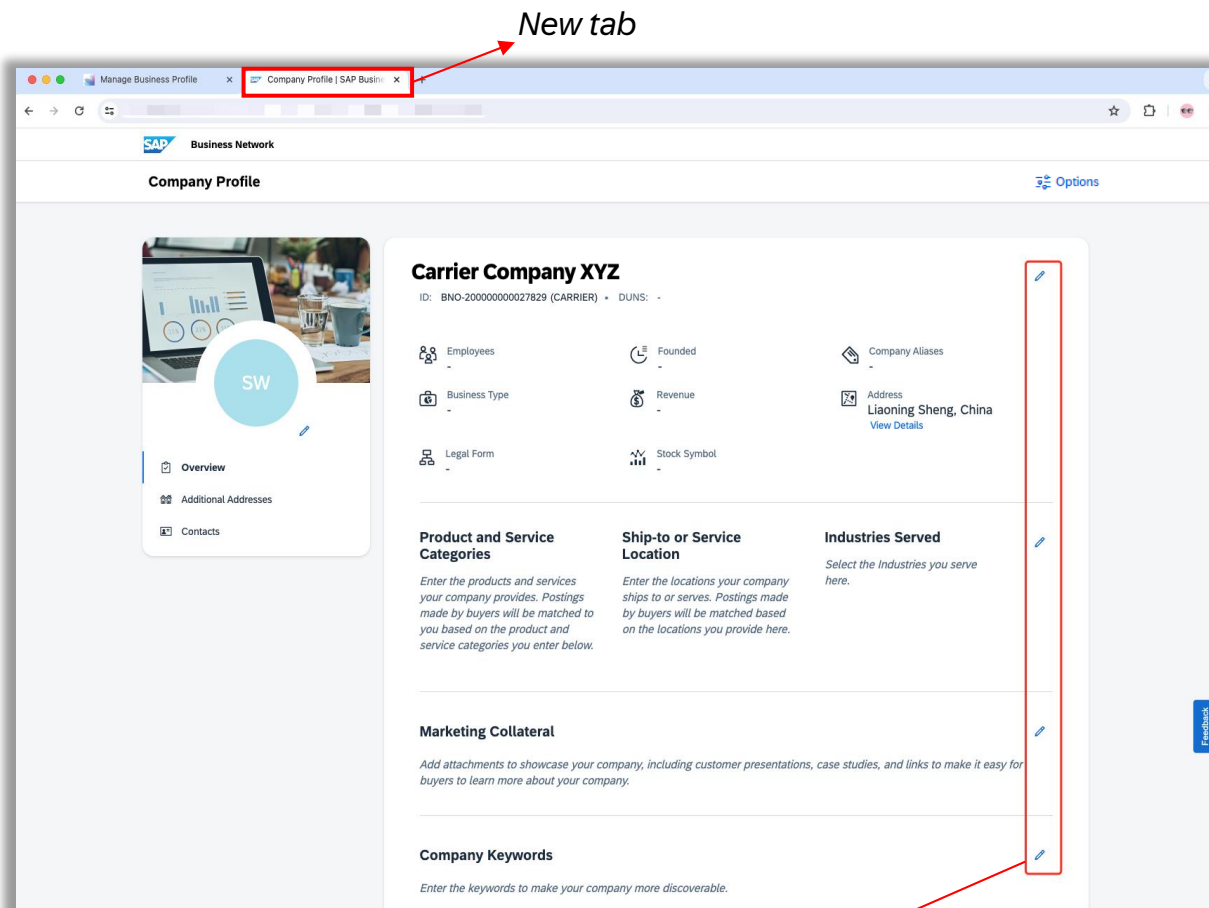
Account homepage displays as below. Click on "Manage Business Profile"



The screenshot shows the SAP Account homepage. The top navigation bar includes the SAP logo, a "Home" dropdown, and several menu items: "Manage Network", "Settings", "Freight Order Management", "Dock Appointment Scheduling", "Freight Execution", "Freight Settlement", "Business Operations", and "Rete". Below the navigation bar, there are several tiles. The "Manage Business Profile" tile is highlighted with a red box. Other tiles include "Manage Notification Settings", "User Management", "Manage Locations", "System Connections", and "Manage Invitations". Below these tiles, there is a "Settings" section with a "Define User Settings" tile. Further down, there is a "Freight Order Management" section with five tiles: "Freight Requests for Quotation", "Freight Quotations", "Freight Orders for Confirmation", "Confirm Freight Bookings Ocean", and "Confirm Freight Bookings Air". At the bottom, there is a "Dock Appointment Scheduling" section with a "Self-Book Dock Appointments" tile.

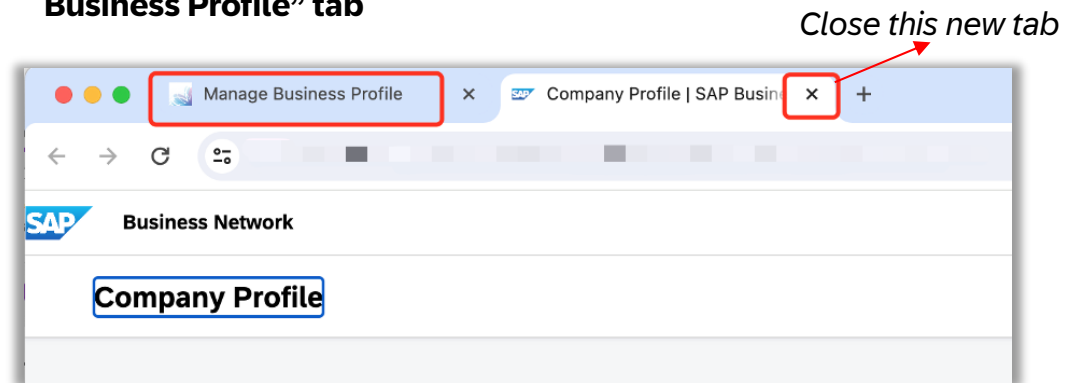
Set up Business Profile

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

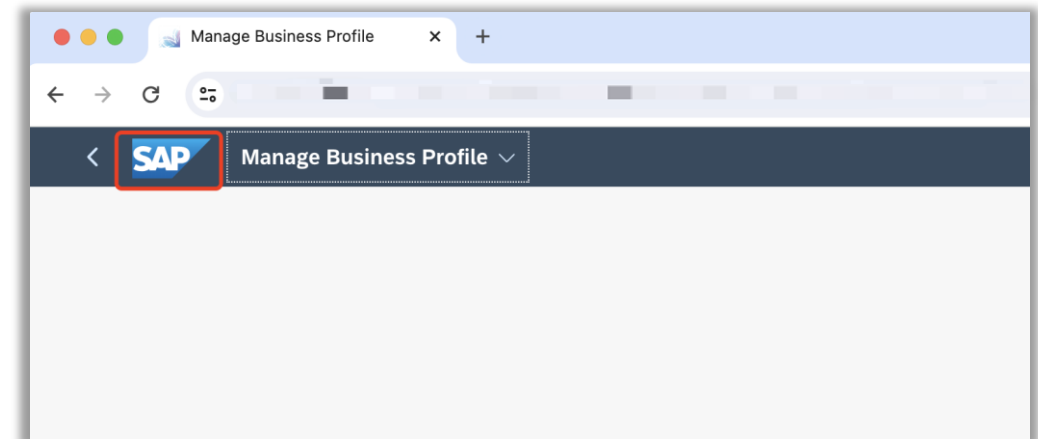


Click on the pencil icon of each section, update the information as needed.

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



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).

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....	<div> BNO-200000000027829-All_Function_Supplier x <div>▼</div> <div> <div>1</div> <input checked="" type="checkbox"/> BNO-200000000027829-Admin <div>2</div> <input checked="" type="checkbox"/> BNO-200000000027829-All_Function <div>3</div> <input checked="" type="checkbox"/> BNO-200000000027829-All_Function_Supplier </div> </div>
John	Example	John.example@sap.com	

Drop down menu

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

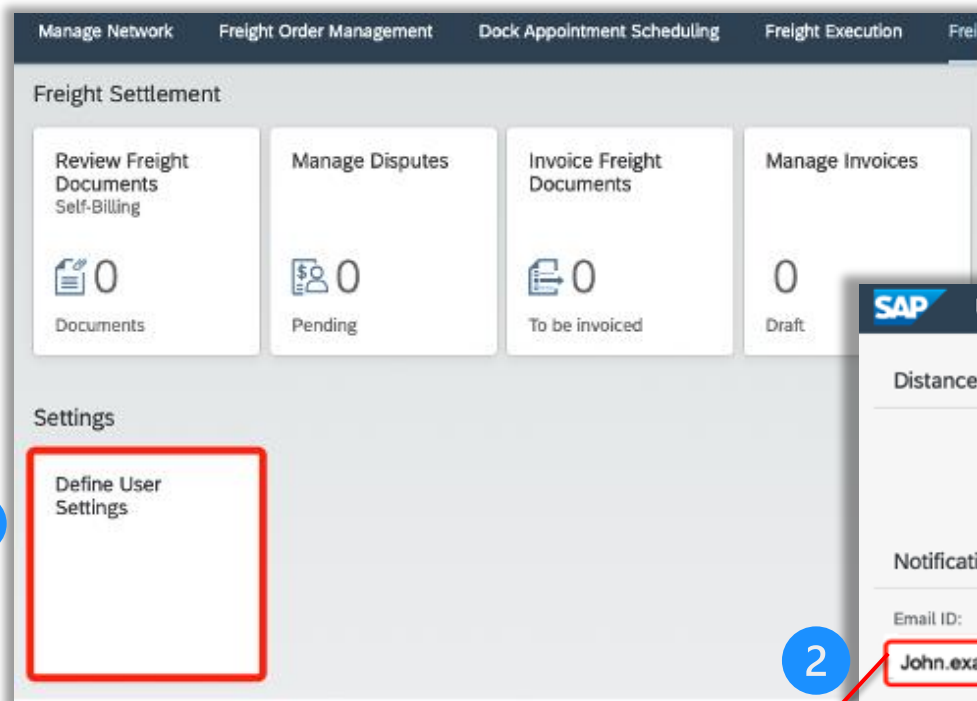
2 **All_Function:** it allows user to view and work on the transportation orders (Freight Collaboration solution: RFQ, Freight order, Dock Appointment Scheduling, Invoicing)

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.

Set up Notification Receivers 1/2



Manage Network Freight Order Management Dock Appointment Scheduling Freight Execution Freight

Freight Settlement

Review Freight Documents Self-Billing 0 Documents

Manage Disputes 0 Pending

Invoice Freight Documents 0 To be invoiced

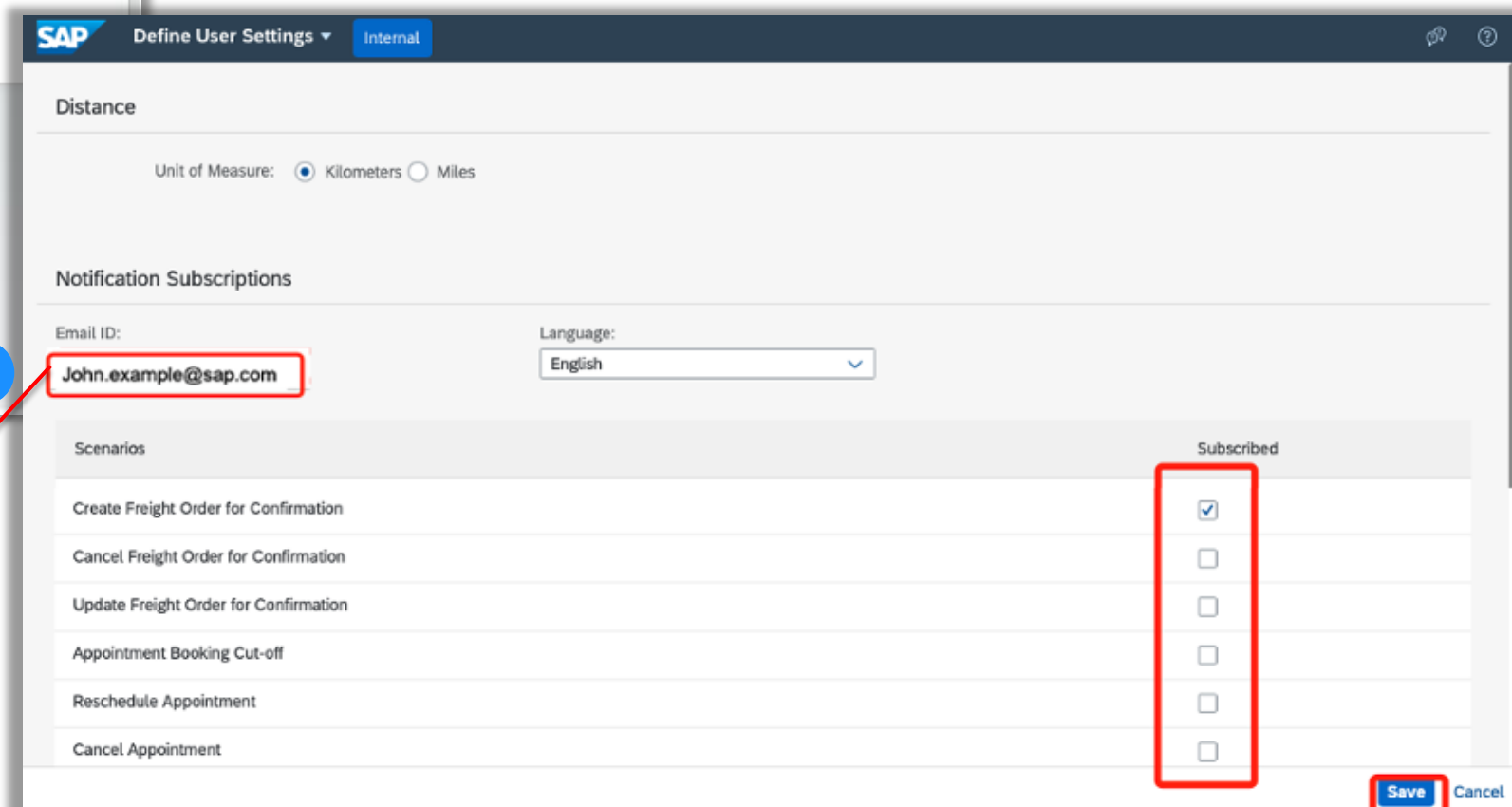
Manage Invoices 0 Draft

Settings

Define User Settings

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.*



SAP Define User Settings Internal

Distance

Unit of Measure: ☒ Kilometers ☐ Miles

Notification Subscriptions

Email ID: John.example@sap.com Language: English

Scenarios	Subscribed
Create Freight Order for Confirmation	<input checked="" type="checkbox"/>
Cancel Freight Order for Confirmation	<input type="checkbox"/>
Update Freight Order for Confirmation	<input type="checkbox"/>
Appointment Booking Cut-off	<input type="checkbox"/>
Reschedule Appointment	<input type="checkbox"/>
Cancel Appointment	<input type="checkbox"/>

Save Cancel

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

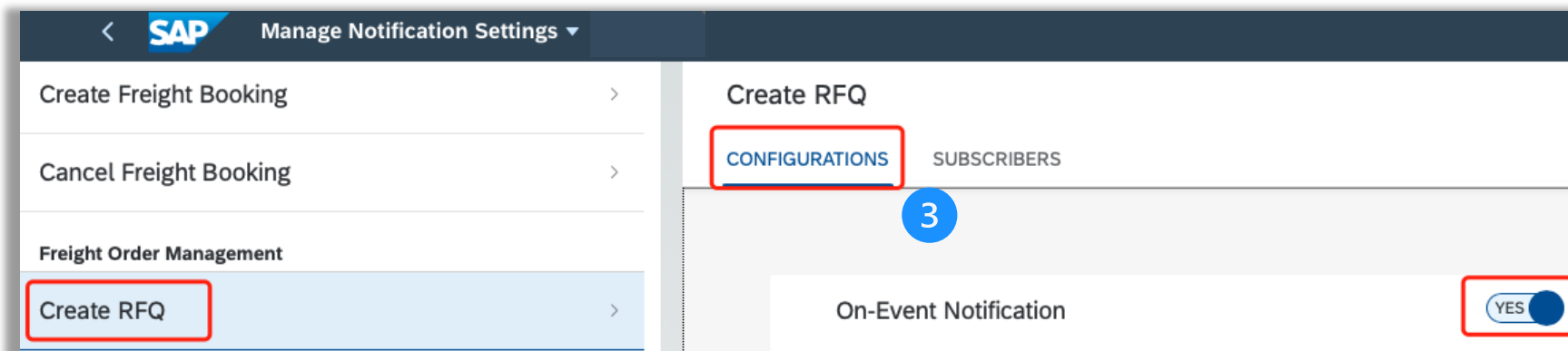
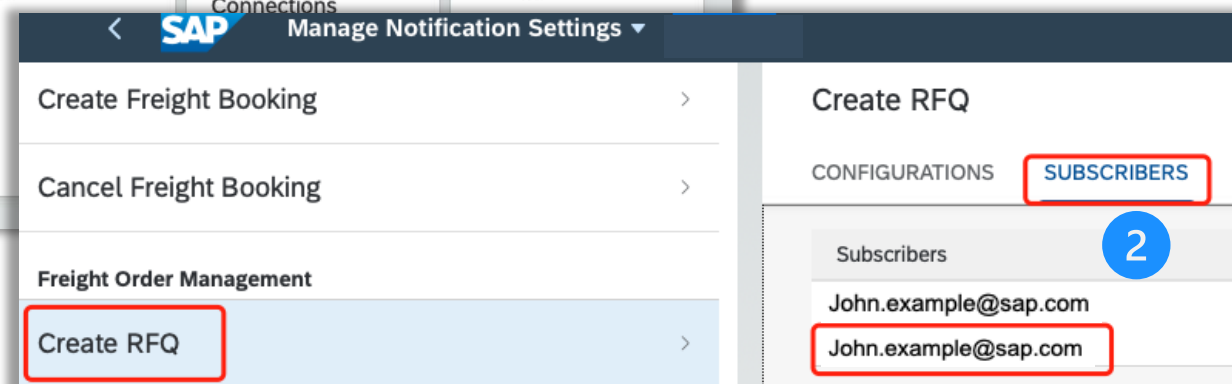
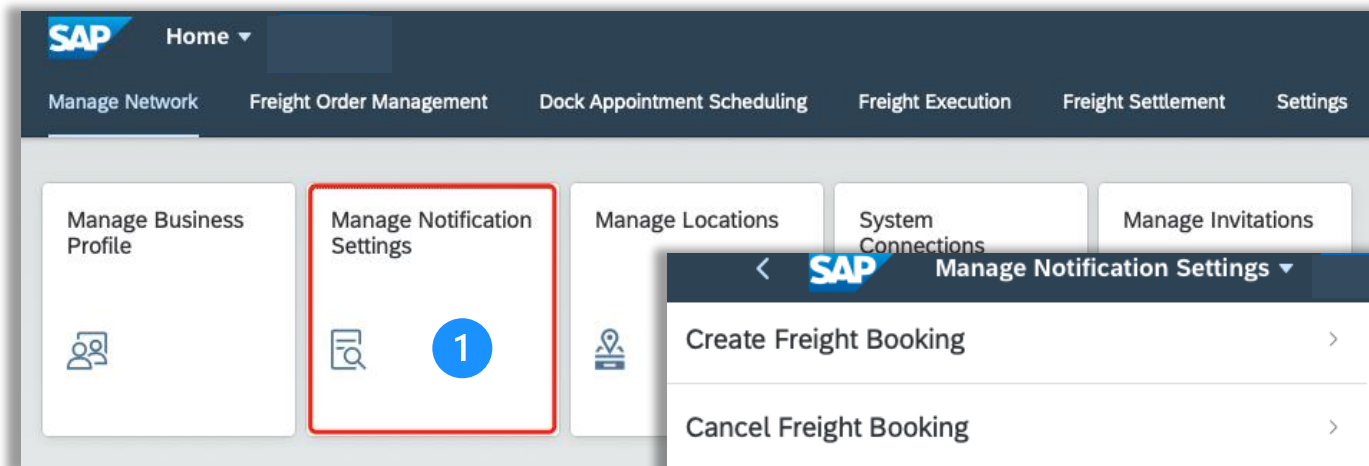
This email address can be different from the logon username.

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

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.*

Existing Carriers

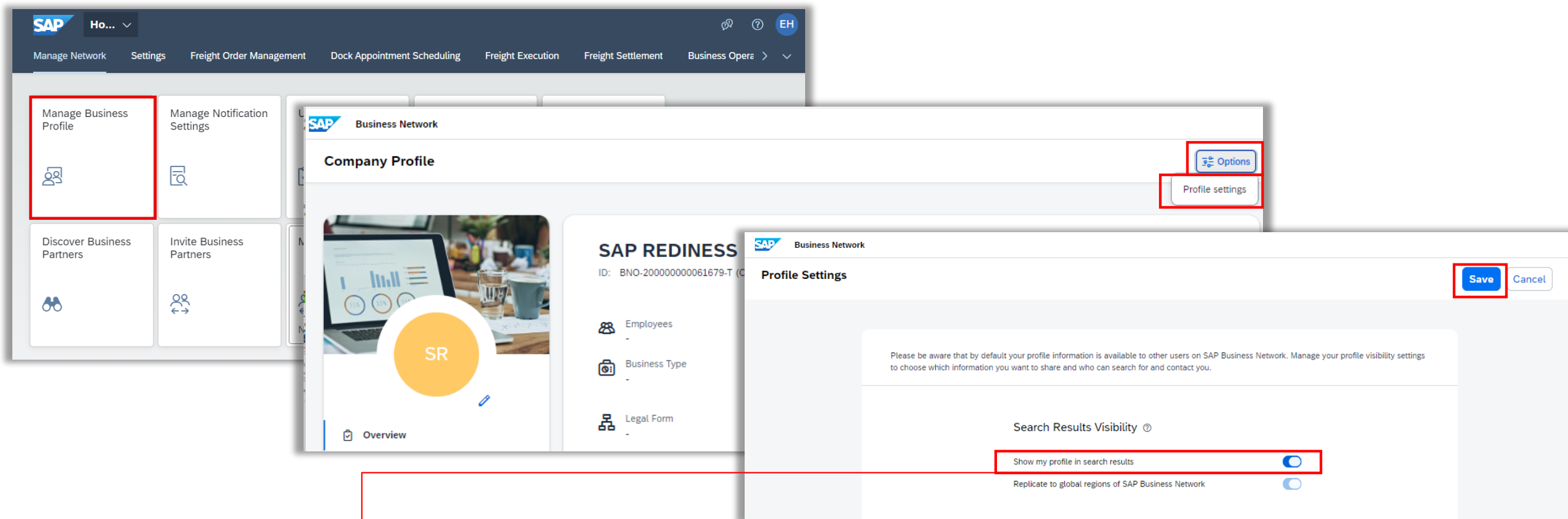
For existing carriers who already have an account on SAP Business Network for Logistics, and would like to use the existing account to connect with your shipper, please:

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.

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.

2. Set up How Future Invitations Will Be Accepted

Go to homepage, click on Manage Invitations

The screenshot shows the SAP Manage Invitations interface. The top navigation bar includes 'Home', 'Manage Network', 'Settings', 'Freight Order Management', 'Dock Appointment Scheduling', 'Freight Execution', 'Freight Settlement', and 'Business Operatic'. The main content area displays several tiles: 'Manage Business Profile', 'Manage Notification Settings', 'User Management', 'Manage Locations', 'System Connections', and 'Manage Invitations'. The 'Manage Invitations' tile is highlighted with a red box and shows '0 New' invitations.

Below the tiles, the 'Manage Invitations' page is shown. It includes a 'Standard' dropdown and a 'Settings on Invitations' icon (a gear with a person) highlighted with a red box. The page displays fields for 'Inviter:', 'Invitation Number:', 'Sender Email:', 'Sender City:', and 'Sender Country/Region:'. Below these fields, there are tabs for 'New (0)', 'Accepted (1)', and 'Rejected (0)'. A table titled 'Invitations' is shown with columns: 'Invitation Number', 'Inviter', 'Inviter LBN ID', 'Invitation From', and 'Sender Phone Number'. The table currently shows 'No data'.

The 'Settings on Invitations' dialog is open, showing the title 'Settings on Invitations' and the text 'Automatically accept connection requests (invitations):'. A toggle switch is shown with 'No' on the left and 'Yes' on the right. The toggle is currently set to 'No' and is highlighted with a red box. A red arrow points from the toggle to the text below. The dialog has 'Save' and 'Cancel' buttons at the bottom right.

Click on the icon

This toggle is off by default.

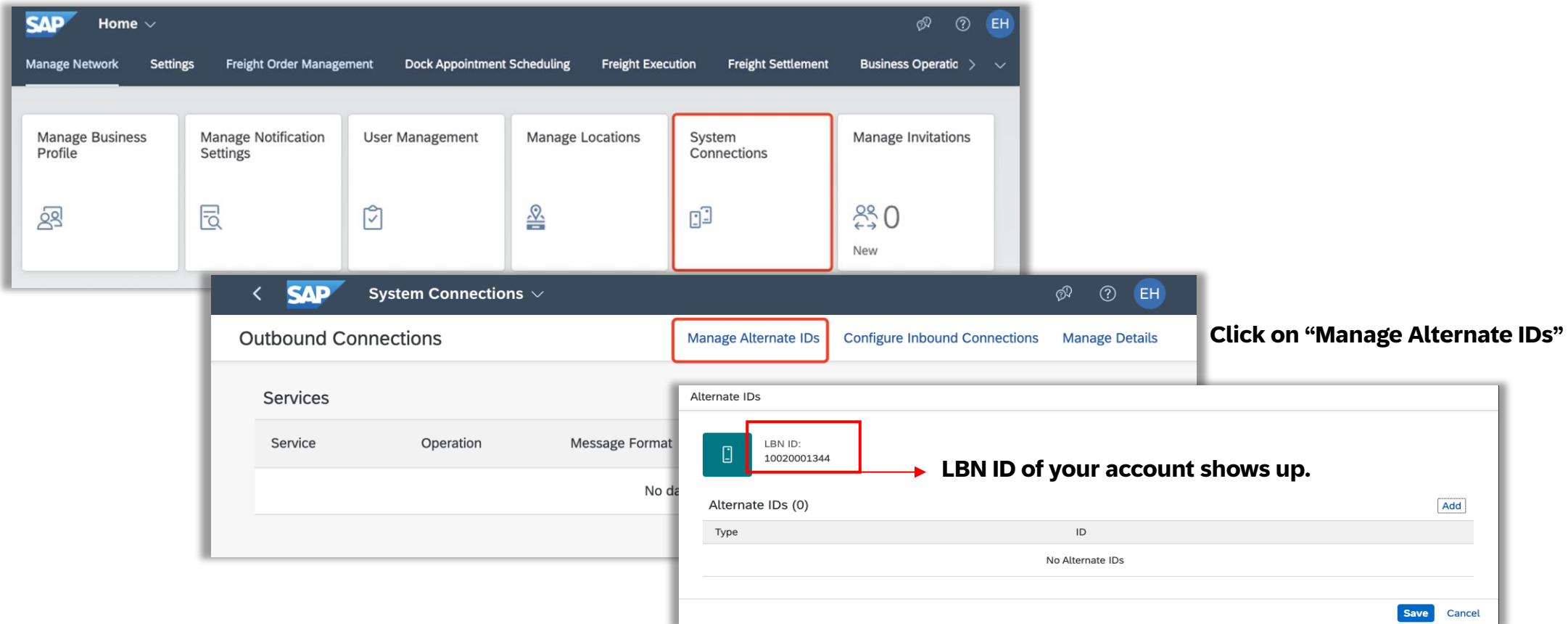
If set as “yes” – your company will automatically accept the connection request if other shippers want to connect with you.

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”



The screenshot shows the SAP Business Network interface. The top navigation bar includes 'Home', 'Manage Network', 'Settings', 'Freight Order Management', 'Dock Appointment Scheduling', 'Freight Execution', 'Freight Settlement', and 'Business Operatic'. The 'System Connections' tile is highlighted with a red box. Below it, the 'System Connections' page is shown with 'Outbound Connections' selected. The 'Manage Alternate IDs' link is highlighted with a red box. A modal window titled 'Alternate IDs' is open, showing the 'LBN ID: 10020001344' highlighted with a red box. A red arrow points from the highlighted LBN ID to the text 'LBN ID of your account shows up.'.

Click on “Manage Alternate IDs”

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?

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](#)

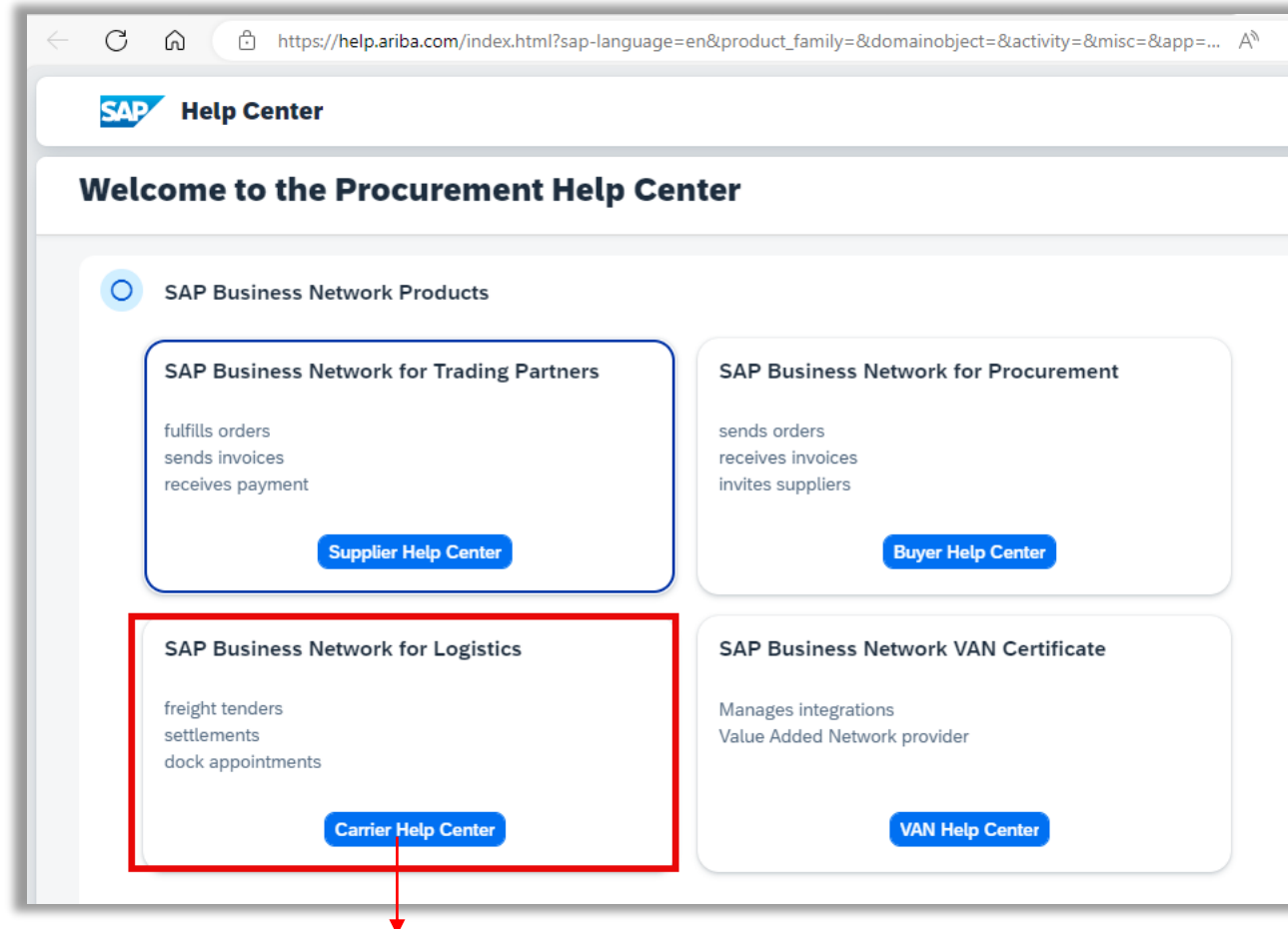


How to Log a Ticket?

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.

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

SAP BTP subaccount LBN Lig x +
https://lbnlivelwteu10.lbn.cfapps.eu10.hana.ondemand.com/sites#Shell-home

Sign In
SAP BTP subaccount LBN Lightweight Tenant - Live - EU10

Email or User Name
Email or User Name

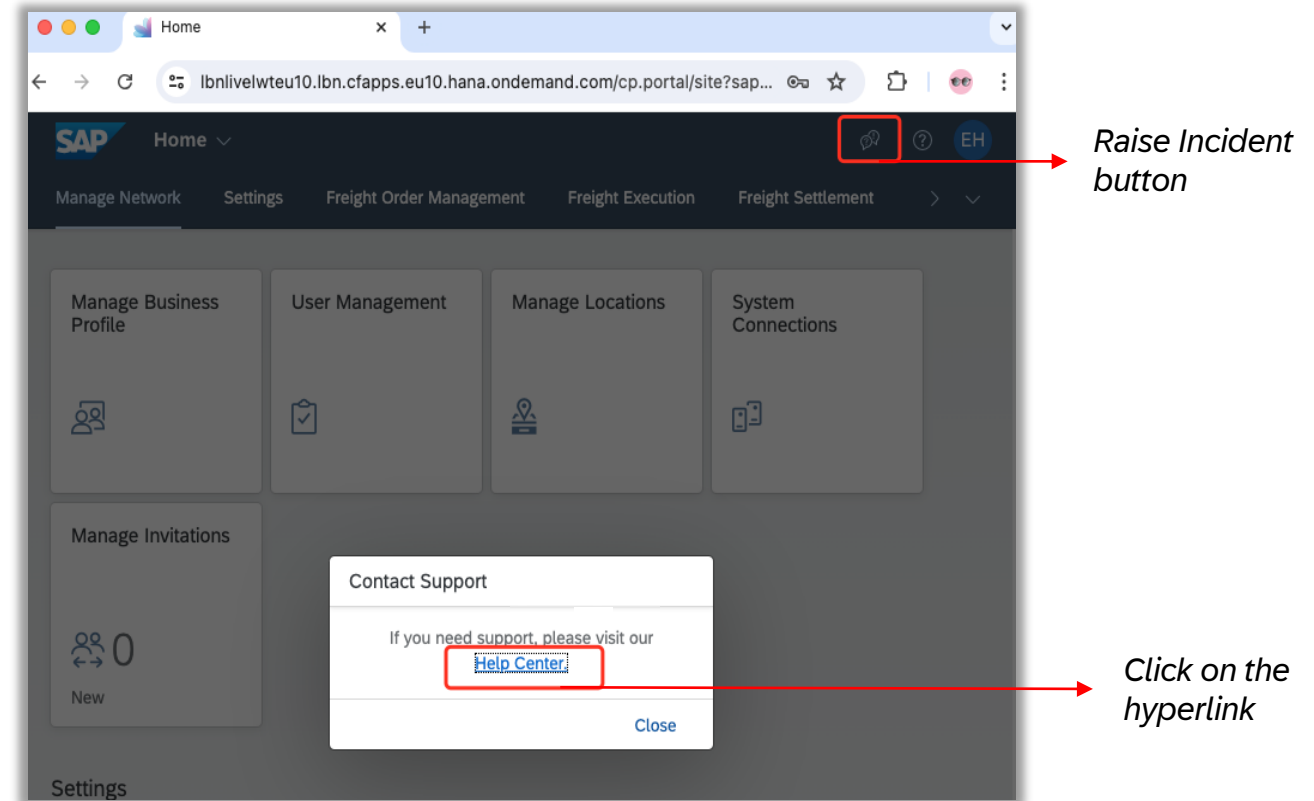
Password
Password

☐ Keep me signed in [Forgot password?](#)

[Continue](#)

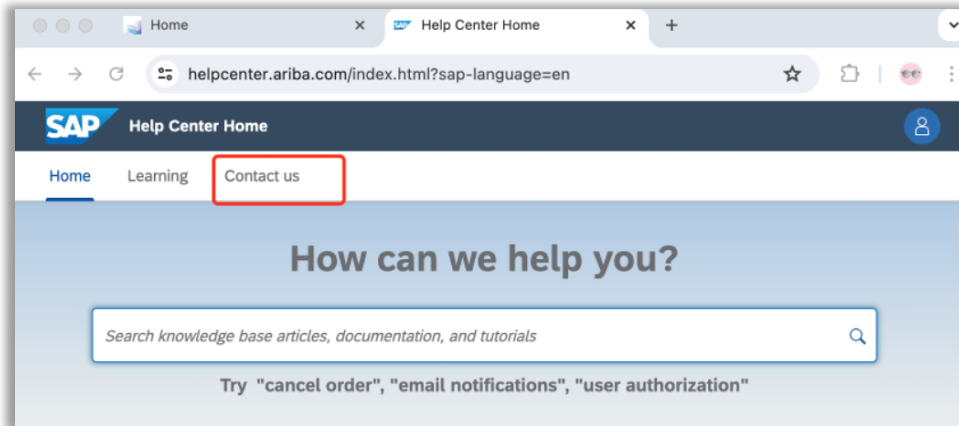
Generic logon URL:

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

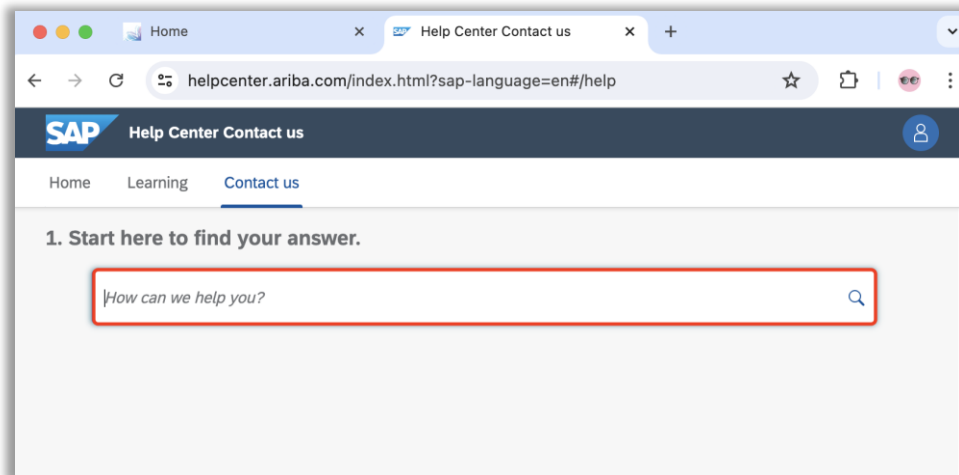


Do a Search on Existing Articles

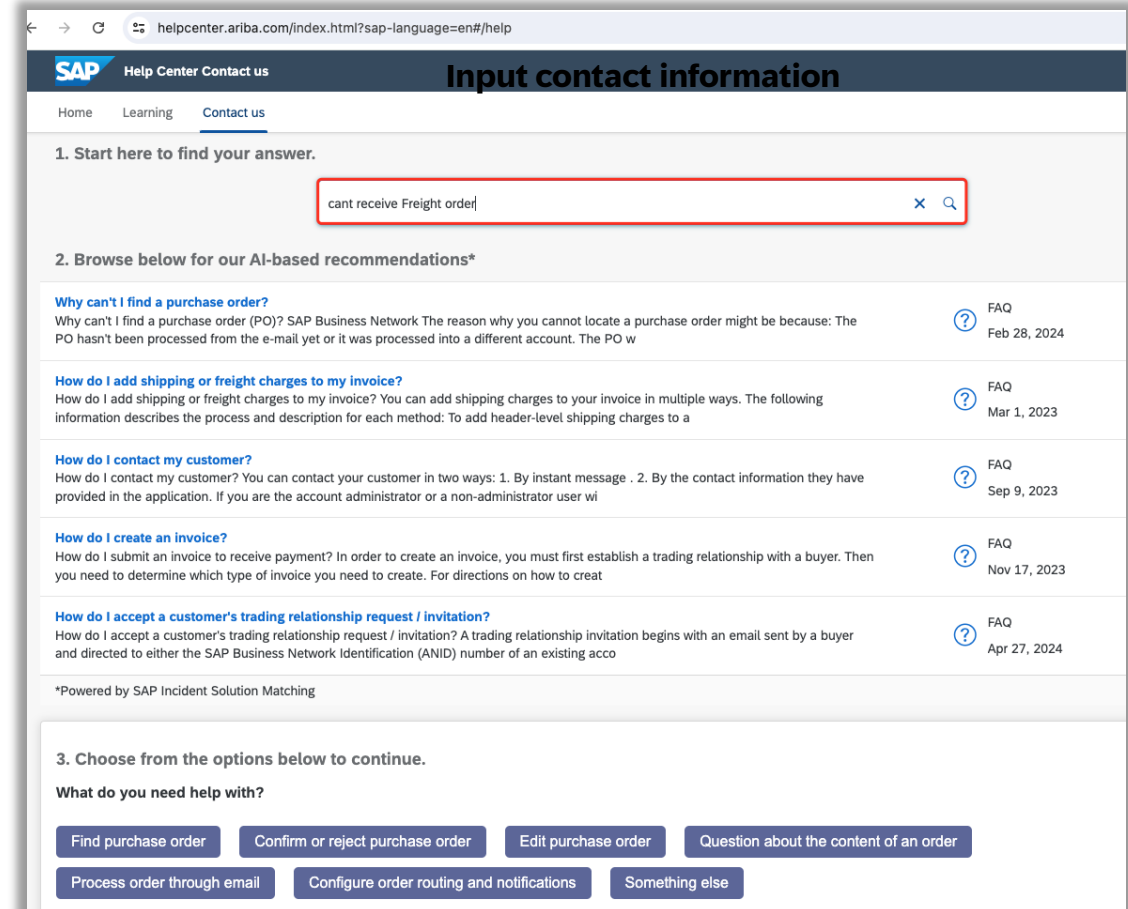
Click on “Contact us”



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.



Create a Case

The screenshot shows the SAP Help Center 'Contact us' page. The search bar contains the text 'cant receive Freight order'. Below the search bar, there are five FAQ recommendations. The first recommendation is 'Why can't I find a purchase order?' with a date of Feb 28, 2024. The second is 'How do I add shipping or freight charges to my invoice?' with a date of Mar 1, 2023. The third is 'How do I contact my customer?' with a date of Sep 9, 2023. The fourth is 'How do I create an invoice?' with a date of Nov 17, 2023. The fifth is 'How do I accept a customer's trading relationship request / invitation?' with a date of Apr 27, 2024. Below the recommendations, there is a section titled '3. Choose from the options below to continue.' with the question 'What do you need help with?'. There are six buttons: 'Find purchase order', 'Confirm or reject purchase order', 'Edit purchase order', 'Question about the content of an order', 'Process order through email', and 'Something else'. The 'Something else' button is highlighted with a red box. At the bottom right, there is a 'Create a Case' button, also highlighted with a red box. A red arrow points from the 'Something else' button to the 'Create a Case' button.

helpcenter.ariba.com/index.html?sap-language=en#/help

SAP Help Center Contact us

Home Learning Contact us

cant receive Freight order

2. Browse below for our AI-based recommendations*

Why can't I find a purchase order?
Why can't I find a purchase order (PO)? SAP Business Network The reason why you cannot locate a purchase order might be because: The PO hasn't been processed from the e-mail yet or it was processed into a different account. The PO w

FAQ Feb 28, 2024

How do I add shipping or freight charges to my invoice?
How do I add shipping or freight charges to my invoice? You can add shipping charges to your invoice in multiple ways. The following information describes the process and description for each method: To add header-level shipping charges to a

FAQ Mar 1, 2023

How do I contact my customer?
How do I contact my customer? You can contact your customer in two ways: 1. By instant message . 2. By the contact information they have provided in the application. If you are the account administrator or a non-administrator user wi

FAQ Sep 9, 2023

How do I create an invoice?
How do I submit an invoice to receive payment? In order to create an invoice, you must first establish a trading relationship with a buyer. Then you need to determine which type of invoice you need to create. For directions on how to creat

FAQ Nov 17, 2023

How do I accept a customer's trading relationship request / invitation?
How do I accept a customer's trading relationship request / invitation? A trading relationship invitation begins with an email sent by a buyer and directed to either the SAP Business Network Identification (ANID) number of an existing acco

FAQ Apr 27, 2024

*Powered by SAP Incident Solution Matching

3. Choose from the options below to continue.

What do you need help with?

Find purchase order Confirm or reject purchase order Edit purchase order Question about the content of an order

Process order through email Configure order routing and notifications **Something else**

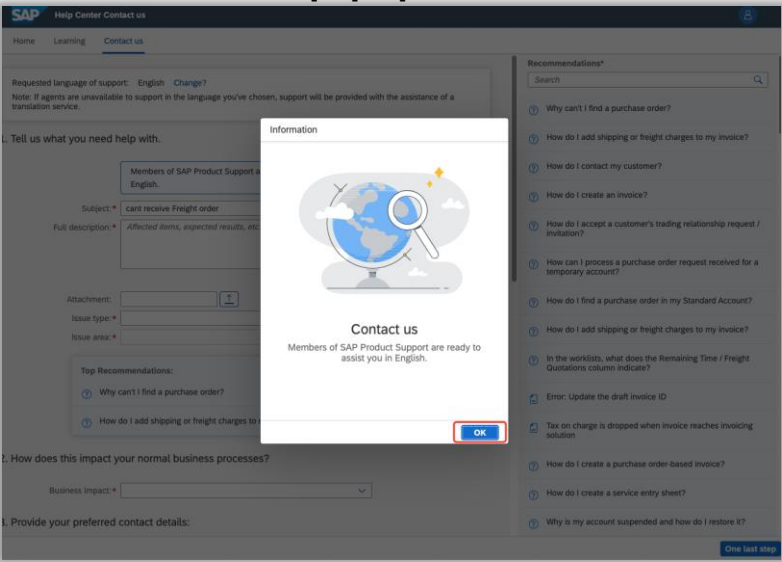
Can't find what you're looking for?

Create a Case

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

Fill in Information

Click on “OK” in the pop up window

A screenshot of the SAP Help Center 'Contact us' page with several red annotations. A red box highlights the 'Requested language of support' section at the top, which includes a 'Change?' link. A red arrow points from this box to a text annotation on the right. Another red box highlights the 'Subject' and 'Full description' fields, with a red arrow pointing to a text annotation. A third red box highlights the 'Issue type' and 'Issue area' drop-down menus, with a red arrow pointing to a text annotation. A fourth red box highlights the 'Business Impact' drop-down menu, with a red arrow pointing to a text annotation. A red starburst icon is placed next to the 'Attachment' field. The page includes a search bar, a list of recommendations on the right, and a 'One last step' button at the bottom right.

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.

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

Please choose appropriate one from the drop down menu.

Fill in Information

3. Provide your preferred contact details:

First name: *

Last name: *

Username:

Company: *

Email: *

Phone: *

Extension:

Confirm phone: *

Account ID: *

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [SAP Ariba Privacy Statement](#) and applicable law.

☐ I agree

?

How can I process a purchase order request received for a temporary account?

?

How can I search for a purchase order?

?

How do I establish a trading relationship with a buyer?

?

How do I contact my customer?

Error: "Your company has already connected with this buyer company using a different account and SAP Business Network ID (ANID)..."

?

How do I find a purchase order in my Standard Account?

?

How do I add shipping or freight charges to my invoice?

?

Why can't I find a Purchase Order which is more than one year old?

?

Why can't I find a confirmed freight order in the Ready for Booking table?

?

How do I change the email address on a private account?

Error: Failed to consolidate the account. Please make sure that the entitlement Allow Multiple Private IDs per Supplier is enabled for your

Input contact information

If you have created an account successfully but need further help, please provide BNO number in this field.

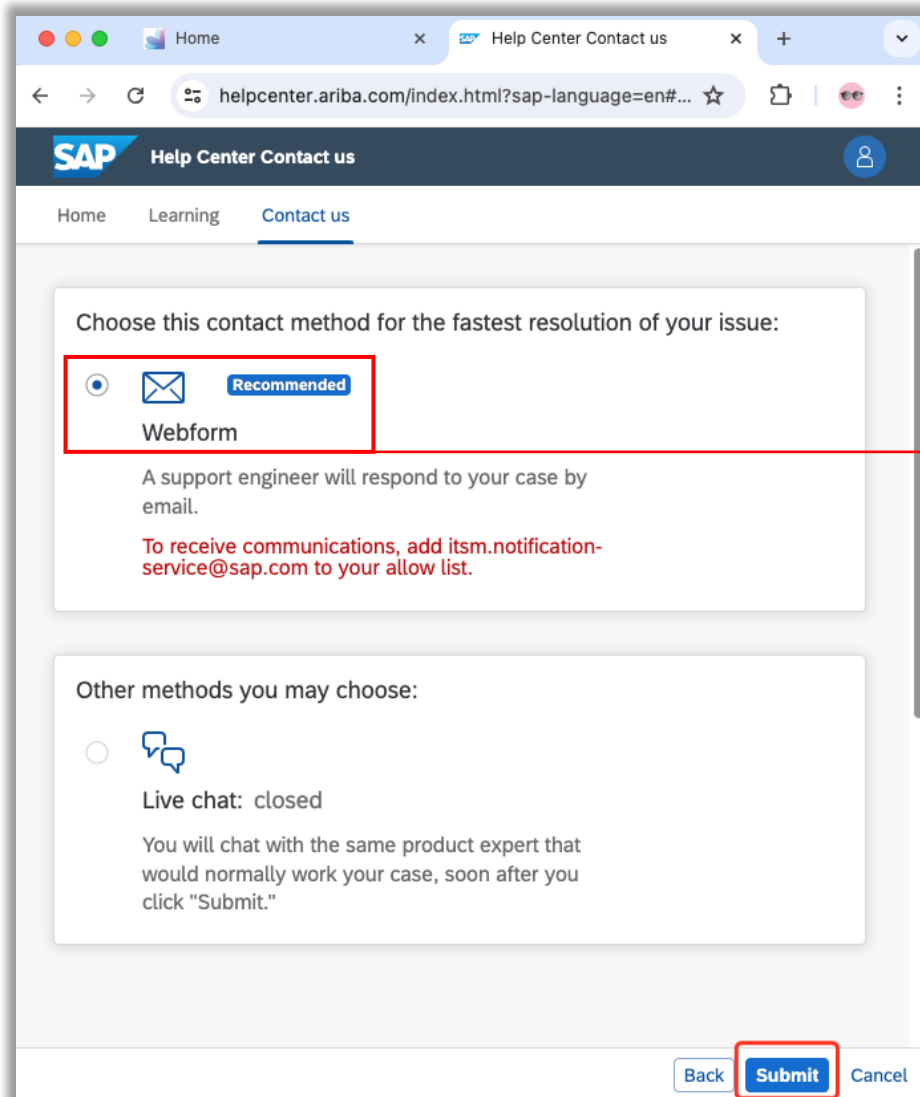
BNO number can be found in the Welcome Email you received after account is created. ([check here](#))

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"

Submit Ticket


Select Webform as the contact method, click on “Submit”



Choose this contact method for the fastest resolution of your issue:

☒  **Recommended**
Webform
A support engineer will respond to your case by email.
To receive communications, add itsm.notification-service@sap.com to your allow list.

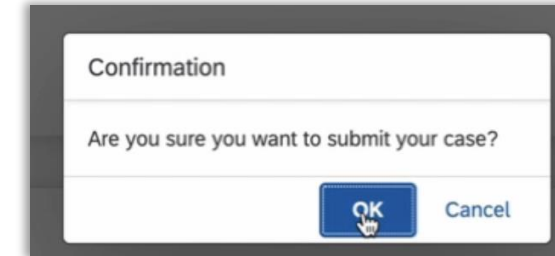
Other methods you may choose:

☐ 
Live chat: closed
You will chat with the same product expert that would normally work your case, soon after you click "Submit."

Back **Submit** Cancel

SAP support team will contact you over email.

Click on “OK” in the pop-up window

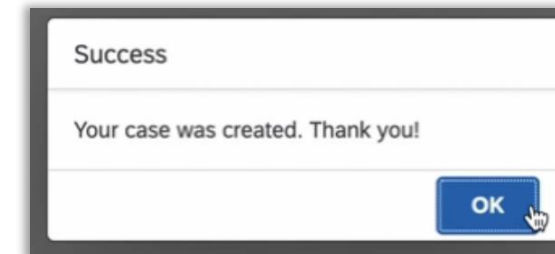


Confirmation

Are you sure you want to submit your case?

OK Cancel

Click on “OK” in the pop-up window



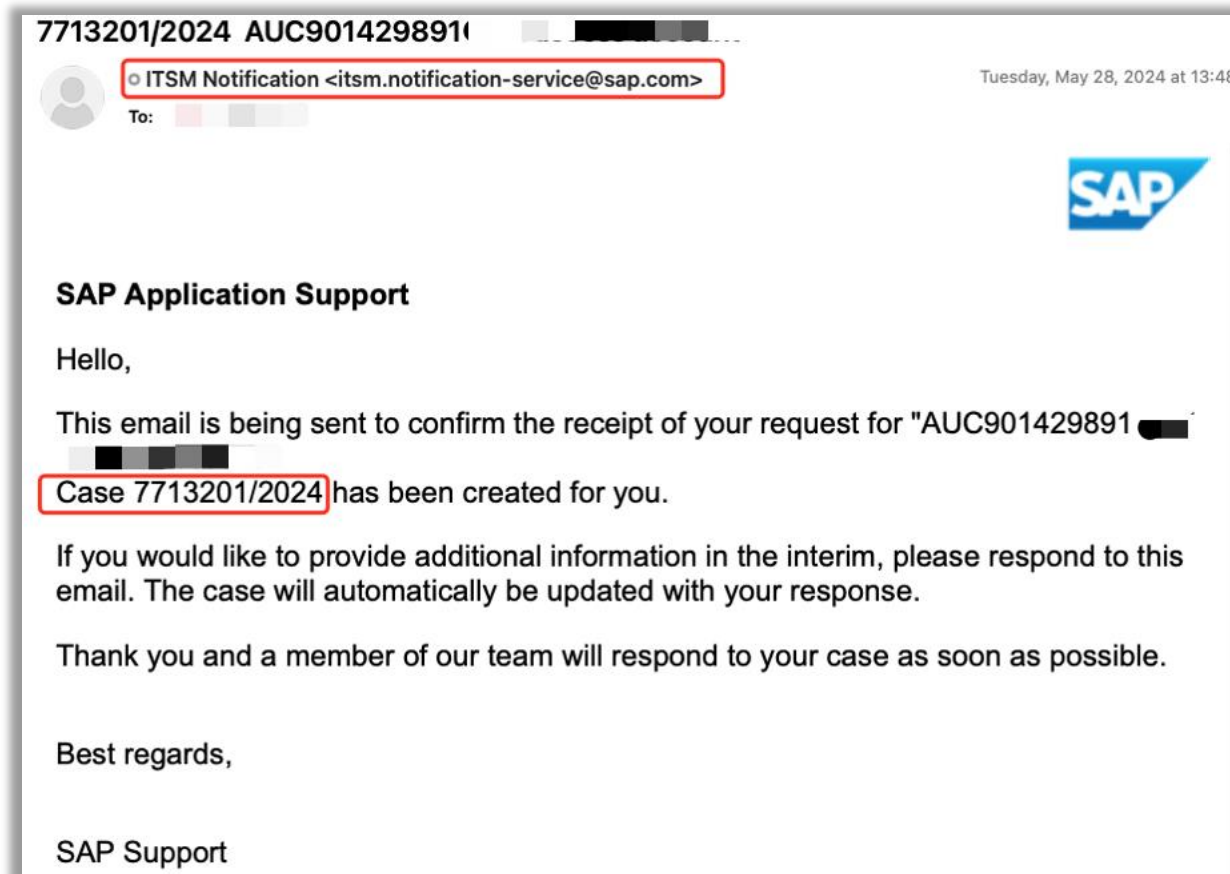
Success

Your case was created. Thank you!

OK

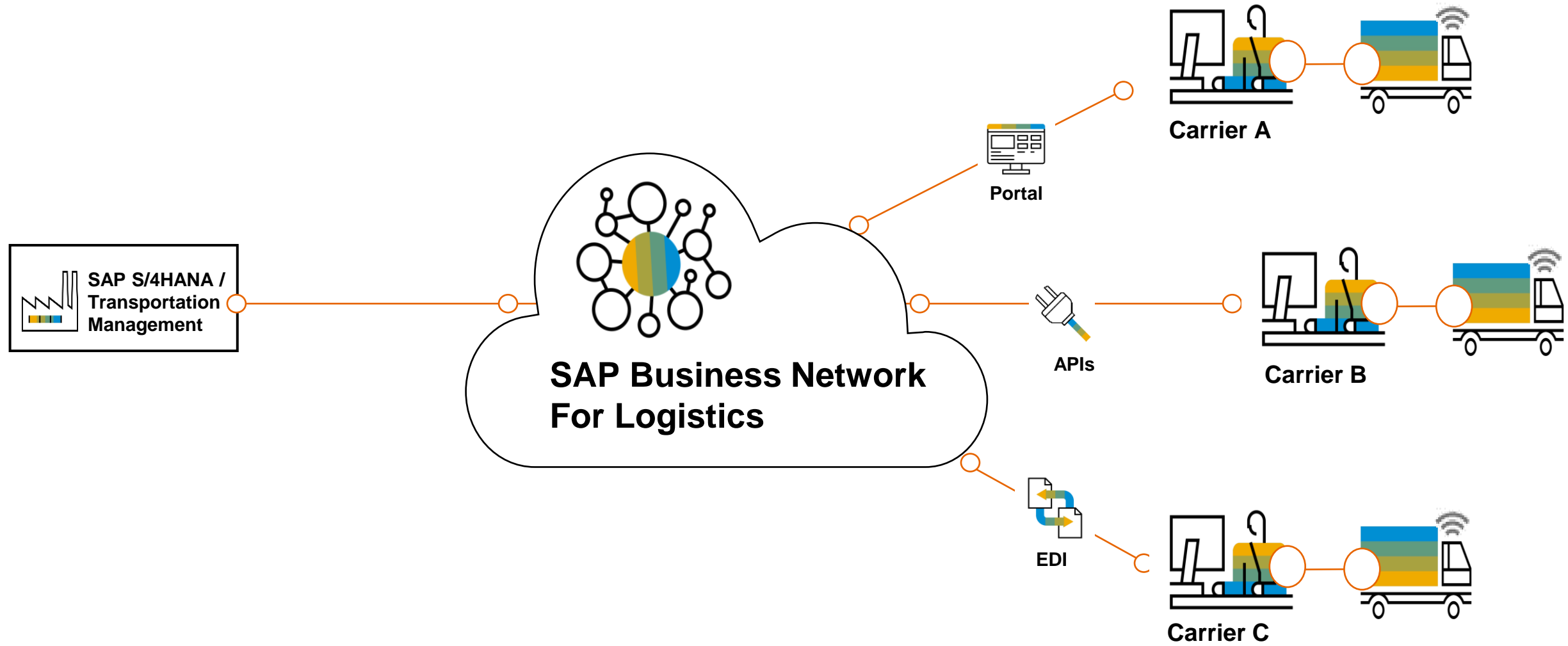
Receive Ticket Number

System will send out the ticket number to you over email. Below is the example email:



Any Information on Carrier Integration?

Carrier Collaboration Options

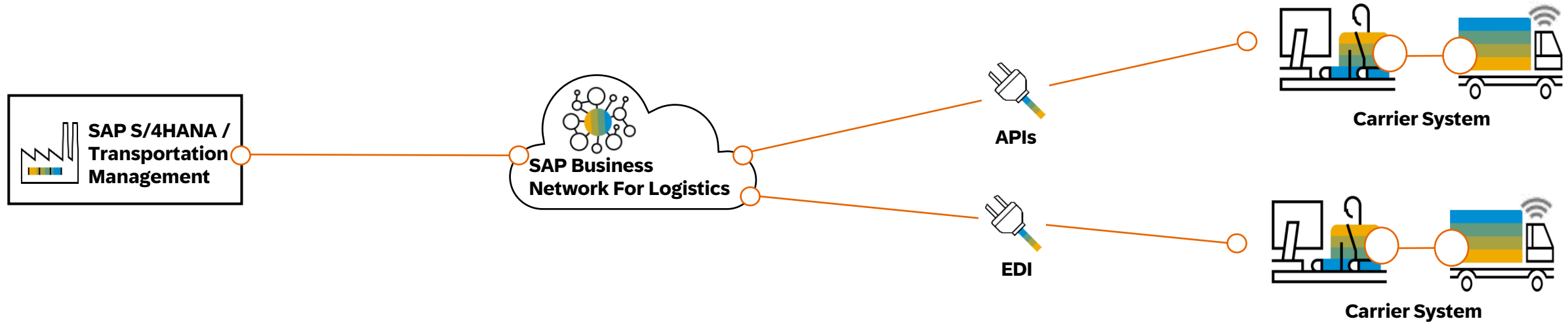


* Some functionality only available in the portal – Dock Appointment Scheduling, Freight Settlement Disputes

** EDI has no industry support for road quotes

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

API vs EDI



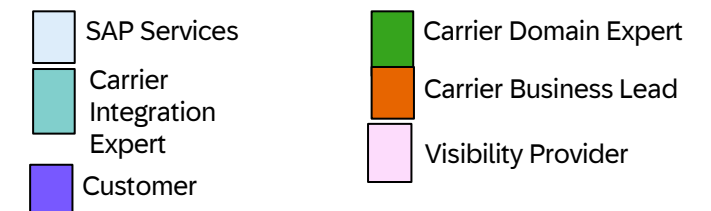
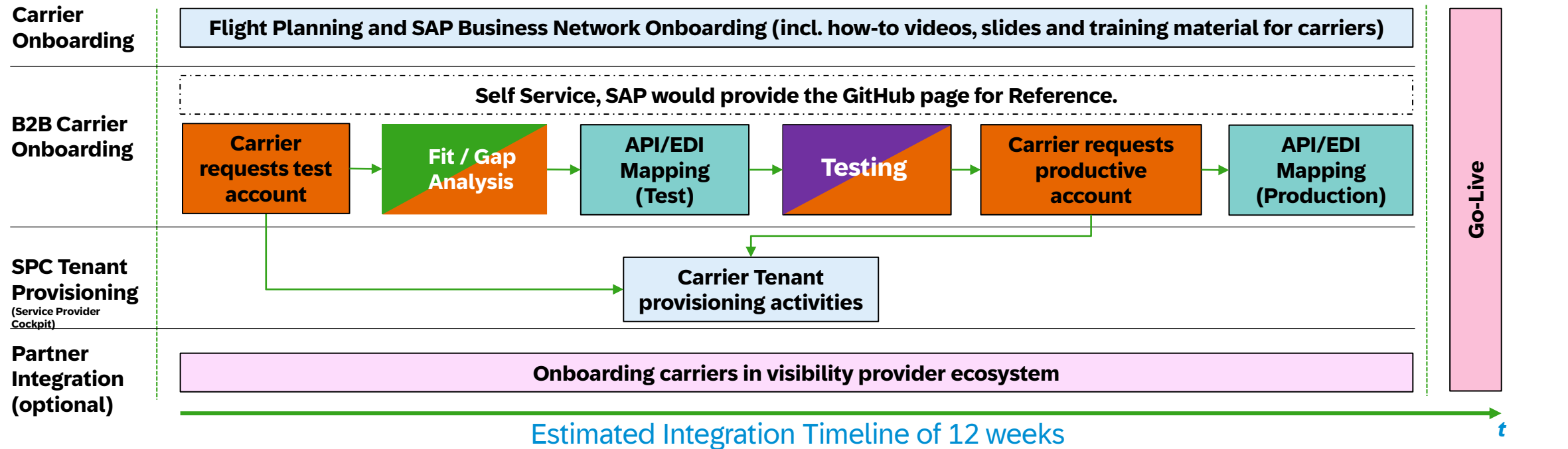
API

- More functionality
- Requires Development or Middleware
- Faster communication
- [API Docs](#)

EDI

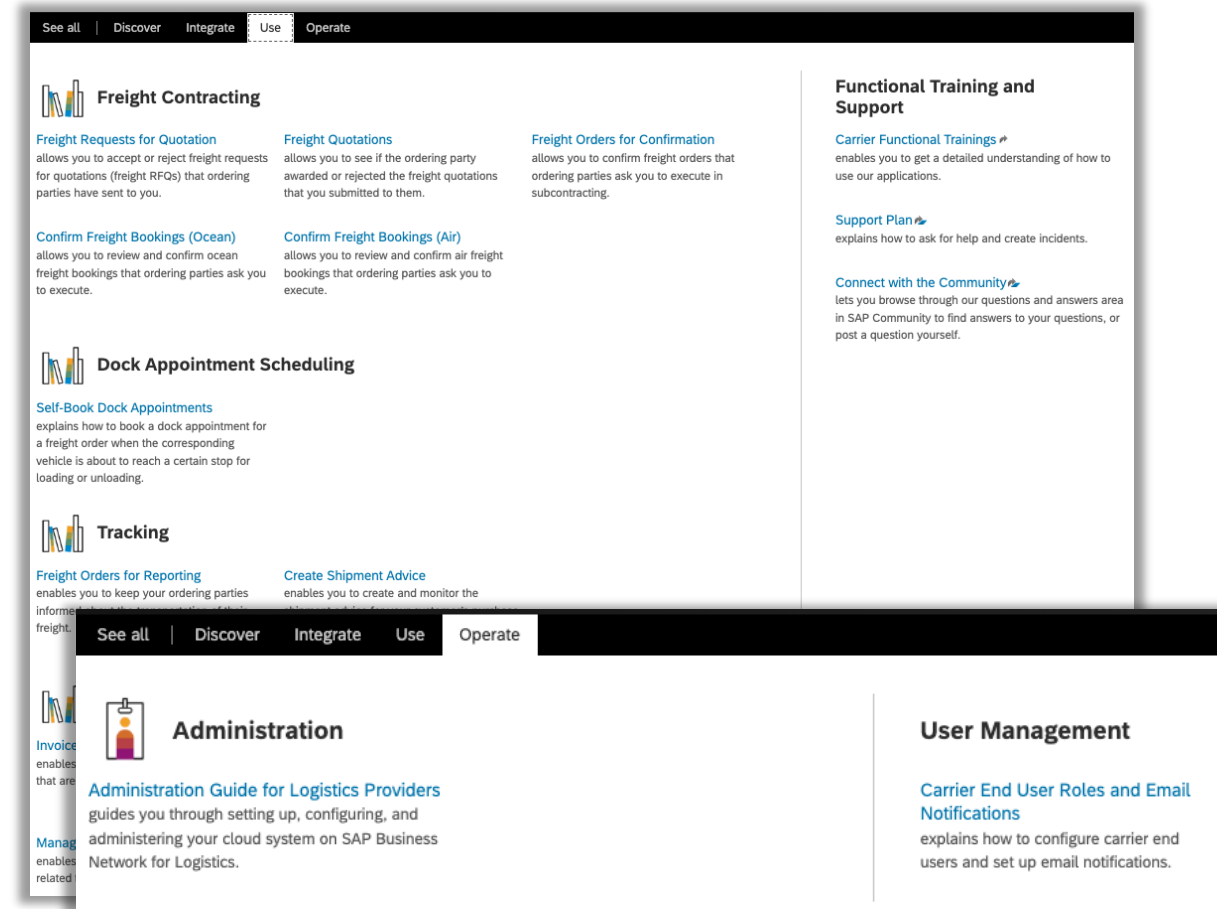
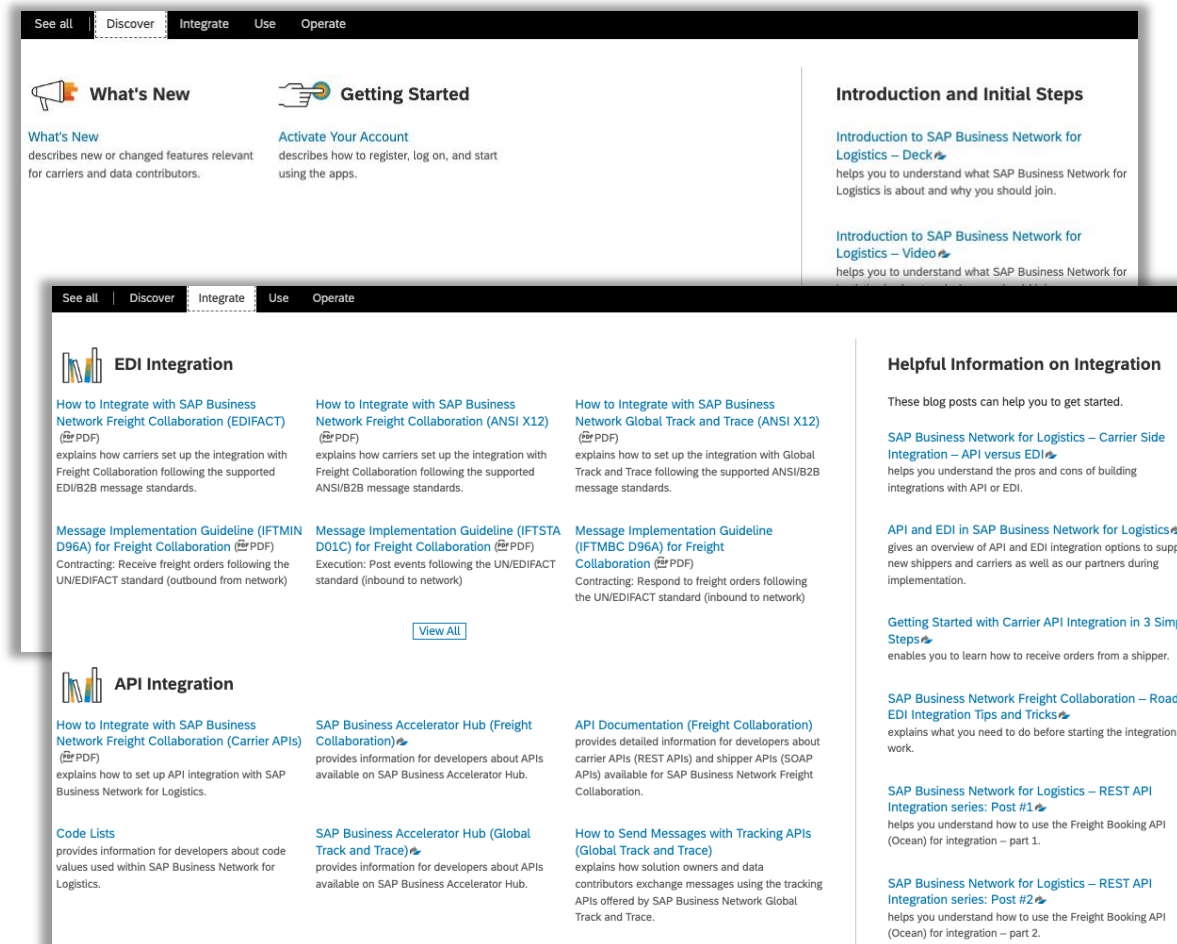
- Industry Standard
- Typically less effort to build integration
- Requires carriers have an SFTP server
- [EDI Docs](#)

Carrier Integration Journey with SAP (Standard Approach)



Carrier 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.***

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

