

New Supplier Guide

Connecting with Amtrak on the SAP Business Network: *Establishing a New Supplier Relationship*

V.10.01.24



Please Accept Amtrak's Invitation to Connect on SAP Business Network

Amtrak processes and manages all purchase orders and invoices through the SAP Business Network. To transact business with Amtrak, suppliers must join the SAP Business Network. Joining is the only way to receive and process purchase orders and submit invoices.

There is no cost to you to join the SAP Business Network or to transact business with Amtrak!

**As a valued supplier or service provider,
we are inviting you to join the SAP Business Network
and connect with Amtrak.**



Please join and connect with us!

How to Connect with Amtrak on the SAP Business Network

This guide walks you through the process of joining the SAP Business Network and connecting with Amtrak as an approved supplier.

There are two critical steps for completing this process:

- **Step 1: Join the SAP Business Network** – To join and set up your account, you'll complete SAP Business registration form and set up your primary user ID and password. (See pages 4-8)
*Note: If you already have an account with on SAP Business Network, skip this step and log into your existing account. **Do not set up a second account!***
- **Step 2: Complete Amtrak's Supplier Registration Questionnaire** – Immediately after registering for your new SAP Business Network account, or logging into your existing account, you will be prompted to complete Amtrak's detailed Supplier Registration Questionnaire. Required fields are marked with an asterisk (*) and you will need to attach a copy of your W-9 and Certificate of Insurance Liability.

This guide provides detailed instructions for both of these steps. Links to additional resources are located at the end of this guide.

Step 1: Join the SAP Business Network

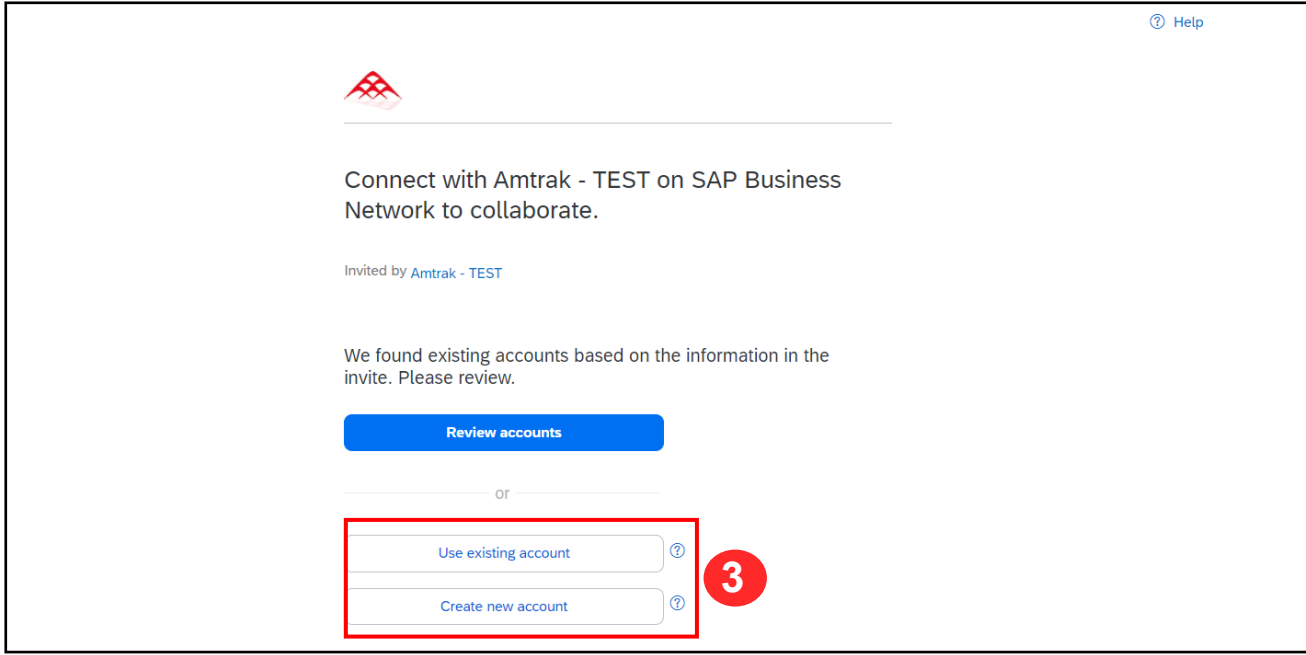
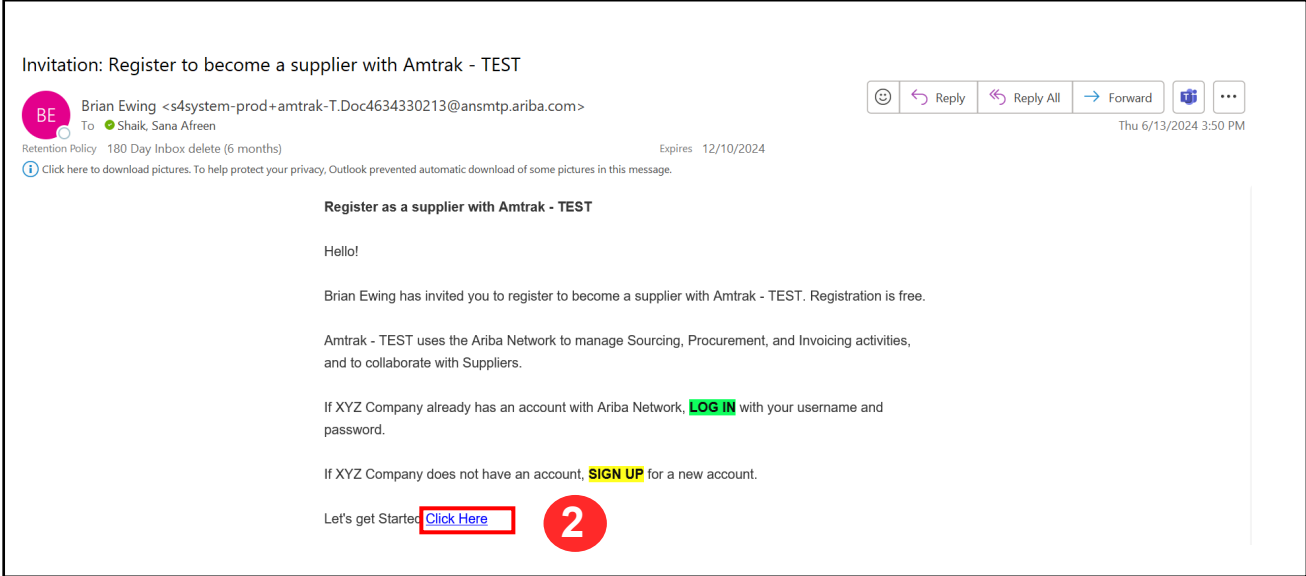
1. To start this process, open the email you received from @ansmtp.ariba.com inviting you to become a supplier with Amtrak.

2. Click on **Click Here**.

You are taken to the **Welcome** page.

3. If you are already a member of the SAP Business Network, click **Use existing account**, then skip to **Step 2: Complete Amtrak's Supplier Registration Questionnaire**.

If you are not a member, click on **Create new account** to join the SAP Business Network.



Step 1: Join the SAP Business Network

4. Complete the SAP Business Network Signup Page:

Note: Required fields are marked with an asterisk ().*

- A. Fill in the Company Information section.
- B. Fill in the Administrator Account Information.
- C. Agree to the Terms of Use and Privacy policy.
- D. Click **Create account**.

The screenshot shows the SAP Business Network signup page. At the top, it says "Create an account to connect and collaborate with Amtrak - TEST on SAP Business Network". The page is divided into two main sections: "Company information" and "Administrator account information".

Company information section (Annotation A): This section includes fields for "DUNS number", "Company (legal) name" (filled with "XYZ Company"), "Country/Region" (dropdown menu showing "United States [USA]"), "Address line 1" (filled with "1-3/567"), "Address line 2", "Address line 3", "City" (filled with "Wilmington"), "State" (dropdown menu showing "Delaware [US-DE]"), and "Zip" (filled with "19701").

Administrator account information section (Annotation B): This section includes fields for "First name" (filled with "Joe"), "Last name" (filled with "Sam"), "Email" (filled with "sana.afreen.shaik@amtrak.com"), a checkbox for "Use my email as my username" (checked), "Password", and "Repeat password".

Terms of Use and Privacy Policy (Annotation C): Below the account information, there are two checkboxes. The first is "I have read and agree with the Terms of Use." and the second is "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." Both checkboxes are currently unchecked.

reCAPTCHA and Create Account (Annotation D): At the bottom, there is a reCAPTCHA widget with the text "I'm not a robot" and a "Create account" button.

Important: This is where you will enter an ID (email address) and password **for the primary account administrator**. The primary account administrator will own the administrative rights for the account. Administrative responsibilities include processing the PO's and invoices with Amtrak, creating additional SAP Business user accounts, and assigning roles for your organization.

For the ID use an email address that will always be active, such as your corporate AR/Billing email address. Make a note of this important information. Do not lose it!

Step 1: Join the SAP Business Network (continued)

E. Select the correct address, then click **Confirm**.

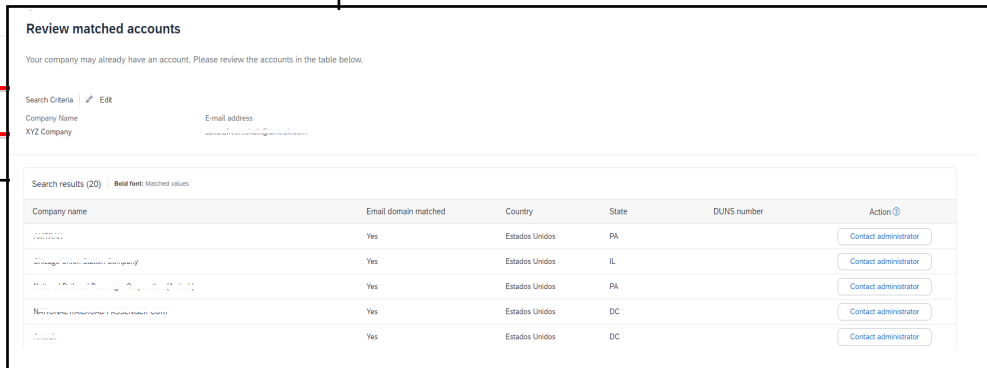
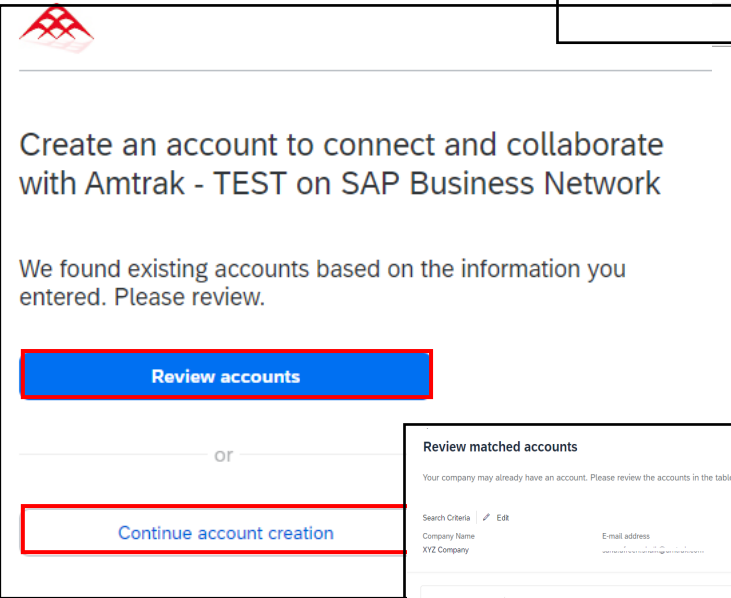
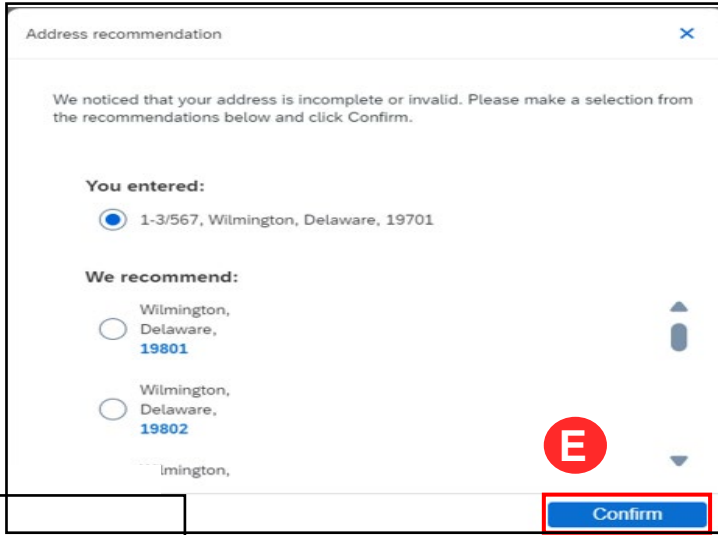
Next, the system checks for existing company accounts with similar domain information. **If no potential duplicate matches are found, your account is created and you are automatically redirected to the next step.**

IF the existing accounts pop-up appears, click **Review accounts**.

1. Review the list of possible matches. If a match is identified, click on the icon in the Actions column and follow the prompts.

-or-

2. If none of the potential matches are yours, scroll to the top of the page and click on **Continue Account Creation**.



Step 1: Join the SAP Business Network (continued)

Fill in the information.

Specify your company's Product and Service Categories .

1. In the **Product and Service Categories** field, type a one-word description that describes the products or services your company offers, such as 'electric', 'plumbing', 'training', 'mechanic', etc.
2. A list of related products and services displays. **Select all possible matches. Please DO NOT CLICK ALL POSSIBLE PRODUCT AND SERVICE CATEGORIES.**
3. Repeat using different key words until all desired product and service categories are entered.

Almost done! We just need a little bit more information.

Please provide the information below and you will be discovered by more customers looking for companies like yours.

Product and Service Categories

Type a key word here. 1

Electronic directories x Electrical accessories or supp... x

electric

Electric passenger locomotives
Electric freight locomotives
Electric actuators
Electric utilities
Electrical Wire, Cable & Harness 2
Electrical Equipment, Components & Supplies
Pneumatic, Hydraulic & Electric Control Systems
Locomotives and electric trolleys
Electrical lugs plugs and
Electrical engineering ser

Select the best option from the list.

Product and Service Categories *

Enter the products and services your company provides. Postings made by buyers will be

Selected products or services are added.

Electrical engineering services x Safety training services x 3

Step 1: Join the SAP Business Network (continued)

Next, specify your service area(s) or the locations you ship to:

4. Click **Select Ship-to or Service Locations**.
 5. Click on **North America**, then **United States**.
 6. If your Ship-to or Service area includes all the U.S., click on the **+** to the right of United States.
- or-
- Specify individual states by clicking on the **+** to the right each desired state.
7. Click **OK**.
 8. Click on **Submit**.

The screenshot shows the 'Ship-to or Service Locations' selection process. At the top, there is a search bar 'Enter Ship-to or Service Location' with an 'Add' button and an 'or Browse' link. Below this is the 'Ship-to or Service Location Selection' section, which includes a radio button for 'Global' and a selected radio button for 'Select Ship-to or Service Locations' (callout 4). A note states: 'Select the territories that your company serves. If your company offers global coverage, choose Global.' Below this, a list of regions is shown, with 'North America' and 'United States' highlighted (callout 5). A red arrow points from 'United States' to a '+' icon in the state selection list (callout 6). A note says: 'To add all areas within the U.S., click on the + to the right of United States.' The state selection list shows 'United States' with a '+' icon and a checkmark (callout 6). A red arrow points from this '+' icon to the 'OK' button (callout 7). A note says: 'To add individual states, click on the + located to the right of each desired state.' Below the state selection list, the 'My Selections (1)' section shows 'United States'. A red arrow points from this selection to the 'Submit' button (callout 8). A note says: 'Submit'.

Ship-to or Service Locations

Enter Ship-to or Service Location or [Browse](#)

Ship-to or Service Location Selection

Select the territories that your company serves. If your company offers global coverage, choose Global.

Global

Select Ship-to or Service Locations **4**

Click a country to add and click the + icon. States or provinces are displayed after you click a country. Click OK to save your changes.

5 North America > United States > **6**

Central America > Bermuda +
South America > Canada > +
The Caribbean > Greenland +
Northern Europe > Mexico > +
Western Europe > Saint Pierre and Miquelon +
Eastern Europe > All of the above +
Central Europe >

Alaska +
American Samoa +
Arizona +
Arkansas +
California +
Colorado +
Connecticut +
Delaware +
District of Columbia +
Florida +
Georgia +
Guam +
Hawaii +
Idaho +
Illinois +
Indiana +
Iowa +
Kansas +
Kentucky +
Louisiana +
Maine +
Maryland +
Massachusetts +
Michigan +
Minnesota +
Mississippi +
Missouri +
Montana +
Nebraska +
Nevada +
New Hampshire +
New Jersey +
New Mexico +
New York +
North Carolina +
North Dakota +
Ohio +
Oklahoma +
Oregon +
Pennsylvania +
Rhode Island +
South Carolina +
South Dakota +
Tennessee +
Texas +
Utah +
Vermont +
Virginia +
Washington +
West Virginia +
Wisconsin +
Wyoming +

My Selections (1)

United States

6 **7**

My Selections (4)

District of Columbia (United States) Remove
Delaware (United States) Remove
Maryland (United States) Remove
Pennsylvania (United States) Remove

8

To add all areas within the U.S., click on the + to the right of United States.

To add individual states, click on the + located to the right of each desired state.

Step 2: Complete Amtrak's Supplier Registration Questionnaire

Once the SAP Business Network registration is completed and your new account is created, you are automatically taken to **Amtrak's Supplier Registration Questionnaire** form.

The information you provided in Step 1, was sent to the SAP Business Network to set up your account.

Please note, the information you are going to provide in Step 2 is sent to Amtrak. You will be asked to provide much of the same information, plus some additional information about your company, your products and services, contact details, accounts payable, and diversity information.

Here is a partial list of some of the detailed information you will be asked to provide. Please have this information handy:

- ✓ A copy of your W-9 dated within the last 2 years (to upload) – *Important: If W-9 is dated more than 2 years ago, a new updated and signed W-9 is required*
- ✓ A copy of your Certificate of Insurance (to upload)
- ✓ Your federal tax ID number or SSN (from the W-9)
- ✓ Your bank's name, routing number, and account number (for payment purposes)
- ✓ Diversity business certifications such as, SB, MBE, WBE, VOB, SDVOB (you will need to upload a copy of any certificates to the registration)

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Click on **Supplier Registration Questionnaire**.

Complete Section 1: Supplier Information

Enter your company information. Please avoid using special characters.

Note: Fields marked with an asterisk * are required and must be completed.

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier Registration Questionnaire	Doc4634330213	6/13/2025 3:47 PM	Invited

Ariba Sourcing

< Go back to Amtrak Dashboard

Console Doc2369002161 - Supplier Registration Questionnaire

Desktop File Sync
Time remaining
29 days 17:21:00

Event Messages
Event Details
Response History
Response Team

▼ Event Contents

- All Content
- 1 Supplier Information
- 2 Procurement Information
- 3 Quality Assurance
- 4 Accounts Payable Info
- 5 Supplier Diversity

All Content

▼ 1 Supplier Information

1.1 Company Name (as recorded with the IRS) * Best SLP Test

1.2 Company Name (continuation)

1.3 Vendor Short Name 1 * Best SLP Test

1.5 DUNS

Show More

1.6 Vendor Order Address

Street: 1 Limestone Rd ⓘ

Street 2: ⓘ

Postal Code: 19810 ⓘ City: Wilmington ⓘ

Country: United States (US) ⓘ Region: Delaware (DE) ⓘ

1.7 Vendor Phone Number * 3022992929

(*) indicates a required field

Submit Entire Response | Update Totals | Save draft | Compose Message | Excel Import

Scroll down to view and complete all sections.

Be sure to complete all fields in this section.

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 1: Supplier Information (continued)

Provide required * company and financial information.

Name ↑	
1.8 Input link of Company Website	<input type="text"/>
1.9 Number of Locations	* <input type="text" value="2"/>
1.10 Number of years in business?	* <input type="text" value="10"/>
1.11 Number of Employees	* <input type="text" value="3"/>
1.12 Number of Unionized Employees	* <input type="text" value="0"/>
▼ 1.13 Financial Information	
1.13.1 Average Annual Sales	* <input type="text" value="1"/> USD
1.13.2 Do you have insurance coverage for product liability?	* <input type="text" value="Yes"/>
1.13.3 Do you have outstanding bid bonds, financial guarantees, letters of credit, or performance bonds?	* <input type="text" value="No"/>
1.14 Have you filed for bankruptcy in the last 7 years?	* <input type="text" value="No"/>
1.15 Are you currently excluded from government contracting?	* <input type="text" value="No"/>

Cannot enter '0' (zero) or leave blank.

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 2: Procurement Information

Provide contact information for receiving purchase orders.

Please verify all email addresses are valid and are entered correctly!

▼ 2 Procurement Information	
2.1 Order Email Address	* <input type="text" value="slptest2@yahoo.com"/>
2.2 Commodity Code(s) to be considered for bid (Please do not select "All" or your request will be denied)	*(select a value) [select]
2.3 Procurement Contact Name	* <input type="text" value="Best Test"/>
2.4 Procurement Contact Phone	* <input type="text" value="3022992929"/>
2.5 Procurement Contact Email	* <input type="text" value="slptest2@yahoo.com"/>
2.6 Have you ever supplied Amtrak?	* <input type="text" value="No"/> ▼
2.9 Has an Amtrak purchasing representative indicated interest in purchasing products from you?	<input type="text" value="Unspecified"/> ▼

Provide an email for sending purchase orders to.

You must select 1 or more commodity codes.

Ensure all email addresses are valid and entered correctly!

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 2: Procurement Information

For the Commodity Code field, click **[select]**, then select the products or services your company provides.

2 Procurement Information	
2.1 Order Email Address	* <input type="text" value="slptest2@yahoo.com"/>
2.2 Commodity Code(s) to be considered for bid (Please do not select "All" or your request will be denied)	* (select a value) [select]
2.3 Procurement Contact Name	* <input type="text" value="Best Test"/>
2.4 Procurement Contact Phone	* <input type="text" value="3022992929"/>
2.5 Procurement Contact Email	* <input type="text" value="slptest2@yahoo.com"/>
2.6 Have you ever supplied Amtrak?	* <input type="text" value="No"/>
2.9 Has an Amtrak purchasing representative indicated interest in purchasing products from you?	<input type="text" value="Unspecified"/>

Provide an email for sending purchase orders to.

You must select 1 or more commodity codes.

Choose Values for Commodity

Add to Currently Selected

Name

Name	ID
<input type="checkbox"/> All Commodities	All
<input type="checkbox"/> <input checked="" type="checkbox"/> Building and Facility Construction Services	72
<input type="checkbox"/> Bussing and Shuttle and Ground Transportation	9012
<input type="checkbox"/> Chemicals Including Bio Chemicals and Gas Materials	12
<input type="checkbox"/> <input checked="" type="checkbox"/> Cleaning Equipment and Supplies	47
<input type="checkbox"/> Defense and Law Enforcement and Security and Safety Equipment and Supplies	46
<input type="checkbox"/> <input checked="" type="checkbox"/> Distribution and Heating Systems and Equipment and Components	40
<input type="checkbox"/> DO NOT USE	21
<input type="checkbox"/> DO NOT USE	54
<input type="checkbox"/> DO NOT USE	52
<input type="checkbox"/> <input checked="" type="checkbox"/> Editorial and Design and Graphic and Fine Art Services	82
<input checked="" type="checkbox"/> Education and Training Services	86
<input type="checkbox"/> <input checked="" type="checkbox"/> Electrical Systems and Lighting and Components and Accessories and Supplies	39
<input type="checkbox"/> Electronic Components and Control Indicating and Signaling Devices	32
<input type="checkbox"/> Environmental Services	77
<input type="checkbox"/> Facilities Management	811418

Currently Selected

Name	ID
<input checked="" type="checkbox"/> Name	
<input checked="" type="checkbox"/> Education and Training Services	86

Scroll through and select desired commodities. Click on a blue triangle to expand the section and see subcategories.

Or enter a key word, such as 'electric' to search for a code.

Or contact your Amtrak Buyer for guidance.

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 3: Quality Assurance

Please indicate if you have any quality assurance certifications, such as ISO 9000.

All other information is optional.

▼ 3 Quality Assurance	
▼ 3.1 Management System	
3.1.1 Are you certified according to a recognized quality standard (e.g. ISO 9000)? If yes, please click 'Details' to attach certification.	* Yes ▾ Details
▼ 3.1.2 Quality Audits	
3.1.2.1 Are internal quality audits performed?	Yes ▾
3.1.2.2 Please indicate the frequency of internal audits conducted.	Per project
3.1.2.3 Are vendors periodically audited?	No ▾
▼ 3.1.3 Human Resource Focus	
3.1.3.1 During the last three years, what was the average time (in days) spent per employee in formal training?	16 hours
3.1.3.2 Please list the types of training.	

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 4: Accounts Payable Info

Please attach a copy of your W-9 and complete all requested accounts payable information.

This information is needed to ensure prompt payment.

Important! Please verify all information is entered correctly. Invalid information will cause the registration to be rejected.

▼ 4 Accounts Payable Info							
4.1 Please attach W9 form	*Attach a file Please attach a copy of your W-9 here.						
4.2 Tax ID	* Country/Region: <input type="text" value="United States (US)"/> ⓘ <table border="1"><thead><tr><th>Tax Name</th><th>Tax Type</th><th>Tax Number</th></tr></thead><tbody><tr><td>Federal Tax ID / Social Security Number</td><td>Organization</td><td><input type="text" value="89-8888888"/> Enter your Tax ID or SSN Number.</td></tr></tbody></table> *Show More Street: <input type="text"/> ⓘ Street 2: <input type="text"/> ⓘ Complete all fields Postal Code: <input type="text"/> ⓘ City: <input type="text"/> ⓘ Country/Region: <input type="text" value="(no value)"/> ⓘ State/Province/Region: <input type="text" value="(no value)"/> ⓘ	Tax Name	Tax Type	Tax Number	Federal Tax ID / Social Security Number	Organization	<input type="text" value="89-8888888"/> Enter your Tax ID or SSN Number.
Tax Name	Tax Type	Tax Number					
Federal Tax ID / Social Security Number	Organization	<input type="text" value="89-8888888"/> Enter your Tax ID or SSN Number.					
4.4 Remittance Address							
4.5 Remittance Email	* <input type="text"/>						

▼ 4.6 Finance Contact Details	
4.6.1 Finance Contact Name	* <input type="text"/>
4.6.2 Finance Contact Title	* <input type="text"/>
4.6.3 Finance Contact Email	* <input type="text"/>
4.7 Which credit cards do you accept?	* <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> AMEX <input type="checkbox"/> Discover <input type="checkbox"/> None

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 5: Bank Account information

Provide Bank Account information.

5 Bank Account Information

5.1 Supplier's Bank Region * US Bank (Amtrak Preferred) v

5.2 Payment method for US Bank (Amtrak Preferred) * Bank Transfer - ACH v

5.4 Bank Account [Add Bank Account \(0\)](#) **a**

Clicking Save will only **save** your Repeatable Section answers. To **submit** your response, you will need to click Save and then click **Submit Entire Response** on the main screen.

All Content > 5.4 Bank Account

Bank Account (0)

Name ↑

No items

[Add Bank Account Data](#) **b**

Name ↑ (*) indicates a required field

Bank Account Data #1 Delete

Bank Type: No Choice v

Country/Region: (no value) v

Bank Name:

Bank Branch:

Street:

City:

State/Province/Region:

Postal Code:

Account Holder Name:

Bank Key/ABA Routing Number:

Account Number:

IBAN Number:

SWIFT Code:

Bank Control Key: No Choice v

c

[Add an additional Bank Account Data](#)

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 7: Supplier Diversity

Important! Please indicate any Supplier Diversity certifications your company holds.

You are required to attach a copy of each certificate where you have responded 'Yes'.

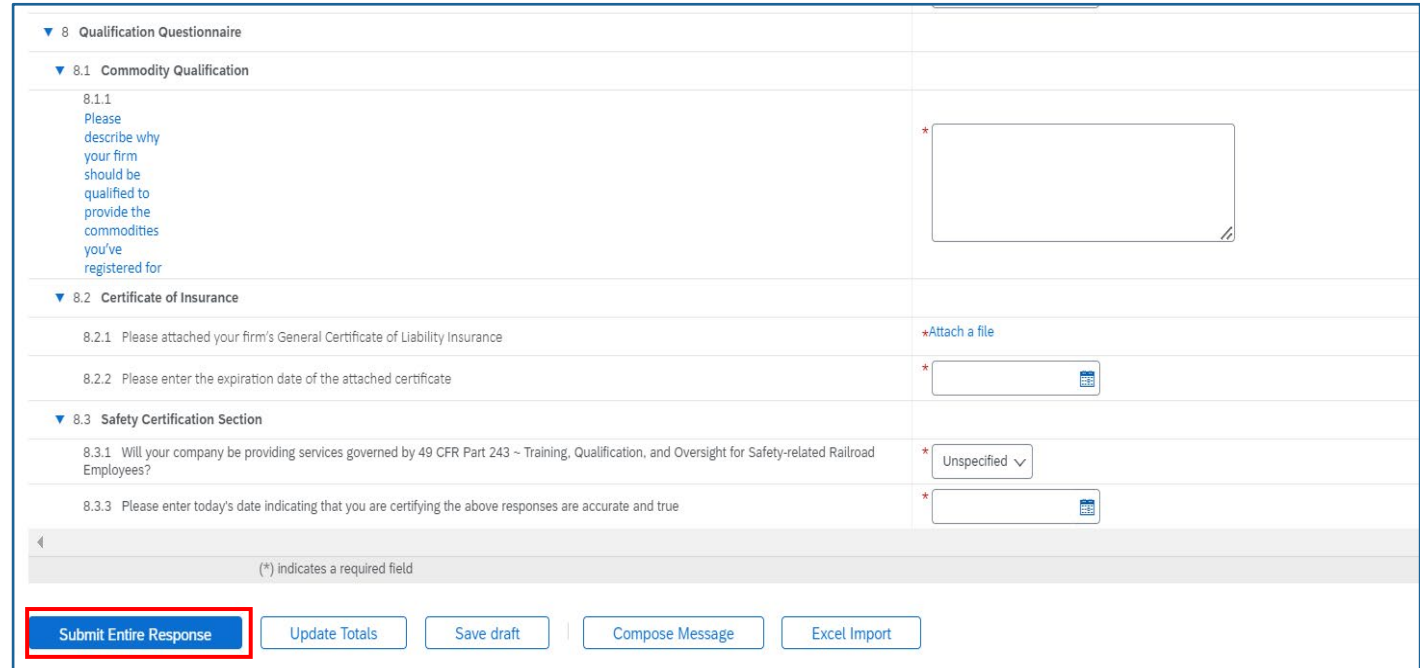
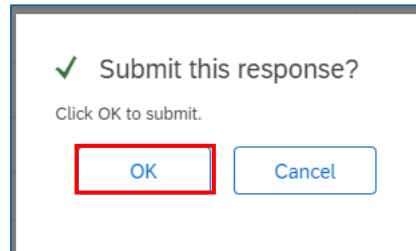
▼ 7 Supplier Diversity	
▼ 7.1 Please select the classification code(s) that apply and upload the corresponding certification	
7.1.1 Disadvantaged Business Enterprise (DBE)	* <input type="text" value="None"/>
7.1.12 Small Business (SB)	* <input type="text" value="None"/>
7.1.28 Minority Business Enterprise (MBE)	* <input type="text" value="None"/>
7.1.38 Women Business Enterprise (WBE)	* <input type="text" value="None"/>
7.1.48 Veteran Owned Business (VOB)	* <input type="text" value="None"/>
7.1.50 Service-Disabled Veteran Owned Business (SDVOB)	* <input type="text" value="None"/>

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 8: Qualification Questionnaire

Please complete the Qualification Questionnaire, then click **Submit Entire Response**.

Click **OK** to confirm.



A screenshot of the "Qualification Questionnaire" form. The form is divided into sections: "8.1 Commodity Qualification", "8.2 Certificate of Insurance", and "8.3 Safety Certification Section".

- 8.1 Commodity Qualification**
 - 8.1.1: "Please describe why your firm should be qualified to provide the commodities you've registered for." (Text area)
- 8.2 Certificate of Insurance**
 - 8.2.1: "Please attached your firm's General Certificate of Liability Insurance" (Attach a file button)
 - 8.2.2: "Please enter the expiration date of the attached certificate" (Date picker)
- 8.3 Safety Certification Section**
 - 8.3.1: "Will your company be providing services governed by 49 CFR Part 243 ~ Training, Qualification, and Oversight for Safety-related Railroad Employees?" (Dropdown menu, currently "Unspecified")
 - 8.3.3: "Please enter today's date indicating that you are certifying the above responses are accurate and true" (Date picker)

At the bottom of the form, there are four buttons: "Submit Entire Response" (highlighted with a red border), "Update Totals", "Save draft", "Compose Message", and "Excel Import". A note at the bottom indicates "(*) indicates a required field".

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

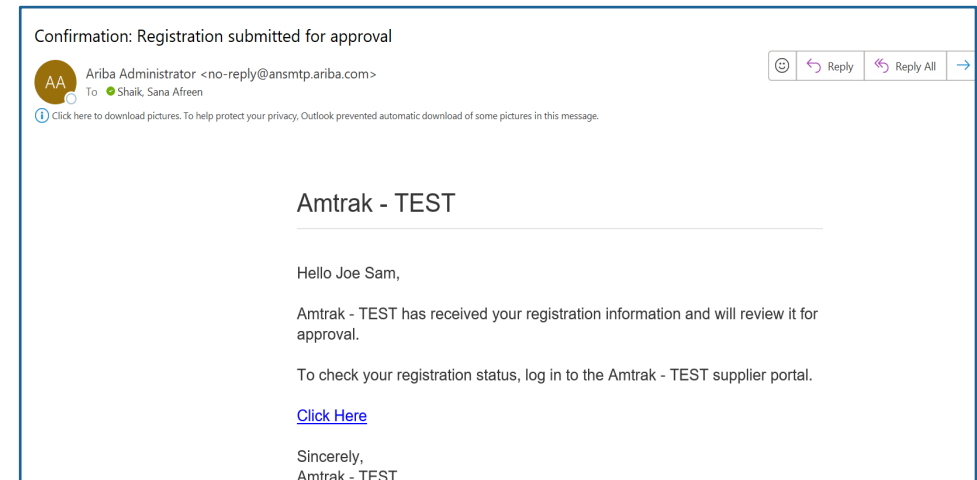
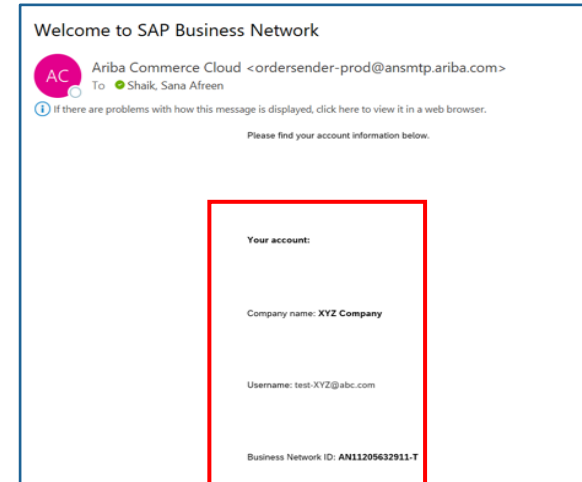
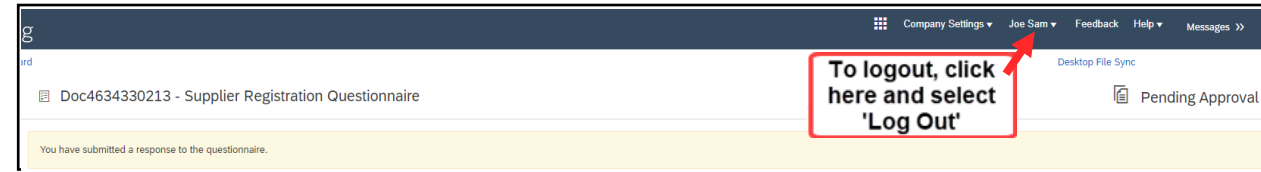
A green banner displays at the top, confirming **Amtrak's Supplier Registration Questionnaire** was successfully submitted.

After the banner turns yellow, you may log out of the SAP Business Network.

Next, the account administrator will receive two email messages from the SAP Business Network.

- The first is a 'Welcome to SAP Business Network' message that contains administrator's username and Business Network ID.
- The second confirms that Amtrak has received your registration information.

Note: The registration review and approval process typically takes 2-3 business days.



Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

If there is any missing or incorrect information submitted on the Supplier Registration Questionnaire, Amtrak may send you an email notification requesting additional information.

To complete the request, in the email click on **Click Here**.

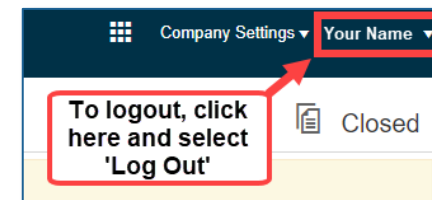
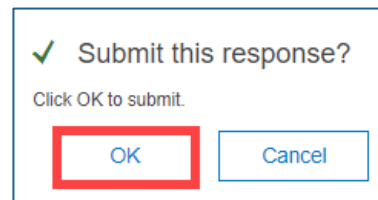
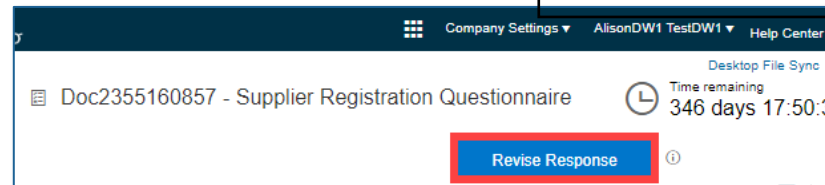
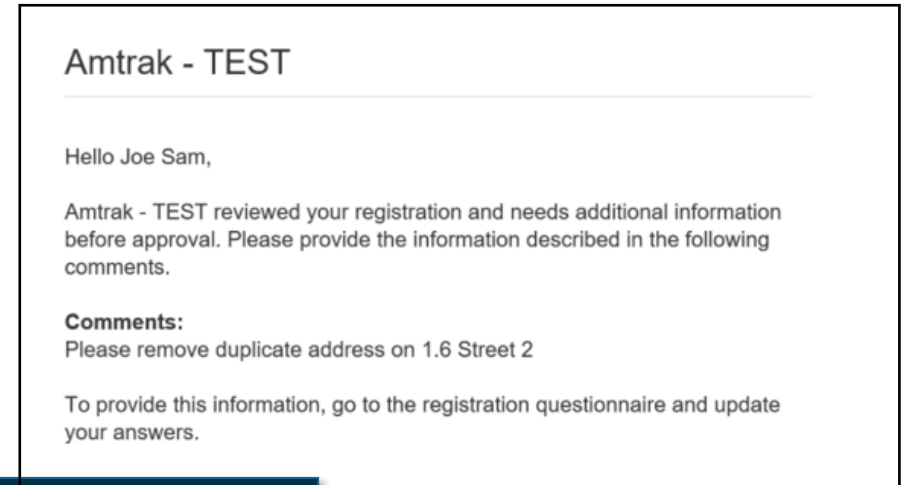
When prompted, enter your **Username and Password**. You will be taken directly to the Supplier Registration Questionnaire.

At the top, click **Revise Response**.

Scroll through the form and make the updates requested in the email.

After all updates are completed, scroll to the bottom of the form and click, **Submit Entire Response**.

Click **OK** to confirm the submission, then logout.



Note: Typically, it takes 1-2 business days to review and approve resubmitted questionnaire.

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

In 1-2 business days you should receive an email notifying you that you are a fully approved as an Amtrak supplier.

Congratulations!

If you do not have your account setup to automatically accept incoming Trading Relationship Requests, please follow Pg. 22-24 after a TRR is sent to you.

Very Important!

The remainder of this guide explains how to access and process your first PO from Amtrak. Please save a copy of this guide and reference these instructions when you receive your first PO from Amtrak.

Approved: Supplier registration with Amtrak - TEST



Ariba Administrator <no-reply@ansmtp.ariba.com>

To



1:50 PM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Amtrak - TEST

Hello Al Jo,

Congratulations! Your supplier registration was approved.

Log in to the supplier portal to see if you need to complete any tasks or qualifications before you can start doing business with Amtrak - TEST.

[Click Here](#)

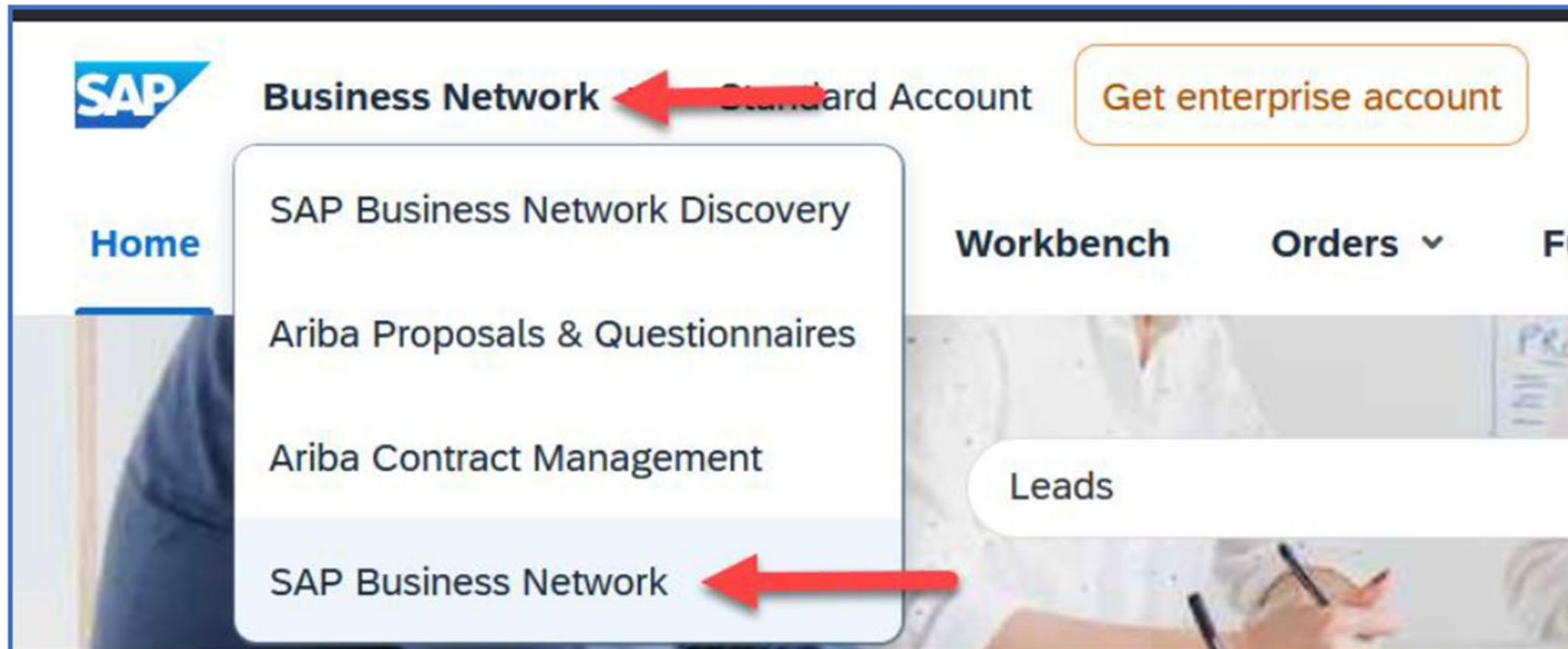
Sincerely,
Amtrak - TEST

How to Manually Approve the TRR in your SAP Business Network Account

1. Make sure you are logged into your SAP Business Network account.

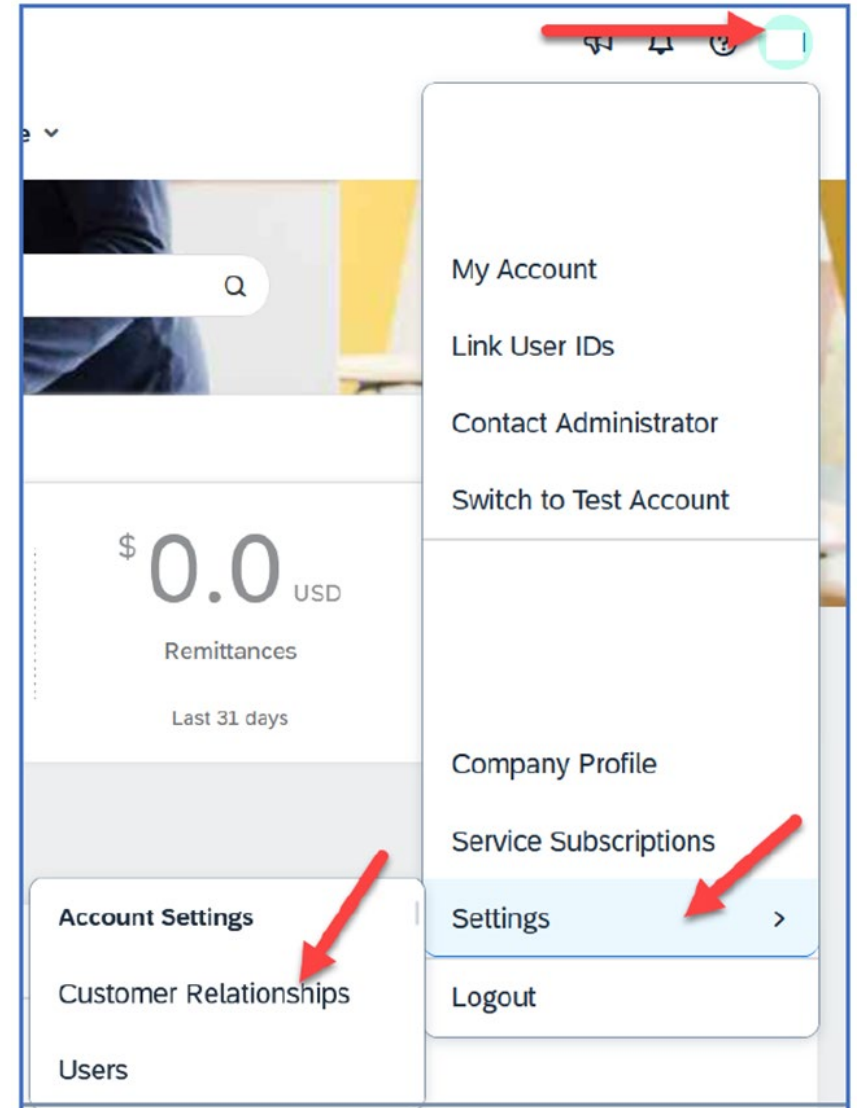
Look in the **top left corner** to see Business Network.

If you do not see Business Network, **Click the drop down** and select **SAP Business Network**.



How to Manually Approve the TRR in your SAP Business Network Account (continued)

2. Click your initials in the top right > Settings > Customer Relationships



How to Manually Approve the TRR in your SAP Business Network Account (continued)

3. Select Pending.

Check the box next to the customer's name and click **Approve**

The screenshot displays the SAP Business Network Account interface. At the top, there are navigation tabs: Customer Relationships, Users, Notifications, Account Hierarchy, Application Subscriptions, Account Registration, API management, and Account Type. Below these, there are two tabs: Current Relationships and Potential Relationships. A preference section asks "I prefer to receive relationship requests as follows:" with two radio buttons: "Automatically accept all relationship requests" (unselected) and "Manually review all relationship requests" (selected). An "Update" button is located below the radio buttons. Below the preference section, there are three status indicators: "Current (0)", "Pending (1)", and "Rejected (0)". A red arrow points to the "Pending (1)" indicator. Below this, the text "Pending Customers" is displayed. At the bottom, there is a table with columns: Customer, Network ID, Relationship Type, Requested Date ↓, Collaboration Type, and Collaboration. The first row of the table has a checked checkbox in the "Customer" column, which is highlighted with a red box. Below the table, there are two buttons: "Approve" and "Reject". A red arrow points to the "Approve" button.



**How to Access and Process
Your First Purchase Order from
Amtrak**

Accessing Your First Amtrak Purchase Order (PO)


There are two ways to access your Purchase Order:

1. Go to your SAP Business Network dashboard through this <https://service.ariba.com/Supplier.aw>
2. Or the email notification from @ansmtp.ariba.com, when Amtrak sends you a Purchase Order.

Open the email. After reviewing the order details, click **Process Order**.

Amtrak - TEST sent a new Purchase Order 2510175085

 "Amtrak - TEST" <ordersender-prod@ansmtp.ariba.com>
To

 If there are problems with how this message is displayed, click here to view it in a web browser.

 2510175085.pdf
90 KB

A new purchase order from Amtrak - TEST is waiting for your response on SAP Business Network.

Hello AI Pvt LLC-TEST,

Amtrak - TEST would like to invite you to connect with us on SAP Business Network.

To access the purchase order, please click on process order and register on SAP Business Network for free account

This email represents Amtrak's Purchase Order for your goods or services. Amtrak's records show that you have already connected with Amtrak on Ariba Network.

*Click the **Process Order** button below to log-in to your account and transact on this PO.*

Click Process order to register and connect



Reply to this email to send your customer a message. If your company received this email by mistake, you can [stop receiving purchase orders](#) via SAP Business Network.

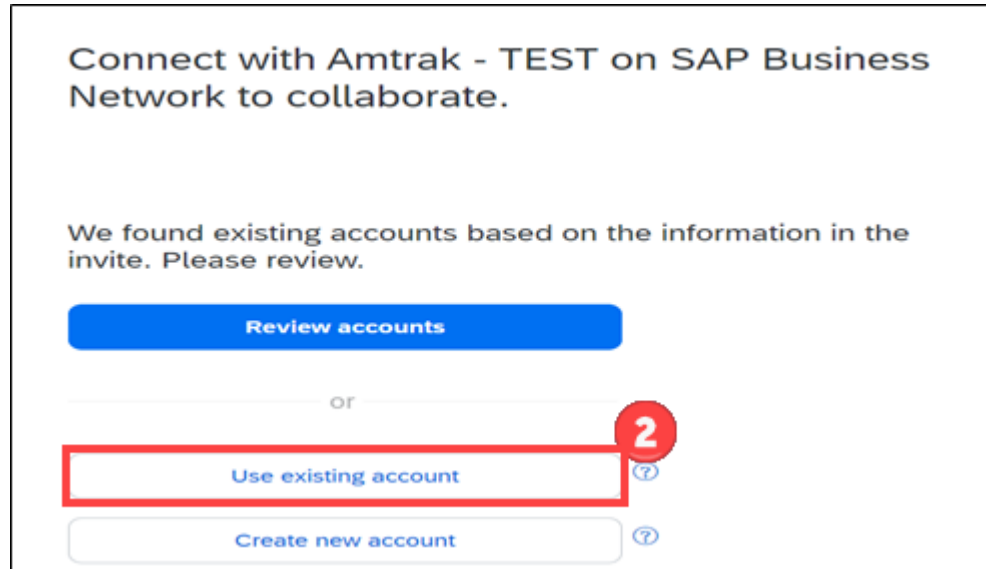
Purchase order details

Order number	Amount
--------------	--------

Accessing Your First Amtrak Purchase Order (PO) (continued)

You are redirected to a landing page.

2. Click **Use existing account** to access your existing SAP Business Network account.
3. When the sign-in page appears, enter the **Username** and **Password** that was used when setting up the account.
4. Click **Connect**.



Connect with Amtrak - TEST on SAP Business Network to collaborate.

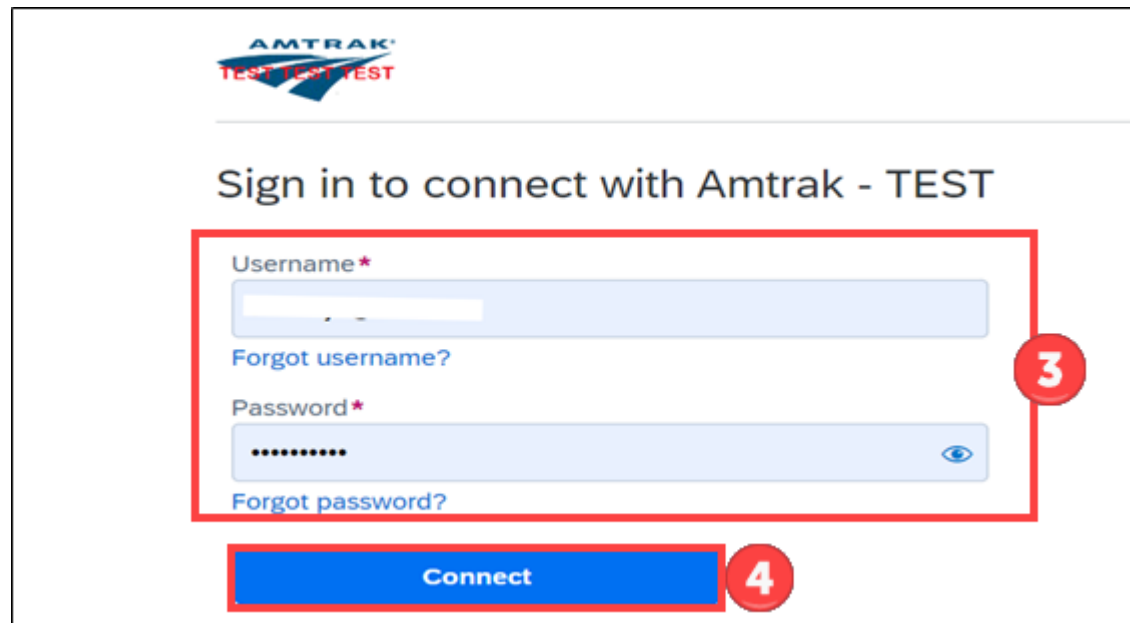
We found existing accounts based on the information in the invite. Please review.

[Review accounts](#)

or

[Use existing account](#) 2

[Create new account](#) ?



AMTRAK
TEST TEST TEST

Sign in to connect with Amtrak - TEST

Username * 3

[Forgot username?](#)

Password * 3

[Forgot password?](#)

[Connect](#) 4

Accessing Your First Amtrak Purchase Order (PO) (continued)

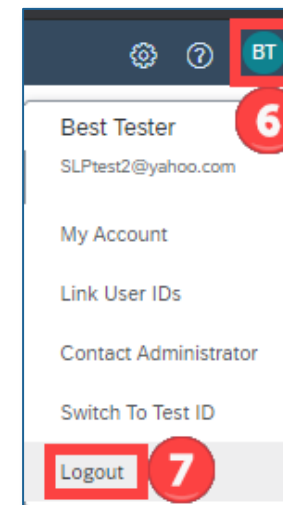
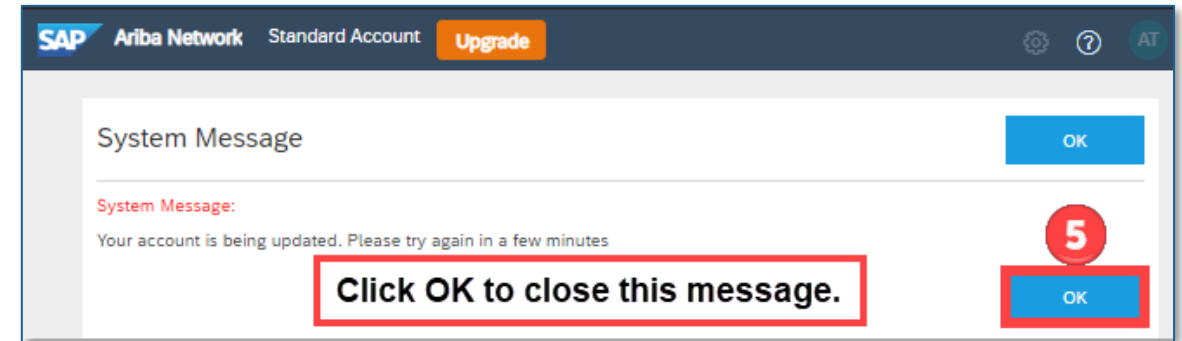
If you receive a “System Message” (error message), please complete Steps 5-7 below.

Important Note: *If the PO opens directly and you do not get this message, skip ahead to page 29 in this guide.*

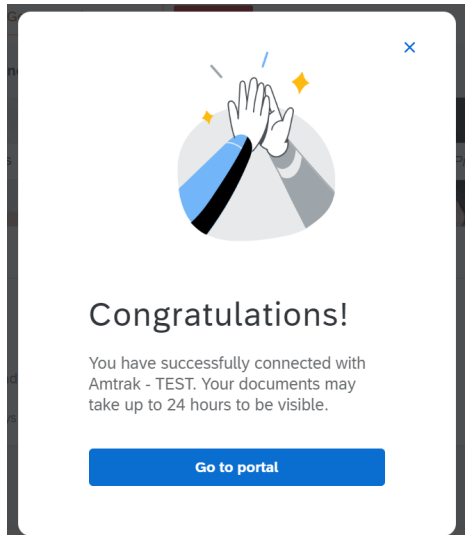
5. When the System Message appears, click **OK**.

You will be redirected to your SAP Business Network account Home page. You will need to logout so the account can be updated.

6. To log out, in the upper-right corner of the page, locate and click on the blue circle with your initials.
7. Click **Logout**. Try to login again.



Accessing Your First Amtrak Purchase Order (PO) (continued)

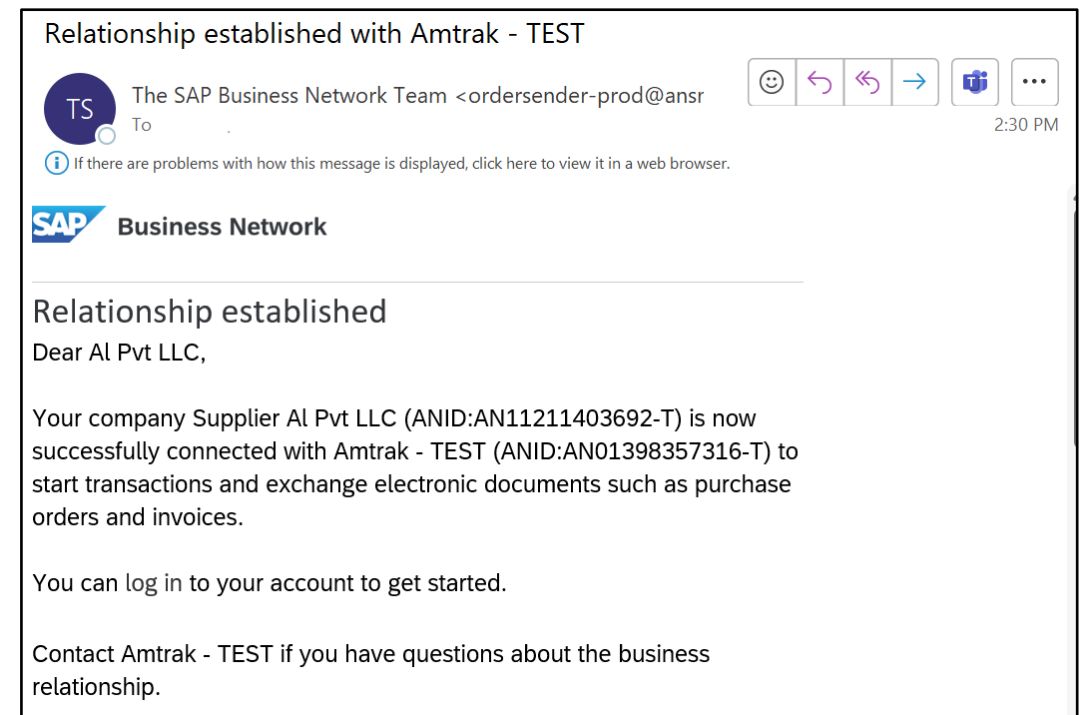


After this confirmation message appears, please logout of your account.

Once you've logged out, your SAP Business Network account will sync with Amtrak's account. This can take anywhere from 30 minutes to 24 hours.

Once the syncing process is complete, you will receive 2 email notifications. Please watch for them to arrive.

The first one (shown here) confirms the business relationship with Amtrak has been established.



Accessing Your First Amtrak Purchase Order (PO) (continued)

The second email confirms the syncing process is complete and the purchase order has been transferred to your account.

Once you receive this email, click the [Log in](#) link in the email

-or-


Use this URL to access the SAP Business Network:


<https://supplier.ariba.com>


The PO from Amtrak will be available on your account.

Tip: Save the URL as a favorite in your browser.

Document and customer relationship transfer to your SAP Business Network account completed

 network_accounts@ansmtp.ariba.com <ordersender-prod@ansmtp.ariba.com>
To

 If there are problems with how this message is displayed, click here to view it in a web browser.



Document and customer relationship transfer completed

Dear SAP Business Network user,

This email confirms that the related documents and customer relationship have been transferred to your SAP Business Network account **AI Pvt LLC (AN11211403692-T)**.

As part of the transfer, you have accepted **Amtrak - TEST** as a customer on SAP Business Network. You can now transact business with and publish private catalogs to this buying organization through your account.

To view information about this customer:

1. [Log in](#) to your account.
2. In the top right corner, click Settings
3. Click Customer Relationships.
4. Click the customer's name.

Thank you for using SAP Business Network.

Accessing Your First Amtrak Purchase Order (PO) (continued)

The screenshot shows the SAP Business Network interface. At the top, there is a navigation bar with 'Home', 'Enablement', 'Discovery', 'Workbooks', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', 'Reports', 'Messages', and 'Assessments'. The 'Orders' menu is highlighted with a red box and a red circle containing the number '1'. A dropdown menu is open under 'Orders', with 'Purchase Orders' highlighted by a red box and a red circle containing the number '2'. Below the navigation bar, there is a dashboard with several cards showing counts for 'Orders', 'Items to confirm', 'Items to ship', 'Return items', 'New orders', 'Changed orders', 'Orders to invoice', and 'Orders to Summary invoice'. The 'Orders (1)' card is highlighted. Below the dashboard, there are filters for 'Customers', 'Order numbers', 'Creation date', and 'Order status'. The 'Order numbers' filter is set to 'Last 31 days'. Below the filters, there is a 'Show more' link. At the bottom, there is a table with the following data:

Order Number	Customer	Amount	Date ↓
2510175085	Amtrak - TEST	\$40000 USD	Sep 6, 2024

The 'Order Number' '2510175085' is highlighted with a red box and a red circle containing the number '3'.

After logging into your account:

1. At the top of the page, click **Orders**.
2. Then click **Purchase Orders**.
3. When the **Orders** page appears, locate and **click on the Order Number**.

Accessing Your First Amtrak Purchase Order (PO) (continued)

The new purchase order displays.

Purchase Order (PO) Overview:

- A. The PO number is located at the top of the page.
- B. There are two tabs, Order Details and Order History
- C. You can print or download a copy of the PO for your records.

Note: It is Amtrak's policy that Suppliers submit invoices against PO through the SAP Business Network. Do not mail or email invoices for payment.

- D. Displays the current status of the PO.
- E. Click the ? to open the Help Center.

The screenshot displays the SAP Business Network interface for a Purchase Order (PO) from Amtrak. The PO number is 2510017158. The interface includes a header with the PO number, navigation tabs (Order Detail, Order History), and a summary box with the PO number, amount (\$100.00 USD), and version (1). Below this, there are sections for Payment Terms, Comments, Other Information, and a table of Line Items.

From: Amtrak Accounts Payable
Post Office Box 8518
Philadelphia, PA 19101
United States

To: Amtrak Test-See J.McCrohan
1234 McCrohan
Philadelphia, PA 19121
United States
Phone:
Fax:
Email: ad...@gmail.com

Payment Terms: NET 60
Unless otherwise instructed in writing, all Amtrak shipments are to follow the routing guide found by visiting the following link: <http://routingguides.com/amtrak/>

Comments: Comment Type: Terms and Conditions
Body: Unless otherwise specified, the terms referenced on National Railroad Passenger Corporation (Amtrak) Form #69 and Supplementary General Provisions for Non construction Contracts shall apply to all Amtrak Pur ... View more »

Other Information: Buyer Contact Email: JOHN MCCROHAN, John.McCrohan@amtrak.com
Company Code: NRPC
Invoicing Terms and Conditions of Purchase: Amtrak is Tax Exempt

Terms and Conditions: NonContract

Ship All Items To	Bill To	Deliver To
AMTRAK 30th STREET STATION 2955 MARKET STREET PHILADELPHIA, PA 19104 United States Ship To Code: X512 Email: Jamie.Moore@Amtrak.com	Amtrak Accounts Payable Post Office Box 8518 Philadelphia, PA 19101 United States	55-080, 2955 Market Street, Philadelphia, PA, 19104 AMTRAK 30th STREET STATION

Line Items

Line #	Part # / Description	Type	Return	Qty (Unit)	Need By	Unit Price	Subtotal	Details
1	Not Available	Material		100 (EA)	27 Mar 2020	\$1.00 USD	\$100.00 USD	Details

PR test 3/19 #1 of 5

Processing a Purchase Order (PO)

Typically, there are three primary steps that suppliers must complete to process a PO.

- 1. Create Order Confirmation** – This lets Amtrak know you have received and accepted the purchase order, and it is being processed.

Important! In order to submit an invoice, you must complete this step.

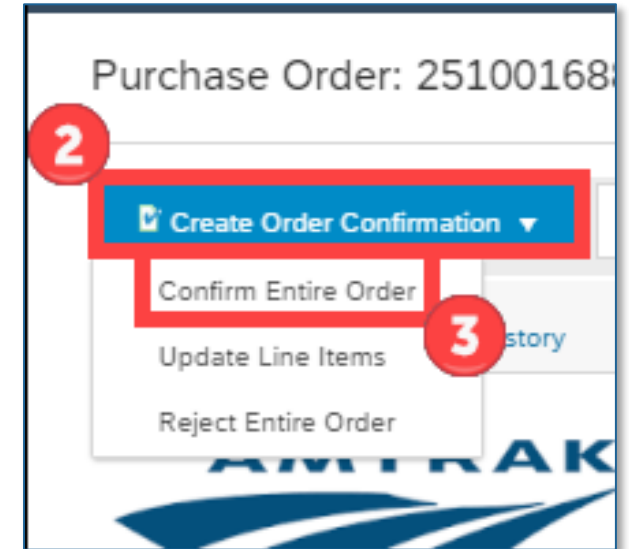
- 2. Create Ship Notice** – This step is typically required for suppliers who are providing goods or materials. Suppliers that are providing services under the PO are typically exempt from this step.
- 3. Create Invoice** – In order to be paid, supplier must create and submit an invoice online through the SAP Business Network. It is helpful if a pdf of the supplier's invoice is attached to the online invoice.

Processing a Purchase Order (PO): Create an Order Confirmation

Step 1: Create an Order Confirmation:

1. With the PO open, review the details of the PO and verify that everything is correct.
2. In the upper-left corner of the page click **Create Order Confirmation**.
3. Next, select **Confirm Entire Order**.

Note: *If only part of the PO was fulfilled, select **Update Line Items**.*



Processing a Purchase Order (PO): Create an Order Confirmation

- When the Order Confirmation page opens, complete the form. **The only required field is the Estimated Delivery Date.** Optionally, fill in other fields as desired.

Note: The Estimated Delivery Date entered must be on or before the **Need By date**.

- Click **Next**.
- Review the order confirmation, then click **Submit**.

The Order Confirmation page closes and the PO page displays.

You can logout of the SAP Business Network if you're finished working.

The screenshots illustrate the steps for creating an order confirmation in SAP. The top screenshot shows the 'Confirming PO' page with the 'Next' button highlighted in red and a red circle with the number 5. A red arrow points from the 'Next' button to the 'Est. Delivery * Date' field, which is also highlighted with a red circle and the number 4. The bottom screenshot shows the 'Confirming PO' page with the 'Submit' button highlighted in red and a red circle with the number 6. The 'Need By' date '24 Mar 2020' is highlighted with a yellow circle in both screenshots.

Confirming PO (Top Screenshot):

- Buttons: Exit, Next (5)
- Order Confirmation Header: Confirmation #, Associated Purchase Order #: 2510016884, Customer: Amtrak, Supplier Reference.
- SHIPPING AND TAX INFORMATION: Est. Shipping Date, Est. Shipping Cost, Est. Delivery * Date (4), Est. Tax Cost.
- Attachments: No items.
- Line Items Table:

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	Not Available \$5 test for Training Test 2 .	1 (EA)	24 Mar 2020	\$5.00 USD	\$5.00 USD

Confirming PO (Bottom Screenshot):

- Buttons: Previous, Submit (6), Exit
- Confirmation #: Untitled 03/18/2020, Supplier Reference.
- Line Items Table:

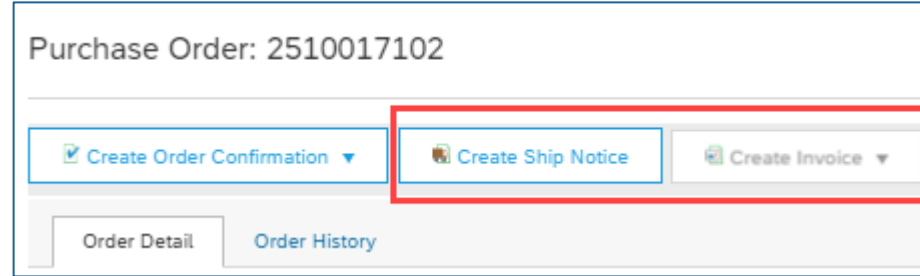
Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	Not Available \$5 test for Training Test 2 .	1 (EA)	24 Mar 2020	\$5.00 USD	\$5.00 USD

Current Order Status: 1 Backordered (Estimated Delivery Date: 30 Mar 2020)

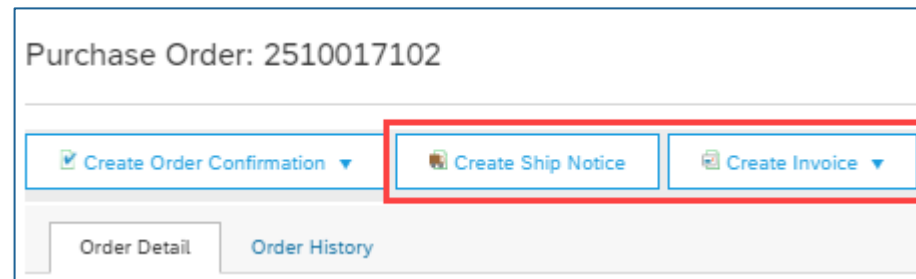
Processing a Purchase Order (PO): Create a Ship Notice

A Ship Notice may be required depending on the type of product and/or service that is on the PO.

At the top of the PO, if the **Create Ship Notice tab is blue** and the Create Invoice tab is greyed out, you will need to create a Ship Notice to activate the Create Invoice tab. Instructions begin on the next page.



If both the **Create Ship Notice** and the **Create Invoice** tabs are blue, you may skip ahead to the Create Invoice instructions.



Processing a Purchase Order (PO): Create a Ship Notice

When you are ready to create a ship notice, log into your SAP Business Network Account & select the Purchase Order.

Step 2: Create a Ship Notice:

1. At the top of the PO page, click **Create Ship Notice**.
2. When the create Ship Notice page opens, fill in the two required fields:
 - Packing Slip ID
 - Delivery Date

Optionally, complete other fields as desired.

3. Click **Next**.

Purchase Order: 2510017102

Create Order Confirmation Create Ship Notice Create Invoice

Order Detail Order History

Create Ship Notice Save Exit Next

* Indicates required field

SHIP FROM	DELIVER TO
Amtrak Test-See J.McCrohan Philadelphia, PA United States	AMTRAK 30th STREET STATION PHILADELPHIA, PA United States

Ship Notice Header

SHIPPING	TRACKING
Packing Slip ID:*	Carrier Name:
Invoice No.:	Service Level:
Requested Delivery Date: --	
Ship Notice Type: Select	
Shipping Date:	
Delivery Date:*	
Gross Volume:	Unit:
Gross Weight:	Unit:

Processing a Purchase Order (PO): Create a Ship Notice

4. Review the Ship Notice, then click **Submit**.

The Ship Notice is sent, and the PO page redisplay.

The **Create Invoice** tab is now available.



Create Ship Notice Previous Save **4** Submit Exit

Confirm and submit this document.

SHIP FROM	DELIVER TO
Amtrak Test-See J.McCrohan 1234 McCrohan Philadelphia , PA 19121 United States	AMTRAK 30th STREET STATION 2955 MARKET STREET PHILADELPHIA , PA 19104 United States

Ship Notice Header

SHIPPING	TRACKING
Packing Slip ID: #369 Invoice No.: #369 Requested Delivery Date: -- Ship Notice Type: -- Actual Shipping Date: -- Actual Delivery Date: 27 Mar 2020 12:00:00 PM Gross Volume: -- Gross Weight: --	Tracking information not provided.

DELIVERY AND TRANSPORT INFORMATION

Processing a Purchase Order (PO): Create an Invoice

After products are shipped or services are rendered and you are ready to create and submit an invoice, log into your SAP Business Network Account and select the Purchase Order.

Step 3: Create an Invoice:

1. At the top of the PO page, click **Create Invoice**.

2. Select **Standard Invoice**.

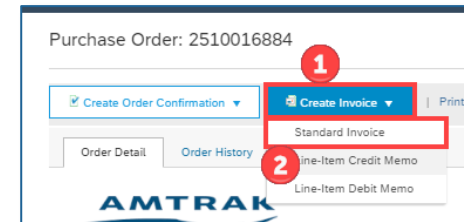
3. When the Create Invoice page opens, fill in the two required fields:

- Invoice #
- Invoice Date

Optionally, fill in other fields as desired.

****Important note:** You may be required to attach supporting documentation to the invoice(s). Instructions are provided on the next page of this guide.

4. Click **Next**.



Create Invoice

Update Save Exit Next

Invoice Header * Indicates required field Add to Header

Summary

Purchase Order: 2510016884

Invoice #: Inv456

Invoice Date: 18 Mar 2020

Service Description:

Supplier Tax ID:

Remit To: Amtrak Test-See J.McCrohan

Philadelphia, PA
United States

Bill To: Amtrak Accounts Payable

Philadelphia, PA
United States

Shipping

Header level shipping Line level shipping

Ship From: Amtrak Test-See J.McCrohan

Philadelphia, PA
United States

Ship To: AMTRAK 30th STREET STATION
PHILADELPHIA, PA
United States

Deliver To: 55-080, 2955 Market Street, Philadelphia, PA, 19104
AMTRAK 30th STREET STATION

Payment Term

Net Term(days): 60

Subtotal: \$5.00 USD
Total Tax: \$0.00 USD
Total Gross Amount: \$5.00 USD
Total Net Amount: \$5.00 USD
Amount Due: \$5.00 USD

View/Edit Addresses

Special Instructions: Attaching Documentation to an Invoice

Some suppliers who provide certain products are required to include additional documentation with their invoices. If this does not apply to you skip these instructions and go to the next page.

- A. Scroll down the invoice to the Line Items section, then click **Add to Header**.
- B. Click **Attachment**.
- C. Click **Choose File**, then browse for and select the desired file.

The file uploads and attaches to the invoice.

To add additional attachments, click **Add Attachment**.

Continue with Step 4 on the previous page.

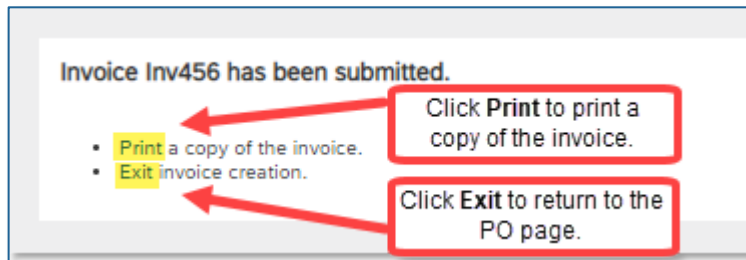
The screenshot shows an invoice management interface. At the top, it displays 'Bill From: Amtrak Test-See J.McCrohan' and 'Philadelphia, PA United States'. Below this is a 'Line Items' section with a table containing one item: '1' quantity, 'EA' unit, '\$5.00 USD' unit price, and '\$5.00 USD' subtotal. A red box labeled 'A' highlights the 'Add to Header' dropdown menu. A red arrow points from a text box 'Scroll down the invoice to the Line Items section, then click Add to Header.' to the 'Add to Header' dropdown. A second red box labeled 'B' highlights the 'Attachment' option in the dropdown menu. A third red box labeled 'C' highlights the 'Choose File' button in the 'Attachments' section below. A red arrow points from a text box 'Click here to add additional attachments.' to the 'Add Attachment' button. The 'Attachments' section also includes a note: 'The total size of all attachments cannot exceed 100MB'.

Processing a Purchase Order (PO): Create an Invoice

5. Review the invoice, then click **Submit**.

A message appears confirming the invoice was submitted. If desired, print the invoice.

Click **Exit** to return to the PO page.



Create Invoice

Previous Save **Submit** Exit

Confirm and submit this document. It will not be electronically signed according to the countries of origin and destination of invoice. The document's origin country is: United States. The document's destination country is: United States. If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Standard Invoice

Invoice Number: Inv456	Subtotal: \$5.00 USD
Invoice Date: Wednesday 18 Mar 2020 12:18 PM GMT-04:00	Total Tax: \$0.00 USD
Original Purchase Order: 2510016884	Total Gross Amount: \$5.00 USD
	Total Net Amount: \$5.00 USD
	Amount Due: \$5.00 USD

REMIT TO: Amtrak Test-See J.McCrohan Postal Address: 1234 McCrohan Philadelphia, PA 19121 United States	BILL TO: Amtrak Accounts Payable Postal Address (Default): Post Office Box 8518 Philadelphia, PA 19101 United States Address ID: BILLING01	SUPPLIER: Amtrak Test-See J.McCrohan Postal Address: 1234 McCrohan Philadelphia, PA 19121 United States
---	---	---

BILL FROM: Amtrak Test-See J.McCrohan Postal Address: 1234 McCrohan Philadelphia, PA 19121 United States	CUSTOMER: Amtrak Postal Address: 1 Massachusetts Ave Washington, DC 20001 United States
--	---

SHIPPING INFORMATION:

SHIP FROM: Amtrak Test-See J.McCrohan Postal Address: 1234 McCrohan Philadelphia, PA 19121 United States	SHIP TO: AMTRAK 30th STREET STATION Postal Address (Default): 5S-080, 2955 Market Street, Philadelphia, PA, 19104 AMTRAK 30th STREET STATION 2955 MARKET STREET PHILADELPHIA, PA 19104 United States Address ID: X512 Email: Jamie.Moore@Amtrak.com
--	---

Processing a Purchase Order (PO)

On the PO page, you can view its status and access links to any of the supporting documents you've created such as the order confirmation, ship notice, invoice, etc.

Click **Done** in the upper-right corner of the page to close the PO.

Purchase Order: 2510016884 **Done**

[Create Order Confirmation](#) | [Create Invoice](#) | [Print](#) | [Download PDF](#) | [Download CSV](#) | [Resend](#)

Order Detail | Order History

AMTRAK

From:
Amtrak Accounts Payable
Post Office Box 8518
Philadelphia, PA 19101
United States

To:
Amtrak Test-See J.McCrohan
1234 McCrohan
Philadelphia, PA 19121
United States
Phone:
Fax:
Email: adwlearning@gmail.com

Current PO Status → Purchase Order (Invoiced)
2510016884
Amount: \$5.00 USD
Version: 1

Possible statuses are:
- New
- Confirmed
- Shipped
- Invoiced

Payment Terms ⓘ
NET 60
Unless otherwise instructed in writing, all Amtrak shipments are to follow the routing guide found by visiting the following link:
<http://routingguides.com/amtrak/>

Routing Status: Acknowledged
Related Documents: [Inv456](#)
[Untitled 03/18/2020](#)

Comments
Comment Type: Terms and Conditions
Body: Unless otherwise specified, the terms referenced on National Railroad Passenger Corporation (Amtrak) Form #69 and Supplementary General Provisions for Non construction Contracts shall apply to all Amtrak Pur ... [View more](#) »

Other Information
Buyer Contact Email: JOHN McCROHAN, John.McCrohan@amtrak.com
Company Code: NRPC
Invoicing Terms and Conditions: Amtrak is Tax Exempt
Conditions of Purchase:

Terms and Conditions: NonContract

Ship All Items To	Bill To	Deliver To
AMTRAK 30th STREET STATION 2955 MARKET STREET PHILADELPHIA, PA 19104 United States Ship To Code: X512 Email: Jamie.Moore@Amtrak.com	Amtrak Accounts Payable Post Office Box 8518 Philadelphia, PA 19101 United States	5S-080, 2955 Market Street, Philadelphia, PA, 19104 AMTRAK 30th STREET STATION

Line Items [Show Item Details](#)

Line #	Part # / Description	Type	Return	Qty (Unit)	Need By	Unit Price	Subtotal	
1	Not Available	Material		1 (EA)	24 Mar 2020	\$5.00 USD	\$5.00 USD	Details

\$5 test for Training Test 2 .

After they are created, related documents are listed here.
- Order Confirmation
- Ship Notice
- Invoice
- Credit Memo
- plus others



Congratulations!



Your Standard SAP Business Network Account is Set Up and Your Trading Relationship with Amtrak is Established!

- Your new SAP Business Network Standard Account provides the basic functionality to enable your company to transact and manage business with Amtrak.
- When you log into the Network you will have access to your purchase orders, contracts/BPOs, invoicing, and sourcing events. Therefore, it is critical that you save and use these emails throughout the lifecycle of all transactions.
- Technical and business support is limited for Standard Accounts.
- You have the option to upgrade to an SAP Business Network Enterprise Account at no cost to you when you use the Enterprise Account for transactions with Amtrak.
- We've reviewed this product and encourage you to consider upgrading. Here's why:
 - You'll have access to an easy to use, feature rich system with numerous benefits.
 - You'll receive full technical support 24/7 (via email, chat, phone) and have access to an extensive library of video tutorials, FAQs, and a community of other business users.
 - You'll have access to a skilled & knowledgeable customer service and business support team that can guide you in using the SAP Business Network to maximize your business' ecommerce potential.

There is no cost to you to upgrade your account or fees to transact business with Amtrak.

There is no benefit to Amtrak if you upgrade.

Fees may be assessed for transacting with businesses other than Amtrak.

We've outlined some of the Enterprise Account benefits for you on the next page and encourage you to contact SAP Business for more information.

Benefits of Upgrading to an SAP Business Network Enterprise Account

Supplier Account Types: Overview

	A STANDARD ACCOUNT	B ENTERPRISE ACCOUNT	
			PORTAL USAGE
			INTEGRATION
Process Impact	<ul style="list-style-type: none"> ✓ Manual Process ✓ Supplier Mobile App 	<ul style="list-style-type: none"> ✓ Manual Process ✓ Supplier Mobile App 	<ul style="list-style-type: none"> ✓ Semi-Automated to Fully-Automated Process
Orders and Invoices	<ul style="list-style-type: none"> ✓ Receive and manage purchase orders the Orders/Invoices tabs as well as the Workbench all on the SAP Business Network. 	<ul style="list-style-type: none"> ✓ Receive and manage purchase orders the Orders/Invoices tabs as well as the Workbench all on the SAP Business Network. 	<ul style="list-style-type: none"> ✓ Seamless and touchless customer orders and invoices.
Transacting Methods	<ul style="list-style-type: none"> ✓ PO to Invoice conversion ✓ Mobile App ✓ Catalog (self-service only) 	<ul style="list-style-type: none"> ✓ PO to Invoice conversion ✓ Mobile App ✓ Catalog Enablement (CIF) 	<ul style="list-style-type: none"> ✓ CSV Upload or PDF Invoicing (semi-automated) ✓ Catalog Enablement (Punch-Out) ✓ SAP Ariba Cloud Integration Gateway
Legal Archive		<ul style="list-style-type: none"> ✓ Long-term invoice archiving for global compliance 	<ul style="list-style-type: none"> ✓ Long-term invoice archiving for global compliance
Reporting		<ul style="list-style-type: none"> ✓ Get reports to track transactions and sales activities 	<ul style="list-style-type: none"> ✓ Get reports to track transactions and sales activities
Support	<ul style="list-style-type: none"> ✓ Help Center 	<ul style="list-style-type: none"> ✓ Help Center, phone, chat, and webform 	<ul style="list-style-type: none"> ✓ Help Center, phone, chat, and webform
Cost	Free	May be subject to Transaction/ Subscription Fees based on usage	Transaction/ Subscription Fees starting at Silver Level based on usage + internal resources
Ariba Discovery	<ul style="list-style-type: none"> ✓ Join our business matchmaking service to get high quality sales leads. Fees may apply. 		
Sourcing, Contract Management	<ul style="list-style-type: none"> ✓ Get invited to RFx, Auctions and other events. No fees apply. 		

Benefits of Upgrading to an SAP Business Network Enterprise Account

An SAP Business® Network Enterprise Account is uniquely designed to help your business succeed grow, by making business commerce as simple as consumer commerce. Leading suppliers on SAP Business Network choose to use an Enterprise Account to become more efficient and improve the customer experience. With an Enterprise Account, you can take advantage of advanced features such as electronic transactions, real-time invoice & payments, ERP integration, catalogs, advanced customer collaboration, lead generation and advanced supplier support.

Here are a few key Enterprise Account benefits:

- ✓ Collaborate effectively with customers across all order-to-cash processes
- ✓ Access features and functionality that make business commerce as simple as consumer commerce
- ✓ Boost your customers' satisfaction by supporting their e-procurement and e-invoicing initiatives
- ✓ Increase revenue opportunities from new and existing customers
- ✓ Load your product catalogs to better market your products and increase sales efficiency and customer loyalty.
- ✓ Gain visibility into customer processes
- ✓ Reduce cost of sales and get paid faster by eliminating manual processes
- ✓ Capitalize on tools and resources that help showcase your e-commerce capabilities, such as:
 - Run reports to gain insight into your order history, document statuses, and customer transactions.
 - Manage all your customer accounts and documents on a single dashboard and view all active and pending tasks.
 - Gain access to 24/7 online support with customer service representatives and access to SAP Business' global Help Center.

For more information please visit <https://www.sap.com/products/business-network/suppliers/overview.html>

SAP Business Network Help Center

The SAP Business Network includes a Help Center. The available resources and features vary depending on whether you have a Standard or Enterprise Account.

Help Center Features	Standard Account	Enterprise Account
Instructional videos	Comprehensive	Comprehensive
Tutorials	Comprehensive	Comprehensive
Documentation	Comprehensive	Comprehensive
FAQ	Yes - Comprehensive	Yes - Comprehensive
24/7 Support by phone, email, or chat	No	Yes

When contacting 24/7 Support, please provide as much detail as possible about the issue, your company name(s), your SAP Business Network account number (ANID) and administrator's name (if known) and your contact information.

When logged into your account, click on the **Help icon (?)** in the upper-right corner to open the Help Center panel.

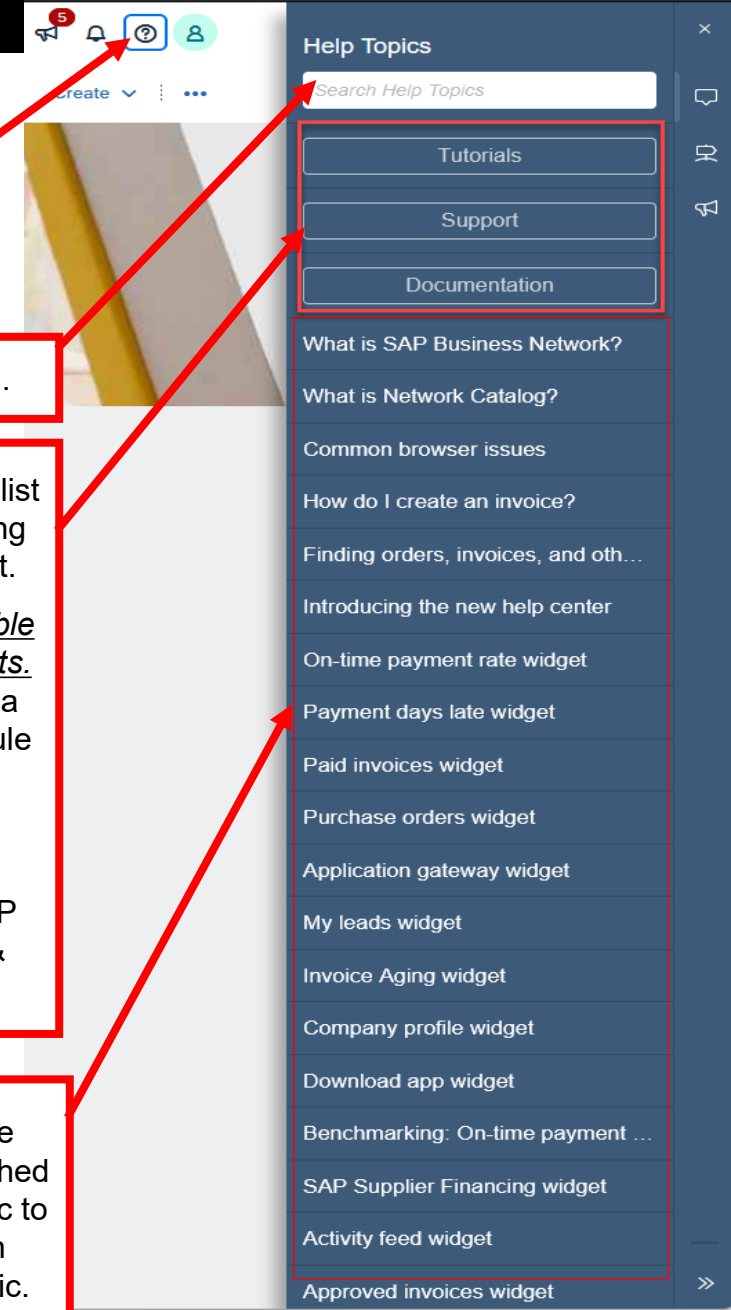
Search for any topic..

Tutorials: Provides a list of videos on navigating & using your account.

Support: *Only available for Enterprise accounts.* Use to get support via chat, email, or schedule a support call.

Documentation: Includes articles & guides about the SAP Business Network & your account

This section lists the most frequently searched for topics. Click a topic to view all information available for that topic.



Amtrak Supplier Information Portal

[Click here to access the Amtrak Supplier Information Portal*](https://support.ariba.com/item/view/203453)

<https://support.ariba.com/item/view/203453>

Amtrak Initiative

Amtrak Values its suppliers - we are Business Partners. Amtrak now uses the SAP Business Network to manage business transactions such as Purchase Orders, Invoices and Payments. The SAP Business Network provides **transactional** and **fiscal transparency** and **efficiency**.

Thank you for your continued interest in Amtrak

Start Here

[Standard Account Training Demo](#) - Learn to merge your first purchase order, create an order confirmation, ship notice and invoice. Customize your workbench and add users.

[Upgrade to Enterprise](#) Its **FREE** with Amtrak

[Benefits of upgrading to an Enterprise Account](#)

[What is the difference between Enterprise and Standard](#)

Accessing the Help Center

[Contacting Customer Support from the Login Screen or when Logged into your Account](#)

[How Do I Reset My Password?](#)

Integration and Catalog

[Catalog Guide](#)

[CIF Template](#)

[Commodity Codes](#)

Standard Account Information

[Standard Account Welcome Page](#)

[Self-Help Portal](#)

[How to Upgrade Your Account](#)

Training Guides and Videos

[SAP Business Network Account Settings Training](#)

[How to Create and Invoice](#)

[Accepting your First Amtrak PO Invitation, Navigating your Account and Transacting](#)

[Submitting Order Confirmation, Ship Notice, Invoice and Workbench Navigation](#)

[Enterprise Account Log In and Home Page Tour](#)

[Enterprise Account PO Flip](#)

[How Can I Update Where my Purchase Orders are Sent to?](#)

[How Can I Add a User On My Account?](#)

[SAP Business Network Supplier Learning Site](#)

* Note: Content on this site is updated periodically.