

# Supplier cannot locate LAUSD Purchase Order:

1. [Log in](#) to your SAP Business Network Standard account. →
2. Go to the **Workbench** or **Orders > Purchase Orders** tab to view all orders.
3. If you'd like to search for a specific order by order number, click **Edit filter** to expand the filter options, enter the PO number in the **Order numbers** field and check the **Exact match** radio button below the PO number.
4. Click **Apply**.

Even if you have not created a Supplier Account on the SAP Business Network, it is possible your company has an account if you have registered in Supplier Lifecycle & Performance (SLP) with LAUSD. You can access this Business Network account generated via SLP registration by logging in using the same credentials used to register in SLP. It is also possible the Business Network generated a temporary placeholder account if LAUSD sent you a Standard Account Purchase Order. Please see the instructions below on how to find the email notification for that Purchase Order if you are unable to locate it in your email inbox.

Tiles on the workbench are set to default to show documents from the last 31 days, but you can modify the date range to show documents within a 365 day range. Click **Save filter** after you have clicked to **Apply** search parameters to easily filter document results.

If you have not already created an account, you can register and access the order via the **Process Order** link in the purchase order notification email that you should have received from your customer. If you have not received this notification, check your junk mail/spam and confirm with LAUSD that it was sent. If you're still unable to locate the order, search your inbox for the address [<ordersender-prod@ansmtp.ariba.com>](mailto:ordersender-prod@ansmtp.ariba.com), as this is the domain from which the PO was sent. Alternatively, search for the subject line; "LAUSD sent a new Purchase Order" or "LAUSD would like to collaborate and do business with you on SAP Business Network."

If you still cannot find a PO, make sure that you have an active [customer relationship](#) with your customer. Your customer name should be listed underneath the **Current Relationships** tab.

(Click your initials on the top right of the screen, followed by Settings, then **Customer Relationships**)

If you do not have a trading relationship with the customer in question, you will have to provide them your [SAP Business Network ID \(ANID\)](#) and have them send you a trading relationship request.

If you have an active trading relationship, you may then [search for your PO](#).

If you still don't see your PO:

1. Confirm with your customer that the PO was sent through the Business Network to your SAP Business Network ANID (**not Supplier Lifecycle & Performance [SLP] ANID**) and not a different system.
2. Your customer might have submitted the PO through a [temporary account](#) (a PO notification would have still been sent to your email). If the link in the invitation doesn't allow you to access the purchase order, [contact your customer](#) to send it again.
3. If you are not the account administrator, make sure that you have the appropriate permissions to view orders. You can find the account administrator's contact information by clicking **[user initials]** in the upper-right corner of the screen > **Contact Administrator**.

*If the account administrator role needs to be reassigned to someone else, [follow these instructions](#). For more log-in/user related issues, [click here](#).*

4. Confirm that your order is not hidden. You can include hidden orders in your search by clicking **Show more** under the search filters and updating the **Visibility** filter to **All orders**.

