Frequently Asked Questions by Nokia suppliers

# Q: How does it work?

Once you have registered on SAP Ariba Network, which is now part of larger SAP Business Network, and ordering method is changed to online, all new Indirect POs issued by NOKIA will be sent to your SAP Business Network account (for Enterprise Account). For Standard Account, PO’s will be sent to your email address with the link to log in to the SAP Business Network to retrieve the PO. Once you receive the PO on your account, depending on whether you are requested to send also invoices via SAP Business Network (P2P) or you are requested to use old processes of submitting invoices (P2O , you can flip the PO into Invoice and update the invoice number and date and submit through SAP Business Network. To find out whether you can post invoices on SAP Business Network or you have to use existing channels, see your e-commerce project notification letter sent to you from an email: ariba.enablement@nokia.com. For all the direct and service PO’s and invoices the existing process does not change.

# Q: What if I don’t want to participate?

NOKIA is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible. Suppliers that are asked to participate are considered strategic for ongoing business and are thus expected to comply with this process change as a requirement for continuing the relationship with Nokia.

# Q: What are the benefits for me as supplier if I will have an Enterprise Account in SAP Business Network (especially if I was targeted for full Procure to Pay scope)?

SAP Business Network offers different options how to receive POs from NOKIA – e.g. per email, via Portal or direct into your ERP system

* On-line visibility of the status of your orders
* Fast and secure order reception
* SAP Business Network also offers you some options as to how you can issue invoices to NOKIA since paper invoices will not be accepted any longer (unless it is legally mandatory per country rules)
* You can flip POs into invoices with one click, or integrate the invoicing process with your backend system – and will no longer need to send paper invoices (unless it is legally mandatory per country rules)
* Possibility of publishing online, NOKIA-approved e-catalogs with your product/service offerings into the NOKIA procurement application within SAP Business Network\
* The payment cycle will be faster
* Your process costs will decrease
* Significantly decrease order errors for suppliers publishing catalogs on SAP Ariba\Option to fully integrate your SAP Ariba account with the most common ERP systems

More information: [click here](https://www.ariba.com/ariba-network/ariba-network-for-suppliers)

# Q: How do I access former Administrator’s Account? How to transfer the account administration role?

* **If the account administrator is still with your company**, they can reassign the administrator account to another user or change their user information to a different person.
* **If the account administrator is no longer with your company**, **but you have access to the registered email:**

Use the Password link on the Supplier Login page to request a password reset.

After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself.

* **If the account administrator is no longer with your company and there is no access to the email address** on file, contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address.

Additional Information

Account Reassignment requests go to a specific team within SAP Ariba Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.

# Q: What should I do if my registration confirmation link is expired? What should I do If I get an error message "Your registration confirmation link is expired"

Please follow the below steps:

**1.**[**Sign into**](https://service.ariba.com/Supplier.aw/125006071/aw?awh=r&awssk=CE0At.4o&dard=1)**your Business Network Supplier Account**

**2. Click Resend Confirmation Email**

      You will receive an email to confirm registration

**3. Click Confirm Email**

      Once confirmed you can access your account

**Additional Information**

If you are still having issues with your expired link please contact [SAP Customer Support](https://connectsupport.ariba.com/sites#item-view&/174605) to assist with your registration

# Q: How to configure or add users to receive email notifications?

Only an account administrator has the authorization to edit order routing settings, notification settings, and user roles for both themselves and for all sub-users with SAP Business Network Account.

To change the notifications, you receive from SAP Business Network and edit the associated email address(es):

1. In the upper-right corner of the application, click **[user initials]** > **Settings** and select **Notifications**.
2. Click the tabs along the top depending on desired notification types (General, Network, Discovery, and Sourcing & Contracts tabs).
3. You can update the email address(es) for each individual notification type by changing the address(es) in the To email addresses column. Enter **up to three** email addresses per notification type, separated by a comma and no space.
4. You can remove a particular notification by unchecking the box next to the specific notification you want to change.
5. Click **Save**.

To update where your purchase orders are sent:

1. In the upper-right corner of the application, click **[user initials]** > **Settings** and select **Electronic Order Routing**.
2. Under Routing Method > Email, you can enter **up to five** email addresses separated by a comma and no space for each notification.
3. Click **Save**.

To update notifications about Invoice status:

1. In the upper-right corner of the application, click **[user initials]** > **Settings** and select **Electronic Invoice Routing**.
2. Under Notifications, check the box to turn on/off notification types.
3. You can enter up to three email addresses separated by a comma and no space for each notification.
4. Click **Save**.

**Additional Information**

Email is the only order routing method available to Standard account users. If you would like to have other routing methods available to you, you can [upgrade](https://connectsupport.ariba.com/sites#item-view&/169827) to an Enterprise account.

If you are target for Procure to Order(P2O) project only, you don’t configure invoice notification if you only transact with Nokia.

# Q: What if I forget my username or password?

Suppliers can reset their passwords by going to [https://supplier.ariba.com](https://supplier.ariba.com/) and clicking the **Forgot password** link. This will send a password reset link to the email address attached to the account.

# Q: Can my company have multiple accounts?

Your company can have multiple SAP Business Network accounts, depending on your business needs. For example, if your company has several locations around the world, for Nokia it is highly recommended to separate account for each country and region.

Nokia transactions are free of cost for you. However, if you decide to use your Enterprise supplier account to connect with other Buyers over the SAP Business Network, the transactions with them might become chargeable.

You can link all your SAP Business Network Accounts (including Enterprise and Standard) or create a hierarchy to have one single access.

**Additional Information**

Consider the following items when deciding whether to have more than one account:

* Administrators: For each account, you can have only one account administrator, but the account administrator can provide access to multiple users. All users from your company have their own Username and Password to access the account.
* DUNS (data universal numbering system) numbers: You can add your company's [DUNS number](https://connectsupport.ariba.com/sites#item-view&/164958) to only one account. If you plan to have multiple accounts, leave the DUNS number blank during registration.
* Currencies: You can send invoices to customers in multiple currencies through the same Ariba account. While you can configure only one default currency in your company profile, this currency does not affect the currency used on invoices you submit to your customers. The default currency determines the currency for your Ariba subscription invoices.

# Q: How to create a Supplier account hierarchy or link my supplier accounts?

You can create a parent-child account hierarchy in SAP, which is one parent account linked to any number of child accounts. This allows the parent account in the hierarchy to manage information not only for that account, but also for the child accounts in the hierarchy.

To create an Account Hierarchy:

1. In the upper-right corner of the application, click **[user initials]** > **Settings** and select **Account Hierarchy**.
2. Click **Link Accounts**.
3. Click **Request link with other accounts** if you do not know the administrator login credentials for the account you wish to link or use the **Username** and **Password** fields to enter those credentials if you do.

If you select Request link with other accounts, you will then be prompted to complete additional information to find the correct account.

1. Enter the Company Name, ANID, or DUNS Number to search for accounts, or click **Recommended Accounts** at the top.
2. Click **Review Profile** to the right of any account in the search results.
3. Click **Link as My Child** or **Link as My Parent** depending on which applies.
4. Enter a comment and click **Send Request**.

The request will be sent to the account you identified and will need to be approved to be linked.

**Additional Information**

Once an account has been linked, the parent may Sign On as any children accounts linked to access and manage information from the Account Hierarchy page.

The Account Hierarchy Administration permission allows sub users to manage links to child accounts and sign on to child accounts without a username and password. The Child Account Access permission enables a user to sign on to child accounts.

You can neither create an account hierarchy in your test account, nor merge two or more accounts into a single account.

# Q: How do I merge a new trading relationship invitation with an existing account?

You can accept a Trading relationship request with your existing Business Network Account. **We would like to warn you to be careful and to check your supplier name on the Trading relationship request in the salutation field.**

If you have received a Trading Relationship Request twice or more times throughout a year or more from Nokia, it is probably not a duplicate. It simply means what we would like to request you to have a multiple Supplier accounts used or created for your different locations/countries/branches/ship from addresses.

If you already have SAP Business Network account, please, before you accept the Trading relationship request with this account, check carefully you supplier location that Nokia target you for (in the salutation field of the Trading relationship request) and compare it to SAP Business Network account address that you aim to use. You can accept a TRR with an existing user log in if you are an administrator of this account. If you are not the administrator, you must contact the administrator.

**Additional Information**

If you fail to register in a given timeframe as an Enterprise supplier (you don’t accept a Trading relationship request, you don’t respond to emails and calls from SAP), we will move you to a Standard account, meaning, that we will send you a next purchase order embodied in email invitation. This way, by the first purchase order, the SAP Business Network creates an account for such supplier and then routes the orders through email. For suppliers that do not have SAP Business Network, it will generate a Network private ID. Private IDs are unique for every supplier location. Such email includes an invitation to log in and complete the registration process. Nokia encourage suppliers to take ownership of their accounts and to register, which changes the Private ID accounts to regular supplier accounts. You will have two options, to take the ownership and register with this given auto generated AN ID or if you want to route this order to a different, already existing AN ID, please, log in.

The purchase order(s) from the invitation account are added to your Inbox. If you do not see the orders, you might have to log out and log back into your existing account for the change to take effect.

# Q: Can I access my Business Network Standard Account and Enterprise account from the same user ID?

Yes. You can easily toggle between your Standard Account and Enterprise account by linking your user IDs.

You can create a parent-child account hierarchy in SAP, which is one parent account linked to any number of child accounts. This allows the parent account in the hierarchy to manage information not only for that account, but also for the child accounts in the hierarchy.

To create an Account Hierarchy:

1. In the upper-right corner of the application, click **[user initials]** > **Settings** and select **Account Hierarchy**.
2. Click **Link Accounts**.
3. Click **Request link with other accounts**if you do not know the administrator login credentials for the account you wish to link, or use the **Username** and **Password** fields to enter those credentials if you do.

If you select **Request link with other accounts**, you will then be prompted to complete additional information to find the correct account.

1. Enter the **Company Name**, **ANID**, or **DUNS** **Number** to search for accounts, or click **Recommended Accounts** at the top.
2. Click **Review Profile** to the right of any account in the search results.
3. Click **Link as My Child** or **Link as My Parent**depending on which applies.
4. Enter a comment and click **Send Request**.

The request will be sent to the account you identified and will need to be approved to be linked.

**Additional Information**

Once an account has been linked, the parent may **Sign On**as any children accounts linked to access and manage information from the **Account Hierarchy**page.

The **Account Hierarchy Administration** permission allows sub users to manage links to child accounts and sign on to child accounts without a username and password. The **Child Account Access** permission enables a user to sign on to child accounts.

You can neither create an account hierarchy in your test account, nor merge two or more accounts into a single account.

# Q: What if I received a Purchase Order via email?

If you fail to register in a given timeframe as an Enterprise supplier (you don’t accept a Trading relationship request, you don’t respond to emails and calls from SAP), Nokia will move you to a Standard account, meaning, that we will send you the next purchase order embodied in email invitation. This way, by the first purchase order, the SAP Business Network creates an account for such supplier and then routes the orders through email.

For suppliers that do not have SAP Business Network, it will generate a Network private ID. Private IDs are unique for every supplier location.

Such email includes an invitation to log in and complete the registration process. Nokia encourages suppliers to take ownership of their accounts, which changes the Private ID accounts to regular supplier accounts. You will have two options, to route this first PO by logging-in to your existing (different) Supplier account or accept auto generated AN ID by creating a new one.

The Indirect Expense purchase order(s) from the invitation account are added to your Inbox. If you do not see the orders, you might have to log out and log back into your existing account for the change to take effect.

# Q: How do I add purchase orders to my existing SAP Business Network Account?

If you've previously registered a standard account or enterprise account on SAP Business Network to transact with a different customer, you have the option to add the transactions with your new customer to your existing account.

To add your new purchase orders to your existing account:

1. In the purchase order email notification, click Process order and then click Log in on the light account landing page.
2. Log in with the administrator username and password for the existing account.

# Q: How secure is the SAP Business Network?

The SAP Ariba Network uses Secure Hypertext Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers, and the SAP Ariba Network. HTTPS is the standard for secure Internet communication and uses Secure Socket Layer (SSL) with RSA Labs encryption. Additionally, accounts on the SAP Ariba Network are password protected.

# Q: What about Data Security - EU laws or otherwise, in terms of where exactly the data storage happens? Inside or Outside of EU?

For security information please [www.ariba.com/legal/security-disclosure](http://www.ariba.com/legal/security-disclosure%20%20) and [http://www.ariba.com/webtrust.cfm](http://www.ariba.com/webtrust.cfm%20%20) for details.

# Q: Do I contact SAP Ariba or Nokia when I have a question or issue?

**SAP Ariba Customer Support** can help you understand how to use your account, but Nokia SAP Ariba i-Buy Helpdesk is best qualified to explain what they need according to their own internal business processes.

The following information can help you determine when to contact SAP Ariba and when to contact Nokia.

**Contact Nokia/ your customer** if you have questions about the following areas:

* **Invoice payments**
	+ After you submit an invoice, your customer receives the invoice and begins to process it. Your customer updates the invoice status and can let you know when to expect payment.
	+ Your payment does not go through Ariba, unless your customer uses AribaPay.
* **Invoice rejections**
	+ Your customer rejects an invoice when it doesn't meet their requirements.
	+ Your customer can then tell you how to correct your invoice.
* **Missing purchase orders or purchase order details**
	+ If you can't find a purchase order, your customer can confirm that it was sent to the correct account.
	+ If the information on your purchase order is incorrect, your customer needs to issue a replacement order.
* **Sourcing event content**
	+ Your customers use Ariba Sourcing to build an event based on the information they want from you.
	+ For clarification on specific questions in the event, it is best to contact the event owner directly.

**Contact your account administrator** if you have questions about the following areas:

* **Your account settings**
	+ If you are an administrator, you control the settings for yourself and all other users on your company's account.
	+ If you are not an administrator, contact your account administrator for assistance with requesting additional permissions, resetting your password, and configuring other user settings. To find out who your administrator is and how to contact that person, click your initials in the upper-right corner of your account and select **Contact Administrator**.
	+ If you are not sure who to contact at your customer's organization, you can find the appropriate contact information in your account.

If you have questions about anything not covered in the areas listed above, you can browse or **search the Help Center** to find information related to navigating, using, or understanding your Ariba account.

As you navigate through Ariba, the content displayed in the Help Center will change automatically based on what you're doing on each page.

# Q: How I can contact SAP Ariba during the enablement when I have more questions about the registration, trading relationship request, account navigation or how to use SAP Business Network supplier account?

If you are an **Enterprise account supplier**, you can contact SAP Enablement Team through this Contact Forms based on your regional location:

EMEA/MEE: [click here](https://connectsupport.ariba.com/sites/Company?ANID=AN01394574986EMA&h=TSN1DPnxml9Bn4jn47DBCQ)

MENA: [click here](https://connectsupport.ariba.com/sites/Company?ANID=AN01394574986MEN&h=QBc7ZcPmeBnkC3k7UjYPYw#Enablement-Inquiry)

AFRICA: [click here](https://connectsupport.ariba.com/sites/Company?ANID=AN01394574986AFR&h=ON4QpUotUgKgO2txfOnRA#Enablement-Inquiry)

NORTH AMERICA: [click here](https://connectsupport.ariba.com/sites/Company?ANID=AN01394574986NAM&h=d3RzYM5zl9y5OiWE8ABdQ)

LATIN AMERICA: [click here](https://connectsupport.ariba.com/sites/Company?ANID=AN01394574986LAC&h=NOvmibCjdDEX8WRsCCznOA)

BRAZIL: [click here](https://connectsupport.ariba.com/sites/Company?ANID=AN01394574986BRZ&h=7AEoqENkDgMIeFB8sN6g#Enablement-Inquiry)

SE ASIA: [click here](https://connectsupport.ariba.com/sites/Company?ANID=AN01394574986SEA&h=k8SJSYfAEizmynjTJo11A)

AUSTRALIA AND NEW ZEALAND: [click here](https://connectsupport.ariba.com/sites/Company?ANID=AN01394574986ANZ&h=fIQRLKQSUupuReGaoLazw#Enablement-Inquiry)

JAPAN and KOREA: [click here](https://connectsupport.ariba.com/sites/Company?ANID=AN01394574986JPN&h=ZPuTKvkanEBoYZgM22Jrw)

INDIA: [click here](https://connectsupport.ariba.com/sites/Company?ANID=AN01394574986IND&h=jllAoPTSV2wAkyMCLJHEhA#Enablement-Inquiry)

If you are a **Standard account supplier** and have **functional questions**, please visit a self-learning page: https://support.ariba.com/item/view/183459

**If your Supplier account is not working properly and you have a technical issue:** Contact the Ariba Support Team by clicking on the question mark in the upper right-hand corner of your account then Support to submit a service request to Ariba Support. Be as clear as possible in your communication and provide any screenshots to expedite your request.

Watch[**this quick video on how to contact the Ariba Customer Support Team**](https://www.sap.com/assetdetail/2020/01/d802ff19-7f7d-0010-87a3-c30de2ffd8ff.html)

1. Access the **Help Center** by clicking **Support**.
2. Click the **Contact us** tab.
3. Enter a brief description of your question or issue in the How can we help you? field.
4. Click the **search** icon.

If you were unable to find a solution in the search results, respond to the questions that appear below and you will either be presented with a solution to your issue or if you press ‘**Other**” you will be presented with a **Contact us** button which will allow you to fill out a support request form. To request support:

1. Click the **Contact us** button in the lower right corner of the page (note: you must first perform a search and answer any questions that appear and then click “others” in order for this button to display).
2. Fill out the form, providing as much detail about your issue as possible and making sure that all your contact information is correct.
3. Click **One last step**.
4. Choose your desired support option (**Email, Live chat, Phone**) from the list of the available choices.
5. Click **Submit**.

**Additional Information**

[See this article](https://connectsupport.ariba.com/sites#item-view&/164016) to learn about when you should contact support and when you should contact your customer.

You don’t have Live chat and Phone option if you are a Standard account supplier.

# Q: What if I am not a correct person to receive this communication and/or Purchase Orders?

If you are not the correct recipient at your Company or you would like to update us with contact data, we would like to ask you to provide the correct recipient contact details in the on-line form: <https://app.smartsheet.com/b/form/51836630d5bd40699a1994cc910e6630> and also forward all the related communication that you have received about this initiative so far to him/her.

If you have questions about this initiative, please contact your Nokia Category Manager or Nokia team at: Ariba.Enablement@Nokia.com

# Q: How do I contact SAP Ariba Customer Support?

 You don’t have to be logged in your supplier account and can do it from the main log in page.

Watch[**this quick video on how to contact the Ariba Customer Support Team**](https://www.sap.com/assetdetail/2020/01/d802ff19-7f7d-0010-87a3-c30de2ffd8ff.html)

1. Access the **Help Center** by clicking **Support**.
2. Click the **Contact us** tab.
3. Enter a brief description of your question or issue in the How can we help you? field.
4. Click the **search** icon.

If you were unable to find a solution in the search results, respond to the questions that appear below and you will either be presented with a solution to your issue or if you press ‘**Other**” you will be presented with a **Contact us** button which will allow you to fill out a support request form. To request support:

1. Click the **Contact us** button in the lower right corner of the page (note: you must first perform a search and answer any questions that appear and then click “others” in order for this button to display).
2. Fill out the form, providing as much detail about your issue as possible and making sure that all your contact information is correct.
3. Click **One last step**.
4. Choose your desired support option (**Email, Live chat, Phone**) from the list of the available choices.
5. Click **Submit**.

**Additional Information**

[See this article](https://connectsupport.ariba.com/sites#item-view&/164016) to learn about when you should contact support and when you should contact your customer.

You don’t have Live chat and Phone option if you are a standard account supplier.

# Q: For questions about the SAP Business Network initiative at NOKIA

Contact: ariba.enablement@nokia.com

# Q: What action do I need to take for an enablement task?

You might receive an email notification about pending enablement tasks that require your action. This means that Nokia has assigned certain tasks to you to make sure your account is fully configured and ready to transact. It's important to complete the task before the due date to ensure that it doesn't escalate to Nokia.

To view a pending enablement task:

1. Access the **Enablement Tasks** tab. tab lists the actions you need to complete before transacting with Nokia.
2. Click **Complete Task** next to a pending task, and follow the instructions on the page.

**Note:** Some tasks require you to configure your account or to send a particular type of document, while others act as a simple confirmation that you're ready to transact.

# Q: Supplier cannot see the Nokia Purchase order inside their Ariba account

**Enterprise account suppliers**:

First, make sure that you have an active [trading relationship](https://uex.ariba.com/node/1802) with Nokia.

Try [searching for the purchase order](https://uex.ariba.com/node/1159). Verify that you have the “Last 14 days” filter turned off.

Confirm with Nokia that the order has been sent through SAP Business Network.

Confirm that the order has been sent to the correct AN ID account, as it is possible that your company has multiple SAP Business Network accounts and the order was sent to another one.

**Standard account suppliers:**

The starting point needs to be the e-mail notification you received for the Nokia Purchase Orders. When following the link in your first interactive PO received from NOKIA, you will be able to connect your company ID at NOKIA to an Ariba Network account. After pushing “process order” button there are 2 option: create a new Ariba Network account or, if have an existing Ariba account, log in with the user name and password which belong to that account.

If you received the order through email, look for an SAP Business Network ID (ANID) in the email notification from ordersender-prod@ansmtp.ariba.com. Make sure this AN ID matches the [AN ID of the current account](https://uex.ariba.com/node/1606). If the AN ID is different, you will want to contact the administrator of that account to access the order. Check with the account administrator to make sure you have the appropriate role and customer assignment to view the order.

**Additional information**

Your customer - Nokia can also check in their procurement application and re-send you the order notification to your email address if the trading relationship for the AN ID is not yet accepted (Private AN ID). If so, you can accept and process this order with another AN ID (either log in or create a new one). If you need assistance regarding this case, please contact the SAP Ariba I-BUY Helpdesk: i-buy.helpdesk@nokia.com

The FAQ [Why can't I find a purchase order in my account?](https://uex.ariba.com/auc/node/2101) provides some of the most common reasons why the purchase order might not appear.

If your account is linked with Nokia but you are not able to see some particular Purchase Orders, please check if the “Last 14 days” filter is set and remove it.



# Q: How do I search by purchase order number?

You can search for purchase orders (POs) by the exact PO number, regardless of the date range. Before you can search, ensure **Business Network** appears in the upper-left corner of the application (if it does not, click the app drop-down menu and select it).

To run this search:

1. Go to the **Workbench** tab at the top of the page.
2. Select **Orders** to view all orders.
3. Click **Edit filter** to expand the filter options.
4. Enter the PO number in the **Order numbers** field.
5. Check the **Exact match** radio button below the PO number.
6. Click **Apply**.

You can also search for purchase orders from the **Orders > Purchase Orders** tab.

**Additional Information**

If your purchase order does not show up after searching by the exact number, then it will be best to contact Nokia to confirm the Ariba Network ID (ANID) number the purchase order was sent to.

The FAQ [Why can't I find a purchase order in my account?](https://uex.ariba.com/auc/node/2101) provides some of the most common reasons why the purchase order might not appear.

# Q: An Order Confirmation needs to be created whenever invoice creation process is initiated.

In order to create the invoice, an Order Confirmation would need to be created. Once created, the “Create Invoice” button will be activated.

# Q: PO has status “Obsoleted” and no “create invoice” button is available

This status “Obsoleted” indicates that the PO has been modified by the Nokia Buyer and the invoice needs to be submitted for the new version of the PO.



Receiving email notification about the PO change can be set up on Ariba Network. Go to Account settings/Notifications/Network/Electronic order routing menu. Select the notification types you want to receive and add up to 3 email addresses, separated by comma and no space.

# Q: How to create invoices with 0% VAT

Please select the “Tax category”, at header and line level as well, see the screenshot. Also, the Exempt detail must be selected, and description is needed, when 0 tax rate is used.



# Q: Tax ID? Is this the VAT ID or another Tax related ID? I assume that there is a description clearly explaining what is meant by Tax ID since different Tax jurisdictions have different interpretation?

VAT ID will be used in EMEA, TAX ID outside of EMEA. To configure your VAT ID / TAX ID – select Company Settings in the top right corner, go to Company Profile and select tab Business. In the section Financial Information enter your Vat ID / Tax ID.

# Q: How invoice with 2 different VAT rates can be submitted for the same PO

Whenever invoices need to be submitted with 2 different VAT rates please make sure separate Purchase Orders/ Blanket Purchase Orders lines are available, each line should have only one VAT rate. If the PO has been created with only one line, please inform the Nokia buyer to modify the order and additional lines with different VAT tax rates.

# Q: Incorrect tax on the PO

If the Nokia PO has been created with an Incorrect VAT rate, you can request to Nokia Buyer the PO modification. In case you already confirmed the order in Ariba Network and it cannot be modified anymore, please check with ap@nokia.com the possibility of submitting the invoice with a different VAT rate (as Ariba tool allows it). Once submitted, please inform AP team to check this invoice and clear the exception.

# Q: Shipment cost/ Additional Charges/Discount is not allowed to be added on the invoice as this will trigger the rejection of the invoice.

The header or line level usage of extra costs (taxes, charges) and discount is not allowed! To be clarified with Nokia requester if extra amount is needed for the PO. If this is the case, please ask the Nokia Buyer to perform a PO amendment.

Separate line must be created for the extra shipping fee while the discount can be indicated by reducing the price.



# Q: Submitting invoices with no more than 3 decimals in the quantity

Ariba system allows invoice submission with maximum 3 decimal places in the quantity. If submitted with more decimals it will be causing a mathematical error which would trigger the invoice rejection.

# Q: How to create invoices for BPOs

To create an invoice for a Blanket Purchase Order please follow the guide “Creating an Invoice against BPO” (invoice creation does not start from the BPO documet but by selecting Create/Contract invoice, as shown in the below screenshot). The invoice creation procedure is slightly different than for standard POs.



Please make sure that the invoice date is in the validity timeframe of the BPO, not the first or last date. In case the BPO has been expired, you need to contact the Nokia Buyer and ask them to extend the expiration date of the contract.

# Q: Credit Note Creation – Line level

The credit note submission differs from the invoice submission in the starting point. As only line item level credit notes are in use, the credit submission has to be started from the related invoice document.

# Q: What is an Ariba Network error (ANERR), and how do I resolve the issue?

You receive an ANERR message when an unexpected error occurs.

The following are common scenarios where you might receive an ANERR message:

* Clicking a link or button within your account
* Punch-in failure to your customer's procurement site (for example, creating a contract invoice or responding to a collaboration request)
* A PunchOut catalog connection failure

Messages appear in the following format:

Please contact support with the Error Reference Number: ANERR-10000000000000000012345678

The ANERR number typically contains 26 digits after the hyphen. This number is a unique error identifier in the Ariba Network logs, so you will never receive exactly the same ANERR number twice, even if you take the same steps to produce the error.

Oftentimes, the message preceding the ANERR number can help you determine the cause of the issue and how to resolve it. If you cannot determine the cause or solution based on the error message, first try clearing your browsing history/cookies, restarting the browser, and trying again. If the issue persists, [contact Ariba Customer Support](https://uex.ariba.com/auc/support-center) and provide the following information:

1. The full ANERR number
2. The steps that you took before receiving the ANERR message
3. Whether the error occurred only once or each time you took the steps

Ariba Customer Support will attempt to replicate the error and determine additional information related to the cause/resolution of the issue.

# Q: How do I see SAP Business Network applications in a different language?

The language you see on your SAP Business Network account is based on your language settings in your Internet browser.

Using Internet Explorer:

1. Click Tools > Internet Options > Languages.
2. In the Language Preference window, click Add to add the desired language.
3. Select the language to add, and click OK.
4. This language will need to be placed at the top of the list using the Move up button.
5. Click OK, and click OK again from the Internet Options window.

Using Mozilla Firefox:

1. Click Tools > Options> Content> Languages> Choose.
2. Select the language you want, and click Add.
3. This language will need to be placed at the top of the list using the Move up button.
4. Click OK, and click OK again from the Options window.

Using Google Chrome:

1. Click the options menu in the upper right corner, and choose Settings.
2. Click Show advanced settings.
3. In the Languages section, click Language and input settings.
4. Click Add.
5. Choose the language you want, and click OK.
6. Drag this language to the top of the list, and click Done.
7. Close the options tab.

Next, close your browser and reopen it for the changes to take effect. If the language you select is not supported by Ariba, it defaults to English.

**Additional Information**

Your browser languages does not change the language you specify for [email notifications](https://uex.ariba.com/node/1703).

SAP solutions support the following languages:

Brazilian Portuguese (pt-br), Korean (ko), Russian (ru), Polish (pl), Hungarian (hu), Turkish (tr), Dutch (nl), Swedish (sv), Greek (el), Romanian (ro), Norwegian (no), Danish (da), Finnish (fi).

# Q: How do I integrate my ERP with SAP Business Network?

Contact Nokia Enablement team for the evaluation of whether the volumes of transactions are high enough in order to support you and invest our resources in the integration process at ariba.enablement@nokia.com. For high volumes SAP Business Network offers possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. Integrate your order fulfillment and invoicing systems using **EDI** or **cXML** to reduce cost and increase customer retention.

For Nokia specific guidelines, please visit our Supplier information portal.

For general information, please [click here](https://www.ariba.com/solutions/solutions-overview/integration-solutions)

# Q: Is there a cost for transacting business on the SAP Ariba Business Network?

Transactions on the SAP Ariba Network are normally subject to a Supplier Membership Fee and a Transaction Fee. However, due to a special agreement, Nokia will be covering all supplier fees on behalf of their suppliers for their relationship and transactions with Nokia for as long as the Supplier relationship is in place on the SAP Ariba Network.

However, if you accept a trading relationship request with other Buyers than Nokia, your account and transactions might become chargeable depending on volumes.

# Q: Who is doing the invoice audit, SAP Ariba Business Network or NOKIA and how will SAP speed up the process?

Invoice audit is owned by Nokia. The speeding up of the process will depend on how you will transact with Nokia. Either by the supplier account web portal or via seller integration. By using SAP Business Network Portal, you will be able to quickly access PO's and flip them into invoices. All the fields in the PO will be prepopulated in the invoice, meaning less manual intervention and less room for error. This ensures that invoices always match the PO. You will also receive real time invoice status. If you are to be an integrated seller, document flow will be touchless - machine to machine connection.

If you are a Procure 2 Order Supplier (P2O), invoices will continue to be managed using the existing, legacy process even though the new Purchase Orders will be received on the SAP Business Network. Please check your Project notification letter from Nokia.

# Q: Are all these documents posted and need manual access or can we have them electronically send from system to system?

It is possible to have the documents be exchanged system to system. This is what we would call Integration. If your document count is large enough as a supplier, you can discuss the possibility to integrate with Nokia on the AN. As an integrated seller, the process would be touchless.

Contact Nokia Enablement team for the evaluation of whether the volumes of transactions are high enough in order to support you and invest our resources in the integration process at ariba.enablement@nokia.com. For high volumes SAP Business Network offers possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. Integrate your order fulfillment and invoicing systems using **EDI** or **cXML** to reduce cost and increase customer retention.

For Nokia specific guidelines, please visit our Supplier information portal.

For general information, please [click here](https://www.ariba.com/solutions/solutions-overview/integration-solutions)

# Q: When I will use SAP Business Network and when I will use AP portal, Blue planet or other platforms?

Please find your e-commerce project notification letter sent to you from an email: Upon Go live confirmation, you will receive all indirect PO’s via SAP Business Network and depending on country you are also required to send Nokia invoices via SAP Business Network, however, in some countries we do not allow sending the invoice via SAP Business Network and you are requested then, follow the process and use existing tools.

# Q: What is the difference of this new platform and AP portal?

The SAP Business Network is the new Procurement platform that is being deployed in phases and will be used to send electronic purchase orders (POs) for Indirect Expense, access e-catalogs as well as to receive invoices across the globe. Nokia's AN Buyer Account is directly integrated with multiple Nokia's ERPs via the SAP Ariba Procurement Application, as deployments are implemented throughout 2021.

AP Portal will continue to manage Invoices for those countries that will be enabled on SAP Business Network as Procure to Order (P2O) Suppliers. Only New Indirect Expense Purchase Orders will be received on the SAP Business Network for P2O Suppliers.

# Q: Will Ariba fully replace NOKIA's AP Portal for the invoice procedure?

The implementation of the SAP Ariba Network will be in a phased approach. Once Suppliers are migrated from AP Portal to the Nokia SAP Ariba Platform, all new Indirect Expense Purchase Orders and Invoices will be managed on SAP Ariba for P2P Enterprise and Standard Accounts. P2O Suppliers will receive Purchase Orders on Ariba Network but will invoice using the existing legacy process. If you need more information, please refer to the link for the correct sending method for invoices for Nokia: [Invoice Address Search - Nokia AP Portal](https://apportal.nokia.com/APPortalExt/AddressSearch.aspx)

# Q: What is the difference - in terms of operational effort compared to the existing Nokia AP Portal?

Ariba Network offers various e-invoicing options to suppliers: PO flipping, Integrated Solution, CSV solution.

# Q: Will the E2OPEN Portal also be migrated to Ariba for the former Alcatel-Lucent flow?

The implementation of the SAP Ariba Network will be in a phased approach for Indirect Expense Purchase Orders. Once Suppliers are migrated from AP Portal and E2OPEN to the Nokia SAP Ariba Platform, all new Purchase Orders and Invoices for INDIRECT Expense will be managed on SAP Ariba.

# Q: What happens to invoices already in E2Open and AP Portal after Country Go Live on SAP Business Network? Will the status and history be visible on SAP?

All existing Indirect Expense Purchase Orders and Invoices from E2OPEN and AP Portal will be completed on the previous process. There will be no transition of existing Purchase Orders to SAP Ariba. Historical data will be available on E2OPEN and AP Portal and will not be visible on SAP Ariba.

# Q: If the company is NOT on SAP Business Network, but use a standalone non-cloud ERP system on company premises, then how will the effort be reduced? It will still be manual upload of generated invoices as pdf files to SAP Business Network. How is this reducing the effort?

You will receive the PO to your SAP Business Network Supplier Account. You can then "flip" that PO into an invoice directly in your supplier account. All the mandatory fields in the invoice will be prepopulated with the data included in the PO, meaning the invoice can be created and sent in just a few clicks. It is mandatory to enclose the invoice created in your system as a pdf attachment to the Invoice created on SAP Business Network at header level. The file size of the attachment should not exceed 40MB.

You can contact the enablement team to open the discussion about integration possibilities at ariba.enablement@nokia.com

# Q: Who is paying the invoice to the supplier, NOKIA or SAP Business Network?

NOKIA is responsible for payment of Invoices to Suppliers for Indirect Expense Purchase Orders issued on SAP Business Network.

# Q: Will it be possible to upload invoices using e-mailed PDF? then handle the rest in the portal?

All invoices submitted to Nokia will need to be submitted directly in SAP Business Network. All other invoices will be rejected. The only exception will be for the P2O Suppliers where the existing process for submission of invoices will continue to be followed. Please check your Project notification letter from Nokia.

Q: Will we have possibility to contact your AP department via SAP Ariba as it is now with your current portal?

No. Only online query function is implemented as of now on AP Portal: APPortal.support@nokia.com

You can reach out to Nokia AP team through existing email ID's: AP@nokia.com

Q: Do you still expect invoice paper?

Paper invoices will be rejected, except in countries, where paper invoice is a legal requirement.

# Q: Are ALL Nokia Legal entities across the world going live with SAP Business Network?

Yes. This is a global deployment plan for INDIRECT Expense Purchase Orders and will be implemented in Phases throughout next year.

# Q: How do I submit a NON-PO invoice

Please, check your E-commerce Project notification letter from Nokia to see whether you can create Non PO invoice for Nokia.
Non-PO invoices are invoices that are not based on a purchase order. Invoice entry users create electronic non-PO invoices. If Nokia’s business rules allow, you can create non-PO invoices in SAP Business Network. Users in your site create non-PO invoices by clicking **Create  Non-PO Invoice** on the dashboard. SAP Ariba invoicing solutions always treat these invoices as non-PO invoices. Supplier create non-PO invoices using the Create Non-PO Invoice task in their SAP Business Network account to submit an invoice through SAP Business Network.
See detailed Nokia’s guide: <https://support.ariba.com/item/view/197433>

# Q: What should I do if my invoice has been rejected?

To review the reason for invoice rejection, invoices are rejected either:

* Manually by Nokia
	+ - You would receive an email notification citing reason for rejection that you need to correct and resubmit the invoice.
* Automatically by Nokia's invoicing rules
	+ - In case of noncompliance you would receive an invoice failure notification while trying to submit the invoice. Noncompliance fields would be identified.

If you understand invoice rejection reason, you can [edit and resubmit](https://uex.ariba.com/auc/node/1039) the invoice to Nokia for payment.

**Additional information:**

Shipment cost/ Discount/ Additional Charges/Discount is not allowed to be added on the invoice as this will trigger the rejection of the invoice.

# Q: How do I tell when my invoice will be paid?

Payments are not processed through SAP Ariba, but Nokia can upload payment details to your account for you to view. The payment scheduled date or status of the invoice is visible on the SAP Business Network.

If Nokia has not provided [scheduled payment](https://uex.ariba.com/auc/node/117963) or [remittance](https://uex.ariba.com/auc/node/59147) information, the best way to find out when your invoice will be paid is to contact Nokia.

**Additional Information**

After you submit an invoice, your customer receives the invoice and begins to process it. If the invoice does not have any errors, Nokia approves the invoice for payment, which changes the invoice status to **Approved.**

# Q: How do I cancel or delete, void, obsolete an invoice or a credit memo that I’ve sent?

Invoices cannot be deleted from your SAP Ariba account. You can fix an invoice you have already submitted the following ways:

It is not possible to cancel invoices once submitted, unless it is rejected by Nokia. To perform corrections, please reach out to Nokia at SAP Ariba I-BUY Helpdesk: i-buy.helpdesk@nokia.com

Once you have asked Nokia to manually reject the invoice, it will let you [edit and resubmit](https://connectsupport.ariba.com/sites#item-view&/134103) the invoice instead of canceling it or create [credit memo](https://connectsupport.ariba.com/sites#item-view&/174476_en)  against the original invoice on SAP Ariba to put funds back on your purchase order.

# Q: [If I have already invoiced my purchase order once, how do I invoice for the remaining amount?](https://uex.ariba.com/auc/node/2321)

When creating an invoice on the Ariba Network, the **Include** column lets you add or remove each individual line item on the invoice.

Line items that you have already invoiced for the full amount or the partial amount display a gray toggle icon () in the **Include** column. These line items are not included on the invoice by default.

However, you can add these line items to the invoice by clicking the gray toggle icon (), which causes a green toggle icon () to appear. You can edit the **Quantity** and **Unit Price** fields for the included items to update the invoice subtotal.

**Additional Information**

Each of your customers might have different invoicing rules. Some customers only let you edit the **Quantity** and not the **Unit Price**.

# Q: Can I resend a failed or rejected invoice with the same invoice number?

You are allowed to re-use the same invoice number from past calendar years or in case if the former invoice is in Rejected or Failed status.

# Q: How do I view Nokia's invoicing rules?

To view Nokia's transaction rules:

1. Sign in to the [Ariba Network](https://supplier.ariba.com/).
2. In the upper-right corner, click your **[user initials]** > **Settings > Customer Relationships**.
3. Click your **[customer's name]** (Nokia)
4. On the **Customer Details** page, your customer's(Nokia’s) transaction rules, including invoicing rules, are found under **Additional Resources**.

To view country-based invoicing rules, **click Download invoice rules** in the **Country-Based Invoice Rules section.**

# Q: How do I add attachment to my invoice?

To attach a document when creating an invoice:

1. Click **Add to Header**> **Attachment**.
2. In the added **Attachments** section, click **Browse** and select the document.
3. Click **Add Attachment**.

Remember that the total size of all attachments cannot exceed 40MB.

**Additional Information**

* It is mandatory to enclose the invoice created in your system (attach the ERP copy of an invoice) as a PDF attachment to the Invoice created on SAP Ariba Network at header level.
* The file size of the attachment should not exceed 40MB.
* To delete a document that you added to an invoice, select the box next to the document, and click **Delete**.
* After you submit an invoice, you can edit the attachments only for invoices in [Canceled, Failed, or Rejected statuses](https://connectsupport.ariba.com/sites#item-view&/134103). For invoices in other statuses, work with Nokia to decide how to send the attachments.
* If you are still unable to attach your document, verify that you are using a [certified browser](https://connectsupport.ariba.com/sites#item-view&/130899) and go through the [common browser troubleshooting](https://uex.ariba.com/auc/node/2222) suggestions.

# Q: Where I can find more training materials?

Enterprise accounts: <https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/>

Standard accounts: <https://support.ariba.com/item/view/183459>