

Ericsson Supplier Enablement FAQs

2022

SAP Ariba



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Section 1 – About Ariba and SAP Business Network



This section provides an overview of the following:

- SAP Business Network



What is SAP Business Network



- SAP Business Network is a global electronic invoicing network. As the world's largest web-based trading community, the SAP Business Network connects leading global organisations with their trading partners and provides a broad-based platform for all key business collaboration needs. It is home to more than 4 million trading partners, with a new company joining every minute and with over \$3 trillion transactions annually (equivalent to the GDP of the United Kingdom). Ariba provides fast and efficient transmission, tracking, and processing of orders and invoices.
- SAP Business Network will cover processing a purchase order, creating an order confirmation (if required), creating a ship notice (if required) and creating an invoice
- SAP Business Network will also cover some specific supply chain processes which are to come into play later in the year

What is Electronic Invoicing



- Electronic invoicing (e-invoicing) is a communication methodology that utilises the Internet to allow Ericsson to receive invoice information directly from suppliers without the need to print and mail paper invoice copies.



What if I already have a SAP Business Network account with another customer?

- If your company already has an Enterprise account on the SAP Business Network, we recommend that you use it for your transactions with Ericsson rather than creating a new one. When you receive the trading relationship request email, inviting you to log in for the first time to Ariba, you will be able to choose between “Create an account” or “Log in with an existing User”. Click on the “Existing User” option and log in with your administrator ID and password (you must log into the administrator account, not a user account). This will allow you to establish a connection between your existing Ariba account and Ericsson.

What if I already have a Standard account, do I need to upgrade to an Enterprise account?



- It is possible to use your Standard account if you already have one, however upgrading to an Enterprise account is funded by Ericsson so there would be no fees. Please note that if you have other customers, that may incur fees with your other customers.
- If you have certain supplier chain processes with Ericsson you will need to upgrade to an Enterprise account.



What are the benefits of using SAP Business Network?

- **No costs** – buyer funded model
- **Easy to invoice (PO flip, integration)** – flip a PO into an Invoice and integrate with supplier ERP system
- **Secure and guaranteed invoice delivery** – no more lost invoices
- **Reduced processing time** – we receive your invoices faster which means we are able to pay you on time
- **Instant invoice validation** – from delivery through to payment



What infrastructure do I need to use SAP Business Network?

- A regular Internet connection and a web browser are the only requirements as the SAP Business Network is web based.

How secure is SAP Business Network?



- SAP Business Network uses Secure Hypertext Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers, and the SAP Business Network. HTTPS is the standard for secure Internet communication and uses Secure Socket Layer (SSL) with RSA Labs encryption. Additionally, accounts on the Ariba Network are password protected. [You can learn more about Ariba data security policies here.](#)



What is the privacy policy for registration and company Information?

- By registering on the SAP Business Network, suppliers make their company profile information available to their current customers as well as other buying organisations on the network. Your customers use this information to conduct transactions with you through the network, and prospective buyers use it to initiate new business relationships.
- Protected account information, such as Tax ID and account settings, is not shared. Suppliers do not have access to the account information of other suppliers.



Does the SAP Business Network support country specific regulatory requirements?

SAP Ariba has a 10+ year history of providing e-invoicing solutions considering the relevant tax regulations. The Ariba Network supports regulatory consistent e-invoicing for the following countries.

The approach has been continuously improved over the years and aims to provide solutions which allow suppliers on the Ariba Network to create and receive electronic e-invoices in accordance with the relevant local and regional regulations including:

- The tax invoice format, i.e. the structure for tax purposes. In most countries the cXML invoice becomes the official tax invoice. A PDF invoice is also provided in the console or by e-mail for Standard Accounts as a human readable format but clearly stating that it is a copy and not a tax invoice.
- Integrity, authenticity and legibility is supported. Ariba digitally signs the cXML invoice based on local qualified certificates. In most European countries signing is based on an integration with Sovos (TrustWeaver), a market leading cloud compliance company.
- Which fields must be populated; this is defined by EU directives and local tax regulations. Ariba Network business rules ensure that mandatory fields are validated before an invoice can be issued successfully



Does the SAP Business Network support country specific regulatory requirements?

- Long term archiving of the eInvoice in accordance with the regulated country specific retention periods in the domiciled country of both the buyer and supplier, for ease of access as may be required periodically for tax authorities and ensuring the invoice integrity is maintained (i.e. can't be modified) during the retention period. This can be either through the SAP Business Network's long-term archiving functionality, which is a simple self-configurable solution (some companies will prefer to use on-premise archiving using their own technical solutions). Sovos (TrustWeaver) provides an external archiving solution which is integrated into the Ariba Network
- Contractual obligations which may require country specific invoicing processes SAP Business Network considers those contractual obligations in the terms of use which all suppliers accept prior to invoicing through the SAP Business Network. Examples include data protection requirements

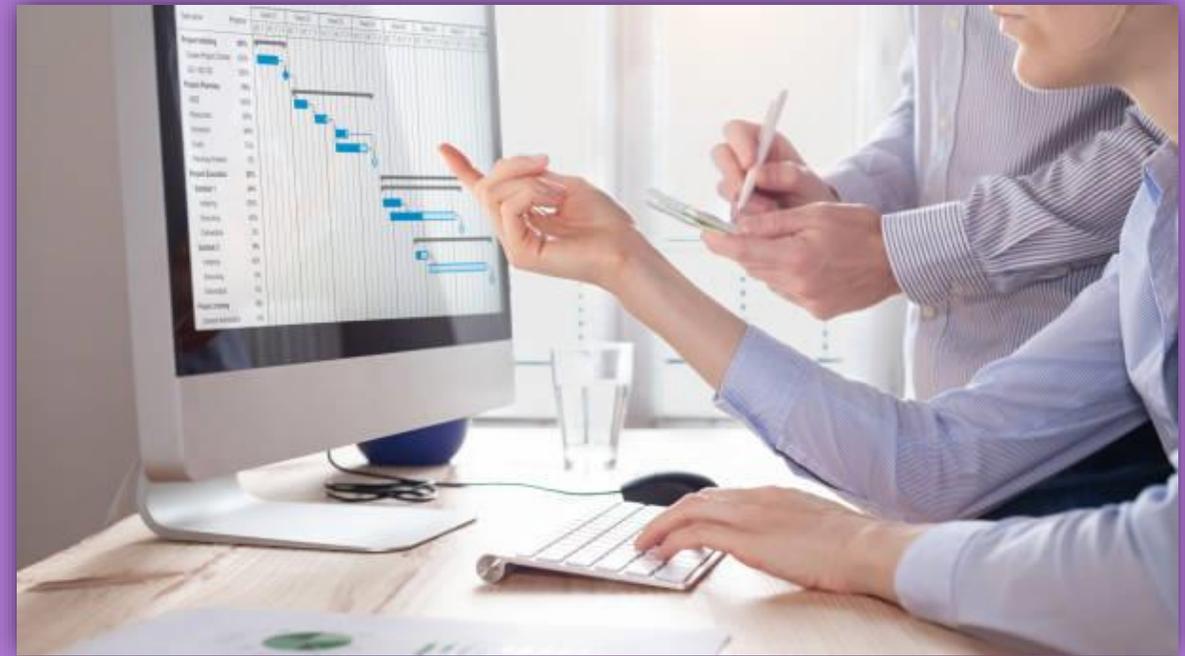
To register on the document archiving service, you can do this through your SAP Business Network Account under Network Settings > General > Tax Invoicing and Archiving. Once you have registered a new tab will appear in your SAP Business Network Account: 'Document Archive' which allows you to search and retrieve these official tax invoices in the case of a tax audit in both the cXML and human readable PDF format.

Section 2 – About Ericsson's Supplier Enablement Programme



This section provides an overview of the following:

- Ericsson Supplier Enablement Overview



Why is Ericsson moving to SAP Business Network



- You will be instantly notified when Ericsson creates new POs, effortlessly flip a PO into an electronic invoice
- you will have 24/7 access to the status of your invoices
- Instant access to rich remittance details for easy payment reconciliation
- know the moment a payment has been initiated for your submitted invoices
- Improved suppliers onboarding
- Collaboration capabilities
- Ericsson will no longer be transacting via the Taulia e-Invoicing platform which will be descoped so that suppliers who currently use Taulia will transition over to the SAP Business Network

How do I register on SAP Business Network?



- You will receive an e-mail from Ariba inviting you to accept Ericsson's trading relationship request. In this e-mail, you will find a link to create your account.
- You will also be contacted by phone by a member of the Ariba team who will guide you through the creation of your account.
- It is important to respect the deadlines communicated to you during this step of account creation.



As a supplier, is there an alternative to using the Ariba platform to exchange documents with Ericsson?

- Ericsson is actively phasing out the Taulia invoicing system to take advantage of the benefits that SAP Business Network provides to our business and our suppliers. Going forward this will be the preferred method of receiving invoices for Ericsson.
- Once you have transitioned from Taulia to the SAP Business Network, Ericsson will expect all invoices to create through the Ariba platform.

How will this save time?



- In your account you will have access to different documents and therefore keep them all in one place. Once in your account, you can PO flip an invoice, so the information from the purchase order is already reflected in the invoice. Therefore you will not need to create a new invoice and add in all the PO details, but add in small selection of data such as invoice number, and tax (if required) or if the purchase order is being partially invoiced
- You can also receive the PO via email as well as into your account, by updating the order routing method to email and adding in an email address/email addresses
- Integration will also be a possibility, but this is currently in the pilot phase. If PO flip is too manual integration with Ariba could be a more suitable option

What if I don't want to participate?



- Ericsson 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 critical and valuable to the ongoing business of Ericsson and therefore want to make sure we listen to your current processes to be able to support moving these processes over to the SAP Business Network.

What date will I start transacting over Ariba Network?



- From the 26th September you will receive your POs via SAP Business Network. This will be once you have accepted the Trading Relationship Request (TRR). Once registered on/logged into the Ariba Network you will be able to begin transacting.



Will there be training offered to teach me how to use SAP Business Network?

- Yes, please visit the [Supplier Information Portal](#) and click on the summit [link](#) and register to view a recording of a hosted training session. The Supplier Information Portal also provides Ariba training guides and Ericsson specific process guides

Where can I find SAP Business Network – Ericsson specific Supplier Education Materials?



- Educational material can be found on Ericsson's [Supplier Information Portal](#).
- Information regarding specific supply chain collaboration processes will be added at later date.



Is each supplier company a legal unit or can you have multiple supplier companies against one SAP Business Network Account

- Every account in SAP Business Network would need to represent one legal entity. If you have multiple legal entities that need to invoice Ericsson, you would need to create a separate account for each entity.

Section 3 – Transacting over SAP Business Network



This section provides an overview of the following:

- Transacting on Ariba Network





How will I know when Ericsson receives my invoice and schedule for payment?

- SAP Business Network provides you with visibility into invoice and payment processing by tracking the status of the invoice through Ericsson's processes. You can see that the invoice has been received and when it has been approved for payment. The payment will be made in accordance with the existing Ericsson terms and conditions. Correct invoicing according to amount and price on the PO will speed the process via auto matching of Invoice and Purchase Order.



Will the purchase order be sent to my ERP system so we don't have to load it ourselves?

- The PO sent from Ericsson will be sent to your Ariba account where you can log in and access your purchase order. It's also possible to change the order routing of the PO in your account so you can receive the PO via email.
- Please note integration via Ariba is also possible so that POs are routed directly to your backend system

Can I send an invoice from my own billing system?



- No, the invoice must be processed in Ariba against the PO received either via email or in the SAP Business Network portal from Ericsson. Please do not send a second paper or PDF invoice as it will not be processed and may create confusion and delay.

My Purchase Order has incorrect data – what should I do?



- Contact your Ericsson buyer via SAP Business Network account or if it is an urgent matter – over the phone or e-mail.



My PO is not available who should I contact?

- If you cannot see your PO on the portal, please use the [support link](#), alternatively you can contact your Ericsson business contact.



Can we attach supporting documents when submitting our invoices? And how?

- Yes. Ericsson has enabled supporting documents to be transmitted with the invoice. Please refer to the [Supplier Information Portal](#) for instruction.



What e-invoicing options does Ariba offer to suppliers using their network?

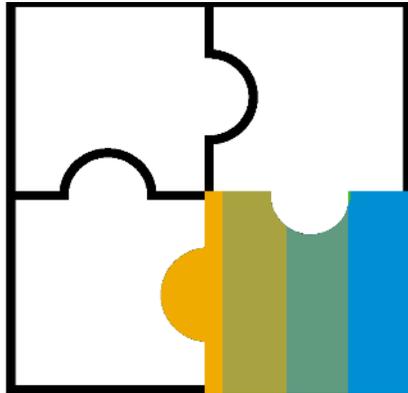
- **PO Flipping:** PO flipping is designed for companies who receive the POs through Ariba and you can 'flip' the PO into invoice which means the majority of the PO data fields such as price and quantity are mapped onto the invoice and there are few extra fields to add to the invoice (depending on the format of the PO). The SAP Business Network offers a secure connection and guarantees delivery of the invoice to Ericsson within minutes.
- **Integrated Solution:** (EDI) The Integrated Solution gives a fully automated process where invoice data is extracted directly from your billing system and delivered directly into the Ericsson's finance system and purchase orders can be extracted directly from Ericsson's finance system and delivered directly to your billing system. You can also choose one way or two-way integration, i.e. to only integrate the PO or invoice or both as well as integrating other documents such as the Order Confirmations and Ship Notices.
- Please note that you will need to have the resources from your side in regards to the integration setup and any additional costs that may be incurred by the integration setup on your side

Will invoices still be processed by Ericsson?



- Please be aware that the SAP Business Network is a platform where you will create your invoices and also include attachments, but the invoices will then be sent through to Ericsson for processing by accounts payable. You will also have access to real time statuses to see at what stage your invoice is at.

Supplier Integration



What is it?

For whom?

Direct connection between your ERP and SAP Business Network via (cXML, EDI, CSV) fully automated process.

- A high volume of documents per month
- Technical capability in cXML/EDI
- IT or eCommerce resources

| | |
|---|--|
| cXML | Most commonly used; Ariba's native format; direct connection with automatic validation |
| EDI ANSI X.12 EDIFACT D96A EANCOM D01B | Interface with Ariba through VAN or AS2 |
| OAGIS v9.2 | Connection types: AS2 / HTTPS / RNIF |
| PIDX v1.61 | Connection type: RNIF |
| SAP Business One | Adapter for sellers using SAP Business One |
| SAP SD Add-On | Free seller add-on for SAP sellers using the Sales and Distribution Module |
| CSV | Manual upload of CSV file (customer-specific template) (Not available for Supply Chain Suppliers) |

How do I integrate my ERP with SAP Business Network?



- The Ariba Network offers possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. (Please note that this is currently not in scope until later in the year.)
- Integration Testing
- All suppliers transacting through SAP Business Network using one of the following integration methods will be required to test with Ericsson:
 - EDI Transactions
 - cXML Transactions

Can I send electronic invoices using SAP Business Network to all my customers?



- SAP Business Network allows you to send electronic invoices to any other customers that are using the Ariba Network once you have signed up. You can choose to have one SAP Business Network Account for each customer or combine all their customers on the same account and can have a mix of free Standard Accounts and paid Enterprise Accounts depending on how you transact with each customer, your invoice and PO volumes and whether you are publishing a catalogue on the Ariba Network. You pay a subscription fee for each Enterprise Account, so it is more cost efficient to have a single Enterprise Account for multiple customers if it is practically possible.



Can I send transactions for more than one customer in one file?

- For the Integrated, the SAP Business Network can accept data files in any format covering as many customers as you require. Ariba will agree with you how each customer is identified in your data file and will then deliver each transaction to the correct customer.



What are the meanings of the 'Routing Status' and 'Invoice Status' codes in SAP Business Network?

- **Routing Statuses:** Routing Status shows if the invoice has been received in invoice management system

- Obsolete – you cancelled the invoice
- Sent – invoice has been submitted
- Acknowledge – invoice has been received in Ericsson
- Failed – Invoice failed Ericsson pre-defined invoicing rules
- Queued – Ariba Network received the invoice but has not processed it

- **Invoice Statuses:**

- Sent – Invoice has been sent to Ericsson
- Approved – Invoice has been approved by Ericsson
- Rejected – Invoice has been rejected by Ericsson and will require corrections
- Paid – Invoice has been paid
- Failed – Ariba Network experience a problem routing the invoice
- Cancelled – Ericsson approved the invoice cancellation

- Please note you can set up your account so that you receive notification emails on the status of your invoice



What are the 'Purchase Order Status' codes in the SAP Business Network?

- **Confirmed** – the PO has been accepted and Ericsson is expecting delivery.
- **Rejected** – The PO has been rejected by your side
- **Partially confirmed** – The PO has been only partially confirmed by you
- **Delivered** – Goods receipt
- **Invoiced**- Invoice has been processed against the PO – can be fully invoiced or partially invoiced



Is there any support provided when creating my first documents on the Ariba platform?

- If you have any questions when creating your first documents, you can contact the Ariba team dedicated to your onboarding or the Ariba contact person who helped you set up your account.

Order Confirmation and Advance Shipment Notification



- Suppliers providing direct materials will be expected to respond to purchase orders with an order confirmation and advance shipment notification. Confirmation will be controlled at the line item level of the purchase order.
- Once the purchase order has been received via the SAP Business Network, you can confirm the quantities (fully or partially), the delivery dates and the price.
- You will need to submit a new order confirmation for every PO change sent by Ericsson.
- Please note automatic reminders will be sent to you, from the SAP Business Network for unconfirmed orders if there is no order confirmation after a 3 days from the order date.
- To view your order confirmations and advance shipment notifications, go to the fulfilment tab on the SAP Business Network homepage. For more information, please refer to the order confirmation and ship notices guide in the supplier information portal.

How do I download/create a report?



- On your supplier account homepage, go to more and choose reports. Here you can create a new report based on your requirements, a list of different report types is displayed. Go to the supplier information portal to view how to create a report.

Section 4 – Miscellaneous



This section provides an overview of the following:

- Other tips for using your SAP Business Network account



What if I forget my password?



- If you forget your SAP Business Network Password, click the Forgot Password link at <http://supplier.ariba.com> to be prompted through the password reset process.
- Ariba will forward an email to the email address on record on the SAP Business Network after your Username/Password recovery request was submitted, for the protection of your company information.
- You can also contact Ariba Support for assistance if you follow these steps:
 - Go to supplier.ariba.com
 - Click on the 'Question mark' sign in top right corner
 - Click Support in bottom right corner
 - Enter a search term
- If you require someone to call you, click on the option: 'Get help by phone'



How do I access and change the former administrator's account?

- If the account administrator is still with your company, they can reassign the account administrator to another user or change their user information to different person.
- If the account administrator is no longer with your company, but you have access to the registered email:
 1. Use the Having trouble logging in? link on the login page to request a Password Reset.
 2. After accessing the account, you can transfer the account administrator 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, contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be required to provide ANID number of the account, the listed administrator, and email address.



What should I do if emails like these are going into my spam filter?

- You need to make the following e-mail address trusted in your outlook settings

ordersender-prod@ansmtp.ariba.com

- Please keep checking your spam filter in case this doesn't work and contact your IT department for further support

How to create a role/user?



- Before creating your first role, you might want to review the list of permissions. This list is useful for planning your approach to roles. Some companies create broadly defined roles that include all or most of the available permissions, while others create specialized roles that include narrow sets of permissions. By planning your approach to roles, you can prevent confusion for your account users and maximize the efficiency of your team after roles are in place.
- You assign roles when you create users.

Limitations:

- The maximum number of custom roles you can create is 10.
- Ariba Network does not notify users of changes to roles. You might want to inform users before making changes.
- Please see guide for creating role/user –You can create up to 250 users per account
https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_vbie452g



What is the cost of transacting business on the SAP Business Network?

- Ericsson has chosen to bear the costs that are usually charged to suppliers by Ariba, making the platform free of charge for you when transacting with Ericsson.

NB: transactions with clients other than Ericsson are not supported.

As an Ericsson supplier, I did not sign a contract with SAP Ariba. Therefore, how are the contractual relationships governed between Ericsson, Ariba and me?



- By accepting Ariba's general terms and conditions when creating your account, you also become an Ariba customer. This agreement comes in addition to your contractual relations with Ericsson.
- Please click on the [link](#) to view SAP Business Network terms and conditions

Support channels



- For any questions regarding business processes or commercial relations, please contact your Ericsson reference, ariba.onboarding@ericsson.com. For any questions regarding the standard use of the solution or
- any technical questions, please contact the Ariba team dedicated to your onboarding and, in the longer term, the Help Center accessible from your Ariba account.
- In order to contact Ariba support. Go to the Help Center icon (?), click on support. Click on contact us. If you type in your query and cannot see the correct information. Scroll down and click on something else and then click on Contact Us



How do additional users receive purchase order notifications via email?

- The account administration can add additional email addresses to receive PO notifications
- Go to your initials on the top right side
- Go to Settings
- Go to Electronic Order Routing
- Scroll down to Notifications, tick the boxes against the notifications you would like to receive and add in the email address/es. Add in a comma to separate email addresses
- If you would like to receive the purchase order via email. Go to Order Method and change from Online to Email. Add in up to three email addresses each separated with a comma, but no spaces



How do I create an additional company address with a different VAT for another country?

- It's possible to create an additional company address in your supplier account. To do this you must go to your initials on the top righthand side
- Go to Company Profile
- Scroll down to additional company addresses
- Click on create
- Add in Address Name and VAT ID and save

When creating the invoice you will have the option to choose the additional company name

In the Line item section you will see that the VAT rate will change to the new country VAT rate

Where can I view a report of my PO data?



- Please use the reports tab to download a report to extract the PO data
- Go to the **Reports** tab on the homepage, if you cannot see the tab for to **More => Reports**
- Click on **Create**
- Add in Description and choose the report type = **Order**
- Fill in the other fields as needed
- Then click on **Next**
- Choose your supplier/s or all suppliers
- Add in any data that you deem necessary
- Include **Line Item Information** for a more detailed report
- Click on **Submit**
- **Run** and **Refresh** the report until the status shows as **Processed** and click **Download** to view the report

If I am a shipping supplier do I need to use SAP Business Network?



- Regardless of what type of supplier you are, you will receive a purchase order from Ericsson via Ariba and will need to process it accordingly

Will the scope of SAP Business Network be for both global and local markets?



- Transitioning to the SAP Business Network is a global project so therefore will include suppliers globally. However we are transitioning in steps, so we will inform you once a new country has come into scope

How does SAP Fieldglass map into SAP Business Network



- SAP Fieldglass POs will be available in Ariba in order to invoice from SAP Business Network. This is currently underway and will be available later in the year.

Can you use SAP Business Network in other languages?



SAP Business Network supports the following languages:

- Japanese
- Spanish
- Danish
- French
- Brazilian Portuguese
- Finnish
- Hungarian
- Norwegian
- English
- Dutch
- Turkish
- Korean
- Traditional Chinese
- Russian
- Greek
- Polish
- Simplified Chinese
- Italian
- Romanian
- German
- Swedish
- Bulgarian
- Croatian
- Czech
- Thai

Carbon Copy Invoices



- Please note that you may see a copy of your invoice in Ariba even though it was not processed on SAP Business Network
- Invoices that have been sent and processed via Ericsson will show the status update in Ariba
- This is standard behaviour and enables you to see the status of the invoice regardless of whether it was created in Ariba
- The Sap Business Network will also send a notification to let you know the status of your invoice e.g if it has been rejected for any reason

Credit Memos



- Please be aware that header based credit memos are not allowed, only line item credit memos