

INTERNAL

**SAP Business Network**

**Integration Solution Blueprint**

|  |
| --- |
| University of Nebraska |

**Table of Contents**

[1 Version History 4](#_Toc119501364)

[2 Document Purpose and Uses 4](#_Toc119501365)

[3 Business overview 5](#_Toc119501366)

[4 Technical Landscape 6](#_Toc119501367)

[Environment Infrastructure 6](#_Toc119501368)

[5 Project Scope 7](#_Toc119501369)

[Documents in Scope Summary 7](#_Toc119501370)

[Business IDs 7](#_Toc119501371)

[Business Units 8](#_Toc119501372)

[5.1 Orders 9](#_Toc119501373)

[Type 9](#_Toc119501374)

[Attributes 10](#_Toc119501375)

[Order Processing Specifics 12](#_Toc119501376)

[5.2 Order Confirmation 13](#_Toc119501377)

[Type 13](#_Toc119501378)

[Attributes 13](#_Toc119501379)

[5.3 Advanced Shipping Notification (ASN) 15](#_Toc119501380)

[Type 15](#_Toc119501381)

[Attributes 15](#_Toc119501382)

[5.4 Service Entry Sheets 16](#_Toc119501383)

[Type 16](#_Toc119501384)

[Attributes 17](#_Toc119501385)

[5.5 Receipt Notification (Goods Receipt Notice) 18](#_Toc119501386)

[Type 18](#_Toc119501387)

[5.6 Invoice 19](#_Toc119501388)

[Type 19](#_Toc119501389)

[Attributes 20](#_Toc119501390)

[Type 24](#_Toc119501391)

[5.7 Remittance Advice 24](#_Toc119501392)

[6 Cutover 25](#_Toc119501393)

[Specifics 25](#_Toc119501394)

[7 Error handling 26](#_Toc119501395)

[Specifics 26](#_Toc119501396)

[8 Testing 27](#_Toc119501397)

[Specifics 27](#_Toc119501398)

[9 Project Tracking 27](#_Toc119501399)

[9.1 Project Teams 27](#_Toc119501400)

[9.2 Project Schedule 29](#_Toc119501401)

[9.3 Sign Off 29](#_Toc119501402)

[10 Risks 30](#_Toc119501403)

[Specifics 30](#_Toc119501404)

[11 Supplemental Documentation 32](#_Toc119501405)

[11.1 SAP Help Portal 32](#_Toc119501406)

[11.2 cXML Supplemental Documentation 32](#_Toc119501407)

[11.3 EDI Supplemental Documentation via SAP Cloud Integration Gateway 32](#_Toc119501408)

[EDI D96A/X12 Supplemental Documentation 32](#_Toc119501409)

[11.4 PIDX Supplemental Documentation via SAP Cloud Integration Gateway 32](#_Toc119501410)

[PIDX Supplemental Documentation 32](#_Toc119501411)

[12 SAP Business Network customer support for Suppliers 33](#_Toc119501412)

[12.1 Post Go Live Support 33](#_Toc119501413)

[12.2 How to utilize Help Center and request assistance 33](#_Toc119501414)

[12.3 Access the Help Center 33](#_Toc119501415)

[12.4 Using SAP Business Network Help Center 33](#_Toc119501416)

# Version History

This log is updated each time an update is made to this guide. The log identifies the version number, the date the version was completed, the author of the changes, and a brief description of the changes.

| Version | Date | Description |
| --- | --- | --- |
| V1 | August 2023 | Initial Version of Document |

# Document Purpose and Uses

This document defines the scope of the project and documents various business and technical aspects that relate to trading integration.

The aim is to identify all possible integration requirements from both parties to facilitate a smooth and swift implementation.

Any exceptions and areas of concern are analyzed and documented prior to the beginning of the design phase.

Assumptions:

There will be a single primary point of contact with each Trading Partner for Project Management activities.

It is assumed that assigned resources have the required skillset, appropriate system accesses, and availability to fulfil all responsibilities:

* Knowledge of business operations with customer
* Experienced Developers

The success rate of the project highly depends on proper and timely identification of all business/transaction scenarios to be covered during testing. It is imperative for trading partners to work with their Buyer and SAP Business Network integration resources to proactively identify any such cases and make sure they are documented and validated through testing.

# Business overview

The purpose of undertaking this initiative is to increase efficiency and effectiveness of the organization with targeted business benefits such as:

* Simpler and more efficient E2E process experience
* Reduced data maintenance & improved data quality
* Enhanced user catalog experience
* Catalog and supplier enablement services
* Improved insight from shared real time data
* Functional gaps closure, process automation
* Improved enforcement of legal compliance
* Step-change in vendor self-service
* Step change in “touchless” payment
* Tail end management in user self-service
* Integrated contingent and industrial workforce management

# Technical Landscape

| DescriptionEnvironment Infrastructure | Buyer Specific Details |
| --- | --- |
| ERP | SAP ECC 6.0 |
| Middleware | \*\* List all sources |
| Solutions Purchased | SAP Business Network for Procurement* SAP Ariba Buying and Invoicing (B&I)

Supplier Lifecycle and Performance (SLP)SAP Ariba SourcingSAP Ariba Contracts |
| UoM Classification | ISO |
| Commodity Codes | UNSPSC version 9.0501 |

# Project Scope

The following tables outline the requirements unique to this buyer procurement environment, as detailed in the Excel Transactions Samples Requirements. Not all required elements outlined in the DTD are represented below, as this is meant to only highlight information that is important to your Buyer.

| DescriptionDocuments in Scope Summary | Mandatory | Optional | Out of Scope |
| --- | --- | --- | --- |
| Purchase Order | X |   |  |
| Change Order | X |  |  |
| Order Confirmation |  | X |  |
| Advance Ship Notification |  | X |  |
| Receipt Notification |  |  | X |
| Service Entry Sheet |  |  | X |
| Service Entry Sheet Response |  |  | X |
| Invoice | X |  |  |
| Remittance Advice |  | X |  |

| DescriptionBusiness IDs | Company Name | ANID | DUNS | DUNS\_4 |
| --- | --- | --- | --- | --- |
| Buyer | University of Nebraska | AN11158707128 |  |  |
| Supplier |  |  |  |  |

| DescriptionBusiness Units | Location(City/State) | Business/Vendor ID | In Scope(Y/N) | Unique Requirements |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Orders

| DescriptionType | Buyer Supported(Y/N) | Supplier Supported/Format(No or online, email, cXML, D96A, X12, CSV, PIDX, etc.) |
| --- | --- | --- |
| Catalog | Yes |  |
| Non-Catalog/Free Text | Yes |  |
| P-Card | No |  |
| Blanket Order – with release | No |  |
| Blanket Order – without release | Yes |  |
| Service PO (Service structure/without parent - child lines) | No |  |
| Service PO (Service structure/with parent - child lines) | No |  |
| Service PO (Material structure) | Yes |  |
| Change Order - catalog | Yes |  |
| Change Order – non-catalog | Yes |  |
| Change Order – P-Card | No |  |
| Cancel Order | Yes |  |
| Exception or Urgent/Machine down Order | No |  |
| Consignment Order | No |  |
| Work Order | No |  |
| Capital Equipment Order | No |  |

| DescriptionAttributes | Buyer Comments | Supplier Comments |
| --- | --- | --- |
| General | Split Orders | * Orders split based on Currency, vendor, Ship To, Catalog vs Noncat
* Orders will be split if multiple Ship Tos
 |  |
| Order Numbering | * 48000000 - 48999999 ZAN - Ariba Standard PO
* 4900000000 - 4999999999 ZAF Ariba Framework Order
* Orders are sent with Numbers only
 |  |
| Attachments | * Optional - End users will have the ability to have attachments added to POs.
 |  |
| Header | Bill To | * Bill To ID and Address needs to be captured and returned on the invoice.image
 |  |
| Ship To | * Ship To ID and Address needs to be captured and returned on the invoice.
* Ship To ID has more than four (4) characters

 |  |
| Private End User |  |  |
| Purchasing Agent | * Not used.
 |  |
| Payment Terms | * Payment Terms need to be captured and returned on the Invoice.
 |  |
| Need By Date | * Need By Date is not required on the Invoice.
* Need By Date (requestedDeliveryDate) needs to be confirmed on Order Confirmations.
 |  |
| Comments | * Optional - End users will have the ability to put comments on the POs.
 |  |
| Extrinsic | * There are no extrinsics that supplier needs to capture and return on OC/INV.
 |  |
| Control Keys | * Control Keys will not be sent.
 |  |
| Service Date (start & end) | * Service start & end date will be sent on Service orders for Framework PO only. This is shown in a BPO as effective and expiration date. Service PO’s can also be sent as material orders and will not contain service start & end date.
 |  |
| Line Item | Order Item Numbering | * Line items are numbered 1, 2, 3, 4, etc
 |  |
| Supplier Part ID | * Supplier Part ID will depend on end user entry on noncatalog form.
 |  |
| Supplier Part Auxiliary ID | * Optional field
 |  |
| Unit Price | * [Precision Rounding on Invoices](https://support.ariba.com/Item/view/196374) -
* Confirm number of decimals supported (Yes) and if Precision Rounding is required (Yes)
* Supplier needs to set up profile accordingly
 |  |
| Advanced Pricing/Price Basis Quantity | * [Advanced Pricing/Price Basis Quantity (PBQ)](https://support.ariba.com/Item/view/196374)
* Not in scope.
 |  |
| Unit of Measure | * ISO Standard converted to UNUOM when sent to the network.
 |  |
| Ship To | * See header Ship To details. Ship To address can be sent at the header or line level address.
 |  |
| Extrinsic Values | * There are no extrinsics that supplier needs to capture and return on OC/INV.
 |  |
| Control Keys | * Control Keys will not be sent.
 |  |
| Service Date (start & end) | * See header Service Date details.
 |  |

| DescriptionOrder Processing Specifics | Buyer Comments | Supplier Comments |
| --- | --- | --- |
| How are change/cancel orders handled? Change order types: OC based; customer initiated etc. | If supplier allows change orders, change/cancel orders will be end-user initiated. Suppliers can recommend changes to PO. If change orders not allowed, new PO will be sent. |  |
| Describe any process requiring manual validation/further contact with customer/supplier to complete processing. | No |  |
| Will there be specific orders/special items requiring exception in processing?Are there any other exceptions/specific processing instructions for this buyer? | No |  |
| Does the supplier have any comments on the reviewed buyer order management process? |  |  |
| Is buyer order management process in conflict with supplier order processing practices/automation capabilities? | No |  |
| Discuss process discrepancies between what the supplier supports and what the buyer is requesting. |  |  |

## Order Confirmation

| DescriptionType | Buyer Supported(Required/Optional/Out of Scope) | Supplier Supported/Format(No or online, email, cXML, D96A, X12, CSV, PIDX, etc.) |
| --- | --- | --- |
| Header Level | Optional |  |
| Line Level | Optional |  |

| DescriptionAttributes | Buyer Supported(Required/ Optional/Out of Scope) | Buyer Comments | Supplier Comments |
| --- | --- | --- | --- |
| General | Attachments | Out of scope |  |  |
| Change Orders | Required | * Change Order is required before invoicing.
 |  |
| Invoicing | Required | * Change Order is required before invoicing.
 |  |
| Tolerance | Out of scope | * 0% tolerance levels.
 |  |
| Other |  |  |  |
| Header | OC updates | Optional |  |  |
| Rejection Reason | Optional | * Not required, comments are required.
 |  |
| Acceptance | Optional | * Acceptance of the entire order is supported.
 |  |
| Line Level | Changes | Optional | * Partial acceptance of items/item quantity is supported.
 |  |
| Line Comments | Required | * Comments are required for changes.
 |  |
| Rejection Reason | Optional | * Not required, comments are required.
 |  |
| Backorder | Out of Scope |  |  |
| Delivery Date | Required |  |  |
| Shipment Date | Required |  |  |
| Unit Price | Optional | * Unit Price cannot be changed.
 |  |
| Unit Price Currency | Optional | * Currency cannot be changed.
 |  |
| Quantity | Optional | * Quantity can be changed.
 |  |
| Item Description | Optional | * Item Description cannot be changed.
 |  |

## Advanced Shipping Notification (ASN)

| DescriptionType | Buyer Supported(Required/Optional/Out of Scope) | Supplier Supported/Format(No or online, email, cXML, D96A, X12, CSV, PIDX, etc.) |
| --- | --- | --- |
| All | Optional |  |

| DescriptionAttributes | Buyer Supported(Required/ Optional/Out of Scope) | Buyer Comments | Supplier Comments |
| --- | --- | --- | --- |
| General | Attachments | Optional |  |  |
| Confirmation Status | Optional |  |  |
| Order Confirmation | Optional | * Order Confirmation is not required before Ship Notice.
 |  |
| Tolerance | Out of scope |  |  |
| Other |  |  |  |
| Header | Notice Date | Required |  |  |
| Shipping Date | Required | * Acceptance of all items in the order is supported.
 |  |
| Delivery Date | Required | * Multiple delivery dates are not allowed.
 |  |
| Delivery & Transport | Optional |  |  |
| Line Level | Quantity | Required |  |  |
| Asset Serial Number | Out of scope |  |  |
| Shipment Serial Numbers | Out of scope |  |  |
| Packing Slip | Out of scope |  |  |

## Service Entry Sheets

| DescriptionType | Buyer Supported(Required/Optional/Out of Scope) | Supplier Supported/Format(No or online, email, cXML, CSV, etc.) |
| --- | --- | --- |
| All | Out of Scope |  |

## Receipt Notification (Goods Receipt Notice)

| DescriptionType | Buyer Supported(Y/N) | Supplier Supported/Format(No or online, email, cXML, D96A, X12, CSV, PIDX, etc.) |
| --- | --- | --- |
| Receipt (Goods Receipt Notification) | N |  |
| Receipt Based Invoicing | N |  |

## Invoice

| DescriptionType | Buyer Supported(Required/Optional/Out of Scope) | Supplier Supported/Format(No or online, email, cXML, D96A, X12, CSV, PIDX, etc.) |
| --- | --- | --- |
| Catalog | Required |  |
| Non-Catalog | Required |  |
| Contract | Out of Scope |  |
| Blanket  | Required |  |
| Non-PO | Optional (Specific suppliers ONLY) |  |
| Service | Out of Scope |  |
| Service as Material | Required |  |
| Other |  |  |
| Credit – Header Level | Out of scope |  |
| Credit – Line Level | Optional* Credit memos should reference original invoice.
 |  |
| Debit – Header Level | Out of Scope |  |
| Debit – Line Level | Out of Scope |  |
| Invoice Rejection | Optional |  |
| Invoice Status Update | Optional – after go-live |  |

| DescriptionAttributes | Buyer Supported(Required/Optional/Out of Scope) | Buyer Comments | Supplier Comments |
| --- | --- | --- | --- |
| General | Attachments | Optional |  |  |
| Precision Rounding | Out of Scope |  |  |
| Advanced Pricing Detail | Out of Scope |  |  |
| Amounts  | * **Subtotal amount** = Unit Price x Quantity (No tax)
* **Taxable amount** = Subtotal amount
* **Gross amount** = Subtotal + Tax
* **Net amount** = Gross amount – adjustments and discount/rebait (if any)
* **Due amount** = Gross amount - adjustments (if any)
* \*No discount/rebait => Net amount = Gross amount
 |  |
| Address IDs | * Please **discuss** with project parties if a list of addresses/IDs is required for processing.
 |  |
| Satellite Requirements |  | * Are there any Buyer specific processes for invoicing not controlled through AN transaction validation rules?
 |  |
| Supplier Invoice Processing | Real Time |  |  |  |
| Batched |  |  |  |
| Scheduled Run Nightly |  |  |  |
| Monthly |  |  |  |
| Next Day |  |  |  |
| Validation prior to sending to AN |  |  |  |
| Header | Invoice Number | Required | * Maximum invoice number length is 16 characters.
* Only the Hypen (-) is allowed as a special character.
 |  |
| Invoice Date | Required | * Backdating is allowed up to 30 days.
 |  |
| Bill To | Required | * Address & ID are required.
 |  |
| Remit To | Optional |  |  |
| Sold To | Optional |  |  |
| From | Optional |  |  |
| Ship From | Required |  |  |
| Ship To | Required | * Address & ID are required.
 |  |
| From | Optional |  |  |
| Strict Validation | Name | Required |  |  |
| Street | Required |  |  |
| City | Required |  |  |
| State | Required |  |  |
| Postal Code | Required |  |  |
| Country | Required |  |  |
| Bank Account Details | Out of Scope |  |  |
| Payment Net Terms | Required |  |  |
| Buyer VAT ID | Out of Scope |  |  |
| Supplier VAT ID | Out of Scope |  |  |
| Registration ID | Out of Scope |  |  |
| Line Item | Invoice Line | Required | * Numbering as 1, 2, 3, 4, etc
 |  |
| Quantity | Required |  |  |
| Unit Price | Required | * [Precision Rounding on Invoices](https://support.ariba.com/Item/view/196374)
* Confirm number of decimals supported and if Precision Rounding is required
 |  |
| Unit Of Measure | Required |  |  |
| Order Line Number reference | Required | * Order Line items are numbered 1, 2, 3, 4, etc
 |  |
| Advanced Pricing/Price Basis Quantity | Out of Scope | * [Advanced Pricing/Price Basis Quantity (PBQ)](https://support.ariba.com/Item/view/196374)
 |  |
| Supplier Part Id | Required |  |  |
| Supplier Auxiliary Part ID | Optional |  |  |
| Buyer Part Id | Optional |  |  |
| Item Description | Required |  |  |
| Tax | Alternate Currency | Optional |  |  |
| Category |  |  |  |
| Percentage Rate | Required | 0% required if there is not tax. |  |
| Supply Date (tax point date) | Out of Scope |  |  |
| Tax Amount | Required |  |  |
| Taxable Amount | Required |  |  |
| Tax Description | Required |  |  |
| Tax Location | Optional |  |  |
| Allowance & Charges | Out of Scope |  |  |
| Shipping & Handling | Optional |  |  |
| Net Amount | Required |  |  |
| Amount without tax | Required |  |  |
| Subtotal Amount | Required |  |  |
| Summary | Tax | Alternate Currency | Optional |  |  |
| Category | Required |  |  |
| Percentage Rate | Required |  |  |
| Supply Date (tax point date) | Out of Scope |  |  |
| Tax Amount | Required |  |  |
| Taxable Amount | Required |  |  |
| Tax Description | Required |  |  |
| Tax Location | Optional |  |  |
| Special Handling Amount | Optional |  |  |
| Shipping Amount | Optional |  |  |
| Net Amount | Required |  |  |
| Gross Amount | Required |  |  |
| Invoice Detail Discount | Optional |  |  |
| Due Amount | Required |  |  |

## Remittance Advice

|  |  |  |
| --- | --- | --- |
| DescriptionType | Buyer Supported(Y/N) | Supplier Supported/Format(No or online, email, cXML, D96A, X12, CSV, PIDX, etc.) |
| Remittance Advice Notification | N |  |

# Cutover

| DescriptionSpecifics | Buyer Cutover Process | Supplier Comments |
| --- | --- | --- |
| Legacy Orders | * Open orders will be handled outside of AN post go-live.
* Open orders will not be closed prior to go-live.
* Potentially, only contracts (no POs) will be sent as legacy transactions on AN.
* Legacy orders will not be be recreated as new orders on the AN.
 |  |
| General | * Suppliers do not need to manually make changes to open orders.
* A list of cutover documents will be provided.
 |  |

# Error handling

| DescriptionSpecifics | Buyer Comments | Supplier Comments |
| --- | --- | --- |
| Failed or Rejected Document Transmissions |  | * Who gets notified?
* Are there any expectations as to how failed/rejected transactions are to be handled?
 |
| Failed Order Validation (wrong part number, price, UOM, etc.) |  | * Who gets notified?
* How is this corrected?
* Does the supplier system automatically make substitutions?
* What is the turn-around time to address failed orders?
 |
| General |  | * Is there any schema or data validation done on the invoice before it is sent to the AN?
* What is the process if an invoice fails against a business rule in the AN?
* What is the process if duplicate invoice numbers are not allowed when an invoice has failed or been rejected?
 |

# Testing

| DescriptionSpecifics | In Scope (Y/N) | Phase (Pilot / Post) | Buyer Comments | Supplier Comments |
| --- | --- | --- | --- | --- |
| Test Central plan | N | Post | The assigned Supplier Integration Specialist will work one-on-one with suppliers through connectivity and testing.  |  |
| Test Plan | Y | Pilot & Post | Provided as part of the integration kit.  |  |

# Project Tracking

## Project Teams

| Roles & Responsibilities  | Contact Name & E-mail |
| --- | --- |
| **Buyer** |
| **Project Lead (Operational Lead)*** Main contact for project coordination
* Provide commitment to project timeline
* Understand buyer's transaction validation rules
* Participate in status meetings
 |  |
| **Buyer Technical (Developer)*** Provide technical details for integration to backend systems
* Perform data mapping
* Assist in troubleshooting document failures
* Coordinate go live with functional resource
 |  |
| **Testing Contact*** Define & Validate catalogue content with buyer
* Analyze incoming Orders
* Generate Test Invoice
* Assist in other testing activities, coordinate go-live
* Download & validate applicable test transaction
* load & process through ERP
 |  |
| **Supplier** |
| **Project Lead (Supplier Enablement lead)*** Main contact for project coordination
* Enforce compliance of project timelines
 |  |
| **Technical (Developer)*** Support of cXML/EDI Identified Supplier testing
* Provide connection parameters to ERP systems
* Assist in troubleshooting document errors from the

application/ERP |  |
| **Testing Contact*** Define & Validate catalogue content with Supplier
* Generate Test Orders
* Reconcile and approve invoices
* Assist in other testing activities, coordinate go-live Download & validate applicable test transactions, load & process through ERP
 |  |
| **SAP** |
| **Integration Specialist****(IS)*** Manage end-to-end supplier integration
* Troubleshoot failed/rejected documents
* Ensure timely completion of project milestones
* Escalate issues to appropriate person/team
 |  |
| **Catalog Specialist** **(CS)** * Support Setup and testing of Catalogue with buyer and supplier
* Troubleshoot failed/rejected catalogues
* Ensure timely completion of project milestones
* Escalate issues to appropriate person/team
 |  |
| **Network Deployment/Enablement Lead** **(NDL/NEL)*** Consolidates all supplier’s enablement status for reporting to the Buyer
 |  |

## Project Schedule

| DescriptionPhase | Start Date | End Date | Contingency Plan(If target date is missed) |
| --- | --- | --- | --- |
| Plan |  |  |  |
| Design |  |  |  |
| Build |  |  |  |
| Test |  |  |  |
| Deploy |  |  |  |
| Go Live |  |  |  |

## Sign Off

| DescriptionName | Buyer or Supplier? | Date | Signature |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Risks

| DescriptionSpecifics | Buyer Mitigation Response | Supplier Mitigation Response |
| --- | --- | --- |
| Competing Priorities | * Are other integration/capital projects running at the same time?
 |  |  |
| * Can this project start now or in the future?
 |  |  |
| * Is the PO Flip option a possibility in the interim, if the integration project cannot be completed in time?
 |  |  |
| System Maintenance Schedule | * Upgrades?
 |  |  |
| * System refresh?
 |  |  |
| Resource Constraints | * Vacations?
 |  |  |
| * Holidays?
 |  |  |
| * Knowledge?
 |  |  |
| Processes | * Updates/changes to code must be scheduled?
 |  |  |
| * Go live at certain points of the month?
 |  |  |
| 3rd Party Dependencies | * Are changes scheduled or added as needed?
 |  |  |
| * How are error notifications/failures communicated for inbound/outbound transactions?
 |  |  |
| * Is there a dedicated resource to support the project?
 |  |  |
| * Will they attend standing calls?
 |  |  |

# Supplemental Documentation

This document contains Buyer specific information regarding transaction requirements. Information in this document does **NOT** cover the complete technical aspects of integrating with the SAP Business Network.

Below are several sections for supplemental documentation to be used with this document for cXML, EDI

D96A / X12 or PIDX transaction formats. Only refer to the section that pertains to the format your organization will be sending or receiving.

## SAP Help Portal

SAP maintains a complete and rich documentation library with Administration and How-To guides.

Here at [**SAP Help Porta**l](https://help.sap.com/viewer/index), you can find the information you need to administer and provision our products.

All guides within our Help Library are downloadable and accessible by entering the document you are looking for in the search bar of SAP Help Portal.

Below are some helpful shortcuts to guidelines you might benefit from:

[cXML Solutions Guide](https://help.sap.com/products/ARIBA_NETWORK/11ee0faf55c74bf49379485c2ca588a9/dd97df0ea699431d96dfd47ea0a553a0.html?locale=en-US)

[cXML User’s Guide](http://cxml.org/downloads.html)

[SAP Business Network guide to invoicing](https://help.sap.com/viewer/d0837e988978469ab79e35634c89480b/cloud/en-US/97f11d64acaf434da2b1819165b70874.html?q=guide%20to%20invoicing)

## cXML Supplemental Documentation

New cXML supplier to SAP Business Network must:

1. Support a DTD (document type definition) validation tool internally and download the document type definitions (DTD’s) for all supported transactions.
2. Support **HTTPS** protocol. SAP Business Network supports **HTTPS (not HTTP)** only for cXML transactions.
3. Review the **cXML Solutions Guide** and **cXML User’s Guides**.

cXML Document Type Definitions (DTD’s)

* <http://cxml.org> Download [InvoiceDetail.zip](http://xml.cxml.org/current/InvoiceDetail.zip) for the InvoiceDetailRequest.dtd.
* <http://cxml.org> Download cXML.DTD for the OrderRequest
* <http://cxml.org> Download Fulfill.dtd for ConfirmationRequest/ShipNoticeRequest

## EDI Supplemental Documentation via SAP Cloud Integration Gateway

EDI D96A/X12 Supplemental Documentation
[All EDI Supplier Guides](https://integration.ariba.com/#/resources)

## PIDX Supplemental Documentation via SAP Cloud Integration Gateway

PIDX Supplemental Documentation
[All PIDX Supplier Guides](https://integration.ariba.com/#/resources)

# SAP Business Network customer support for Suppliers

## Post Go Live Support

**Supplier Integrators** provide two weeks support of Post Go Live starting with the first transaction in **Production**. After the two-week period, a **Service Request** should be created for any assistance.

## How to utilize Help Center and request assistance

At **SAP**, our goal is to empower Suppliers with the information and tools they need to seamlessly navigate through **SAP Business Network Solutions**. You can find the answers you need about SAP Business Network products in the **SAP Help Center**. You can also contact **SAP Support** directly through the **Help Center**, when necessary.

## Access the Help Center

[Sign into your account](https://service.ariba.com/) and look to the right-hand side of your screen  to view the **Help Center panel**. If the panel collapses and you cannot see any articles, click  icon to expand.

## Using SAP Business Network Help Center

The Help Center is the first place to start if you have questions about any **SAP** **Business Network Solution.**

Please watch this short[Tutorial](https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_j6gwv8ex)on how to navigate **SAP Help Center to:**

* Find informational documents and FAQs created and curated by support or product documentation from [SAP Help Portal](https://help.sap.com/viewer/index)
* Find information on new releases, upcoming webcasts, and events, as well as easy access to Supplier Release Readiness Portal.
* Contact us to submit a case for support.