

A photograph of three business professionals in an office setting. A man with a beard is on the left, looking towards the center. A woman with dark hair is leaning over a table, smiling and looking at a laptop. An older woman with glasses is on the right, also smiling and looking at the laptop. The laptop is open on the table, and there are some pens and a cup nearby. The background is a plain white wall.

# **SAP Business Network Supplier (Trading Partner) Modular Learning Series - Workbook**

The SAP logo, consisting of the letters 'SAP' in white, bold, sans-serif font, set against a blue background that is part of a larger graphic element in the bottom left corner of the page.

**SAP**

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## Introduction

The SAP Business Network links suppliers (Trading Partners) to their Customers. This Workbook has been created so learners can make their reference material by adding notes into applicable sections online using their own words.

The Workbook can be used as a stand-alone document or in conjunction with module clips, flowcharts or training sheets, consolidating information through engaging with the content.

## How is the Modular Learning Series set up?

The Modular Learning series is set up to help Suppliers (Trading Partners) who want a refresher on a specific topic or for new hires who need to know not only “What” the SAP Business Network is but “How” to use parts that are required for your daily role.

To access the *SAP Business Network Supplier (Trading Partner) Modular Learning Series* – [CLICK ME.](#)

Or use this QR code –



From the main landing page, select the Module you wish to access. There is no specific order, and each module has a set of sub-modules; the main modules are:

- Module 1 – What is the SAP Business Network – In Pilot
- Module 2 – Purchase Orders (Under Construction)
- Module 3 – Non-Purchase Order Documents (Under Construction)
- Module 4 – Ship Notices (Under Construction)
- Module 5 – Invoicing (Under Construction)
- Module 6 – Administration (Under Construction)

Modules cont.

Module 7 – Supply Chain (Under Construction)

Module 8 – Sourcing (Under Construction)

Module 9 – Services (Under Construction)

Module 10 – Advanced Users (Under Construction)

Module 11 – Catalogs (Under Construction)

Module 12 – Integration and Reports (Under Construction)

Each listed module has Sub-Modules that drill down into the content, for example, 1.1 – What is the SAP Business Network? Each sub-module provides three options for learning: a *Workbook* (which you are currently using), a Flowchart (only the steps required to complete a process) and a Training Sheet (which contains information, screen snippets and actions).

Note: Some sub-modules may not have all options; for example, there is no Flowchart for 1.1 – What is the SAP Business Network or 1.7 – Enterprise Account vs Standard Account.

To ensure the quality and information in the SAP Business Network Supplier (Trading Partner) Modular Learning Series, please complete a 5-question survey which is anonymous.

Survey – [Click Me](#)

Or use the QR Code -



***Let our journey begin.....***


## Module 1 – What is the SAP Business Network?

### Module 1.1 – What is the SAP Business Network – The Basics you need to know

The SAP Business Network is the conduit that links your Buyer to their Suppliers (Trading Partners) to exchange documents electronically.

There are two types of Account, and is indicated at the top of the screen -

- ❖ Enterprise Accounts allow both the Buyer and Supplier to Integrate and have full access to the Customer Support Centre.

A dark blue rectangular button with the text "Enterprise Account" in white.

- ❖ Standard Accounts cannot be integrated and can only access the Customer Support Centre when there is a technical issue. Otherwise, it is a self-service product.

A dark blue rectangular button with the text "Standard Account" in white. To its right is an orange button with the text "Get enterprise account" in white.

Buyers determine what processes suppliers need to participate in and what type of network they have engaged in digitising transactions and creating sustainable procurement and supply chain collaboration processes.

There are two main types of Purchase Order:

- ❖ Materials – goods
- ❖ Services – services provided and can be planned or unplanned services

There is only one System Administrator, and the System Administrator is the only user who can create other users and has usually created the account

Suppliers are usually broken up into:

- ❖ Indirect – where goods or services provided that are usually for use in the day-to-day operation of your customer
- ❖ Direct – where goods or services are that directly go to maintaining or manufacturing an item

The appearance of the SAP Business Network for both Indirect and Direct Suppliers is fundamentally the same. However, Direct Suppliers will have access to the functionality their Buyer has Purchased, for example, Replenishment.

Every Buyer you Transact with on the SAP Business Network has a Supplier Information Portal where there is information about how to transact with that specific Buyer on the network. For example, some Buyers want all Purchase Orders to be confirmed.

You may receive a Purchase Order that has a ⚠️ next to the line item; this indicates it is ERS (Evaluated Recipient Settlement), which means that the Buyer will create the invoice on behalf of your business.

The Purchase Order you receive from your customer is your document of Truth; it identifies what your customer wants when they want it, and the price they are paying.

To Access the SAP Business Network login page – [Click Me.](#)

Or use the QR Code. You will need the SAP Business Network Mobile App to access the SAP login screen



## NOTES:

To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

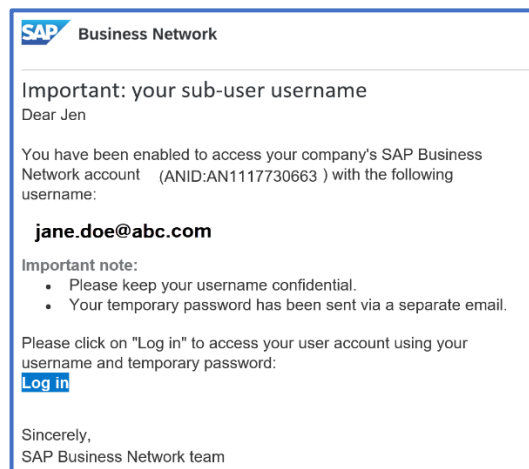
## Module 1.2 – Log on for the First Time

To log on to the SAP Business Network, you need Id. There is only one System Administrator for an SAP Business Network account; if you are no System Administrator, chances are you will need credentials to log onto the network.

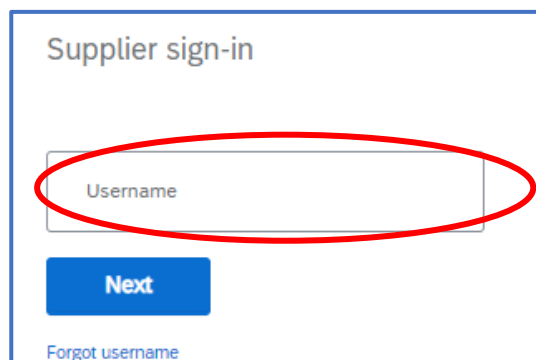
The System Administrator creates Users, ask a colleague to provide the name of the System Administrator by clicking on their initials and selecting Contact Administrator, and requests a login for the SAP Business Network.

Once the System Administrator creates your Username, you will receive TWO emails from the *Ariba Commerce Cloud*. One e-mail will be your Username, and the other will be a Temporary Password.

1. Open the **Username** e-mail and click on the link; this will take you directly to the Supplier SAP Business Network log-in page. you **MUST** access the network using the link in the e-mail.

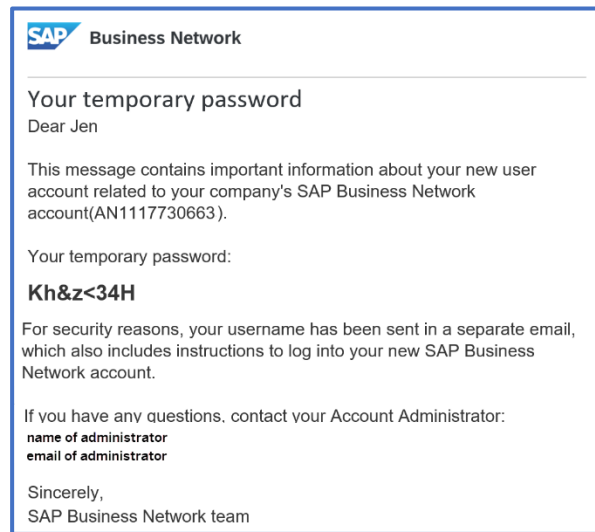


2. Enter your **Username**, click **Next** as shown in the e-mail; this will usually be your e-mail; however, if you have multiple accounts, your actual e-mail can only be used as your Username once.

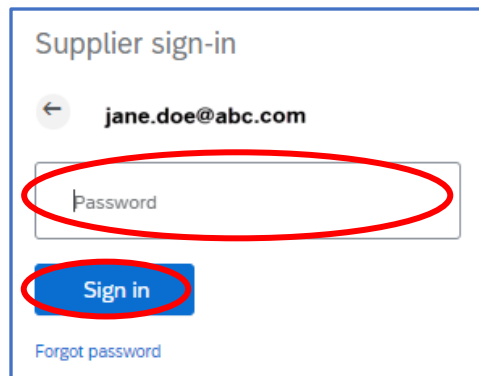


1.2 Login for the first time cont...

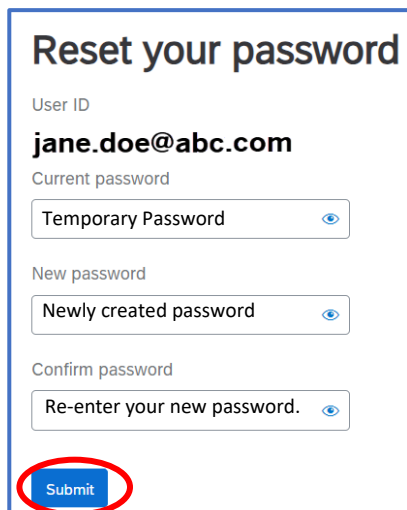
3. Enter the **Temporary Password** provided in the second e-mail



4. Copy the Temporary Password and paste it into the Password field, click on **Sign In**



5. You will need to re-enter the temporary password and create a new one, re-enter the new one, click on **Submit**



- ✓ Must be between 8 and 32 characters.
- ✗ Must contain at least 1 lowercase letter(s), 1 uppercase letter(s), 1 numeric character(s), and 1 special character(s). The special characters permitted are `!#$%&'()*+,-./:;<=>?@^_`{|}~\''[]`
- ✓ Cannot contain the username
- ✓ Repetitive characters and numbers in sequence are discouraged
- ✓ Only ASCII characters are allowed (numbers 0-9, lower and upper case characters a-z, and some special characters)



1.2 Login for the first time cont...

6. After entering your credentials, you must respond to the role you perform in the organisation. Select your position from the drop-down list provided and click on **Submit**

### Please provide your business role

Please choose the business role which best describes the day-to-day tasks you perform for your company. Your experience is tailored to the business role you choose.

Business Role \* :

Business Owner

**Submit**

## NOTES:

To add text – Right click and select “**Add Text**” – a “**Start typing here....**” box will be displayed

## Module 1.2 – Login Using Generic or Other Credentials

There is only one System Administrator in a business; users must have a login System Administrator created.

Some businesses use a “generic” Username, which can be problematic, especially when someone changes the Password, as all users will need to be advised of the password.

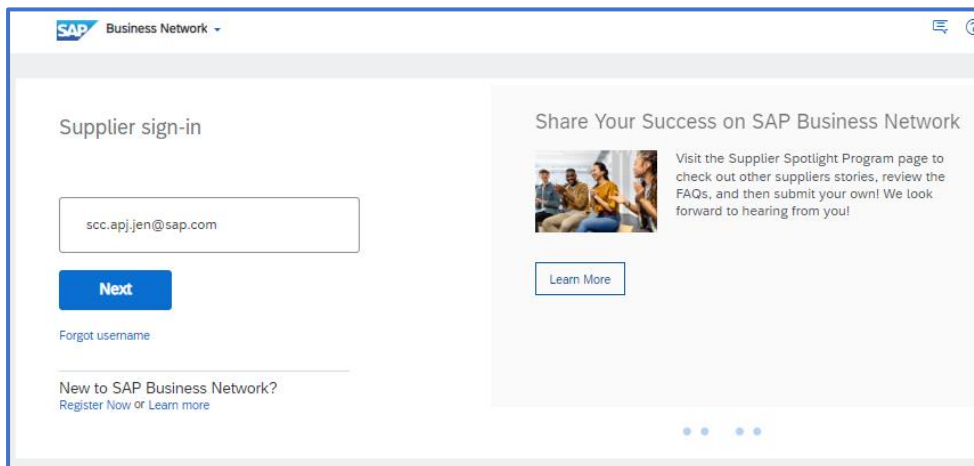
When using a “generic” account, note that making changes to the Home Page Widgets or the Workbench will change the Widgets and tiles for all users.

Usernames and passwords provide information to the SAP Business Network and may also be used for accessing Sourcing - “Proposals & Questionnaires.”

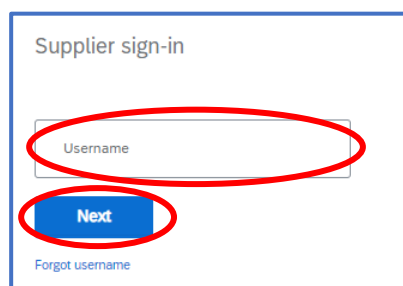
Some Businesses may add Multi-Factor Authentication to logins, providing extra security

For more information about the Home Page Widgets – [Click Me](#)

1. Using a Browser, open the SAP Business Network Supplier Login <https://service.ariba.com>



3. Enter the **Username**, click on **Next**, you have been provided or other credentials



4. Enter the **Password**, click on **Sign In**



5. The screen displays the **Home Page**



**NOTES:**


To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

## Module 1.3 – Log On- Forgot Password and/or Username

### Forgot My Password

This process can be used in:

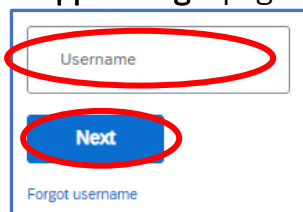
- ❖ Transacting Account and Proposals and Questionnaires
- ❖ Standard and Enterprise Accounts

Click on the  to see the password if you forget what you have just entered.

Only the System Administrator can create Users and assign the permissions that are accessible with your Username.

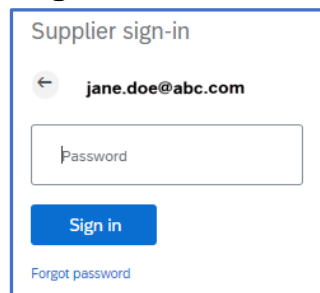
When you request information about your Password or Username, all information associated with your e-mail will be provided in the e-mail.

1. Display the **Supplier Login** page enter your **Username**, click **Next**



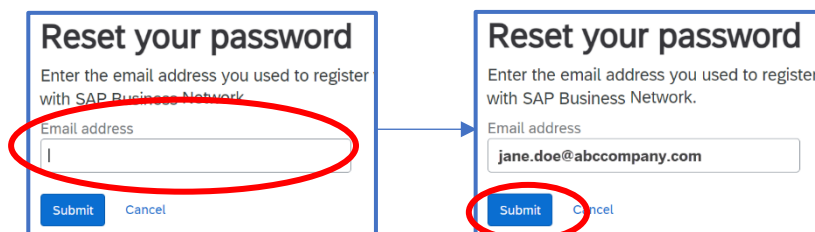
A screenshot of the 'Supplier Login' page. It features a text input field labeled 'Username' which is circled in red. Below the field is a blue button labeled 'Next', also circled in red. At the bottom left, there is a link that says 'Forgot username'.

2. Click on **Forgot Password**



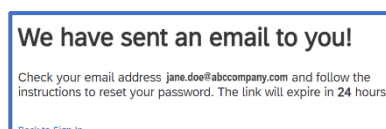
A screenshot of the 'Supplier sign-in' page. It shows a back arrow, the email address 'jane.doe@abc.com', a password input field, and a blue 'Sign in' button. A link for 'Forgot password' is located at the bottom left.

3. Enter your Email Address and click on **Submit**



Two side-by-side screenshots of the 'Reset your password' page. The left screenshot shows an empty 'Email address' input field circled in red. The right screenshot shows the same page with the email address 'jane.doe@abccompany.com' entered in the field, and the 'Submit' button circled in red. An arrow points from the left screenshot to the right one.

4. Email message is displayed

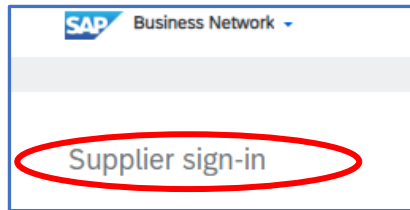


A screenshot of an email confirmation message. It says 'We have sent an email to you!' and provides instructions to check the email address 'jane.doe@abccompany.com' and follow the instructions to reset the password. It also notes that the link will expire in 24 hours and includes a 'Back to Sign in' link at the bottom.

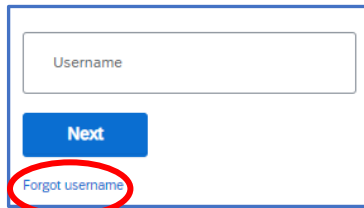


1.3 Log On – Forgot Password and/or Username cont...

1. Display the **Supplier Login** page



2. Click on **Forgot Username**



3. Enter your **Email Address** and click on **Submit**



4. Email message is displayed; locate the e-mail



5. Locate the Username you are looking for; remember that **ALL** Usernames associated with the e-mail will be displayed

Jane.doe@abccompany.com  
Jane23@abccompany.com

6. Select the Username you require from within the e-mail and enter the password; however, if you have forgotten the password, click "Forgot Password" and repeat the previous Forgot Password Process on [Page 8](#).

## Module 1.4 – Adding, Removing and Moving Tiles

### Adding, Removing and Moving Tiles

This process can be used in:

- ❖ Transacting Account
- ❖ Standard Accounts
- ❖ Enterprise Accounts

31 Days is the Default time frame – any tiles with 31 days may indicate the default value, and all Tiles can be named to make them more identifiable you can add up to 25 Tiles

Tiles allow users to identify the information they require efficiently; tiles can be added and removed.

Multiples of tiles can be added, for example, 3 New tiles, one for each customer you look after

Updating the name of the Tiles makes it easier to locate; refer to Workbench – Edit Tiles – [Click Me](#).

The ⓘ on tile provides a short description of what information it represents

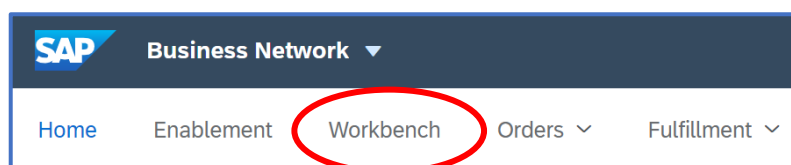
The order of the tiles appearing on the workbench is reflected on the Home screen.

Tiles can be customized to user requirements, including length of time and customer or location codes, to mention a few.

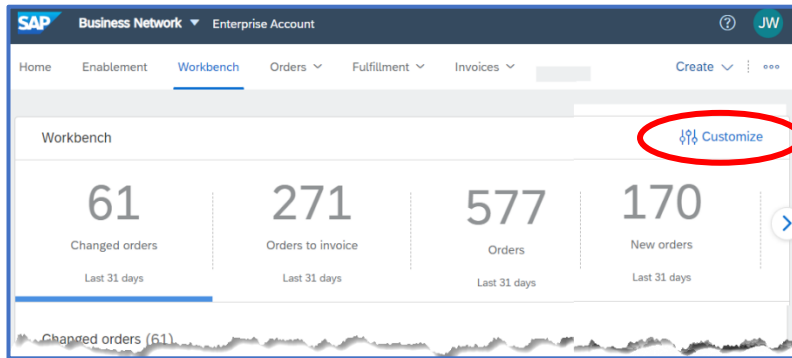
A ✓ means it is already added, but you can add multiples of the same tile.

### Workbench – Adding, Removing and Moving Tiles

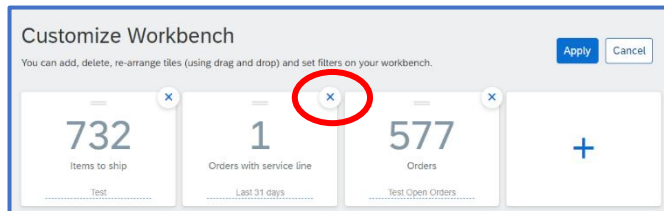
1. Login, locate and Click on the **Workbench** tab



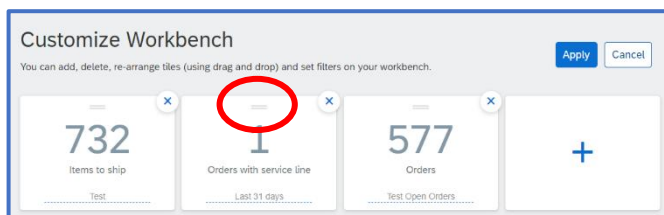
2. Click on **Customize** to add, remove and move tiles



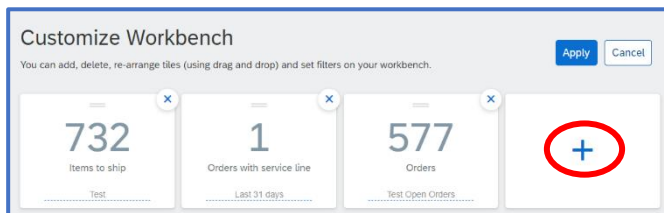
3. To **Remove** a Tile, click on the X at the top of the tile



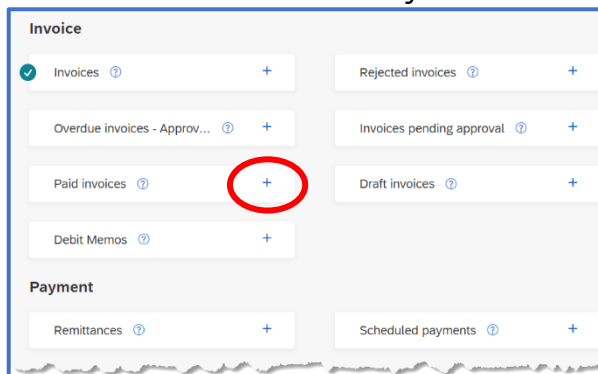
4. To **Move** a Tile, hover to change to a hand and move to the desired location



5. Select the + at the end of the tile you wish to add

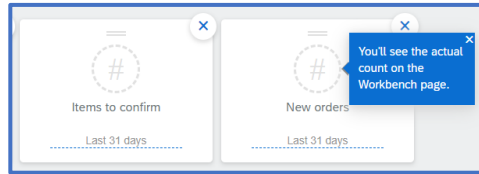


6. Select the + at the end of the tile you wish to add

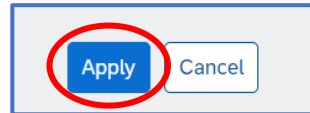




7. The tile selected is added; repeat steps 5 to 7 to add further tiles



8. Click on **Apply**, and the screen returns to the Workbench



## NOTES:

To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

## Module 1.4 - Workbench – Editing Tiles

This process can be used in:

- ❖ Transacting Account
- ❖ Standard Accounts
- ❖ Enterprise Accounts

Each tile has an Edit Filter option that allows users to set what they want the tile to display; a blue line on the bottom of a tile indicates it is selected

When a box is displayed next to filter options, it usually means that more than one selection can be made

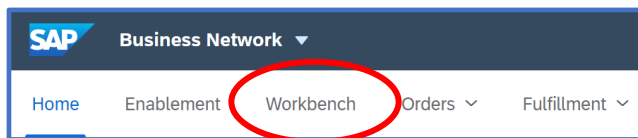
Add specific customer names onto tiles to suggest whether particular filters have been set

The order of the tiles on the Workbench is reflected on the Home tab; refer to the

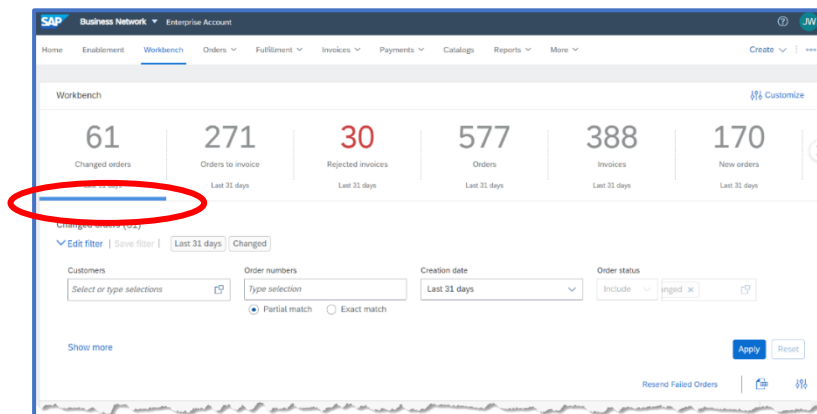
Using a location code (found on the Purchase Order) allows businesses with multiple locations to filter orders based on the location code

Refer to the General Functionality Guide for more information – [Click Me](#)

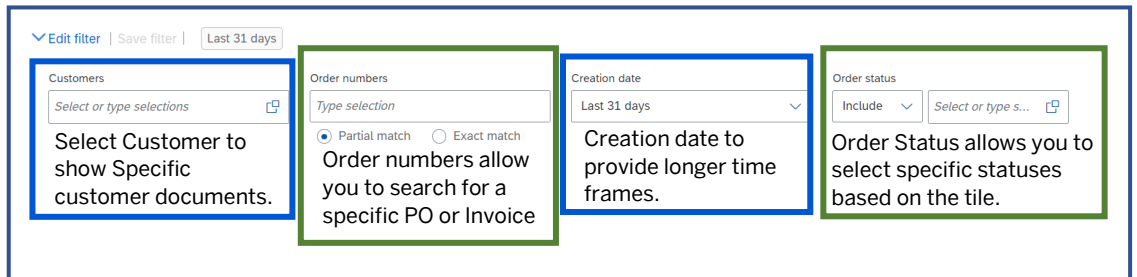
### 1. Login, locate and click the Workbench tab



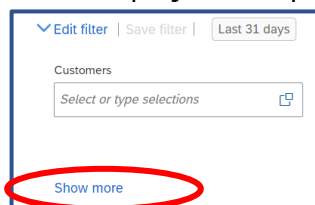
### 2. Select the tile you need to personalise or edit





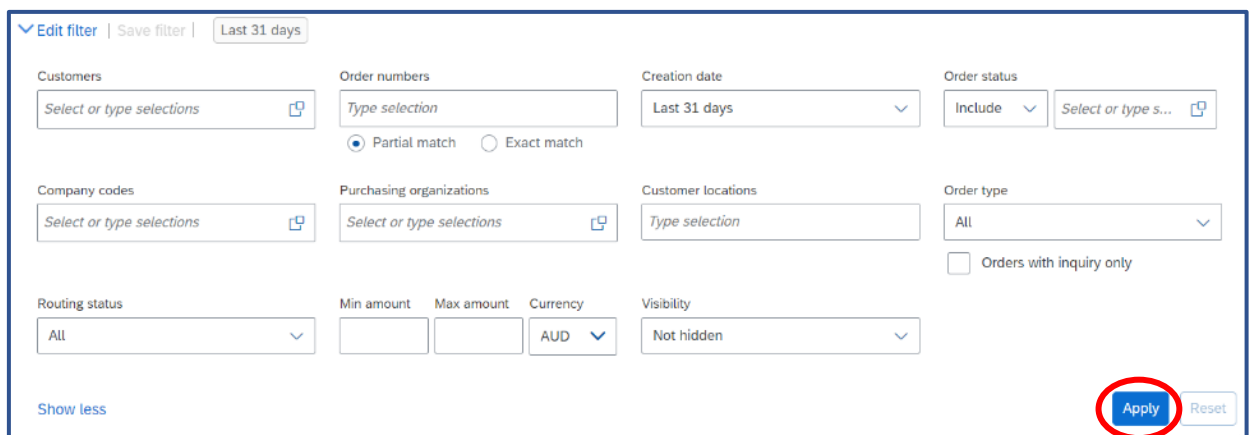
- The “Customers”, “Order numbers”, “Creation date” and “Order status” under the Edit filter are always open and displayed



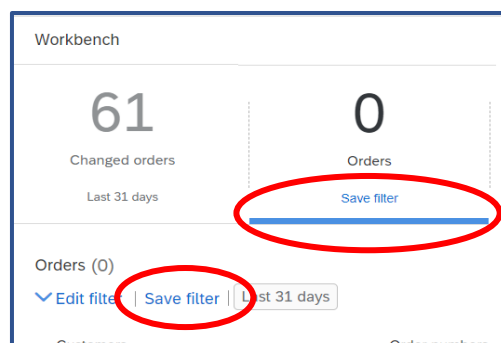
- Click on Show More to display more options for filtering



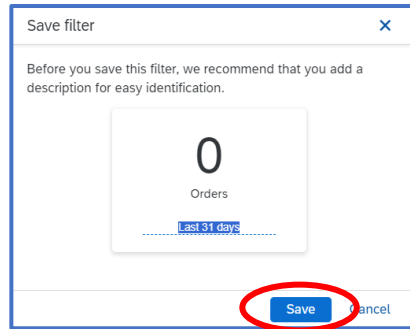
- Click on  to select an option, click on  to show options in the drop-down list, and click on **Apply** to add filters



- To keep the filters on a specific tile, click on **Save filter**



7. Highlight the label on the tile to change (if required), click **Save**



## NOTES:

To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

## Module 1.4 – Adding Leads and Proposals Tiles on the Workbench

Although the Tiles are on the SAP Business Network Workbench, the “Leads” tiles reflect the information in Discovery

Suppliers must have the “Respond to Posting on SAP Business Network Discovery” permission to respond to the posting

The Leads and Postings Tiles can be added and by using Edit Filters, then Show More to customize the tile information displayed

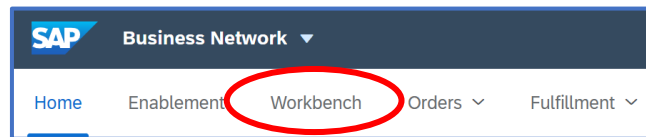
**NOTE:** RFXs from Ariba Sourcing (Proposals & Questionnaires do not appear on these Tiles

Buyers use Discovery to expand their Supplier base by sending RFX’s extending past their existing supplier base

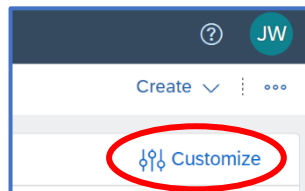
Suppliers can update or add details and capabilities of your business, including products and services and the locations you serve.

Buyers use that information to send out business opportunities that match your company based on the information in the Company Profile

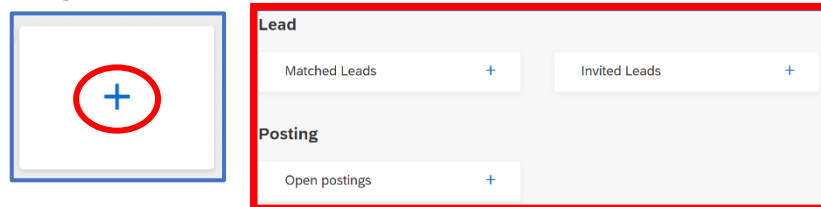
**Step 1:** Login, locate and click the **Workbench** tab



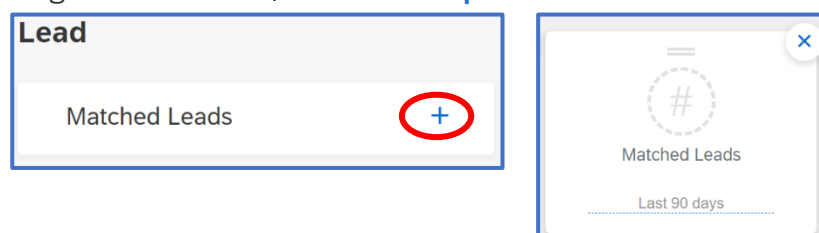
**Step 2:** Click on **Customize**



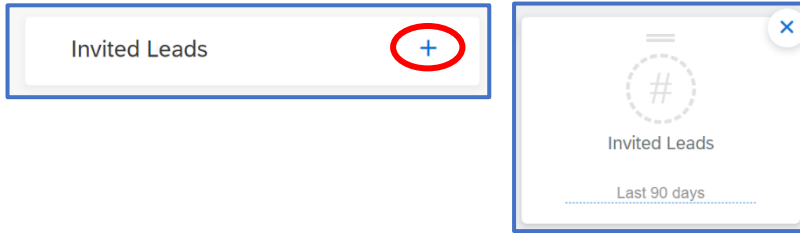
**Step 3:** Click on the **+** on the last tile, and scroll down to display the **Leads** and **Posting** Tiles



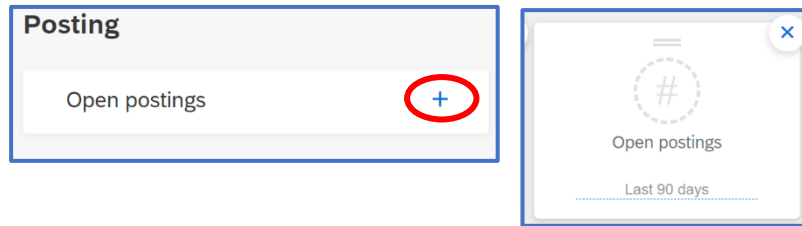
**Step 4:** Adding **Matched Leads**, click on the **+** on the **Matched Leads** Tile



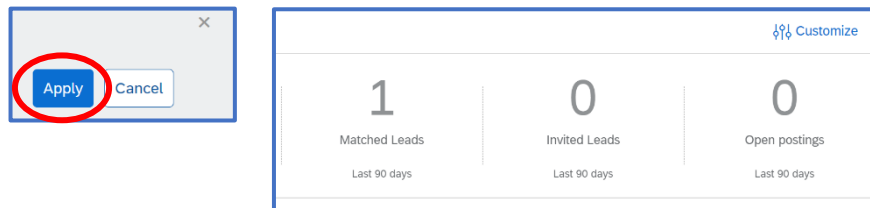
**Step 4 cont:** Adding Invited Leads, click on the **+** on the **Invited Leads** Tile



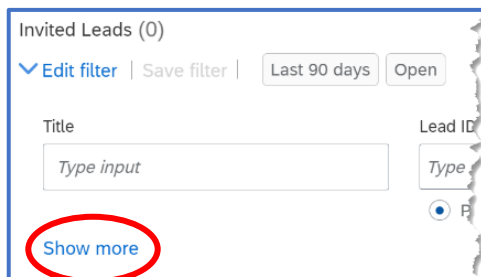
**Step 4 cont:** Adding Open postings, click on the **+** on the **Open postings** Tile



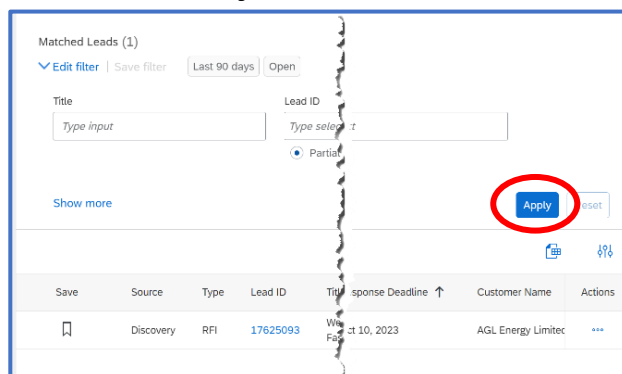
**Step 5:** Click on **Apply**, the screen returns to the **Workbench** and the tiles are shown



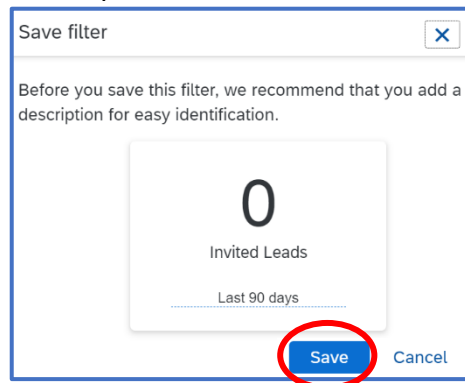
**Step 6:** To customize filters, click on the Tile, then click on **Show more**



**Step 7:** Select the filters you wish to use, then click on **Apply**



**Step 8:** To keep the Tile filters click on **Save Filter**, then **Save**



## NOTES:

To add text – Right click and select “**Add Text**” – a “**Start typing here....**” box will be displayed

## Module 1.5 – Roles and Permissions

This process can be used in:

- ❖ Transacting Account
- ❖ Standard Accounts
- ❖ Enterprise Accounts

A role must be created before creating Users; if you are still looking for Purchase Orders or create Invoices, contact your Business/Organisation System Administrator.

A role must be created or existing for a User to be assigned. Each role should reflect the positions within your business/organisation.

Only the System Administrator has access to *all* SAP Business Network Functions, and there is only one System Administrator.

Only the System Administrator can create Users and assign the permissions that are accessible with your Username.

Refer to the General Functionality Process Guide for general user information.

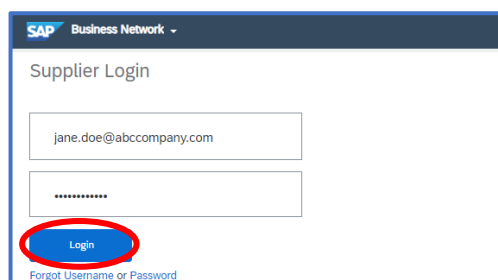
– [Click Me](#)

**Roles** - Roles can be created based on the requirements and positions within your Business

**Permissions** - Permissions are assigned to a role and provides access to SAP Business Network functions

**System Administration Guide** - The System Administration Guide provides details about each of the permissions available – [Click Me](#), refer to Glossary & Terminology

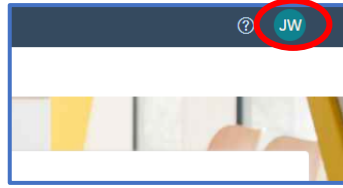
1. Log on to the SAP Business Network using your credentials



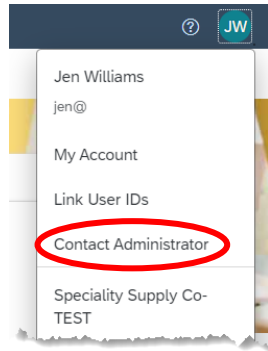


1.5 Who is my System Administrator cont...

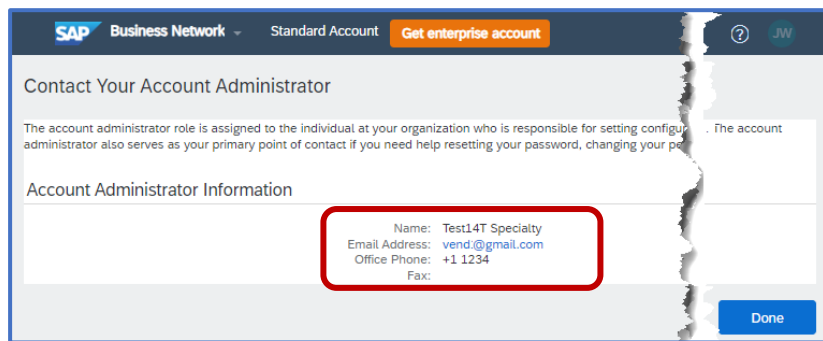
2. Click on your initials on the top right of the screen



3. Click on **Contact Administrator**



4. The name and contact details of the **System Administrator** are shown



**NOTES:**

To add text – Right click and select “**Add Text**” – a “**Start typing here....**” box will be displayed

## Module 1.6 – Invitations from your Buyer/Customer

This process can be used for either an SAP Business Network Transacting Account or an SAP Ariba Proposals & Questionnaires

Interactive Emails – can be in the form of a Purchase Order, Invoice or even an Event

Buyers determine the layout of their invitations, and Buyers choose whether to use questionnaires and the types of events

Use existing Credentials where possible for both Transacting and/or Sourcing network

### **RFX Types and Event Types:**

- ❖ RFI – Request for Information
- ❖ RFP – Request for Proposal
- ❖ RFQ – Request for Quote
- ❖ Auction
- ❖ Survey

### **Different types of Invitation:**

- ❖ Invitation via an Interactive Email
- ❖ Invitation Request to Transact (RTT)
- ❖ Invitation – Registration for Sourcing
- ❖ Invitation – Interactive Email for an Event

A Transaction Account is where Purchase Orders and Invoicing processes occur.

Proposals & Questionnaires (or sourcing) is where Suppliers may complete a questionnaire but will access RFX events.

### **Special note for Sourcing Invitations**

When accessing a Sourcing Invitation, only the person who receives the invitation can access the event; you cannot forward a Sourcing invitation. If the invitee is the incorrect person, contact the Buyer who sent the invitation.

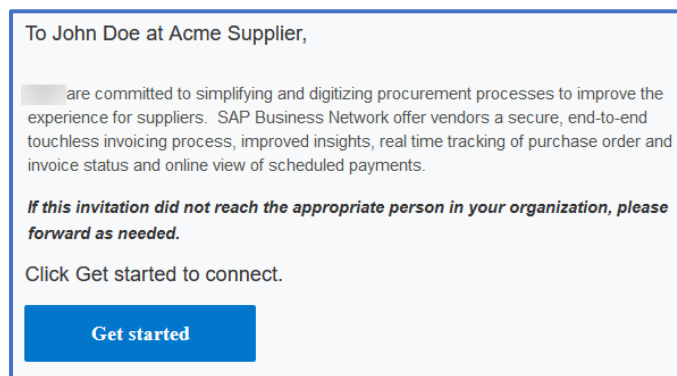
## Public & Private Accounts

A **Public** account is an account where the Terms of Use and Privacy Statement have been accepted and the account created

A **Private** account is an account where the user has discontinued the account registration process; however, although the performance is Private, only the creator of the account can access it

When an Account is created, the ANID is created in the Buyer Network; this means that all Purchase Orders will be sent to a Private account, which may impact access

- ❖ You receive an e-mail from your Buyer/Customer – it appears to be an Invitation or interactive Email



- ❖ Determine whether the invitation is for a **Transacting** or **Sourcing** (Proposals & Questionnaires) Account

Invitation: Register to become a supplier with

Connect with to collaborate on SAP Business Network!

- ❖ Always access the SAP Business Network login from within the invitation – irrespective of account type or invitation type

Click Get started to connect.

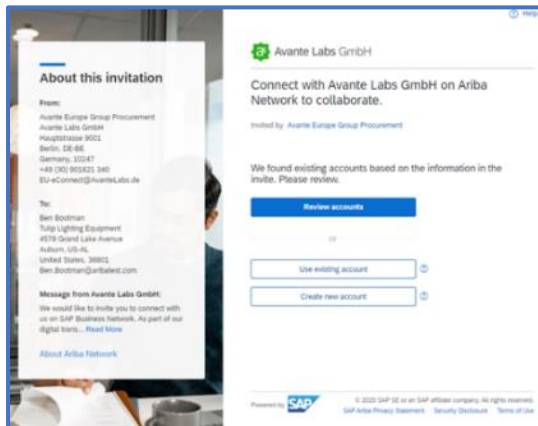
[Get started](#)

[Click Here](#) to create account now

[Process order](#)

## 1.6. Invitations from your Buyer/Customer cont...

Before creating a new account, confirm with a colleague or leader to identify if there is already an SAP Business Network Account that should be used.



If more than one email address is associated with your customer sends their orders through account, you can use it and log in now.

- ❖ Use the Review Matched Accounts to identify if an account already exists that should be used and use the Contact Administrator Button to be created as a User

The screenshot shows the "Review matched accounts" interface. It includes search criteria for Company name, Corporate email / domain, Country, and Tax / VAT ID. The search results table is as follows:

Company name	Email domain matched	Country	State	DUNS number	Action
★ Unicorn PTY LTD	Yes	Australia	Victoria		Use this account
SAP Australia Pty Ltd	Yes	Australia	New South Wales		Contact administrator

## NOTES:

To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

## Module 1.7 – Standard & Enterprise Account Information

Standard Account (does not attract fees but has limitations and primarily self-service)		
Tab/Process	What you can do	Accessible
<i>Home</i>	Fees Benchmarking Widgets - Providing Customer Insight KPI Widgets – if applicable Search for an Order Number Access Create Drop Down Box -ooo – CSV Upload, Upload/Download, Templates Support – Home Tab, Learning Tab, Contact Us Tab Access to SAP Business Network Support Technical Support – Create a Case	No No Yes Yes Yes No Yes Yes
<i>Enablement</i>	Information Tiles including Add Users, set up Order Routing and email notifications	Yes
<i>Workbench</i>	Ability to add, move and remove tiles,	Yes
<i>Orders</i>	Access to View Contract, Create Contract Invoice and View contract Invoices	No
<i>Fulfilment</i>	Extended Collaboration processes that include, Component Inventory, Component Shipments, Return Shipments, Consignment Movements, Multi-tier Shipments, Component Receipts & Consumption and Multi-Tier Quality Inspection Processes. Product Replenishment and Sales Orders	No
<i>Integration</i>	Links the SAP Business Network to your Backend Ordering System	No
<i>Payments</i>	Access to Early Payments information, Scheduled Payments, Remittance information and Early Payment Rules	No
<i>Catalogs</i>	Catalogs are activated only when there is a relationship with a Buyer, Create a Punchout and CIF/Static - all processes as Self-Service	Yes
<i>Reports</i>	Ability to create reports from a selection of options and download the information into an excel spreadsheet for analysis	No
<i>Messages</i>	Messages provide a quick and easy way to communicate with your Buyer, not all Buyers use this functionality	Yes
<i>Assessments</i>	Assessment that identifies if you meet sustainability or human rights etc	Yes

### NOTES:

To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

1.7. Standard & Enterprise Account Information cont...

<b>Enterprise Account</b> (may attract Subscription and transaction fees, access to full functionality)		
<b>Tab/Process</b>	<b>What you can do</b>	<b>Accessible</b>
<i>Home</i>	Fees – Subscription and Transaction Benchmarking Widgets - Providing Customer Insight KPI Widgets – if applicable Search for an Order Number Access Create Drop Down Box -ooo – CSV Upload, Upload/Download, Templates Support – Home Tab, Learning Tab, Contact Us Tab Access to SAP Business Network Support Technical Support – Create a Case	Yes Yes Yes Yes Yes Yes Yes
<i>Enablement</i>	Information Tiles including Add Users, set up Order Routing and email notifications	Yes
<i>Workbench</i>	Ability to add, move and remove tiles	Yes
<i>Orders</i>	Access to View Contract, Create Contract Invoice and View contract Invoices	Yes
<i>Fulfilment</i>	Extended Collaboration processes that include, Component Inventory, Component Shipments, Return Shipments, Consignment Movements, Multi-tier Shipments, Component Receipts & Consumption and Multi-Tier Quality Inspection Processes. Product Replenishment, Sales Orders	Yes
<i>Integration</i>	Links the SAP Business Network to your Backend Ordering System	Yes
<i>Payments</i>	Access to Early Payments information, Scheduled Payments, Remittance information and Early Payment Rules	Yes
<i>Catalogs</i>	Catalogs are activated only when there is a relationship with a Buyer, Create a Punchout and CIF/Static - Assistance from SAP Ariba Catalog Specialist	Yes
<i>Reports</i>	Ability to create reports from a selection of options and download the information into an excel spreadsheet for analysis	Yes
<i>Message</i>	Messages provide a quick and easy way to communicate with your Buyer, not all Buyers use this functionality	Yes
<i>Assessments</i>	Assessment that identifies if you meet sustainability or human rights etc	Yes

**NOTES:**

To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

## Module 1.8 – Roles and Permissions

An Enterprise Account attracts both Subscription and transaction Fees. An Enterprise Account provides a superior product for collaboration between Buyers and their Suppliers.

There is no cost if you use a “Standard Account” or do not meet the minimum thresholds.

Only Service Subscription users can view billing information, pay or dispute an invoice.

When your transaction value or document volume exceeds the free threshold, you will become a chargeable supplier and owe subscription fees.

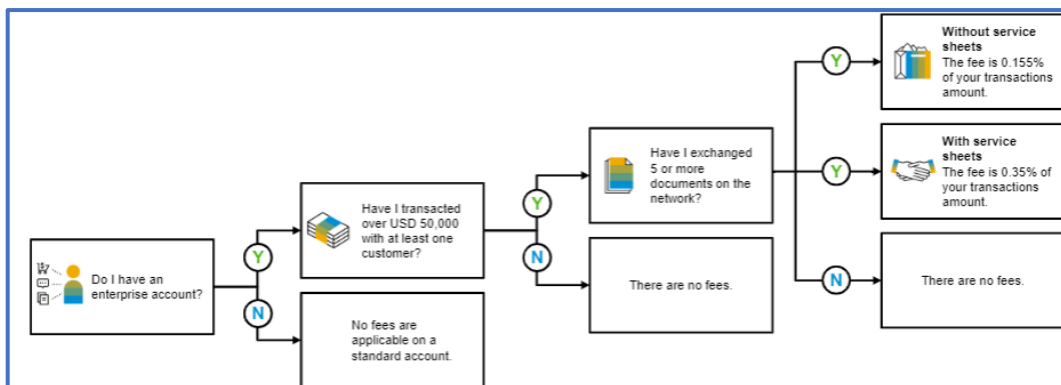
When this occurs, SAP Business Network totals your historical monthly document counts across all customer relationships, up to three months if available, and annualises that amount to determine your subscription level for the following year.

The date your transactions first become chargeable is your anniversary date. Each year, on that date, your subscription level is re-evaluated.

This re-evaluation is based on your total number of documents transacted during the previous 12 months.

### Useful Links

- ❖ Fee Calculator – [Click Me](#)
- ❖ Enterprise Account Information – [Click Me](#)
- ❖ Billing Hub – [Click Me](#)
- ❖ Subscription and Pricing Page – [Click Me](#)



### Transaction Fee - Charges

- ❖ Billed Quarterly
- ❖ Only POs, invoices and service sheets are considered chargeable documents
- ❖ All other documents, such as OCs and Ship Notices, are excluded
- ❖ Suppliers transacting less than USD\$250,000 annually are automatically placed in Bronze Level, regardless of the number of documents transacted
- ❖ Service Sheets are used to record services as specified on the PO and completed
- ❖ You can enter an Invoice for a PO only after the SES has been accepted
- ❖ Only accepted service sheets are charged
- ❖ Capped at USD 20,00 per customer relationship

### Subscription Fees

- ❖ based on the number of documents you transact annually
- ❖ technology usage
- ❖ There are four paid subscription levels; each level provides a different value
- ❖ The higher the level, the greater the value
- ❖ Subscription Fee is billed annually
- ❖ Is a Set amount based on the account level

### NOTES:

To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed



## Module 1.9 – Home Page Widgets Information to Keep in Mind.

Home Page widgets can be customised based on the needs of the user.

Some widgets use the remittance data or scheduled data uploaded by buyers, but only some customers/buyers load such data into the network.

The KPI framework includes intelligence to identify and exclude data outliers that may contain insufficient or test data that could interfere with the KPI calculation.

KPI calculations may **NOT** fully reconcile with the information in the network

### Invoices paid late calculation Table

Category	Number on X-Axis	Definition
Paid on time	0	Invoices paid on the scheduled payment date
Paid late	7	Invoices paid 1-7 days later than the scheduled date
	14	Invoices paid 8-14 days later than the scheduled date
	30	Invoices paid 15-30 days later than the scheduled date
	60	Invoices paid 31-60 days later than the scheduled date
	90	Invoices paid 61 or more days later than the scheduled date
Paid early	-7	Invoices paid 1-7 days earlier than the scheduled date
	-14	Invoices paid 8-14 days earlier than the scheduled date
	-30	Invoices paid 15-30 days earlier than the scheduled date
	-60	Invoices paid 31-60 days earlier than the scheduled date
	-90	Invoices paid 61 or more days earlier than the scheduled date

## Frequently Asked Questions

### *How are non-USD amounts converted?*

Purchase Orders and Invoice amounts specified in non-USD currencies are converted for aggregation using the currency exchange rate at the time the transaction document is created

The aggregated amount is further converted to your user-specified currency for display in Widgets.

This is why you may see a difference between the original amounts displayed in the workbench and the aggregated amount shown in the widgets

### ***Can I remove widgets for specific users?***

To some extent, some Widgets can be removed from the view of a specified user. When creating a role, remove the permissions associated with a particular widget; however, eliminating permissions may impact the ability of the user to access parts of the SAP Business Network they need to complete their tasks.

Where users use a generic login, removing Widgets from the Home Page will affect all users.


### ***Can I access the Benchmarking Widgets using a Standard Account?***

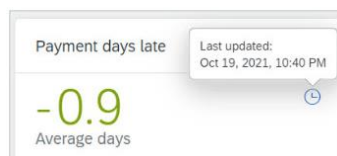
No, all Benchmarking Widgets require suppliers to have an Enterprise Account with a minimum Bronze-level Subscription.

Also, note that some information may not be displayed depending on your Customer/Buyer.

Refer to the Benchmarking Widgets Information - [Click Me](#)

### ***When does the information on the widget get updated?***

Where there is a  click on it to see when the information was last updated



### **NOTES:**

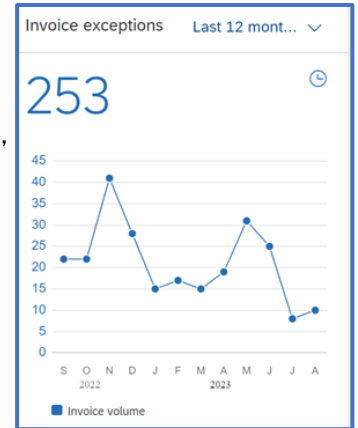
To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

## Module 1.9 – Home Page Invoicing Widgets

Home Page Widgets provide users with Key Performance Indicator (KPI) Information.

### Invoice Exceptions:

- ❖ This Widget displays the total number of invoice exceptions, including the number of rejected, cancelled and failed invoices, PLUS the number of Debit and Credit Memos.
- ❖ Used in conjunction with the Invoice Exception Rate widget to determine Customer performance
- ❖ Permissions required – Payment Activities, Outbox Access or Invoice Generation



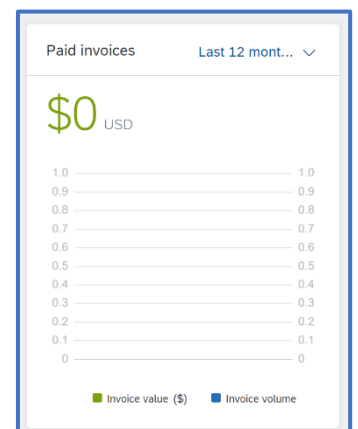
### Approved Invoices:

- ❖ This Widget displays the total number of invoice exceptions, including the number of rejected, cancelled and failed invoices, PLUS the number of Debit and Credit Memos.
- ❖ Used in conjunction with the Invoice Exception Rate widget to determine Customer performance
- ❖ Permissions required – Payment Activities, Outbox Access or Invoice Generation



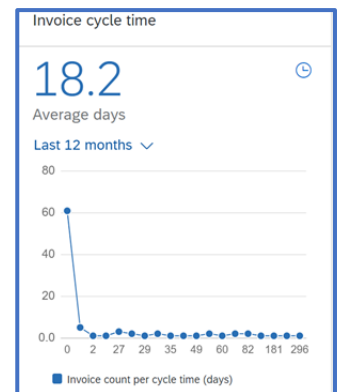
### Paid Invoices:

- ❖ This Widget displays a line chart showing the quantity (right side axis) and value (left side axis) of the invoices paid.
- ❖ Used in conjunction with the On-Time payment rate to identify whether you are paid on time
- ❖ Permissions required – Payment Activities, Inbox and Order Access or Supplier Treasury Agent



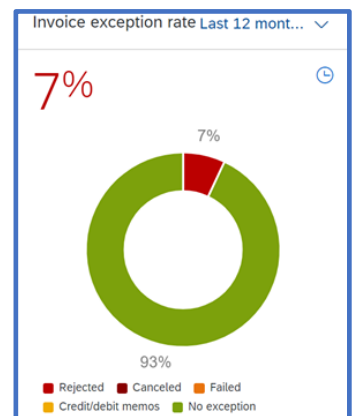
### Invoice Cycle Time:

- ❖ This Widget enables suppliers to track the invoice processing performance of your customer, potentially identifying credit and collection issues
- ❖ Measures the number of Business days required to process an invoice from when your Customers Account Payable team receives the invoice
- ❖ Permissions required – Payment Activities, Outbox Access or Invoice Generation



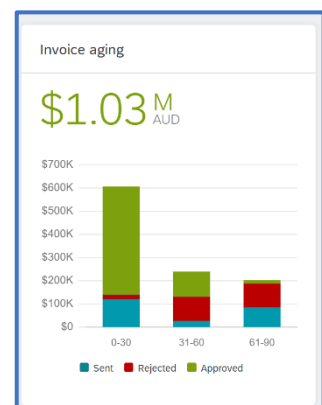
### Invoice Exception Rate:

- ❖ This Widget measures the percentage of Invoices sent by the supplier to their Customers' Accounts Payable team that contain an error of some kind and are Rejected
- ❖ Calculated by the number of invoices sent to Accounts Payable that are rejected, cancelled or failed plus the number of credit/debit memos - Divided by the total number of invoices received as a percentage
- ❖ **Permissions required** – Payment Activities, Outbox Access or Invoice Generation



### Invoice Aging:

- ❖ This Widget displays a bar chart of the total value of Sent, Rejected and Approved invoices from the last 0 to 30, 30 to 60 or 61 to 90 days
- ❖ **Permissions required** – Payment Activities, Outbox access or Invoice Generation



## Module 1.9 – Home Page Benchmarking Widgets

Home Page Benchmarking Widgets provide information that allows users to identify trends and behaviours of their Buyers/Customers

Benchmarking Widgets require a minimum Bronze Level Subscription.

Selections and drilling down can be made by using available down arrows and specific choices on each Benchmarking Tile

### Benchmarking: On-time payment:

- ❖ This Widget calculates the on-time payment rate, payment days late, and paid invoices Key Performance Indicators (KPIs) across SAP Business Network by supplier region, buyer industry, and buyer performance quartile.

#### *What is it for, and how to use it*

You can use this benchmarking widget with the On-time payment rate, Payment days late, and Paid invoices KPI widgets to compare the benchmark to your specific customer's performance. Both widgets use the same source data and KPI calculation method, including intelligence, to identify and exclude data outliers that may be bad data, test data, or otherwise interfere with the KPI calculation.

On the doughnut chart that shows the on-time payment rate, accelerated payments refer to the on-time payments accelerated through the use of SAP Business Network discount solution for which buyers early payment offers to suppliers.

You must have the Payment Activities permission to view the widget.



### Benchmarking: Invoice cycle time:

- ❖ This widget calculates the days to pay KPI across the SAP Business Network by buyer industry, supplier region, and buyer performance quartile.

#### *What is it for, and how to use it*

The chart on the left displays the invoice cycle time, which measures the number of business days required to process an invoice from when the invoice is received by the buyer's accounts payable system until it is approved and scheduled for payment. The chart on the right shows the value and volume of approved invoices over the same period.

You can use this widget in conjunction with the Invoice cycle time and Approved invoices widgets to compare the benchmark to the performance of your specific customers. Both sets of widgets use the same source data and KPI calculation method.

You can display the data for the Last month, Last quarter, or Last 12 months.

To view the widget, you must have one of the following permissions: Payment Activities, Outbox Access, or Invoice Generation.

You must have the Payment Activities permission to view the widget.



### Benchmarking: Change order rate:

- ❖ This widget calculates the change order rate KPI and the volume of change orders across the SAP Business Network by buyer industry, supplier region, and buyer performance quartile.

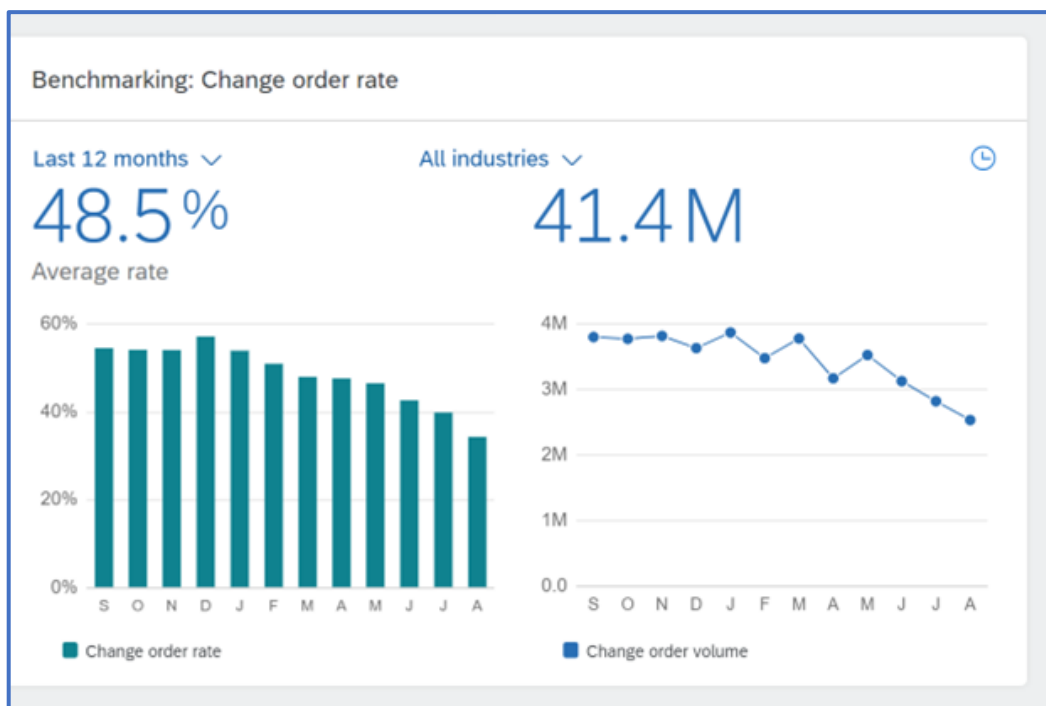
#### *What is it for, and how to use it*

The Change order rate widget displays a bar chart to show the percentage of purchase orders sent by your customers that have subsequent change and measures the average number of days required to process an invoice between the invoice date and payment date.

Scheduling agreements are excluded from the KPI calculation, and you can display the data for All customers or specific customers and purchase orders in the last month, last quarter, or 12 months.

To view the widget, you must have one of the following permissions: Inbox and Order Access, Purchase Order Report Administration, or Invoice Generation, and the Supplier must have a Bronze level or above Subscription.

You must have the Payment Activities permission to view the widget.



## Benchmarking: Days to Pay:

### ❖ Days to Pay Benchmarking Widget

- ❖ This widget calculates the days to pay KPI across the SAP Business Network by buyer industry, supplier region, and buyer performance quartile.

#### *What is it for, and how to use it*

The Days To Pay benchmarking widget allows suppliers to compare their customers' Average Days To Pay performance against the aggregate performance of the network.

Suppliers may compare performance by supplier region, buyer industry, and buyer performance quartile. Suppliers may choose the last quarter, last month, or last previous months.

Allows suppliers to use benchmarking as a tool to improve performance by identifying customer behaviours for discussion in contractual negotiations

Provides access to benchmarking data spanning many industries and regions and Eliminates costly data collection activities required to share data with a benchmarking service provider

The average number of days required to process an invoice between the invoice date and payment date must have a Bronze level or above subscription.

KPI Calculations may not fully reconcile with scheduled payments with status Paid and does not include payment data from test accounts








## Module 1.9 – Customize my Widgets on the Home Page

Newly added widgets will display a Preview Banner at the bottom of the Widget.



The little clock that appears in the corner of some widgets, when clicked, displays the date the Widget was updated 

The Activity feed widget has a **Settings** option where users can identify what specific information about Purchase Orders and Invoices they wish to view 

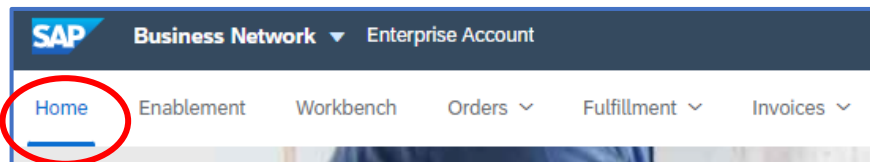
Widgets that display a blue down arrow indicate that there are other options based on the widget you are using 

Benchmarking Widgets can only be accessed using an Enterprise account with a Bronze-level Subscription

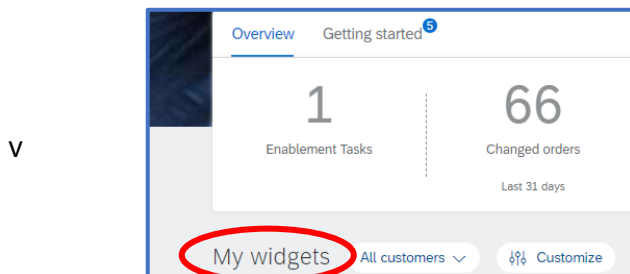
Widgets that do not display information are due to Buyer Transaction Rule settings

Widgets can be added and removed as required

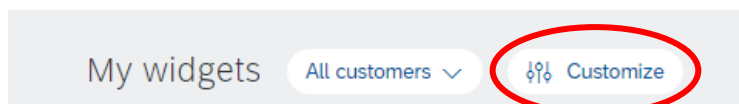
1. Login to display the **Home Page**



2. Scroll down to **My Widgets**

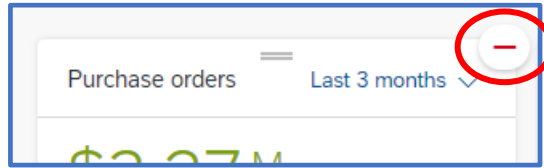


3. Click on **Customize**

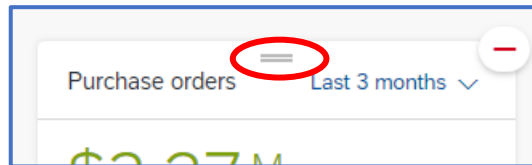


1.9. Customize my Widgets on the Home Page cont...

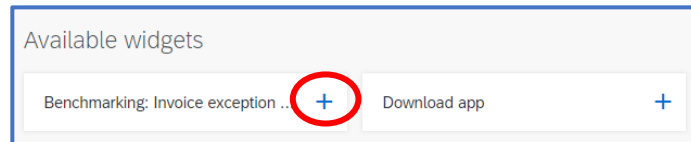
4. To **Remove** a Widget – Click on the red - on the Widget



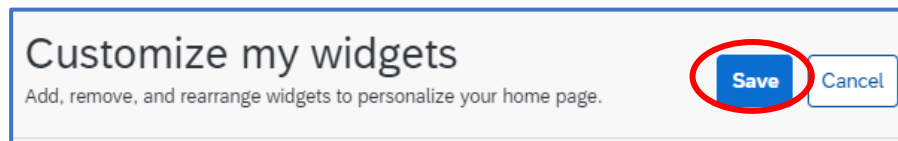
5. To **Move** a Widget – hover over the = at the top of the widget



6. To **Add** a Widget – scroll down to the Available Widgets list (if some were previously removed, click the +



7. When you have completed removing, moving or adding widgets, click on **Save**



**NOTES:**

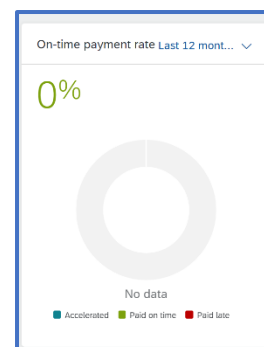
To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

## Module 1.9 – Home Page Miscellaneous Widgets Information

Home Page Widgets provide users with Key Performance Indicator (KPI) Information.

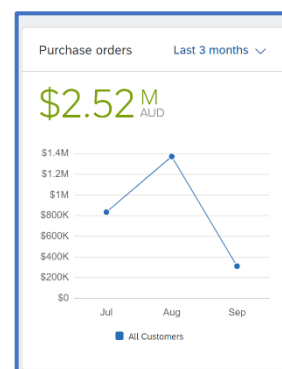
### On-Time payment rate:

- ❖ This Widget measures the number of invoices paid before or on the date defined by the payment terms of the invoice as a percentage of the total number of invoices paid by a Customers Account Payable team
- ❖ **Permissions required** – Payment Activities, Inbox and Order Access or Supplier Treasury



### Purchase Orders:

- ❖ This Widget shows the total value of purchase orders and the average payment of paid Invoices by the number of payment days late
- ❖ Use the Customer Filter to display data for specific customers or all customers
- ❖ Enterprise Account– minimum Bronze level
- ❖ **Permissions required** – Inbox and Order Access



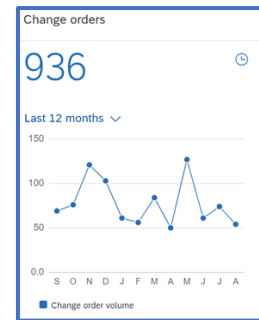
### Payment days late:

- ❖ This Widget calculates the average payment of paid Invoices by the number of payment days late
- ❖ Use in conjunction with On-time Payment and Paid invoices with an understanding of the payment behaviours of your Customers
- ❖ Enterprise Account– minimum Bronze level subscription level
- ❖ **Permissions required** – Payment Activities



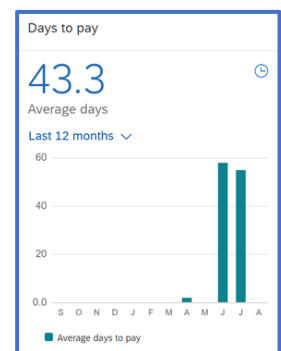
### Change Orders:

- ❖ This Widget calculates the number of change orders that were sent to you by your customers during a specified period
- ❖ **Permissions Required** – Inbox and Order Access, Purchase Order Report Administration or Invoice Generation



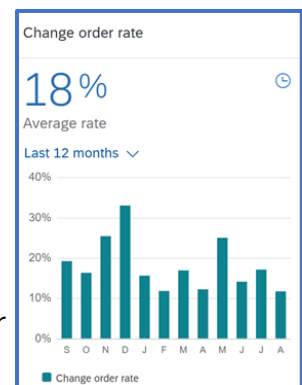
### Days to pay:

- ❖ This Widget displays the average days customers take to pay an invoice. You can use it in conjunction with the Paid invoices widget to identify customer payment patterns and behaviours
- ❖ Provides an understanding of the impacts of accepting early payment offers; the more early payments accepted, the more significant the reduction in days to pay is achieved
- ❖ **Permissions required** – Inbox and Order Access, Payment Activities or Supplier Treasury Agent



### Change order rate:

- ❖ This Widget displays a bar chart of the percentage of Purchase Orders your customer sent with subsequent changes.
- ❖ It is calculated by dividing the number of change orders by the total number of new purchase orders sent by your customers over the same period as a percentage
- ❖ **Permissions required** – Inbox and Order access, Purchase Order Report admin or Invoice generation



### NOTES:

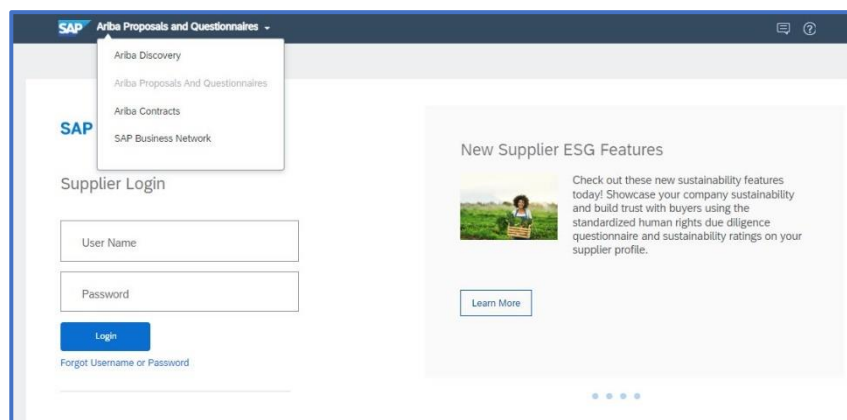
To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

## Module 1.10 – Which Account Are You Using?

It is essential to know what account you are in, mainly when performing either Transacting or Sourcing (Proposals & Questionnaires) processes.

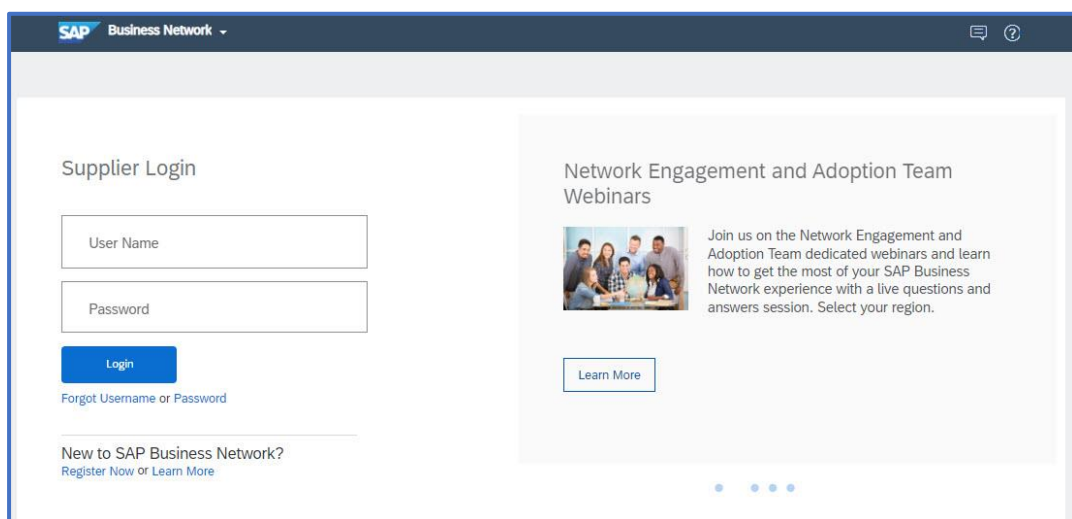
### Changing Accounts:

- ❖ Always use the credentials your System Administrator has created for you.
- ❖ When creating an Account, you should use the credentials you already have
- ❖ Creating a new account will assign you as the System Administrator, and only you can access sections of the account



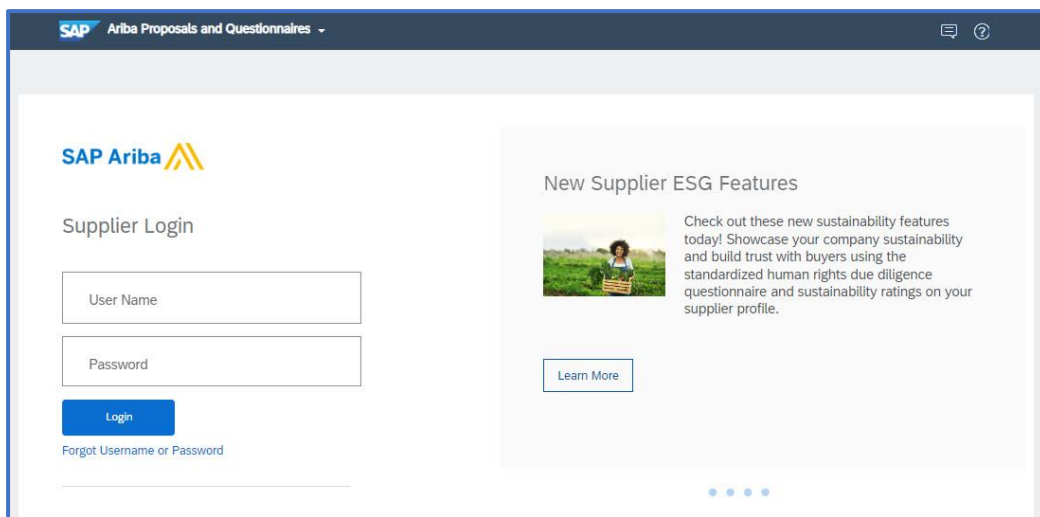
### SAP Business Network Transacting Accounts:

- ❖ The Transacting Account is where Suppliers receive Purchase Orders from Buyers and/or send Invoices to their Buyers.
- ❖ The Relationship is created through an invitation sent from your Buyer and can be either an Enterprise Account (may attract fees) or a Standard Account (fee-free)



### Ariba Sourcing – Proposals & Questionnaires:

- ❖ This is a “sourcing” module where Buyers will reach out to receive Request for Quotes, Request for Information, Survey or Request for Product
- ❖ Usually handled by the Sales Team or Bids Team to participate in and win the work
- ❖ The credentials (username and password) can be used to access both the Sourcing and Transacting Accounts, but you will need the correct permissions
- ❖ Always use the credentials your System Administrator has created for you.
- ❖ When creating an Account, you should use the credentials you already have



### Enterprise Account:

An Enterprise Account will usually attract Subscription and Transaction fees unless your Buyer uses a Supply Chain Collaboration process. Contact your Buyer to determine if you are an SCC Supplier (Trading Partner)

Suppliers need to have an Enterprise Account:

- ❖ Integration
- ❖ Help Centre Support 24/5
- ❖ Customer Insights
- ❖ Supply Chain Collaboration
- ❖ Reporting

1.10. Which Account are you using cont...

### **Standard Account:**

A Standard Account does not attract fees but is limited in some aspects:

- ❖ Can only access Help Centre Support for Technical issues
- ❖ Is Self-Help driven
- ❖ Does not attract any Subscription or Transaction Fees
- ❖ Cannot be used to integrate
- ❖ Cannot be used with Supply Chain Collaboration
- ❖ Does not have access to Benchmarking (customer insights)
- ❖ Cannot use report functionality

### **NOTES:**


To add text – Right click and select “**Add Text**” – a “**Start typing here....**” box will be displayed

## Module 1.11– What are Transaction Rules?

To see the Transaction Rules, your System Administrator must have given you the “Customer Relationships” permission.

If you cannot see the permission, you cannot access the Buyer Transaction Rules.

Only the Buyer can update the rules, and the Transaction Rules are managed and decided on by the Buyer.

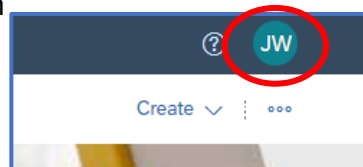
Clicking on the  provides more information about the rule and provides information.

Transaction Rules are the parameters that your Buyer requires as part of transacting with you using the SAP Business Network.

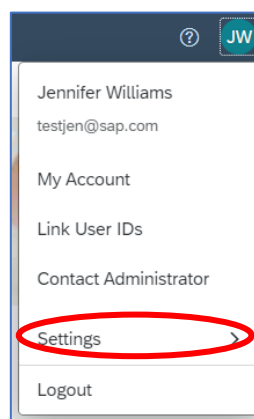
You may identify that a Buyer does not allow Invoices to be backdated or requires suppliers to add a letter or number to the invoice number for rejected invoices

Each Buyer may have different requirements; for example, a Buyer may not want an Order Confirmation, whereas another identifies it as a Mandatory

1. Log on to the SAP Business Network and click on your initials on the top right of the screen



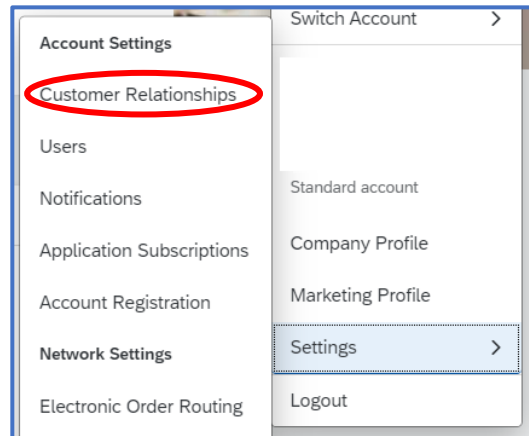
2. Click on **Settings**



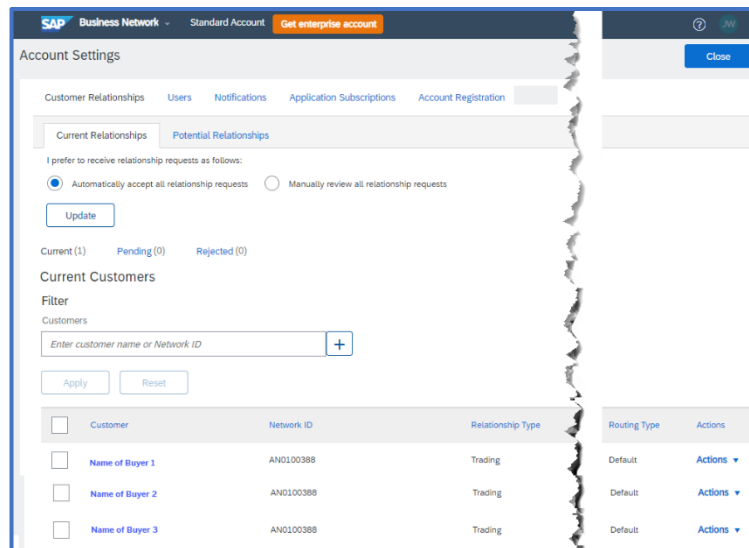


1.11. What are Transaction Rules? cont...

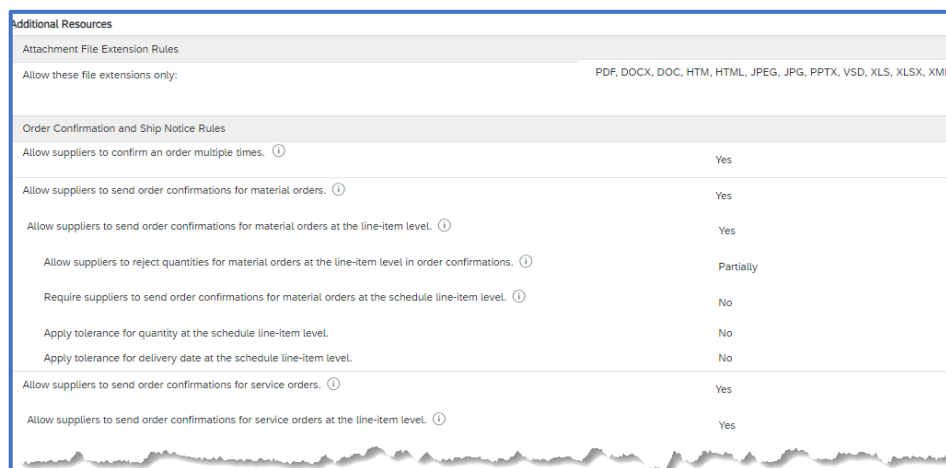
3. Select **Customer Relationships**



4. Locate the Customer (Buyer) you wish to see the Transaction Rules for and click on the name of the Buyer



5. The Transaction Rules for the selected Buyer will be displayed; use “Ctrl+F” to open a search bar and search for specific items, for example, Invoices



**NOTES:**

To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

## Module 1.12– What is an ANID & other Tidd Bits

An ANID is a unique number assigned to every SAP Business Network account, irrespective of whether it is a Transaction or Sourcing (Proposals & Questionnaires) Account.

ANID – Stands for Ariba Network Identification Number

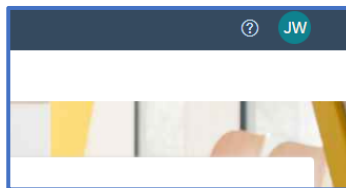
Linking accounts allows users to jump from one account to another without logging off and then back into the other account

The processes shown are:

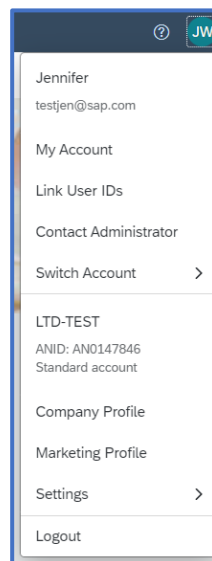
- ❖ How do I find the ANID?
- ❖ Accessing Home Page ad/or Workbench Online Help
- ❖ Linking User Ids

### How do I find the ANID?:

1. Log on to the SAP Business Network, click on your initials on the top right of the screen



2. The **ANID** is shown in the drop-down list



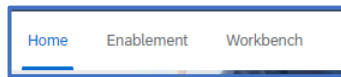
## Accessing Home Page and/or Workbench online help?:


Online support is built into the SAP Business Network and is generic; refer to the Buyer-Supplier Information Portals for specific customer information, [Click Me](#) – to access the Accessing the Buyer/s Supplier Information Portal


To access the Help Center or Log a Case, refer to the following:

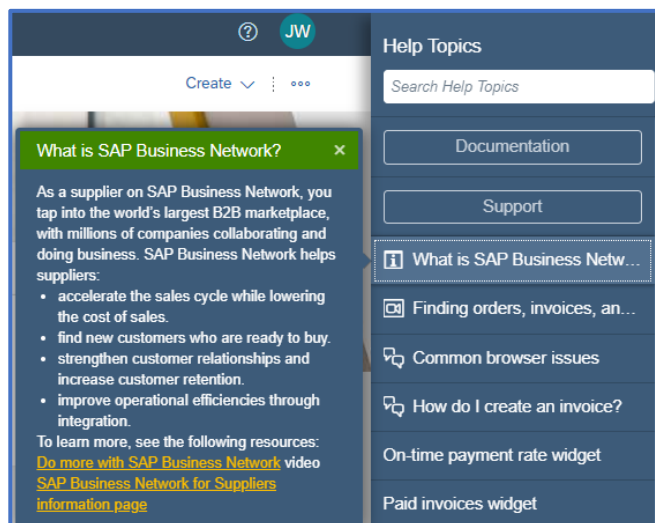
- ❖ Enterprise Account – [Click Me](#)
- ❖ Standard Account – [Click Me](#)

1. Display the Home or Workbench



2. Click on  on the top right of the screen

3. Green Boxes will appear on fields that have content; either click on the Green corner of the box or click the information you want to access in the Help Topics drop-down list 

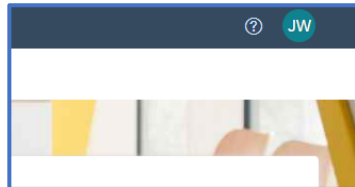


## Linking User ID's:

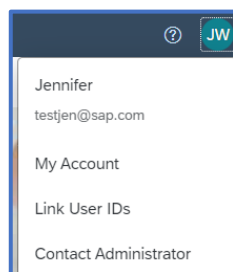
Where a User has more than one account with different ANIDs, linking accounts allows a user to access another account without the need to log out of one account and log into another

Linking User IDs can also provide access to another account you may need to access as required. This is an account that you do not have credentials for; however, you will need to be approved by the user before gaining access and linking the account

1. Log in and click on your initials

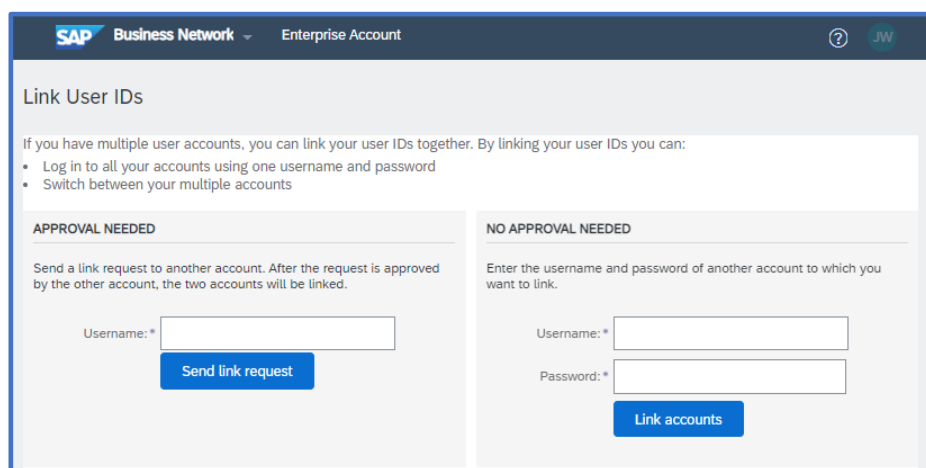


2. Select **Link User ID's**

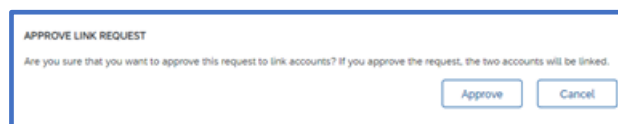
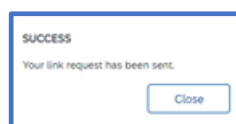


3. If you do not have credentials for the other account and you are not the System Administrator, enter your User name and click on **Send Link Request**

If you have credentials for another **ANID**, enter your User name and password. Click on **Link accounts**.

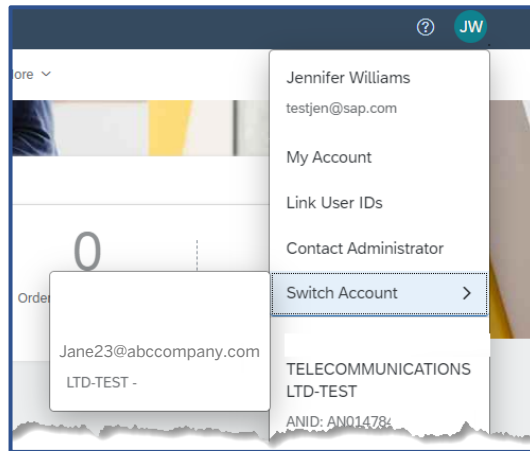


4. Respond to the pop-up screen information based on the option used



1.12. What is an ANID and other Tidd Bits? cont...

5. To select any approved Linked Accounts, click on your initials, select Switch Account and choose the account you want from the drop-down list



**NOTES:**

To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

## Module 1.13– Accessing the Buyers Supplier Information Portal

Supplier Information Portal (SIP) Click on “See More” if the Buyer SIP you are looking for is not displayed.

Buyer-Supplier Information Portals (SIPs) can only be seen after logging in as it accesses the portals based on the Buyer Relationships you have on the account.

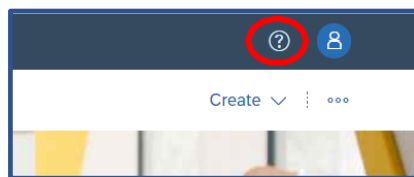
Buyers will have content specific to transacting with Suppliers using the SAP Business Network.

The Project Notification Letter and the Summit clip are usually accessible via the Buyers Supplier Information Portal.

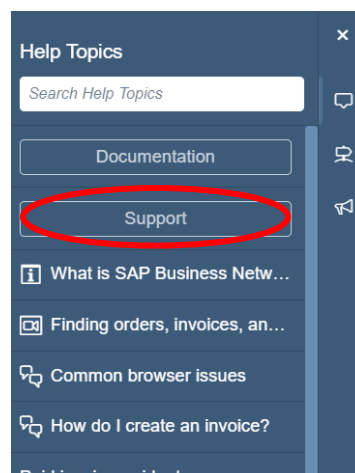
The content on the SIP can be generic or specific, relating to the processes the Buyer uses to transact with their Buyer.

If a Buyer is not displayed, the information may be linked to a different user ANID

1. Click on the **Question Mark** next to your initials

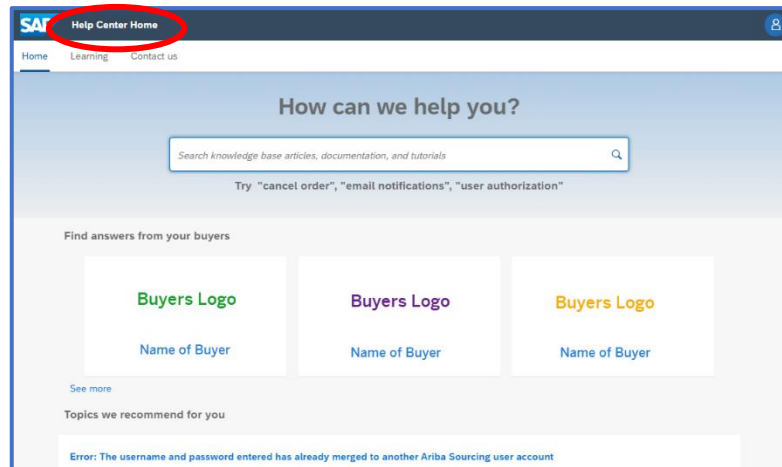


2. Select **Support**



1.13. Accessing the Buyers Supplier Information Portal cont...

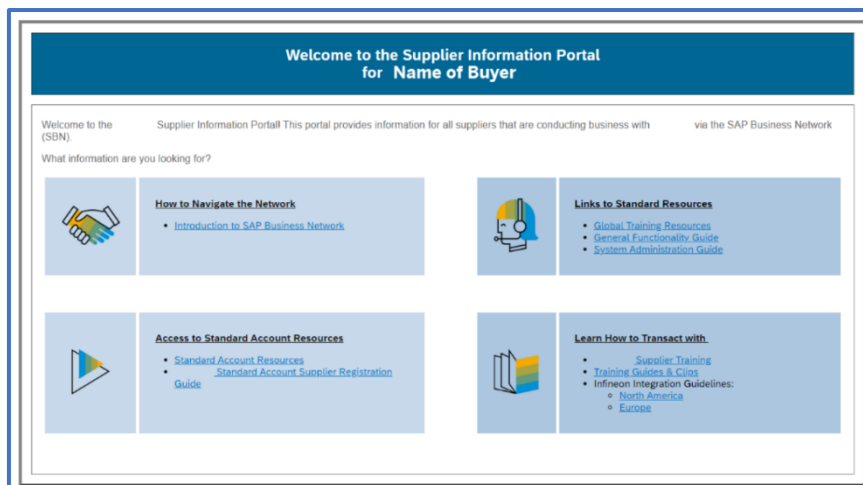
3. The **Help Center Home** screen is shown, and all Buyers that are transacting with you on this ANID are displayed



4. Click on the required Buyer Tile to open the Supplier Information Portal (SIP)



5. The SIP is shown; locate the information required and access it



## NOTES:

To add text – Right click and select **“Add Text”** – a **“Start typing here....”** box will be displayed

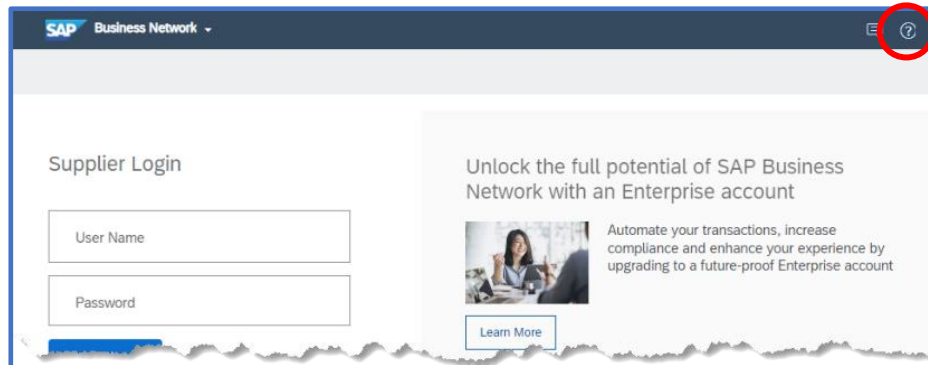


## Module 1.14 – Access Help Without Logging In

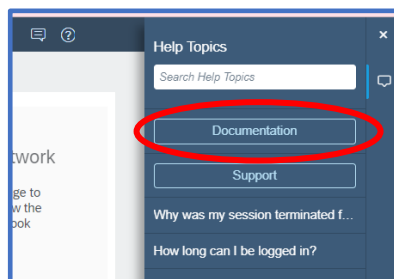
You do not have to be logged into the SAP Business Network to access Support by clicking on the ? On the Supplier Login Screen, however, the options available are limited and based on the responses you provide

### Access SAP Business Network Procurement Documentation

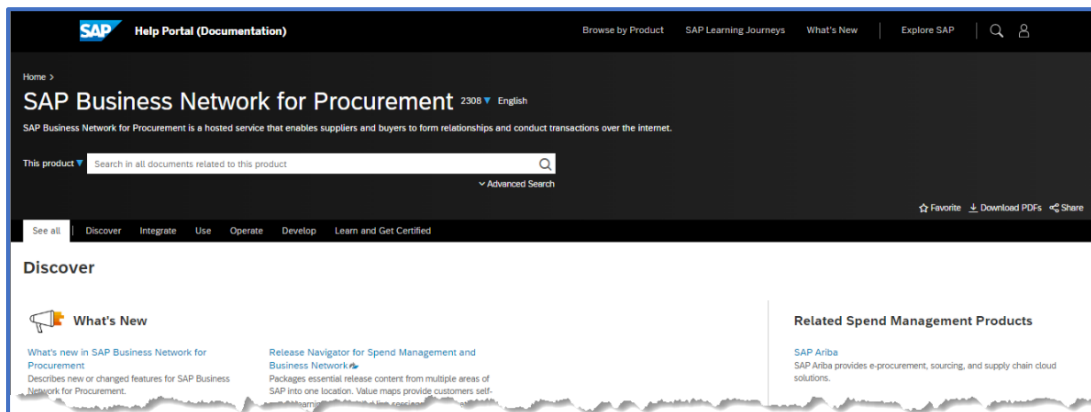
1. From the supplier Login Page, click on the **Question Mark** on the top right



2. To access the SAP Business Network for Procurement Help Portal Documentation, click on **Documentation**

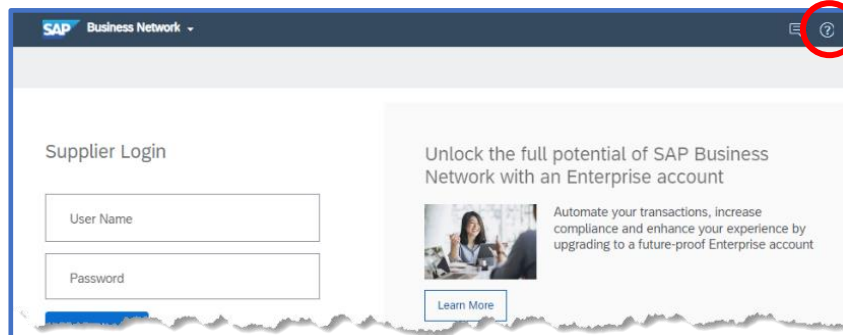


3. Locate the information required

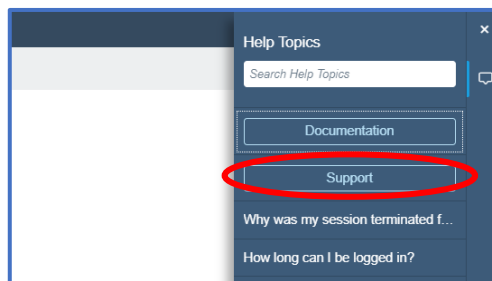


## Access SAP Business Network Procurement Documentation

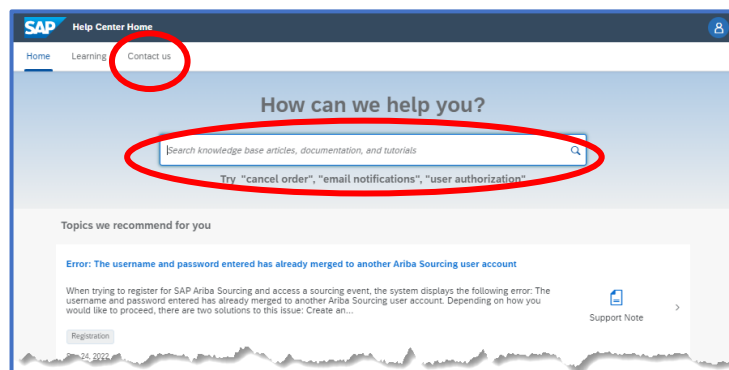
1. From the supplier Login Page, click on the **Question Mark** on the top right



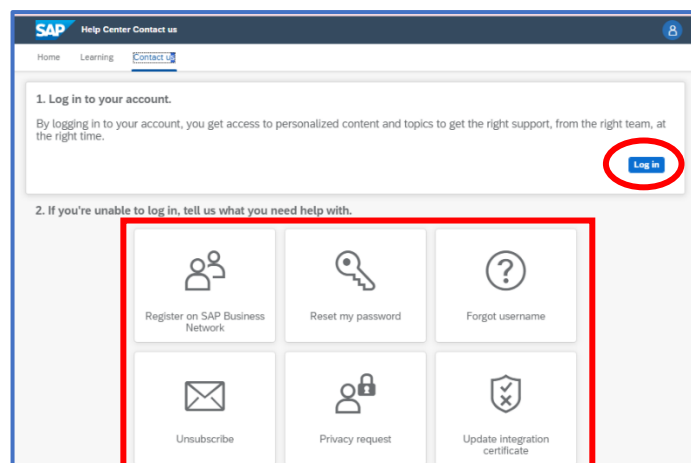
2. Click on **Support**



3. Either enter your question into the **Search** field or click on **Contact us**



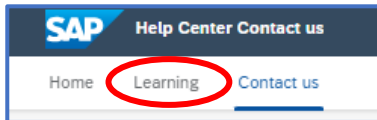
4. Identify the information you require and either **Log in** or click on the applicable tile and follow the on-screen instructions



## Module 1.14 – Contact Help Center / Create a Case – Standard Account

Artificial intelligence (AI) provides recommendations based on your entered keywords.

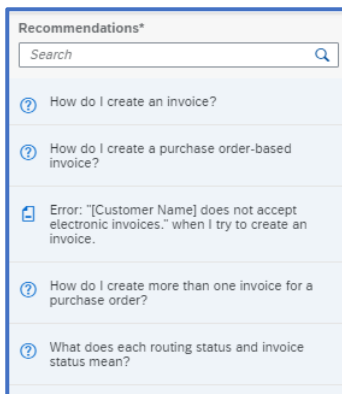
To access Self-Help information, click on Learning.



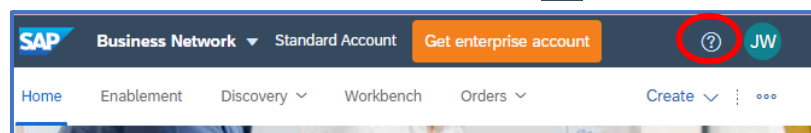
Bubbles displayed can be selected to take you to the required information.



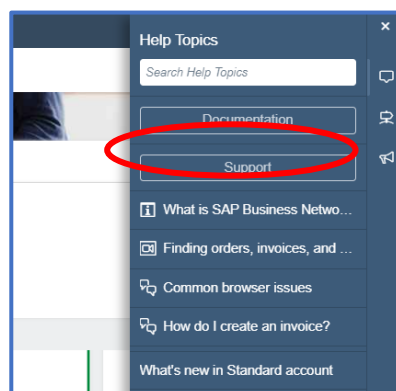
Recommendations provide information and appear on each of the screens. They provide information that could assist the Supplier (Trading Partner) in “Self Help.”



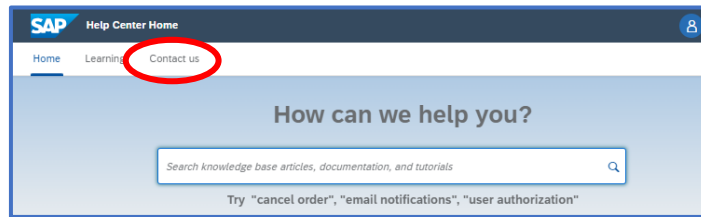
1. Log into your SAP Business Network and click on 



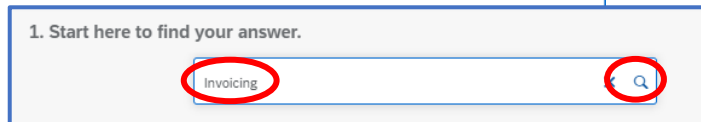
2. Click on **Support**



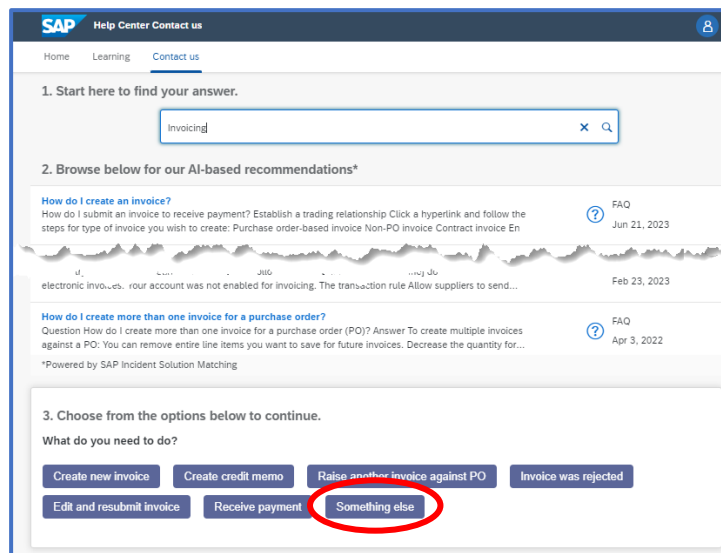
3. Click on Contact us



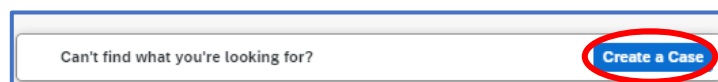
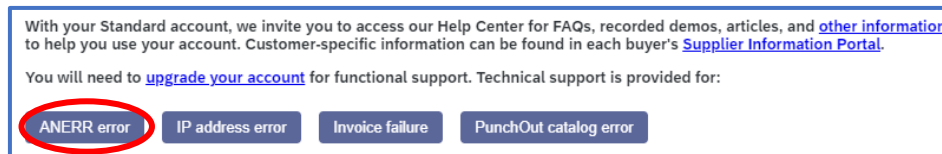
4. Enter what information you require, click on



5. Identify if any of the AI information shown provides an answer. To create a case, click on **Something Else**



6. Select the correct bubble and then locate and click on **Create a Case** (bottom right of screen)



7. Complete all fields with an asterisk, then click on **One last step** (bottom right of the screen)

1. Tell us what you need help with.

Subject \*

Invoicing

Full description: \*

Affected items, expected results, etc.

3000 characters remaining

Attachment:

Issue type: \*

Issue area: \*

PO/Invoice Number:

One last step

#### Handy Hints completing the form:

- Select the Country code before entering the phone number.
  - Make sure you tick the box confirming your phone number is correct.
  - Check all Asterisk fields have been completed.
8. Email will be the only option available; click on the Radio button of the e-mail, then click on **Submit**

SAP Help Center Contact us

Home Learning Contact us

Email **Recommended**

A support engineer will respond to your case by email.

To receive communications, add itsm.notification-service@sap.com to your allow list.

Submit

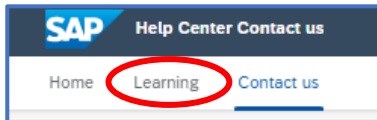
#### NOTES:

To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed

## Module 1.14 – Contact Help Center / Create a Case – Enterprise Account

Artificial intelligence (AI) provides recommendations based on the keywords you have entered

.To access Self-Help information, click on Learning



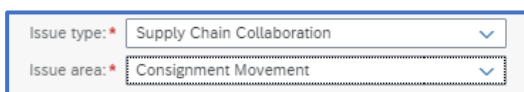
Bubbles displayed can be selected to take you to the required information.



For Suppliers (Trading Partners)

Using Supply Chain Collaboration (SCC), ensure you select Supply Chain Collaboration from the Issue type drop-down.

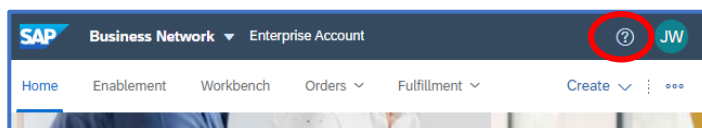
Then select the correct Issue Area relating to SCC processes that you need help with from the drop-down list.



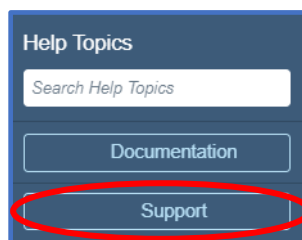
### Sourcing

If you have an issue with an event and the event is ending in 60 minutes or less, open the event and locate the Contact Help Centre Button

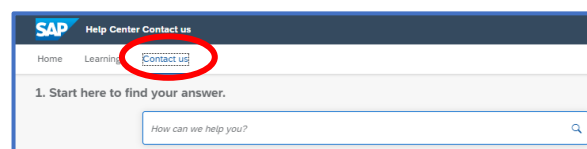
1. Log into your SAP Business Network and click on 




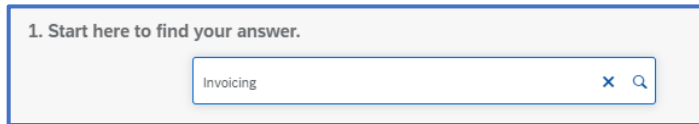
2. Click on **Support**



3. Click on **Contact us**



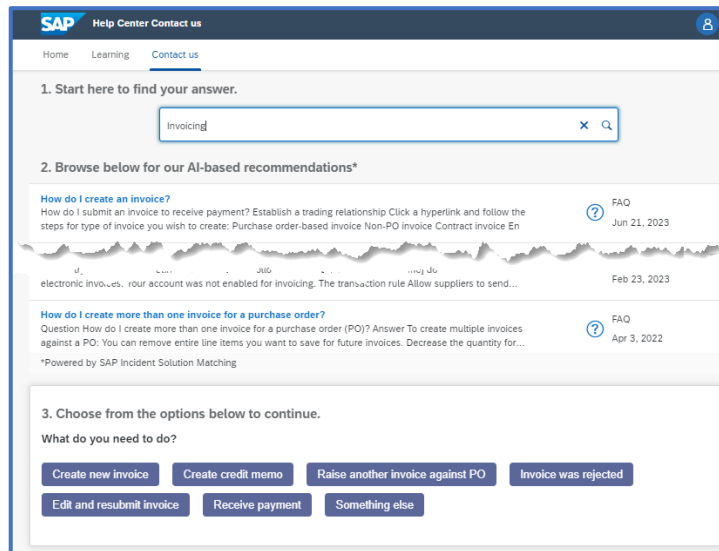
4. Enter what information you require, and lick on 



1. Start here to find your answer.

Invoicing

5. Identify if any of the AI information shown provides an answer. To create a case, click on **Something Else**



SAP Help Center Contact us

Home Learning Contact us

1. Start here to find your answer.

Invoicing

2. Browse below for our AI-based recommendations\*

**How do I create an invoice?**  
How do I submit an invoice to receive payment? Establish a trading relationship Click a hyperlink and follow the steps for type of invoice you wish to create: Purchase order-based invoice Non-PO invoice Contract invoice En...  Jun 21, 2023

electronic invoices... your account was not enabled for invoicing. The transaction rule Allow suppliers to send... Feb 23, 2023

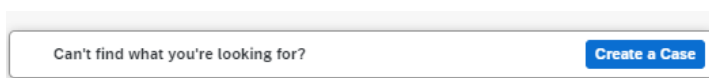
**How do I create more than one invoice for a purchase order?**  
Question How do I create more than one invoice for a purchase order (PO)? Answer To create multiple invoices against a PO. You can remove entire line items you want to save for future invoices. Decrease the quantity for...  Apr 3, 2022

\*Powered by SAP Incident Solution Matching

3. Choose from the options below to continue.

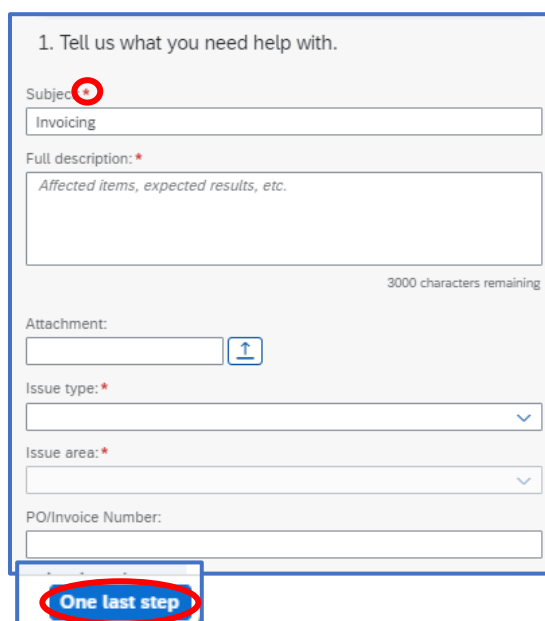
What do you need to do?

6. Click on **Create a Case** (bottom right of screen)



Can't find what you're looking for?

7. Complete all fields with an asterisk, then click on **One Last Step** (bottom right of the screen)



1. Tell us what you need help with.

Subject

Full description: \*  
*Affected items, expected results, etc.*  
  
3000 characters remaining

Attachment:

Issue type: \*

Issue area: \*

PO/Invoice Number:

### Handy Hints completing the form:

- Select the Country code before entering the phone number.
- Make sure you tick the box confirming your phone number is correct.
- Check all Asterisk fields have been completed.

### 8. Select the Radio button of the contact option, then click on **Submit**

The screenshot shows the SAP Help Center 'Contact us' page. The page title is 'SAP Help Center Contact us'. There are navigation links for 'Home', 'Learning', and 'Contact us'. The main content area is titled 'Choose this contact method for the fastest resolution of your issue:'. There are three radio buttons, each circled in red. The first radio button is selected and has a 'Recommended' tag. It is for 'Phone', with a description 'A support engineer will respond to your case by phone.' and an 'Estimated wait time in minutes: 2' box. There is a checkbox 'Do not record my phone call.' below it. The second radio button is for 'Live chat', with a description 'You will chat with the same product expert that would normally work your case, soon after you click "Submit."' and a note 'Note: Pop-ups need to be enabled in your browser.' The third radio button is for 'Email', with a description 'A support engineer will respond to your case by email.' and a note 'To receive communications, add itsm.notification-service@sap.com to your allow list.' At the bottom right, there are 'Back' and 'Submit' buttons.

### NOTES:


To add text – Right click and select “Add Text” – a “Start typing here....” box will be displayed



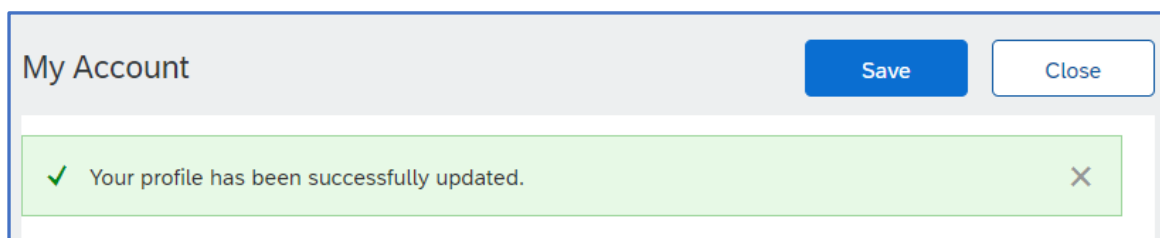
## Module 1.15 – Update Time Zone and Currency

When changing the Time Zone and Currency in an account, be aware that if you change the information on a generic login it will impact on all those using the same login. Changing information on your login only changes your login view.

If you are using a generic login that has many users the changes will impact all users using the same credentials.

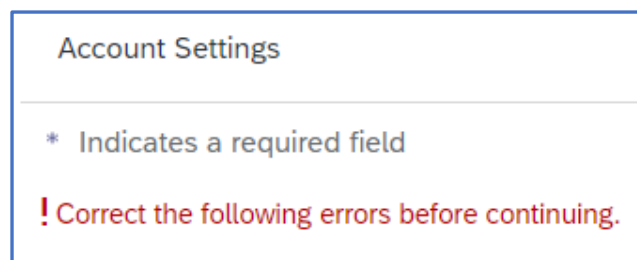
An  shown at the end of a field indicates there is further information

A green ribbon indicates that the information provided is acceptable and saved successfully



Errors are highlighted in red and need to be corrected before they can be successfully saved.

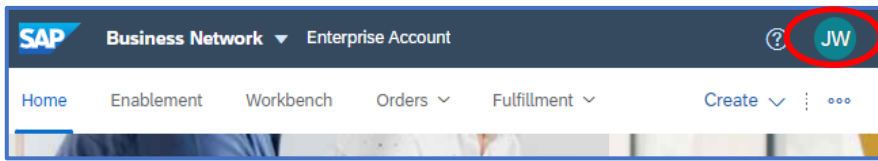
Locate the error and correct based on the information displayed.



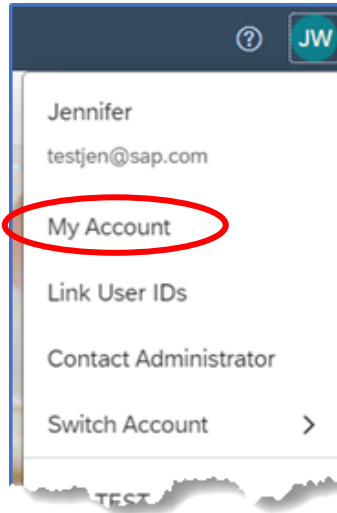
The inbox represents documents that are sent from the Buyer/Customer to the Supplier, such as Purchase Orders

The outbox represents documents sent from the Supplier to the Buyer such as Invoices

1. Log into your SAP Business Network, click on your Initials



2. Click on your initials, select **My Account**



3. The My Account Screen is Displayed, locate Preferences

A screenshot of the 'My Account' screen. The screen is titled 'My Account' and has a section for 'Account Settings'. Below this, there is a note: '\* Indicates a required field'. The 'Account Information' section contains several input fields: 'Username' (jane.doe@abccompany.com.au), 'Email Address' (jane.doe@abccompany.com.au), 'First Name' (Jane), 'Middle Name' (empty), and 'Last Name' (Doe). There is a 'Business Role' dropdown menu set to 'Other' and a 'Trainer' button. The 'Preferences' section includes 'Preferred Language' (English), 'Preferred Timezone' (America/Los\_Angeles), and 'Default Currency' (Australian Dollar). There is a 'Select Currency' button and a checkbox for 'Allow Me to Save Filter Preferences in the Inbox/Outbox'.

### 1.15. Update Time Zone and Currency cont

4. To change Time Zone, click on **“Preferred Timezone”** and select the time zone required

Preferences

Preferred Language: English

Preferred Timezone: \* America/Los\_Angeles

Default Currency: \* Select

ACT

AET

Africa/Abidjan

the Inbox/Outbox

5. To change Currency, click on **“Select Currency”**, select the required Currency

Preferences

Preferred Language: English

Preferred Timezone: \* Australia/Melbourne

Default Currency: \* Australian Dollar

Select Currency

Choose Currency

Click **Select** to choose the desired currency.  
You can also click a page number to display the values that appear on that page, and then make your selection.

Page 1

ISO Code	Name	Actions
USD	US Dollar	Select
EUR	Euro	Select
ADP	Euro	Select
AED	UAE Dirham	Select

6. To activate the **“Preferences”** you have selected, click the **“Allow Me to Save Filter Preferences in the Inbox/Outbox”**

Default Currency: \* Australian Dollar

Select Currency

Allow Me to Save Filter Preferences in the Inbox/Outbox

7. Click on **Save**

Save

Close