

Seller Integration Guideline – DIRECT Materials

Accelleron

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Acce/eron





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Version History

This log is updated each time this Process Document is updated. 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	Author	Description
1.0	09/12/2020	Milen Kirov - SAP Business Network	draft Version of Document
2.0	28/01/2021	Milen Kirov – SAP Business Network	Final version of the document
3.0	19/05/2021	Milen Kirov – SAP Business Network	Removing Supplier reference in OC as mandatory
4.0	03/01/2023	Jan Sagl – SAP Business Network	Update with Accelleron's requirements and cXML samples

1. ACCELLERON's cXML Mapping Requirements and Deltas

1.1 Purpose of the Document

The purpose of this document is to provide an overview of ACCELLERON's cXML requirements that are unique to ACCELLERON's procurement environment. Detailed explanation of these items can be found in the proceeding pages.

The message format described in this documentation is cXML which is the default format for electronic exchanges with Business Network. If a supplier wishes to process other formats like EDI it will be a task of the integration project to check and adapt default cXML – EDI mappings. This task will be performed with the support of Business Network B2B content team.

Once the integration of messages from Business Network has been established, it may be reused with other customers connected to Business Network with a potential additional effort to handle customer specific information.

It is not guaranteed that all EDI formats support information sent or expected by ACCELLERON. Messages exchanged between ACCELLERON ERP and Business Network are in the cXML format.

Some of the topics contained within this document are meant for educational purposes and are informational in nature in order to give the reader context and Business Network definitions to ensure that the details of each section are understood within an Business Network context.

1.2 SAP Business Network Transaction Validation

Please note, ACCELLERON has configured customer validation rules on the Business Network which apply specifically to POs, Order Confirmations and ASN's.

Business Network applies the following set up logic for sellers:

- **Default Transaction Rules:** Default Transaction rules have been set to reflect ACCELLERON's specific validation requirements in terms of transactions on Business Network. Default transaction rules apply by default whenever Country Based Rules are disabled, or seller is **NOT** placed in a specific group.

To view ACCELLERON invoicing rules (both country-based and general) please follow the steps:

1. Login to your supplier account on the Business Network
2. In the upper right corner of the home page, choose **Company Settings > Customer Relationships**
3. Click ACCELLERON's name under your list of **Current** trading partners

2. ACCELLERON's Detailed Specifications and Requirements

2.1 Scope

Business Network Identifier (ANID)

- ACCELLERON's Production ANID: AN11099343905
- ACCELLERON's Test ANID: AN11099343905-T

Indirect Material: YES.

Please make sure to confirm the scope of your project directly with ACCELLERON's Team.

Direct Material: YES. This document will cover the information related to the Direct Materials and specifically to the following messages:

- **Purchase Order**
- **Order Confirmation**
- **Ship notice**

Ship To Locations in scope:

For direct materials:



Ship To address list

For Indirect materials the plant ID/storage location ID remains the same, but delivery address can be adjusted in each Purchase order.

3. Processes – Direct Materials

3.1 cXML Deltas (sample files)

In the following excel workbook you will find baseline cXML transactions accepted by the SAP Business Network Cloud Integration Gateway (CIG) and the Business Network, including the requirements for ACCELLERON's scope and the UoM list used by ACCELLERON CH.



cXML Delta
Requirements

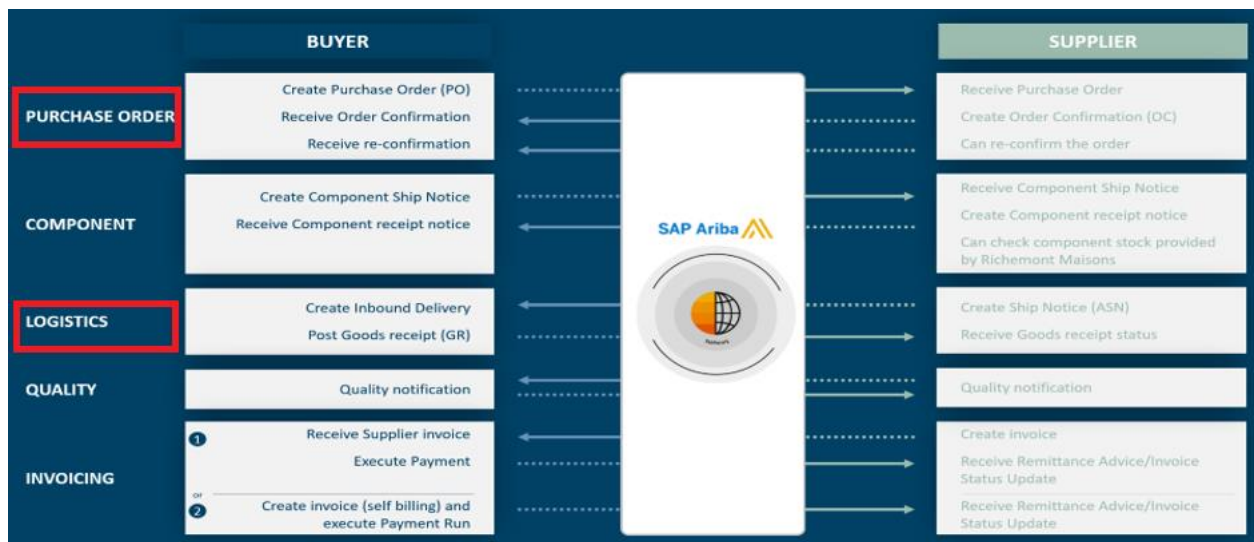


UoM list.xlsx

3.2 Processes in scope

Document type:	Document flow description:
PO (Purchase Order)	ACCELLERON creates, change, or cancel purchase orders and send them to the Business Network
OC (Order Confirmation=Order Acknowledgment)	A Supplier sends the Order Confirmation to Business Network. ACCELLERON receives the order confirmations from the Business Network.
ASN (Advanced Shipping Notification)	A Supplier sends the ASN, and ACCELLERON receives the shipping notifications from the Business Network

The following diagram shows the process flow (marked with red) in detail:



*Goods receipt are not part of current integration and will not be sent to SAP Business Network by ACCELLERON.

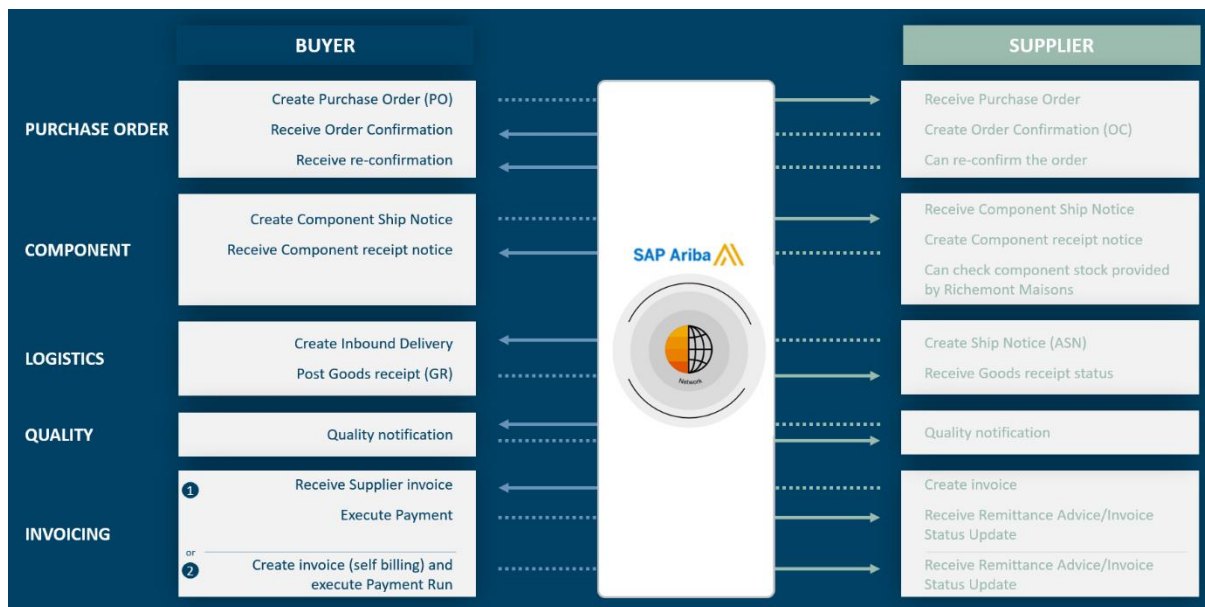
3.3 Purchase Order Details

3.3.1 Purchase Order general specification:

- The “cXML Solutions Guide” describes the way Business Network maps and processes cXML message. The document can be found in the Help Center from the Business Network Supplier account.
- A complete message documentation is available from cxml.org in the “cXML Reference Guide”.
- Further technical details related to SAP Business Network - ERP integration (Transport protocols, authentication, Signatures, Attachments, Acknowledgements, etc.) are available from cxml.org in the “Getting Started with cXML”
- Generic information about XML structures and attributes can be found on w3c.org

The purchase order (PO) message is generated by ACCELLERON ERP and transmitted electronically to suppliers via Business Network. The electronic message is integrated into the Business Network Supply Chain Collaboration module for online display and processing or integrated into the supplier ERP. When the supplier receives the purchase order, ACCELLERON expect to receive a confirmation after the supplier has checked their ability to deliver it.

The PO message contains the terms of an order for standard purchase.



A PO message is sent to SAP Business Network:

1. At creation time
2. When a change is made to a supplier relevant information
3. During the cutover preceding go-live, when all open Purchase Orders need to be sent to Business Network to allow supplier Order Confirmations and Advance Shipment Notice to be linked with the original PO.

An order change can include:

- Update of information in the order at header or item level
 - Change in a field at header or item level relevant to the supplier
 - Adding or removing items
 - Change of quantity, date, price decided by ACCELLERON or to reflect changes communicated by the supplier through the order confirmation message
- Deletion of an item
- Cancellation of the whole order
- Return of an item (specific for ACCELLERON) - TBD

3.3.2 Purchase order message structure

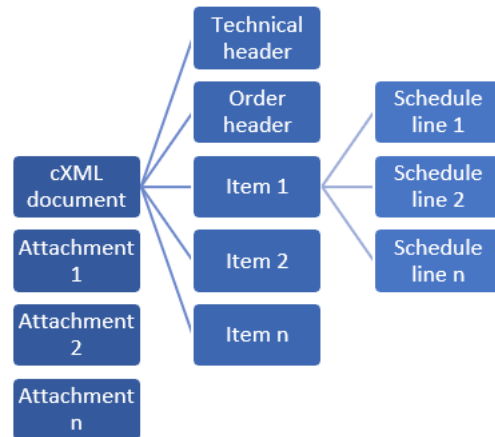
The PO message in cXML format is structured as below:

- Electronic message technical header
- Order header information
- Items information
- Schedule line information

The <OrderRequest> tag identifies the message as being a cXML Purchase Order.

If an information which is required for the supplier to create the order and support the business process in place with ACCELLERON is missing from the message content, the supplier should report it to ACCELLERON. The section below describes the content of the main information provided in the message and the related business rules.

Overall message structure and cardinality:



Attachments need to be processed by the supplier middleware so that they can be detached and stored. The supplier has the ability to decide from the Business Network account settings if Business Network should remove attachments and forward only the URL to the file.

- XML technical
 - Electronic message technical header content
 - Unique Business Network partner IDs used for message routing between ACCELLERON and supplier systems/middleware's through Business Network
- Order header information content
 - Order number and creation date
 - Type indicating whether it is a new, an update or a deletion
 - If an item is deleted, it disappears from the new PO version submitted with a “update” indicator in the header
 - If the order is completely cancelled, the PO is resent with a “delete” transmission type with all its line item
- Order version- indicating the version of the order:
 - Newly created PO have a version 1
 - Every PO update transmitted increments the version by 1
 - In case of an order cancellation, the version stays the same as one previously sent
- Items information
 - Line item number
 - Item ID and description
 - If there is a specific revision required by ACCELLERON, this information will be under supplier part ID as follow:

```

<ItemID>
  <SupplierPartID revisionID = "A"></SupplierPartID>
  <BuyerPartID>HZTL118456P0001</BuyerPartID>

```

- Expected delivery date
- Quantity and unit price
- Tolerances allowed by ACCELLERON on quantity, date and price
- ACCELLERON expectation on PO confirmation and goods shipping notification
- Schedule line information
 - List of expected delivery dates and quantities for an item
 - Schedule line number, date and quantity
 - When schedule lines are specified, the expected delivery date at item level is always equal to the first schedule line.
 - Schedule lines are sorted chronologically

3.3.3 Purchase Order main sections:

The ANID is the unique account ID for a buyer or a supplier on Business Network.

Business Network Cloud Integration Gateway (CIG) is the middleware allowing connectivity between the supplier environment and Business Network.

- The Network ID in the <From> section indicates the ACCELLERON's unique ID on Business Network. There is one ID for the Production environment and one for the Test (Pre-Production) environment.
- The Network ID in the <To> section indicates the Production or Test ID of the supplier registered on Business Network.
- Header/Ship to
 - Ship-to section provides details of where the goods must be shipped. If all line items must be shipped at the same location, the ship-to section can be found at header level, under the <OrderRequestHeader> section, but not at item level. ACCELLERON CH do not use ship to on line level and at 90% of the case Purchase orders contains 1 item.
 - When available, the addressID attribute in <Address> can be used as a unique address identifier
 - StorageLocationID is also unique- You can have different one under the same addressID.
 - Comments section is available on header and on line level.
- Header/Bill to- this segment is guiding your invoice process. At this stage invoice process is happening outside of Business Network.
- Item
 - The item section can contain from 1 to n items
 - If a line is deleted from the PO, it is not transmitted anymore in the message
 - If the supplier part ID is not populated in the message (there was no upfront agreement to enter supplier data in the ACCELLERON's ERP):
 - The supplier has to put a process in place to map the buyer part ID to an internal supplier part ID
- Item/Price

The <UnitPrice> tag contains the line item unit price. The total price for the line is not transmitted but can be calculated by multiplying the Unit Price and the quantity.

The <PriceBasisQuantity> qualifies Price with a 'Price Per' quantity. It is set to 1 in most cases with a <conversionFactor> to 1.

<PriceBasisQuantity> includes a unit of measure to describe what the price and price quantity applies to, such as, a price of 100€ could apply to 1 case of product or to 25 Kilograms. Examples below show how to perform the price calculation at line level.

Example 1:

Line item Quantity	100 pieces
Price per UOM	3 CHF for 5 PF (palet)
Qty of Packaging UOM	5 PF
Conversion factor	1 piece = 0.2 PF (20 pieces per PF)
Price at line level	$100 \times 3/5 \times 0.2 = 12 \text{ CHF}$

Example 2:

Line item Quantity	5223 pieces
Price per UOM	725 CHF for 1000 MCT
Qty of Packaging UOM	1000 MCT
Conversion factor	1 piece = 0.034 MCT
Price at line level	$5223 \times 725/1000 \times 0.034 = 128.747 \text{ CHF}$

*These examples are taken from reference guides, just to show the correct method of calculation and what is required back in order confirmation message and ship notice (if you return the unit price back).

- Item/Control Keys
 - This section provides:
 - Instructions on whether the supplier should send an Order Confirmation, an Advance Shipment Notice or the Invoice message

OC instruction	ASN instruction	Possible sequence of messages
Allowed	Allowed	No OC à No ASN
		No OC à ASN
		OC à No ASN
		OC à ASN
Allowed	Not allowed	OC à No ASN
		No OC à No ASN
Not allowed	Allowed	No OC à No ASN
		No OC à ASN
Not allowed	Not allowed	No OC à No ASN
Required before ASN	Allowed	OC à ASN
Required before ASN	Not allowed	Not relevant

- Tolerances allowed by the ACCELLERON in the supplier Order confirmation on price, quantity or date
- Tolerances allowed by the ACCELLERON in the supplier Advance Shipment Notice on price, quantity or date

```

<ControlKeys>
  <OCInstruction value = "requiredBeforeASN">
    <Lower>
      <Tolerances>
        <PriceTolerance>
          <Percentage percent = " 0.00"></Percentage>
        </PriceTolerance>
        <TimeTolerance limit = "005" type = "days"></TimeTolerance>
      </Tolerances>
    </Lower>
    <Upper>
      <Tolerances>
        <PriceTolerance>
          <Percentage percent = " 0.00"></Percentage>
        </PriceTolerance>
      </Tolerances>
    </Upper>
  </OCInstruction>
  <ASNInstruction value = "allowed">
    <Upper>
      <Tolerances></Tolerances>
    </Upper>
  </ASNInstruction>
  <InvoiceInstruction value = "isNotERS"></InvoiceInstruction>
  <SESInstruction value = "notAllowed"></SESInstruction>
</ControlKeys>

```

- Attachments
 - Suppliers have the choice to receive attachments encapsulated into the PO cXML message via the connection or access them online one the SAP Business Network platform.

3.3.4 PO Return process - TBD

- ACCELLERON Turbocharging is having a specific process for return PO's which is not following the standard SAP Business Network process. 90% of the purchase orders generated by ACCELLERON Turbocharging contains 1 PO line. When there is a goods which has to be replaced, ACCELLERON is creating a change PO and adding a second PO line for the same material number and a specific comment. This is why it is very important to transport comments to supplier's ERP. The first PO line is with delivery completed flag "Yes" and the second one doesn't have a delivery completed flag. You can confirm only second line, but you have to follow the logic explained in order confirmation part of this guidelines. ACCELLERON is expecting from you to deliver only second line in such a case. Return process might also remain on portal work, but you have to identify a logic to stop the process on ERP side, because for Business Network there is no difference and PO cannot be stopped. At the beginning of the project you have to clarify if return process is part of your scope or not. More details are available in the delta files.

3.3.5 PO Customizations

cXML provides for extension by the use of the 'Extrinsic' element. The Extrinsic element can appear within various cXML elements. Please be so kind to review the Deltas for the full list of the extrinsics from ACCELLERON's PO's.

3.3.5 Legacy PO (cutover process)

ACCELLERON cutover process be discussed case by case and will run upon an agreement between ACCELLERON and integrated supplier.

3.3.6 Attachments

If processed by the supplier connector/middleware they must be detached from Multipurpose Internet Mail Extensions (MIME) envelope and stored. A supplier can configure message routing settings in their SAP Business Network account in a way that SAP Ariba Network removes attachments and forwards only the URL to the file in the cXML payload.

3.4 Order Confirmation Details

ACCELLERON has the Order Confirmation in scope. Supported methods of providing it are:

- cXML
- Online

Order Confirmation Types Supported
Full Po Acceptance
Partial order confirmation for a part of a po
Partial order confirmation for a part of a quantity of a line if allowed by tolerances
Order confirmation with attachments

Please note: ACCELLERON does not allow rejection of the Purchase Order lines.

3.4.1 OC Attributes:

OC Attribute	Comments
Unit price is required	Optional
Unit Price Currency	Suppliers are not allowed to change the currency for unit price on OC
Unit of measure is required	always required
Delivery date is mandatory and may be different from the one in the PO	Suppliers are allowed to edit delivery dates up to the tolerances in the control keys of the PO's
Estimated shipping date	Optional
Price corrections	Managed by the control keys
Supplier and Buyer Part Ids	Must be the same as on the original PO
Description and classification domain	Optional and depends on the OC type which you will use.

3.4.2 Re-confirmation and confirmation after a new PO version (change PO)

- The confirmation status of items on a previous order is not retained. Then each time when there is a change PO, the supplier will have to use OC “new” for the first confirmation against the same version.
 - If the OC is not sent, it may prevent the ASN to be sent.
 - Extract of the Business Network transaction rule documentation.
 - Examples of status behaviors:

Timeline	t1	t2	t3	
Sequence of messages	PO1	OC1	PO change	Status
	Line 1	Line 1	Quantity is changed	Previous OC status is lost, another OC is required
	Line 2	Line 2	Text is changed	Previous OC status is lost, another OC is required
	Line 3	Line 3	No change	Previous OC status is lost, another OC is required

- Reconfirmation is needed to align with PO content
- Although the last PO version received by the supplier reflects exactly a previously sent confirmation, another confirmation is required.



3.4.3 Order confirmation general rules

- An OC can only include items belonging to the same Purchase Order. (The message only allows to refer to a single PO number)
- If a supplier has started generating OCs from its ERP, these OCs can't be edited from Business Network. Similarly, if an OC is initially created from Business Network subsequent OCs coming from a supplier ERP will not be accepted by Business Network. This rule must be taken into account when defining the project cutover strategy.
- If a Confirmation Order message gets blocked in error on Business Network, it will not reach ACCELLERON's ERP. Rejection details can be found on the Business Network Cloud Integration Gateway Transaction Tracker.

- If ACCELLERON has requested the OC to be sent before the ASN is sent, sending an ASN without OC will cause Business Network to report an error and the ASN will not reach the ACCELLERON's ERP.

3.4.4 Order Confirmation details

- Confirmation header
 - The Order confirmation message is only allowed by Business Network if the corresponding PO line item <OCInstruction> value equals "allowed" or "requiredBeforeASN"
 - <ConfirmationHeader> operation must equal "new" for the 1st OC transmission, then "update" on the following ones

```
- <Request deploymentMode="test">
- <ConfirmationRequest>
  <ConfirmationHeader confirmID="OC123 Test" operation="update" type="detail" noticeDate="2019-01-18T02:02:18-08:00"> </ConfirmationHeader>
```

Summary of the rules on the "operation" attribute:

1. The operation attribute with a "new" value is only used when one or more lines are confirmed for the first time. Several OCs referring to the same Order having operation= "new" can't be sent.
2. The operation attribute with an "update" value is used when at least one of the confirmed lines was previously confirmed (even if at least one of them is newly confirmed). Confirming with "update" requires that all previously confirmed lines are included again in the OC message. In this case it may happen that an OC line confirms a delivery in the past which is accepted by Business Network.
3. Summary table:
 - t1: PO is sent with 4 lines
 - t2: Line 1 and 2 are confirmed
 - t3: Line 3 is confirmed. Line 1 and 2 need to be resent as they were previously confirmed
 - t4: Line 2 and 3 are updated, Line 4 is confirmed for the first time. Line 1 needs to be resent as it was previously sent

Timeline	t1	t2	t3	t4
Sequence of messages	PO1	OC1	OC2	OC4
OC operation attribute		new	update	update
	Line 1	Line 1	Line 1	Line 1
	Line 2	Line 2	Line 2	Line 2
	Line 3		Line 3	Line 3
	Line 4			Line 4

- Summary of possible business cases

	Message	OC operation attribute	Message content			Comment
Step 1	PO1		PO Line 1	PO Line 2	PO Line 3	
Step 2	OC1	new	PO Line 1	PO Line 2	PO Line 3	Confirmation of all 3 lines.
Step 3	OC2	Update	PO Line 1	PO Line 2	PO Line 3	Reconfirmation for line 3 with a new delivery date. Line 1 and line 2 have to be included again.
Step 4	PO1 update		PO Line 1	PO Line 2	PO Line 3	Changes made on line 1
Step 5	OC3	New	PO Line 1	PO Line 2	PO Line 3	OC has to be sent as new. Sending the OC as update will fail as all statuses were reset by the new PO version

- Summary of authorized statuses per business case (adapted to the business of ACCELLERON):

	Supplier Action	Confirmation Header Status	Item Level Status	Delivery date	Item Section
Accept	Accepted without any change	accept	accept (Mandatory)	Mandatory	No
Confirm with changes	Confirmed with changes to the delivery date	detail	accept	Mandatory	No
		detail	detail	Mandatory	Not mandatory
	Confirm with changes to the quantity (within tolerance)	detail	detail	Mandatory	Not mandatory
		<i>Remaining quantity not confirmed between confirmed and requested quantity</i>	unknown	No	Not mandatory
			backordered	Mandatory	Not mandatory
	Confirm with changes to the price (within tolerance)	detail	detail	Yes	Mandatory

	Supplier Action	Confirmation Header Status	Item Level Status	Delivery date	Item Section
Confirm with or without changes	Confirmed with or without changes to the delivery date	allDetail	accept	Mandatory	Mandatory
		allDdetail	allDetail	Mandatory	Mandatory

	Confirm with changes to the quantity (within tolerance)	allDetail	allDetail	Mandatory	Mandatory
		<i>Remaining quantity not confirmed between confirmed and requested quantity</i>	unknown	No	Mandatory
			backordered	Mandatory	Mandatory
	Confirm with changes to the price (within tolerance)	allDetail	allDetail	Mandatory	Mandatory

Please note: that these are all the possible scenarios for integrated vendors. The final decision which approach will be take is to the supplier depending on ERP capabilities. cXML structure and ACCELLERON's ERP can treat each of the listed scenarios.

3.4.5 Attachments

Attachment of external files to a cXML document in a single envelope is done using Multipurpose Internet Mail Extensions (MIME). The cXML document contains references to external parts sent within a multipart MIME envelope. More information can be found on cxml.org. The attached document should be encoded (Base64 Encoding) to ensure maximum protection against corruption. The way of sending attachments to CIG is the same for all kind of messages, so this part is also valid for Shipping notifications.

3.5 Ship Notice Details

Ship Notice is mandatory. This will be discussed case by case with ACCELLERON team and the supplier. Supported methods of providing it are:

- cXML
- Online

Please note: The necessity of the ASN is controlled with the help of the Control keys from the Pos.

ASN Types Supported
Full ASN
Partial ASN for a part of a po
Partial ASN for a part of a quantity of a line
Summary ASN (ship notice referring to more than one purchase order)
ASN with attachments (measurement, certificate of quality...)

3.5.1 Advanced Shipping Notice Details (ASN)

Required ASN information	Comments – valid for all types of pos
Unit price is required	Optional
Unit of measure is required	Mandatory
Delivery date	Multiple delivery dates <u>on the same ASN</u> are not allowed
Actual shipping date	Optional
Comments on the header level and line level	Allowed by cXML but not checked by ACCELLERON
Ship Control section is mandatory - carrier	Optional
Supplier and Buyer Part Ids changed or additions (versus the Po)	NOT allowed
Country of origin	Mandatory (Extrinsic name = "shipmentOriginCode")

3.5.2 ASN Customizations

cXML provides for extension by the use of the ‘Extrinsic’ element. The Extrinsic element can appear within various cXML elements. Please be so kind to review the Deltas for the full list of the extrinsics from ACCELLERON.

3.5.3 Labelling

If you are integrated supplier and you want to use the feature of SAP Business Network for labelling, this is still possible. You will have to insert extrinsic “job number” in your ASN’s corresponding to the number of labels that you need to print and use the portal for the printing.

3.5.4 MP numbers (serial numbers)

In some scenarios ACCELLERON Turbocharging might require from you to put MP numbers in your shipment notice. The guidance for that is coming from ACCELLERON and the only way to identify this is based on material number. In this case each quantity in the ASN has to have it’s unique MP number (please refer to the example in delta files).

3.5.5 ASN cancellation

ASN cancellation is allowed. Modification of an ASN can be done by sending a cancellation ASN followed by a new ASN with a new ASN ID.

ASN cancellation should not be sent after a Goods Receipt has been received for at least one line of the ASN. In such a case you should contact your buyer to find a workaround solution.

- ASN cancellation (very simple structure)
 - To cancel an ASN:
 1. The operation attribute must be set to “delete”
 2. The ship notice ID (shipmentID) need a ‘_1’ to be appended to the old ship notice ID
 3. A document reference tag references the old ship notice
 4. ShipNoticeHeader is the only required tag under ShipNoticeRequest

```
- <Request deploymentMode="test">
  - <ShipNoticeRequest>
    - <ShipNoticeHeader shipmentType="actual" shipmentID="ASN-17-00000287_1" operation="delete"
      noticeDate="2019-06-12T12:37:00-00:00" deliveryDate="2019-06-12T12:00:00-00:00">
        <DocumentReference payloadID="782372508926664GIE3989170FT1720190619135424-539571"/>
      </ShipNoticeHeader>
    </ShipNoticeRequest>
  </Request>
```

4. Supplemental Documentation

This document contains ACCELLERON 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 two sections for supplemental documentation to be used with this document for cXML transaction format. Only refer to the section that pertains to the format your organization will be sending/receiving from the SAP Business Network (cXML).

cXML Section for Supplemental Documentation

New cXML supplier to 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. Business Network supports HTTPS (not HTTP) only for cXML transactions.
3. Review the cXML Solutions Guide and cXML User Guides.

cXML Document Type Definitions (DTD's):

- <http://cxml.org> Download InvoiceDetail.zip for the InvoiceDetailRequest.dtd.
- <http://cxml.org> Download cXML.DTD for the OrderRequest
- <http://cxml.org> Download Fulfill.dtd for ConfirmationRequest/ShipNoticeRequest

Recommended Resources: The SAP [Business Network cXML Solutions Guide](#) and [Business Network cXML Reference Guide](#). May also be downloaded via login to your supplier account (<https://supplier.BusinessNetwork.com>) on the Business Network:

1. Click the 'Help' link in the upper right-hand section of the page.
2. Select 'Help Center' from the drop-down menu.
3. Enter Search... key words or full document name.
4. Click on the pdf document name to open and download.

5. Business Network Support Information

Supplier Integration (SI) support is available to ACCELLERON suppliers. SI support is available during the test phase and two weeks post-go live with ACCELLERON, or until the first production transactions are exchanged. After that period, suppliers must leverage Business Network Technical Support for any production issues.

By Web:

If you can log into your Business Network Account	If you cannot log into your account
<ul style="list-style-type: none">• Login at http://supplier.ariba.com• Once logged in, click on the 'Help' link located on the upper right-hand side of the page and choose <i>Help Center</i>.• Select Support located in the top right-hand side of the page.• Options in the bottom right-hand side of the page are Live Chat or By Phone.• An Online Service Request can also be submitted by selecting the "Start" button in the top center of the page.	<ul style="list-style-type: none">• Go to http://supplier.ariba.com• For login issues select the "<i>Forgot Username</i>" or "<i>Forgot Password</i>" links near the top of the page.• Fill out the web form and select the <i>Submit</i> button.

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