

INTERNAL | SAP AND PARTNER USE ONLY

SAP Business Network Integration Solution Blueprint

|  |
| --- |
| NOVARTIS |



**IS/DS – Make a Copy of this Blueprint for Each Trading Partner**

**Purpose**

1. IR suppliers can start with the *Solution Blueprint*, no need for PowerPoint KO Deck as they should already be familiar with integration process
2. IQ suppliers will still use the PowerPoint KO Deck for information sharing only. All project requirements are to be captured in the *Supplier Solution Blueprint*
3. IL will create the *Solution Blueprint* template based on the Buyer’s requirements (scope, business rules, mapping requirements, outcome of scoping session, transaction specifics, known limitations etc.)
4. IS/DS to use a copy of this template for all supplier projects. All project requirements between Buyer & Supplier are to be captured in the copy of this document.

Document includes multiple “talking points” that should be discussed with both parties, and results documented in the Solution Blueprint.

**Remove This Text Box**

**IS/DS – Make a Copy of this Blueprint for Each Trading Partner**

**Purpose**

1. IR suppliers can start with the *Solution Blueprint*, no need for PowerPoint KO Deck as they should already be familiar with integration process
2. IQ suppliers will still use the PowerPoint KO Deck for information sharing only. All project requirements are to be captured in the *Supplier Solution Blueprint*
3. IL will create the *Solution Blueprint* template based on the Buyer’s requirements (scope, business rules, mapping requirements, outcome of scoping session, transaction specifics, known limitations etc.)
4. IS/DS to use a copy of this template for all supplier projects. All project requirements between Buyer & Supplier are to be captured in the copy of this document.

Document includes multiple “talking points” that should be discussed with both parties, and results documented in the Solution Blueprint.

**Remove This Text Box**

Table **of Contents**

[1 Version History 3](#_Toc156925178)

[2 Document Purpose and Uses 3](#_Toc156925179)

[3 Business overview 4](#_Toc156925180)

[4 Technical Landscape 5](#_Toc156925181)

[5 Project Scope 6](#_Toc156925182)

[5.1 Orders 7](#_Toc156925183)

[5.2 Receipt Notification (Goods Receipt Notice) 11](#_Toc156925184)

[5.3 Invoice 12](#_Toc156925185)

[6 Cutover 17](#_Toc156925186)

[7 Error handling 18](#_Toc156925187)

[8 Testing 19](#_Toc156925188)

[9 Project Tracking 20](#_Toc156925189)

[9.1 Project Teams 20](#_Toc156925190)

[9.2 Project Schedule 22](#_Toc156925191)

[9.3 Sign Off 22](#_Toc156925192)

[10 Risks 23](#_Toc156925193)

[11 Supplemental Documentation 25](#_Toc156925194)

[11.1 SAP Help Portal 25](#_Toc156925195)

[11.2 cXML Supplemental Documentation 25](#_Toc156925196)

[11.3 EDI Supplemental Documentation via SAP Cloud Integration Gateway 25](#_Toc156925197)

[EDI D96A/X12 Supplemental Documentation 25](#_Toc156925198)

[11.4 PIDX Supplemental Documentation via SAP Cloud Integration Gateway 26](#_Toc156925199)

[PIDX Supplemental Documentation 26](#_Toc156925200)

[11.5 Guided Integration for Trading Partners 26](#_Toc156925201)

[12 SAP Business Network customer support for Suppliers 27](#_Toc156925202)

[12.1 Post Go Live Support 27](#_Toc156925203)

[12.2 How to utilize Help Center and request assistance 27](#_Toc156925204)

[12.3 Access the Help Center 27](#_Toc156925205)

[12.4 Using SAP Business Network Help Center 27](#_Toc156925206)

# Version History

**IS/DS** – When assigned a project, create a copy of this document and name it <Buyer Name Blueprint\_Supplier Name>

**Remove This Text Box**

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

|  |  |  |
| --- | --- | --- |
| Version | Date | Description |
| 1 | March 2024 | Initial Version of Document (APJ) |

# Document Purpose and Uses

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

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

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

Assumptions:

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

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

* Knowledge of business operations with customer
* Experienced Developers

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

# Business overview

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

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

# Technical Landscape

|  |  |
| --- | --- |
| Description  Environment Infrastructure | Buyer Specific Details |
| ERP | SAP ECC 6.0  SAP S/4 HANA |
| Solutions Purchased | SAP Business Network for Procurement   * SAP Ariba Buying * SAP Business Network Commerce Automation   Supplier Lifecycle and Performance (SLP)  SAP Business Network for Supply Chain |
| UoM Classification | ISO |
| Commodity Codes | UNSPSC V12.2 |

# Project Scope

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

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

**IS/DS** – Add more rows for multiple supplier ANIDs that will be covered in this effort. Ex: if US & CA are being scoped together and managed by the same buyer/supplier teams.

**Remove This Text Box**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description  Business IDs | Company Name | ANID | DUNS | DUNS\_4 |
| Buyer | NOVARTIS | AN01003603018 | N/A | N/A |
| Supplier |  |  |  |  |

## Orders

**IS/DS** - Supplier Supported should be marked as **No** for Out of Scope. If the document type is in scope enter the document format/method of, CSV online, email, cXML, D96A, x12, PIDX, etc. If the document is outside the Business Network mark column as **No**.

**Remove This Text Box**

|  |  |  |
| --- | --- | --- |
| Description  Type | Buyer Supported  (Y/N) | Supplier Supported/Format  (No or online, email, cXML, D96A, X12, CSV, PIDX, etc.) |
| Catalog | Y |  |
| Non-Catalog/Free Text | Y |  |
| P-Card | N |  |
| Blanket Order – with release | N |  |
| Blanket Order – without release | N |  |
| Service PO (Service structure/without parent - child lines) | Y |  |
| Service PO (Service structure/with parent - child lines) | N |  |
| Service PO (Material structure) | N |  |
| Change Order - catalog | Y |  |
| Change Order – non-catalog | Y |  |
| Change Order – P-Card | N |  |
| Cancel Order | Y |  |

**IS/DS -** Capture and document Supplier’s comments during the kickoff/scoping call.

**Remove This Text Box**

|  |  |  |  |
| --- | --- | --- | --- |
| Description  Attributes | | Buyer Supported | Supplier Supported/Format |
| General | Split Orders | Split Orders is possible based on different address, different Suppliers, different Bill To, different use of Material or Service.  Ship To is not affected as it will be additional PO created based on the split. |  |
| Order Numbering | PO numbers will contain 10 digits starting with 65 (65XXXXXXXX). |  |
| Attachments | Attachments may be sent on POs |  |
| Header | Bill To | Bill To Address and Address ID will be sent  Should be captured and returned on the invoice. |  |
| Ship To | Ship to Address & Address ID will be sent.  Will always be sent at Header level.  Should be captured and returned on the invoice. |  |
| Payment Terms | Payment Terms may be sent on the PO. |  |
| Need By Date | Will be sent on the POs.  Should be captured and returned on the invoice. |  |
| Comments | Comments may be sent on the POs.  Comments may contain Terms and Conditions information (Large Comments). |  |
| Extrinsic | Please check the Transactions Samples file for list of PO extrinsic fields and descriptions. |  |
| Service Date (start & end) | The start & end date be sent on Service orders. |  |
| Line Item | Order Item Numbering | The line items will be numbered in the following way: 1, 2, 3….. |  |
| Supplier Part ID | Not Available will be sent for non-catalog orders. |  |
| Unit Price | * [Precision Rounding on Invoices](https://support.ariba.com/Item/view/196374) * 2 Decimals Supported |  |
| Unit of Measure | ISO |  |
| Extrinsic Values | Please check the Transactions Samples file for list of PO extrinsic fields and descriptions. |  |
| Service Date (start & end) | The start & end date be sent on Service orders. |  |

**IS/DS** - Order management process should be further reviewed, agreed upon during KO and/or dedicated scoping session with Supplier by IS/DS.

**Remove This Text Box**

|  |  |  |
| --- | --- | --- |
| Description  Order Processing Specifics | Buyer Supported | Supplier Supported/Format |
| How are change/cancel orders handled? Change order types: OC based; customer initiated etc. | Since OC is out of scope, Change and Cancel are created directly by Novartis.  If a PO should be Changed or Cancelled, the Supplier should reach out to the creator of the PO. |  |
| Describe any process requiring manual validation/further contact with customer/supplier to complete processing. | If a PO should be Changed or Cancelled, the Supplier should reach out to the creator of the PO. |  |
| Will there be specific orders/special items requiring exception in processing?  Are there any other exceptions/specific processing instructions for this buyer? | N/A |  |
| Does the supplier have any comments on the reviewed buyer order management process? | N/A |  |
| Is buyer order management process in conflict with supplier order processing practices/automation capabilities? | N/A |  |
| Discuss process discrepancies between what the supplier supports and what the buyer is requesting. | To be discussed per supplier. |  |

## Receipt Notification (Goods Receipt Notice)

**IS/DS** - Supplier Supported should be marked as **No** for Out of Scope. If the document type is in scope enter the document format/method of online, email, cXML, D96A, x12, CSV, PIDX, etc. If the document is outside the Business Network mark column as **No**.

**Remove This Text Box**

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

## Invoice

**IS/DS** - Supplier Supported should be marked as **No** for Out of Scope. If the document type is in scope enter the document format/method of online, email, cXML, D96A, x12, CSV, PIDX, etc. If the document is outside the Business Network mark column as No.

**Remove This Text Box**

|  |  |  |
| --- | --- | --- |
| Description  Type | Buyer Supported  (Required/Optional/Out of Scope) | Supplier Supported/Format  (No or online, email, cXML, D96A, X12, CSV, PIDX, etc.) |
| Catalog | Required |  |
| Non-Catalog | Required |  |
| Contract | Optional |  |
| Blanket | Out of Scope |  |
| Non-PO | Out of Scope |  |
| Service | Required |  |
| Service as Material | Out of Scope |  |
| Credit – Header Level | Out of Scope |  |
| Credit – Line Level | Required – Quantity Adjustment  Reference to original invoice credited is optional.  Reason for raising a credit memo is required. |  |
| Debit – Header Level | Out of Scope |  |
| Debit – Line Level | Out of Scope |  |
| Invoice Rejection | Out of Scope |  |
| Invoice Status Update | Required |  |

**IS/DS -** Capture and document Supplier’s comments for the attributes that the buyer has required to verify supplier acceptance and understanding of the requirement.

**Remove This Text Box**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Description  Attributes | | | Buyer Supported  (Required/ Optional/  Out of Scope) | Buyer Comments | Supplier Comments |
| General | Attachments | | Optional | Suppliers are allowed to send attachments on the invoices |  |
| Precision Rounding | | Required | 2 decimals |  |
| Amounts | | **Subtotal amount** = Unit Price x Quantity (No tax)  **Taxable amount** = Subtotal amount  **Gross amount** = Subtotal + Tax  **Net amount** = Gross amount – adjustments and discount/rebate (if any)  **Due amount** = Gross amount - adjustments (if any)  \*No discount/rebate => Net amount = Gross amount | |  |
| Address IDs | | Ship To address IDs and Bill to address IDs are required and should match the PO Address IDs | |  |
| Supplier Invoice Processing | Real Time |  |  |  |
| Batched |  |  |  |
| Scheduled Run Nightly |  |  |  |
| Monthly |  |  |  |
| Next Day |  |  |  |
| Validation prior to sending to BN |  |  |  |
| Header | Invoice Number | | Required | The maximum length is 16 characters.  Special characters are not allowed; space is not allowed |  |
| Invoice Date | | Required | Backdating is allowed  Future-dating is not allowed |  |
| Bill To | | Required | Address & ID are required |  |
| Remit To | | Required |  |  |
| Sold To | | Required | Sold To should match the Bill to details |  |
| From | | Required |  |  |
| Ship From | | Required |  |  |
| Ship To | | Required | Address & ID are required |  |
| Strict Validation | Name | Required | Strict address validation is enforced |  |
| Street | Required | Strict address validation is enforced |  |
| City | Required | Strict address validation is enforced |  |
| State | Required | Strict address validation is enforced |  |
| Postal Code | Required | Strict address validation is enforced |  |
| Country | Required | Strict address validation is enforced |  |
| Bank Account Details | | Required | * Please note that Novartis is requiring his suppliers to match the data for bank details with the information from their master data. |  |
| Payment Net Terms | | Optional | * Suppliers are allowed to omit the payment terms in PO invoices |  |
| Buyer GST ID | | Required |  |  |
| Supplier GST ID | | Required |  |  |
| Line Item | Invoice Line | | Required |  |  |
| Quantity | | Required |  |  |
| Unit Price | | Required | * [Precision Rounding on Invoices](https://support.ariba.com/Item/view/196374)   2 decimals supported |  |
| Unit Of Measure | | Required | Invoice UOM should match the PO UOM |  |
| Order Line Number reference | | Required | Order Line Number reference should match the PO line numbers |  |
| Supplier Part Id | | Required |  |  |
| Item Description | | Required |  |  |
| Tax | Alternate Currency | Required | alternateCurrency” may be required if:  Buyer has specific rules in place requiring alternate currency  Buyer and Supplier reside in different countries  PO and Invoice have different currencies  Ship To country code does not match invoice currency |  |
| Category | Required |  |  |
| Percentage Rate | Required |  |  |
| Supply Date (tax point date) | Required |  |  |
| Tax Amount | Required |  |  |
| Taxable Amount | Required |  |  |
| Tax Description | Required |  |  |
| Tax Location | Required |  |  |
| Allowance & Charges | | Out of Scope |  |  |
| Net Amount | | Required |  |  |
| Amount without tax | | Required |  |  |
| Subtotal Amount | | Required | “alternateCurrency” and “alternateAmount” may be required if Buyer has flagged this in the business rules  If buyer has SAP ERP the Subtotal Amount is required |  |
| Summary | Tax | Alternate Currency | Required | “alternateCurrency” may be required if:  Buyer has specific rules in place requiring alternate currency  Buyer and Supplier reside in different countries  PO and Invoice have different currencies  Ship To country code does not match invoice currency  Summary tax is required on all invoices even if the amount is zero (0.00) |  |
| Category | Required |  |  |
| Percentage Rate | Required |  |  |
| Supply Date (tax point date) | Required |  |  |
| Tax Amount | Required |  |  |
| Taxable Amount | Required |  |  |
| Tax Description | Required |  |  |
| Tax Location | Required |  |  |
| Special Handling Amount | | Optional | For the countries where Special Handling is in scope, is supported only at Header level |  |
| Shipping Amount | | Optional | For the countries where Shipping is in scope, is supported only at Header level |  |
| Net Amount | | Required |  |  |
| Gross Amount | | Required |  |  |
| Invoice Detail Discount | | Out of Scope |  |  |
| Due Amount | | Required | “alternateCurrency” and “alternateAmount” may be required if Buyer has flagged this in the business rules |  |

# Cutover

**IS/DS** – Review Buyer cutover process with Buyer and Supplier. Update Supplier Comments and note any comments from the buyer.

**Remove This Text Box**

|  |  |  |
| --- | --- | --- |
| Description  Specifics | Buyer Cutover Process | Supplier Comments |
| Legacy Orders | The POs in the old system will be closed and new POs will be sent that might contain legacy flag.  Legacy orders will be recreated as new orders with a new PO number. |  |
| General | Novartis will not provide a list of cutover documents to the supplier. If any questions by the supplier, they should reach out to the creator of the PO. |  |

# Error handling

**IS/DS –** Update **Supplier Comments** with any buyer requirements related to error handling.

**Remove This Text Box**

|  |  |  |
| --- | --- | --- |
| Description  Specifics | Buyer Comments | Supplier Comments |
| Failed or Rejected Document Transmissions | Novartis has special team monitoring the document flow and if any failure/rejection, the team is informed, and action is taken against. The team is informed for both, Outbound and Inbound. | Who gets notified?  Are there any expectations as to how failed/rejected transactions are to be handled? |
| Failed Order Validation (wrong part number, price, UOM, etc.) | For Order Validation Failure on SBN, Novartis team is not getting notifications. The supplier should reach out to Novartis directly. | Who gets notified?  How is this corrected?  Does the supplier system automatically make substitutions?  What is the turn-around time to address failed orders? |
| General | * For technical issues, such as everything that happens before the document is reaching Novartis, the supplier should reach out to the Integration Specialist staffed or raise a Service Request if Post Go Live. | Is there any schema or data validation done on the invoice before it is sent to the AN?  What is the process if an invoice fails against a business rule in the AN?  What is the process if duplicate invoice numbers are not allowed when an invoice has failed or been rejected? |

# Testing

**IS/DS** – Update Supplier Comments per the discussion in the kickoff call.

**Remove This Text Box**

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

# Project Tracking

## Project Teams

**IS/DS** – Clarify project teams with Buyer and Supplier.

**Remove This Text Box**

|  |  |
| --- | --- |
| Roles & Responsibilities | Contact Name & E-mail |
| **Buyer** | |
| **Project Lead (Operational Lead)**   * Main contact for project coordination * Provide commitment to project timeline * Understand buyer's transaction validation rules * Participate in status meetings |  |
| **Buyer Technical (Developer)**   * Provide technical details for integration to backend systems * Perform data mapping * Assist in troubleshooting document failures * Coordinate go live with functional resource |  |
| **Testing Contact**   * Define & Validate catalogue content with buyer * Analyze incoming Orders * Generate Test Invoice * Assist in other testing activities, coordinate go-live * Download & validate applicable test transaction * load & process through ERP |  |
| **Supplier** | |
| **Project Lead (Supplier Enablement lead)**   * Main contact for project coordination * Enforce compliance of project timelines |  |
| **Technical (Developer)**   * Support of cXML/EDI Identified Supplier testing * Provide connection parameters to ERP systems * Assist in troubleshooting document errors from the   application/ERP |  |
| **Testing Contact**   * Define & Validate catalogue content with Supplier * Generate Test Orders * Reconcile and approve invoices * Assist in other testing activities, coordinate go-live Download & validate applicable test transactions, load & process through ERP |  |
| **SAP** | |
| **Integration Specialist**  **(IS)**   * Manage end-to-end supplier integration * Troubleshoot failed/rejected documents * Ensure timely completion of project milestones * Escalate issues to appropriate person/team |  |
| **Catalog Specialist**  **(CS)**   * Support Setup and testing of Catalogue with buyer and supplier * Troubleshoot failed/rejected catalogues * Ensure timely completion of project milestones * Escalate issues to appropriate person/team |  |
| **Network Deployment/Enablement Lead**  **(NDL/NEL)**   * Consolidates all supplier’s enablement status for reporting to the Buyer |  |

## Project Schedule

**IS/DS** – Discuss project schedule with Buyer and Supplier.

**Remove This Text Box**

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

## Sign Off

**IS/DS** – Approval from the Buyer and Supplier received post kick off call, once requirements have been scoped, timeline set, and there is agreement to move forward with integration effort.

**Remove This Text Box**

|  |  |  |  |
| --- | --- | --- | --- |
| Description  Name | Buyer or Supplier? | Date | Signature |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Risks

**IS/DS** - Document any items that may have a negative impact on the timeline. These would be considered ‘Project Risks’.

**Remove This Text Box**

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

# Supplemental Documentation

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

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

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

## SAP Help Portal

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

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

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

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

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

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

[SAP Business Network guide to invoicing](https://help.sap.com/docs/business-network-for-trading-partners/business-network-invoicing/sap-business-network-guide-to-invoicing)

## cXML Supplemental Documentation

New cXML supplier to SAP Business Network must:

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

cXML Document Type Definitions (DTD’s)

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

## EDI Supplemental Documentation via SAP Cloud Integration Gateway

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

## PIDX Supplemental Documentation via SAP Cloud Integration Gateway

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

## Guided Integration for Trading Partners

Trading Partners who wish to learn more about Guided Integration, should check the links below:

1. Introductory Video: <https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_o1eepg2y>
2. Compatibility Dashboard: <https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_8b9jbdg4>
3. Reconcile Template: <https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_hgwdkk00>
4. SAP Help: Seller Account Settings and Profile Configuration - Guided Integration for Trading Partners at: <https://help.sap.com/docs/business-network-for-trading-partners/seller-account-settings-and-profile-configuration/guided-integration-for-trading-partners?locale=en-US>

# SAP Business Network customer support for Suppliers

## Post Go Live Support

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

## How to utilize Help Center and request assistance

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

## Access the Help Center

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

## Using SAP Business Network Help Center

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

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

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

[www.sap.com](http://www.sap.com)