

INTERNAL | SAP AND PARTNER USE ONLY

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| BHP |

SAP Business Network Integration Solution Blueprint

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# Version History

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

|  |  |  |
| --- | --- | --- |
| Version | Date | Description |
| V1.0 | May 2024 | Initial Version of Document |

# Document Purpose and Uses

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

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

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

Assumptions:

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

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

* Knowledge of business operations with customer
* Experienced Developers

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

# Business overview

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

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

# Technical Landscape

|  |  |
| --- | --- |
| Description  Environment Infrastructure | Buyer Specific Details |
| ERP | SAP S/4 HANA |
| Middleware | CIG |
| Solutions Purchased | SAP Business Network for Procurement   * SAP Ariba Buying and Invoicing (B&I) * SAP Ariba Invoice Management * SAP Business Network Commerce Automation   Supplier Lifecycle and Performance (SLP)  SAP Business Network for Supply Chain  SAP Business Network for Trading Partners |
| UoM Classification | Custom |
| Commodity Codes | UNSPSC V11.2 |

# 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 |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description  Business IDs | Company Name | ANID | DUNS | DUNS\_4 |
| Buyer | BHP | AN01015189973 |  |  |
| Supplier |  |  |  |  |

## Orders

|  |  |  |
| --- | --- | --- |
| 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) | Y |  |
| Service PO (Material structure) | N |  |
| Change Order - catalog | N |  |
| Change Order – non-catalog | Y |  |
| Change Order – P-Card | N |  |
| Cancel Order | N |  |
| Exception or Urgent/Machine down Order | N |  |
| Consignment Order | Y |  |
| Work Order | N |  |
| Capital Equipment Order | N |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Description  Attributes | | Buyer Supported | Supplier Supported/Format |
| General | Split Orders | Different ShipTo information |  |
| Order Numbering | Order numbers that start with 45\*. |  |
| Attachments | POs with attachments is supported |  |
| Header | Bill To | need to be captured and returned on the invoice.  Address & ID will be sent on the PO. |  |
| Ship To | need to be captured and returned on the invoice along with address ID. |  |
| Purchasing Agent | Information provided in this field (ex. Requisitioner Name/Address) is relevant for processing. |  |
| Payment Terms | need to be captured and returned on the invoice. |  |
| Need By Date | Need By Date (requestedDeliveryDate) does not need to be confirmed on Order Confirmations. |  |
| Comments | buyer will send type of PO (material/service) in the comments |  |
| Extrinsic | Vendors to refer Transactions Samples file for list of PO extrinsic fields and descriptions. |  |
| Control Keys | Vendors to refer Transactions Samples file for control Keys. |  |
| Service Date (start & end) | the start & end date be sent on Service orders |  |
| Line Item | Order Item Numbering | Line numbers are as 10, 20, 30…. |  |
| Supplier Part ID | For non-catalog orders will be blank. |  |
| Supplier Part Auxiliary ID | NA |  |
| Unit Price | * [Precision Rounding on Invoices](https://support.ariba.com/Item/view/196374) * of decimals supported is 2 number or as in the PO. |  |
| Advanced Pricing/Price Basis Quantity | * [Advanced Pricing/Price Basis Quantity (PBQ)](https://support.ariba.com/Item/view/196374)   included in project scope.   * price basis quantity, refer PO samples for details |  |
| Unit of Measure | UNUOM |  |
| Ship To | needs to be captured and returned on the invoice at the header level. |  |
| Extrinsic Values | refer PO samples for details. |  |
| Control Keys | refer PO samples for details. |  |
| Service Date (start & end) | Start & end date will be sent on Service orders |  |

|  |  |  |
| --- | --- | --- |
| Description  Order Processing Specifics | Buyer Supported | Supplier Supported/Format |
| How are change/cancel orders handled? Change order types: OC based; customer initiated etc. | Customer initiated and OC based. |  |
| Describe any process requiring manual validation/further contact with customer/supplier to complete processing. | Will be discussed during the Kickoff call. |  |
| Will there be specific orders/special items requiring exception in processing?  Are there any other exceptions/specific processing instructions for this buyer? | Will be discussed during the Kickoff call. |  |
| Does the supplier have any comments on the reviewed buyer order management process? | Will be discussed during the Kickoff call. |  |
| Is buyer order management process in conflict with supplier order processing practices/automation capabilities? | Will be discussed during the Kickoff call. |  |
| Discuss process discrepancies between what the supplier supports and what the buyer is requesting. | Will be discussed during the Kickoff call. |  |

## Order Confirmation

|  |  |  |
| --- | --- | --- |
| Description  Type | Buyer Supported  (Required/Optional/Out of Scope) | Supplier Supported/Format  (No or online, email, cXML, D96A, X12, CSV, PIDX, etc.) |
| Header Level | Required |  |
| Line Level | Required (it can either be confirmed at header/line level) |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description  Attributes | | Buyer Supported  (Required/ Optional/  Out of Scope) | Buyer Comments | Supplier Comments |
| General | Attachments | Optional | In scope? |  |
| Change Orders |  | It can only be Customer / Buyer initiated. |  |
| Invoicing |  | Change Order required before invoicing |  |
| Tolerance |  | To be discussed during Kickoff call. |  |
| Header | OC updates |  | OC updates are in scope with Buyer |  |
| Rejection Reason |  | A reason for rejection is required in the header comment field |  |
| Acceptance |  | Acceptance of all items in the order supported |  |
| Line Item | Changes |  | partial acceptance of items/item quantity supported. |  |
| Line Comments |  | A comment at the order confirmation line item level is required when there are any changes. |  |
| Rejection Reason | Required | Rejection reason is needed in the line level comment field. |  |
| Backorder |  | Backorder of items/item quantity is supported |  |
| Delivery Date | Required | Estimated Delivery Date can be sent in Confirmation Status |  |
| Shipment Date | Optional | Estimated Shipment Date can be sent in Confirmation Status |  |
| Unit Price | Optional | Supplier is not allowed to change the unit of measure |  |
| Unit Price Currency | Optional | Supplier is not allowed to change the currency |  |
| Item Description | Optional |  |  |

## Advanced Shipping Notification (ASN)

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description  Attributes | | Buyer Supported  (Required/ Optional/  Out of Scope) | Buyer Comments | Supplier Comments |
| General | Attachments | Optional | In Scope |  |
| Confirmation Status | Required | Retain confirmation Status for unchanged items on Change Orders. |  |
| Order Confirmation | Required | Order Confirmation required before Ship Notice |  |
| Tolerance |  | Refer PO and will be discussed on Kickoff call |  |
| Header | Notice Date | Optional |  |  |
| Shipping Date | Required | Shipment date is allowed in |  |
| Delivery Date | Required | Multiple delivery dates are allowed on ASN |  |
| Delivery & Transport | Optional |  |  |
| Line Item | Quantity | Optional |  |  |
| Asset Serial Number | Optional |  |  |
| Shipment Serial Numbers | Optional |  |  |
| Packing Slip | Optional |  |  |

## Service Entry Sheets

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description  Attributes | | Buyer Supported  (Required/ Optional/  Out of Scope) | Buyer Comments | Supplier Comments |
| General | Attachments | optional | Supplier is required to provide proof of service (POS) before submitting SES, must attach at least one POS. |  |
| Invoice Auto Generated | Optional | SES be auto generated from the invoice |  |
| Cancel SES |  | Suppliers are allowed to cancel SES they create. |  |
| Other |  | SES are not allowed for services that are still in progress. |  |
| Header | SES Number |  | Up to 16 Characters allowed, no special characters and spaces allowed. |  |
| Start/End Date |  | acceptance of all items in the order supported |  |
| Line Item | Quantity | Required |  |  |
| Unit of Measure | Required |  |  |
| Start/End Date | Required |  |  |
| Part Number | Required |  |  |
| Item Description | Required |  |  |
| Advance Pricing Details | Required |  |  |
| Subtotal | Required |  |  |

## Receipt Notification (Goods Receipt Notice)

|  |  |  |
| --- | --- | --- |
| 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 | Y |  |

## Invoice

|  |  |  |
| --- | --- | --- |
| 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 | Out of Scope |  |
| Blanket | Required |  |
| Non-PO | Out of Scope |  |
| Service | Required |  |
| Service as Material | Optional |  |
| Credit – Header Level | Out of Scope |  |
| Credit – Line Level | Required:  reference to original invoice credited is needed. Invoice purpose set to “lineLevelCreditMemo” |  |
| Debit – Header Level | Out of Scope |  |
| Debit – Line Level | Out of Scope |  |
| Invoice Rejection | Out of Scope |  |
| Invoice Status Update | Optional |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Description  Attributes | | | Buyer Supported  (Required/ Optional/  Out of Scope) | Buyer Comments | Supplier Comments |
| General | Attachments | | Optional |  |  |
| Advanced Pricing Detail | | Required | Returned as on PO |  |
| 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 | | Please **discuss** with project parties; if a list of addresses/IDs is required for processing. | |  |
| Supplier Invoice Processing | | Real Time |  |  |
| Supplier Invoice Processing  Invoice Number | Batched |  |  |  |
| Scheduled Run Nightly |  |  |  |
| Monthly |  |  |  |
| Next Day |  |  |  |
| Validation prior to sending to BN |  |  |  |
|  | What is the max length?  Are special characters allowed | max length- 16 characters. |  |
| Header | Invoice Date | | Required | Is backdating allowed |  |
| Bill To | | Required | Address & ID? YES |  |
| Remit To | | Required | Address & ID? YES |  |
| Sold To | | Required | Address & ID? YES |  |
| From | | Required | Address & ID? YES |  |
| Ship From | | Required | Address & ID? YES |  |
| Ship To | | Required | Address & ID? YES |  |
| From | | optional | Address & ID? |  |
| Strict Validation | | Name |  |  |
| Strict Validation  Bank Account Details | Street | Required |  |  |
| City | Required |  |  |
| State | Required |  |  |
| Postal Code | Required |  |  |
| Country | Required |  |  |
|  | Outline regional requirements |  |  |
| Payment Net Terms | | Required |  |  |
| Buyer VAT ID | | Optional |  |  |
| Supplier VAT ID | | Optional |  |  |
| Registration ID | | Optional |  |  |
| Invoice Line | | Required | Outline any line-item requirements. |  |
| Line Item | Quantity | | Required |  |  |
| Unit Price | | Required | * [Precision Rounding on Invoices](https://support.ariba.com/Item/view/196374)   As on PO |  |
| Unit Of Measure | | Required | As on PO |  |
| Order Line Number reference | | Required | Confirm order line reference number requirements |  |
| Advanced Pricing/Price Basis Quantity | | Required | * [Advanced Pricing/Price Basis Quantity (PBQ)](https://support.ariba.com/Item/view/196374) |  |
| Supplier Part Id | |  | As on PO |  |
| Supplier Auxiliary Part ID | |  | As on PO |  |
| Buyer Part Id | |  | As on PO |  |
| Item Description | |  | As on PO |  |
| Tax | | Alternate Currency |  | 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 |
| Tax  Allowance & Charges | Category | Required |  |  |
| Percentage Rate | Required |  |  |
| Supply Date (tax point date) | Optional |  |  |
| Tax Amount | Required |  |  |
| Taxable Amount | Required |  |  |
| Tax Description | Required |  |  |
| Tax Location | Optional |  |  |
|  |  |  |  |
| Shipping & Handling | | Optional |  |  |
| 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 |  |
| Tax | | Optional | summary tax amount is required on all invoices even if that amount is zero | “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) |
| Summary | Tax  Special Handling Amount | Category | Required | summary tax amount is required on all invoices even if that amount is zero |  |
| Percentage Rate | Required |  |  |
| Supply Date (tax point date) |  |  |  |
| Tax Amount | Required |  |  |
| Taxable Amount | Required |  |  |
| Tax Description | Required |  |  |
| Tax Location | Optional |  |  |
| Shipping Amount | | Optional |  |  |
| 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 |  |
|  | |  |  |  |

## Remittance Advice

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

# Cutover

|  |  |  |
| --- | --- | --- |
| Description  Specifics | Buyer Cutover Process | Supplier Comments |
| Legacy Orders | Will open orders be handled outside of AN post go-live?  Will there be expectation to close any open orders prior to go-live?  Would open orders be expected to be closed by a certain date (both on and outside of AN)?  Will the buyer be sending legacy transactions on AN?  Would only specific orders be sent as legacy?  Will legacy orders be recreated as new orders?  If yes, will they have the same order number?  Are there any specific instructions as to how legacy orders should be handled on AN?  Identify and document any Buyer specifics associated with cutover  \* Please note that legacy POs cannot be integrated, hence automatically routed to supplier’s ERP.  Please consider in case of mass uploads as part of your cutover strategy and discuss alternative options with your IA & IL. |  |
| General | Does the supplier need to manually make changes to open orders?  Will the buyer provide a list of cutover documents?  Identify any risks associated with cutover |  |

# Error handling

|  |  |  |
| --- | --- | --- |
| Description  Specifics | Buyer Comments | Supplier Comments |
| Failed or Rejected Document Transmissions | Notification for Failed or Rejected Document Transmissions are required | 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.) | Notification for Failed Order Validation (wrong part number, price, UOM, etc.) are required | Who gets notified?  How is this corrected?  Does the supplier system automatically make substitutions?  What is the turn-around time to address failed orders? |
| General |  | Is there any schema or data validation done on the invoice before it is sent to the AN? **YES, Supplier to validate with Ariba specialist.**  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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description  Specifics | In Scope  (Y/N) | Phase  (Pilot/Post) | Buyer Comments | Supplier Comments |
| Test Plan | Y | Pilot & Post | Provided as part of the integration kit. |  |

# Project Tracking

## Project Teams

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

## Project Schedule

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

## Sign Off

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

# Risks

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

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

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

## SAP Help Portal

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

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

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

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

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

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

[SAP Business Network guide to invoicing](https://help.sap.com/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)