New Supplier Guide

Connecting with Amtrak on the SAP Business Network: *Establishing a New Supplier Relationship*

V.10.01.24

Run Simple

SAP Ariba

Please Accept Amtrak's Invitation to Connect on SAP Business Network

Amtrak processes and manages all purchase orders and invoices through the SAP Business Network. To transact business with Amtrak, suppliers must join the SAP Business Network. Joining is the only way to receive and process purchase orders and submit invoices.

There is no cost to you to join the SAP Business Network or to transact business with Amtrak!

As a valued supplier or service provider,
we are inviting you to join the SAP Business Network
and connect with Amtrak.

AMTRAK®

Please join and connect with us!

How to Connect with Amtrak on the SAP Business Network

This guide walks you through the process of joining the SAP Business Network and connecting with Amtrak as an approved supplier.

There are two critical steps for completing this process:

- **Step 1: Join the SAP Business Network** – To join and set up your account, you'll complete SAP Business registration form and set up your primary user ID and password. (See pages 4-8)
  Note: If you already have an account with on SAP Business Network, skip this step and log into your existing account. Do not set up a second account!

- **Step 2: Complete Amtrak's Supplier Registration Questionnaire** – Immediately after registering for your new SAP Business Network account, or logging into your existing account, you will be prompted to complete Amtrak's detailed Supplier Registration Questionnaire. Required fields are marked with an asterisk (*) and you will need to attach a copy of your W-9 and Certificate of Insurance Liability.

This guide provides detailed instructions for both of these steps. Links to additional resources are located at the end of this guide.

Step 1: Join the SAP Business Network

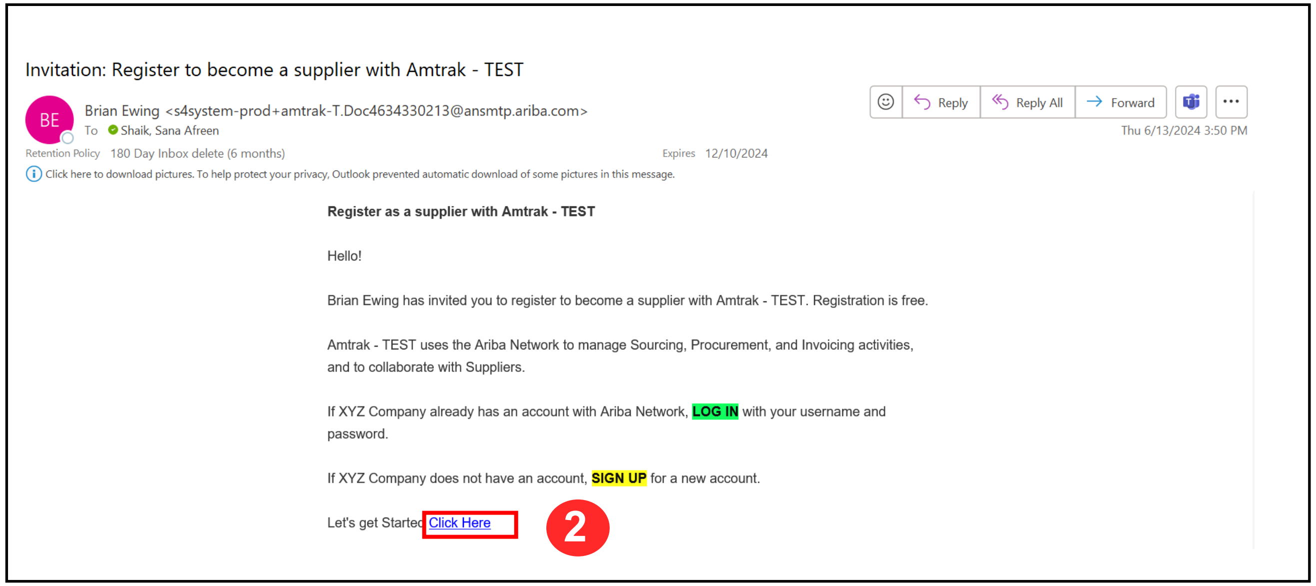
1. To start this process, open the email you received from @ansmtp.ariba.com inviting you to become a supplier with Amtrak.

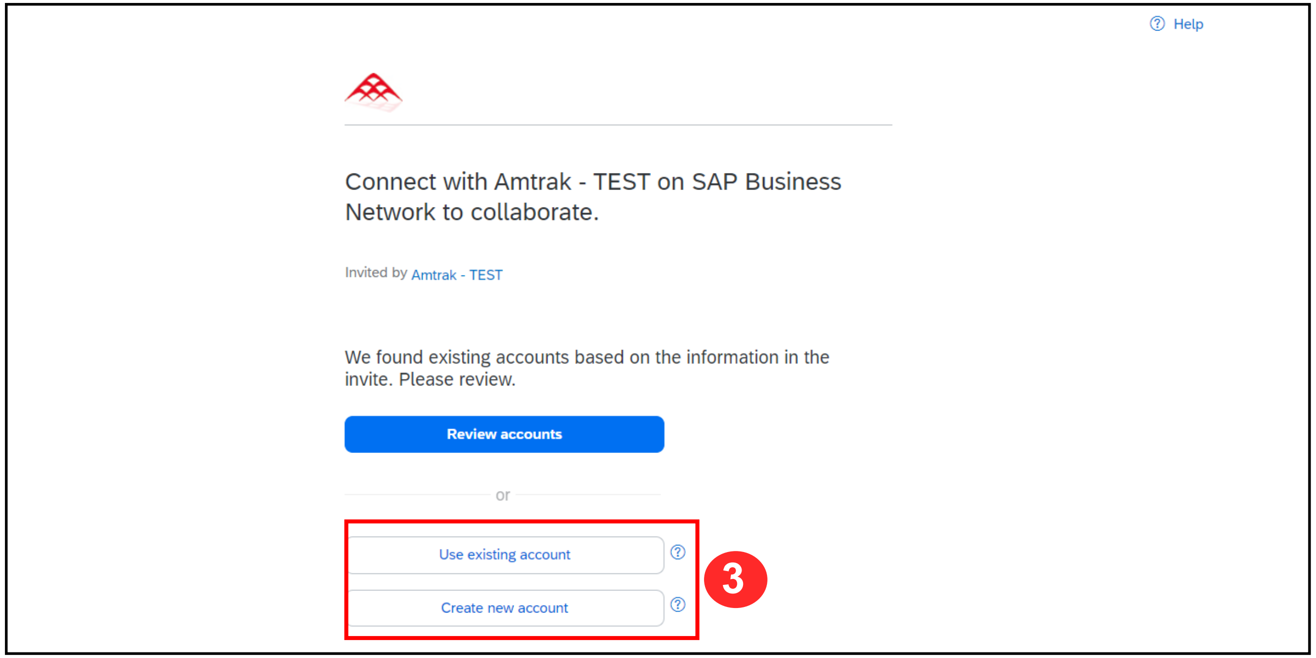
2. Click on **Click Here**.

You are taken to the **Welcome** page.

3. If you are already a member of the SAP Business Network, click **Use existing account,** then skip to ***Step 2: Complete Amtrak's Supplier Registration Questionnaire.***

   If you are not a member, click **on Create new account** to join the SAP Business Network.





Step 1: Join the SAP Business Network

4. Complete the SAP Business Network Signup Page:

<u>Note:</u> *Required fields are marked with an asterisk (*).*

A. Fill in the Company Information section.

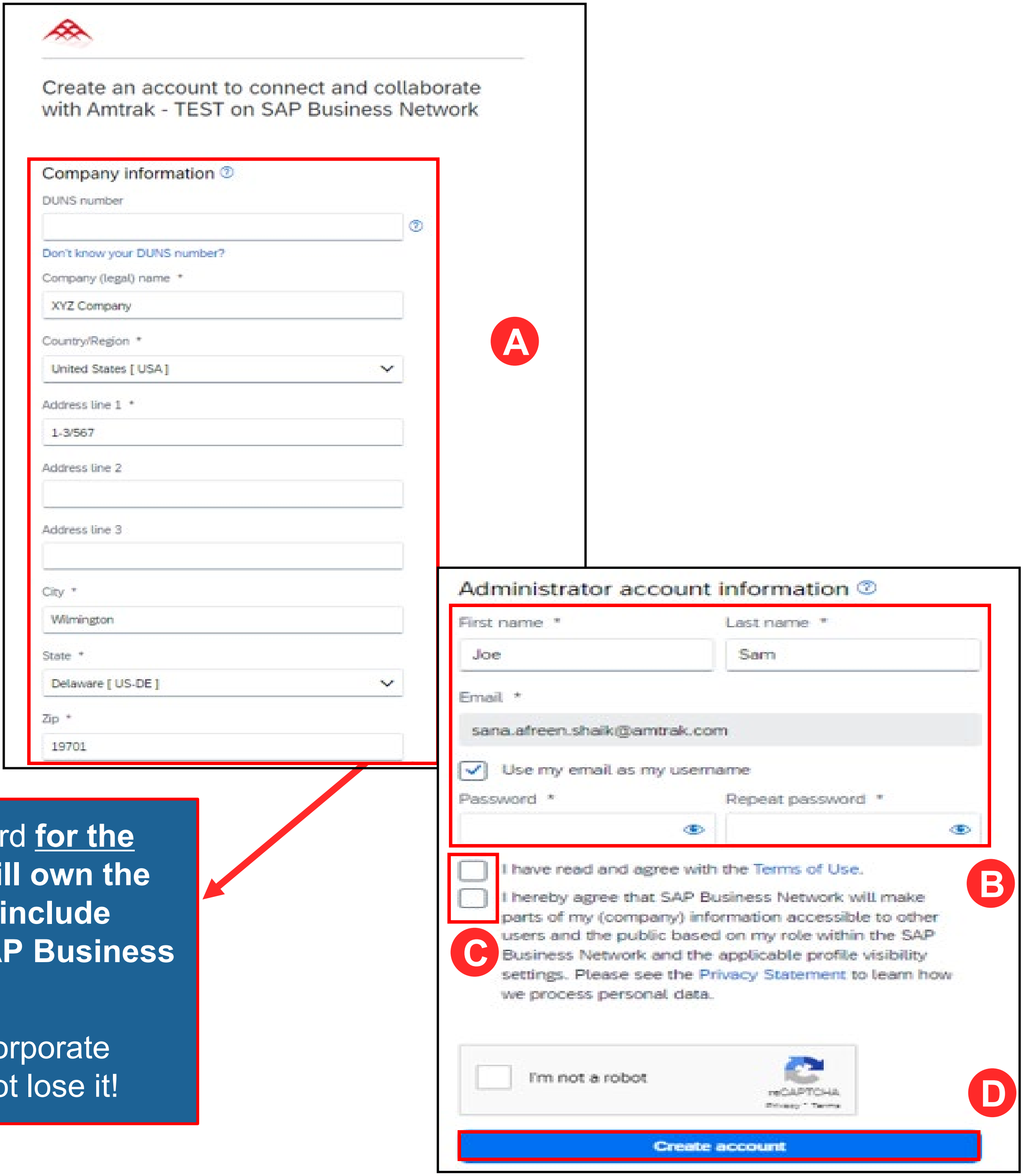
B. Fill in the Administrator Account Information.

C. Agree to the Terms of Use and Privacy policy.

D. Click **Create account**.

<u>Important:</u> This is where you will enter an ID (email address) and password **<u>for the primary account administrator</u>**. **The primary account administrator will own the administrative rights for the account. Administrative responsibilities include processing the PO's and invoices with Amtrak, creating additional SAP Business user accounts, and assigning roles for your organization.**

For the ID use an email address that will always be active, such as your corporate AR/Billing email address. Make a note of this important information. Do not lose it!



Step 1: Join the SAP Business Network (continued)

E. Select the correct address, then click **Confirm**.

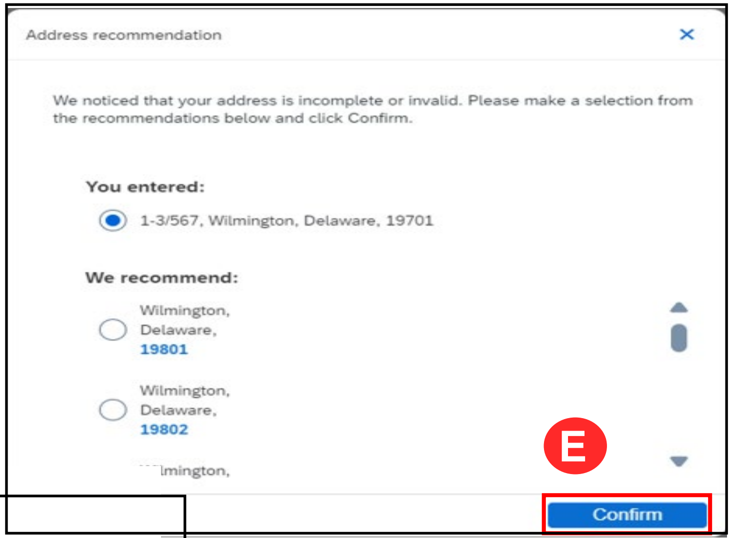
Next, the system checks for existing company accounts with similar domain information. **If no potential duplicate matches are found, your account is created and you are automatically redirected to the next step.**

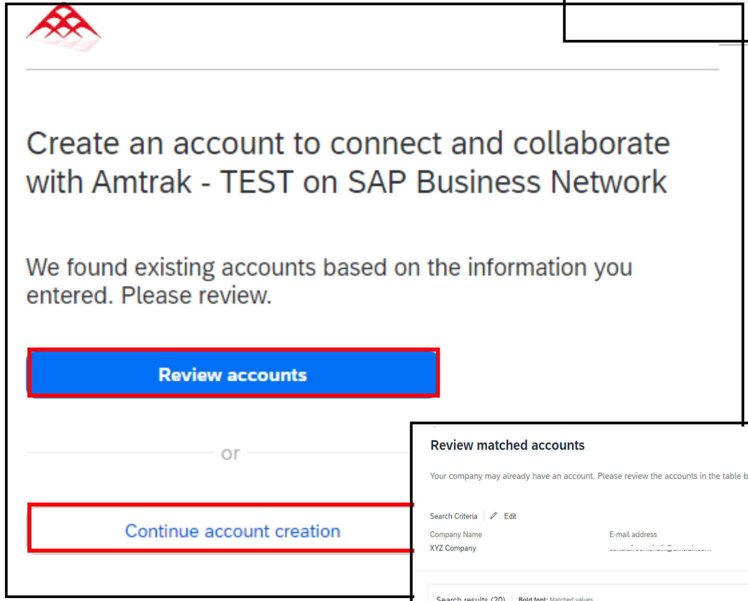
IF the <u>existing accounts</u> pop-up appears, click **Review accounts**.

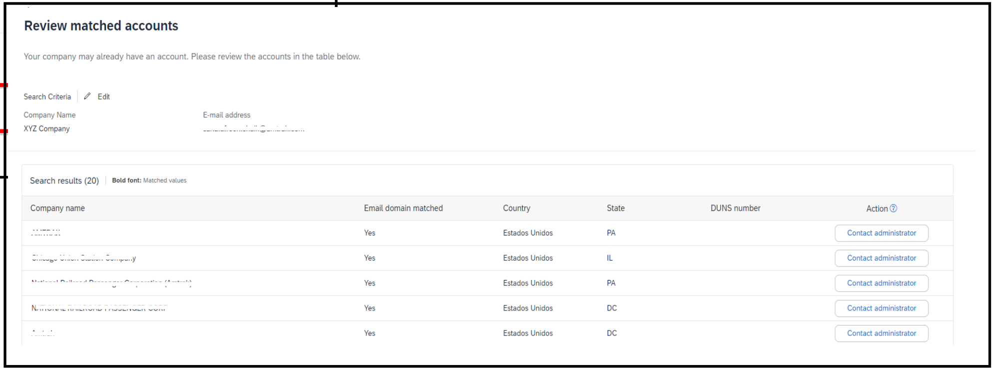
1. Review the list of possible matches. If a match is identified, click on the icon in the <u>Actions column</u> and follow the prompts.

-or-

2. If none of the potential matches are yours, scroll to the top of the page and click on **Continue Account Creation**.





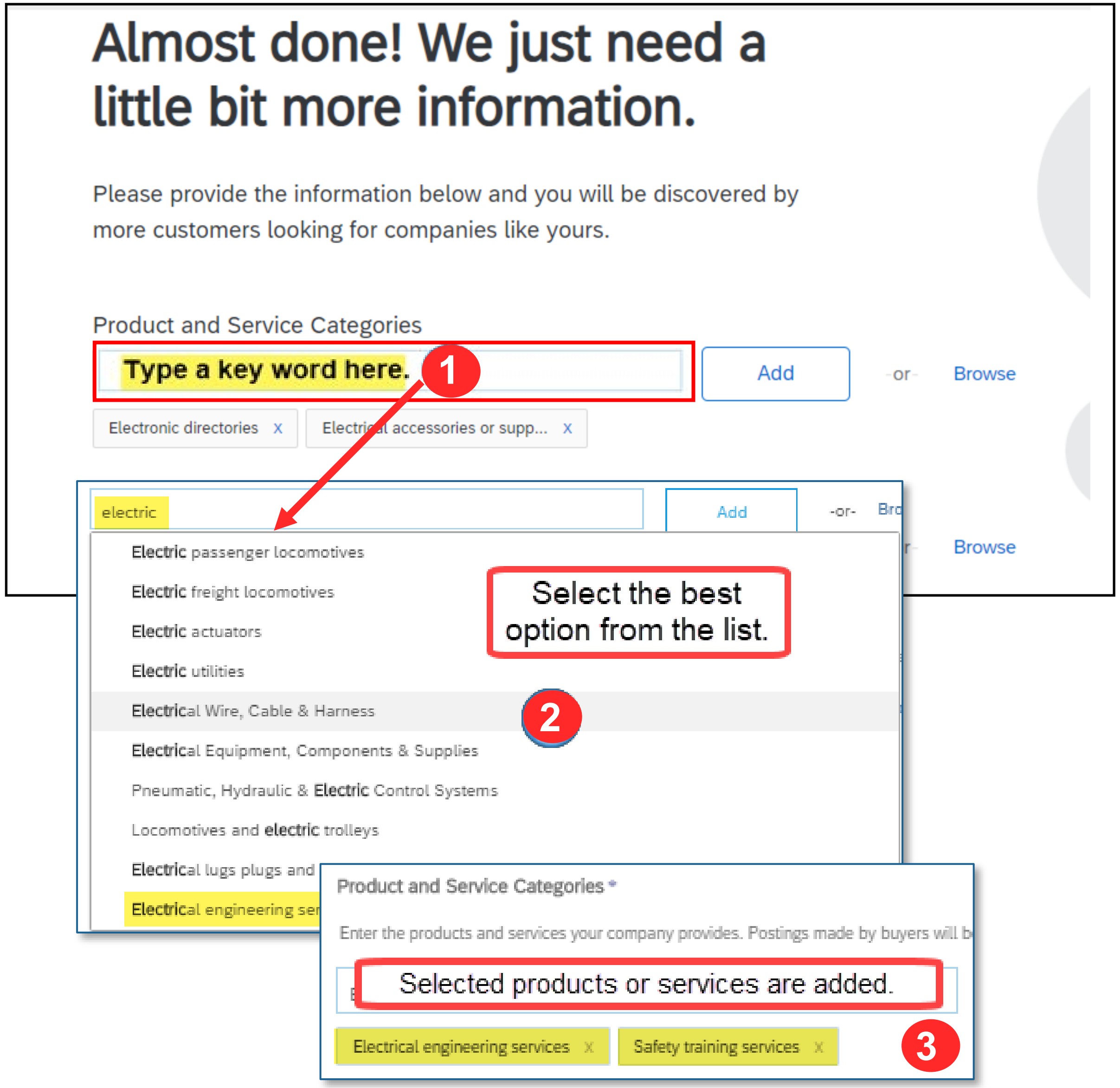


Step 1: Join the SAP Business Network (continued)

Fill in the information.

Specify your company's Product and Service Categories .

1. In the **Product and Service Categories** field, type a one-word description that describes the products or services your company offers, such as 'electric', 'plumbing', 'training', 'mechanic', etc.
2. A list of related products and services displays. **Select all possible matches. Please <u>DO NOT CLICK ALL POSSIBLE PRODUCT AND SERVICE CATEGORIES</u>.**
3. Repeat using different key words until all desired product and service categories are entered.



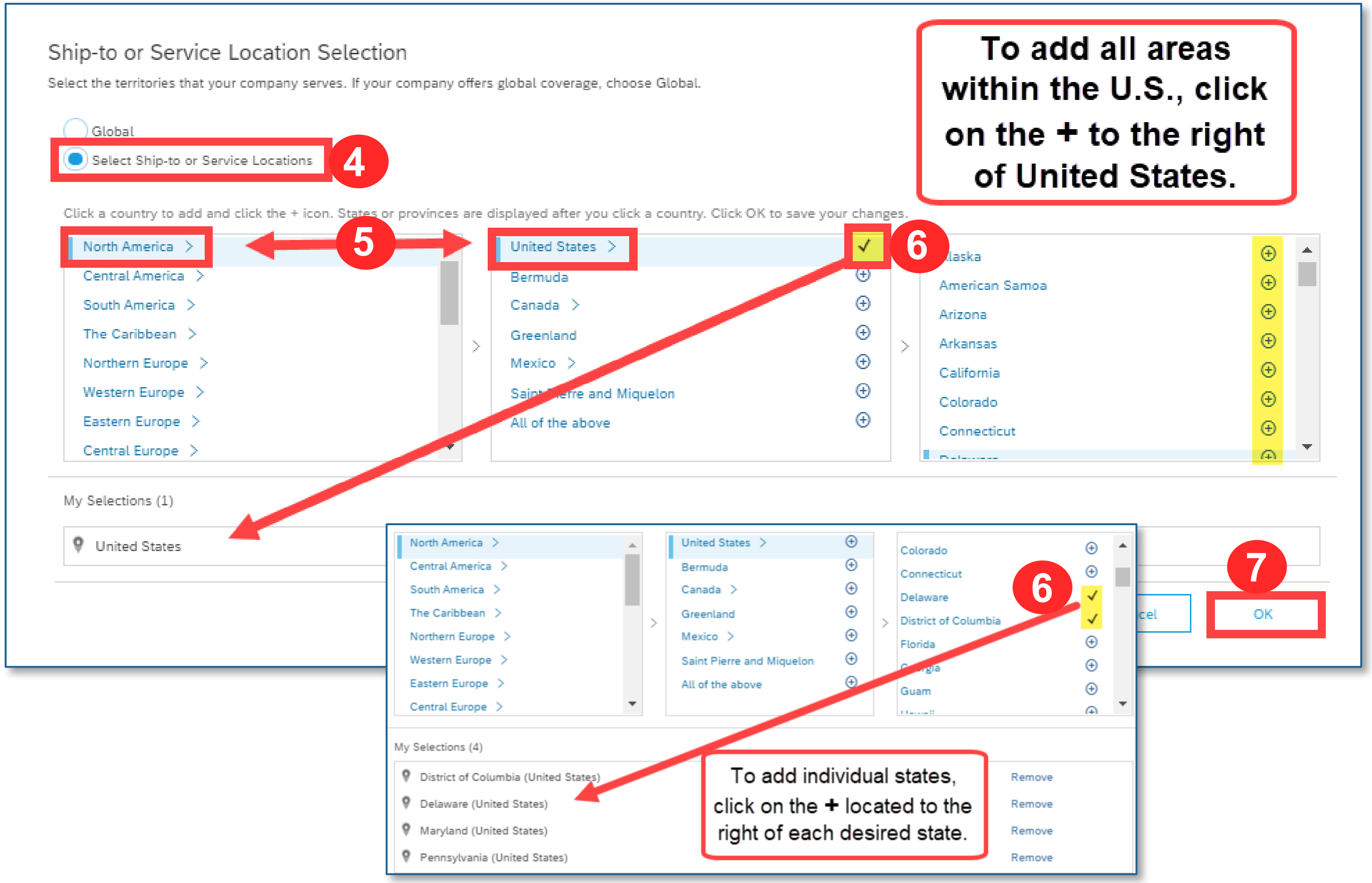
Step 1: Join the SAP Business Network (continued)

Next, specify your service area(s) or the locations you ship to:

4. Click **Select Ship-to or Service Locations.**
5. Click on **North America**, then **United States**.
6. If your Ship-to or Service area includes all the U.S., click on the **+** to the right of United States.

   -or-

   Specify individual states by clicking on the **+** to the right each desired state.
7. Click **OK**.
8. Click on **Submit**.



Step 2: Complete Amtrak's Supplier Registration Questionnaire

Once the SAP Business Network registration is completed and your new account is created, you are automatically taken to **Amtrak's Supplier Registration Questionnaire** form.

The information you provided in Step 1, was sent to the SAP Business Network to set up your account.

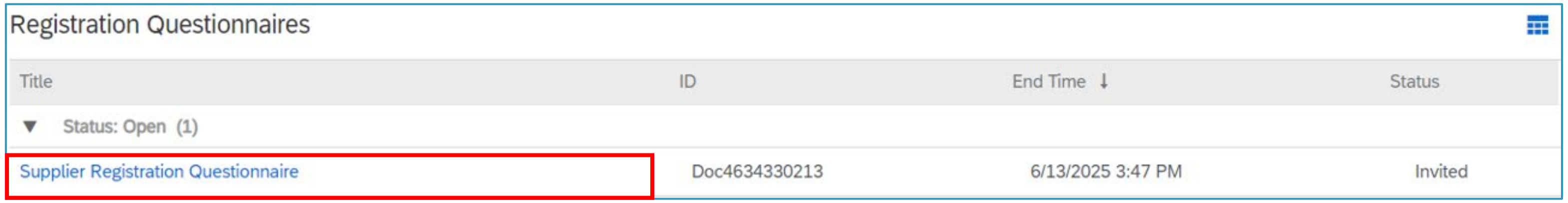
Please note, the information you are going to provide in Step 2 is sent to Amtrak. You will be asked to provide much of the same information, plus some additional information about your company, your products and services, contact details, accounts payable, and diversity information.

Here is a partial list of some of the detailed information you will be asked to provide. Please have this information handy:

- ✓ A copy of your W-9 dated within the last 2 years (to upload) – *Important: If W-9 is dated more than 2 years ago, a new updated and signed W-9 is required*
- ✓ A copy of your Certificate of Insurance (to upload)
- ✓ Your federal tax ID number or SSN (from the W-9)
- ✓ Your bank's name, routing number, and account number (for payment purposes)
- ✓ Diversity business certifications such as, SB, MBE, WBE, VOB, SDVOB (you will need to upload a copy of any certificates to the registration)

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

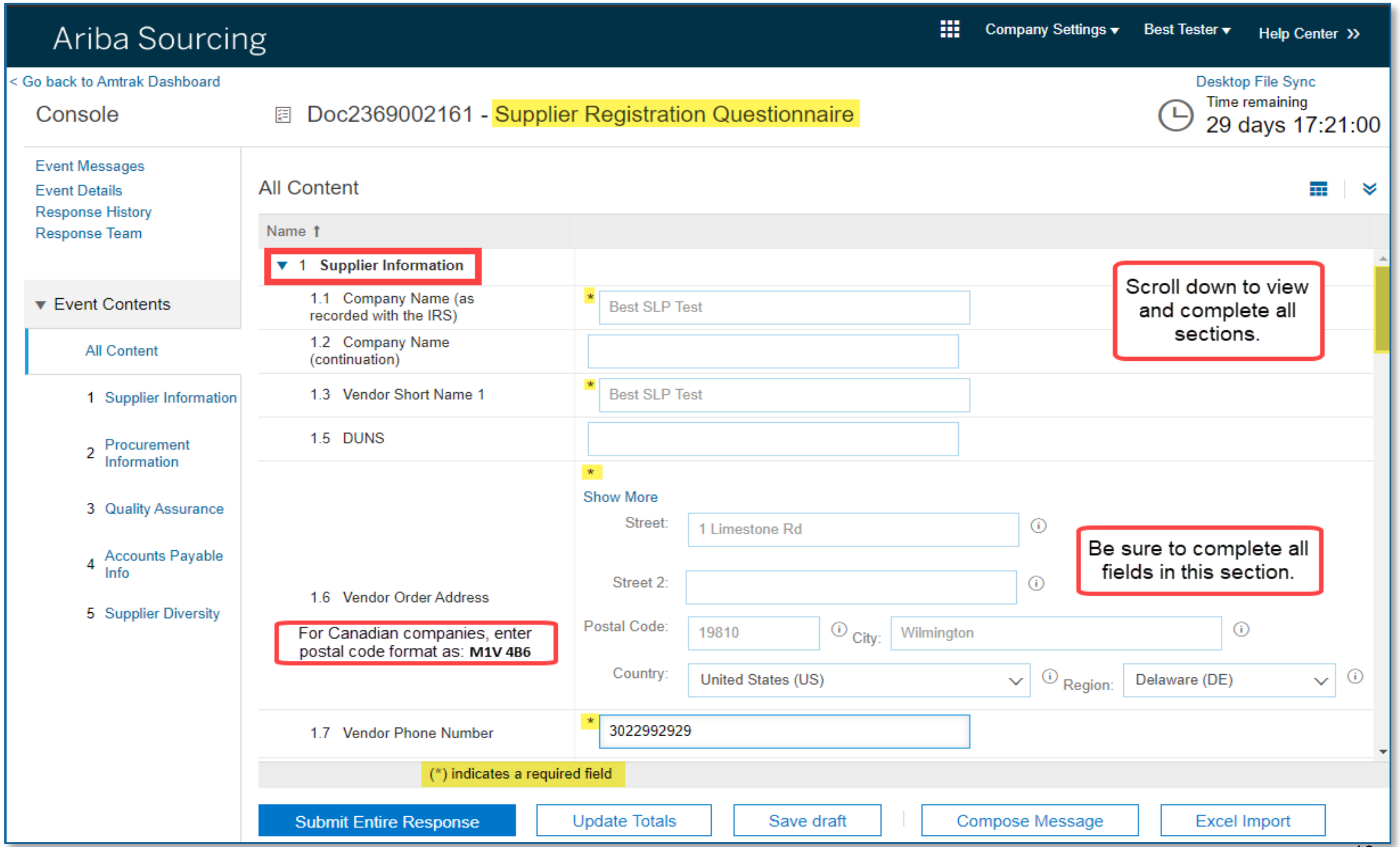
Click on **Supplier Registration Questionnaire**.



Complete Section 1: Supplier Information

Enter your company information. Please avoid using special characters.

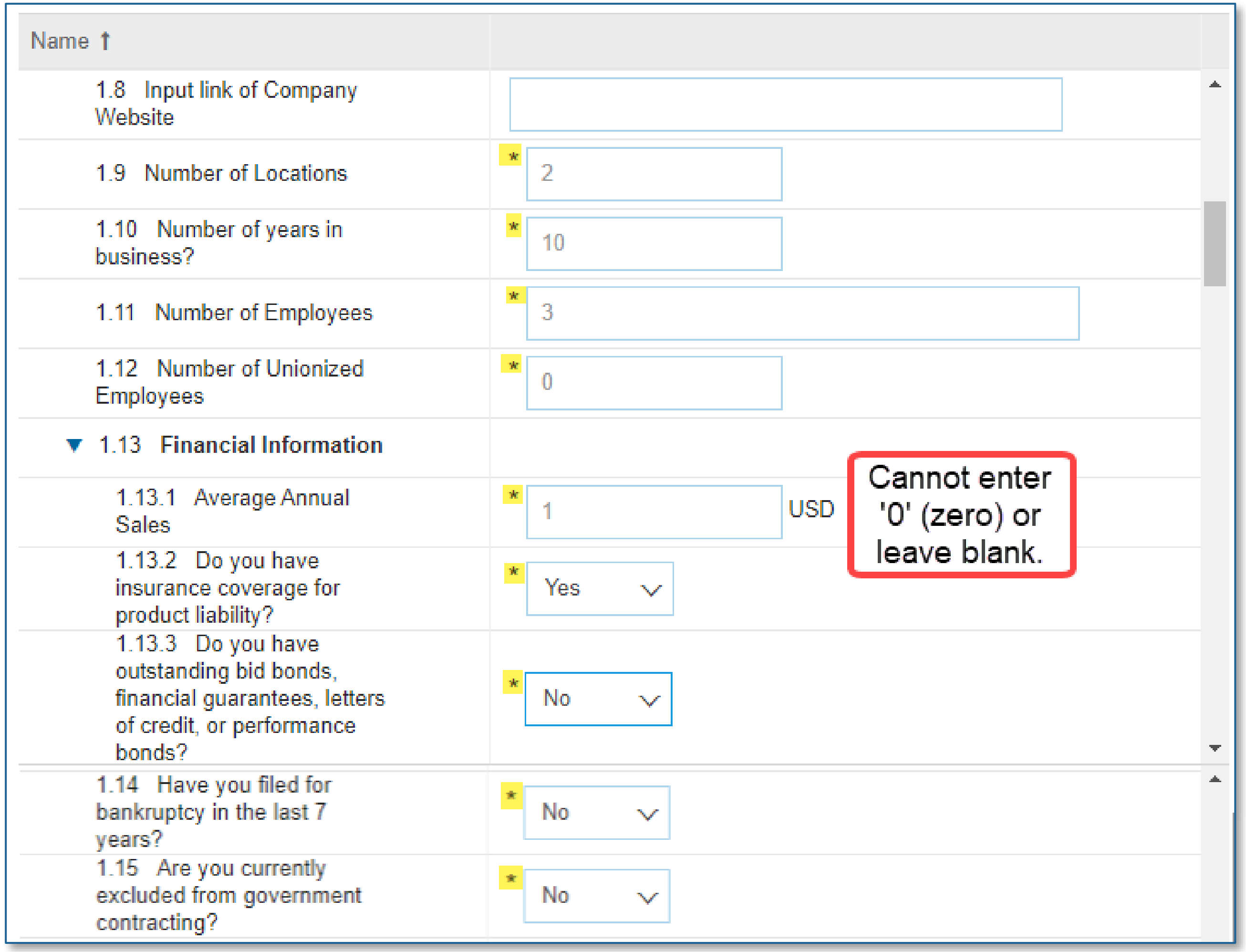
Note: Fields marked with an asterisk * are required and must be completed.



Step 2: Complete Amtrak’s Supplier Registration Questionnaire (continued)

Section 1: Supplier Information (continued)

Provide required * company and financial information.



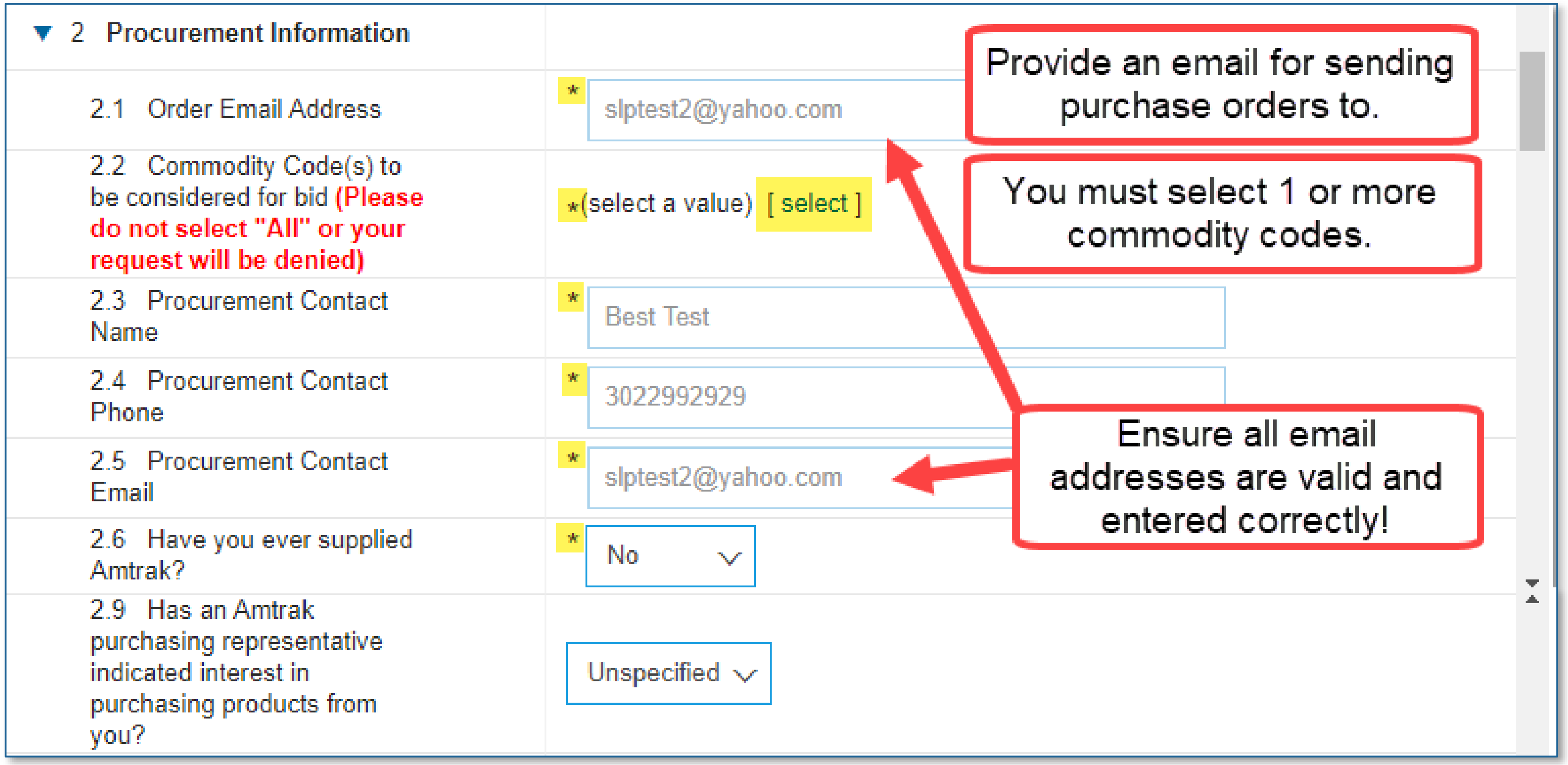
Name ↑	
1.8 Input link of Company Website	
1.9 Number of Locations	* 2
1.10 Number of years in business?	* 10
1.11 Number of Employees	* 3
1.12 Number of Unionized Employees	* 0
▼ 1.13 **Financial Information**	
1.13.1 Average Annual Sales	* 1 USD
1.13.2 Do you have insurance coverage for product liability?	* Yes
1.13.3 Do you have outstanding bid bonds, financial guarantees, letters of credit, or performance bonds?	* No
1.14 Have you filed for bankruptcy in the last 7 years?	* No
1.15 Are you currently excluded from government contracting?	* No

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 2: Procurement Information

Provide contact information for receiving purchase orders.

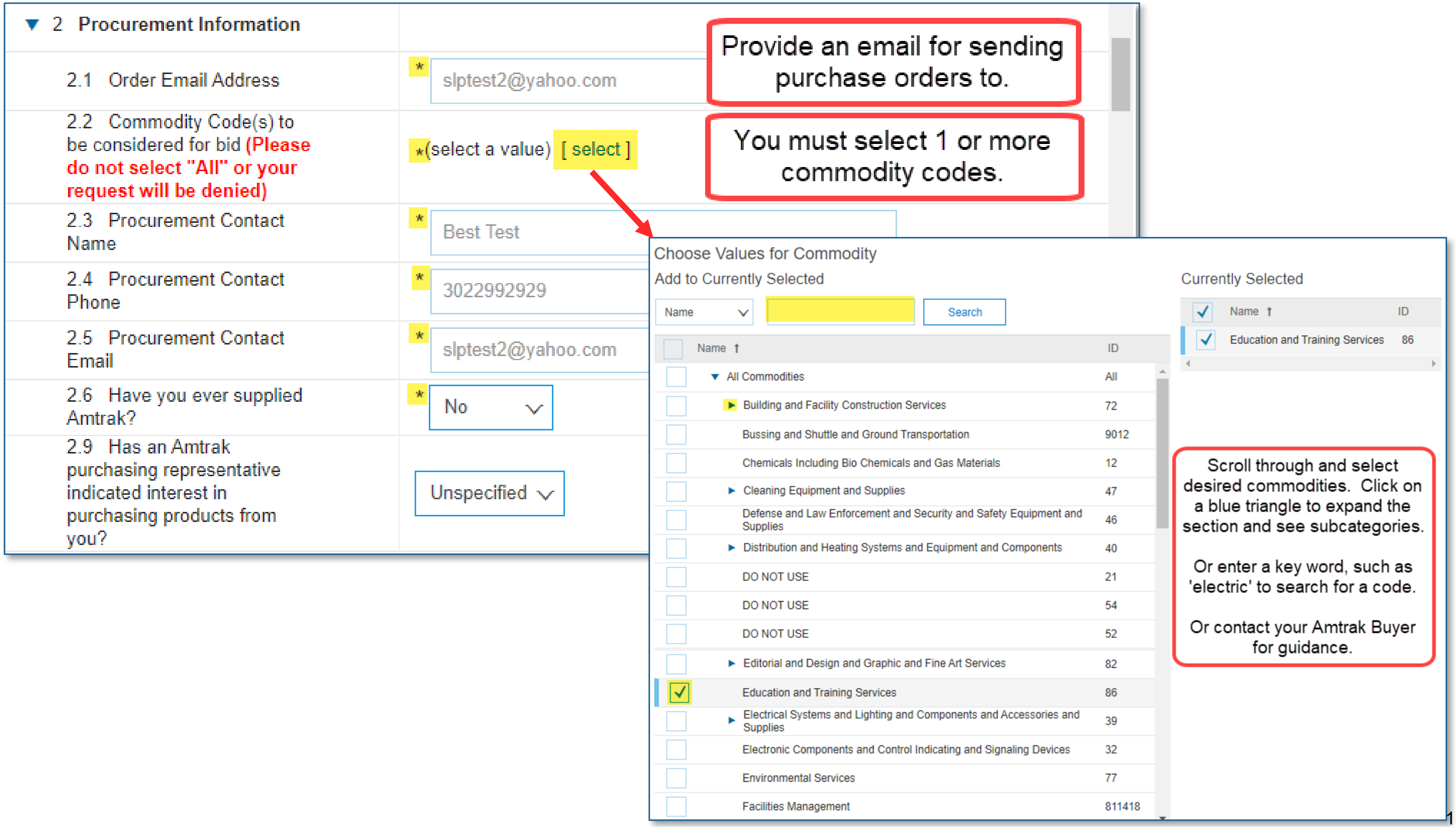
Please verify all email addresses are valid and are entered correctly!



Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 2: Procurement Information

For the Commodity Code field, click **[select]**, then select the products or services your company provides.



Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 3: Quality Assurance

Please indicate if you have any quality assurance certifications, such as ISO 9000.

All other information is optional.

▼ 3 Quality Assurance	
▼ 3.1 Management System	
3.1.1 Are you certified according to a recognized quality standard (e.g. ISO 9000)? If yes, please click 'Details' to attach certification.	* Yes Details
▼ 3.1.2 Quality Audits	
3.1.2.1 Are internal quality audits performed?	Yes
3.1.2.2 Please indicate the frequency of internal audits conducted.	Per project
3.1.2.3 Are vendors periodically audited?	No
▼ 3.1.3 Human Resource Focus	
3.1.3.1 During the last three years, what was the average time (in days) spent per employee in formal training?	16 hours
3.1.3.2 Please list the types of training.	

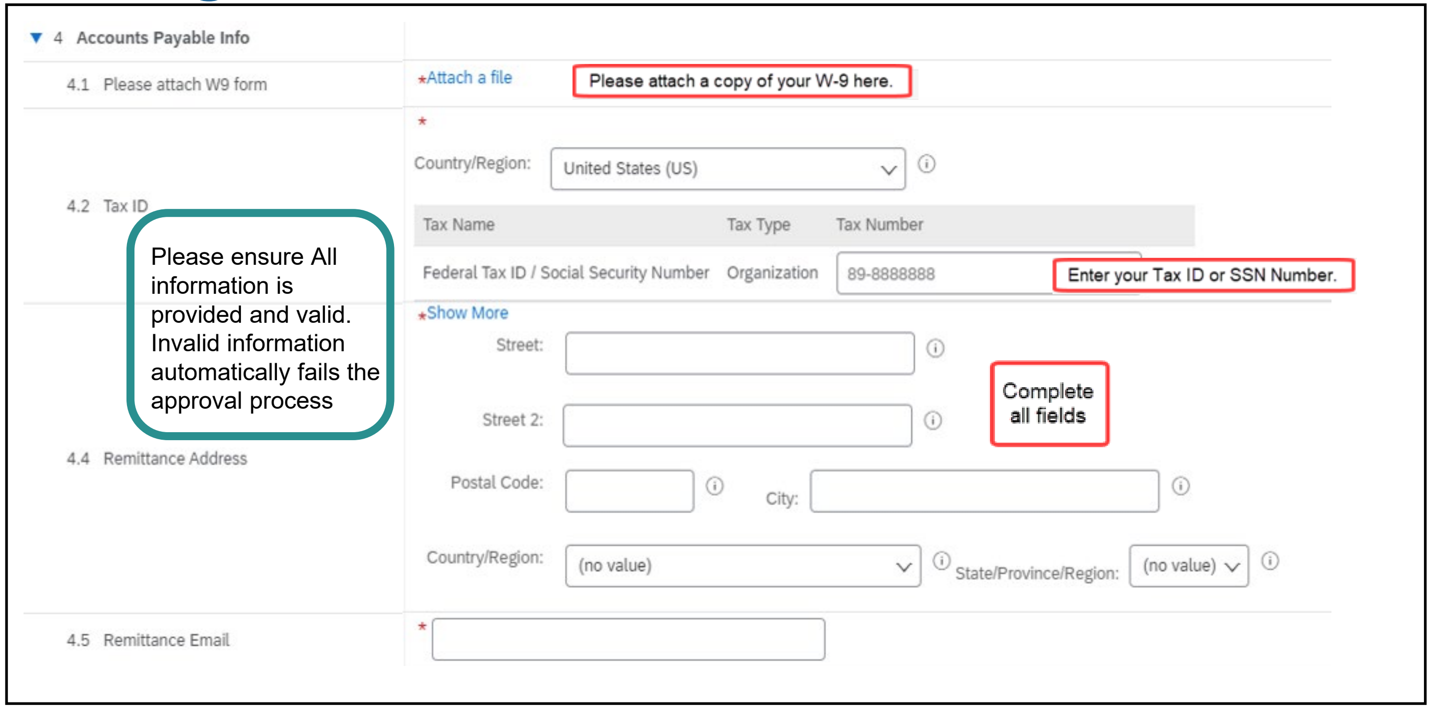
Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

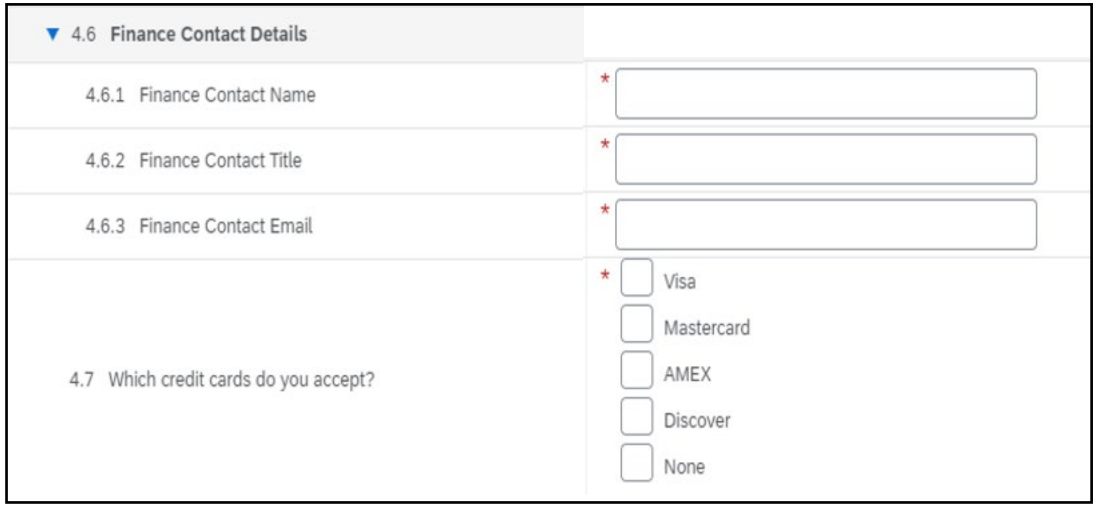
Section 4: Accounts Payable Info

Please attach a copy of your W-9 and complete all requested accounts payable information.

This information is needed to ensure prompt payment.

Important! Please verify all information is entered correctly. Invalid information will cause the registration to be rejected.

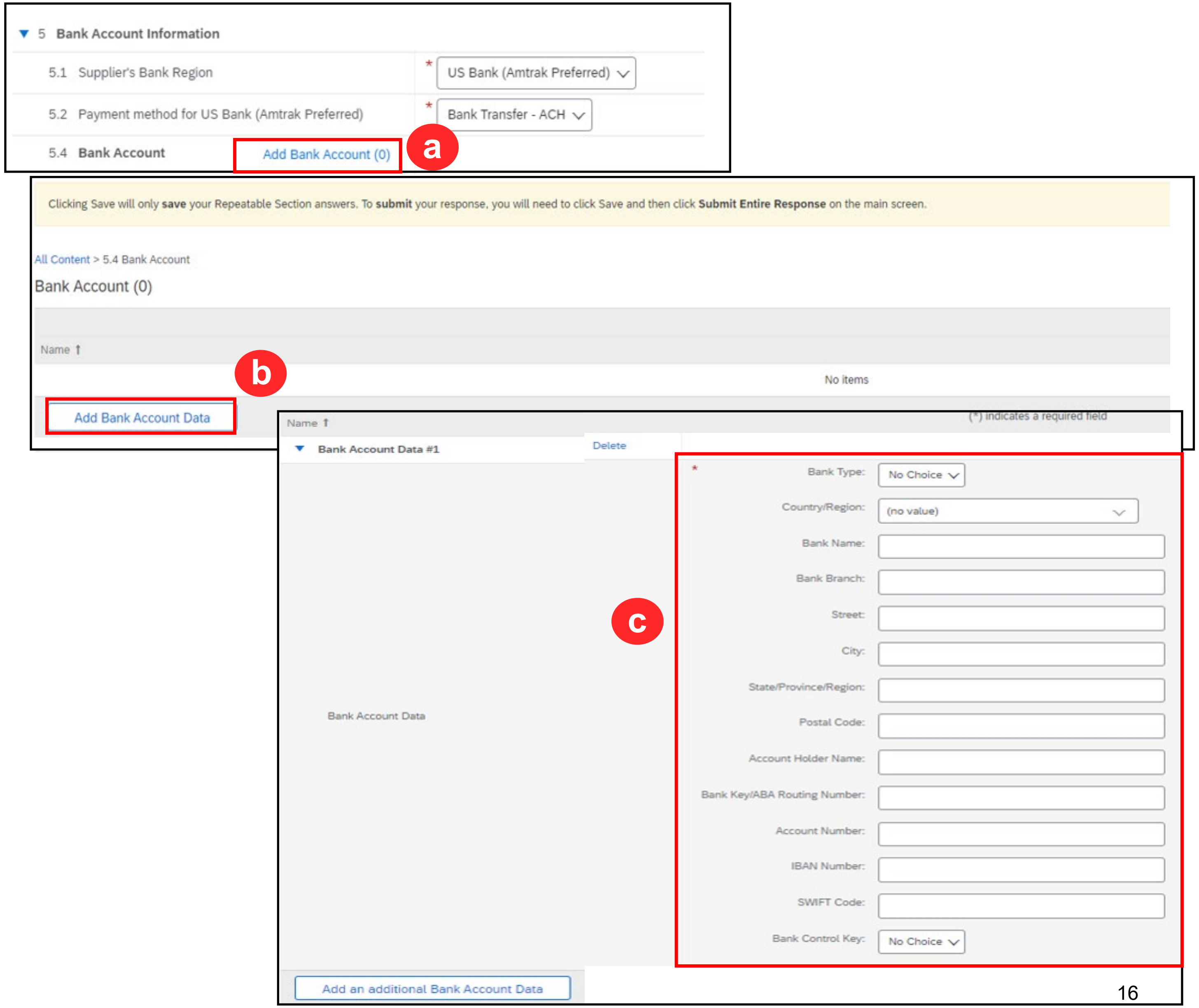




Step 2: Complete Amtrak’s Supplier Registration Questionnaire (continued)

Section 5: Bank Account information

Provide Bank Account information.



Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 7: Supplier Diversity

Important! Please indicate any Supplier Diversity certifications your company holds.

You are required to attach a copy of each certificate where you have responded 'Yes'.

▼ 7 Supplier Diversity

▼ 7.1 Please select the classification code(s) that apply and upload the corresponding certification

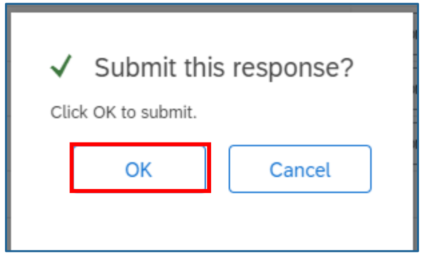
7.1.1 Disadvantaged Business Enterprise (DBE)	* None
7.1.12 Small Business (SB)	* None
7.1.28 Minority Business Enterprise (MBE)	* None
7.1.38 Women Business Enterprise (WBE)	* None
7.1.48 Veteran Owned Business (VOB)	* None
7.1.50 Service-Disabled Veteran Owned Business (SDVOB)	* None

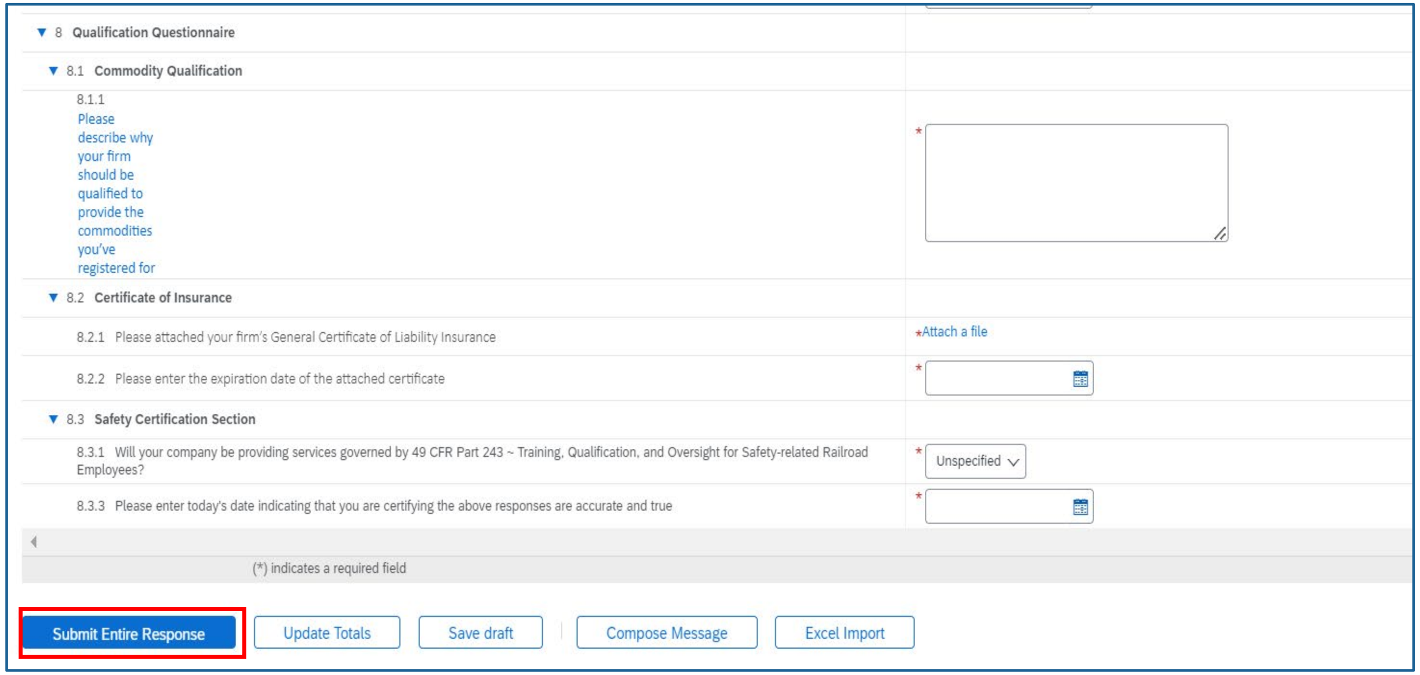
Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

Section 8: Qualification Questionnaire

Please complete the Qualification Questionnaire, then click **Submit Entire Response.**

Click **OK** to confirm.

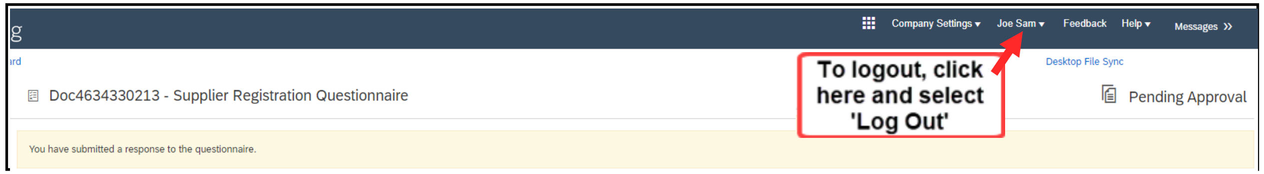




Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

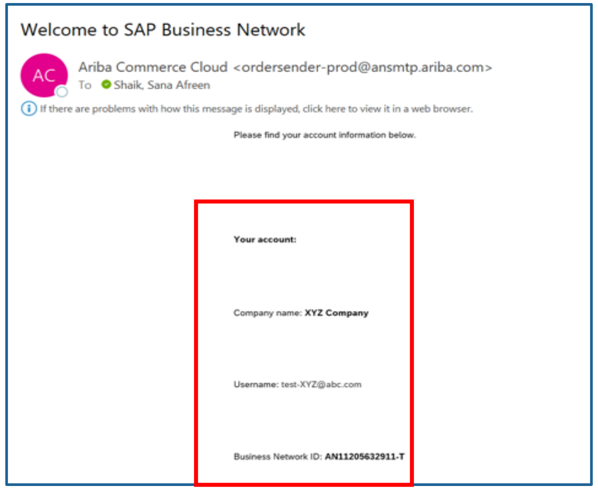
A green banner displays at the top, confirming **Amtrak's Supplier Registration Questionnaire** was successfully submitted.

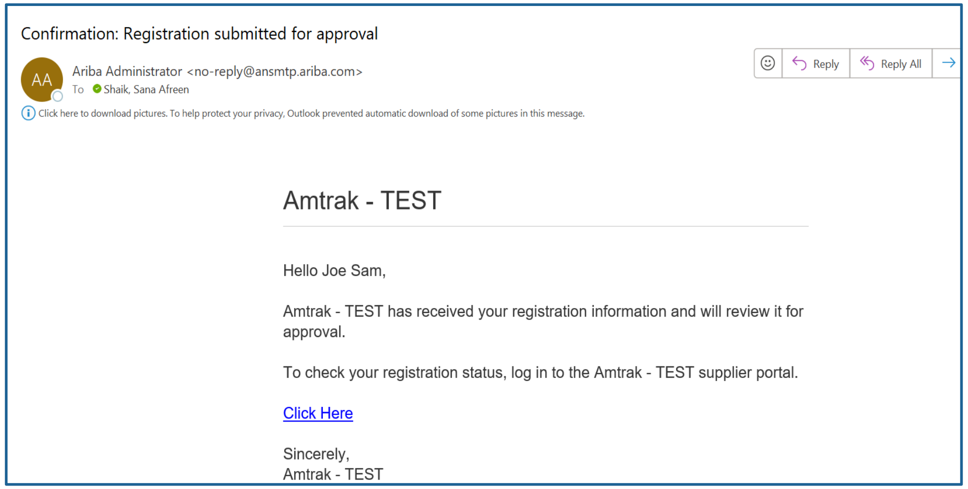
After the banner turns yellow, you may log out of the SAP Business Network.



Next, the account administrator will receive two email messages from the SAP Business Network.

- The first is a 'Welcome to SAP Business Network' message that contains administrator's username and Business Network ID.
- The second confirms that Amtrak has received your registration information.

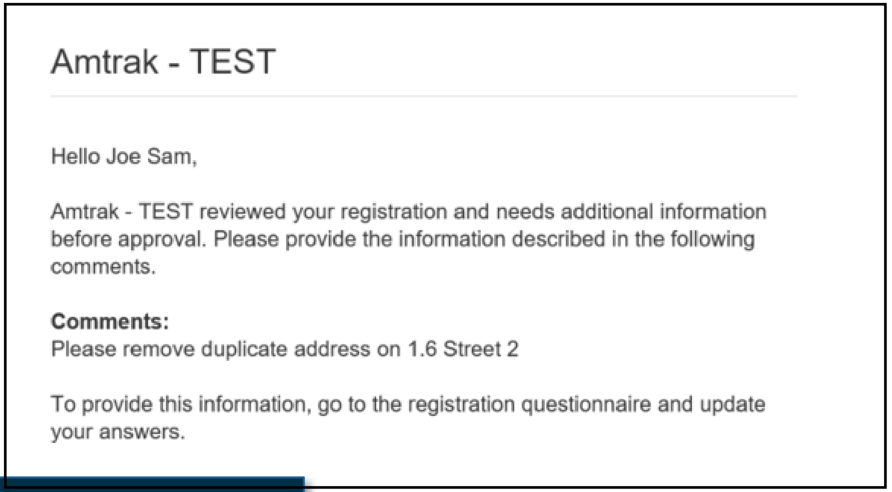




Note: The registration review and approval process typically takes 2-3 business days.

Step 2: Complete Amtrak’s Supplier Registration Questionnaire (continued)

If there is any missing or incorrect information submitted on the Supplier Registration Questionnaire, Amtrak may send you an email notification requesting additional information.


Amtrak - TEST

Hello Joe Sam,

Amtrak - TEST reviewed your registration and needs additional information before approval. Please provide the information described in the following comments.

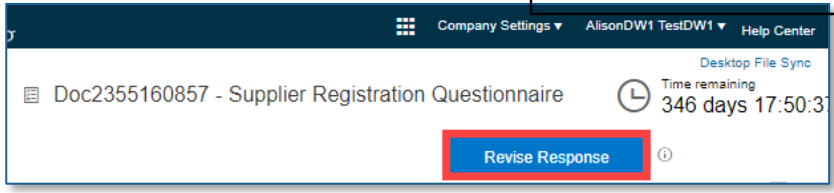
Comments:
Please remove duplicate address on 1.6 Street 2

To provide this information, go to the registration questionnaire and update your answers.

To complete the request, in the email click on **Click Here**.

When prompted, enter your **Username and Password**. You will be taken directly to the Supplier Registration Questionnaire.

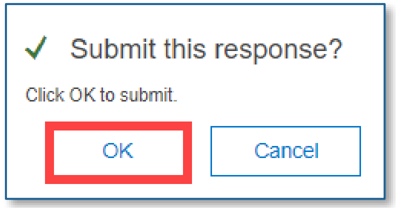
At the top, click **Revise Response**.

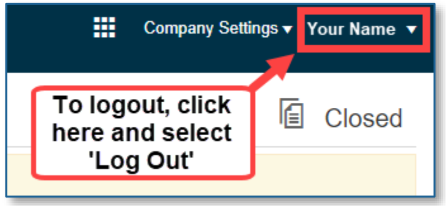


Scroll through the form and make the updates requested in the email.

After all updates are completed, scroll to the bottom of the form and click, **Submit Entire Response**.

Click **OK** to confirm the submission, then logout.

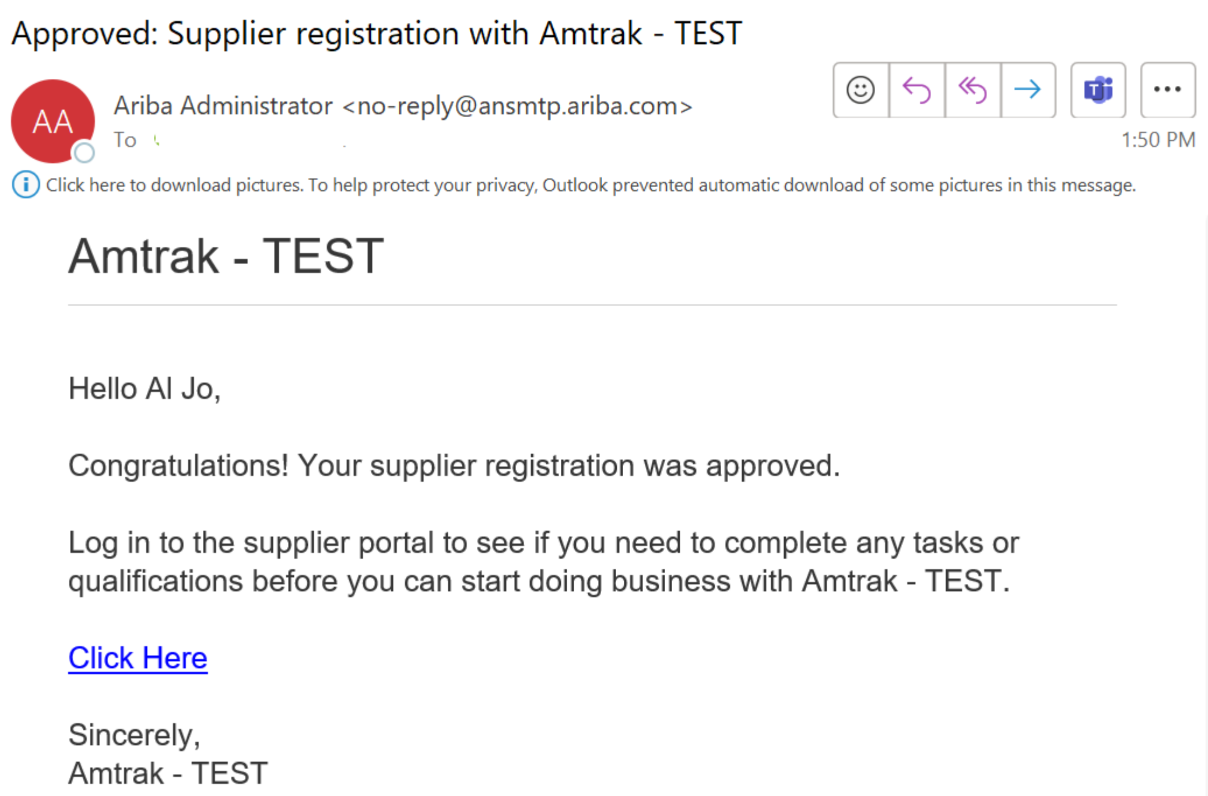




Note: Typically, it takes 1-2 business days to review and approve resubmitted questionnaire.

Step 2: Complete Amtrak's Supplier Registration Questionnaire (continued)

In 1-2 business days you should receive an email notifying you that you are a fully approved as an Amtrak supplier.


Approved: Supplier registration with Amtrak - TEST

AA Ariba Administrator <no-reply@ansmtp.ariba.com>

To

1:50 PM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Amtrak - TEST

Hello Al Jo,

Congratulations! Your supplier registration was approved.

Log in to the supplier portal to see if you need to complete any tasks or qualifications before you can start doing business with Amtrak - TEST.

Click Here

Sincerely,
Amtrak - TEST

Congratulations!

If you do not have your account setup to automatically accept incoming Trading Relationship Requests, please follow Pg. 22-24 after a TRR is sent to you.

Very Important!

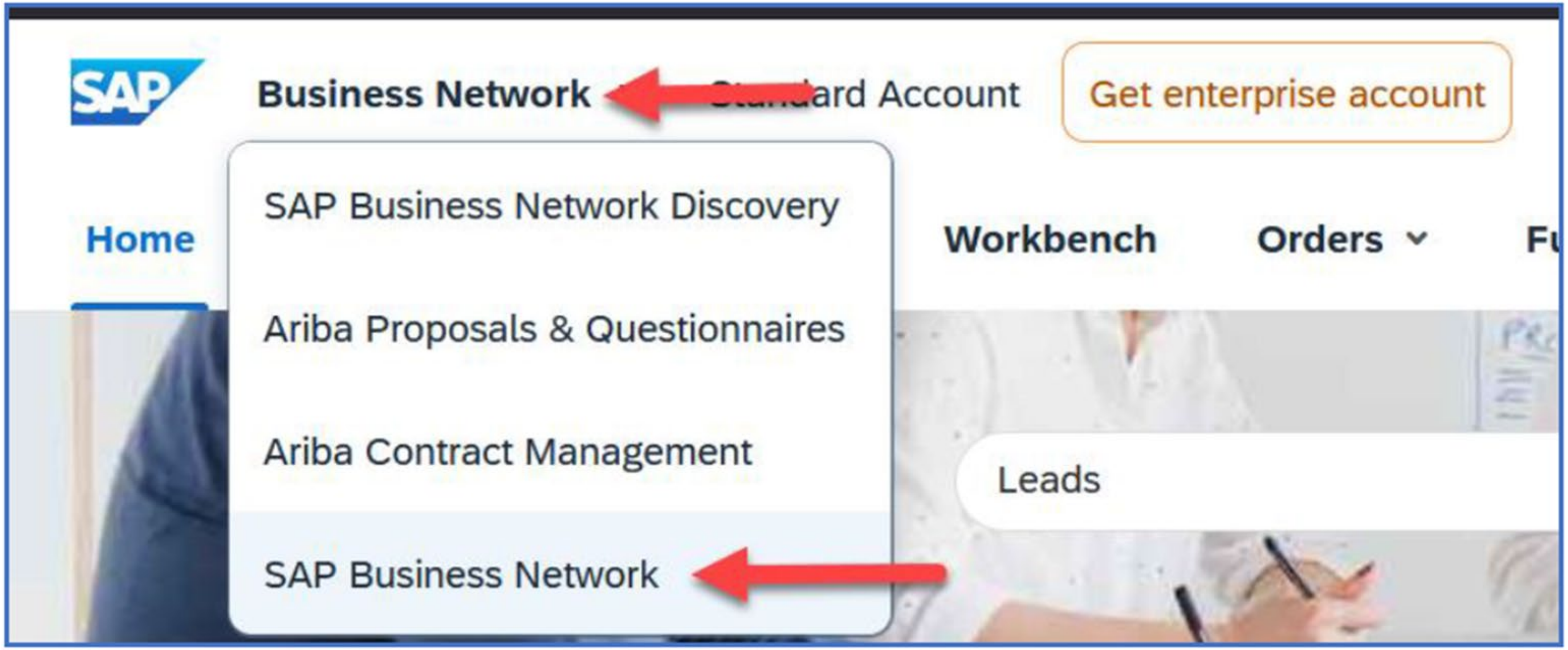
The remainder of this guide explains how to access and process your first PO from Amtrak. Please save a copy of this guide and reference these instructions when you receive your first PO from Amtrak.

How to Manually Approve the TRR in your SAP Business Network Account

1. Make sure you are logged into your SAP Business Network account.

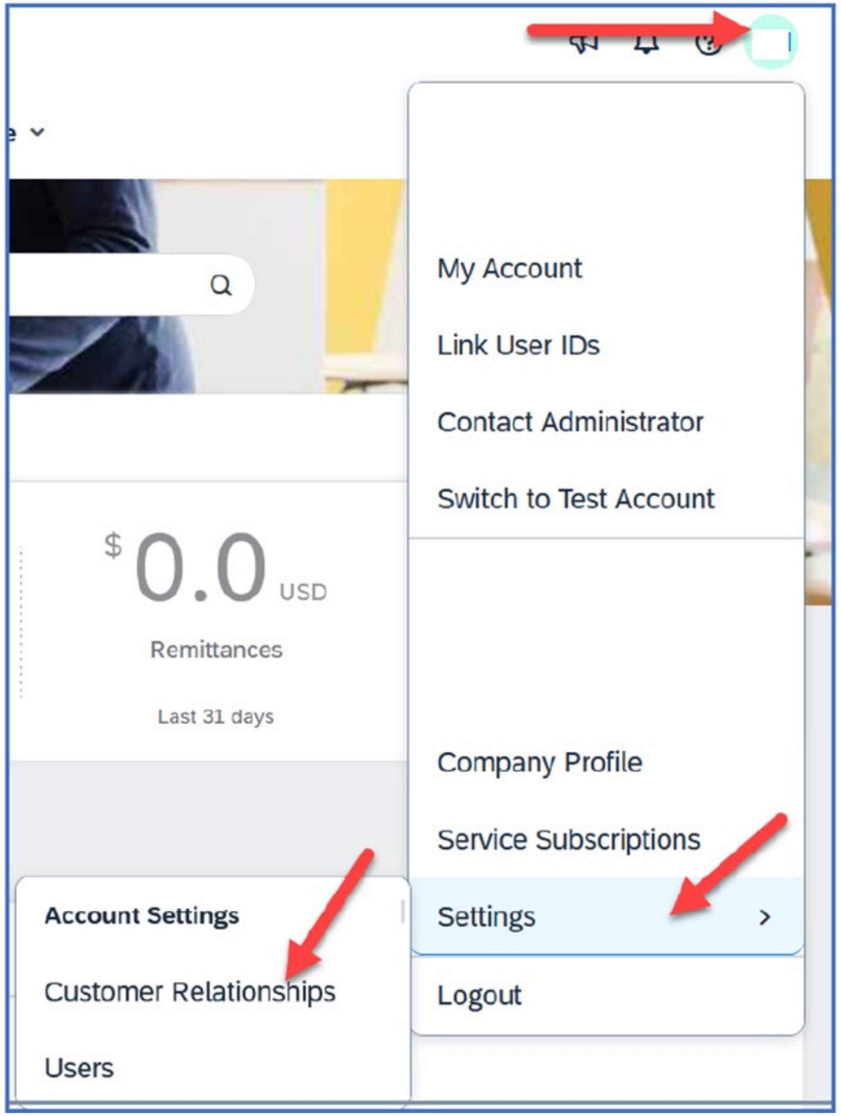
   Look in the **top left corner** to see Business Network.

   If you do not see Business Network, **Click the drop down** and select **SAP Business Network**.



How to Manually Approve the TRR in your SAP Business Network Account (continued)

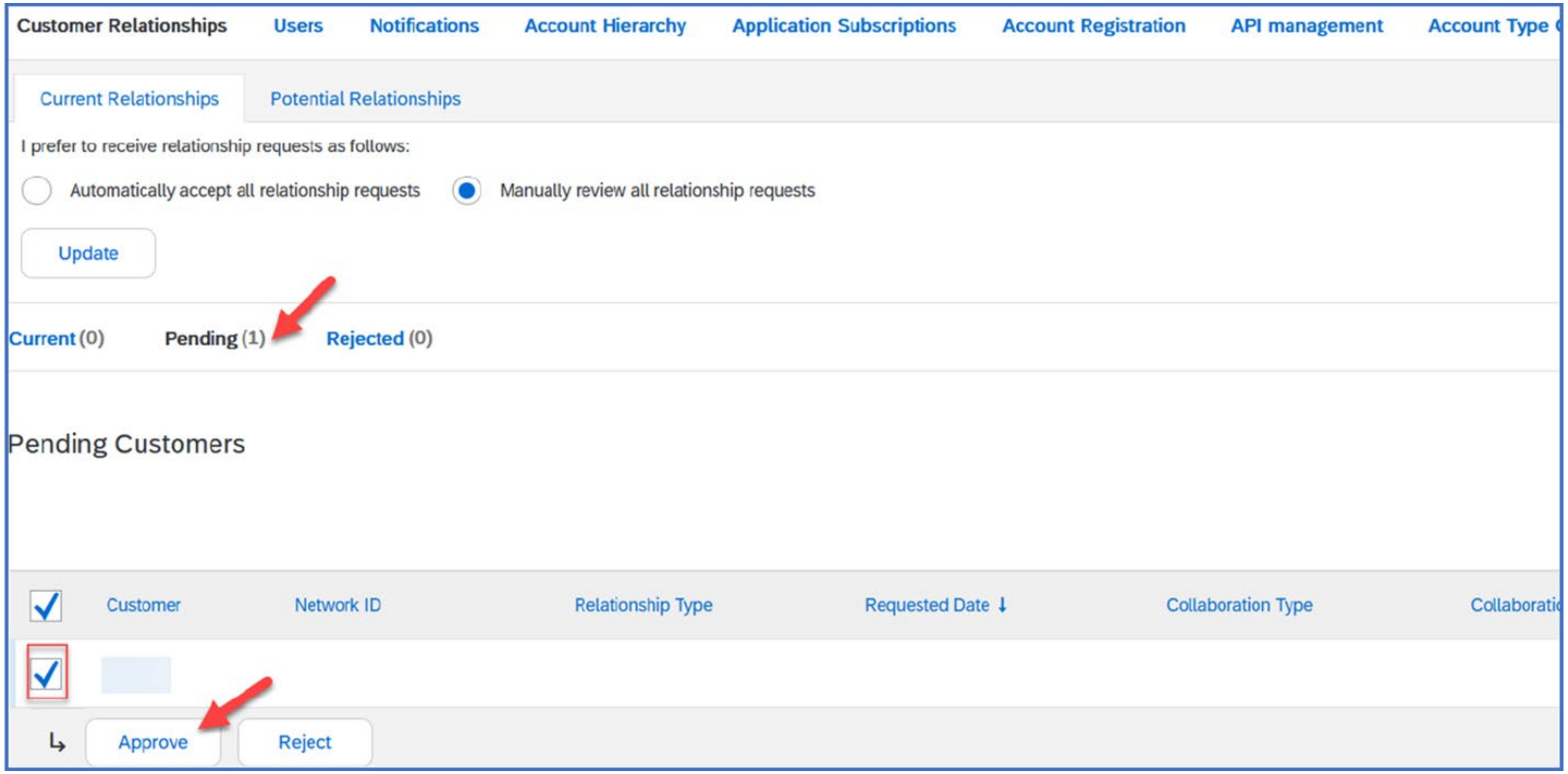
2. Click your initials in the top right > Settings > Customer Relationships



How to Manually Approve the TRR in your SAP Business Network Account (continued)

3. Select **Pending**.

Check the box next to the customer's name and click **Approve**



How to Access and Process Your First Purchase Order from Amtrak

Accessing Your First Amtrak Purchase Order (PO)

There are two ways to access your Purchase Order:

1. Go to your SAP Business Network dashboard through this https://service.ariba.com/Supplier.aw

2. Or the email notification from *@ansmtp.ariba.com*, when Amtrak sends you a Purchase Order.

Open the email. After reviewing the order details, click **Process Order**.

Amtrak - TEST sent a new Purchase Order 2510175085

"Amtrak - TEST" <ordersender-prod@ansmtp.ariba.com>
To

If there are problems with how this message is displayed, click here to view it in a web browser.

2510175085.pdf
90 KB

A new purchase order from Amtrak - TEST is waiting for your response on SAP Business Network.

Hello Al Pvt LLC-TEST,

Amtrak - TEST would like to invite you to connect with us on SAP Business Network.

To access the purchase order, please click on process order and register on SAP Business Network for free account

This email represents Amtrak's Purchase Order for your goods or services. Amtrak's records show that you have already connected with Amtrak on Ariba Network.

*Click the **Process Order** button below to log-in to your account and transact on this PO.*

Click Process order to register and connect

Process order

Reply to this email to send your customer a message. If your company received this email by mistake, you can stop receiving purchase orders via SAP Business Network.

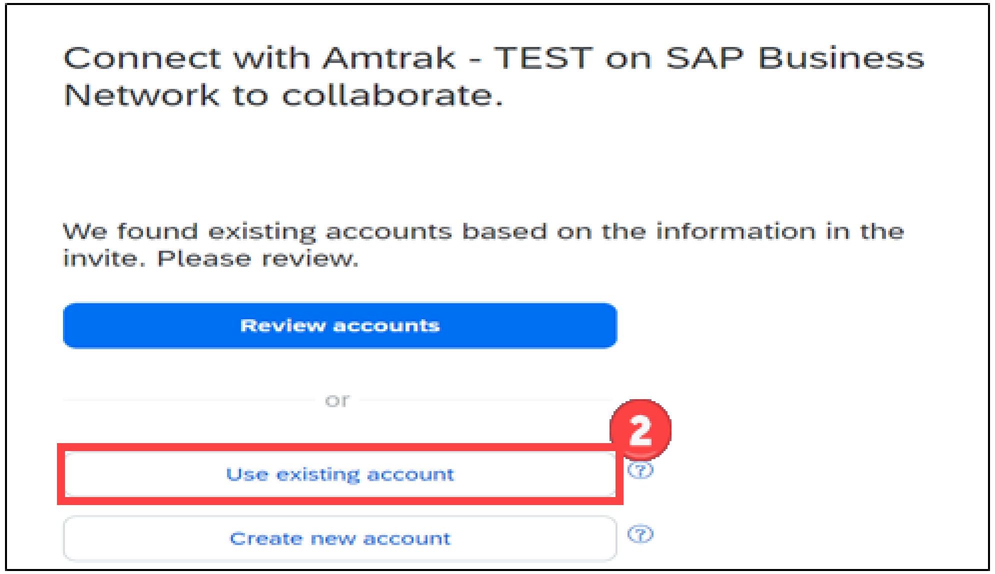
Purchase order details

Order number Amount

Accessing Your First Amtrak Purchase Order (PO) (continued)

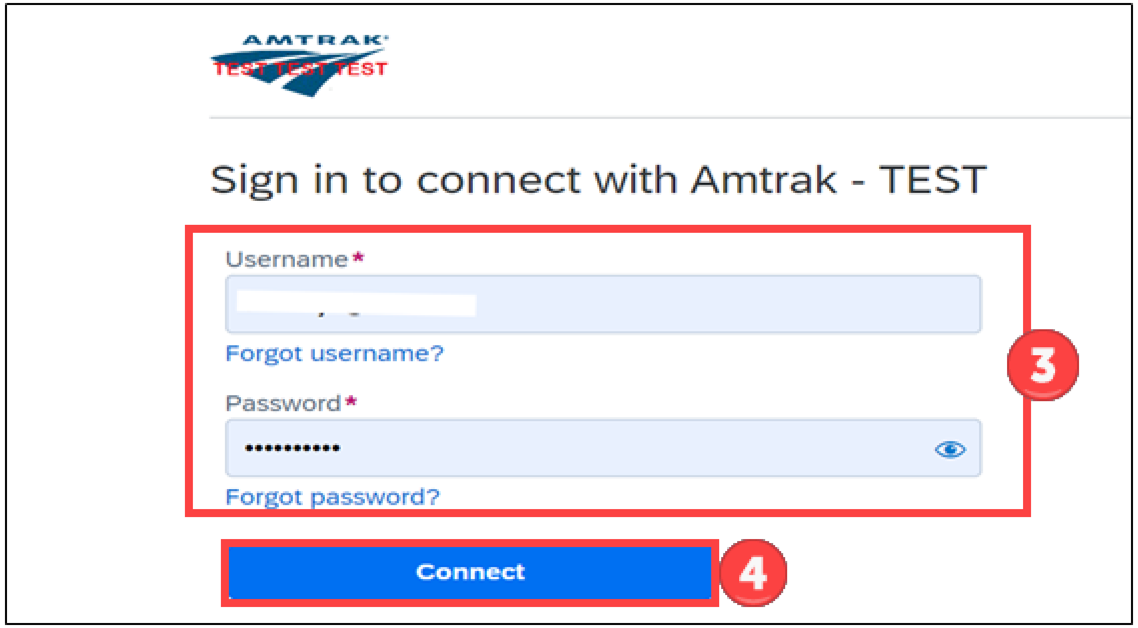
You are redirected to a landing page.

2. Click **Use existing account** to access your existing SAP Business Network account.



3. When the sign-in page appears, enter the **Username** and **Password** that was used when setting up the account.

4. Click **Connect**.



Accessing Your First Amtrak Purchase Order (PO) (continued)

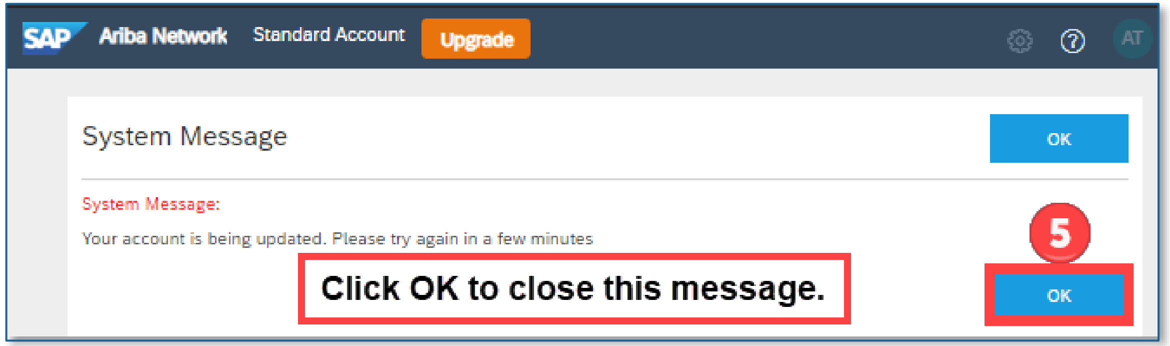
If you receive a “System Message” (error message), please complete Steps 5-7 below.

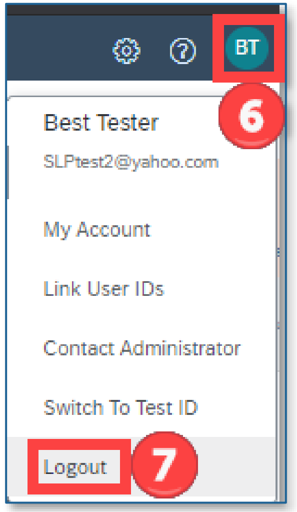
***Important Note**: If the PO opens directly and you do not get this message, skip ahead to page 29 in this guide.*

5. When the System Message appears, click **OK**.

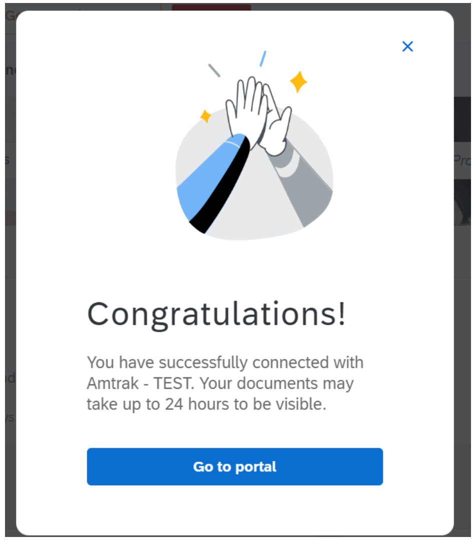
You will be redirected to your SAP Business Network account Home page. You will need to logout so the account can be updated.

6. To log out, in the upper-right corner of the page, locate and click on the blue circle with your initials.
7. Click **Logout**. Try to login again.



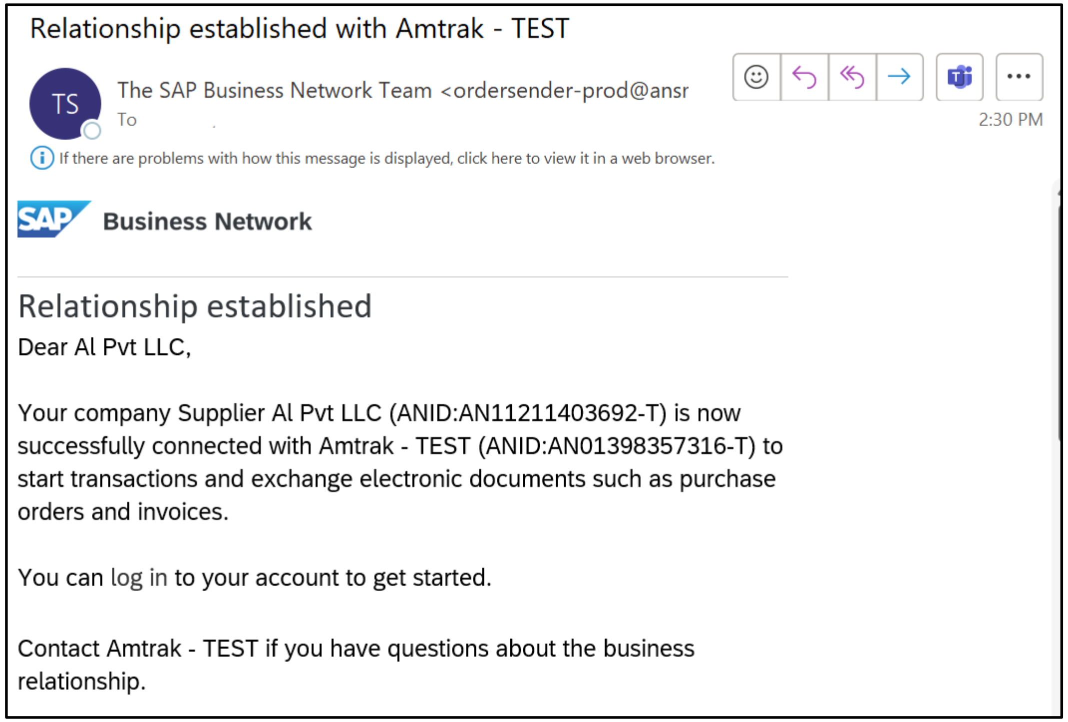


Accessing Your First Amtrak Purchase Order (PO) (continued)



After this confirmation message appears, please logout of your account.

Once you've logged out, your SAP Business Network account will sync with Amtrak's account. This can take anywhere from 30 minutes to 24 hours.



Once the syncing process is complete, you will receive 2 email notifications. Please watch for them to arrive.

The first one (shown here) confirms the business relationship with Amtrak has been established.

Accessing Your First Amtrak Purchase Order (PO) (continued)

The second email confirms the syncing process is complete and the purchase order has been transferred to your account.

Once you receive this email, click the Log in link in the email

-or-

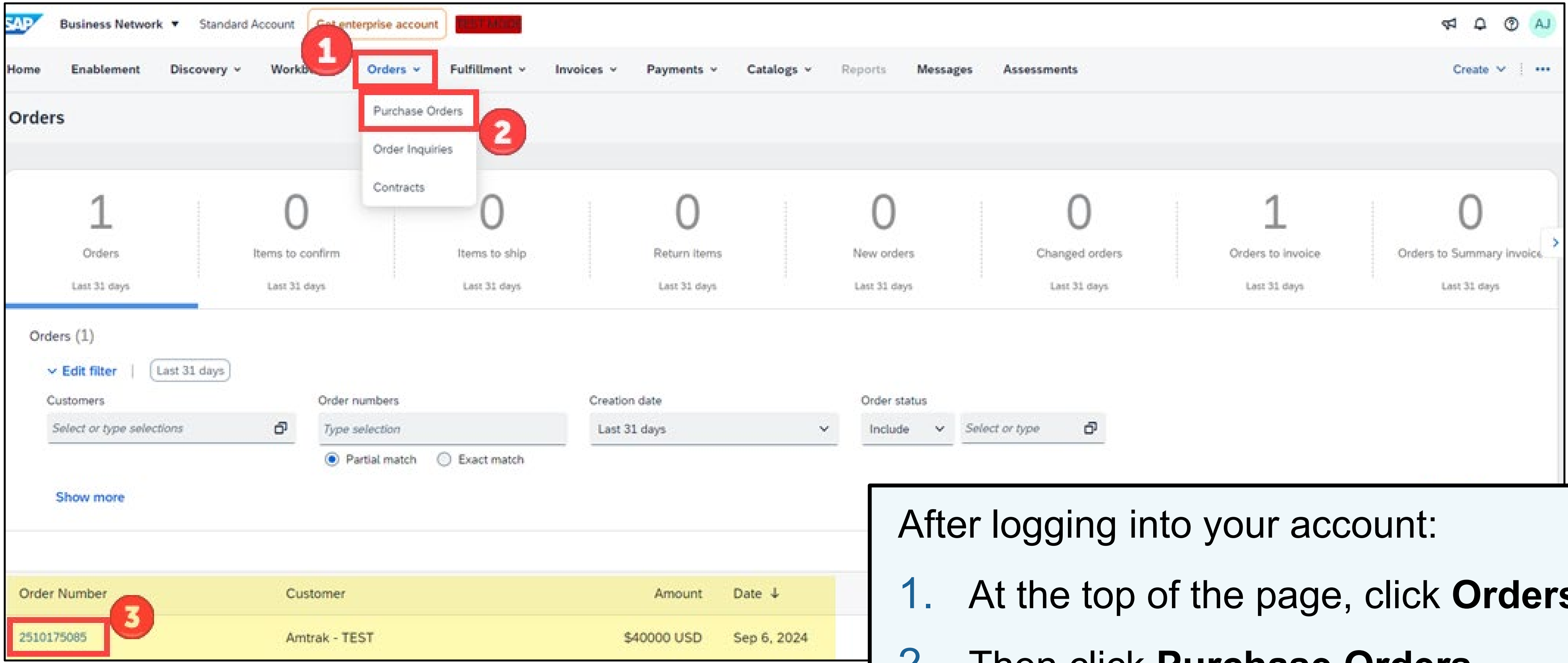
Use this URL to access the SAP Business Network: https://supplier.ariba.com

The PO from Amtrak will be available on your account.

> Document and customer relationship transfer to your SAP Business Network account completed
>
> N network_accounts@ansmtp.ariba.com <ordersender-prod@ansmtp.ariba.com>
> To
>
> If there are problems with how this message is displayed, click here to view it in a web browser.
>
> SAP Business Network
>
> Document and customer relationship transfer completed
>
> Dear SAP Business Network user,
>
> This email confirms that the related documents and customer relationship have been transferred to your SAP Business Network account **Al Pvt LLC** (AN11211403692-T).
>
> As part of the transfer, you have accepted **Amtrak - TEST** as a customer on SAP Business Network. You can now transact business with and publish private catalogs to this buying organization through your account.
>
> To view information about this customer:
> 1. Log in to your account.
> 2. In the top right corner, click Settings
> 3. Click Customer Relationships.
> 4. Click the customer's name.
>
> Thank you for using SAP Business Network.

Tip: Save the URL as a favorite in your browser.

Accessing Your First Amtrak Purchase Order (PO) (continued)



After logging into your account:

1. At the top of the page, click **Orders**.
2. Then click **Purchase Orders**.
3. When the **Orders** page appears, locate and **click on the Order Number**.

Accessing Your First Amtrak Purchase Order (PO) (continued)

The new purchase order displays.

Purchase Order (PO) Overview:

A. The PO number is located at the top of the page.

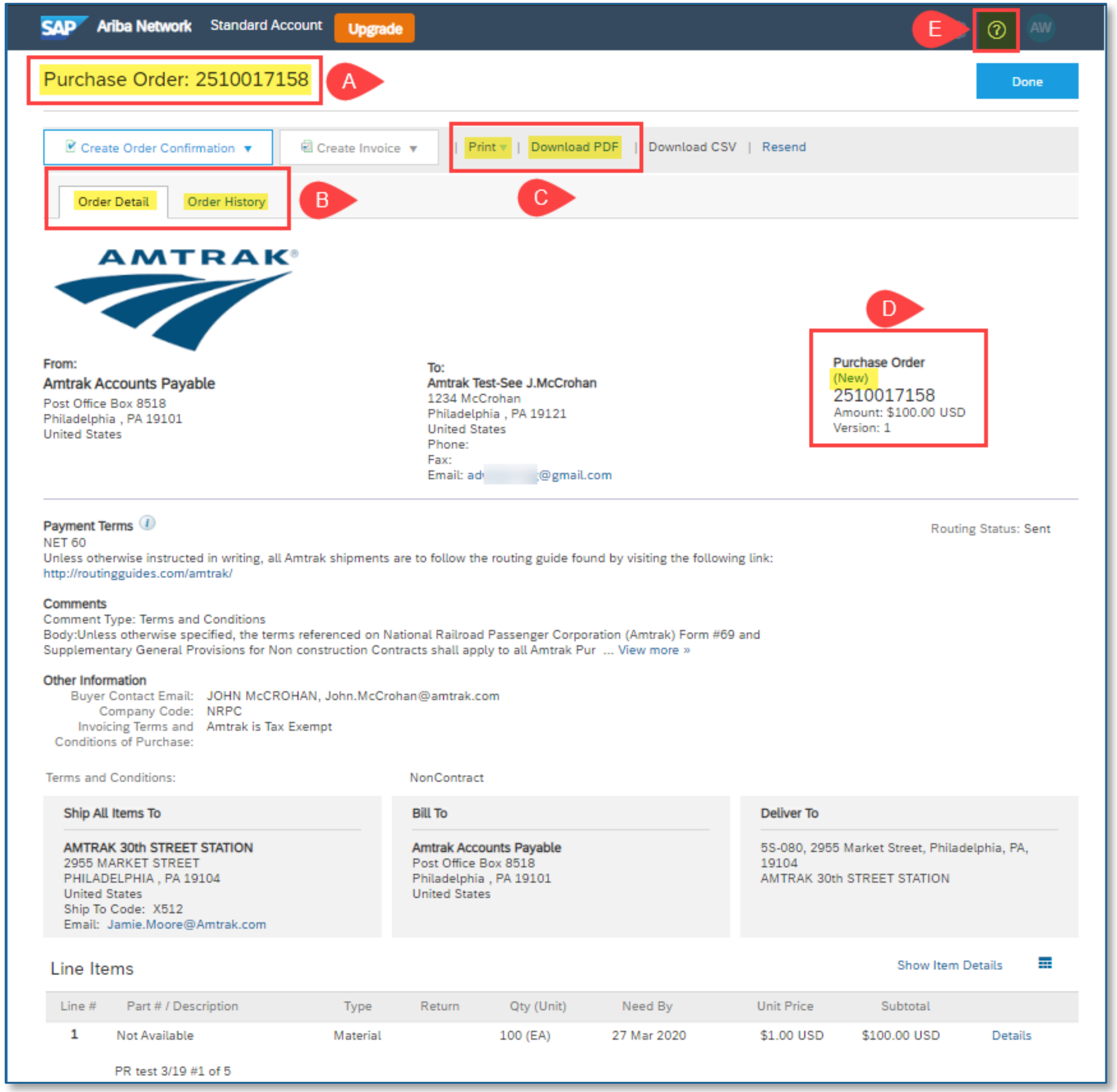
B. There are two tabs, Order Details and Order History

C. You can print or download a copy of the PO for your records.

Note: It is Amtrak's policy that Suppliers submit invoices against PO through the SAP Business Network. Do not mail or email invoices for payment.

D. Displays the current status of the PO.

E. Click the **?** to open the Help Center.



Processing a Purchase Order (PO)

Typically, there are three primary steps that suppliers must complete to process a PO.

1. **Create Order Confirmation** – This lets Amtrak know you have received and accepted the purchase order, and it is being processed.

   Important! *In order to submit an invoice, you must complete this step.*

2. **Create Ship Notice** – This step is typically required for suppliers who are providing goods or materials. Suppliers that are providing services under the PO are typically exempt from this step.

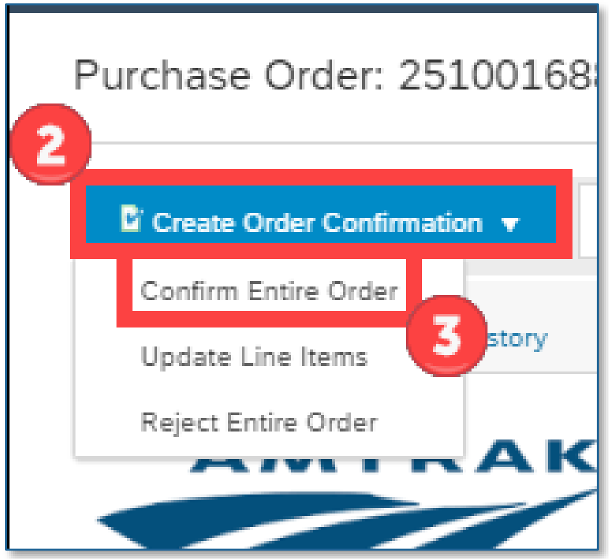
3. **Create Invoice** – In order to be paid, supplier must create and submit an invoice online through the SAP Business Network. It is helpful if a pdf of the supplier's invoice is attached to the online invoice.

Processing a Purchase Order (PO): Create an Order Confirmation

Step 1: Create an Order Confirmation:

1. With the PO open, review the details of the PO and verify that everything is correct.
2. In the upper-left corner of the page click **Create Order Confirmation**.
3. Next, select **Confirm Entire Order**.

   *Note: If only part of the PO was fulfilled, select **Update Line Items**.*



Processing a Purchase Order (PO): Create an Order Confirmation

4. When the Order Confirmation page opens, complete the form. **The only required field is the Estimated Delivery Date**. Optionally, fill in other fields as desired.

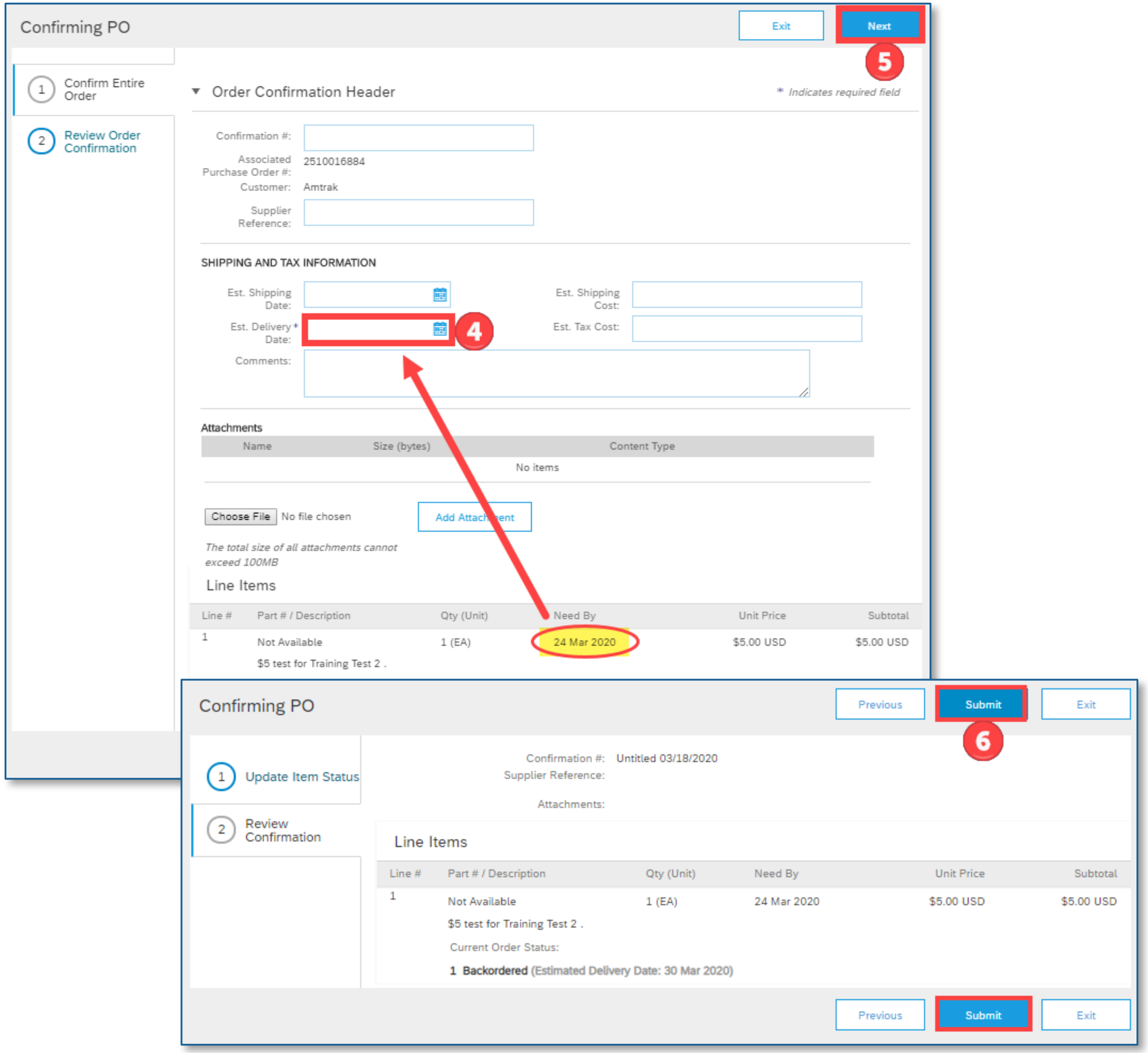
   Note: The Estimated Delivery Date entered must be on or before the **Need By date**.

5. Click **Next**.

6. Review the order confirmation, then click **Submit**.

The Order Confirmation page closes and the PO page displays.

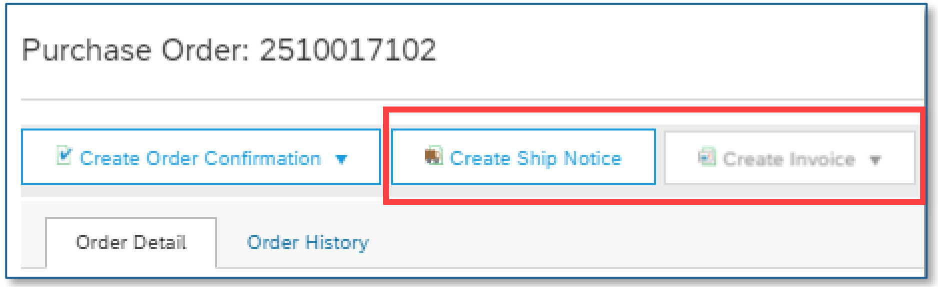
You can logout of the SAP Business Network if you're finished working.



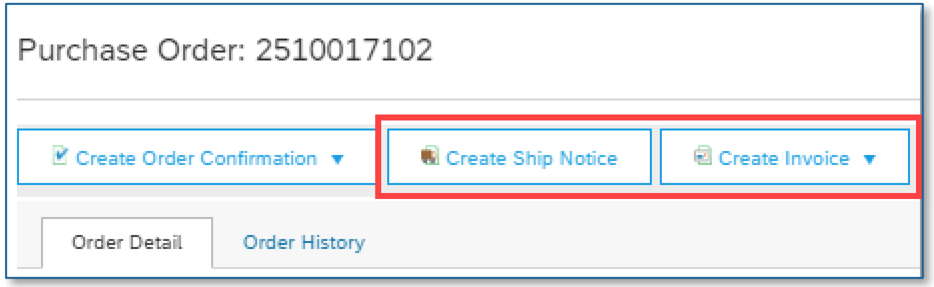
Processing a Purchase Order (PO): Create a Ship Notice

A Ship Notice may be required depending on the type of product and/or service that is on the PO.

At the top of the PO, if the Create Ship Notice tab is blue and the Create Invoice tab is greyed out, you will need to create a Ship Notice to activate the Create Invoice tab. Instructions begin on the next page.



If both the Create Ship Notice **and** the Create Invoice tabs are blue, you may skip ahead to the Create Invoice instructions.



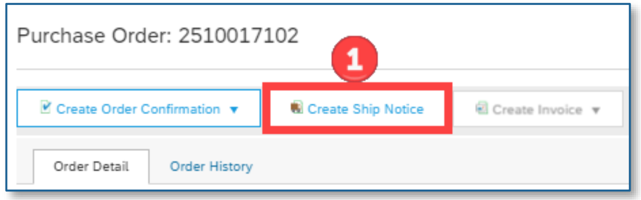
Processing a Purchase Order (PO): Create a Ship Notice

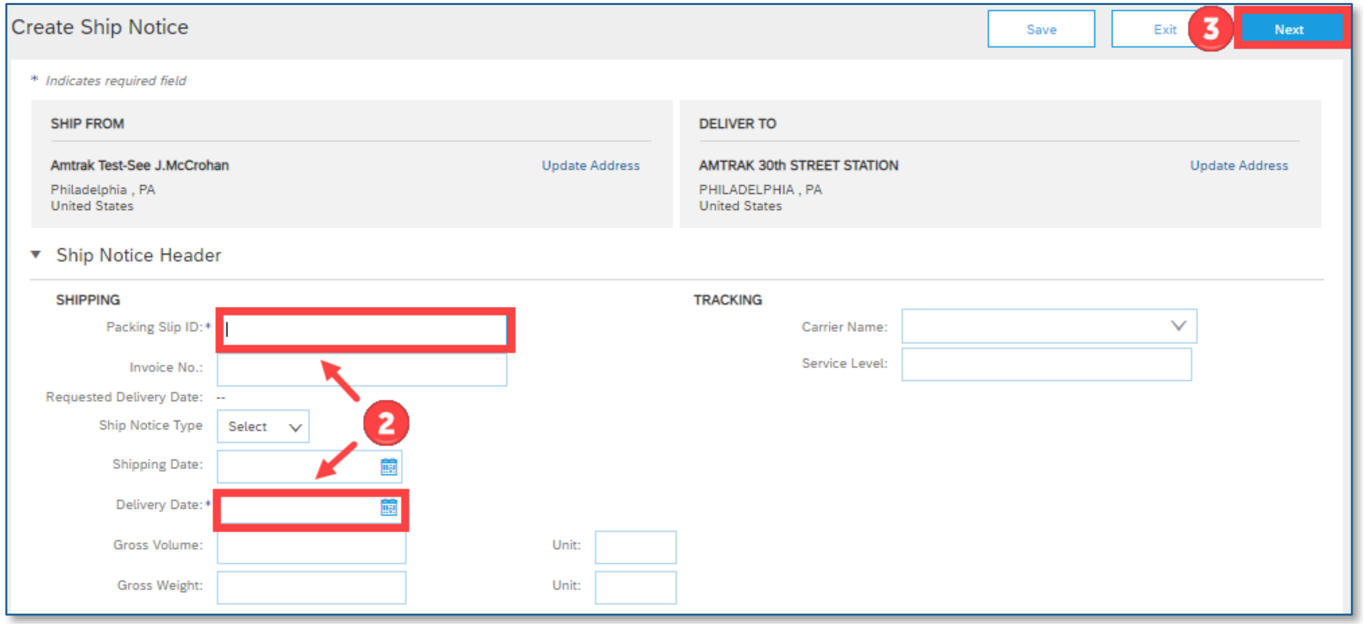
When you are ready to create a ship notice, log into your SAP Business Network Account & select the Purchase Order.

Step 2: Create a Ship Notice:

1. At the top of the PO page, click **Create Ship Notice**.
2. When the create Ship Notice page opens, fill in the two required fields:
   - ➢ Packing Slip ID
   - ➢ Delivery Date

   Optionally, complete other fields as desired.
3. Click **Next**.



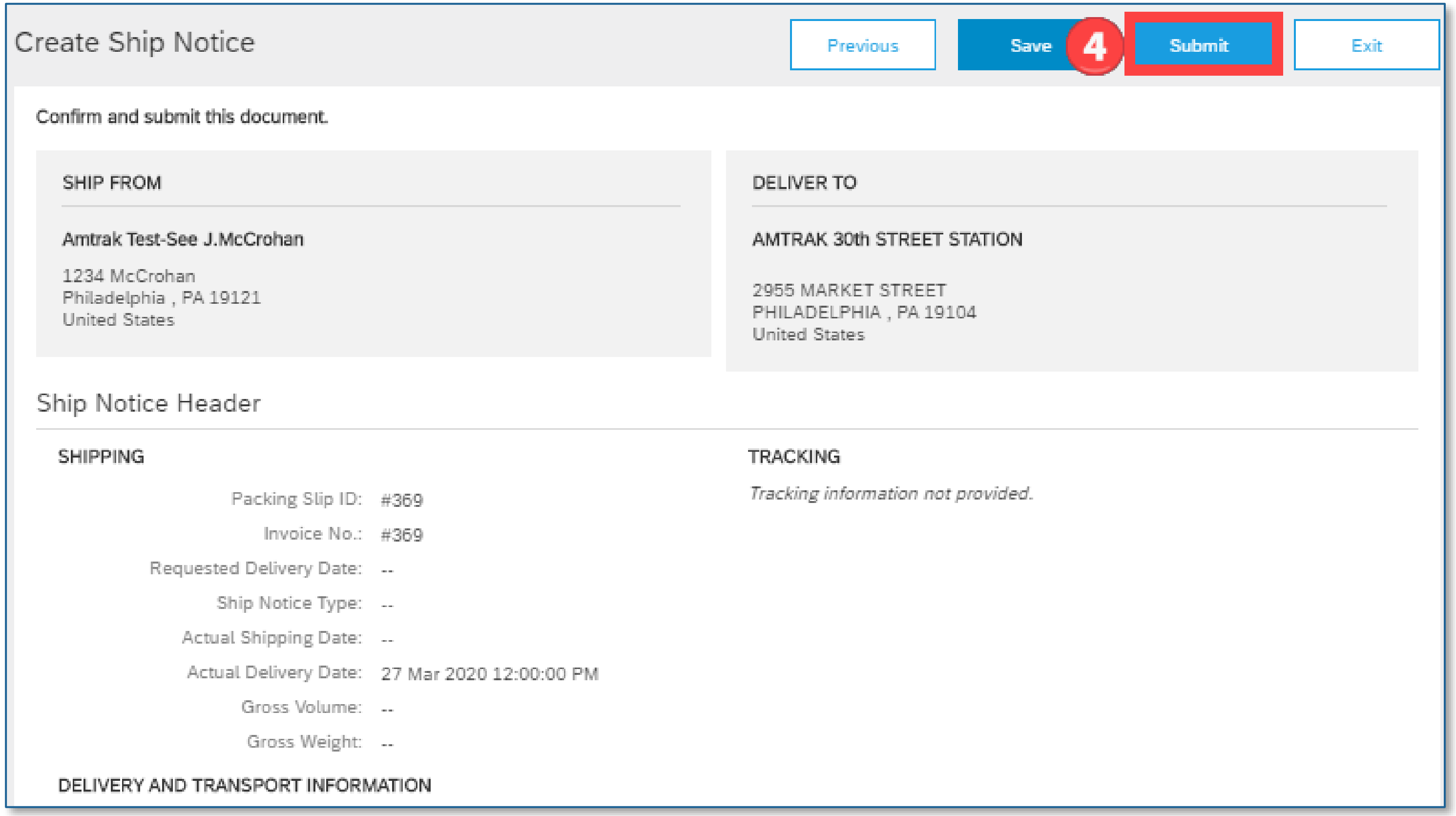


Processing a Purchase Order (PO): Create a Ship Notice

4. Review the Ship Notice, then click **Submit**.

The Ship Notice is sent, and the PO page redisplays.

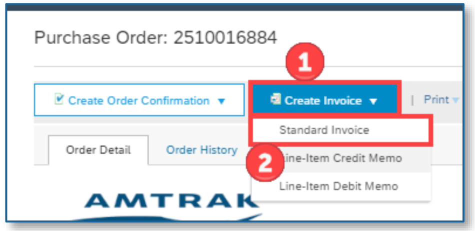
The **Create Invoice** tab is now available.



Processing a Purchase Order (PO): Create an Invoice

After products are shipped or services are rendered and you are ready to create and submit an invoice, log into your SAP Business Network Account and select the Purchase Order.

Step 3: Create an Invoice:

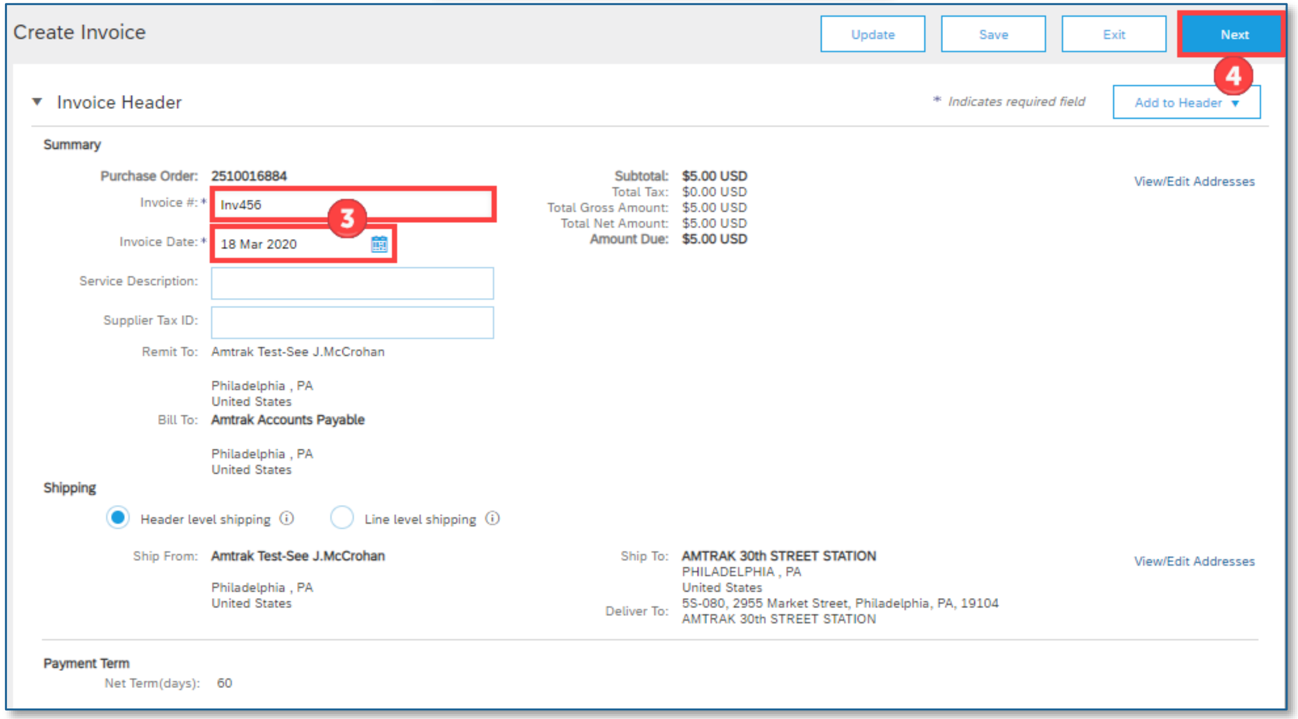


1. At the top of the PO page, click **Create Invoice**.
2. Select **Standard Invoice**.
3. When the Create Invoice page opens, fill in the two required fields:
   - ➢ Invoice #
   - ➢ Invoice Date

   Optionally, fill in other fields as desired.

****Important note:** You may be required to attachsupporting documentation to the invoice(s). Instructions are provided on the next page of this guide.

4. Click **Next**.



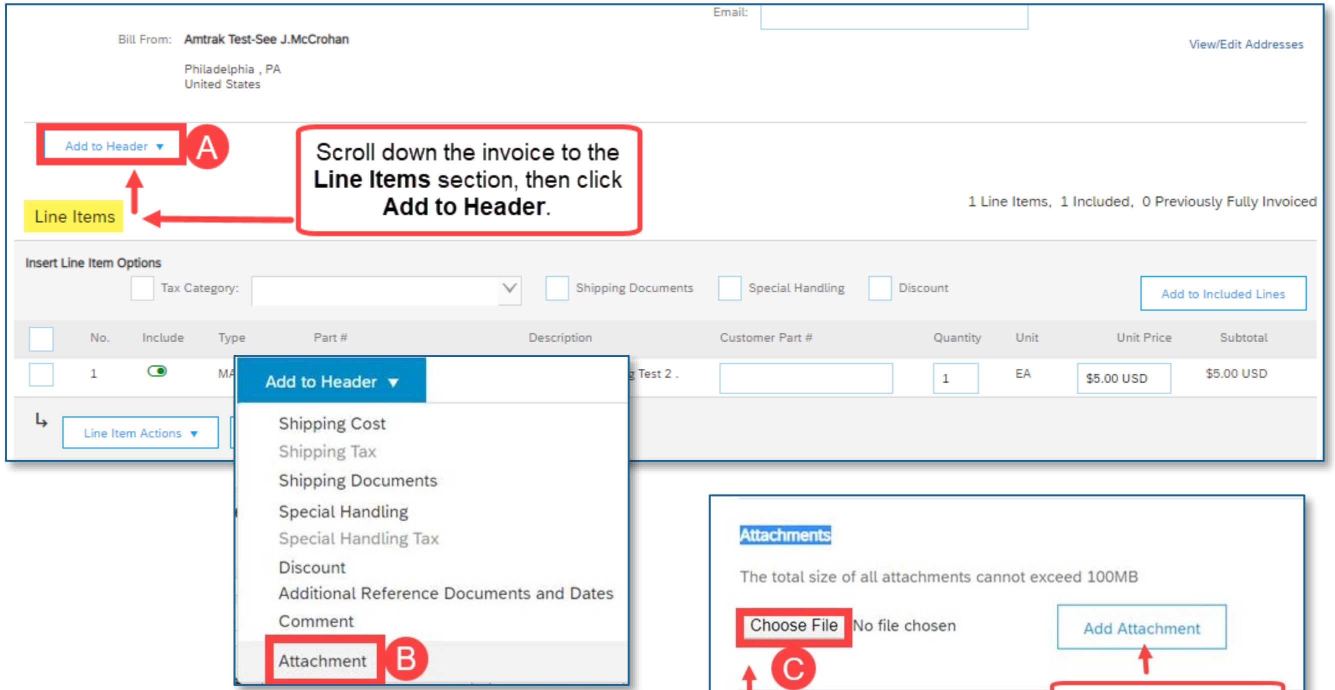
Special Instructions: Attaching Documentation to an Invoice

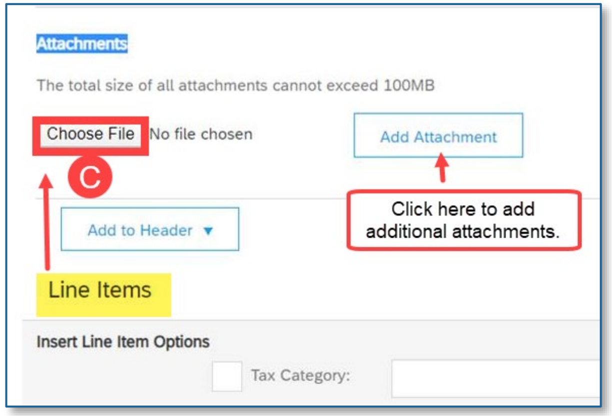
Some suppliers who provide certain products are required to include additional documentation with their invoices. If this does not apply to you skip these instructions and go to the next page.

A. Scroll down the invoice to the Line Items section, then click **Add to Header**.

B. Click **Attachment**.

C. Click **Choose File**, then browse for and select the desired file.





The file uploads and attaches to the invoice.

To add additional attachments, click **Add Attachment**.

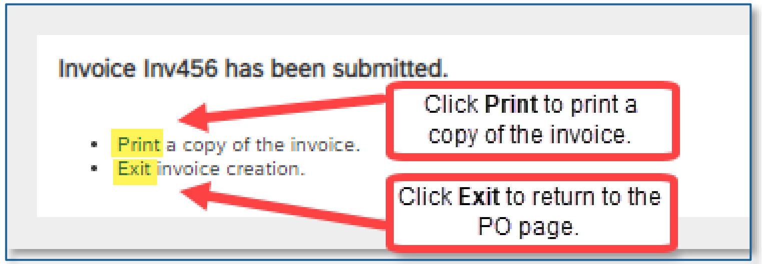
Continue with Step 4 on the previous page.

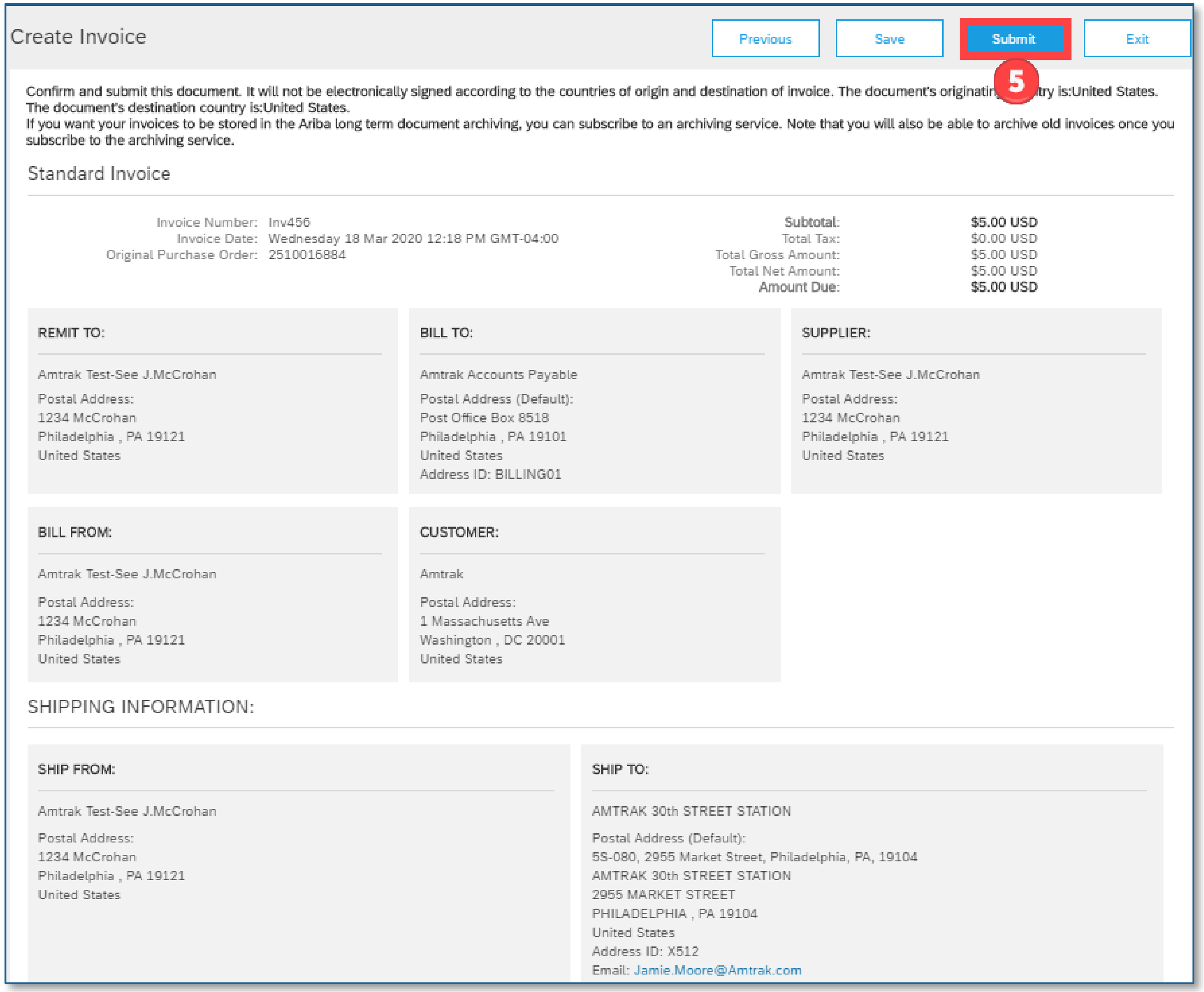
Processing a Purchase Order (PO): Create an Invoice

5. Review the invoice, then click **Submit**.

A message appears confirming the invoice was submitted. If desired, print the invoice.

Click **Exit** to return to the PO page.

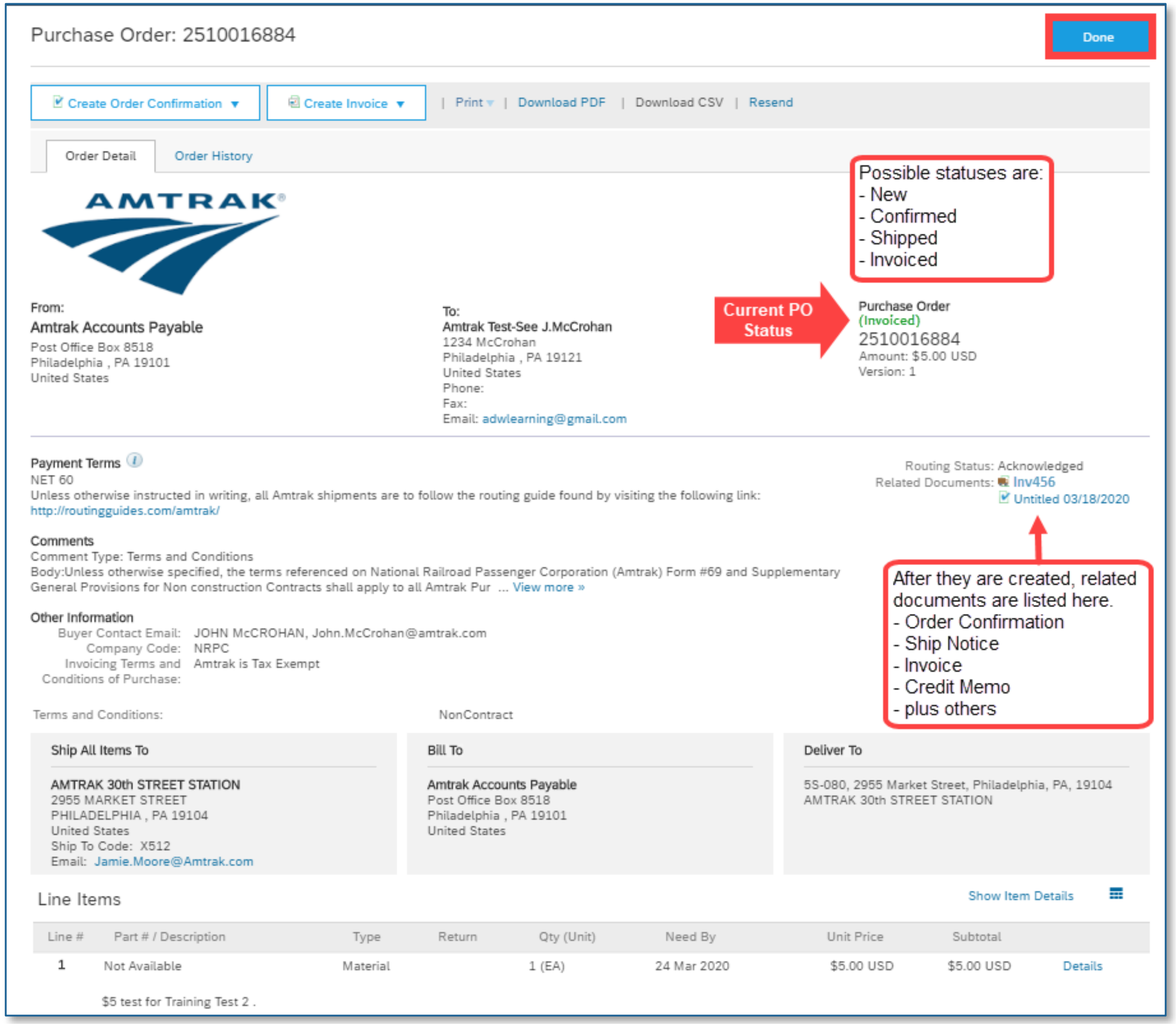




Processing a Purchase Order (PO)

On the PO page, you can view its status and access links to any of the supporting documents you've created such as the order confirmation, ship notice, invoice, etc.

Click **Done** in the upper-right corner of the page to close the PO.



Congratulations!

Your Standard SAP Business Network Account is Set Up
and
Your Trading Relationship with Amtrak is Established!

- Your new SAP Business Network Standard Account provides the basic functionality to enable your company to transact and manage business with Amtrak.
- When you log into the Network you will have access to your purchase orders, contracts/BPOs, invoicing, and sourcing events. Therefore, it is critical that you save and use these emails throughout the lifecycle of all transactions.
- Technical and business support is limited for Standard Accounts.
- You have the option to upgrade to an SAP Business Network Enterprise Account at no cost to you when you use the Enterprise Account for transactions with Amtrak.
- We've reviewed this product and encourage you to consider upgrading. Here's why:
  - You'll have access to an easy to use, feature rich system with numerous benefits.
  - You'll receive full technical support 24/7 (via email, chat, phone) and have access to an extensive library of video tutorials, FAQs, and a community of other business users.
  - You'll have access to a skilled & knowledgeable customer service and business support team that can guide you in using the SAP Business Network to maximize your business' ecommerce potential.

There is no cost to you to upgrade your account or fees to transact business with Amtrak.
There is no benefit to Amtrak if you upgrade.
Fees may be assessed for transacting with businesses other than Amtrak.

We've outlined some of the Enterprise Account benefits for you on the next page and encourage you to contact SAP Business for more information.

Benefits of Upgrading to an SAP Business Network Enterprise Account

Supplier Account Types: Overview

	A STANDARD ACCOUNT	B ENTERPRISE ACCOUNT – PORTAL USAGE	B ENTERPRISE ACCOUNT – INTEGRATION
Process Impact	✓ **Manual Process** ✓ **Supplier Mobile App**	✓ **Manual Process** ✓ **Supplier Mobile App**	✓ **Semi-Automated to Fully-Automated Process**
Orders and Invoices	✓ Receive and manage purchase orders the Orders/Invoices tabs as well as the Workbench all on the SAP Business Network.	✓ Receive and manage purchase orders the Orders/Invoices tabs as well as the Workbench all on the SAP Business Network.	✓ Seamless and touchless customer orders and invoices.
Transacting Methods	✓ PO to Invoice conversion ✓ Mobile App ✓ Catalog (self-service only)	✓ PO to Invoice conversion ✓ Mobile App ✓ Catalog Enablement (CIF)	✓ CSV Upload or PDF Invoicing (semi-automated) ✓ Catalog Enablement (Punch-Out) ✓ SAP Ariba Cloud Integration Gateway
Legal Archive		✓ Long-term invoice archiving for global compliance	✓ Long-term invoice archiving for global compliance
Reporting		✓ Get reports to track transactions and sales activities	✓ Get reports to track transactions and sales activities
Support	✓ Help Center	✓ Help Center, phone, chat, and webform	✓ Help Center, phone, chat, and webform
Cost	Free	May be subject to Transaction/ Subscription Fees based on usage	Transaction/ Subscription Fees starting at Silver Level based on usage + internal resources

Ariba Discovery	✓ Join our business matchmaking service to get high quality sales leads. Fees may apply.
Sourcing, Contract Management	✓ Get invited to RFx, Auctions and other events. No fees apply.

Benefits of Upgrading to an SAP Business Network Enterprise Account

An SAP Business® Network Enterprise Account is uniquely designed to help your business succeed grow, by making business commerce as simple as consumer commerce. Leading suppliers on SAP Business Network choose to use an Enterprise Account to become more efficient and improve the customer experience. With an Enterprise Account, you can take advantage of advanced features such as electronic transactions, real-time invoice & payments, ERP integration, catalogs, advanced customer collaboration, lead generation and advanced supplier support.

Here are a few key Enterprise Account benefits:

- ✓ Collaborate effectively with customers across all order-to-cash processes
- ✓ Access features and functionality that make business commerce as simple as consumer commerce
- ✓ Boost your customers' satisfaction by supporting their e-procurement and e-invoicing initiatives
- ✓ Increase revenue opportunities from new and existing customers
- ✓ Load your product catalogs to better market your products and increase sales efficiency and customer loyalty.
- ✓ Gain visibility into customer processes
- ✓ Reduce cost of sales and get paid faster by eliminating manual processes
- ✓ Capitalize on tools and resources that help showcase your e-commerce capabilities, such as:
  - Run reports to gain insight into your order history, document statuses, and customer transactions.
  - Manage all your customer accounts and documents on a single dashboard and view all active and pending tasks.
  - Gain access to 24/7 online support with customer service representatives and access to SAP Business' global Help Center.

For more information please visit https://www.sap.com/products/business-network/suppliers/overview.html

SAP Business Network Help Center

The SAP Business Network includes a Help Center. The available resources and features vary depending on whether you have a Standard or Enterprise Account.

Help Center Features	Standard Account	Enterprise Account
Instructional videos	Comprehensive	Comprehensive
Tutorials	Comprehensive	Comprehensive
Documentation	Comprehensive	Comprehensive
FAQ	Yes - Comprehensive	Yes - Comprehensive
24/7 Support by phone, email, or chat	No	Yes

When contacting 24/7 Support, please provide as much detail as possible about the issue, your company name(s), your SAP Business Network account number (ANID) and administrator's name (if known) and your contact information.

When logged into your account, click on the **Help icon (?)** in the upper-right corner to open the Help Center panel.

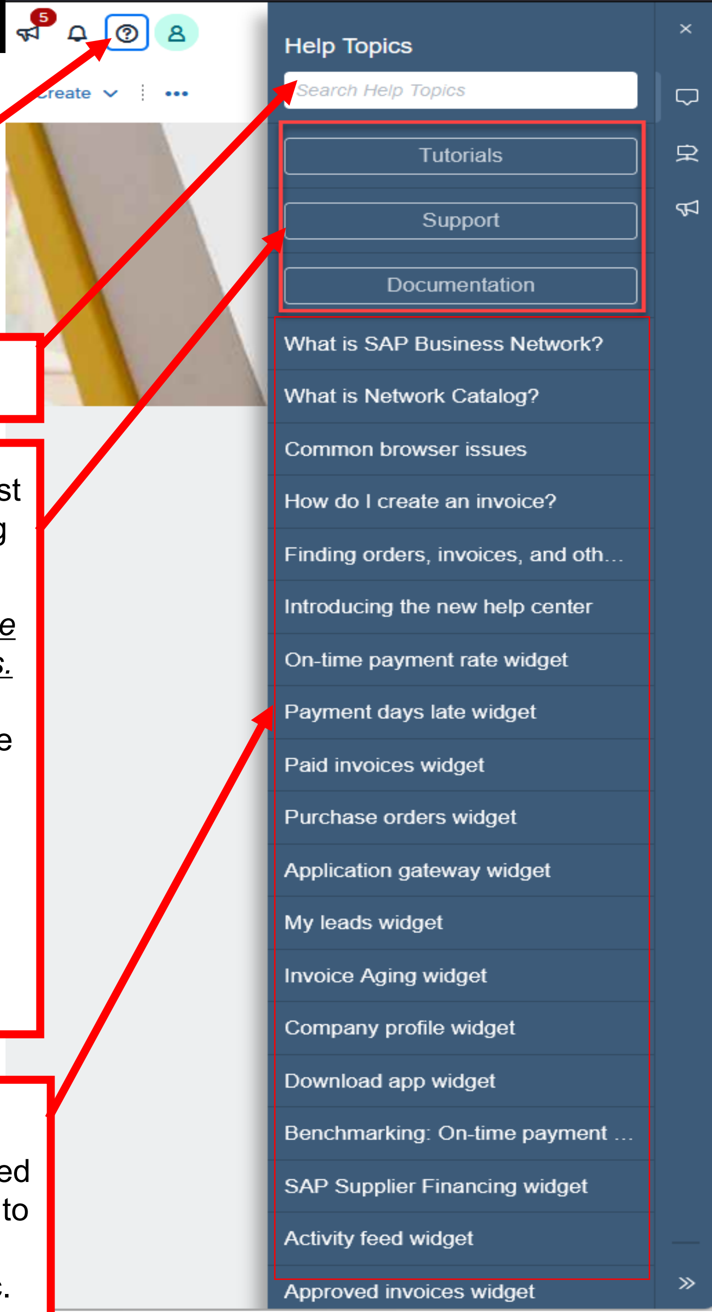
Search for any topic..

Tutorials: Provides a list of videos on navigating & using your account.

Support: *Only available for Enterprise accounts.* Use to get support via chat, email, or schedule a support call.

Documentation: Includes articles & guides about the SAP Business Network & your account

This section lists the most frequently searched for topics. Click a topic to view all information available for that topic.



Rev. 8/8/24

Amtrak Supplier Information Portal

[Click here to access the Amtrak Supplier Information Portal*]

https://support.ariba.com/item/view/203453

Amtrak Initiative **Amtrak Values it's suppliers** - **we are Business Partners**. Amtrak now uses the SAP Business Network to manage business transactions such as Purchase Orders, Invoices and Payments. The SAP Business Network provides **transactional** and **fiscal transparency** and **efficiency**. Thank you for your continued interest in Amtrak		**Start Here** Standard Account Training Demo - Learn to merge your first purchase order, create an order confirmation, ship notice and invoice. Customize your workbench and add users. Upgrade to Enterprise Its FREE with Amtrak Benefits of upgrading to an Enterprise Account What is the difference between Enterprise and Standard		**Accessing the Help Center** Contacting Customer Support from the Login Screen or when Logged into your Account How Do I Reset My Password?
Integration and Catalog Catalog Guide CIF Template Commodity Codes		**Standard Account Information** Standard Account Welcome Page Self-Help Portal How to Upgrade Your Account		**Training Guides and Videos** SAP Business Network Account Settings Training How to Create and Invoice Accepting your First Amtrak PO Invitation, Navigating your Account and Transacting Submitting Order Confirmation, Ship Notice, Invoice and Workbench Navigation Enterprise Account Log In and Home Page Tour Enterprise Account PO Flip How Can I Update Where my Purchase Orders are Sent to? How Can I Add a User On My Account? SAP Business Network Supplier Learning Site

* Note: Content on this site is updated periodically.