

INTERNAL

**SAP Business Network**

**Integration Solution Blueprint**

|  |
| --- |
| Kyndryl |

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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 |
| --- | --- | --- |
| DRAFT | January 2023 | Initial Version of Document |
| 1.0 | February 2023 | Changes upon feedback from Kyndryl |

# 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 | Commerce Automation – PO & Invoice  SAP Ariba Buying and Invoicing  Supplier Lifecycle and Performance (SLP) |
| UoM Classification | UNECE UOM |
| Commodity Codes | UNSPSC V24.0 and Custom |

# 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 | X |  |
| Order Confirmation  **(Highly Recommended)** |  | X |  |
| Advance Ship Notification | X | X |  |
| Service Entry Sheet |  |  | X |
| Service Entry Sheet Response |  |  | X |
| Invoice | X |  |  |
| Remittance Advice |  | X |  |

* **ASN are mandatory for material POs containing certain commodity codes. The list is available as part of the Integration kit**

| Description Business IDs | Company Name | ANID | DUNS | DUNS\_4 |
| --- | --- | --- | --- | --- |
| Buyer | Kyndryl | AN11074061242 |  |  |
| Supplier |  |  |  |  |

| Description Business Units | Location  (City/State) | Business/Vendor ID | In Scope  (Y/N) | Unique Requirements |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Orders

| Description Type | Buyer Supported  (Y/N) | Supplier Supported/Format  (No or online, email, cXML, D96A, X12, CSV, PIDX, etc.) |
| --- | --- | --- |
| Catalog | Yes |  |
| Non-Catalog/Free Text | Yes |  |
| P-Card | No |  |
| Blanket Order – with release | Yes |  |
| Blanket Order – without release | Yes |  |
| Service PO (Service structure/without parent - child lines) | Yes |  |
| Service PO (Service structure/with parent - child lines) | No |  |
| Service PO (Material structure) | Yes |  |
| Change Order - catalog | Yes |  |
| Change Order – non-catalog | Yes |  |
| Change Order – P-Card | No |  |
| Cancel Order | Yes\* - only through Order confirmation |  |
| Exception or Urgent/Machine down Order | No |  |
| Consignment Order | No |  |
| Work Order | No |  |
| Capital Equipment Order | No |  |

| Description Attributes | | Buyer Comments | Supplier Comments |
| --- | --- | --- | --- |
| General | Split Orders | POs will be generated with multiple ship to addresses. There now exists a supplier listing and table on Ariba that allows suppliers in that table, to be sent multiple ship To addresses. |  |
| Order Numbering | * Order numbers that be different depending on the PO type:   + For material and Service starting with EP   + BPO starting with BPO   + Contract starting with C |  |
| Attachments | * Out of scope |  |
| Header | Bill To | * All POs contain Bill To address and address ID. They must be copied back on the invoice |  |
| Ship To | * All POs will contain Ship To and address ID on header OR line level. They must be copied back on the invoice. Ship To can contain Deliver To lines |  |
| Payment Terms | * All POs will contain Payment terms |  |
| Need By Date | * Need By Date (requestedDeliveryDate) will be sent on all POs. Must be confirmed with Order confirmation. |  |
| Comments | * Customer could be sending comment fields at header and line with the structure:   + Comment Type:   + Comment Body:   + Comment By:   + Comment Date: |  |
| Extrinsic | * All POs will contain extrinsic fields at header or line level. Please check the Transactions samples file-> Extrinsic tab for more details. |  |
| Line Item | Order Item Numbering | * All POs will also contain numbering starting from 1. For example: line #1, line #2, etc. |  |
| Supplier Part ID | non-catalog orders may contain value “not available”, however for certain UNSPSC codes, there will be a part number in that field as changes were made to forms for specific commodity codes to require part numbers to be included. |  |
| Unit Price | * [Precision Rounding on Invoices](https://support.ariba.com/Item/view/196374) * POs will sent with 2 decimals usually. |  |
| Unit of Measure | * UNUOM |  |
| Ship To | * Ship To at line level can be expected for BPO |  |
| Extrinsic Values | An Extrinsic exists that identifies Service Orders to Suppliers |  |
| Service Date (start & end) | * Start & end date will be sent on the service POs at line level |  |

| Description Order Processing Specifics | Buyer Comments | Supplier Comments |
| --- | --- | --- |
| How are change/cancel orders handled? Change order types: OC based; customer initiated etc. | Suppliers can send a PO Confirmation to reject PO changes that may have been sent to the Supplier after the original PO was processed. Please have your sales representative discuss any issues with your Kyndryl Buyer if a system solution may not be available. |  |
| Describe any process requiring manual validation/further contact with customer/supplier to complete processing. | Order changes could result in communication with Kyndryl if the systematic process does not resolve differences on POs. Also Invoice issues may require communication between Companies |  |
| Will there be specific orders/special items requiring exception in processing?  Are there any other exceptions/specific processing instructions for this buyer? | All business should flow through the normal business processes. There will always be exceptions and are resolved via the Help Desk process |  |
| Does the supplier have any comments on the reviewed buyer order management process? |  |  |
| Is buyer order management process in conflict with supplier order processing practices/automation capabilities? |  |  |
| Discuss process discrepancies between what the supplier supports and what the buyer is requesting. | This could be local country laws, usually related to Taxation |  |

## 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 | Optional |  |
| Line Level | Optional |  |

| Description Attributes | | Buyer Supported  (Required/ Optional/  Out of Scope) | Buyer Comments | Supplier Comments | |
| --- | --- | --- | --- | --- | --- |
| General | Attachments | Out of Scope |  |  | |
| Change Orders | Optional | * Can be triggered based on an Order confirmation change request |  | |
| Tolerance | Optional |  |  | |
| Header | OC updates | Optional | * Yes, if a supplier submits an OC with change order the Buyer will do the change if he/she agrees, if such change requires a buyer - otherwise it will be approved by the Requester. |  | |
| Rejection Reason | Required | * Allowed are full PO and partial PO rejection * A comment is required |  | |
| Acceptance | Required | * Acceptance of all items in the order is supported |  | |
| Line Level | Changes | Optional |  |  | |
| Line Comments | Optional |  |  | |
| Rejection Reason | Required | * Reason for rejection is required in the line level comment field |  | |
| Backorder | Optional |  |  | |
| Delivery Date | Optional |  |  | |
| Shipment Date | Optional |  |  | |
| Unit Price | Required | What is provided on the PO can be changed, But typically won’t be unless it’s a lower price being offered. |  | |
| Unit Price Currency | Required | Mandatory. Must match the PO |  | |
| Item Description | Required | Cannot be changed from PO | |  | |

## 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\* |  |

**\* ASN are mandatory for material POs containing certain commodity codes. The list is available as part of the Integration kit**

| Description Attributes | | Buyer Supported  (Required/ Optional/  Out of Scope) | Buyer Comments | Supplier Comments |
| --- | --- | --- | --- | --- |
| General | Attachments | Optional |  |  |
| Header | Notice Date | Required |  |  |
| Shipping Date | Required |  |  |
| Delivery Date | Required |  |  |
| Delivery & Transport | Out of scope |  |  |
| Line Level | Quantity | Required | Max amount must match the PO. Partial invoicing is allowed. |  |
| Asset Serial Number | Required | IF the product is part of the Ariba table commodity code requiring Serial numbers, this is required. |  |
| Shipment Serial Numbers | Required |  |  |
| Packing Slip | Optional |  |  |

## 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 | Required |  |
| Blanket | Required |  |
| Non-PO | Out of scope for Integration Only |  |
| Service | Required |  |
| Service as Material | Optional |  |
| Credit – Header Level | Out of scope |  |
| Credit – Line Level | * Optional – must contain a reference to original invoice credited |  |
| Debit – Header Level | Out of scope |  |
| Debit – Line Level | Out of scope |  |
| Invoice Rejection | Out of scope |  |
| Invoice Status Update | Out of scope |  |

| Description Attributes | | | Buyer Supported  (Required/  Optional/  Out of Scope) | Buyer Comments | Supplier Comments |
| --- | --- | --- | --- | --- | --- |
| General | Attachments | | Optional | The max attachment file size is 10 MB |  |
| Precision Rounding | | Out of scope |  |  |
| Advanced Pricing Detail | | Out of scope |  |  |
| Amounts | | * **Subtotal amount** = Unit Price x Quantity (No tax) * **Taxable amount** = Subtotal amount * **Gross amount** = Subtotal + Tax * **Net amount** = Gross amount – adjustments and discount/rebait (if any) * **Due amount** = Gross amount - adjustments (if any) * \*No discount/rebait => Net amount = Gross amount | |  |
| Address IDs | | * Bill to and Ship To address IDs are mandatory | |  |
| Supplier Invoice Processing | Real Time |  |  |  |
| Batched |  |  |  |
| Scheduled Run Nightly |  |  |  |
| Monthly |  |  |  |
| Next Day |  |  |  |
| Validation prior to sending to AN |  |  |  |
| Header | Invoice Number | | Required | * Max length of 16 digits * Not case sensitive * Alphanumeric characters are also allowed |  |
| Invoice Date | | Required | Back- and future-dating are allowed |  |
| Bill To | | Required | * Required. Must be copied from the PO. Must contain address ID |  |
| Remit To | | Required | * Required. Address ID is optional. * Must contain supplier TAX ID |  |
| Sold To | | Required | * Required. Address ID is required * Sold To is not required to match the Bill TO |  |
| From | | Required | * Required. |  |
| Ship From | | Required | * Required * Must match the PO |  |
| Ship To | | Required | * Required. Address ID is required * Must match the PO |  |
| Strict Validation | Name | Required | Must match the PO exactly |  |
| Street | Required | Must match the PO exactly |  |
| City | Required | Must match the PO exactly |  |
| State | Required | Must match the PO exactly |  |
| Postal Code | Required | Must match the PO exactly |  |
| Country | Required | Must match the PO exactly |  |
| Bank Account Details | | Optional |  |  |
| Payment Net Terms | | Required | Suppliers are allowed to modify them, however the PO terms will be used unless more favorable terms are offered by the Supplier |  |
| Buyer Tax ID | | Optional |  |  |
| Supplier Tax ID | | Optional |  |  |
| Line Item | Invoice Line | | Required | * No special formatting |  |
| Quantity | | Required | Line item quantity must be greater than 0 |  |
| Unit Price | | Required | * [Precision Rounding on Invoices](https://support.ariba.com/Item/view/196374) * Must match the PO |  |
| Unit Of Measure | | Required | * Must match the PO |  |
| Order Line Number reference | | Required | * Must match the PO |  |
| Supplier Part Id | | Required | Must match the PO |  |
| Item Description | | Required |  |  |
| Tax | Alternate Currency | Optional |  |  |
| Category | ReqHuired |  |  |
| Percentage Rate | Required |  |  |
| Supply Date (tax point date) | Optional |  |  |
| Tax Amount | Required |  |  |
| Taxable Amount | Required |  |  |
| Tax Description | Required |  |  |
| Tax Location | Optional |  |  |
| Allowance & Charges | | Optional |  |  |
| Shipping & Handling | | Optional | Allowed as part of the line item |  |
| Net Amount | | Required |  |  |
| Amount without tax | | Required |  |  |
| Subtotal Amount | | Required |  |  |
| Summary | Tax | Alternate Currency | Optional |  |  |
| Category | Required |  |  |
| Percentage Rate | Required |  |  |
| Supply Date (tax point date) | Optional |  |  |
| Tax Amount | Required |  |  |
| Taxable Amount | Required |  |  |
| Tax Description | Required |  |  |
| Tax Location | Optional |  |  |
| Special Handling Amount | | Optional |  |  |
| Shipping Amount | | Optional |  |  |
| Net Amount | | Required |  |  |
| Gross Amount | | Required |  |  |
| Due Amount | | Required |  |  |

# Cutover

| Description Specifics | Buyer Cutover Process | Supplier Comments |
| --- | --- | --- |
| General | * Does the supplier need to manually make changes to open orders? They need to submit valid invoices as soon as possible ahead of the PO migration activity * Will the buyer provide a list of cutover documents? There will be various files and references posted on the SIP (Supplier Information Portal) * Identify any risks associated with cutover |  |

# Error handling

| Description Specifics | Buyer Comments | Supplier Comments |
| --- | --- | --- |
| Failed or Rejected Document Transmissions | The Supplier will be notified of failed or rejected transactions from Ariba to their BN account. Most errors will have enough information for the supplier to correct and reprocess the transaction. Otherwise, they should contact the Kyndryl Help team. | * 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.) |  | * 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? * 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 Central plan | No | Post | The assigned Supplier Integration Specialist will work one-on-one with suppliers through connectivity and testing. |  |
| Test Plan | Yes | 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

**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

| 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? | As soon as practical |  |
| * Is the PO Flip option a possibility in the interim, if the integration project cannot be completed in time? | Yes |  |
| 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/viewer/d0837e988978469ab79e35634c89480b/cloud/en-US/97f11d64acaf434da2b1819165b70874.html?q=guide%20to%20invoicing)

## 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.
* <http://cxml.org> Download cXML.DTD for the OrderRequest
* <http://cxml.org> 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)

# 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.