

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** | **Author** | **Description** |
| 1 | 8th Dec 2023 | Abhijeet Bhattacharya | 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 | 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 |  |  |
| 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 | 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 | No |  |
| Standard PO Acting as a Blanket PO | Yes |  |
| Contract PO With release | No |  |
| PO with multiple of UOMs | Yes |  |
| 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 | * Approved suppliers will be allowed to receive one PO with multiple ShipTo addresses at line item level |  |
| Order Numbering | * Order numbers that be different depending on the PO type:   + For material and Service starting with 5000000000 to 5999999999   + BPO starting with BPO   + Contract starting with C |  |
| Attachments | * Attachments will be allowed to be added for invoices |  |
| 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) is Out Of Scope |  |
| 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 will contain value “Not Available” Hardware and Software Orders will contain Part numbers |  |
| 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 | * All POs will contain extrinsic fields at header or line level. Please check the Transactions samples file-> Extrinsic tab for more details. |  |
| 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. | POs needing to be updated/canceled can be systematically requested by utilizing the optional, but available, Order Confirmation transaction |  |
| 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 |  |

(<Extrinsic name="Item Category.Name">Service</Extrinsic>).

(<Extrinsic name="Item Category.Name">Material</Extrinsic>).

It can be just an informational note that does not require any action, but just in case Suppliers see this value that don’t need to react to it UNLESS notified by Kyndryl specifically they need to be aware of it.

## 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 and 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 | Required |  |  | |
| Shipment Date | Optional |  |  | |
| Unit Price | Required | What is provided on the PO can be changed |  | |
| Unit Price Currency | Required | Mandatory. Must match the PO and cannot be changed. | What is provided on the PO can be REQUESTED to be changed. Calls for a business discussion. | |
| 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 | Advanced Shipment Notice (ASN) is required to be sent if the product involved has a trackable serial number (asset). |

| 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 | Optional |  |  |
| Line Level | Quantity | Required | Max amount must match the PO. Partial invoicing is allowed. |  |
| Asset Serial Number | Required |  |  |
| Shipment Serial Numbers | Optional |  |  |
| Packing Slip | Optional |  |  |

Advance Shipment Notice (ASN) usage in Kyndryl

With Kyndryl now operating in our own environment, additional functions and capabilities have begun being utilized, and will continue to be increased as we move forward with our Procurement Transformation.

Currently the requirement for ASNs:

* If the commodity code (UNSPSC) has been identified as a Capital asset by the Kyndryl Asset management organization, the product serial number must be captured and included in the ASN.
* Suppliers who have historically provided products with serialized products and have been identified by Procurement as asset fulfilling Suppliers, are identified in a SAP table that makes the ASN mandatory.
  + This includes the following conditions:
    - Serialized products must be included in the ASN.
    - Non Serialized Material Item types also require an ASN to be created and submitted to Kyndryl. Serial numbers are not required in the ASN and will process successfully upon receipt of a successful invoice.
    - Kyndryl strongly encourages Suppliers to submit ASNs even for Non Asset Commodities.

## Invoice

| Description Type | Buyer Supported  (Required/Optional/Out of Scope) | Supplier Supported/Format  (No or online, email, cXML, D96A, X12, CSV, PIDX, etc.) |
| --- | --- | --- |
| Catalog | In Scope |  |
| Non-Catalog | In Scope |  |
| Contract | In Scope |  |
| Blanket | Out Of Scope |  |
| Non-PO | All Non-PO Invoices for INTEGRATION are Out Of Scope |  |
| Service | In Scope |  |
| Service as Material  Material as Service | In Scope |  |
| Other | * Relevant to specific business/transactions requiring custom approach. Ex. Invoice with positive/negative lines/amounts. Examples should be included in Transactions Samples file. |  |
| Credit – Header Level | Out Of Scope |  |
| Credit – Line Level | Optional |  |
| Debit – Header Level | Out Of Scope |  |
| Debit – Line Level | Out Of Scope |  |
| Invoice Rejection | Required. Requesters/Approvers can reject Invoices as well as the auto reject program. |  |
| Invoice Status Update | Optional |  |

| Description Attributes | | | Buyer Supported  (Required/  Optional/  Out of Scope) | Buyer Comments | Supplier Comments |
| --- | --- | --- | --- | --- | --- |
| General | Attachments | | Yes | * In scope |  |
| Precision Rounding | | No |  |  |
| Advanced Pricing Detail | | No |  |  |
| 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 | | * Please **discuss** with project parties if a list of addresses/IDs is required for processing. | |  |
| Satellite Requirements | |  | * Are there any Buyer specific processes for invoicing not controlled through AN transaction validation rules? |  |
| Supplier Invoice Processing | Real Time |  |  |  |
| Batched |  |  |  |
| Scheduled Run Nightly |  |  |  |
| Monthly |  |  |  |
| Next Day |  |  |  |
| Validation prior to sending to AN |  |  |  |
| Header | Invoice Number | | Required | * What is the max length? * Are special characters allowed | * 16 Characters * (-) and (/) are allowed |
| Invoice Date | | Required | * Is backdating allowed, and if so, how many days | Allowed, maximum 3 business date. |
| Bill To | | Required | * Address & ID? | Yes |
| Remit To | | Required | * Address & ID? | No |
| Sold To | | Required | * Address & ID? | Yes |
| From | | Required | * Address & ID? | No |
| Ship From | | Required | * Address & ID? | No |
| Ship To | | Required | * Address & ID? * Multiple addresses under the same address ID? | * Yes * Optional |
| From | | Required | * Address & ID? | No |
| Strict Validation | Name | Required |  |  |
| Street | Required |  |  |
| City | Required |  |  |
| State | Required |  |  |
| Postal Code | Required |  |  |
| Country | Required |  |  |
| Bank Account Details | | Out Of Scope |  |  |
| Payment Net Terms | | Required |  |  |
| Buyer VAT ID | | Required |  |  |
| Supplier VAT ID | | Required |  |  |
| Registration ID | | Out Of Scope |  |  |
| Line Item | Invoice Line | | Required | * Outline any line-item requirements. |  |
| Quantity | | Required |  |  |
| Unit Price | | Required | * [Precision Rounding on Invoices](https://support.ariba.com/Item/view/196374) * Confirm number of decimals supported and if Precision Rounding is required |  |
| Unit Of Measure | | Required | * Confirm Buyer UOM requirements |  |
| Order Line Number reference | | Required | * Confirm order line reference number requirements |  |
| Advanced Pricing/Price Basis Quantity | | Out Of Scope | * [Advanced Pricing/Price Basis Quantity (PBQ)](https://support.ariba.com/Item/view/196374) * Suppliers are allowed to change advanced pricing details in the line item level. |  |
| Supplier Part Id | | Required | Should follow the Purchase Order |  |
| Supplier Auxiliary Part ID | | Optional |  |  |
| Buyer Part Id | | Out Of Scope |  |  |
| Item Description | | Required |  |  |
| Tax | Alternate Currency | Required | * “alternateCurrency” may be required if: * Buyer has specific rules in place requiring alternate currency * Buyer and Supplier reside in different countries * PO and Invoice have different currencies * Ship To country code does not match invoice currency |  |
| Category | Required | VAT |  |
| Percentage Rate | Required |  |  |
| Supply Date (tax point date) | Required |  |  |
| Tax Amount | Required |  |  |
| Taxable Amount | Required |  |  |
| Tax Description | Required |  |  |
| Tax Location | Out Of Scope |  |  |
| Allowance & Charges | | 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 |  |
| Summary | Tax | Alternate Currency | Optional | * “alternateCurrency” may be required if: * Buyer has specific rules in place requiring alternate currency * Buyer and Supplier reside in different countries * PO and Invoice have different currencies * Ship To country code does not match invoice currency * Summary tax is required on all invoices even if the amount is zero (0.00) |  |
| Category | VAT |  |  |
| Percentage Rate | Required |  |  |
| Supply Date (tax point date) | Required |  |  |
| Tax Amount | Required |  |  |
| Taxable Amount | Required |  |  |
| Tax Description | Required |  |  |
| Tax Location | Out Of Scope |  |  |
| Special Handling Amount | | Optional |  |  |
| Shipping Amount | | Optional |  |  |
| Net Amount | | Required |  |  |
| Gross Amount | | Required |  |  |
| Invoice Detail Discount | | Optional |  |  |
| Due Amount | | Required | * “alternateCurrency” and “alternateAmount” may be required if Buyer has flagged this in the business rules |  |

# Cutover

| Description Specifics | Buyer Cutover Process | Supplier Comments |
| --- | --- | --- |
| Legacy Orders | * Will open orders be handled outside of AN post go-live?   Yes, prior to going live, POs to be invoiced and paid as much as possible and PO closed on Legacy. Balance moved to Ariba.   * Will there be expectation to close any open orders prior to go-live? Yes and process all outstanding invoices, including invoices going through dispute * Would open orders be expected to be closed by a certain date (both on and outside of AN)? Yes, although may not be a specific date, rather a matter of priority. * Will the buyer be sending legacy transactions on AN? NO * Would only specific orders be sent as legacy? NA * Will legacy orders be recreated as new orders? Yes, verified open balances will be migrated to Ariba and the balance issued under a new supplier number and new PO number * If yes, will they have the same order number? No, but the new PO number will reference the old PO number * Are there any specific instructions as to how legacy orders should be handled on AN? Nothing specific, will be a typical PO * 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? 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.