

INTERNAL | SAP AND PARTNER USE ONLY

SAP Business Network Integration

Solution Blueprint



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

**Purpose**

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

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

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| --- |
| Claritev |

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# Version History

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

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

|  |  |  |
| --- | --- | --- |
| Version | Date | Description |
| V1 | January 2025 | Initial Version of Document |
| V2 | February 2025 | Multiplan rebranded to Claritev |
| V3 | March 2025 | Highlight taxes at line as out of scope |

# 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 |  |
| Solutions Purchased | SAP Business Network for Procurement   * SAP Ariba Buying and Invoicing (B&I) |
| UoM Classification | ISO |
| Commodity Codes | UNSPSC V12.2 |

# Project Scope

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

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

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

**Remove This Text Box**

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

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

## Orders

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

**Remove This Text Box**

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

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

**Remove This Text Box**

|  |  |  |  |
| --- | --- | --- | --- |
| Description  Attributes | | Buyer Supported | Supplier Supported/Format |
| General | Split Orders |  |  |
| Order Numbering |  |  |
| Attachments |  |  |
| Header | Bill To | Address & ID need to be captured and returned on the invoice. |  |
| Ship To | Address & ID need to be captured and returned on the invoice. |  |
| Private End User |  |  |
| Purchasing Agent |  |  |
| Payment Terms | Needs to be captured and returned on the invoice. |  |
| Need By Date |  |  |
| Comments |  |  |
| Extrinsic |  |  |
| Control Keys |  |  |
| Service Date (start & end) |  |  |
| Line Item | Order Item Numbering |  |  |
| Supplier Part ID | “Not Available” will be sent for non-catalog orders. |  |
| Supplier Part Auxiliary ID |  |  |
| Unit Price | * [Precision Rounding on Invoices](https://support.ariba.com/Item/view/196374) * 2 decimals supported. |  |
| Advanced Pricing/Price Basis Quantity |  |  |
| Unit of Measure | UNUOM |  |
| Ship To | Address & ID need to be captured and returned on the invoice. |  |
| Extrinsic Values |  |  |
| Control Keys |  |  |
| Service Date (start & end) | Will the start & end date be sent on Service orders? |  |

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

**Remove This Text Box**

|  |  |  |
| --- | --- | --- |
| Description  Order Processing Specifics | Buyer Supported | Supplier Supported/Format |
| How are change/cancel orders handled? Change order types: OC based; customer initiated etc. |  |  |
| Describe any process requiring manual validation/further contact with customer/supplier to complete processing. |  |  |
| Will there be specific orders/special items requiring exception in processing?  Are there any other exceptions/specific processing instructions for this buyer? |  |  |
| 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. |  |  |

## Order Confirmation

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

**Remove This Text Box**

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

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

**Remove This Text Box**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description  Attributes | | Buyer Supported  (Required/ Optional/  Out of Scope) | Buyer Comments | Supplier Comments |
| General | Attachments | Optional |  |  |
| Change Orders | Optional |  |  |
| Invoicing | Optional |  |  |
| Tolerance | Out of Scope |  |  |
| Other | Out of Scope |  |  |
| Header | OC updates | Optional |  |  |
| Rejection Reason | Required |  |  |
| Acceptance | Optional |  |  |
| Line Item | Changes | Out of Scope |  |  |
| Line Comments | Out of Scope |  |  |
| Rejection Reason | Out of Scope |  |  |
| Backorder | Out of Scope |  |  |
| Delivery Date | Out of Scope |  |  |
| Shipment Date | Out of Scope |  |  |
| Unit Price | Out of Scope |  |  |
| Unit Price Currency | Out of Scope |  |  |
| Item Description | Out of Scope |  |  |

## Advanced Shipping Notification (ASN)

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

**Remove This Text Box**

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

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

**Remove This Text Box**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description  Attributes | | Buyer Supported  (Required/ Optional/  Out of Scope) | Buyer Comments | Supplier Comments |
| General | Attachments | Optional |  |  |
| Confirmation Status | Out of Scope |  |  |
| Order Confirmation | Optional |  |  |
| Tolerance | Out of Scope |  |  |
| Other |  |  |  |
| Header | Notice Date | Required |  |  |
| Shipping Date | Required |  |  |
| Delivery Date | Required |  |  |
| Delivery & Transport | Optional |  |  |
| Line Item | Quantity | Optional |  |  |
| Asset Serial Number | Optional |  |  |
| Shipment Serial Numbers | Optional |  |  |
| Packing Slip | Optional |  |  |

## Service Entry Sheets

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

**Remove This Text Box**

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

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

**Remove This Text Box**

## Receipt Notification (Goods Receipt Notice)

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

**Remove This Text Box**

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

## Invoice

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

**Remove This Text Box**

**IA -** After validation via solutions testing, if Invoice’s are Out of Scope for the buyer delete the entire **Attributes table** below. If Invoices are in scope, utilize the RGW and BRV for filling out this section. Verify through solutions testing. Replace Buyer Comments with the buyer requirement. Delete this table if invoices are out of scope.

**Remove This Text Box**

|  |  |  |
| --- | --- | --- |
| Description  Type | Buyer Supported  (Required/Optional/Out of Scope) | Supplier Supported/Format  (No or online, email, cXML, D96A, X12, CSV, PIDX, etc.) |
| Catalog | Required |  |
| Non-Catalog | Required |  |
| Contract | Out of Scope |  |
| Blanket | Out of Scope |  |
| Non-PO | Out of Scope |  |
| Service | Required |  |
| Service as Material | Out of Scope |  |
| Other |  |  |
| Credit – Header Level | Out of Scope |  |
| Credit – Line Level | Required |  |
| Debit – Header Level | Out of Scope |  |
| Debit – Line Level | Out of Scope |  |
| Invoice Rejection | Optional |  |
| Invoice Status Update | Optional |  |

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

**Remove This Text Box**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Description  Attributes | | | Buyer Supported  (Required/ Optional/  Out of Scope) | Buyer Comments | Supplier Comments |
| General | Attachments | | Optional |  |  |
| Precision Rounding | | Optional |  |  |
| 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/rebate (if any)  **Due amount** = Gross amount - adjustments (if any)  \*No discount/rebate => Net amount = Gross amount | |  |
| Address IDs | | Please **discuss** with project parties if a list of addresses/IDs is required for processing. | |  |
| Satellite Requirements | |  | Are there any Buyer specific processes for invoicing not controlled through BN transaction validation rules? |  |
| Supplier Invoice Processing | Real Time |  |  |  |
| Batched |  |  |  |
| Scheduled Run Nightly |  |  |  |
| Monthly |  |  |  |
| Next Day |  |  |  |
| Validation prior to sending to BN |  |  |  |
| Header | Invoice Number | | 16 chars max  Only dash (-) is accepted as special character |  |  |
| Invoice Date | | Required | Backdating not allowed |  |
| Bill To | | Required | Address & ID |  |
| Remit To | | Optional |  |  |
| Sold To | | Optional |  |  |
| From | | Required |  |  |
| Ship From | | Required |  |  |
| Ship To | | Required | Address & ID |  |
| Strict Validation | Name |  |  |  |
| Street |  |  |  |
| City |  |  |  |
| State |  |  |  |
| Postal Code |  |  |  |
| Country |  |  |  |
| Bank Account Details | | Optional |  |  |
| Payment Net Terms | | Required | Need to match PO |  |
| Buyer VAT ID | | Optional |  |  |
| Supplier VAT ID | | Optional |  |  |
| Registration ID | | Optional |  |  |
| Line Item | Invoice Line | | Required |  |  |
| Quantity | | Required |  |  |
| Unit Price | | Required | * [Precision Rounding on Invoices](https://support.ariba.com/Item/view/196374)   2 decimals supported |  |
| Unit Of Measure | | Required |  |  |
| Order Line Number reference | | Required |  |  |
| Advanced Pricing/Price Basis Quantity | | Optional | * [Advanced Pricing/Price Basis Quantity (PBQ)](https://support.ariba.com/Item/view/196374) |  |
| Supplier Part Id | | Required |  |  |
| Supplier Auxiliary Part ID | | Optional |  |  |
| Buyer Part Id | | Out of Scope |  |  |
| Item Description | | Required |  |  |
| Tax | Alternate Currency | Out of Scope |  |  |
| Category | Optional |  |  |
| Percentage Rate | Optional |  |  |
| Supply Date (tax point date) | Out of Scope |  |  |
| Tax Amount | Optional |  |  |
| Taxable Amount | Optional |  |  |
| Tax Description | Optional |  |  |
| Tax Location | Out of Scope |  |  |
| Allowance & Charges | | Optional |  |  |
| Shipping & Handling | | Optional |  |  |
| Net Amount | | Required |  |  |
| Amount without tax | | Required |  |  |
| Subtotal Amount | | Required |  |  |
| Summary | Tax | Alternate Currency | Out of Scope |  |  |
| Category | Optional |  |  |
| Percentage Rate | Optional |  |  |
| Supply Date (tax point date) | Out of Scope |  |  |
| Tax Amount | Optional |  |  |
| Taxable Amount | Optional |  |  |
| Tax Description | Optional |  |  |
| Tax Location | Out of Scope |  |  |
| Special Handling Amount | | Optional |  |  |
| Shipping Amount | | Optional |  |  |
| Net Amount | | Required |  |  |
| Gross Amount | | Required |  |  |
| Invoice Detail Discount | | Out of Scope |  |  |
| Due Amount | | Required |  |  |

## Remittance Advice

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

**Remove This Text Box**

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

# Cutover

**IA** – Update the Buyer Comments sections with the Buyer’s response. Questions in *Buyer Cutover Process* section are intended to help support a discussion with the Buyer, but not limited to the below.

This section needs to be revisited as part of final checks before transition and update accordingly to what it will look like post pilot/run state. **In some cases, cutover strategy may be different in pilot and run phases.**

**Remove This Text Box**

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

**Remove This Text Box**

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

# Error handling

**IA –** Update **Buyer Comments** with any buyer requirements related to error handling.

**Remove This Text Box**

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

**Remove This Text Box**

|  |  |  |
| --- | --- | --- |
| Description  Specifics | Buyer Comments | Supplier Comments |
| Failed or Rejected Document Transmissions |  | 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

**IA**– Update chart and buyer comments as needed.

**Remove This Text Box**

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

**Remove This Text Box**

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

# Project Tracking

## Project Teams

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

**Remove This Text Box**

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

## Project Schedule

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

**Remove This Text Box**

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

## Sign Off

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

**Remove This Text Box**

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

# Risks

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

**Remove This Text Box**

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

# Supplemental Documentation

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

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

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

## SAP Help Portal

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

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

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

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

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

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

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

## cXML Supplemental Documentation

New cXML supplier to SAP Business Network must:

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

cXML Document Type Definitions (DTD’s)

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

## EDI Supplemental Documentation

EDI D96A/X12 Supplemental Documentation   
[All EDIFACT D96A Implementation Guides](https://help.sap.com/docs/EDIFACT_D96A)

[All ANSI X12 Implementation Guides](https://help.sap.com/docs/ANSIX12_4010)

## PIDX Supplemental Documentation via SAP Cloud Integration Gateway

PIDX Supplemental Documentation   
[All PIDX Implementation Guides](https://help.sap.com/docs/PIDX_1.61)

## Guided Integration for Trading Partners

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

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

# SAP Business Network customer support for Suppliers

## Post Go Live Support

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

## How to utilize Help Center and request assistance

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

## Access the Help Center

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

## Using SAP Business Network Help Center

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

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

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

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