



# Frequently Asked Questions

## Singapore Airlines & SIA Engineering Company SAP Business Network

*Updated as of 19 Jun 2025*

**Note:** In this document, Singapore Airlines & SIA Engineering Company are collectively addressed as SIA.

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## About SIA/SIAEC's Supplier Onboarding to SAP Business Network

### Why is Singapore Airlines and SIA Engineering Company changing to SAP Ariba?

We are adopting SAP Ariba to streamline and digitize our entire Source to Pay process. This includes strategic sourcing, contract management, supplier lifecycle and performance management, as well as transactional procurement, all within a single integrated platform.

### How will this change affect me from go-live?

From go-live, you can bid on sourcing events (like quotations and tenders), contracting activities and the processing of purchase orders and invoices via the SAP Business Network. To do this, you will need to register for at least a standard (free) account on SAP Business Network or link your existing account to SIA. You need to follow the simple process of registering your company in our SAP Business Network by clicking on the link in the invitation email to onboard. Prior to go-live, functional training would be provided so that you would be equipped with the necessary information.

### Why do we need to join SAP Business Network?

We are implementing new procurement standards to streamline procurement and accounts payable processes. The introduction of SAP Ariba modules will eliminate manual processes and duplication of effort for both parties. It will also ensure that supplier details remain current and accurate.

### Is SAP Business Network replacing the SESAMi portal for SIA & SIAEC?

There will be a transition phase as we cutover to the new processes and system. But once we go live fully and implement all the processes in SAP, we will no longer be using SESAMi.

### How do we remove our account / registration from SESAMi after SIA migrated to SAP Business Network?

You will have to write or call in to SESAMi to terminate your account.

### What if I don't want to participate?

Singapore Airlines & SIA Engineering Company will conduct business primarily on the SAP Business Network. Your compliance to onboard onto the SAP Business Network is crucial as we will be conducting our sourcing and contracting activities, processing purchase orders and invoices through the platform. We are committed to the success of this initiative and endeavour to make the transition as seamless as possible for suppliers.

### If I have SESAMi account, will I automatically be registered under SAP Ariba?

No, you will not be automatically registered. You must register for an Ariba account.

## **Will there be any training or guides provided on how to navigate SAP Business Network?**

You can refer to the online training and user guides available at the [SIA Supplier Information Portal](#).

## **Does this SAP Business Network implementation also apply to SIA Engineering Philippines or Scoot?**

The current implementation is for Singapore Airlines and SIA Engineering Company only. If you intend to conduct business with SIA Engineering Philippines (SIAEP) or Scoot, please continue using their existing systems.

## **When is the go live and when can we expect to receive new orders in SAP Business Network?**

We plan to go live in SAP Business Network in the later part of the year. We will provide advance notice of the go-live date. Functional training will be provided in advance.

## **Will there be a separate meeting to discuss the process for individual suppliers?**

If there are any specific queries, please reach out via [SIASupplierenablement@singaporeair.com.sg](mailto:SIASupplierenablement@singaporeair.com.sg).

## **After Go-live, will we still be liaising with the current person/email for sourcing and invoicing, etc.?**

The SIA/SIAEC contact will likely remain the same unless there are staff movements.

## **Will SIA & SIAEC be making purchases through the SAP Business Network?**

Upon go-live, you can expect that our interactions will be done predominantly via the SAP suite of modules for activities pertaining to sourcing, contracting, raising of POs and invoicing as well as supplier registrations/updates. Prior to go-live, functional training would be provided so that you would be equipped with the necessary information.



## About the SAP Business Network

### What is SAP Business Network?

SAP Business Network (<https://supplier.ariba.com>) is a B2B collaboration platform where companies connect, transact, and partner on shared processes and information. It is also where e-commerce documents such as purchase orders, invoices, catalogues, RFQs as well as proposals are exchanged between buyers and suppliers.

### What are the benefits to register for SAP Business Network?

With an SAP Business Network Account, you can:

- Access your request for proposals and contracts
- Maintain supplier information, registration and qualifications
- Receive orders, send invoices, and more
- Monitor the live status of documents and payments
- Demonstrate compliance to buyers
- Access collaborative tools for better customer interactions

### What infrastructure do I need to use the SAP Business Network?

A regular Internet connection and a web browser are the only requirements.

### What browser versions are certified for SAP Business cloud solutions?

If you are a supplier user, go to <https://supplier.ariba.com> and click "Supported browsers and plugins" at the bottom right of the page to access a list of currently supported browsers.

### Is it possible to change the language on the website?

During the creation of your supplier account, you can select the preferred language in which notifications from Ariba Commerce Cloud would be received. The language of the browser from which you log into Ariba supplier account controls the language of User Interface. Please note the language in the forms are defined by SIA.

### How safe is the SAP Business Network? Is my information protected?

The SAP Business Network uses Secure Hypertext Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers, and the SAP Business Network. If you have any suspicion that your account has been compromised, please contact the SAP Business Customer Support via the [Help Center](#).

SIA is not responsible for any data issues, including loss or corruption, that may arise from the use of the third-party SAP Business Network platform.

### **Is SAP Business Network GDPR compliant?**

SAP Business Network is fully compliant with GDPR. For more information, please visit SAP [Trust Center](#).

SIA is not responsible for any data issues, including loss or corruption, that may arise from the use of the third-party SAP Business Network platform.

### **Is SAP Business Network and Ariba Network the same?**

SAP Business Network was formerly known as Ariba Network.

### **Where can I find the Terms and Conditions document between the supplier and SAP?**

Please check <https://supplier.ariba.com> or within your account in the bottom right corner of the page, you will find a link to the "Terms of Use" which can be downloaded.

### **How do I access the Help Center?**

Link to Help Center: [Help Center](#). For instructions check out SAP [video demonstrations](#).

### **Will we be able to see the open business opportunity just like in SESAMi?**

It depends on whether the sourcing event is set up as an open or closed procurement event.

### **What is the difference between Taulia and SAP Business Network?**

Taulia and SAP Business Network are two separate platforms of SAP that SIA uses for different purposes. Taulia is for early payment discount while the supplier onboarding initiative for the SAP Business Network is for the digitisation of the source-to-pay process.

## Accounts, Registration and Trading Relationship

### **If we are already trading with SIA using SESAMi, do we need to register again?**

Yes, you will have to register on the SAP Business network. SESAMi and SAP Business Network are two different platforms.

### **When will we receive the email registration link to become SIA supplier?**

SIA will start triggering invites to suppliers in waves and you will be notified via a Project Notification Letter on the timeline.

### **I have not used SAP before. Will you recommend a person from a specific department (finance, sales, ops, etc.) to be the account administrator?**

Typically, it's between Sales and Finance/Invoice team. It will be ultimately your company's decision who will be the appropriate administrator who is capable to ensure that the account will be active.

### **If I already have an existing SAP Business Network Account, do I need to create a new (or separate) account?**

If you have an existing SAP Business Network account, you can choose to use your existing account to maintain all your customer relationships in one account. Alternatively, you have the option to create a new account if you prefer to maintain different accounts.

### **We have current existing account in SAP but it's under another email of a colleague who had left. Is it possible to add new members into the existing account?**

You must retrieve the administrator account through SAP Support first. Once retrieved, you will then be able to add additional users.

### **How many accounts can we create in the same company name?**

To date, there has been no limit defined (may change without prior notice). However, we do not recommend creating multiple accounts unless there are business requirements (e.g. different legal entities). Refer here to know if your company has an existing account:  
<https://support.ariba.com/item/view/KB0658287>

### **Am I required to register on the SAP Business Network to use Standard account?**

If you are new to the network, yes, you must register on the SAP Business Network to use a Standard account after receiving an email invitation. If you'd like to upgrade to an Enterprise Account later, you have the option to do so.

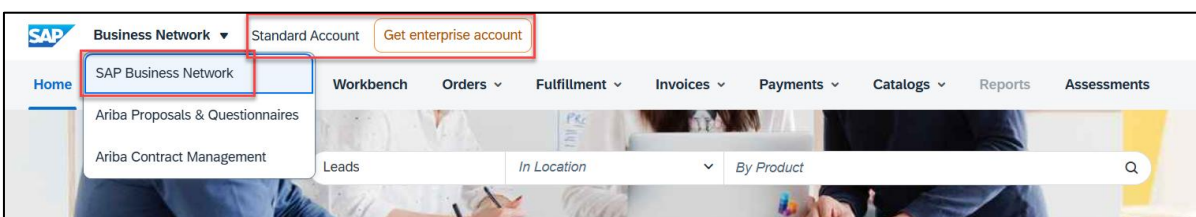
## Am I required to register for a particular account type? How do I choose between the Standard or Enterprise account?

You are not required to register for a specific account type. Suppliers are free to decide which account type to use for your customer relationships. You would need at least a Standard (free) account to transact with SIA. If your company would prefer additional functionalities such as reporting and integration (via cXML or CSV invoice upload), you can upgrade to an Enterprise account.

Please note that SIA is not using the integration functionality currently. You may visit this [page](#) on the SAP website for more information on the difference between the two accounts.

## How do I identify my account type (Standard Account or Enterprise Account)?

You should see it at the top part of the ribbon of the account.



## Can I upgrade my Standard account to Enterprise account?

Yes, as the account administrator, you will be able to upgrade your account. Please refer [here](#). You can also check Enterprise account details, functionalities and potential fees [here](#).

## If I upgrade to Enterprise account, can I change back to Standard account later?

Yes, as the account administrator, you can also convert your Enterprise to standard account from your account. Please refer [here](#).

## If the transactions hit the threshold/target and becomes chargeable but next year the sales orders decrease, will we still be charged or will the account be automatically downgraded to the free account?

As enterprise account has subscription fee and transaction fee, you may still be charged accordingly as long as your account remains enterprise and the thresholds are met. The account does not auto-downgrade. Conversely, if you are using a standard account, the account does not auto-upgrade.

## If we are using the same SAP Business Network account with our other clients. What's the advantage? Will it be confusing for me to differentiate my clients?

You will be able to manage your account using one log in credential. The SAP Business Network will clearly display the events from the different clients.

## **Can we use the same account for two different entities?**

Every legal entity must have their own SAP Business Network ID. You are also able to manage multiple accounts in an account hierarchy.

Administrators: For each account, you can have only one account administrator, but the account administrator can provide access to multiple users. Please search for “User Creation” in the SAP Business Network [Help Center](#) for more instructions or check SAP [video demos](#) on User Creation. All users from your company have their own Username and Password to access the account.

## **We have accidentally created multiple accounts. Can we reduce all to 1 account?**

You must first check internally which accounts are active and in use. The account can only be expired by the Account Administrator. Refer [here](#) if you want to delete a Standard account and refer [here](#) to delete Enterprise account. For further guidance, contact SAP support via [Help Center](#).

## **Is it possible to create more users or shall I create more accounts?**

You can create up to 2000 different users for any type of SAP Business network account that you may have. Please search for “User Creation” in the SAP Business Network [Help Center](#) for more instructions or check SAP [video demos](#) on User Creation.

## **Can I use the same account for responding to SAP Business Sourcing requests and exchanging documents in SAP Business Network?**

You should use the same account/Business Network ID for both Proposals and Questionnaires and document transactions such as POs and Invoices. You can switch between the solutions by clicking on the top left button of your home page and choosing the respective one.

For instructions on how to fill out the registration questionnaire, please check out the SAP [video](#).

## **Can we have separate accounts/ SAP Business Network IDs for sourcing/RFQ activities and PO/invoice transactions?**

We recommend using a single SAP Business Network Account for both engagements for the best experience.

## **Can the standard account download data into excel?**

Yes, you can export data from your workbench and select any of the fields available for download.

## **What is the support available for standard accounts?**

Both standard and enterprise accounts will have access to support & can raise tickets via [Help Center](#). The support team is available 24/5.

## **I received the system generated invitation to register but I need to send it to another person. Can I send it to the new email address?**

Yes, you can forward the invitation email to your organisation's account administrator to perform the registration.

## What if I did not receive the link to register?

The registration link will be sent to the email address that received the Project Notification Letter from [SIASupplierEnablement@singaporeair.com.sg](mailto:SIASupplierEnablement@singaporeair.com.sg) via the email domain: @ansmtp.ariba.com.

The issue could be related to your mail agent setting – make sure ariba.com is whitelisted. Before requesting to resend the invitation, check the following:

- Search your mailbox for an email with the following email subject: Invitation to Onboard the SAP Business Network with Singapore Airlines.
- Search for the invitation across all your folders, such as your Inbox, Junk or Spam Folders.
- Confirm if one of your colleagues may have received the invitation instead of you.

## If we accidentally reject the relationship or did not accept the connection, how do we resolve it?

Please reach out to [SIASupplierEnablement@singaporeair.com.sg](mailto:SIASupplierEnablement@singaporeair.com.sg) for us to re-establish the relationship.

## I received more than one system generated invitation to Register. Are these duplicates?

If you have more than one entity that is actively trading with us, you will receive one system generated invitation to register per organisation or legal entity. You will need to register each one separately.

**IMPORTANT:** When registering multiple companies, please do so one at a time. Please do not have any other SAP Business Network related invitations to register open in different tabs of your browser. Doing so may result in the details for one company accidentally being saved or linked to another company's questionnaire.

## What should I do if my registration confirmation link has expired?

If your confirmation link has expired, log in to [proposals.seller.ariba.com](https://proposals.seller.ariba.com) and click "Resend". You will then receive another confirmation email.

## How do I verify that the trading relationship with Singapore Airlines has been established?

Please check within your SAP Business Network account under Settings > Customer Relationships to see if you can see Singapore Airlines under "Approved Relationships". If not, please send your Business Network ID (ANID) to your customer. Check out also the related article in our [Help Center](#).

## **I'm struggling to login with my existing Business Network account credentials. What do I do?**

If you are experiencing this problem, it could be one of the scenarios below:

1. You have already logged into your existing account but have also clicked on the link in the email for the first time.

**IMPORTANT:** The system will view this as an attempt to log in twice at the same time. You must either click on the link and login from there or log into your existing account and navigate to the Ariba Sourcing screen. You cannot to do both.

2. If you have another SAP Business Network site open in another browser tab, please close that other tab and try to login again.

3. If you received a certificate error in your browser when trying to access the SAP Business Network login page at <https://supplier.ariba.com>, please clear your browser cache, cookies and search history. Close the browser and then try opening the page again.

## **How do I contact or check account administrator for my company?**

To view your administrator's contact information, follow the below steps:

1. Ensure you are login to your SAP Business Network account.
2. In the upper right corner, click [user initials] > Contact Administrator.
3. Contact information is located underneath Account Administrator Information.

## **How do I retrieve my username?**

If you forgot your username, follow the directions below to retrieve it:

1. On the Supplier Login page, click Forgot Username.
2. Enter in the email address that is registered to the account in the Email Address field and click Submit.
3. Check your email for a notification that contains a list of usernames associated with your email address.

Please note that usernames are case sensitive.

## **What is the password management?**

SAP BN requires password which are at least 8 characters long which can include only alphabetic letters, numbers, and common symbols. If there is a need to reset password, please check with your account administrator. You may refer to the section on how to reset password below.

## **How do I change the administrator user in my SAP Business Network supplier account?**

Refer to this [SAP Guide](#).

## How do I reset password?

Follow the steps to change your password if you remember your current password by signing into SAP Business network Supplier Account.

1. Click [User Initials] > My Account.
2. Click Change Password under Account Information.
3. Enter Current Password, New Password and Confirm Password.
4. Click Save Password.

Follow the steps below to reset your password if you have forgotten your current password.

1. Go to Supplier Login page.
2. Enter your Username, click Next.
3. Click Forgot password.
4. Enter your Email Address.
5. Click Submit.

An email is sent containing a link to reset your password.

Once you receive the email, complete the following steps:

1. Click the link in the email to open the Password Reset page.
2. Enter your New Password and Confirm Your Password.
3. Click Submit.

## How do I change or update my email address or username?

To update the email address, username, contact information, preferred language, time zone, or currency on your account:

1. Click on top right corner icon > My Account in the menu.
2. Edit any fields as needed.
3. Click Save.

If you update your email address, be sure to click the link in the confirmation email sent to the new email address.

Additional Information: Usernames are unique and cannot be used multiple times. They also need to be formatted like an email, but do not need to be a valid address. For example, if your username of test@ariba.com was not accepted, try test1@ariba.com.

You may also consider checking your account notification settings to be sure that the correct email is being used.



## What are some common issues when registering an account?

The following list describes common registration issues and how to resolve them:

**Duplicate username:** You can access your existing account or create a new user account with a unique username by deselecting the "Use my email as my username" box under the Email field. Your username does not need to match your email address.

**Duplicate D-U-N-S (Data Universal Numbering System) number:** You can leave the DUNS Number field empty during registration or contact the administrator of the account that already uses the same number. You can also add your D-U-N-S number on the Marketing tab of your Company Profile after registration.

**Account already merged when registering with an existing account:** This occurs when you try to link to a sourcing buyer with an account that is already used on the buyer's site. You can contact your buyer to find the linked account and deactivate any duplicate account(s). Alternatively, you can create a new account.

**Different username and password expected when registering with an existing account:** This occurs when you try to link to a sourcing buyer with an account that is different from the accounts used by others in your company. You can try to find the existing account by contacting your colleagues and/or the buyer. Alternatively, you can create a new account.

**Duplicate Account Warning:** "We have noticed that there may already be an SAP Business Network account registered by your company. Please review before you create a new account.": An account very similar to other ones that were created in the past is being created. Ariba shows this warning message to try to prevent users from creating duplicate accounts.

**Error:** "There has been an issue connecting to the Sourcing Server. Please try to connect to the service later." If you experience this error repeatedly, there is a conflict between information in the registered account and in the sourcing buyer's site. Your buyer might have some of your account information stored in a different account. Contact SAP Support via the [Help Center](#) to review the possible conflicts.

## Why do I see the following error message: "User already exists. Please enter a different username."?

You are receiving this message because the username you are entering is already associated with an SAP Business Network, SAP Business Network Discovery, or SAP Business Network Sourcing supplier account. You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba's system requirements.

SAP Business Network requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if your username of example@ariba.com was not accepted, you can try using example1@ariba.com.

**Note:** To access the account that already exists, please use the [following site](#) to request a password reset for the registered username. Click Forgot Username or Password on the login page.

## How do I configure my email notification preferences?

Account administrator has the authorization to edit order routing settings, notification settings for all sub-users with an SAP Business Network Account.

To change the notifications, you receive from SAP Ariba and edit the associated email address(es):

1. In the upper-right corner of the application, click [user initials] > Settings and select Notifications.
2. Click the tabs along the top depending on desired notification types (General, Network, Discovery, and Sourcing & Contracts tabs).

You can update the email address(es) for each individual notification type by changing the address(es) in the To email addresses column. Enter up to three email addresses per notification type, separated by a comma and no space.

You can remove a particular notification by unchecking the box next to the specific notification you want to change.

3. Click Save.

To update the email addresses which your purchase orders are sent to:

1. In the upper-right corner of the application, click [user initials] > Settings and select Electronic Order Routing.
2. Under Routing Method > Email, you can enter up to five email addresses separated by a comma and no space for each notification.
3. Click Save.

To update notifications about Invoice status:

1. In the upper-right corner of the application, click [user initials] > Settings and select Electronic Invoice Routing.
2. Under Notifications, check the box to turn on/off notification types.
3. You can enter up to three email addresses separated by a comma and no space for each notification.
4. Click Save.

## Can my account have more than one administrator?

Only one user can be named the administrator of your account. Sub-users can be granted all permissions to give them access to everything on the account except for the Users page. Only the account administrator can manage users and roles.

Additional Information: If you are the current administrator, you can reassign the administrator role to another user in your company's account. If you need to become the administrator, contact your account administrator to reassign the role.

## How many users can a Supplier register for SIA?

The SAP Business Network allows an Account Administrator to set up sub users and the roles of the sub users are to be managed by the Account Administrator. A Supplier can create up to 2000 sub users however it is not recommended to create multiple sub users. Please note that each entity should only have one account set-up for the trading relationship with SIA.

## How can I change the language of my SAP Business Network account?

The SAP Business Network account is linked with the language preference of your browser.

Using Internet Explorer:

Click Tools > Internet Options > Languages.

1. In the Language Preference window, click Add to add the desired language.
2. Select the language to add and click OK.
3. This language will need to be placed at the top of the list using the Move up button.
4. Click OK and click OK again from the Internet Options window.

Using Mozilla Firefox:

Click Tools > Options > Content > Languages > Choose.

1. Select the language you want and click Add.
2. This language will need to be placed at the top of the list using the Move up button.
3. Click OK and click OK again from the Options window.

Using Google Chrome:

Click the options menu in the upper right corner and choose Settings.

1. Click Show advanced settings
2. In the Languages section, click Language and input settings.
3. Click Add.
4. Choose the language you want and click OK.
5. Drag this language to the top of the list and click Done.
6. Close the options tab.

Next, close your browser and reopen it for the changes to take effect. If the language you select is not supported by Ariba, it defaults to English.

Additional Information: Your browser languages does not change the language you specify for email notification

## How do I update my company's contact information?

If you are the account administrator, you can make the updates by doing the following:

1. Click [user initials] in the upper-right corner of the application.
2. Select Company Profile.
3. Update any necessary fields in the Basic tab.
4. Click Save.

If individual contacts in your company have changed, you might also need to update your notification preferences by clicking [user initials] > Settings and selecting Notifications.

If you are a user on the account, contact your account administrator to update this information. In the upper-right corner of the application, click [user initials] > Contact Administrator to see your admin's contact information.

## How do I access and change the former administrator's account?

If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different person.

If the account administrator is no longer with your company, but you have access to the registered email:

1. Use the Forgot Username or Password links on the login page to request a Password Reset.
2. After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself.

If the account administrator is no longer with your company and there is no access to the email address of the previous account administrator, contact SAP Business Network Customer Support via the [Help Center](#) to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address. More information on how to contact SAP Support [here](#).

Additional Information: Account Reassignment requests go to a specific team within SAP Business Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.

## I have existing SAP Business Network account with other client, can I use the same email address to register an account for SIA?

Yes, existing email address with other clients can be used to register for SIA.

## Where do I find my SAP Business Network ID number?

Your account's Business Network ID number appears under Account Settings icon in the top right. It is also visible at the bottom of every page, to the right of your company's name.

Additional Information: If you are unable to access your account (unknown Username and /or Password) and the registered email address is accessible, please reset the password. The email you receive will reveal the Username and allow you to reset the password.

If you are unable to access your account (unknown Username and / or Password) and the registered email address is no longer valid or accessible, please contact your customer; they have your Business Network ID on record and can share it with you on request.

Your Business Network ID number acts as your company's account number in the SAP Business system. It is used for a variety of tasks, including:

- Helping SAP Business Customer Support locate your account.
- Establishing trading relationships with buyers.
- Merging/logging into private accounts.
- Linking accounts.

## How do I reassign my administrator account to a co-worker?

If you're leaving your company or moving to a new position, you need to transfer ownership of the SAP Business Network account by choosing a new administrator. This ensures that your company doesn't experience interruptions in access to the account or in transactions with your customers. The process of transferring the administrator role can be done in a couple of different ways depending in how the account and its sub users are currently set up.

To transfer the administrator role to an existing user:

1. In the upper right corner, click Account Settings icon > Settings > Users.
2. Select the user who will be the new administrator.
3. Click Make Administrator.
4. Select a new role for your own user account and click Assign.
5. Click OK to transfer the account administrator role.

To update your account information:

1. In the upper right corner, click Account Settings icon > My Account.
2. Update this page with the new administrator information in the User Account Information section. Remember to change the following:
  - Username
  - User's full name
  - User email
  - Contact information
3. Click Save.

After either of these options are completed, you will also want to confirm that all email notification settings are updated as well, which includes those related to where purchase orders are sent if you use the account for orders and invoicing.

For detailed instructions check out the related article in [Help Center](#).

## How do I update my email notification preferences?

Only an account administrator has the authorization to edit order routing settings, notification settings, and user roles for themselves and all sub-users with an SAP Business Account.

To change the notifications received and edit the associated email address(es):

1. Click Account Settings icon > Settings in the upper right corner of the Homepage.
2. Click Notifications.
3. Click one or all of the tabs depending on desired notification types (General, Network, Discovery, Sourcing & Contracts, and Messaging tabs).
  - You can update the email address(es) for each individual notification type by changing the address(es) in the To email addresses (one required) column. Enter up to three email addresses per notification type, separated by commas.
  - You can remove a particular notification by unchecking the box next to the specific notification you want to change.
4. Click Save when you are finished.

### **Will supplier information be maintained in SAP Business Network? Who should we contact if there is an update required?**

Yes, it has to be maintained in SAP Business Network. We will provide more information on how to update during the functional training. If you need to make updates prior to go-live, you can reach out to us via [SIASupplierenablement@singaporeair.com.sg](mailto:SIASupplierenablement@singaporeair.com.sg).

### **I have two different companies that are currently suppliers to SIA/SIAEC but I only received one registration link for the SAP Business Network. What should I do?**

If both companies are separate legal entities, and do not share the same UEN number, you should register both companies on SAP Business Network. As we are reaching out to our suppliers progressively, the email invites may be sent out at different times.

However, if both companies share the same UEN number, then you should only register one of them on the SAP Business Network.

### **If we have multiple business units who have dealings with different departments in SIA/SIAEC, can we set up multiple accounts?**

Each entity should have one account which will be managed by one account administrator. If there are multiple business units who have dealings with different departments in SIA/SIAEC, please ensure that the administrator provides access to all the users from the different business units. Please search for “User Creation” in the SAP Business Network [Help Center](#) for more instructions or check SAP [video demos](#) on User Creation. All users from your company have their own Username and Password to access the account.

### **If both SIA and SIAEC share the same SAP Business Network account, will the system auto trigger the invoice to the correct entity during invoice submission?**

The invoice submitted will be routed to SIA or SIAEC based on the PO number, as invoices must be issued against a PO number.

### **When do we have to set up our SAP Business Network Account by?**

We will send out the email invite the day after the summit. You will have 5 days to complete it. Appreciate your cooperation to complete the set up as soon as possible. Reminders will be sent if you do not complete the registration.

### **Will SIA do a clean-up and send reminders if suppliers do not register for an SAP Business Network account after go-live?**

We will send out reminders after the invite has been sent out if there are no responses from suppliers. Please do not wait until after go-live to register as this may result in delays in our transactions and you might miss out on the functional training.

**When will suppliers be able to try out the new system?**

Upon registration, suppliers can log onto their account and explore the SAP Business Network. However, the go-live date for SIA will be in the later part of the year. We will provide advance notice prior to the go-live date.

**Do we need to register separate SAP Business Network account for Singapore Airlines and SIA Engineering Company?**

You will only need to register a single SAP Business Network account for both Singapore Airlines and SIA Engineering Company.

## Transacting Documents and Processes

### Can I continue to submit tenders using old processes?

After go-live, the old sourcing processes will no longer be used. The new system is user-friendly and provides an improved supplier experience. You need to follow the simple process of registering your company in our SAP Business Network so we can continue our business relationship.

### How many email addresses in my company can receive PO emails from my Supplier account?

You can configure up to 5 email addresses for your purchase order notifications and 3 email addresses for notifications regarding invoices. Potentially you can further customize your PO notifications per customer relationships. We advise you to add a general inbox or the administrator's email address for notifications, and refrain from using your personal email address. You can change the email address(es) at any time. When you login into your account, go to Settings > Electronic Order Routing and then update the email address(es), see the [video instructions on the PO Notifications](#).

### What document types are supported for the standard (free) account?

You can transact unlimited documents such as:

- Orders
- Order Confirmation (OC)
- Advance ship notices (ASN)
- Service entry sheets (SES)
- Purchase order (PO)-invoices using PO-Flip (simply converts orders into an e-invoice)
- Non-PO invoices
- Credit memos
- Invoice status notifications
- Payment proposals
- Remittance details

### Once we receive a Purchase order through SAP Business Network, do we still have to accept the PO like we did through SESAMi?

POs will have to be accepted via the SAP Business Network. Doing so will streamline our processes to improve processing time and reduce errors.

### Is there a limit of documents I can transact on this platform?

There is no limit of documents you can transact via SAP Business Network. If you have Enterprise account, fees may apply according to the volume of documents and transactions.



**How long does it take until the customer receives my invoice?**

If the invoice is submitted via commerce automation, the transmission status of the invoice would be updated in real time.

**Will the PO number be indicated to link the PO and invoice?**

Yes, if commerce automation is enabled, the PO information can be used to flip into the invoice and both documents will show the PO reference number. More information will be shared during functional training.

**Are we required to tag invoices to PO during e-submission? How do we tag multiple purchase orders to a single invoice?**

Yes. We will need to have the PO number in the invoices. More information will be provided during functional training.

**What about price notification? Do I need to submit through SAP Business Network or the usual submission by pdf and email?**

If you are referring to submissions for bids, yes, you would need to submit via the SAP Business Network for sourcing events conducted via SAP from go-live.

**Will the goods receiving process stay the same?**

Goods receipt should be completed in SAP after we go-live.

**Will the new process override existing process such as invoices and emails?****Does it mean we will forego the existing manual processed?**

Yes, there will be changes to our processes and systems after we go live. We will provide training and communications to both internal and external stakeholders prior to go-live.

**We have some existing invoices generated before this summit. How do we process these documents from go-live if they remain unpaid?**

We will roll out a cutover preparation plan and will share across closer to the go-live date in the later part of this year.

**Will invoicing and tenders be processed entirely through SAP Business Network?**

We will be using the SAP suite of modules primarily for our entire source to pay process. We will provide more information during functional training.

### **If the invoice has been issued, it only needs to be uploaded to SAP Business Network?**

Existing invoices should be settled prior to go-live. If there are pending invoices at the point when we are planning to go live, we will provide the instructions as part of the cutover preparation prior to go-live.

### **If we encounter technical errors e.g. PO not reflecting in our SAP Business Network account, who should be submitting the ticket on this error?**

Once it has been established with the buyer that the PO had been successfully sent to the network and to the correct ANID account, you can raise a ticket to SAP Support through the Help Center.

### **Currently, we are uploading our invoices via SESAMi portal. How different are they two systems?**

SAP Business Network and SESAMi are different systems. Moving forward, we plan to integrate our end-to-end Source to Pay process within the SAP suite of modules. SAP will be replacing SESAMi after go-live. We will share more on the updated processes during the functional training.

### **Will the current invoice submission process change before SAP Business Network goes live? E.g. if the current method is manual email submission?**

We will follow the current process until go-live. We will provide communications and training prior to go-live on the system and process changes.

### **From go-live, will SAP Business Network include RFQ submissions and Tender Invitations?**

Yes, we will be performing our source-to-pay activities predominantly via the SAP suite of modules from go-live.

### **During transition from SESAMi to SAP Business Network, will we still receive POs and invoices from SESAMi?**

We will provide more information for outstanding POs and invoices prior to go-live during our cutover preparation and communications.

### **Will we get prompt payment via the SAP Business Network?**

With SAP Commerce Automation, we expect the invoice verification process to be streamlined to improve payment efficiency.

### **Will suppliers receive all RFQs regardless of our core products?**

It depends if the sourcing event is set up as an open or closed event.

**Will the new system help to track quotation, invoices and inventory levels?**

We will be covering these processes under the functional training in due time.

**What happens to invoices that are migrated to SAP Business Network before the 30 days credit terms are due?**

This will be part of the cutover preparation prior to go-live.

**Will we be required to submit all future quotations/tender submissions through SAP?**

Yes, if the sourcing event is conducted through SAP Ariba, suppliers would be required to submit the responses on the same platform.

**Will suppliers be able to submit invoice directly without a Purchase Order?**

Purchase orders will be issued by SIA/SIAEC. More details will be shared during the functional training prior to go-live.

**Will we be able to accept orders via email after we onboard SAP Business Network?**

We will be performing our transactions predominantly via the SAP suite of modules for activities pertaining to sourcing, contracting, raising of POs and invoicing as well as supplier registrations/updates.

**How long does it take to receive the Purchase Order after it is raised?**

The Purchase Order will be sent out immediately after it is raised on SAP Business Network.

**Will this change be applicable for suppliers that are currently handling orders on other portals other than SESAMi?**

If there is an existing supplier portal currently used by SIA/SIAEC to submit orders for goods and services e.g. SPEC2K, there will be no change to the usage for now. We will contact you directly to inform you if there are any updates or changes in future.

**Will we be receiving reminder emails to submit monthly invoicing instead of logging into SAP Business Network to submit the invoices?**

Once a trading relationship is successfully established, when SIA/SIAEC raises purchase orders through SAP Business Network after go-live, suppliers will be able to flip the purchase orders into invoices via commerce automation instead of raising manual invoices. More information will be shared during functional training.

**Will these changes impact existing contracts with SIA?**

There will be no change to agreed contractual rates. The main change is the digitisation of the source to pay process via the SAP suite of modules. We will provide more information during functional training.

**Does it mean that suppliers will only start work after receiving the Purchase Order?**

The change in system should not hamper our operations as it is meant to improve our efficiency in managing the Source to Pay process.

**Do you have the information available in other languages if our staff is not familiar with English?**

The summit presentation is only available in English however SAP Business Network's user interface and Help Center has translations available to help guide you on how to transact. You may also refer here for generic supplier reference with translations available:

[https://support.ariba.com/SBN\\_Supplier\\_Learning\\_Portal](https://support.ariba.com/SBN_Supplier_Learning_Portal)

## Supplier Fees

### **Do I need to pay to use SAP Business Network or is it for free?**

SAP offers two types of supplier accounts. The standard account includes core functionalities that are sufficient for basic supplier needs. There are no fees for standard account suppliers. Suppliers who require more advance options may opt for a fee-based enterprise account. Check out [SAP Business Network accounts and pricing page](#) for more information.

### **Can we charge SIA for any additional charges incur?**

No, as SAP Business Network offers two types of accounts – Standard (free) and Enterprise (fees may apply). Given this, if your company wishes to transact free of charge, you may opt to use a Standard account which is sufficient to transact with SIA.

### **Standard Account is free but is there a cap to the amount?**

No transactional limit/cap/threshold for Standard accounts.

### **If we link Business Network Account with SIA using our existing Enterprise account, will there be a fee involved?**

There will be a fee involved to use your existing Enterprise account (if thresholds are met). Alternatively, you can opt to create a new Standard Account (which is free). Check out [SAP Business Network accounts and pricing page](#) for more information.

### **Who is responsible for the cost of the Enterprise account?**

If you choose to subscribe for a fee-based Enterprise Business Network account, all costs associated with the account are the sole responsibility of your organization.

Your use of the network is subject to SAP's applicable terms of use and policies. You are responsible for all activities that occur under your SAP Business Network account and access credentials, whether conducted by an employee or a third party.

### **Are the fees for enterprise accounts calculated per customer or per account?**

Transaction fees are calculated per customer relationship and subscription fees are calculated per account. Please refer for more information on fees to this [page](#).

## Functional Training

### **When is functional training expected to commence?**

We aim to conduct the functional training approximately one month before go-live.

### **What happens if there are still issues not addressed after functional training?**

For SAP related matters, you can reach out to the [SAP Support team](#).

For Business process related matters, you can reach out to us via

[SIASupplierenablement@singaporeair.com.sg](mailto:SIASupplierenablement@singaporeair.com.sg).

### **Is there a trial for suppliers to have a hands-on practice?**

You can follow the instructions provided during the functional training to try out the steps.

### **What will be taught during the functional trainings?**

Functional trainings will cover the processes and steps of how each activity will be carried out in the SAP suite of modules.