

INTERNAL | SAP AND CUSTOMERS ONLY

SAP Business Network Integration

Solution Blueprint



|  |
| --- |
| SYENSQO |

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# Version History

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

|  |  |  |
| --- | --- | --- |
| Version | Date | Description |
| 1 | April 2025 | 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 | ERP ECC 6  SAP S/4 HANA |
| Middleware | Managed Gateway for Spend Management and SAP Business Network |
| Solutions Purchased | SAP Business Network for Procurement   * SAP Business Network Commerce Automation |
| UoM Classification | UNUOM  Custom |
| Commodity Codes | 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 |

**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 | SYENSQO | AN11204137717 | N/A | N/A |
| Supplier |  |  |  |  |

## 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 |  |
| Blanket Purchase Order | Y |  |
| Service PO (Service structure/without parent - child lines) | Y |  |
| Change Order - catalog | Y |  |
| Change Order – non-catalog | Y |  |
| Cancel Order | Y |  |
| P-Card | N |  |
| Service PO (Service structure/with parent - child lines) | N |  |
| Service PO (Material structure) | N |  |
| Change Order – P-Card | 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 |
|  | Order Numbering | 10 Digits; starts with 45 or 42 followed by numbers - “45xxxxxxxx” |  |
| Attachments | Attachments can be sent on the POs |  |
| Header | Bill To | Syensqo PO will contain Bill To address at header level  Syensqo PO will contain Bill To address IDs. See the mapping in the Transaction Samples file for the given format |  |
| Ship To | Syensqo PO can be at both levels, header or line  Syensqo PO will contain Ship To address IDs. See the mapping in the Transaction Samples file for the given format |  |
| Payment Terms | Payment terms description will be sent on POs and are required back on the invoices |  |
| Need By Date | Need By Date (requestedDeliveryDate) will be sent on the POs. |  |
| Comments | Comments may be sent on the POs.  Comments may contain Terms and Conditions information (Large Comments). |  |
| Blanket PO Date (start & end) | The Effective date and Expiration date will be sent on Blanket Orders |  |
| Extrinsic | Please check the Transactions Samples file for list of PO extrinsic fields and descriptions. |  |
| Line Item | Order Item Numbering | The line items will be numbered in the following way: 10, 20, 30 etc. |  |
| Supplier Part ID | Not available/empty segment defines Non-Catalog item |  |
| Unit Price | * [Precision Rounding on Invoices](https://support.ariba.com/Item/view/196374) * 2 decimals supported. |  |
| Advanced Pricing/Price Basis Quantity | * [Advanced Pricing/Price Basis Quantity (PBQ)](https://support.ariba.com/Item/view/196374) * Included in project scope |  |
| Unit of Measure | UNUOM  Custom |  |
| Ship To | Syensqo PO can be at both levels, header or line  Syensqo PO will contain Ship To address IDs. See the mapping in the Transaction Samples file for the given format |  |
| Extrinsic Values | Please check the Transactions Samples file for list of PO extrinsic fields and descriptions. |  |
| Control Keys | Control keys could be sent on the order. The Control Keys contain instructions for the OC, ASN or INV – if they are allowed or not, required or not. |  |
| Service Date (start & end) | The start & end date will not be sent on Service orders. |  |
|  | Service/Blanket PO Limit | Service/Blanket PO contain Overall and Expected Limit at Line level.  If they are masked, then Limit value contain “undisclosed” |  |
|  | Shipping Charges | Syensqo POs may contain shipping charges at line level |  |

**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. | Change orders are OC based as well as customer initiated. |  |
| Describe any process requiring manual validation/further contact with customer/supplier to complete processing. | Once one confirmation is done against a purchase order, the only way to request a new change is to contact Provisioning Team for any new change through:  [https://www.syensqo.com/en/suppliers/inquiry](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.syensqo.com%2Fen%2Fsuppliers%2Finquiry&data=05%7C02%7Ck.markoska%40sap.com%7C9ce38608f1fe4343057b08dd46d7a3d2%7C42f7676cf455423c82f6dc2d99791af7%7C0%7C0%7C638744614178767020%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=PEh%2FheHOxTwPusxbrgLrArGobcSZ%2FbRDmTHj2esC11E%3D&reserved=0)  The same applies if the supplier needs an order to be cancelled. |  |
| Discuss process discrepancies between what the supplier supports and what the buyer is requesting. | To be discussed per supplier. |  |

## 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 | Out of Scope |  |
| Line Level | 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 Rules | Required | When PO is successfully confirmed supplier should not send confirmation again, but if confirmed PO is changed supplier can send another confirmation |  |
| Header | Rejection Reason | Out of Scope | Suppliers are not allowed to reject entire purchase orders |  |
| Acceptance | Required | Acceptance of all items in the order is supported. |  |
| Header Comments | Optional | Suppliers are allowed to provide comments at Header level on the OC. |  |
| Line Item | Changes | Optional | Suppliers are not allowed to change line-item descriptions on order confirmations.  Suppliers are allowed to send Order Confirmation with change on the price due to discrepancies. This will trigger the PO to be Changed by Syensqo.  Suppliers are allowed to change the Quantity at Line item and the Delivery Date at Line and Header Item on Order. This will trigger the PO to be Changed by Syensqo. |  |
| Line Comments | Optional |  |  |
| Rejection Reason | Out of Scope | Suppliers are not allowed to reject partially items at line level |  |
| Backorder | Out of Scope | Backorder is not recommended. |  |
| Delivery Date | Required |  |  |
| Shipment Date | Optional | • Suppliers are allowed to send Shipment Date at line level on Order Confirmations |  |

## 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**

|  |  |  |
| --- | --- | --- |
| 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 |  |
| Blanket | Required |  |
| Service | Required |  |
| Contract | Out of Scope |  |
| Non-PO | Out of Scope |  |
| Service as Material | Out of Scope |  |
| Credit – Header Level | Optional |  |
| Credit – Line Level | Credit Memo for Quantity Adjustment is supported  Credit Memo for Price Adjustment is supported  Reference to original invoice credited is needed.  Reason for credit memo is required. |  |
| Debit – Header Level | Out of Scope |  |
| Debit – Line Level | Out of Scope |  |
| Invoice Rejection | 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 | Suppliers are allowed to send attachment on the invoices.  For some countries is required. Suppliers should check individually on the SBN if this is required for them. |  |
| Precision Rounding | | Required | 2 Decimals Supported |  |
| Advanced Pricing Detail | | Required |  |  |
| General Rule | | Optional | • Suppliers are not required to send Order Confirmation before creating an Invoice |  |
| 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. | |  |
| Supplier Invoice Processing | Real Time |  |  |  |
| Batched |  |  |  |
| Scheduled Run Nightly |  |  |  |
| Monthly |  |  |  |
| Next Day |  |  |  |
| Validation prior to sending to BN |  |  |  |
| Header | Invoice Number | | Required | Corrected invoices must have a new unique number  16 characters maximum; Can contain uppercase, lowercase and numerical value. |  |
| Invoice Date | | Required | Invoices can be backdated up to 180 days  Future date invoices up to 4 days for France |  |
| Bill To | | Required | Address is required  Address ID is required |  |
| Remit To | | Optional |  |  |
| Sold To | | Required | Must match PO Bill To Name and Country. |  |
| From | | Required |  |  |
| Ship From | | Optional |  |  |
| Ship To | | Optional | Address is optional  Address ID is required if Ship To is sent. |  |
| Strict Validation | Name | Optional | • Strict address validation is not enforced |  |
| Street | Optional | • Strict address validation is not enforced |  |
| City | Optional | • Strict address validation is not enforced |  |
| State | Optional | • Strict address validation is not enforced |  |
| Postal Code | Optional | • Strict address validation is not enforced |  |
| Country | Optional | • Strict address validation is not enforced |  |
| Bank Account Details | | Optional | For some countries is required. Suppliers should check individually on the SBN if this is required for them. |  |
| Payment Net Terms | | Required | • Invoice Payment Terms must match PO Payment Terms |  |
| Buyer VAT ID | | Out of Scope |  |  |
| Supplier VAT ID | | Out of Scope |  |  |
| Supplier Commercial Identifier | | Out of Scope |  |  |
| Company capital amount and Legal status of the supplier | | Out of Scope |  |  |
| 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 | Invoice UOM should match the PO UOM |  |
| Order Line Number reference | | Required | Order Line Number reference should match the PO line numbers |  |
| Advanced Pricing/Price Basis Quantity | | Required | * [Advanced Pricing/Price Basis Quantity (PBQ)](https://support.ariba.com/Item/view/196374) * Included in the Project |  |
| Supplier Part Id | | Required |  |  |
| 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 |  |  |
| Percentage Rate | Required |  |  |
| Supply Date (tax point date) | Required |  |  |
| Tax Amount | Required |  |  |
| Taxable Amount | Required |  |  |
| Tax Description | Required |  |  |
| Tax Location | Required |  |  |
| Allowance & Charges | | Optional | Suppliers are allowed to add allowances and charges to invoices |  |
| Shipping & Handling | | Optional | When sent, should be provided at Header Level. |  |
| 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 | 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  Summary tax is required on all invoices even if the amount is zero (0.00) |  |
| Category | Required |  |  |
| Percentage Rate | Required |  |  |
| Supply Date (tax point date) | Required |  |  |
| Tax Amount | Required |  |  |
| Taxable Amount | Required |  |  |
| Tax Description | Required |  |  |
| Tax Location | Required |  |  |
| Special Handling Amount | | Optional | Supported at Header Level (summary) only |  |
| Shipping Amount | | Optional | Supported at Header Level (summary) only  Shipping tax is supported at Header Level only |  |
| Net Amount | | Required |  |  |
| Gross Amount | | Required |  |  |
| Due Amount | | Required | “alternateCurrency” and “alternateAmount” may be required if Buyer has flagged this in the business rules |  |

# Ship To Address Specifications

The addressID sent in the PO, will contain the following information depending on the delivery location.

Three scenarios are possible:

1. When all the PO items have the same delivery address, ShipTo AddressID is sent at PO header level, when at least one of the PO items has a different delivery address, the ShipTo AddressID is sent at PO item level

In case a storage location is indicated in the PO item, the storage location address (if exists) becomes the delivery address for the PO item.

The storage location is sent in the “material/StorageLocation” extrinsic.

“material/StorageLocation” extrinsic is at PO header when all the PO items have the same storage location, it is at item level when at least one of the PO items has no storage location or a different storage location compared to the other items

Syensqo provides a list of plants and storage locations with their address. Integrated suppliers must

• Read SHIPTO addressID = plant code

• Read “material/StorageLocation” = storage location code

1. When PO item has no storage location, “material/StorageLocation” extrinsic is not in cXML.

Read SHIPTO addressID and take the corresponding address (it is the address of the plant)

Example without storage location:

Read SHIPTO AdressID =”7674”

Read “material/StorageLocation”

As “material/StorageLocation” is not found, take the address of 7674 plant as the delivery address for the PO item

1. When a storage location is indicated in the PO item, its code is filled in “material/StorageLocation” extrinsic,

- Search for storage location address, if exists, take it as the item delivery address

- Else take the plant address as the item delivery address

Example with a storage location :

Read SHIPTO AdressID = “5642”

Read “material/StorageLocation” =”MGEN”

If, for plant “5642”, “MGEN” storage loc has an address, take it as the delivery address

Else take “5642” plant address as the delivery address for the item

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CoCd** | **SOLVAY/SYENSQO** | **Company Code** | **ValA** | **Plnt** | **Name 1** | **Name 2** | **House number and street** | **PO Box** | **PostalCode** | **Ctr** | **City** | **Rg** |
| 5642 | SYENSQO | SYENSQO SPECIALTY POLYMERS GERMANY GmbH | **RBO** | RBO | SYENSQO SPECIALTY POLYMERS GERMANY | GmbH | LUDWIGSTRASSE 12 | 101361 | 47495 | DE | RHEINBERG | 5 |

if this Plant has a specific storage location with another specific address, then the delivery needs to be sent to the storage location of this Plant

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CoCd** | **SOLVAY/SYENSQO** | **Company Code** | **Plnt** | **Name 1** | **Name 2** | **SLoc** | **Stor. Loc. Descr.** | **No.** | **Addr. no.** | **Name** | **Name 2** | **Street** | **Addr. no.** | **City** |
| 5642 | SYENSQO | SYENSQO SPECIALTY POLYMERS GERMANY GmbH | **RBO** | SYENSQO SPECIALTY POLYMERS GERMANY | GmbH | FPMA | Maters Duisburg | 01 | 1047232 | HEINRICH MATERS GMBH & CO KG | INTERNATIONALE SPEDITION | KASSLERFELDER STR. | 1047232 | DUISBURG |

# Error handling

**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 | Syensqo has special team monitoring the document flow and if any failure/rejection, the team is informed, and action is taken against. The team is informed for both, Outbound and Inbound. | 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.) | For Order Validation Failure on SBN, Syensqo team is not getting notifications. The supplier should reach out to Syensqo directly. | 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 | For technical issues, such as everything that happens before the document is reaching Syensqo, the supplier should reach out to the Integration Specialist staffed or raise a Service Request if Post Go Live. | 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

**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 | 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)