Frequently Asked Questions

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INTRODUCTION TO SAP (ARIBA) BUSINESS NETWORK

1. What is SAP (Ariba) Business Network?

SAP Ariba Business Network is a cloud-based platform that connects businesses and suppliers worldwide to streamline procurement and supply chain processes. It is a part of SAP's larger suite of enterprise resource planning (ERP) solutions, designed to help organizations collaborate more effectively, increase visibility, and optimize the procurement lifecycle.

2. What are the changes that I will experience?

- *Canadian suppliers will transition all of their Coupa activities to the SAP Ariba Business Network.*

- *U.S. suppliers will migrate their processes related to the exchange of purchase orders, order confirmations, shipping notifications, goods receipts, service entry sheets, and invoicing from BudExchange to the SAP Ariba Business Network.*

3. What are the key benefits that this transition will bring to my company ?

SAP Ariba Business Network offers a wide range of benefits that can enhance operation efficiency, streamline processes, and improve collaboration with buyers. Here are some of the key benefits:

- ***Expanded Business Opportunities***

  - *Suppliers gain exposure to a broad range of companies actively looking for suppliers, helping them grow their customer base and increase their chances of winning more business.*

- ***Streamlined Communication and Collaboration***

  - *The platform facilitates seamless communication between suppliers and buyers, reducing delays and misunderstandings. Suppliers can respond to purchase orders, inquiries, and other requests directly on the platform. The network allows for quicker discussions on pricing, delivery schedules, and terms, streamlining the process for both parties.*

- ***Simplified Procurement Processes***

- *Suppliers can receive purchase orders electronically, which eliminates the need for paper-based processes, reducing manual effort, errors, and processing time. SAP Ariba enables suppliers to automate invoicing and payment processes, speeding up cash flow and reducing the time spent on administrative tasks.*

- **Increased Efficiency and Reduced Administrative Work**

  - *All transactions, such as orders, invoices, and payments, are managed in a single platform. This reduces the need for suppliers to track multiple channels, such as emails and phone calls.*

- **Better Compliance and Risk Management**

  - *SAP Ariba helps suppliers stay compliant with regulatory and contractual requirements by providing automated tools for tracking documentation, certifications, and legal terms. Suppliers can gain insights into how they're performing with each buyer, including metrics like on-time delivery and product quality. This helps suppliers maintain a strong reputation and improve performance where needed.*

- **Access to Analytics and Insights**

  - *Suppliers can gain valuable insights into their business performance, including trends in purchasing, delivery times, and pricing. This data can help suppliers make informed decisions to optimize operations and identify new opportunities for growth.*

- **Improved Supplier Relationships**

  - *The ability to collaborate more effectively with buyers builds trust and fosters stronger, long-term relationships. Buyers can more easily recognize and reward suppliers for reliability and quality. With clearer communication, suppliers can resolve disputes faster, ensuring smooth business operations and reducing the risk of costly delays or misunderstandings.*

- **Cost Savings**

  - *Automating routine tasks such as order processing, invoicing, and payments reduces operational costs, helping suppliers focus on higher-value activities.*

- **Mobile Access and Flexibility**

- SAP Ariba Business Network is cloud-based, meaning suppliers can manage transactions and communications on the go, from any device, making it easier to respond quickly and stay on top of operations.

4. When will I be transitioning to SAP Business Network? What are the next steps?

The transition to the SAP (Ariba) Business Network will occur in multiple waves to ensure that each supplier receives dedicated support throughout the process. Suppliers will be notified (by email) in advance with details about their specific wave and timeline.

5. Will HOPS still be functional?

Yes, Hops will still be available for inquiries. In addition, some of the functionalities you currently use Hops for, such as PO lookup, will now be accessible through the Ariba Business Network. We will also be including reference links to SAP Ariba Business Network documentation similar to the reference document links that you can find today for Coupa and BudExchange in Hops.

6. Will On-Time still be required?

On-Time will not be affected by this transition. If you are utilizing On-Time and Coupa/BudExchange today, you will instead use On-Time and SAP (Ariba) Business Network. If you perform activities in On-Time those activities do not need to be duplicated in SAP (Ariba) Business Network.

7. If I am using demand forecast and/or freight path in BudExchange, will that change?

No. There are no change to the demand forecast or freight path in BudExchange, those activities will stay in BudExchange.

8. When is my Coupa and/or BudExchange accesses going to be revoked ?

For Coupa:
Access will be revoked after the cutover activities, which are expected to occur approximately 4 weeks after the Go-Live date. Please refer to the wave number to acknowledge the specific Go-Live date.

For BudExchange:
Access will be revoked after the cutover activities, which are expected to occur approximately 4 weeks after the Go-Live date. Please refer to the wave number to acknowledge the specific Go-Live date.

Additionally, please note that the BudExchange access related to activities that are not part of this transition (such as demand forecasting and freight paths) will remain active.

ACCESS TO SAP BUSINESS NETWORK

9. *I am new to SAP Business Network. How can I create my SAP Business Network account?*

Important: Before creating a new SAP Business Network account, please <u>check within your company if there is already an existing account.</u>

If you do not have yet an SAP Business Network account, you'll need to follow these steps:
1. You will receive an invitation via email.
*2. Open the email and select **"Click Here"** to access the event. If there is no account registered to your email address then it will take you to the account registration page. Here you are able to either sign up for a standard account, or if you do have a standard or enterprise account you are able to login with your account*
*3. After selecting **"Sign up"** you will be taken to the landing page in which you need to provide basic company and user information. Note that all mandatory fields for you to fill in will be marked with an *. The company and user information will already come prefilled, with information which the colleague had entered during their supplier request. Please review and update this information accordingly, and upon completion click **"Create account and continue"***

Note: If you didn't receive an invitation, you can use a web browser to go to <u>supplier.ariba.com</u> .
*Click **Register Now** to register a free, standard account on SAP Business Network.*
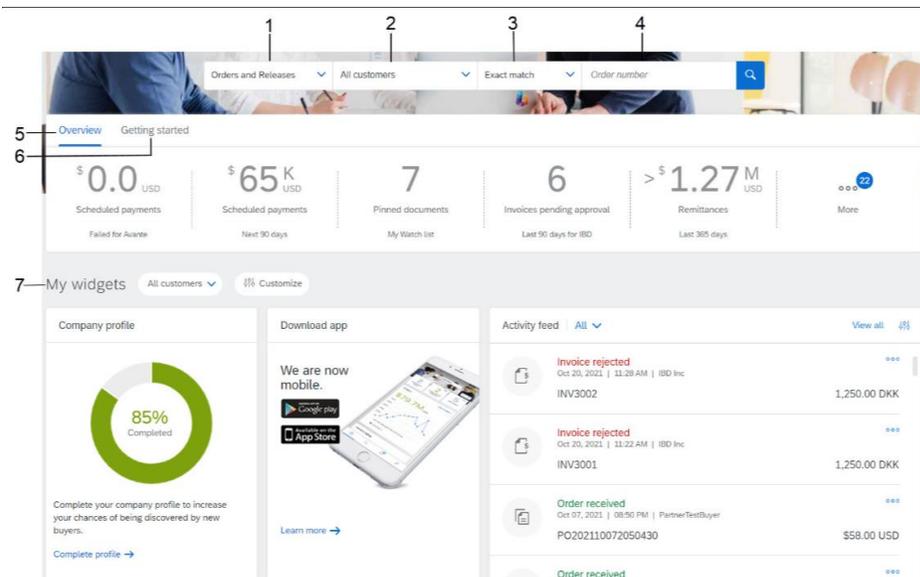
10. I already have an account on SAP Business Network. How can I create a new relationship?

- *Click on the **log in now** link that you find on the purchase order interactive email.*

- *Insert your **username and password**. And then click **Login***

- *Click on **Account settings** (upper right corner).*

- *Select **Settings.***

- *And then, select **Customer Relationships**.*

- *Click on **Current Relationships***

- *Select **Pending**.*

- *And **accept the relationship** to link the account.*

11. How do I log into SAP Business Network?

- *Log into to your account using http://supplier.ariba.com*

- *Enter **the Username and Password** you created when registering*

- *Click **Login***

12. How is the Supplier Homepage like on SAP Business Network?

1 - **Document type**: *You can choose the type of document you are searching for*: **Orders and Releases, Order Confirmations, Ship Notices, Invoices, Service Sheets, Payments, Remittances, Time & Expense Sheet,** *or* **Collaboration Requests**.

2- **All customers** *or a specific customer: You can specifiy who the document is for.*

3- **Exact match** *or* **Partial match**: *You can choose whether the search results yield an* **Exact match** *or a* **Partial match**.

4- **Order number**: *You can enter the order number or other identifying number related to the document.*

5- **Overview** *tile bar.*

6- **Getting started** *tile bar.*

7- **My widgets** *displays widgets based on your role.*

13. Do I need to pay some fees in order to transact with ABI on SAP Business Network Supplier Portal?

No, you can join and transact at no cost with the **supplier standard account**. *However, you can choose to upgrade to a subscription supplier enterprise account for integration capabilities and premium support.*
For more information on the different types of accounts, check out [SAP Business Network | Supplier Support](#)

14. Do I need to install additional hardware or software?

No. SAP Business Network is web-based, therefore all they require to access SAP Business Network platform is a browser and internet access.

15. Do I need separate SAP Business Network accounts for each country?

It's possible to use separate accounts for each country or one global account for all countries, both ways are valid.

16. Is it possible for multiple users from the same company to connect to the SAP Business Network?

Yes, it's possible. You have to set up an account for an administrator. The administrator will then be able to create up to 250 users and grant them specific authorization.

17. How can I upgrade from a standard to an enterprise account. What do they have to do?

If you feel that you need more automation and dedicated support, you can decide to upgrade to an enterprise account. This advanced account type allows you to fully automate your transactions by integrating your ERP and offers extended, priority support. This includes support for publishing catalogs and our integration project. An enterprise account also lets you run extended activity reports and opens capabilities to streamline supply chain collaboration.

1. Sign in to your SAP Business Network Standard account.

2. Click **Get enterprise account** at the top of any page.

3. Compare the Standard and Enterprise account benefits.

4. Under **Enterprise Account**, click **Upgrade**.

5. Check the box to confirm you agree to the terms of the upgrade.

6. Click **Upgrade**.

Note: An account administrator or a sub-user that has the **Premium Membership and Services Management** permission can upgrade to an Enterprise account.

18. *Where do I find my SAP Business Network ID number?*

You can find your account's ID number by clicking on the button with your initials in the upper-righthand corner in SAP Business Network platform.

19. *How can I retrieve my SAP Business Network 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.

20. *How can I update my email notification preferences ?*

To change the notifications you receive, 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 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.*

- *Click **Save** when you are finished.*

21. How can I update my supplier contact information (e.g. email address)?

To update the e-mail address, username, contact information, preferred language, timezone, or currency on your account:

1. Click **Account Settings** icon > **My Account** in the top right.

2. Edit any fields as needed.

3. Click **Save**.

If you update your e-mail address, be sure to click the link in the confirmation e-mail sent to the new e-mail address. Usernames are unique and cannot be used multiple times. They also need to be formatted like an e-mail, 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.

22. How can I transfer the account administrator role to another user?

If you're leaving the company or moving to a new position, you need to transfer ownership of the SAP Business Network account by choosing a new administrator.

1. At the top of the home dashboard, choose **Account Settings** icon > **Settings** > **Users**

2. Click **Manage Users** tab and check the box for the user who will be the new administrator.

3. Click **Make Administrator** under **Actions**.

4. SAP Business Network displays the Assign a Role page. Choose a new role for your account and click **Assign**.

5. SAP Business Network displays a warning message that indicates the name of the new account administrator. Click **OK** to transfer the account administrator role.

SAP Business Network logs you out of your account and sends an e-mail notification to your new account administrator, alerting you that you now have the administrator role.

23. Are there any training resources available for using SAP Business Network effectively?

Yes. Check out our [supplier portal](#) to find all the required training materials and recordings of training sessions. If needed, you can also access the free demos on [SAP Business Network for Suppliers | Standard Account](#).

24. Who can I contact for technical support or assistance with SAP Business Network?

Instructions:

1. Login with your username and password

2. On the Home page, click the **Help icon**

3. The Help Center will be displayed. Click the **Support button.**

4. The Help Center Home page will be displayed. Click the **Contact Us** tab.

5. Enter your query in the Search field, and click the **Search icon.**

6. Scroll down to **What do you need to do?** section. Click the **Something Else** button to speak to a customer support representative.

7. The **Can't find what you are looking for?** popup will be displayed. Click the **Contact us** button.

8. Enter information in all fields marked with an asterisk (*). Click the **One last step** button.

9. Select the contact method to resolve your issue (phone or live chat).

10. Click the **Submit** button. If you have selected Phone, you will receive a call from the SAP Ariba Support team within the estimated wait time.

SOURCING

25. How can suppliers access an event that was created in Ariba Sourcing?

- After receiving the invitation to partake in an event, select **"Click Here"** to access the event. This will then ask you to either register or login to your account (if you need to register for an account, please go back to question "How can I create my account from my email?").

- Login with your username and password. You can also directly get to the supplier login page by following this link: http://supplier.ariba.com

- You will then be taken to the **Ariba Sourcing page** in which you are able to view all events for which you have been invited to participate.

- If you are not taken to the Ariba Sourcing page, but instead are taken to the orders & invoices page, please click on the Ariba Apps menu and select proposals:

- After arriving on the Ariba Sourcing page, **select and enter the correct event**

- Click **"Review Prerequisites"**:

You will then be confronted with the Bidder Agreement which you must read and accept the terms in order to be able to proceed with this event

GOODS

26. Will I be notified if there is a change in the PO ?

Yes, when a **PO is changed** by the buyer, the information will be **updated** in SAP Business Network and a **new version of the PO will be created**. The status of the actual version will be **"Changed"** or any other status with an orange color (The PO status will not change if its already shipped, received or invoiced). The status of the previous version will be modified to **"Obsoleted"**. The other changes are highlighted in orange on the PO.

27. Will Anheuser-Busch/Labatt receive a notification if the vendor changes the shipping date ?

No. The changes will not be notified to ABI in SAP Business Network but ABI will be able to see the changes regarding the shipping date in ECC.

SERVICES

28. Will ABI continue working with blanket POs, or will these be phased out?

*Yes, ABI will continue to work with **blanket POs**. For any existing blanket POs during the transition, we will close out the PO in **Coupa/BudExchange** and create a new PO in **Business Network.***

29. If there is a price discrepancy in the Purchase Order, what will be the process for correcting that discrepancy?

*Process will be on the **supplier**, they can either reject a PO or provide a proposal on the **price, quantity and delivery date.***

30. Do you have example of a common service that required a SES?

All services POs will **require a SES.**

ORDER FULFILLMENT

31. How do I search for a Purchase Order (PO) in my account?

*You can search for purchase orders (POs) by the exact PO number, regardless of the date range. Before you can search, ensure **Business Network** appears in the upper-left corner of the application (if it does not, click the app drop-down menu and select it).*
To run this search:

1. *Go to the **Orders** or **Workbench** tab at the top of the page.*

2. *Select **Purchase Orders** to view all orders.*

3. *Click **Edit filter** to expand the filter options.*

4. *Enter the PO number in the **Order numbers** field.*

5. *Check the **Exact match** radio button below the PO number.*

6. *Click **Apply**.*

32. What information is included in a Purchase Order through SAP Business Network?

In the Purchase Order you will find all necessary information for transaction: product name, quantity, price, destination address, etc.

33. I received an email with a weblink to accept the Purchase Order. What should I do?

Confirm the Purchase Order conditions (price, quantity and delivery date) by clicking on the link within the email. Then, you can check how to confirm the orders step-by-step with our training materials.

1- Open the link or access your Business Network account and find the PO

2- Open the PO and click on "Create Order Confirmation" action button

3- Select one of the three options available (Confirm Entire Order, Update Line Items, Reject Entire Order)

4- Confirm Entire Order – All items will be confirmed
Update Line Items – Confirm or reject specific quantities in specific lines.
Reject Entire Order – All items will be rejected (Needed for PO Change).

5- After providing the mandatory information for the selected action, click on "Next".

6- The Order Confirmation document is created and linked to the PO.

34. Do I have to confirm all the purchase order items at the same time?

Yes. If you select "Confirm Entire Order" when you are confirming / acknowledging the Purchase Order , then you are confirming all the Purchase Order conditions and items.

35. How many days do I have to confirm the Purchase Order using the weblink?

You have 3 calendar days to confirm the purchase order before starting to receive reminder notifications

36. I want to ask for a modification of other purchase order conditions - price, delivery date, and quantity and other reasons. What should I do?

When modifying a Purchase order condition, you :

1 – Will receive the PO on SAP Business Network

2 – Need to verify the PO

3 – If changes are needed, reject the PO, select a pre-defined reason and provide a comment giving more details.

4- ABI will receive the rejection and update the PO according to the reason & comments.

37. How should I create an order confirmation, ship notice, or invoice from a purchase order (PO) with an account?

If you already have an account registered and have used it to transact with another customer before, you have to:

1. *Log in to your account*.

2. Click **Orders** > **Purchase Orders** or **Workbench** and select the **Orders** tile.

3. Click on the PO number you want to view or *search by number*.

4. At the top of the order, click the action you would like to take (i.e. **Create Order Confirmation, Create Invoice**) and complete all required fields before submitting.

If you have not already registered, or have not yet transacted with another customer using your existing account, you have to:

1. Click **Process Order** in the purchase order email notification you received from your customer.

2. Either create a new account or log in with your existing account.

3. After you register or log in, you will be taken to the purchase order details page, where you can create an order confirmation, ship notices, and *invoices from the purchase order.*

INVOICES

38. How can I submit an invoice from my SAP Business Network account?

If I already have an account registered and have used it to transact with other customers before, make sure you are logged in and follow the next steps to create an invoice:

1. *Click the **Orders > Purchase Orders** or **Workbench** tab at the top left of the home screen.*

2. *Click the **Orders** tile or any order related tile that applies to your search.*

3. *Click the purchase order number to open the order up.*

4. *At the top of the order, click **Create Invoice** > **Standard Invoice**.*

5. *Fill in the required fields.*

6. *Click **View/Edit Addresses** in the **Summary, Shipping** and **Additional Fields** sections to review or edit address details.*

*You can also add other elements such as payment terms, comments, or attachments by clicking **Add to Header** and choosing from the available options.*

1. *Click **Update** on the top or bottom of the page to update any calculated fields if you add or modify any amount or rate fields.*

2. *Enter or modify line item information for the invoice if necessary.*

3. *Once you complete these steps, click **Next** to review the invoice before submission.*

4. *Click **Submit** when you are done.*

If you have not already registered an account, or have not yet transacted with ABI using an existing account, you have to:

1. *Click **Process Order** from the purchase order email notification that you should've received from your customer.*

2. *Either create a new account or log in with your existing one.*

3. *At the top of the order, select **Create Invoice** > **Standard Invoice** and follow the directions mentioned in the section above.*

39. Can I change / cancel an invoice that is already submitted?

Yes, if the invoice is not approved by AB InBev yet.

40. How do I cancel or delete an invoice or credit memo?

- Ask your customer to reject the invoice so you can resend it.

- Depending on your customer's transaction rules, you may be able to cancel invoices:

    a. Click **Workbench** > **Invoices**.

    b. Search for the invoice number that you want to cancel.

    c. Click the **[invoice number]** to open it.

    d. Click **Cancel** at the top of the invoice.

    e. Click **Yes** to confirm.

Note: Canceling an invoice is only recommended for non-PO or contract invoices.

41. Will the recordings of the training sessions be shared on SharePoint ?

Yes, the recordings are available on the supplier portal.

PAYMENTS

42. How can I track the status of my invoice payment?

- Access your SAP Business Network account

- Select the "invoice" tab.

- Search for the specific invoice

- In the invoice status field, you can check the status (Sent, Pending Approval, Approved, Paid, Canceled, Failed or Rejected)

- Open the invoice and check the "Scheduled Payments" tab for more information

SUPPORT

43. What support can I expect from Anheuser-Busch/Labatt?

*Anheuser-Busch/Labatt will offer multiple support channels for suppliers during their transition. You can attend open "Office hours" dedicated for your wave to receive assistance, and/or you can reach out directly to the project team by emailing **Anheuser-Busch_Labatt_Ariba_Business_Network_Project@anheuser-busch.com**. Additionally, you can access the [supplier portal](), providing access to all SOPs, demo recordings, and other resources for reference. This site, along with a checklist outlining key actions for the transition, will also be shared via email.*

44. What should I do if I am not able to access SAP Business Network?

If a company computer is unable to access SAP (Ariba) Business Network, the company is asked to check the below steps to resolve the issue:

1. **Check Browser Compatibility**

   a. Supported browsers: Ensure the browser being used is supported by SAP (Ariba) Business Network (typically Chrome, Firefox, Microsoft Edge, or Safari).

   b. Update the browser: Ensure the browser is up to date, as outdated versions may cause compatibility issues with SAP (Ariba) Business Network.

   c. Clear browser cache and cookies: Sometimes cached data can interfere with logging into SAP (Ariba) Business Network. Clear the cache and cookies and try again.

2. **Disable Browser Extensions**

   a. Some browser extensions (like ad blockers or VPNs) can interfere with the functionality of SAP (Ariba) Business Network. Temporarily disable extensions and check if access is restored.

3. **Check Firewall/Network Settings**

   a. Firewall settings: Some company firewalls may block access to SAP (Ariba) Business Network. IT departments should review and ensure that SAP Ariba's domains and ports are not being blocked

      i. SAP Ariba URLs that need to be accessible

         1. *.ariba.com

2. *.ariba.net

    ii.   Ensure ports used by Ariba (like 443 for HTTPS) are not blocked.

b. <u>Corporate VPN</u>: If the company uses a VPN, ensure that it's not preventing access to SAP (Ariba) Business Network. Try accessing without the VPN (if allowed).