Getting Started Guide
SAP Traceability Hub

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CUSTOMER

Invited Partner Getting Started Guide

SAP Traceability Hub

Document History

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1.0	Released to customer	17 February 2023	Initial version
1.1	Final	1 March 2023	Updates: • Link to CA information added • Minor edits
1.2	Final	21-Dec-2023	Section reference corrected.
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1.6	Final	20 October 2025	Updates: • SAP Information Collaboration Hub for Life Sciences renamed to SAP Traceability Hub • Support email updated to saptracebilityhubsupport@sap.com • Minor edits and formatting

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Legal Disclaimer

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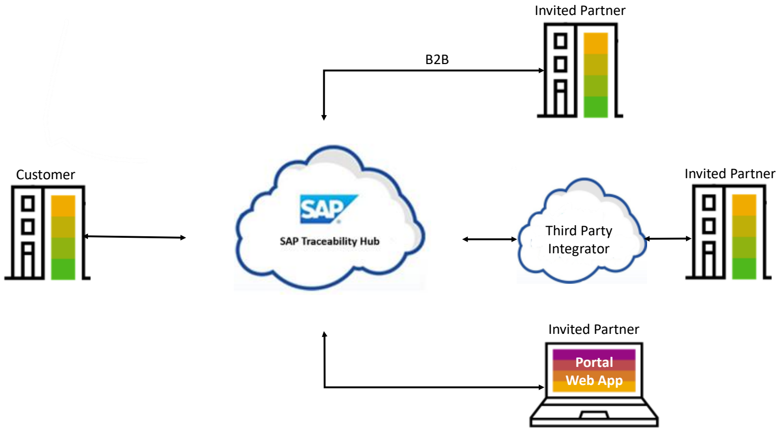
1 Getting Started

Customers of the SAP Traceability Hub invite business partners to exchange messages relating to pharmaceutical products.

There are three ways to exchange messages:

- B2B system to system – if your system can send or receive messages from SAP
- Through a Third Party Integrator service provider
- Transaction Information Web App – Available to Wholesalers and Dispensers who only receive messages from SAP



A person at your organization is nominated as an administrator and receives an email that includes a link to get started. When you accept the invitation, you receive an email to activate your account. The email may not arrive immediately.

1.1 Nominated Administrator

As the nominated administrator you can use the Manage Users app to:

- Add administrators and users
- Give users access to apps to perform getting started tasks
- Reset user passwords
- Unlock a user

You can add administrators who can perform some or all of the getting started steps described in the following sections.

To get started using a Third Party Integrator, go to section 1.2.

To get started with B2B system to system message exchange, go to section 1.3.

To get started with the Transaction Information Web App, go to section 1.4.

1.2 Exchange Messages through a Third Party Integrator

1. Verify the invited GLN code of your organization in the invitation email.
2. Accept the invitation by selecting the link in the email.

   If the invited GLN code of your organization is incorrect, reject the invitation and request the inviter to resend the invitation with the correct details.

   After accepting the invitation, you receive an email to activate your account. The email may not arrive immediately.
3. To activate your account, select the link in the Activation email.

   Your GLN code is automatically added to your account. If your organization owns multiple GLN codes, contact SAP or ask the customer who invited you to contact SAP to have additional GLNs added.
4. Log in using Chrome Browser.
5. Choose Manage Connections.
6. Select Configure Connection to SAP.
7. Select scenario U.S. DSCSA Transaction Information Exchange.
8. Select onboarding type Third party solution provider.
9. Select your Third Party integrator from the list and finish the connection setup. If not in the list, see section 1.2.1
10. Activate the connection between the Inviter and your organization.

The connection shows as connected.

You can exchange messages through the SAP Traceability Hub, and your organization has access to the Manage Messages app, see section 4. To add users to apps, use the Manage Users app, see section 3.

1.2.1 New Third Party Integrator

If your Third Party Integrator is not in the list, email saptracebilityhubsupport@sap.com. Please include the following:

- Subject – Onboarding Help – Third Party Provider
- Your Contact Information including:
  - Your Name
  - Your Company Name
  - SAP Customer who invited your company
- Contact Information of your Third Party provider including:
  - Company Name
  - Contact Name
  - Contact email
  - Phone number

1.3 Exchange Messages B2B System to System

You must be able to send or receive messages from SAP to connect B2B based on your organization's role.

If your organization is an MAH, you send messages to SAP.

If your organization is a Wholesaler or Dispenser, you receive messages from SAP.

Allowing Host and IP Range

Depending on your network environment, you may need to allow SAP hostname and IP ranges. Please check with your network administrator. The following table shows the SAP Host and IP range.

Region	Landscape Host	IP Range
Europe	*.hana.ondemand.com	Filter the list by *Region eu10* @ Regions and API Endpoints Available for the Cloud Foundry Environment

Steps

1. Verify the invited GLN code of your organization in the invitation email.
2. Accept the invitation by selecting the link in the email.

   If the invited GLN code of your organization is incorrect, reject the invitation and request the inviter to resend the invitation with the correct details.

   After accepting the invitation, you receive an email to activate your account. The email may not arrive immediately.
3. To activate your account, select the link in the Activation email.

   Your GLN code is automatically added to your account. If your organization owns multiple GLN codes, contact SAP or ask the customer who invited you to contact SAP to have additional GLNs added.
4. Choose Manage Connections.
5. Select Configure Connection to SAP.
6. Select scenario U.S. DSCSA Transaction Information Exchange.
7. Select onboarding type B2B.
8. Download the sample messages to ensure your system can receive messages in the format. Messages from an SAP customer conform to this format.
9. Confirm you can consume the sample messages.
10. Select *Next*

To receive messages from SAP, see section 1.3.1.

To send messages to SAP, see section 1.3.2.

1.3.1 Receiving Messages from SAP

1. Select Receiver Adapter Type
2. In case of AS2 adapter, enter your *AS2 ID* and copy SAP AS2 ID to your system.
3. Enter your system's URL in *Receiver URL*
4. Select the Authentication Type for your system
    1. If you choose Certificate, download SAP TLS certificates and add them to your system.
    2. If you choose Basic Authentication, enter the username and password.
5. Select *Test Connection.*
6. To use Message Level Security, select Active.
    1. Download SAP MLS Certificate and add it to your system for Verifying the messages from SAP.
    2. Select *Next*.
    3. Select Folder, and upload your MLS Certificate in .cer format, used by SAP to encrypt messages.
    4. Select the Certificate and *Apply*. The status of the certificate changes to *In Use.*
7. Select *Finish.*

1.3.2 Sending Messages to SAP

1. Select Adapter Type

   If you choose AS2, use AS2 ID: ICH_AS2_v4.
2. Copy the SAP URL to send messages to SAP and configure the SAP URL in your system.
3. Download SAP TLS Certificates and import then into your system.
4. To use Message Level Security (MLS), select Active.

   Download the MLS Certificate, and add it to your system to encrypt messages you send to SAP.
5. Select *Next*
6. Select *Authentication Certificates*
7. Upload your Client certificate in .cer or .crt format. This is used for authentication when you send messages to SAP. Self-signed certificates are not accepted. The certificate must be from an SAP Certificate Authority. See *Manage Security Certificates* on the Help page.
8. Select the certificate and *Apply*. The status of the certificate changes to *In Use*.
9. If you chose Message Level Security in the previous step, select *Attachments*, and Select *MLS Certificates.*

   Upload the MLS certificate from your system in .cer format used to sign messages you send to SAP.

   Select the MLS certificate and *Apply*. The status of the MLS certificate changes to *In Use*.
10. Select *Finish.*

1.3.2.1 Activate Connection

When you have completed all B2B steps, activate the connection between the Inviter and your organization.

The connection shows as connected.

When you have completed B2B connection steps, your system can exchange messages through the SAP Traceability Hub. Your organization also has access to the Manage Messages app, see section 4. To give users access to the Manage Messages app, use the Manage Users app, see section 3.

Multiple Connections

If you connect to several SAP customers on the SAP Traceability Hub, you can manage invitations and connections, see section 0.

1.4 Receive Messages in Web App

Invited Dispensers and Wholesalers can choose to receive messages in the Transaction Information App.

Dispenser, see section 1.4.1.

Wholesaler, see section 1.4.2.

1.4.1 Dispenser

1. Verify the invited GLN code of your organization in the invitation email.
2. Accept the invitation by selecting the link in the email.

   If the invited GLN code of your organization is incorrect, reject the invitation and request the inviter to resend the invitation with the correct details.
3. Select *Opt for Web App* to receive messages in the Transaction Information app.

   After accepting the invitation, you receive an email to activate your account. The email may not arrive immediately.
4. To activate your account, select the link in the Activation email.

   Your GLN code is automatically added to your account.

   If your organization owns multiple GLN codes, contact SAP or ask the customer who invited you to contact SAP to have additional GLNs added.
5. Log in using Chrome Browser.

You have access to the Transaction Information app, see section 4.

To add users, use the Manage Users app, see section 3.

1.4.2 Wholesaler

1. Verify the invited GLN code of your organization in the invitation email.
2. Accept the invitation by selecting the link in the email.

   If the invited GLN code of your organization is incorrect, reject the invitation and request the inviter to resend the invitation with the correct details.

After accepting the invitation, you receive an email to activate your account. The email may not arrive immediately.

3. To activate your account, select the link in the Activation email.

   Your GLN code is automatically added to your account. If your organization owns multiple GLN codes, contact SAP or ask the customer who invited you to contact SAP to have additional GLNs added.
4. Log in using Chrome Browser.
5. Choose Manage Connections.
6. Select *Configure Connection to SAP*.
7. Select scenario U.S. DSCSA Transaction Information Exchange.
8. Select onboarding type Web App.
9. Select *Finish*.
10. Activate the connection between the Inviter and your organization.

The connection shows as connected.

Your organization has access to the Transaction Information app, see section 5.

To add users, use the Manage Users app, see section 3.

1.5 Onboarding Help

For onboarding help, SAP offers a dedicated email: sapichsupport@sap.com

Please include the following:

- Subject – Staging/Test or Production – Onboarding Help
- Contact Information including:
  - Name
  - Company Name
  - GLN
  - Phone Number
- SAP Customer who invited your company
- Detailed description of the issue

1.6 Test Area

SAP offers a Test Area for users before beginning to use the Productive environment. The Test Area displays message transmission in the Staging environment and is identified by the URL.

> **Note**
>
> Test data is not transferred to the Productive environment.

1.7 In-App Support

Some apps contain in-app help, use the question mark,

All apps offer access to Support, use the Headset,

Support options include access to documentation, Knowledge Base Articles, and the option to contact SAP to request support.

> **Note**
>
> You must search for an answer before you can create a Support Request.

Related Information

SAP Traceability Hub Help page

SAP Traceability Hub U.S. Drug Supply Chain Security Help page

2 Connecting to Multiple SAP Customers

When your organization is set up to exchange messages with one customer through the SAP Traceability Hub, SAP offers apps to allow you to connect to multiple SAP customers.

To connect to SAP customers, use the following apps:

Manage Invitations, see section 2.1.

Manage Connections, see section 2.2.

2.1 Manage Invitations

As an invited Business Partner, you can accept or reject an invitation from SAP Customers.

2.1.1 View Invitations Received

Invited business partners receive invitations.

On the Invitation Received tab, you view Invitations by status as Open, Accepted and Rejected.

Invitations received but not Accepted or Rejected are in the Open section.

Accepted invitations are in the Accepted section.

Rejected invitations are in the Rejected section.

2.1.2 Accept or Reject Invitation

The process starts when you receive an invitation email.

1. Open the link in the invitation email to Accept or Reject the invitation.
2. Enter the Inviter Company Code, Invitee Company Code and One Time Password from the email to accept or reject the Invitation. The one time password is valid for 48 hours.

   Note

   If the password to accept the invitation has expired, in the email select Resend One Time Password to receive a new password.
3. Select Accept or Reject.

2.2 Manage Connections

The Manage Connections app allows you to set up your connection to SAP to exchange messages with an SAP customer.

As an invited Business Partner, you can:

- Configure your connection to the SAP Traceability Hub
- View the list of customers connected to your organization through SAP Traceability Hub
- Activate connection to new customers and reconnect to disconnected customers

2.2.1 View Connections

Invited business partners can view their connections to SAP customers on the Business Partner View tab, including:

- Connections by status: Open, Connected and Disconnected
- List of customers, for which invitations were accepted are displayed in the Open section
- Connected customers are in the Connected section
- Disconnected connections are in the Disconnected section

2.2.2 Activate Connection to SAP Customer

> **Note**
>
> Activate Connection is enabled after you have completed Connection Configuration to SAP. This does not apply to web app.

1. Select the *Manage Connections* Tile.
2. Select Open status in the dropdown.
3. Select *Activate Connection*. The status of the connection changes to Connected.

2.2.3 Reconnect to SAP Customer

1. Select the *Manage Connections* Tile
2. Select Disconnected status in the dropdown
3. For a connection, select *Reconnect*.

3 Manage Users

The web app Administrator in your organization manages user access and rights for all web apps.

As an Administrator, you can:

- Add Administrators
- Add, edit, and delete users
- Give users access to apps, and define the rights and actions each user can perform in each app
- Reset user passwords
- Unlock users locked out because of too many password attempts

3.1 View Users

1. Select the *Manage Users* tile.

   The Manage Users screen displays user details, including the following:
   - *User Type:* Administrator or User
   - *Status:* Active or inactive
2. To search the list, enter text in the search field, and Press Enter.
3. To clear the search field, select *X*.
4. To Sort the list based on Display Name or Changed Date, select Sort.
5. To view details of a user, select the user.

   The User Details screen displays.

3.2 View Apps and User Access

1. Select Applications from the Left Navigation Menu 

   A list of apps displays, and active users display.
2. To view users of an app, select the app.

3.3 Add User

1. Select the *Manage Users* tile.
2. Select Create.
3. Enter the First Name, Last Name, Email address.
4. Select User Type Administrator or User.

An Administrator has access to the Manage Users app.

5. To grant a user access to an app, select Add on the Application Tab.
6. Save.

   The user receives an activation email.

3.4 Copy User

To add a new user, you can copy one user. The user type and permitted apps are copied.

1. Select the *Manage Users* tile.
2. Select a user you wish to copy.

   The *User Details* screen displays.
3. Select Copy.

   The New User screen displays.

   The User Type and permitted apps are copied to a new user.
4. Enter First Name, Last Name, Email of new user.

   You can change User Type, and add or remove app access.
5. Save.

3.5 Edit User

1. Select the *Manage Users* tile.
2. Select a user.

   The *User Details* screen displays.
3. Select Edit

   You can:
   - Change First Name, Last Name, Status, User Type.
   - Add or Remove app access.
4. Save.

For changes to take effect, the user must log out and log in again.

3.6 Delete User

1. Select the *Manage Users* tile.
2. Select a user.

   The *User Details* screen displays.
3. Select Delete.

   A Confirmation dialog box displays.

4. Confirm.

3.7 Export or Delete Personal Data

To export or delete personal data, contact the organization that invited you to exchange messages on the SAP Traceability Hub.

4 Manage Messages

The Manage Messages app allows you to view messages exchanged through B2B or Third Party Integrator. You must be authorized to use the Manage Messages app. If you do not have access, contact your organization's Web App Administrator.

1. Select *Manage Messages* Tile

   A list of messages displays.
2. Select All to view All Messages.
3. Select Sent to view messages sent by your organization.
4. Select Received to view messages received by your organization.
5. To view message details, select the message.
6. Select Review Status.
7. Select the Status.

   Status can be Open, In Progress, In Review, To be Re-analyzed, Completed.
8. Select Comments section.
9. Type your comment.
10. Select Submit.

4.1 Failed Messages

You can retrigger messages depending on the error cause.

You can also download messages destined for your organization but which you did not receive, for example, if your system was down.

4.1.1 Retrigger Failed Messages

Note

Retrigger is only available for certain errors. If you do not see the Retrigger Message option for a given message and wish to retrigger the message without changing the message payload, contact your SAP team.

1. Select Manage Messages Tile.
2. Select the message.
3. Select Retrigger Message.

The SAP Traceability Hub reprocesses the message and updates the status of the original message. All retriggered messages for a message are visible in the Identical Messages Section on the message details screen.

4.1.2 Download Failed Message

1. Select the message.
2. Select Download Message.

    You can download Sender and Receiver xml. Select the file to download. This downloads the message to your local device.

You can download messages sent by you and messages received by your Business Partners.

You can also download failed messages destined for you but which you did not receive B2B or through a Third Party Integrator.

4.2 Export Messages

The process starts at the Homepage.

1. Select Manage Messages Tile.
2. Select Export in top right corner of screen 

5 View Transaction Information

The Transaction Information app allows SAP Customers and invited Partners who chose Web App Onboarding to view and download messages. If you do not have access to the app, contact your organization's Web App Administrator.

Note

If you change your connection type from Web App to B2B or to Third Party Integrator, you lose access to the Transaction information app.

1. Select *Transaction Information* Tile.

   A list of messages displays.
2. You can filter messages, for example, based on date ranges, sender GLN and receiver GLN.
3. You can search for a message based on Delivery Number, Purchase Order, product information such as NDC, GTIN, serial number, expiry date, and batch or lot.

5.1 Download Message as PDF

The process starts at the Homepage.

1. Select *Transaction Information* Tile.
2. Select message.
3. Select Download as PDF

The downloaded file contains a summary of Transaction Information sent by the supplier.

5.2 Download Message as XML

The process starts at the Homepage.

1. Select *Transaction Information* Tile
2. Select a message.
3. Select Download Message as XML .

The downloaded XML file contains all Transaction Information sent by the supplier.

5.3 Download List of Messages

The list content depends on filters you apply.

The process starts at the Homepage.

1. Select *Transaction Information* Tile.
2. Select Export in the top right corner of screen 

The list of messages displayed exports to an MS Excel file on your device.

6 View Transaction Information without Onboarding

The View Transaction web app allows trading partners who do not own a GLN to view and download messages. Users accessing Transaction Information for their organization are not required to onboard to SAP Traceability Hub.

7 Send Onboarding Request

Partners can submit an onboarding request through a customer supplied URL.

You must already have access to the View Transaction app. See section 6.

7.1 Customer Specific URL

Each SAP customer has one URL for Staging-Test, and one URL for Production. The URL leads to a page that is unique for that customer's organization, which trading partners use to submit an onboarding request.

The format of the URL is: https://sta.ich4ls.cloud.sap#/selfregister/{customer_value}

Example:

https://sta.ich4ls.cloud.sap/index.html#/selfregister/**PharmInc**

where PharmaInc is the customer's company name.

Staging-Test URL:

https://test.sta.ich4ls.cloud.sap/index.html#/selfregister/<Company Name>

Production URL :

https://sta.ich4ls.cloud.sap/index.html#/selfregister/<Company Name>

7.1.1 Request to Onboard

As a trading partner use the URL, and provide:

- Your Company Name
- Your Email
- Delivery number, Lot or Batch Number, and ZIP code from a packing slip or shipment
- Agree to terms and conditions, and data privacy policy
- Create a One-Time Password
- Complete a captcha test

Based on the email address you provide, if already known to SAP, you can:

- Choose a GLN from an existing list

  or

- Enter a new GLN, name, and additional information

If the email is not known to SAP, enter your name, optional GLN and additional information.

You can choose onboarding type: Webapp, Third Party Integrator, B2B or decide later.

Submit the onboarding request to the customer.

8 Important Disclaimers and Legal Information

8.1 Coding Samples

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