



PUBLIC

Document Version: 2511 – 2025-11

Enabling Suppliers on SAP Business Network

SAP Business Network

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Enabling Suppliers on SAP Business Network

This guide describes how you can enable SAP Business Network suppliers quickly and easily.

This guide applies to:

- SAP Business Network
- SAP Business Network for Supply Chain

Related Guides

[Introduction to SAP Business Network](#)

[Messaging on SAP Business Network](#)

Initial and Ongoing Setup of Supplier Enablement

Buyers can enable suppliers on SAP Business Network in order to exchange business documents with them.

Through SAP Business Network, your organization or an assigned third-party service provider can enable suppliers efficiently in a self-served manner. You can assign specific activities to suppliers, determine how many suppliers are ready to transact on SAP Business Network, identify the suppliers that haven't completed their tasks, and evaluate the overall status of your organization's supplier enablement effort.

Initial Setup for Supplier Enablement

- 1. Configure your trading relationship request and quick enablement letters:** You can choose which trading relationship letter to send to vendors, add customized content to your letters, and change default thresholds for certain quick enablement letters.
To do this, go to the **Configure** page on the **Supplier Enablement** tab and [customize trading relationship request letters \[page 24\]](#) and configure thresholds.
You can also create contacts for suppliers in the **Contacts** tab. This information is helpful for your suppliers that need to know whom to contact within your company. See the [SAP Business Network Buyer Administration Guide](#) for more details.
- 2. View supplier enablement activities and tasks:** On the **Activities** page, [view the different activities and tasks \[page 31\]](#), their descriptions, task owners, preset days to complete, preset reminders, and the closure type for each of the tasks. Each activity listed has a group of associated tasks. Choose to activate or deactivate an activity or a task.
You can also [view details of the preceding and subsequent tasks \[page 29\]](#) on this page.
- 3. Set up the supplier information portal:** Suppliers can use the [supplier information portal \[page 31\]](#) to access more information about the company's processes.
- 4. Set up reminder notifications [page 38]** for your organization. Suppliers can also set up [reminder notifications for their organizations \[page 39\]](#).

Ongoing Steps for Supplier Enablement

- 1. Export your vendor data:** Export your vendor data from your procurement or ERP system using a comma-separated values (CSV) file. The CSV file must be in accordance with the template available on the **Upload Vendors** page. The template contains all the [available fields for uploading the vendor data \[page 44\]](#). You can exclude columns that you don't want to use.
You can also [add a single vendor \[page 49\]](#) without using the vendor upload feature. To do this, click **Add** to go to the **Add Vendor** page.
- 2. Upload your vendor data to SAP Business Network:** On the **Upload Vendors** page, upload the CSV file to [create new vendors or update previously imported vendors \[page 41\]](#). View details of the uploaded file to determine the number of new and existing vendors on SAP Business Network or to identify the potential errors.

All suppliers that have a trading relationship with a buying organization are automatically added and tracked for supplier enablement.

3. **Assign activities to vendors:** On the **Manage Vendors** page, [assign activities \[page 55\]](#) to selected vendors. You can also unassign activities for them. Each activity is associated to related tasks. The activity-related tasks are automatically assigned.
4. **Start enablement for vendors:** [Start enablement for vendors \[page 57\]](#) on the **Manage Vendors** page. When you start enablement, a trading relationship request letter is automatically sent to the supplier (vendor) through email or fax. You can edit vendor information, if necessary, before you start enablement. If the email fails to reach vendors, you can resend the trading relationship request.
5. **Take action on pending tasks:** Buying organizations and suppliers can view their tasks and take action on the tasks that are pending.
6. **Manage supplier enablement tasks [page 81]:** When a task for a buying organization is overdue or escalated, SAP Business Network sends a reminder notification to the buying organization. When tasks for suppliers are overdue, a predefined number of email reminders are sent to the supplier. The task is escalated to the buying organization if the supplier still hasn't completed the task after all the reminders.
7. **Monitor the status of suppliers:** Monitor the status of all registered and unregistered suppliers. Download reports for an overall supplier enablement status, or export all vendor details.
8. **Assign additional activities to vendors:** If vendors have already started supplier enablement, you can assign additional activities to them as needed.

[Supplier Enablement Methods \[page 7\]](#)

[Supplier Segmentation \[page 9\]](#)

[One-Time Password Flow for Enabling Suppliers \[page 10\]](#)

[Standard Account Capability for SAP Business Network \[page 13\]](#)

[Supplier Enablement Permissions to Assign to Account Users \[page 21\]](#)

[Turning On Quick Enablement \[page 22\]](#)

[Supplier Invitation Letters \[page 22\]](#)

[Activities and Tasks \[page 29\]](#)

[Supplier Information Portal \[page 31\]](#)

[Supplier Enablement Notifications \[page 38\]](#)

Supplier Enablement Methods

SAP Business Network supports multiple supplier enablement methods that allow you to initiate trading relationships with suppliers and create new SAP Business Network accounts on their behalf.

From a supplier enablement perspective, there are three types of suppliers:

- **Registered suppliers:** Suppliers that already have an account on SAP Business Network
- **Unregistered suppliers:** Suppliers that you invite to register on SAP Business Network through a trading relationship request letter.
- **Private suppliers:** Suppliers to which you send a purchase order or other document, which creates a temporary account.

The following table provides an overview of the methods available for enabling trading relationships with registered suppliers, unregistered suppliers, and private suppliers.

Note

For more details about the difference between standard and enterprise accounts, see [Supplier Enablement Terms \[page 96\]](#).

For Suppliers That Are...	Use These Enablement Methods...
Registered on SAP Business Network	- Searching and adding registered suppliers - Quick enabling suppliers through the invoice, purchase order, payment proposal, CC invoice (invoices sent from SAP Ariba Procurement solutions or the ERP system), invoice conversion service, and request for quotation quick enablement methods - Inviting or adding large numbers of suppliers - Posting a supplier self-nomination project so that suppliers can proactively initiate a relationship request with you - Filling out your extended profile settings and information
Unregistered	- Inviting through email - Quick enabling suppliers through the invoice, purchase order, payment proposal, CC invoice (invoices sent from SAP Ariba Procurement solutions or the ERP system), invoice conversion service, and request for quotation quick enablement methods Note If your organization has the standard account capability [page 13] enabled, all these quick enablement methods guide suppliers through registering a free, standard account on SAP Business Network. - Inviting or adding large numbers of suppliers - Inviting suppliers through tax ID (only for Brazilian suppliers)
Private suppliers	- Quick enabling suppliers through the invoice, purchase order, payment proposal, CC invoice (invoices sent from SAP Ariba Procurement solutions or the ERP system), invoice conversion service, and request for quotation quick enablement methods Note If your organization has the standard account capability [page 13] enabled, all these quick enablement methods guide suppliers through registering a free, standard account on SAP Business Network. - Tracking and managing enablement of private suppliers on the Supplier Enablement Widgets [page 78] or Supplier Enablement tab

Supplier Segmentation

Supplier segmentation functionality helps you quickly identify suppliers who qualify for full enablement, based on criteria and filters you define.

Supplier segmentation enables you to eliminate part of your offline supplier segmentation process and avoid delays, data exchange, and inconsistencies. You can also fully leverage the light enablement process and reduce cost by determining whether suppliers qualify for full or light enablement.

Supplier segmentation uses the criteria you define only to suggest suppliers for enterprise or standard enablement.

Supplier segmentation enables you to do the following:

- Propose vendors for full enablement based on selected filter and segmentation criteria.
- Trigger segmentation as part of the upload process or later.
- Fine tune the recommended segmentation results. Run the segmentation again to arrive at desired number of managed suppliers and then confirm the results and send for approval.
- Run multiple segmentations in parallel and the results can be adjusted as needed. Only after you save and accept are the recommended segmentation results applied and sent for approval.

Configuring Supplier Segmentation

You can define criteria that SAP Ariba uses to propose suppliers for enterprise enablement.

Context

Supplier segmentation helps you choose the right suppliers who need enterprise SAP Business Network accounts, and target the rest of the suppliers for standard enablement.

Procedure

1. Click **Segmentation** on the **Upload Vendor** page.
2. On the **Segmentation** tab, enter a name for the supplier segmentation.
3. Enter at least one set of criteria for which you want SAP Ariba to recommend suppliers for enterprise enablement. Optionally, enter the filter criteria for country/region, wave, and supplier upload date.
 - **Purchase Orders** - Enter the minimum number of purchase orders per supplier you want SAP Ariba to consider when recommending suppliers for enterprise enablement.
 - **Invoices** - Enter the minimum number of invoices per supplier, invoice spend percent, or ERP invoice spend value that you want SAP Ariba to consider when recommending suppliers for enterprise enablement.

4. Click **Analyze**.
SAP Ariba displays a message that indicates that the segmentation analysis is in progress.
5. Click **Refresh** to update the page and view the segmentation analysis results.
SAP Ariba displays segmentation analysis results in the **Analysis results** section.
6. If necessary, you can change the criteria for which you want SAP Ariba to recommend suppliers for enterprise enablement, and then click **Analyze**.
7. Click **Save and Accept** to apply the segmentation results.
Optionally, click **Discard** to return to the previous confirmed segmentation.
8. Click **Continue**.

Results

Suppliers recommended for enterprise enablement can now be approved for the enterprise enablement process.

One-Time Password Flow for Enabling Suppliers

Interactive email-orders that use the one-time password flow give suppliers the ability to confirm and invoice purchase orders, without having to register or use an existing SAP Business Network account.

Note

The one-time password flow for interactive-email orders isn't available for new customers. If some of your suppliers are already using the one-time password flow through interactive email-orders, your organization is required to [migrate to the standard accounts enablement method \[page 19\]](#) when you're ready from a change management perspective.

Suppliers receive interactive email-orders, which allow them to create selected types of order confirmations or electronic invoices in response. Suppliers can also receive invoice status updates from buyers, sent as email notifications from SAP Business Network. SAP Business Network also sends suppliers a PDF copy of the invoice, and the invoice data in cXML format with the invoice confirmation email. Suppliers can retain these files to support their local business records storage and archiving requirements.

Suppliers can also forward interactive email-orders to another person in their company. For example, a supplier receives an interactive email-order from a buyer and forwards the interactive email-order to another person within their company. The second supplier user then creates an order confirmation or invoice and SAP Business Network notifies both supplier user 1 and supplier user 2.

If suppliers choose to register on SAP Business Network, additional services are available to them, such as electronic integration, customer catalog creation, other document type exchanges such as ship notices, access to SAP Ariba Support, SAP Business Network Discovery, and more.

Unregistered suppliers have no limits on using interactive email-orders to receive POs and to create invoices. For registered suppliers, use of SAP Business Network might lead to subscription fees.

Vendor filtering options on the **Manage Vendors** and **Monitor** tabs include a **Received Interactive Email** column. The **Registered** and **Received Interactive Email** columns can be used to view interactive email-order suppliers and their registration status.

Workflow

The following is the one-time password workflow associated with interactive email-orders:

1. Your procurement system sends a purchase order to a supplier through SAP Business Network.
2. If the routing method is email (the cXML purchase order shows `Email name = "routing"`), SAP Business Network chooses the appropriate interactive email-order template, and sends the supplier an interactive email-order based on that template.
3. If needed, a new private SAP Business Network supplier account is created and vendor details are defaulted.
4. When the supplier receives an interactive email-order, the supplier reviews the order and takes any of the following actions:
 - Confirms the entire purchase order.
 - Creates a partial or full invoice.
 - Registers a new account or logs in using an existing account.
 - Asks your organization a question.
 - Declines the relationship request.
 - Forwards the interactive email-order to another person in their company.

Note

Some actions might not be available.

5. If the supplier creates an invoice, SAP Business Network sends them a PDF copy of the invoice, and the invoice data in cXML format with the invoice confirmation email.
6. Depending on how the buyer integration to SAP Business Network is configured, suppliers might also receive invoice status updates as email notifications from SAP Business Network.

Letter Templates

SAP Business Network uses different criteria to select a letter template for the one-time password flow.

If the routing method for the supplier is email and the one-time password flow is enabled for the buyer, SAP Business Network uses the interactive email-order templates. SAP Business Network bases the selection of the template on the status of the supplier (registered or unregistered), and on whether the supplier owed SAP Ariba subscription fees earlier.

The **Supplier Enablement > Configure > Letter Content** tab includes the following purchase order letter templates for the email routing method:

- **Interactive Email-Order Letter (Supplier Registered)**
- **Interactive Email-Order Letter (Supplier Unregistered)**

The following table shows which interactive email-order template is used in various scenarios:

Registration Status	Received PO from Earlier Re- lease	Incurred Sub- scription Fees	Interactive Email-Order Letter Template
Unregistered	No	-	Supplier Unregistered
Unregistered	Yes	No	Supplier Unregistered
Unregistered	Yes	Yes	Supplier Unregistered
Registered	Yes	No	Supplier Registered

If the routing method for the supplier is fax, SAP Business Network uses one of the existing purchase order templates. SAP Business Network bases the selection of the template on the thresholds that the buyer configures for the templates.

Reporting

The following reports include a **Received Interactive Email** column:

- **Supplier Enablement Status Report**
- **Supplier Enablement Task Status Report**
- **Supplier Membership Status Report**

If suppliers receive an interactive email-order, the **Received Interactive Email** column shows **Yes**.

Restrictions

The one-time password flow has the following restrictions:

- **Help:** The user community capability (the help center) isn't available for suppliers that use the one-time password flow to process purchase orders. Instead, a dedicated help page is available for suppliers at this time.
- **SAP Ariba invoice conversion services (ICS):** ICS can be used in combination with interactive email-orders. However, if the ICS quick enablement welcome letter is activated, suppliers will be directed to register, which may trigger fees for suppliers.
- **Purchase orders:**
 - Legacy purchase orders are not supported. Legacy POs aren't routed to supplier email. Suppliers must register on SAP Business Network to access and invoice legacy POs.
 - For PCard interactive email-orders, the PO and HTML attachments show a masked PCard number (only the last 4 digits of the PCard number are shown). The supplier must have access to the full PCard number on file. Invoice creation through the direct action button is automatically blocked.
- **Order confirmations:** Suppliers can only create full order confirmations directly from interactive email-orders.
- **Invoices:**
 - If an invoice is rejected, a new invoice must be created. Non-registered suppliers cannot access previous invoices like registered suppliers can.
 - Draft invoices cannot be saved or stored.
 - Contract invoicing through punch-in isn't supported.

- The attribute display for blanket purchase orders are limited.
- Suppliers cannot change the remit-to address.
- The remit-to ID can't be prepopulated.
- Suppliers cannot add bank details.
- Cancellation invoices and credit memos aren't supported.
- **Interactive email-orders:**
 - Registered suppliers continue to receive subscription invoice fees for purchase orders that are delivered to them.
 - Buyers can't send interactive email-orders to suppliers in the following countries:
 - Brazil
 - Chile
 - Colombia
 - Mexico
 - Africa (all countries)

Note

Suppliers in these countries receive quick enablement purchase orders instead.

- **Suspended suppliers:** SAP Ariba doesn't allow transaction types, including interactive email-orders, or status updates to be sent to suspended suppliers.
- **POs for SAP Ariba Buying and Invoicing :** **Supplier Name** is based on the supplier name in SAP Ariba Buying and Invoicing, not on **Supplier Location Name**.
- **Invoices for SAP Ariba Buying and Invoicing:** Suppliers receive manually entered invoice status comments only when provided on the invoice, not from the invoice reconciliation (IR) rejection.
- **Fax PO routing**
 - The existing threshold based quick enablement purchase order letter is used.
 - Suppliers can't create order confirmations, ship notices, or take other direct actions until the routing method is changed to **Email** and the buyer sends another purchase order.
 - Interactive email-orders can be sent only through email. Interactive email-orders don't work when purchase orders are sent using fax as the routing method for the purchase order.

Standard Account Capability for SAP Business Network

The standard account capability for SAP Business Network provides buyers with a quick and touchless way to onboard all their suppliers and eliminate manual transaction processes. Standard accounts are free, easy-to-use accounts on SAP Business Network that allow suppliers to exchange an unlimited number of basic documents.

After a buyer is set up to enable suppliers through standard accounts, all existing quick enablement flows and the non-PO invoice creation with customer code flow will direct suppliers to register an SAP Business Network standard account. All these flows are listed in the **► Supplier Enablement ► Configure ► Letter Content ►** section with a **Supplier Registration Type** of **Quick Enablement** or **Standard Account**.

When buyers enable suppliers through the standard account capability, suppliers receive one of the following to get started:

- An interactive email-order that contains the purchase order details
- A carbon copy (CC) invoice email
- The buyer's customer code to create a non-PO invoice
- A payment proposal email
- A quote request email

From an interactive email-order notification, suppliers can take the following actions:

- **Add the purchase order to an existing account:** If suppliers have already registered an account on SAP Business Network, they can sign in with their existing administrator account information. Any interactive email-orders the buyer sent to them are merged with their existing account.
- **Register a standard account and create documents against the purchase order:** When suppliers receive their first interactive email-order, they click **Process order** to register a free, standard account on SAP Business Network. After registering their company, they are taken to the purchase order details page to create documents like order confirmations, ship notices, service sheets (for service orders), invoices, or credit memos. When they click **Process order** in the future, suppliers are taken directly to the login page so they can sign in and view the purchase order in their standard account.

→ Tip

After registering a standard account, if suppliers misplace an interactive email-order notification, they can resend the purchase order email to the configured email address from their home dashboard.

- **Contact the buyer:** If suppliers have questions, they can click the link for the buyer's name in the **Frequently Asked Questions** section of the interactive email-order notification to send an email message to the buyer.
- **Decline the relationship request:** If suppliers don't want to transact with the buyer on SAP Business Network, they can click the **stop receiving emails** link in the **Frequently Asked Questions** section of the interactive email-order notification to tell the buyer that they are declining the request. All subsequent documents sent to the supplier will fail.
- **Forward the interactive email-order notification:** The person who receives the interactive email-order can forward the notification to another person in their company. If the person who forwarded the email already registered the standard account, that person is the account administrator. On the login page, other users have the option to send a message to the account administrator to request a new user account.

After suppliers submit invoices, SAP Business Network sends them PDF and cXML copies of the invoice in the invoice confirmation email. Suppliers can retain these files to support their local business records storage and archiving requirements. Suppliers may also receive invoice status updates from buyers, sent as email notifications from SAP Business Network.

Because suppliers are registering a standard account on SAP Business Network, they also get access to SAP Business Network Discovery to find new business opportunities and, if used by their buyers, they get access to SAP Ariba Sourcing and SAP Ariba Contracts.

ⓘ Note

Suppliers may incur optional fees for participating in certain leads on SAP Business Network Discovery.

Suppliers also have the power to choose if and when to upgrade to an enterprise account to run reports or integrate with external systems. Suppliers can choose to upgrade from a standard account to an enterprise account at any time by clicking **Learn More** at the top of any page in their standard account or by clicking **Learn**

More when hovering over any grayed out area of their standard account, such as the **Purchase Orders** menu. Both the buyer and the supplier are notified by email when the supplier upgrades to an enterprise account.

Note

Upgrading to an enterprise account on SAP Business Network may lead to subscription fees for suppliers. For information about the different subscription levels and the pricing by region, visit the [SAP Ariba subscriptions and pricing page](#) and choose a region from the **Download Datasheet** area along the right side of the page.

When suppliers upgrade to an enterprise account in production, their test account also gets upgraded automatically. However, if they upgrade from the test account, the production account isn't upgraded.

Tip

Suppliers might want to upgrade their test account first in order to explore the additional features before they commit to upgrading their production account.

Suppliers have access to help content and videos in the SAP Ariba help center, which is accessible along the right side of each page and by opening the help center in a new window. Suppliers have access to submit a web form to request help from SAP Ariba Support, but this option becomes visible only after they search for help on the **Support Center** page of the help center.

Restriction

Suppliers can contact SAP Ariba Support only in cases where they experience technical issues with their standard accounts. Buyers are expected to handle all questions related to transactions and functionality in standard accounts.

When to choose the standard account method

Standard accounts are intended for suppliers with limited annual transactions. We recommend that buyers target a subset of their suppliers for standard account registration, which allows all their suppliers to derive value according to their size and volume. This makes supplier enablement more efficient by allowing buyers to focus on actively enabling suppliers that need enterprise accounts first, followed by the group of suppliers targeted for standard accounts.

We recommend using the standard account method in the following situations:

- Large capital spend suppliers (high value, low document count)
- Smaller suppliers that transact fewer than 100 documents per year (purchase orders and invoices)
- Suppliers who don't have e-commerce capabilities but utilize email (must have a valid email address)

Buyers should continue to target the following suppliers for enterprise account registration:

- Strategic suppliers
- Legacy, EDI-integrated suppliers

Enterprise account suppliers need more automated, efficient ways to transact or are too important not to proactively manage.

Enabling the standard account capability

If your organization was never enabled for interactive email-orders, please have your Designated Support Contact log a service request to enable the standard account capability. An SAP Ariba Support representative will follow up to complete the request.

Prerequisites

Buyers need to meet the following prerequisites to enable suppliers through standard accounts:

- Your organization needs to be set up to send quick enablement cXML documents to SAP Business Network using email routing, as documented in the [cXML Solutions Guide](#).
- SAP Ariba Procurement solutions send quick enablement documents when the supplier location **Preferred Ordering Method** is set to **Email**.
- For buyers who use an SAP Ariba adapter to connect from their ERP to SAP Business Network, see the SAP Ariba adapter documentation for details on configuring this workflow.

Restrictions

The standard account capability has the following restrictions:

- **Purchase orders:**
 - If you want to send legacy orders to standard account suppliers, you need to enable them through another document type first. After the supplier registers a standard account, you can send legacy orders to them. From their standard account home dashboard, they can send a copy of the legacy order through email, which gives them access to the **Process order** option. The email notification indicates to the supplier that the order was already fulfilled.
 - Blanket purchase orders (BPOs) are supported, but some BPO details aren't displayed in interactive email-order notifications, such as minimum and maximum quantities.

→ Recommendation

Test the end-to-end BPO flow to understand what standard account suppliers see in the email notification versus what they see while logged in to their standard account.

- **Purchase orders for SAP Ariba Buying and Invoicing:**
 - **Supplier Name** is based on the supplier name in SAP Ariba Buying and Invoicing, not on the supplier location **Name** value.
 - SAP Ariba Contract Invoicing isn't supported by default for standard accounts. Buyers need to request the activation of this flow if needed.
- **Invoices for SAP Ariba Buying and Invoicing:** Suppliers receive manually-entered, invoice-status comments only on the invoice (INV) document. They don't receive comments from the invoice reconciliation (IR) document when you reject the IR.
- **Carbon copy (CC) invoices:** You can send additional CC invoices after the supplier registers a standard account, but the supplier will receive only the invoice status email notification. Suppliers can click **View invoice** in the notification to access the CC invoice.

- **SAP Business Network for Supply Chain:** Standard accounts can't be enabled for documents like consignment collaboration, forecast collaboration, or manufacturing planning visibility. If you send scheduling agreement releases to standard account suppliers, the documents aren't sent. If you send scheduling agreement releases to unregistered suppliers, SAP Business Network follows the enterprise account registration flow.
- **Suspended supplier relationships:** SAP Ariba doesn't allow transaction types, including interactive email-orders, or status updates to be sent to suspended supplier relationships.
- **Supplier account configuration:**
 - Suppliers can choose only **Email** for their electronic order routing configuration method. They can upgrade to an enterprise account to use the cXML, EDI, fax, or CSV methods.

Viewing and reporting on suppliers with standard accounts

You can distinguish between standard account suppliers and enterprise account suppliers by using the filters and column headers on the supplier enablement pages:

- The **Manage Vendors** and **Monitor** pages on the **Supplier Enablement** tab have an **Account Type** filter and an **Account Type** column in the list of suppliers. You can also use the **Registered** column to find out the registration status of suppliers that you're enabling through the standard accounts method.
- The **Supplier Enablement > Active Relationships** page has a **Standard Account Suppliers** filter in the **Supplier Selector** menu and an **Account Type** column in the list of suppliers.
- The **Search Suppliers** page has an **Account Type** column in the search result list.

The following reports include **Account Type** and **Received Interactive Email** columns:

- **Supplier Enablement Status Report**
- **Supplier Enablement Task Status Report**
- **Supplier Membership Status Report**

If a supplier has registered a standard account, the **Account Type** column shows **Standard account**. All other suppliers and any suppliers who have upgraded are indicated as a **Enterprise account**. If suppliers receive an interactive email-order, the **Received Interactive Email** column shows **Yes**.

Registration and Document Workflow for Standard Accounts

After suppliers register a standard account on SAP Business Network, the workflow skips the account creation and registration steps.

The following diagram describes the standard accounts workflow for your organization and your suppliers, once you're set up to use the standard account supplier enablement method.

Note

Suppliers can choose to upgrade to an enterprise account at any point during the process.

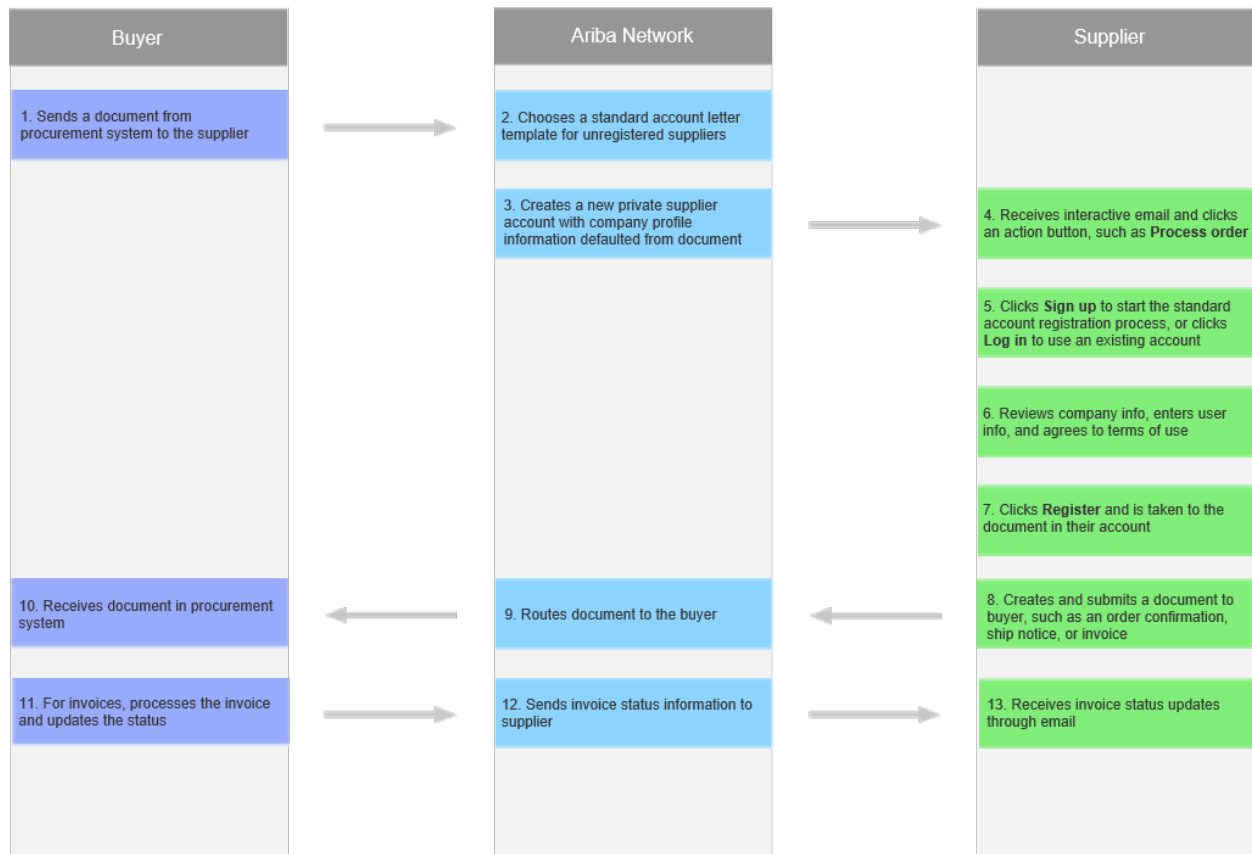


Figure 1: SAP Business Network Standard Accounts Workflow for Buyers and Suppliers

Standard Account Registration Methods

The following diagram outlines the different ways that suppliers can register an SAP Business Network standard account. The lower portion of the diagram provides the enterprise account registration flow for comparison.

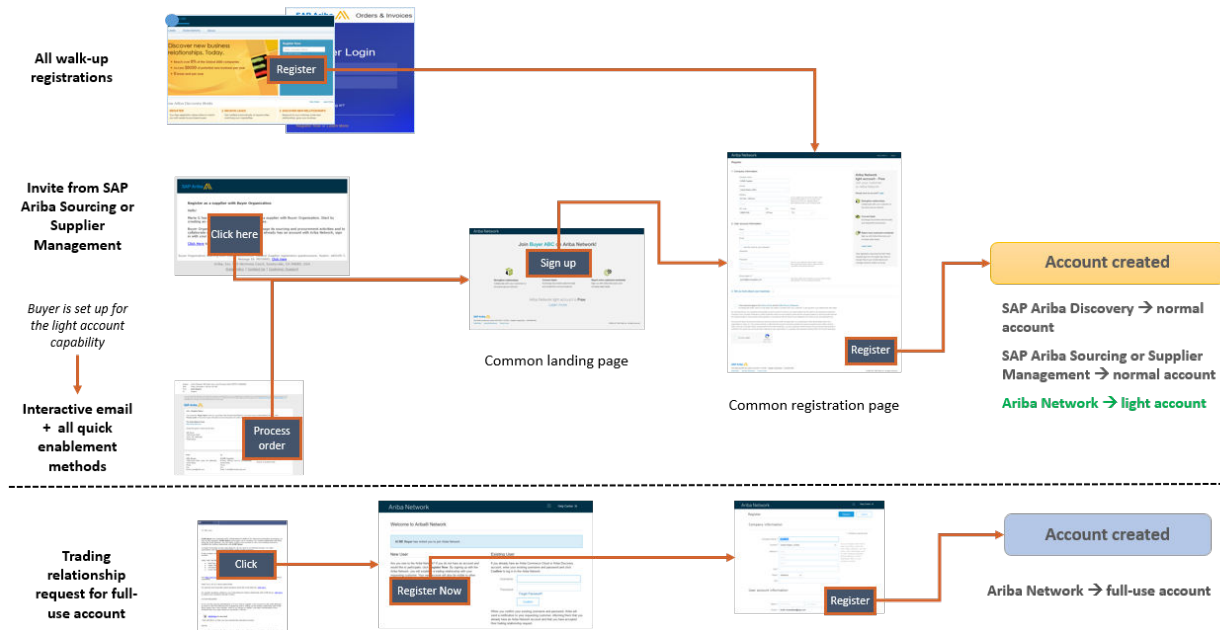


Figure 2: Standard Account Registration Methods

Migrating Suppliers from the One-Time Password Flow to Standard Accounts

If your organization has already sent interactive email-orders to suppliers through the SAP Business Network one-time password flow, you can follow this self-service migration process to transition existing suppliers and enable new suppliers through the standard account method.

Context

The self-service migration allows your organization to decide when it's the right time to transition your existing suppliers over to standard accounts. Your organization controls the change management, and your suppliers are informed about the benefits and change impact of standard accounts.

Procedure

1. Choose ► **Supplier Enablement** ► **Configure** ►
2. On the **Letter Content** tab, locate the **Alternate Supplier Invitation Letters (not in use)** section.
 You'll see 3 letter templates related to standard accounts:
 - **Interactive Email-Order Letter (Supplier Registered)**
 - **Interactive Email-Order Letter (Supplier Suspended)**
 - **Interactive Email-Order Letter (Supplier Unregistered)**
3. Do the following for one of the 3 letter templates related to the **Standard Account** supplier registration type:

- a. Click the letter template name, and choose **Activate This Letter**.
- b. When you see the confirmation message, click **OK**.

Results

After your migration to the standard account method, all suppliers who receive interactive email-orders will need to sign up for a free standard account on SAP Business Network the next time you send a purchase order to them.

Existing suppliers who used the one-time password flow will see the following message in their first interactive email-order notification:

There's a new way to process orders on SAP Business Network. Previously, without an account you had to use a one-time password for each order response. Now, just sign up for a FREE SAP Business Network standard account to process orders and do more on the network. See all benefits. Click **Process order** to sign up for a free standard account.

Letter Template for Standard Accounts

If a supplier's routing method is email and the standard accounts feature is enabled for your organization, SAP Business Network uses the standard account template to send purchase orders to the supplier.

The **Supplier Enablement > Configure > Letter Content** tab includes the following purchase order letter template for supplier enablement through standard accounts:

- **Interactive Email-Order Letter (Direct Supplier Contact)**

Workflow to Create and Edit Letter Templates

1. As a buyer on the SAP Business Network dashboard, choose **Supplier Enablement** tab and click **Configure**. Select a template and click **Actions** to activate. Once the letter is active, click **Actions** to edit. Customize the new template letter body with a personalized invitation message.

Note

If you are a long-term customer, you find new purchase order templates in the **Alternate Supplier Invitation Letters (not in use)** section.

2. The buyer sends a purchase order document.
3. The supplier receives the order and clicks the button in the email.
4. The supplier is redirected to the registration landing page. SAP Business Network determines whether or not there's an existing user account or an existing supplier company account.

5. The supplier can review, and search for existing accounts, use an existing account, or choose to create a new account.
6.
 - If the supplier chooses to use an existing account, they're asked to input their credentials (current user name and password). If it's an existing enterprise account, they get a popup message to confirm they understand fees may apply.
 - If the supplier chooses to create a new account, they're redirected to the new supplier registration form.
7. The supplier lands on the purchase order details page.

If the routing method for the supplier is fax, SAP Business Network uses one of the existing purchase order templates. SAP Business Network chooses a template based on the [template thresholds \[page 26\]](#) that you configured.

Supplier Enablement Permissions to Assign to Account Users

The account administrator configures user accounts with the specific permissions to manage the supplier enablement process. Account administrators automatically have all of these permissions.

Note

For information about how to create users and to assign permissions to them, see [SAP Business Network Users](#) and [SAP Business Network Permissions](#) in the [SAP Business Network Buyer Administration Guide](#).

Permission	Description
Supplier Enablement Program Administrator	This permission includes all the other permissions available for managing the supplier enablement process. Configure supplier enablement thresholds, upload vendors, start supplier enablement, manage supplier enablement tasks, and access vendor data export reports.
Supplier Enablement Configuration	Allows you to configure supplier invitation letters, tasks, and activities for supplier enablement.
Supplier Enablement Task Management	Allows you to manage and monitor tasks for supplier enablement and edit vendor details (vendor name, preferred language, email, contact information, address, vendor comments, enablement status).
Supplier Enablement Report Administration	Allows you to access and run supplier enablement reports: • Supplier Enablement Task Status • Supplier Enablement Status

Turning On Quick Enablement

Your organization can configure your SAP Business Network account to allow for quick enablement of suppliers.

Context

Quick enablement refers to sending a document, such as a purchase order, through SAP Business Network to create a placeholder account for an unregistered supplier. The supplier can then register to take ownership of the account.

Procedure

1. Choose ► **Administration** ► **Configuration** ►.
2. On the **Configuration** page, click **Default Transaction Rules**.
3. In the **Quick Enablement Rules** section, choose **Allow Quick Enablement**.
4. Click **Save**.

Related Information

[Standard Account Capability for SAP Business Network \[page 13\]](#)

Supplier Invitation Letters

Supplier invitation letters are sent to vendors and quick-enabled suppliers when you initiate a relationship with them.

You can choose to use the standard letter content or [create custom content \[page 24\]](#) for the different letters. You can view the standard content for each letter by going to ► **Supplier Enablement** ► **Configure** ► **Letter Content** ► and then choosing ► **Actions** ► **Preview Template** ► next to a letter.

SAP Business Network supports multiple supplier enablement methods that allow you to initiate trading relationships. When you invite suppliers to join SAP Business Network, they receive a trading relationship request invitation letter by fax or email.

A supplier invitation letter is sent when you invite a vendor through the following supplier enablement methods:

- **Trading relationship requests:** Guides suppliers to register your choice of [enterprise \[page 96\]](#) or [standard \[page 13\]](#) account.

For this enablement method, you can choose between three letters on the **Letter Content** tab:

- **Trading Relationship Request Letter (Option 1)**
- **Trading Relationship Request Letter (Option 2)**
- **Trading Relationship Request Letter (Option 3)**

If you want to switch which letter SAP Business Network sends on your behalf, scroll down to the **Alternate Supplier Invitation Letters (not in use)** section, and choose ► **Actions** ► **Activate This Letter** ► next to the inactive option.

- **Quick enablement:** Sends a document to the supplier and creates a private account. If your organization has the [standard account capability \[page 13\]](#) enabled, this process guides suppliers to register a free, standard account. Otherwise, suppliers register an enterprise account. For more details about the difference between standard accounts and full-use accounts, see [Supplier Enablement Terms \[page 96\]](#).
 - ICS invoice (invoices sent from an invoice conversion service provider)

📘 Note

You can [configure thresholds for ICS invoice welcome letters \[page 28\]](#).

- Invoice copy (invoices sent from SAP Ariba Buying solutions or an ERP system)
- Payment proposal
- Purchase order

📘 Note

You can [configure thresholds for purchase order welcome letters \[page 26\]](#).

- Quotation request
- Trading relationship request for quick enabled suppliers

For this enablement method, you can choose between two letters on the **Letter Content** tab:

- **Trading Relationship Request for Quick Enabled Suppliers**
- **Trading Relationship Request for Quick Enabled Suppliers (Basic)**

The **Trading Relationship Request for Quick Enabled Suppliers (Basic)** template contains only minimal SAP Ariba content and allows buyer administrators to customize almost all of the request template. For best results, add content details that help suppliers to understand the context, any buyer-specific expectations, and the value of establishing the trading relationship.

If the buyer organization logo is available, it's included automatically in the template. If it's not available, the buyer organization name displays where the logo would be.

If you want to switch which letter SAP Business Network sends on your behalf, scroll down to the **Alternate Supplier Invitation Letters (not in use)** section, then choose ► **Actions** ► **Activate This Letter** ► next to the inactive option.

- **Interactive email - order:** Sends a purchase order through email to the supplier. If your organization is set up for the [one-time password flow \[page 10\]](#), suppliers remain unregistered and use the action buttons in the purchase order email notification to process and invoice the purchase order. If your organization has the [standard account capability \[page 13\]](#) enabled, suppliers are prompted to register a free, standard account before they can take action on the purchase order.

After the vendors register and accept the SAP Business Network terms of use, a dedicated supplier account is created on SAP Business Network and a relationship is established with your organization.

[Creating Custom Supplier Invitation Letters \[page 24\]](#)

[Configuring Thresholds for Purchase Order Welcome Letters \[page 26\]](#)

Creating Custom Supplier Invitation Letters

Custom content can improve the chances that suppliers review the invitation letters carefully and comply with your requirements.

Prerequisites

You have the **Supplier Enablement Program Administrator** or **Supplier Enablement Configuration** permission to configure invitation letters.

Context

You can optionally customize the content in the supplier invitation letters that ask suppliers to register on SAP Business Network.

→ Tip

If you don't customize the welcome letters, the standard SAP Ariba content is included in invitations sent to suppliers.

The following guidelines and hints apply to custom content in supplier invitation letters and in the [supplier information portal \[page 31\]](#):

- You can create custom content for any combination of supported languages and countries/regions.
- Global custom content must exist in English before you can create content for another language or for a specific country/region.
- For every country/region, the default country/region-specific content is the English content.
- For any given country/region, English custom content must exist for that location before you can create content in any other language.

❖ Example

Before you can create Spanish content for Mexico, you must create English content for Mexico.

- If you want to delete the global English custom content (that is, English content that isn't country/region-specific), you must first delete the custom content for all other languages and countries/regions.

⚠ Caution

For the supplier information portal, if you delete English country/region-specific content, SAP Business Network also deletes all other custom content for that location. A confirmation message gives you a chance to confirm or cancel the action.

- When you create country/region-specific content, it's a good idea (but not a requirement) to create custom content in all potential language and country/region combinations. Doing so ensures that suppliers receive the correct, customer-specific content.

Procedure

1. Choose **► Supplier Enablement ► Configure ►**.
2. On the **Configure** page, click the **Letter Content** tab.
3. On the **Letter Content** tab of the **Configure** page, find the letter template you want to edit, and choose **► Actions ► Create/Edit Custom Content. ►**
4. Choose a language to customize the custom-specific content in the preferred language of the supplier.
5. (Optional) Choose a country/region to create country/region-specific content in the selected language.
6. Enter the content in the text editor.
7. Click **Save**.

Results

SAP Business Network checks whether your welcome letters are customized and references the supplier's country/region and language to determine which content to send to the supplier in any given situation.

Next Steps

You can preview the custom content you created by choosing **► Actions ► Preview Template ►** next to a customized template.

How Does SAP Business Network Select Custom Content?

When custom content exists in multiple languages and countries, SAP Business Network uses a selection process to determine which content to use in any given situation. This process applies to trading relationship letters and the supplier information portal.

To determine which custom content to use, SAP Business Network:

- **Checks the country and language of the supplier.**
- **Checks for custom content that matches the supplier's country and language:** After determining the supplier's country and language, SAP Business Network checks whether custom content exists that matches the country and language of the supplier.
- **Uses a set of priorities to select the most appropriate content to use:**

1. Supplier's preferred language and country
2. Supplier's country, in English language
3. Supplier's preferred language
4. Default (global) English custom content

Country and Language

SAP Business Network gets country and language information in different ways, depending on the situation:

- For trading relationship requests and discount letters, SAP Business Network gets country and language information from the existing supplier record.
- For quick-enablement invitations, SAP Business Network gets country and language information from the document sent from the buyer.
- For supplier information portal content, SAP Business Network gets the supplier's country and language information as follows:
 - To get country information for the supplier, SAP Business Network first checks the main address in the supplier profile (the main address in the supplier's company profile).
If the supplier profile is not available (for example, in the case of private suppliers), SAP Business Network checks the default address of the vendor (the address specified on the **Vendor Details** page).
If no country information is available for the supplier, SAP Business Network displays the global custom content.
 - For language information, SAP Business Network checks the locale setting of the supplier's browser.

Configuring Thresholds for Purchase Order Welcome Letters

You can configure thresholds to manage which type of purchase order welcome letter is sent to a supplier.

Prerequisites

- Your account must be [enabled for quick enablement \[page 22\]](#).
- If you haven't configured a threshold for the letter, the default threshold is used.
- If you have a test account, you must configure thresholds for your test account also.
- You can specify only a template for the **Purchase Order Welcome Letter Threshold 1**. You can't edit values in the other fields.
- You must have the **Supplier Enablement Program Administrator** or **Supplier Enablement Configuration** permission to configure thresholds.

Context

A threshold defines the number and total value of the purchase order sent. When one of the defined threshold parameters is met, the associated letter is sent to the supplier.

The welcome letter section is a part of each quick enabled purchase order sent to suppliers. The content of the welcome letter differs depending on the number and total value of the purchase orders sent. The welcome letter section is included with the purchase order until the supplier registers on SAP Business Network and accepts the terms of use.

SAP Business Network defines three default thresholds, and you can specify up to two additional thresholds.

The following table shows the default threshold settings for quick enablement purchase order welcome letters:

Purchase Order Welcome Letter Threshold	Number of Purchase Orders	Total Purchase Order Value	Letter Template	Template Contents
-	-	-	Purchase Order Letter 1	Contains only the purchase order and doesn't contain the link to register on SAP Business Network. This template isn't used by default.
1	1	0	Purchase Order Letter 2	Contains the purchase order and the link to register on SAP Business Network. Use this template to send suppliers a welcome letter to sign in using the temporary ID and secure code and register on SAP Business Network.
2	3	25,000	Purchase Order Letter 3	Contains the purchase order and the link to register on SAP Business Network. Use this template as a follow-up to the earlier welcome letters that invited the supplier to sign in using the temporary ID and secure code and register on SAP Business Network.
3	5	50,000	Purchase Order Letter 4	Contains the purchase order and the link to register on SAP Business Network. Use this template if the supplier hasn't registered after multiple reminders.
4	8	75,000	Purchase Order Letter 4	Contains the purchase order and the link to register on SAP Business Network. Use this template if the supplier hasn't registered after multiple reminders.
5	10	100,000	Purchase Order Letter 4	Contains the purchase order and the link to register on SAP Business Network. Use this template if the supplier hasn't registered after multiple reminders.

Threshold settings are defined for a year. Thresholds are evaluated each time a purchase order is received based on the current purchase order count.

You can preview the letters by clicking the **Preview Template** link. However, this preview doesn't include the actual purchase order details. If you have added [custom content \[page 24\]](#), you can also preview this information.

❖ Example

You have configured **Purchase Order Welcome Letter Threshold 2** and specified the number of purchase orders as 3, total purchase order value per year as 4,000, and selected the welcome letter template 2. When you configure the next purchase threshold, you must ensure that the value is incremental to the previous value specified for **Purchase Order Welcome Letter Threshold 2**.

Procedure

1. Choose ► **Supplier Enablement** ► **Configure** ►.
2. On the **Configure** page, click the **Quick Enablement Thresholds** tab.
3. In the **Document Type** list, choose **Purchase Order**.

📘 Note

If you don't subscribe to ICS, the **Document Type** field is read-only and **Purchase Order** is already selected.

4. Click **Configure Threshold**.
5. For each threshold other than threshold 1, specify the number of purchase orders you allow per year. Threshold 1 is set to 1 purchase order.
6. For each threshold other than threshold 1, specify the total value of the purchase orders you allow per year. Threshold 1 is set to a total value of zero (0).
7. For each threshold, choose the welcome letter template.
8. **Optional:** Click **Add Buyer Threshold** to define up to two more thresholds.
9. Click **Save**.

Configuring Thresholds for ICS Invoice Welcome Letters

You can have SAP Business Network send an invitation letter to a supplier as soon as you receive a specified number of invoices from that supplier through SAP Ariba invoice conversion services (ICS).

Prerequisites

- Your account must be [enabled for quick enablement \[page 22\]](#).
- If you have a test account, you must configure thresholds for your test account also.
- There's only one ICS invoice threshold. You can't add more ICS invoice thresholds.
- You must have the **Supplier Enablement Program Administrator** or **Supplier Enablement Configuration** permission to configure thresholds.

Context

ICS eases conversion of paper invoices to an electronic format. A service provider receives invoices on behalf of the buying organization and converts them to an electronic format for posting to SAP Business Network.

❖ Example

If the ICS invoice threshold is set to 5, when SAP Business Network receives the fifth invoice from a given supplier, it sends an invitation letter to the supplier. The supplier uses the link in the invitation to register on SAP Business Network and view the status of invoices.

For more information about invoice conversion, see [SAP Business Network Guide to Invoice Conversion](#).

→ Tip

You can start supplier enablement manually for a supplier that was quick enabled through ICS but hasn't yet reached the ICS invoice volume threshold. Doing so sends the supplier the trading relationship request for quick-enabled suppliers.

Procedure

1. Choose **Supplier Enablement > Configure**.
2. On the **Configure** page, click the **Quick Enablement Thresholds** tab.
3. In the **Document Type** list, choose **ICS Invoice**.
If you don't subscribe to ICS, the **Document Type** field is read-only and **Purchase Order** is selected.
4. Click **Configure Threshold**.
5. Enter a number in the **Number of ICS Invoices** field.
6. Click **Save**.

Activities and Tasks

SAP Business Network allows you to track suppliers based on key events that take place during the lifecycle of supplier enablement.

Events in the supplier-enablement lifecycle are called tasks and are broadly grouped into activities. Activities and tasks are used to monitor and track the progress of suppliers on SAP Business Network.

An activity is a method by which suppliers transact with a buying organization through SAP Business Network, for example, **Purchase Order**, **Invoice**, or **Catalog**. Each activity has a set of predefined tasks for supplier enablement. For example, when a supplier is supposed to receive purchase orders through SAP Business Network the activity is called **Purchase Order Activity** and it includes a task called **Configure Purchase Order Routing and Notifications**.

Tasks have two closure types – system or manual. The *system tasks* are closed automatically by SAP Business Network, while the *manual tasks* are closed manually by the task owner after the requested action has been completed. Both your organization and the supplier have tasks associated with them.

After you have uploaded vendors through a CSV file or by manually adding vendors, you can assign activities to selected vendors and start the enablement.

Managing Activities and Tasks

An activity can have a group of tasks associated with it and these tasks are monitored through supplier enablement.

Each task has a description and configured logic to track when the task can be marked completed. Tasks are closely linked to each other. If a task is dependent on another, the corresponding task must be completed before the following task is due for completion. SAP Business Network automatically calculates the target date for the task based on preconfigured offset days.

When new activities are assigned to vendors, an email notification is sent out to them.

Adding a New Activity to the List

New activities must be added to the list to be able to start them.

Prerequisites

You must have the **Supplier Enablement Program Administrator** or **Supplier Enablement Configuration** permission to configure activities.

Context

If you haven't yet started activities for any suppliers, you see all the available activities on the **Supplier Enablement** tab. However, if you're already running activities for suppliers and SAP Business Network adds a new activity, you must add the new activity to the list before you can start it.

Procedure

1. Choose **Supplier Enablement > Configure**.
2. On the **Configure** page, click the **Activities** tab.
3. Click **Add Activity** next to the new activity.

Previewing, Enabling, or Disabling Activities and Tasks

You can view the preconfigured activities and tasks before you start enabling suppliers. You can choose to disable activities and tasks for supplier enablement.

Context

When you disable activities and tasks, suppliers that are already assigned to them aren't impacted. If you want to push the changes to existing vendors, you need to remove and reassign activities to them on the **Manage Vendors** or **Monitor** pages.

Procedure

1. Choose ► **Supplier Enablement** ► **Configure** ►.
2. On the **Configure** page, click the **Activities** tab to view all activities and tasks.
3. **Optional:** Expand an activity to see its tasks.

Note

The **Days to Complete** and the **Escalate on Day** fields show the preconfigured dates for a task.

4. Choose or clear the check box for an activity or any of its tasks.
When you choose the check box for an activity or task, its status changes to **Enabled**. Similarly, when you clear the check box for an activity or task, its status changes to **Disabled**.

Supplier Information Portal

You can create a supplier information portal to allow your suppliers to view information about your organization, such as specific content about your organization's processes.

With the supplier information portal, you can do the following:

- [Create customized content \[page 33\]](#) for suppliers using the rich-text editor that supports common formatting like bold, colors, underline, and bullets.
- Paste text from Microsoft Word into the rich-text editor.
- [Upload \[page 35\]](#) and [share reference documents \[page 36\]](#), such as your supported extrinsics, guides, and information like ship-to and bill-to addresses.
- [Enable extended profile settings \[page 36\]](#) to share more detailed company information with suppliers.
- Translate your supplier information portal into several different languages that are supported by SAP Business Network.

Besides the shared customized content and reference documents, suppliers can also [view your business transaction rules \[page 37\]](#) in the supplier information portal. Suppliers can choose to [receive email notifications \[page 37\]](#) every time you update your shared company profile or share reference documents.

You can create custom content in the following languages:

- Brazilian Portuguese
- Danish
- Dutch
- English
- French
- French Canadian
- German
- Greek
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Romanian
- Russian
- Simplified Chinese
- Spanish
- Swedish
- Turkish

Country/Region-Specific Custom Content

In addition to creating custom content in multiple languages, you can also create country/region-specific content in any combination of the languages and countries/regions that SAP Business Network supports.

❖ Example

If you want to customize the information sent to suppliers in different Spanish-speaking countries/regions, such as Spain, Mexico, and Argentina, you can create several versions of Spanish content: Spanish–Spain, Spanish–Mexico, Spanish–Argentina, and global Spanish content (for Spanish-speaking suppliers that aren't located in Spain, Mexico, or Argentina). For any given language, custom content that doesn't have a country/region specified is called global custom content.

📌 Note

When [determining which content to show in the supplier information portal \[page 25\]](#), SAP Business Network first checks for country/region information in the supplier profile. If country/region information exists in the supplier profile, SAP Business Network doesn't check the country/region on the vendor details page. Therefore, if multiple SAP Business Network vendors are linked to the same public supplier, the country/region SAP Business Network uses might not match the actual vendor country/region.

How Suppliers View Supplier Information Portal Content

Suppliers must have an SAP Business Network supplier account to access the supplier information portal, or they can use a secure link in the trading relationship request letter.

A link to the supplier information portal is available to suppliers on the following pages:

- Enablement tasks
- Task details
- Customer relationships
- Trading relationship request letter

These links give suppliers easy access to the supplier information portal if they need more information about your supplier enablement processes.

[Managing Custom Content for the Supplier Information Portal \[page 33\]](#)

[Downloading a Reference Document Template \[page 34\]](#)

[Uploading Documents to the Supplier Information Portal \[page 35\]](#)

[Sharing or Stop Sharing a Reference Document \[page 36\]](#)

[Filling Out Extended Profile Settings \[page 36\]](#)

[Viewing Configured Invoicing Rules \[page 37\]](#)

[Workflow for Notifying Suppliers About Updated Reference Information \[page 37\]](#)

Managing Custom Content for the Supplier Information Portal

You can create custom letter content for the supplier information portal.

Context

You can edit or delete custom letter content at any time.

Procedure

1. Choose **Supplier Enablement** > **Supplier Information Portal**.
2. Do one of the following:
 - Create and save custom new content in English.

📘 Note

English content is the default content. You can't specify another language or country/region until English content exists.

- Edit custom content by clicking **View**, choosing the language, and clicking **Edit**.
 - Delete custom content by clicking **View**, choosing the language, and clicking **Delete**.
3. To create custom content in other languages, choose a language on the **Create/Edit** tab, and enter and save the content.

→ Tip

You can also add a language from the **View** tab by clicking an entry in the **Country** column, then choose **Add Language**. This option takes you to the **Create/Edit** tab, where you enter and save the content.

4. To create country/region-specific content, choose a country/region and a language on the **Create/Edit** tab, and enter and save the content.

📘 Note

You must first create English content for a country/region before you can create content for that location in any other language.

5. To add another language for the country/region-specific content that you just configured, return to the **Create/Edit** tab, choose a language, and enter and save the content.

Downloading a Reference Document Template

You can download your reference document templates as your suppliers see them.

Procedure

1. Choose ► **Supplier Enablement** ► **Supplier Information Portal** ►.
2. Click **Download Template** and choose one of the following:
 - **Extrinsics Template** for sharing information about the extrinsics you use
 - **Ship-To and Bill-To Template** for sharing information about your shipping and billing addresses

Your browser downloads the selected template in XLS format.

Uploading Documents to the Supplier Information Portal

You can upload files containing additional information in several document formats.

Prerequisites

- Ensure that the format for the uploaded documents is supported by the commonly used viewers.
- Don't exceed the maximum file size for each uploaded file, which is 4 MB.

Context

Document formats you can upload include PDF, Microsoft Word, Microsoft Excel, and Microsoft PowerPoint. A secure web address URL is generated by SAP Business Network for each uploaded document. Use a text editor like Microsoft Word to create the hyperlink, then copy and paste the hyperlink into the rich-text editor.

Procedure

1. Choose ► **Supplier Enablement** ► **Supplier Information Portal** ►.
2. On the **Create/Edit** tab, find the **Reference Content Files** section.
3. Choose the type of document you're uploading from the **Document Type** dropdown.
If you choose **Other** for the document type, you must complete the **Upload Reference Name** field. This field isn't available for the other document types.
4. Click **Choose File** and browse for the desired file.
If you're uploading an **Extrinsics Used** or **Ship To/Bill To Addresses** document type, we strongly recommend using the corresponding [reference document template \[page 34\]](#) .
5. **Optional:** If you want to share any additional comments related to the reference document, enter them in the **Comments to Seller** field.
6. Click **Upload**.

Results

The uploaded reference document shows up in the **Reference Files** table.

Sharing or Stop Sharing a Reference Document

You can share files so that your suppliers can view and download them from your supplier information portal. You can stop sharing a file to hide it from your suppliers.

Procedure

1. Choose ► **Supplier Enablement** ► **Supplier Information Portal** ►.
2. Find the file you want to share or stop sharing in the **Reference Files** table, and do one of the following:
 - If you want to share the file, make sure that the tick sign in the **Shared with Suppliers** column is green. If the sign is white, click on it so it becomes green.
 - If you want to stop sharing the file, make sure that the tick sign in the **Shared with Suppliers** column is white. If the sign is green, click on it so it becomes white.

Next Steps

To view your shared reference documents:

1. Click **Supplier Information Portal**.
2. Click the **View** tab.
3. Click the **Reference Documents** tab.
4. You can see a list of your shared reference documents as your suppliers see them.
5. Download any of the shared reference documents by clicking one of the names.

Filling Out Extended Profile Settings

Fill out your extended profile to share more detailed company information with your suppliers.

Procedure

1. Choose ► **Administration** ► **Configuration** ►.
2. On the **Configuration** page, click **Extended Profile Settings and Information**.
3. Fill out the questions with information you want to share with your suppliers.

Note

You don't need to answer all questions. Your suppliers can see only the completed questions.

4. Click **Save** and then **Close**.

Next Steps

To view and export shared extended profile information:

1. Click the **View** tab.
2. Click the **Extended Profile Information** tab.
3. You can view the shared information as your suppliers see it.
4. (Optional) You can export the extended profile information by clicking **Export to CSV**.

Viewing Configured Invoicing Rules

You can view your **Default Transaction Rules**, **Country-based Invoicing Rules** and **Supplier Group** configurations in read-only format, as your suppliers see them.

Procedure

1. Choose ► **Supplier Enablement** ► **Supplier Information Portal** ►.
2. Click the **View** tab.
3. Click the **Transaction Rules** tab.

Workflow for Notifying Suppliers About Updated Reference Information

This workflow starts with the supplier enabling the **Customer Requirements Change** tab, and ends with the supplier able to view information you share.

Note

You have a trading relationship with the supplier.

1. Your supplier signs in to SAP Business Network, clicks the  **Account Settings** icon, and then chooses ► **Settings** ► **Network Notifications** ► **General** ►, and enables the **Customer Requirements Change** notification tab.
2. You sign in to SAP Business Network as an administrator, and go to ► **Administration** ► **Configuration** ► **Extended Profile Settings and Information** ►, and respond to the questions.
3. You go to ► **Supplier Enablement** ► **Supplier Information Portal** ► and do the following:

- Configure information to be shared with suppliers.
 - Upload and shares one or more reference documents, containing extrinsics, shipping and billing addresses, an EDI guide, non-ISO units of measure, or other information.
4. Your supplier receives an email notification about your updates and opens your supplier information portal.
 5. Your supplier views the extended profile information, reference documents, transaction rules, and other information that you shared.

Supplier Enablement Notifications

People in your organization and in the supplier organizations you are enabling can choose to receive email notifications, which helps to keep the enablement process on track.

Setting Up Supplier Enablement Notifications for Your Organization

An SAP Business Network account administrator can specify which email addresses receive reminder notifications.

Context

As an administrator, you can configure notifications to remind a supplier when one of your organization's tasks is overdue, or when a supplier task is escalated. You can also configure the reply-to email address and choose whether to show your organization's name in the email.

Procedure

1. Choose **Supplier Enablement > Configure**.
2. On the **Configure** page, click the **Notifications** tab.
3. Choose the **Send notifications when supplier enablement tasks are overdue or escalated** check box, and enter up to three email addresses, separated by commas.
4. In the **Configure supplier notifications** section, for each **Notification type**:
 - a. Check the **Sender name** check box to use SAP Business Network as the sender name instead of your company name.
 - b. Enter an email address in the **Reply-to email** box.
5. Click **Save**.

Setting Up Supplier Enablement Notifications (For Suppliers)

Suppliers can configure users to receive notifications about supplier enablement activities and task reminders.

Context

By default, notifications of supplier enablement activities and tasks are sent to the account administrator of the supplier account. But the account administrator can add more users to receive the notifications.

Procedure

1. Sign in to your SAP Business Network supplier account as an administrator.
2. Click the  **Account Settings** icon, and choose  **Settings**  **Network Notifications** .
3. In the **Relationship** section of the **General** tab, choose the **Send a notification when a supplier enablement activity is assigned or a task is overdue** check box.
4. Enter up to three comma-separated email addresses.
5. Enable SAP Business Network to send a notification when a customer has shared or updated a Reference Document on your Supplier Information Portal by checking the **Customer Requirements Change** box.
6. **Optional:** Update the email address for the notification in the **To email addresses** column.
7. Click **Save**.

Enabling Notifications for New Purchase Orders and Changes in Purchase Orders

Suppliers can enable email notifications for new and changed purchase orders.

Procedure

1. Click the  **Account Settings** icon, and choose  **Settings**  **Network Notifications** .
2. Go to the section **Electronic Order Routing**.
3. Check the **Send notifications for new purchase orders to suppliers.** checkbox.
4. Click **Save**.

Vendors

You can manage all your vendors and existing trading relationships on the **Manage Vendor** page.

You can [upload thousands of vendors \[page 41\]](#) using a single CSV file and later invite them to register on SAP Business Network. You can also [manually create a single vendor \[page 44\]](#) at a time in your account.

The CSV file template upload is incremental, and SAP Business Network creates new vendors if their vendor ID is not yet available on the SAP Business Network buyer account. You can then start supplier enablement for the new vendors, and the **Account** activity task is automatically assigned to them. All **Account** activity tasks are immediately completed. If you assigned no other activities to them, the enablement status is set to **Tasks Completed**.

→ Tip

You can view the enablement status on the **Monitor** page or on [supplier enablement reports \[page 88\]](#).

For existing vendors, the vendor information is updated with the information present in the newly uploaded CSV file. The CSV vendor upload links your vendor records with suppliers that are already registered on SAP Business Network, SAP Ariba Sourcing, SAP Business Network Discovery, or SAP Ariba Contracts when you provide the supplier's Network ID or D-U-N-S number.

ⓘ Note

Buyer customer developers can also use the Supplier Invite API to create a client application that creates vendor records in SAP Business Network. For more information, see the *Supplier Invite API* guide.

Option to Ignore D-U-N-S Number for Supplier Matching

By default, D-U-N-S numbers are checked when you send documents to SAP Business Network. SAP Business Network looks for an existing supplier account with a matching D-U-N-S number.

If a matching account is found, one of the following happens:

- If your organization has a trading relationship with the supplier on SAP Business Network, the document is sent to the existing account.
- If your organization doesn't have a trading relationship with the supplier, the document fails and doesn't reach the supplier.

If no matching account is found, SAP Business Network creates a new, private supplier account and sends the document to that account.

Your organization can choose to ignore the D-U-N-S credential in cases where the D-U-N-S check fails on SAP Business Network. With this configuration, if a matching account is found based on the D-U-N-S number, one of the following happens:

- If your organization has a trading relationship with the supplier on SAP Business Network, the document is sent to the existing account.

- If your organization doesn't have a trading relationship with the supplier:
 - If you sent only the D-U-N-S credential, the document fails.
 - If you sent other IDs in addition to the D-U-N-S number, the D-U-N-S is ignored. Either the document is sent to an existing account that matches the remaining credentials or SAP Business Network creates a new, private supplier account and sends the document to that account.

Similar to the default configuration, if no matching account is found based on the D-U-N-S, SAP Business Network creates a new, private supplier account and sends the document to that account.

To ignore the D-U-N-S credential during supplier matching, please have your Designated Support Contact log a service request. An SAP Ariba Support representative will follow up to complete the request. SAP Ariba will configure the **Ignore DUNS credential when a matching supplier does not have a relationship with the buyer** option to enable this feature.

[Creating a Vendor CSV File \[page 41\]](#)

[Adding a Single Vendor in the Supplier Enablement Interface \[page 49\]](#)

[Viewing and Editing Vendor Details \[page 50\]](#)

[Creating and Linking Vendors to a Quick-Enabled Supplier \[page 51\]](#)

[Creating and Uploading a Supplier ID File \[page 51\]](#)

[Synchronization of Supplier Contact Information \[page 53\]](#)

Creating a Vendor CSV File

You can upload new vendor data for multiple unregistered suppliers at a time through a CSV file. You can also update vendor data for existing suppliers.

Prerequisites

- You can include up to 100,000 records in the CSV template.
- The CSV file must conform to [basic syntax rules \[page 43\]](#).
- The maximum recommended upload file size is 10 MB. Your browser might time out for larger files.
- You can use a ZIP utility to compress the CSV file before uploading it. Zipped files must have a ZIP file extension and must contain only one CSV file.
- ERP administrators should export vendor data from their backend systems in the CSV vendor file format.

Context

For each CSV file you upload for supplier enablement, you must specify a name. SAP Business Network processes the file and creates new vendors. For vendors already existing on SAP Business Network, the vendor information is updated. The **Upload** page shows the counts for new and updated vendors.

Procedure

1. Download the vendor CSV template:
 - a. Do one of the following:
 - Choose **Supplier Enablement > Manage Vendors**.
 - Choose **Supplier Enablement > Monitor**.
 - b. Choose **Upload > Upload Vendors**.
 - c. Click the **Download Template** link.
 - d. Click **Save**.
 - e. Choose a location to save the `Upload_Vendor_Template.csv` file, and then click **Save**.
2. Use the template to create a CSV file containing information on vendors to upload on SAP Business Network.

Note

The language used for the trading relationship request invitation letter is determined by the **Preferred Language** field. This field is not case-sensitive. This language setting is only used for notifications until the supplier has registered and taken account ownership.

If the **Preferred Language** field is blank in the CSV vendor file, SAP Business Network uses English as the default language.

3. On the **Upload Vendors** page, enter a name in the **Name** field to identify the uploaded CSV file.
4. Click **Browse** and choose the vendor CSV file.

Note

You can upload the vendor CSV files in ZIP format. However, the ZIP file must contain only one vendor CSV file.

5. Click **Upload**.

The CSV file is validated first and then new vendors are created or previously imported vendors are updated.

Results

If the vendor CSV file contains syntax errors, you'll see an error message in the **Upload Details** table section. Click the upload name to view details and download the error file. Correct the vendor CSV file and upload it again.

Vendor CSV File Syntax and Encoding

Understand the requirements for uploading multiple vendors through a comma-separated values (CSV) file.

Vendor CSV File Basic Syntax Rules

The basic syntax rules are as follows:

- The file must be saved in CSV format (.csv extension).
- String values in a CSV file can have commas, but quotes must be used around the string.
- The following fields are required in the CSV file:
 - Vendor Name
 - Vendor ID (required only if Tax ID is not included in the CSV file)
 - Tax ID (required only if Vendor ID is not included in the CSV file)
 - Vendor City or Vendor Postal Code
 - Vendor Country Code
 - Vendor Province/State/Region (required only if Vendor City or Vendor Postal Code is in a U.S. state)
 - System ID (required only for multi-ERP buying organizations)
 - Buyer ANID (required only for third parties managing supplier enablement on behalf of a buying organization using a Provider account)The template also provides [details on the available fields \[page 44\]](#).
- The file must specify the file encoding in the first row.
- You can leave optional fields blank or delete the column.

The CSV file can contain multiple vendors linked to the same **Ariba Network ID** if your organization is enabled to allow multiple unique supplier IDs (formerly called supplier private IDs) per supplier. Contact SAP Ariba Support to enable this option in your SAP Business Network account.

Vendor CSV File Encoding

The CSV file must explicitly specify the encoding character set as defined in the following table. Enter the code in the first field of the first row. Be sure to leave the remaining columns in the first row blank.

Note

If your CSV upload template file contains only ASCII (7bit) text, you can leave the encoding field empty. The file is processed based on the assumption that it is encoded for 8859_1.

Language	Character Set
Brazilian Portuguese	8859_1
Danish	8859_1
Dutch	8859_1

Language	Character Set
English	8859_1
French	8859_1
French Canadian	8859_1
German	8859_1
Hungarian	8859_2, CP1250
Italian	8859_1
Japanese	SHIFT_JIS
Korean	KSC5601-1987
Norwegian	8859_1
Polish	8859_2, Cp1250
Russian	8859_5, Cp1251
Spanish	8859_1
Simplified Chinese	GB2312
Swedish	8859_1
Traditional Chinese, Hong Kong	Big5
Traditional Chinese, Taiwan	Big5
Turkish	8859_9
UTF-8	UTF-8

Vendor CSV File Fields

The vendor CSV file contains the following column headings and rows:

- Line 1 - Code Page
- Line 2 - Column header
- Line 3 - Optional or Required or Conditional Required
- Line 4 - Format requirements
- Line 5 - Field Description

First line specifies the code page (character set) used. The code page values used are:

- UTF-8
- 8859_1 for Western European (Default value: If the first row is empty, this value will be used)
- SHIFT_JIS for Japanese
- GB2312 for zh_CN
- Big5 - zn_TW

The following table describes the fields available in the vendor CSV file to upload vendors on SAP Business Network for supplier enablement.

Note

- Values in the CSV fields can contain commas in the string, but quotes must be used around the string (Excel automatically can add quotes when saving to CSV format).
- Unused columns that are not required, on Line 2 can be omitted from the CSV file.

Column Header	Required / Optional	Format	Description
Vendor Name	Required	String 256	Vendor name as specified in the your business application; the value remains separate from the supplier account name.
Vendor ID	Required	String 256	The vendor identifier in your organization's back-end ERP system, sometimes called a supplier private ID. If you have multiple vendor IDs linked to a single NetworkID, then the first uploaded vendor ID is marked as the default ID. In SAP Ariba Procurement solutions, and in Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters, the vendor ID is part of the vendor compound key.
Site ID	Optional	String 256	Vendor location ID. (Part of the vendor compound key used with SAP Ariba Procurement solutions and with Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters.) Maps to a field in Oracle and Peoplesoft ERP systems. Not used in SAP ERP systems.
Site Auxiliary ID	Optional	String 256	Holds an additional ID of the vendor key, often used for address ID or contact ID. (Part of the vendor compound key used with SAP Ariba Procurement solutions and with Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters.) Maps to a field in Peoplesoft ERP systems. Not used in SAP and Oracle ERP systems.
System ID	Required for multi-ERP buyer	String 256 (must match pre-configured value)	System IDs are used to uniquely identify your different business applications. Only applicable to multi-ERP customers.
ERP Purchase Order Count	Optional	Integer value	Total number of purchase orders sent to the vendor in 12 months.
ERP Invoice Count	Optional	Integer value	Total number of invoices sent to the vendor in 12 months.
ERP Spend Per Year	Optional	Decimal value	Total spend based on invoices (recommended) or purchase orders in 12 months with the vendor.
ERP Spend Currency	Optional	3 digit currency code, e.g. USD or EUR	Default value is USD in case no currency is specified.

Column Header	Required / Optional	Format	Description
Wave	Optional	Wave01, Wave02, ..., Wave20	Used to group vendors based on pre-configured values as Wave1, Wave2, Wave3, ... WaveN. Wave can only be specified through the vendor CSV upload.
Proposed Enablement Mode	Optional	String 256	Used to segment vendors based on the enablement mode. Values are free text and will help to select the supplier enablement activities after the CSV upload. Examples could be: Register Online Invoice, Register cXML Invoice Catalog, QE-PO Invoice.
D-U-N-S Number	Optional	99-999-9999 or 999999999	Nine-digit D-U-N-S number of the vendor can be used to match the vendor record with existing SAP Business Network accounts.
Network ID	Optional	AN01999999999	Must match the NetworkID of a supplier account on SAP Business Network. This ID is linked to the vendor ID of the supplier account. If your buyer account is enabled to allow multiple unique supplier IDs (formerly called supplier private IDs) per supplier, you can link multiple vendor IDs to the same SAP Business Network supplier account.
AN Supplier Group	Optional	String 256 (AN Supplier Group)	Name of an SAP Business Network supplier group. The value must be configured before you upload the CSV file.
Tax ID	Optional	String 256	Supplier Tax ID. SAP Business Network does not validate this field. Tax ID can have any format.
VAT ID	Optional	String 256	Supplier VAT ID. SAP Business Network does not validate this field. VAT ID can have any format.
Relationship Request Email Address	Optional	String 256 (email format)	Email address is used to pre-populate the relationship request letter. If relationship request email and fax is provided then the email will be used.
Relationship Request Fax Country Code	Optional	2 or 3-letter ISO country code	Country code of the relationship request fax number in ISO 3166-alpha-2 or -3 code format. For example, US or USA. Field is not case-sensitive. If this field is empty, the vendor country code will be used.
Relationship Request Fax Area Code	Optional	Only digits	Area code of the relationship request fax number. A fax number is required if a relationship request fax area code is provided.
Relationship Request Fax Number	Optional	Only digits	Relationship request fax number is used to pre-populate the relationship request letter. If relationship request email and fax is provided then the email will be used.

Column Header	Required / Optional	Format	Description
Vendor Email Address	Optional	String 256 (email format)	Email address of the vendor. This email address is also used to pre-populate the relationship request letter email.
Vendor Fax Country Code	Optional	2 or 3-letter ISO country code	Country code of the vendor's fax number in ISO 3166-alpha-2 or -3 code format. For example, US or USA. Field is not case-sensitive. If this field is empty, the vendor country code will be used.
Vendor Fax Area Code	Optional	Only digits	Area code of the vendor fax number. A fax number is required if a fax area code is provided.
Vendor Fax Number	Optional	Only digits	Fax number of the vendor. This fax number is also used to pre-populate the relationship request letter fax.
Vendor Fax	Optional	String 265	Fax number of the vendor in one field.
Vendor Phone Country Code	Optional	2 or 3-letter ISO country code	Country code of the vendor phone number in ISO 3166-alpha-2 or -3 code format. For example, US or USA. Field is not case-sensitive. If this field is empty, the vendor country code will be used.
Vendor Phone Area Code	Optional	Only digits	Area code of the vendor phone number. A vendor phone number is required if a phone area code is provided.
Vendor Phone Number	Optional	Only digits	Vendor phone number is required if a phone area code is provided.
Vendor Phone	Optional	String 265	Phone number of the vendor in one field.
Vendor Country Code	Required	2 or 3-letter ISO country code	Country code of the vendor address in ISO 3166-alpha-2 or -3 code format. For example, US, FR or USA, FRA. Field is not case-sensitive. Value is also used to default phone/fax country codes if no specific value is provided for these fields.
Vendor Address Line 1	Optional	String 256	Vendor address line 1
Vendor Address Line 2	Optional	String 256	Vendor address line 2
Vendor Address Line 3	Optional	String 256	Vendor address line 3
Vendor City	Required if Vendor Postal Code is empty	String 256	Vendor city name
Vendor Province/State/Region	Required if the Vendor Postal Code/ Vendor City is a US state	US State code or free text string for other countries	For US companies, the value must be a two-digit US state abbreviation- for example, CA, IN. For other countries, the field value can be a free text string.
Vendor Postal Code	Required if Vendor City is empty	String 256	Postal code (zip code) is validated for US based vendors. For example, 95131-2345, 95131
Contact First Name	Optional	String 256	First name of the vendor contact who can manage supplier enablement-related tasks. A sales-related contact role is recommended.

Column Header	Required / Optional	Format	Description
Contact Last Name	Optional	String 256	Last name of the vendor contact who can manage supplier enablement-related tasks. A sales-related contact role is recommended.
Contact Phone Country Code	Optional	2 or 3-letter ISO country code	Country code of the contact phone number in ISO 3166-2 or -3 code format. For example, US or USA. If empty, the vendor country code will be used.
Contact Phone Area Code	Optional	Only digits	Contact phone number is required if a phone area code is provided.
Contact Phone Number	Optional	Only digits	Contact phone number is required if a contact phone area code is provided.
Contact Phone Extension	Optional	10 digits	Contact Phone Extension
Contact Phone	Optional	String 265	Contact phone number in one field.
Remittance Information	Optional	String 4096 (in SAP Ariba address object format)	Each remittance entry must be in the format: <remittanceid:contactname:street1:street2:street3:city:state:country:zip>. List of remittance addresses must be separated by a semi-colon. Country must be a three-letter ISO 3166-alpha-3 abbreviation.
Preferred Language	Optional	Brazilian Portuguese, Danish, English, Dutch, French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Russian, Spanish, Simplified Chinese, Swedish, Traditional Chinese, and Turkish	Used to determine the relationship request letter language. If not provided, the default value is English.
Contact Address Line 1	Optional	String 256	Contact Address Line 1
Contact Address Line 2	Optional	String 256	Contact Address Line 2
Contact Address Line 3	Optional	String 256	Contact Address Line 3
Contact City	Optional	String 256	Contact City
Contact Province/State/Region	Optional	Allows pre-populating the order routing for a newState code of US/ Japan or a free text string for other countries	For US companies, the value must be a two-digit US state abbreviation- for example, CA, IN. For Japanese companies, use the ISO state codes for Japan. For other countries, the field value can be a free text string.
Contact Country Code	Optional	2 or 3-letter ISO country code	Country code of the contact address in ISO 3166-alpha-2 or -3 code format. For example, US, FR, or USA, FRA. Field is not case-sensitive.
Contact Postal Code	Optional	String 256	Postal Code (zip code) is validated for US based vendors. For example, 95131-2345, 95131

Column Header	Required / Optional	Format	Description
Buying Organization ANID	Required for Service Providers	AN019999999999	Only required for service providers acting on your behalf.
Legacy Vendor ID	Optional	String 256	Formerly used vendor ID / supplier private ID in SAP Ariba Procurement solutions and in Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters, now used for backward compatibility. (Replaced by the vendor compound key: Vendor ID, Site ID, Site Auxiliary ID.)
Account Type	Optional	String 256	Account type for vendor invite (FULL/LIGHT). FULL invites the supplier to register an enterprise account, while LIGHT invites the supplier to register a standard account.

Adding a Single Vendor in the Supplier Enablement Interface

You can provide required vendor details and optional details.

Context

Vendor information includes routing information for the invitation letter and order routing information. When you start supplier enablement for the newly added vendor, the vendor receives a trading relationship request letter.

Procedure

1. Choose **Supplier Enablement > Manage Vendors**.
2. Click **Add**.
3. On the **Add a Vendor** page, enter the vendor details.
4. Click **Add**.

Related Information

[Supplier Invitation Letters \[page 22\]](#)

Viewing and Editing Vendor Details

Buying organizations can view and edit the vendor details available in the **Manage Vendors** and **Monitor** pages.

Prerequisites

You must have the **Supplier Enablement Program Administrator** or **Supplier Enablement Task Management** permission to view and edit vendor details.

Context

You can edit the following vendor details at any time:

- Vendor name
- Vendor email address, fax number, phone number, and vendor address
- Contact first and last name
- Contact phone number

You can edit the following vendor details until the supplier has registered and taken account ownership:

- Invitation letter routing email or fax
- Order routing email or fax

If the vendor is linked to an existing supplier account on SAP Business Network, the Network ID column shows the Network ID of the vendor. The Network ID also shows up after supplier enablement has started for the vendor.

Procedure

1. Do one of the following:
 - Choose ► **Supplier Enablement** ► **Manage Vendors** ►.
 - Choose ► **Supplier Enablement** ► **Monitor** ►.
2. **Optional:** [Filter the page \[page 75\]](#) by specifying one or more filters.
3. Choose a vendor.
4. In the **Actions** column, choose ► **Actions** ► **View/Edit Details** ►.

Note

You can delete a vendor if you don't want to track and manage the vendor for supplier enablement any longer by choosing ► **Actions** ► **Delete Vendor** ►. The vendor must not have started enablement, or must have a supplier enablement status of **Closed**.

To delete other vendors, first change the enablement status to **Closed**.

5. View or edit fields on the **Supplier Details** and **Vendor Details** tabs.
6. Click **Save**.

Creating and Linking Vendors to a Quick-Enabled Supplier

You can link quick-enabled suppliers to the corresponding vendor records.

When you invite suppliers through a quick enablement method, a private supplier account and a corresponding vendor are created on SAP Business Network. The **Account** activity is automatically associated to the quick-enabled suppliers, and the enablement status is set to **Active**. For quick enablement through purchase orders, the **Purchase Order** activity is also added automatically.

If your organization uses quick enablement with SAP Ariba Buying solutions, you can use the supplier Network ID to establish a link with the vendor ID in your ERP or other back-end systems. This additional step is required when the quick-enablement document uses a supplier private ID to identify the supplier and doesn't include vendor compound key information. When vendors are uploaded using the [vendor CSV file \[page 41\]](#), you can add the supplier Network ID to the respective vendor that links the vendor ID with the SAP Business Network supplier.

If you assign supplier groups in the vendor CSV file, any vendors whose corresponding supplier accounts were already members of a supplier group other than that specified in the vendor CSV file are now members of the supplier group specified in the vendor CSV file instead.

Note

This process creates two vendors linked to the same SAP Business Network supplier. To allow this, your organization must be enabled to allow multiple unique supplier IDs (formerly called supplier private IDs) per supplier. Contact SAP Ariba Support to enable this option in your SAP Business Network account.

Creating and Uploading a Supplier ID File

You can specify multiple supplier IDs and system IDs for suppliers that have an active trading relationship with you.

Prerequisites

Your application must be enabled to allow multiple unique supplier IDs (private IDs) per buyer-supplier relationship.

Context

Using a single file, you can quickly add up to 1000 supplier IDs in a single file.

Note

This feature is available only in your test account. To upload multiple unique supplier IDs in your production account, see [Creating a Vendor CSV File \[page 41\]](#).

A supplier file containing supplier IDs and system IDs has the following requirements:

- The file must be saved in CSV format.
- The file must have the four columns indicated in the steps that follow. If the values or number of columns are incorrect, the file validation fails.

The supplier file can have two kinds of errors:

- **Syntax errors:** If the file contains syntax errors, an error message is displayed on the **Upload Supplier Private IDs** page. Click **Download Error Log** to download the error log file. Events with syntax errors are not queued and they are not available in the **Update Event** table.
- **Database or event errors:** In case there are database or event errors when uploading the supplier file, the file is queued and this event appears in the **Update Event** table. Click the event name to download the error log and supplier file to view and make changes.

You receive notifications on the status of the uploaded file.

Procedure

1. Create a new blank CSV file, and enter the following headings in the first four columns:

Note

The supplier file doesn't support the vendor compound key.

Column Header	Description	Required/Optional	Content Type
ANID	Supplier ANID	Required	13 digits number prefixed with AN. For example, ANxxxxxxxxxx.
SystemID	An identifier assigned to each of your procurement applications.	Optional	Alphanumeric values
PrivateID	An identifier used to define the suppliers in your procurement application. It must be unique per buyer–supplier relationship per system ID.	Required	Alphanumeric values

Column Header	Description	Required/Optional	Content Type
IsDefault	Controls routing of non-PO invoices for each procurement application. You can only dedicate one supplier private ID as a default for each application system ID.	Required	Y to indicate Yes N or Blank to indicate No

2. Sign in to your SAP Business Network test account.
3. Choose ► **Supplier Enablement** ► **Active Relationships** ►.
4. Click **Upload Private IDs**.
5. Enter a name to identify the uploaded event in the text box.
6. Browse for your CSV file, and then click **Upload**.

Results

If there are no syntax errors when you upload the supplier file, SAP Business Network puts your file into the queue to validate and process it. SAP Business Network validates the syntax and values specified in the supplier file. When validation is complete, SAP Business Network changes its status to **Completed**. If there are errors, you'll see an error message and you can view the list of events and the status of the supplier file in the **Upload Events** table.

Synchronization of Supplier Contact Information

The contact information in the trading relationship request is synchronized with the quick enablement letters and the information on the **Vendor Details** page (under **Invitation Letter Routing Information**).

Here is the flow SAP Business Network follows for updating contact information in the letters and user interface:

- First, when the supplier is quick enabled, the supplier routing information used in the document that triggered quick enablement (for example, the purchase order or ICS invoice) is added to the vendor details available from the **Manage Vendors** page. (This occurs only if the **Vendor Details** page does not already contain that information.) The invitation letter routing information on the **Vendor Details** page supports both email and fax.
- Whenever a manual or automatic reminder is sent to the supplier, SAP Business Network uses the letter routing information on the **Vendor Details** page. The letter is sent by email, if an email address is available, or by fax, if the only routing information available is a fax number.
- After enablement has started for a private supplier, when you select **Edit** on the **Active Relationships** page for that supplier, SAP Business Network takes you to the **Vendor Details** page to edit the information. (A confirmation message explains that this is happening.) This is to keep routing information on the **Vendor Details** page in sync with the information on the **Active Relationships** page once enablement has started.

On the **Vendor Details** page, the vendor contact information in the **Vendor Account Details** and **Invitation Letter Routing Information** sections are populated from the quick enablement invitation letter only if the fields are empty. This means:

- Vendor details loaded via CSV vendor upload or entered manually are not overwritten with information from quick enablement documents.

- Existing contact information on the **Vendor Details** page is not automatically updated from subsequent quick enablement documents. This is to ensure that the CSV vendor upload data stays the source of truth. For example, suppose a supplier is quick enabled through a purchase order. The supplier email address from that purchase order is added to the **Vendor Details** page. Ten days later, another purchase order is sent to the supplier, this time with different email information. The **Vendor Details** page is **not** updated with the new information. You must update the routing information manually.

Following are some details to keep in mind regarding supplier contact information:

- The contact information used by the new invitation (the trading relationship request for quick enabled suppliers) is based on the information in the **Invitation Letter Routing Information** section of the **Vendor Details** page. This contact might be different from the contact used by the quick enablement invitation letters for each quick enablement method.
- If you edit the routing email for a private supplier on the **Active Relationships** page before the supplier enablement process has started, the updated email address is not carried over to the **Invitation Letter Routing Information** section on the **Vendor Details** page.

Manage Supplier Enablement

After you upload multiple vendors or add individual vendors, you can start and track enablement for them.

→ Remember

Complete the [one-time setup activities \[page 6\]](#) before starting enablement for vendors.

The **Manage Vendors** page lists all vendors available for supplier enablement. You can [assign activities \[page 55\]](#) and [start enablement \[page 57\]](#) for selected vendors and [monitor the enablement \[page 71\]](#).

You can also [view and edit the vendor details \[page 50\]](#) and [resend the trading relationship request letter \[page 66\]](#).

[Assigning or Unassigning Activities \[page 55\]](#)

[Starting Supplier Enablement for a Vendor \[page 57\]](#)

[Putting a Supplier on Hold \[page 58\]](#)

[Stopping Enablement for a Supplier \[page 59\]](#)

[Trading Relationships \[page 59\]](#)

[Extend a Relationship with an Existing Supplier \[page 69\]](#)

[Supplier Enablement Monitoring \[page 71\]](#)

Assigning or Unassigning Activities

You can assign supplier enablement activities to vendors based on the types of transactions they wish to enable.

Context

You assign activities based on the desired transactions. You can then monitor and track these activities. If you don't want to track previously assigned activities for vendors, you can unassign the activities.

You can assign the following supplier enablement activities to vendors:

- **Account** (automatically assigned by the system)
- **Purchase Order**
- **Invoice**
- **Catalog**
- **Payment**
- **Discount Management**

- **AribaPay** (available only in accounts where the payment capability is enabled)
- **Supply Chain Financing**
- **Dynamic Discounting Credit Memos**

These activities are preconfigured and include a set of associated tasks. When an activity is assigned, the corresponding grouped tasks are automatically associated. Activities and tasks are started once the **Account** activity has been completed.

Buying organizations can mass-assign one or more activities for vendors based on filter options available on the **Manage Vendors** and **Monitor** pages. For example, buying organizations can choose vendors based on an enablement mode, spend value, or spend range and assign activities. This helps in managing and monitoring supplier enablement for vendors easily.

An activity can also have the following exception statuses:

- **Overdue**
- **Escalated/Failed**

Buying organizations are notified about exceptions through email and these activity statuses can be viewed on the **Monitor** page.

Suppliers invited through quick-enablement methods (inviting suppliers through purchase orders, payment proposals, CC invoices sent from SAP Ariba Buying solutions or the ERP system, request for quotation, or ICS invoices) are automatically added to the **Account** activity and are monitored on the **Supplier Enablement** tab. For quick enablement purchase orders, the **Purchase Order** activity is added automatically.

Note

- If activities are assigned to vendors who have already completed all earlier tasks, the supplier enablement status for the vendor changes from **No pending tasks** to **Active**.
- Deactivated activities are not available while assigning activities and tasks for vendors.

Procedure

1. Do one of the following:
 - Choose ► **Supplier Enablement** ► **Manage Vendors** ►.
 - Choose ► **Supplier Enablement** ► **Monitor** ►.
2. Select a vendor.
3. Click **Assign** or **Unassign**.
4. Choose the activities to assign or unassign for the selected vendors.
5. Click **Assign** or **Unassign**.

Starting Supplier Enablement for a Vendor

If the supplier enablement has not been started for a vendor, the buying organization can start it manually on the **Manage Vendors** or **Monitor** pages of the **Supplier Enablement** tab.

Prerequisites

Before buying organizations start supplier enablement, they should use the **e-Contact** column in the **Manage Vendor** and **Monitor** pages to verify that the vendor has configured an email address or fax number to send the trading relationship request letter. A trading relationship request letter is sent out when supplier enablement is started for a vendor.

Context

The supplier enablement status shows **Not Started** or blank if supplier enablement isn't yet started for a vendor. When supplier enablement is started, the status changes to **Active**.

Buying organizations can refine the vendors list by using filters available on the **Manage Vendors** or **Monitor** pages. They can then start enablement for multiple vendors at once. For example, you can use the supplier enablement status **None** to filter vendors that haven't started supplier enablement and don't have any activity assigned.

After the supplier enablement is started for vendor, the **Account** activity is automatically assigned. Other assigned activities are started after the **Account** activity has been completed.

Suppliers invited through quick enablement methods are automatically added to the **Account** activity and the enablement is started.

→ Tip

You can get accustomed with the SAP Business Network supplier enablement process by working on a pilot project with a small number of vendors. By using a pilot project, a buying organization can complete a full supplier enablement life cycle, to ensure that all their configuration settings are accurate and that the integration to their back-end system is complete. Later, they can start the supplier enablement process for all remaining vendors with whom they want to start a trading relationship on SAP Business Network.

→ Remember

You can't test supplier enablement configurations using your test account.

Procedure

1. Do one of the following:

- Choose ► **Supplier Enablement** ► **Manage Vendors** ►.
 - Choose ► **Supplier Enablement** ► **Monitor** ►.
2. (Optional) [Filter the page \[page 75\]](#) by specifying one or more filters.
 3. Choose one or more vendors whose status is not **Active**.
 4. Click **Start**.

Putting a Supplier on Hold

You can temporarily pause the supplier enablement process.

Context

When a vendor requires follow-up action before supplier enablement can continue further, the buying organization can put the vendor on hold. The buying organization can later change the enablement status back to **Active**.

Procedure

1. Choose ► **Supplier Enablement** ► **Tasks** ►.
2. In the **View** dropdown, choose a view (for example, **Escalated Supplier Tasks**).
3. (Optional) [Filter the page \[page 82\]](#) by specifying one or more filters.
4. Find the supplier to put on hold, and choose ► **Actions** ► **View Task Details** ►.
5. In the **Supplier Enablement Status** field on the task details page, choose **Escalated**.
6. In the **Status Reason** field, choose a value. If you choose **Other - Details in Vendor Comments**, add a comment describing the reason in the **Vendor Comments** field.
7. In the **Action Required By** field, choose the person designated for follow-up action.
8. Click **OK**.

Stopping Enablement for a Supplier

You can cancel the supplier enablement process.

Context

Buying organizations can discontinue supplier enablement for a vendor after the supplier enablement was started by changing the supplier enablement status from **Active** to **Closed**. The vendor is no longer tracked for supplier enablement.

A buying organization can restart supplier enablement for a vendor in **Closed** status by changing the supplier enablement status back to **Active** in the **Vendor Details** page. Alternatively, they can delete the vendor (which deletes existing activity assignments), reload the vendor, and then restart supplier enablement again.

Procedure

1. Choose ► **Supplier Enablement** ► **Manage Vendors** ►.
2. (Optional) [Filter the page \[page 75\]](#) by specifying one or more filters.
3. Find the supplier, and click the vendor name.
The **Vendor Details** tab of the **Supplier and Vendor Details** page appears.
4. For the **Enablement Status** field, choose **Close**.
5. In the **Status Reason** field, choose a value. If you choose **Other - Details in Vendor Comments**, add a comment describing the reason in the **Vendor Comments** field.
6. Click **Save**.

Trading Relationships

You can use multiple methods to initiate a trading relationship with suppliers.

The following tasks are ways you can start a trading relationship:

- [Search for and add registered suppliers \[page 60\]](#).
- [Invite unregistered suppliers through email \[page 62\]](#).
- [Quick enable \[page 63\]](#) suppliers through purchase order, payment proposal, CC invoice (invoices sent from SAP Ariba Buying solutions or the ERP system), ICS invoice, or request for quotation. [Post a supplier self-nomination project \[page 68\]](#) so that suppliers can proactively initiate a relationship request with you.

[Searching for and Requesting a Relationship with Registered Suppliers \[page 60\]](#)

[Inviting Suppliers Through Email \[page 62\]](#)

[Inviting Suppliers Through Quick Enablement \[page 63\]](#)

- [Sending a Quick Enablement Trading Relationship Request \[page 65\]](#)
- [Resending Trading Relationship Request Letters \[page 66\]](#)
- [Generating an Invoice Quick Enablement Customer Code \[page 67\]](#)
- [Deleting Invited Unregistered Suppliers \[page 68\]](#)
- [Creating a Supplier Self-Nomination Project \[page 68\]](#)

Searching for and Requesting a Relationship with Registered Suppliers

You can search for and request a relationship with suppliers that are already registered on SAP Business Network, SAP Ariba Sourcing, SAP Business Network Discovery, or SAP Ariba Contracts. You can also review your current supplier relationships through the search.

Context

 **Note**

To invite new suppliers that are not yet registered on SAP Business Network use one of the [quick enablement methods \[page 22\]](#). To add more than 500 suppliers at a time, [upload a vendor CSV file \[page 41\]](#).

To search only suppliers with which you have established relationships, click **Search only my trading partners**. SAP Business Network refreshes the page to display additional options.

You can search for suppliers using a wide range of business criteria:

Use This Area...	To Do This...
Search only my trading partners	Search only suppliers with which you have established relationships. If you do not select this check box, SAP Business Network searches all suppliers with visible profiles, including those with which you have relationships. When you select this option, SAP Business Network displays additional check boxes that let you limit the search to: • Only suppliers for which you have set up custom order routing rules • Only suppliers for which you have set up custom invoicing rules • Only suppliers for which you have configured custom contracts site setup

Use This Area...	To Do This...
Basic Profile	Search by company name, NetworkId, state, or country/region. Note these guidelines for Basic Profile fields: • Company name and Company name starts with: You can enter a partial name—SAP Business Network finds similar names. • NetworkId (also known as Ariba Network ID or ANID): Enter a value starting with “AN” followed by 11 digits; for example, AN02000012345. SAP Business Network performs exact matching for this field. • D-U-N-S Number: You can enter a partial number—SAP Business Network finds similar numbers.
Classifications	Search by commodity, territory served, and industry served. Note these guidelines for Classifications fields: • Commodity supplied: Select UNSPSC (United Nations Standard Products and Services Code) categories to narrow your search. The more specific the commodity classification you select, the fewer potential suppliers SAP Business Network returns. • Territory served: Select a country/region to narrow your search. For some locations, SAP Business Network displays a Region list that allows you to select a more specific area, such as a state. • Industry served: Select an industry to narrow your search.
Additional Company Profile	Search by year founded, annual revenue, number of employees, and minority information. If you use the Annual Revenue parameter, SAP Business Network does not return suppliers that specified “contact company for information” for that field. Some private and nonprofit suppliers do not specify their annual revenue for business reasons.

After you locate suppliers of interest, you can download their basic or extended profile. Basic profiles include limited data, such as company contact information and the supplier’s supported routing methods. Extended profiles include all available information about suppliers.

For enhanced security, you cannot view the tax IDs of a supplier that you do not have a trading relationship with when you search for them. In the ► **Supplier Details** ► **Company Profile** ► page, SAP Business Network masks the **Tax ID**, **State Tax ID**, **Regional Tax ID**, and **VAT ID** fields when you do not have a trading relationship with the supplier. The Tax ID is only visible after you establish a trading relationship with the supplier on SAP Business Network.

Procedure

1. Choose ► **Supplier Enablement** ► **Active Relationships** ►.
2. Click **Search for Suppliers**.
3. Enter values in any of the fields.

→ Tip

You can search by the supplier name, D-U-N-S number, country/region, industry, or commodity. The more search criteria you enter, the narrower the search results.

4. Click **Search**.

SAP Business Network shows matching suppliers. SAP Business Network doesn't show suppliers that are already in your list of current or pending suppliers. You can view any supplier's profile or public customer catalogs.

5. Click a supplier to see the supplier's account information.
6. Check the information for accuracy. SAP Ariba doesn't check the validity of the information provided by suppliers. Do one of the following:
 - If the information is accurate, continue to the next step.
 - If the information contains errors, do not continue. Contact the supplier's representative directly by telephone or email and ask that person to fix the problem on SAP Business Network. Wait for another email from SAP Business Network indicating that the supplier reregistered, and start at step 1 again.
7. Click **Request Relationship**.
8. Read the responsibility statement and, if you agree, choose the check box.
9. Click **Request a relationship** to finish the review and send the supplier a relationship request.
10. Click **Done**.

SAP Business Network shows the supplier either as a **Current Supplier** or **Pending Relationship**, depending on whether their account is configured to accept all requests automatically or to review each individually.

Results

SAP Business Network sends you and the supplier an email notification with further information and instructions on finalizing the relationship request.

Inviting Suppliers Through Email

The following overview describes the steps you use to invite an unregistered supplier to register on SAP Business Network and establish a trading relationship. Suppliers who register by email invitation are registering an enterprise account.

1. Enter the supplier's email address and company name. SAP Business Network sends the invitation as an email message and shows this supplier as an **Invited unregistered supplier** on the **Active Relationships** page.
2. The supplier receives an email invitation from SAP Business Network and clicks the link provided in the email to start the registration process. Once registered, the supplier gains immediate access to the account. The supplier can't transact until you establish a trading relationship with them.
3. You receive an email notification from SAP Business Network indicating that your invited supplier has registered and requesting that you review the supplier's account information. When you go to your **Active Relationships** page, the supplier now appears as an **Invited Registered Supplier**.
4. You review the supplier's registration information and request a relationship.
5. The supplier accepts your request in one of the following ways:
 - If the supplier account is configured to automatically accept all relationship requests (the default), your request is accepted immediately.
 - If the supplier account is set up so that a user must review and approve or reject relationship requests manually, the supplier shows as a **Pending Relationship** on your **Active Relationships** page until they have

approved the request. This enables them to configure their order routing systems to handle orders from a specific buyer or reconfigure their order routing systems to fix a receiving problem.

6. The supplier receives an email notification from SAP Business Network confirming that they are ready to transact with your organization.

After the supplier accepts your request, their organization shows as a **Current Supplier** on your **Active Relationships** page. Now, you can send orders to the supplier through SAP Business Network.

Resending an Email Invitation to a Private Supplier

In some cases, the email invitation fails to reach the private supplier or you may want to resend the temporary user ID and secure code to a private supplier using a different email address. In such cases, you can resend the sign-in information to private suppliers. Private suppliers can use the information in the email invitation to sign in to SAP Business Network and take ownership of their account.

Procedure

1. Choose ► **Supplier Enablement** ► **Active Relationships** ►.
SAP Business Network lists your current suppliers.
2. Click **Supplier Selector** and select **Private Suppliers**.
3. Do one of the following:
 - To edit the email address before sending the email notification, click **More Actions** and then click **Edit**. Enter the new email address.

Note

If enablement has started for the private supplier, SAP Business Network takes you to the **Vendor Details** page to edit the email address. (A confirmation message explains that this is happening.) This is to keep routing information on the **Vendor Details** page in sync with the information on the **Active Relationships** page once enablement has started.

- To send the email notification, click **More Actions** and then click **Send Invitation**.

Note

You can also resend the sign-in information to failed private suppliers.

Inviting Suppliers Through Quick Enablement

Quick enablement allows you to create new SAP Business Network accounts on behalf of suppliers.

Before you can use the quick enablement methods to invite suppliers, you need to [turn on quick enablement \[page 22\]](#) in your account.

Quick Enablement Through Purchase Orders, Payment Proposals, CC Invoices, and Requests for Quotation

The following overview describes the steps you use to invite suppliers through purchase orders, payment proposals, CC invoice (invoices sent from the SAP Ariba procurement solution or the ERP system), and request for quotation:

1. You enable your account for quick enablement.
2. You send a purchase order, payment proposal, CC invoice (invoices sent from the SAP Ariba procurement solution or the ERP system), or request for quotation to suppliers with whom you do not have an existing relationship. SAP Business Network creates a private account for this supplier.
3. The supplier receives an email invitation from SAP Business Network and clicks the link provided in the email to start the registration process.
4. If the supplier is not yet registered, they can accept the invitation by completing the registration process.
5. If the supplier is already registered, they can accept the invitation and combine their new relationship request with their existing account.
6. Once registered, the supplier gains immediate access to the account.

Note

Quick enablement through payment proposals, CC invoices (invoices sent from the SAP Ariba procurement solution or the ERP system), and request for quotation is available to buyers using SAP Ariba Buying and Invoicing, SAP Ariba Invoice Management, Ariba Purchase Order Automation, or Ariba Invoice Automation.

For more information on purchase orders, payment proposals, CC Invoice (invoices sent from the SAP Ariba procurement solution or the ERP system), and request for quotation, see the *SAP Business Network cXML solutions guide*.

Quick Enablement Through Invoices

The following overview describes the steps you use to invite suppliers through invoices. You can use this method to allow unregistered suppliers to enter non-PO invoices, which, if you accept them, establish the trading relationship with them. You can also use this method to invite registered suppliers who don't have a trading relationship with you.

1. You enable your account for this enablement method and [generate a unique customer code \[page 67\]](#). After you generate the customer code, you can send this information to your supplier.
2. After the supplier receives your customer code, the supplier can send you a non-PO invoice through the SAP Business Network. The supplier enters this code when creating the invoice.
3. After you receive the invoice, you can choose to accept or reject it. If you accept it, you establish a relationship with the supplier on SAP Business Network.

Quick Enablement Through Invoice Conversion Service

Invoice conversion services (ICS) facilitate conversion of paper invoices to an electronic format using a process that includes validation. A service provider receives invoices on behalf of the buying organization and converts them to an electronic format for posting to SAP Business Network.

If you subscribe to an ICS solution, you can have SAP Business Network send an invitation to suppliers once they reach specified invoice volume thresholds. SAP Business Network sends an email invitation, and suppliers can use the link in the invitation to register on SAP Business Network and view the status of invoices. You can also send an invitation manually before the volume threshold is met.

For more information about invoice conversion, see the *SAP Ariba guide to invoice conversion*.

Sending a Quick Enablement Trading Relationship Request

You can send a new trading relationship request to a quick-enabled supplier.

Context

When you manually invite a quick-enabled supplier or when SAP Business Network automatically starts the enablement process, SAP Business Network sends the invitation called Trading Relationship Request for Quick Enabled Suppliers. The letter is generic to all types of quick enablement; it doesn't mention which type of quick enablement occurred. Also, the letter lets the supplier know that the private supplier account already contains at least one document. You can add custom content to the letter if desired.

When the supplier enablement process starts automatically for a supplier that was quick enabled through any method except purchase orders, the supplier receives two letters:

- The invitation letter specific to the quick enablement method used
- The trading relationship request for quick enabled suppliers, which informs the supplier that at least one document from BuyerName exists in a new account.

Sending both letters is beneficial in that it reminds the supplier in multiple ways to take account ownership.

Suppliers that were quick enabled through purchase orders receive only one letter, the invitation letter that is specific to purchase order quick enablement.

You can also [resend a trading relationship request letter \[page 66\]](#) on the **Vendor Details** page.

Procedure

1. Choose **Supplier Enablement** > **Active Relationships**.
2. Choose a quick enabled supplier.
3. Click **More Actions** > **Send Invitation**.

Note

Because the invitation used for manual resending is also used for reminders, the secure code is not regenerated every time the buying organization manually resends the invitation. This way, suppliers don't have to keep track of which invitation is the most recent.

Resending Trading Relationship Request Letters

When you start supplier enablement for vendors and the trading relationship request letter is sent to the vendor, it may fail to reach them. In such cases, you can resend the trading relationship letter to the vendor.

Context

You can resend a trading relationship request letter only if the vendor has:

- Not yet registered and taken ownership of the account on SAP Business Network and
- The supplier enablement status is **Active** or **On Hold**

Procedure

1. Do one of the following:
 - Choose ► **Supplier Enablement** ► **Manage Vendors** ►.
 - Choose ► **Supplier Enablement** ► **Monitor** ►.
2. (Optional) [Filter the page \[page 75\]](#) by specifying one or more filters.
3. Choose a vendor.
4. In the **Actions** column, click ► **Actions** ► **View/Edit Details** ►.
5. Edit the **Invitation Letter Routing Information** and **Order Routing Information** sections.
6. Click **Send Now**.

Note

You can also resend the trading relationship request from the **Manage Vendors** or **Monitor** pages. On either of those pages, choose a vendor, and then click ► **Actions** ► **Resend Trading Relationship Request** ►.

Generating an Invoice Quick Enablement Customer Code

You can generate a new code for suppliers to send a non-PO invoice.

Procedure

1. Choose ► **Administration** ► **Configuration** ► **Default Transaction Rules** ►.
2. In the **General Invoice Rules** section, check **Allow suppliers to send invoices to this account**.
3. In the **Quick Enablement Rules** section, check **Allow Quick Enablement**.
4. To generate a new customer code, click **Regenerate**.

Note

The **Regenerate** button is available only if the **Allow Quick Enablement** check box and the invoicing rule “**Allow suppliers to send invoices to this account**” are selected.

5. Click **OK**.

Receiving Non-PO Invoices from Unregistered Suppliers

You can use the invoice quick enablement process to receive non-PO invoices from an unregistered supplier.

Procedure

1. Turn on quick enablement for your account.
2. [Generate your unique customer code \[page 67\]](#) for invoice quick enablement.
3. Provide your customer code to the supplier.
 - a. If they don't already have an account, the supplier registers on SAP Business Network.
 - b. The supplier creates a non-PO invoice and enters your customer code.
 - c. SAP Business Network determines where to route the invoice based on the customer code. The invoice arrives on your **Invoices** page as an unassigned invoice.
4. Click ► **Invoices** ► **Unassigned Invoices** ►.
5. Click an invoice number.

SAP Business Network shows the invoice details and allows you to approve the supplier or reject the invoice.
6. Enter the private ID of the supplier.
7. Click **Approve Supplier**.
8. SAP Business Network asks you to confirm that you want to approve the supplier.
9. Click **OK**.

Results

- SAP Business Network sends you an email notification saying that the supplier can transact business with you. You now have a trading relationship with the supplier.

Deleting Invited Unregistered Suppliers

If you invite an unregistered supplier and then decide to rescind the invitation, you can delete the supplier from your list of invited suppliers before activating their account.

Procedure

1. Choose ► **Supplier Enablement** ► **Active Relationships** ►.
2. Click **Supplier Selector**, and then choose **Invited Unregistered Suppliers**.
3. Select the supplier, and choose ► **More Actions** ► **Delete** ►.

Results

SAP Business Network removes the supplier from your list of invited unregistered suppliers.

Creating a Supplier Self-Nomination Project

You can create a supplier self-nomination project so that suppliers can request a trading relationship with your company.

Context

A supplier self-nomination project allows you to create a project with specific criteria so that registered suppliers can respond with a relationship request. You can configure your account and create a project so that suppliers can request a trading relationship with your company.

These projects allow registered suppliers already doing business with you outside SAP Business Network, and any other registered suppliers, to request a trading relationship with you. In your project, you specify the criteria required from suppliers to establish a trading relationship with you.

After you publish the project, it is available to all suppliers on SAP Business Network. Suppliers can view the project and send a relationship request to you. After you view the supplier's response, you can accept or decline their trading relationship request.

You can remove a project at any time by clicking the **Remove Project** radio button, and the project will no longer be available to suppliers. All pending relationship request are automatically declined.

Procedure

1. Choose ► **Administration** ► **Configuration** ► **Supplier Self-Nomination** ►
2. Enter a project name in the **Project Name** text box.
3. Enter a brief description in the **Description** text box, specifying any criteria you require from prospective suppliers.
4. Click the **Post Project** radio button.
5. Click the **Require suppliers to confirm that they already do business with your company and require them to provide the name or email address of their primary contact in your company** check box if you want only suppliers that do business with you to respond to this request.
6. Click the notification check box and enter up to three email addresses.
7. Click **Save**.

Extend a Relationship with an Existing Supplier

Buying organizations can add a further collaboration to their existing relationship with a supplier.

Prerequisites

- You're an active buyer on SAP Business Network.
- You use SAP Business Network Commerce Automation.
- You have a relationship with a supplier.
- You're assigned a role with the required permissions. See [SAP Business Network Permissions](#).
- You've set the `collaborationRole` and `collaborationType Supplier Invite` API.
- Depending on the collaboration you want to add, there can be further collaboration-specific prerequisites.

Context

You can add an **SAP S/4HANA for product sourcing** collaboration. This function is available via API. To add a collaboration, buyers use a specified API that makes it possible for them to invite their suppliers on SAP Business Network to participate in **SAP S/4HANA for product sourcing** collaboration. Once the supplier accepts the request, they have extended their relationship with an additional collaboration.

This table shows the options that the function offers for managing collaborations.

Table 1: Options for Managing Collaborations

Options	Description
Add a collaboration	You can add a collaboration to your relationship.
Delete a collaboration	You can delete a collaboration. For more information, see Deleting a Relationship Extension [page 70] .

Results

You receive a system notification about the acceptance or rejection of the collaboration request.

To view established relationships, click ► **Supplier Enablement** ► **Active Relationships** ►. In the **Supplier Selector** dropdown menu, choose **Current suppliers**. The table displays your collaborations sorted by types in separate rows, which allows you to manage them independently. You can filter by pending, declined, and suspended suppliers.

You can also generate a collaboration type status report.

Related Information

[Supplier Invite API](#)

[Configuring Email Notifications](#)

[Reports for SAP Business Network Buyers](#)

[Collaboration Type Status Reports](#)

Deleting a Relationship Extension

Buyers can delete **fulfillment**, **freight logistics**, **invoice status portal** and **SAP S/4HANA for product sourcing** relationship extensions (collaborations).

Prerequisites

- You're an active buyer on SAP Business Network and you have a collaboration with a supplier.
- You're assigned a role with the required permissions. See [SAP Business Network Permissions](#).
- You've read about [Extend a Relationship with an Existing Supplier \[page 69\]](#).

Context

- When a buyer deletes a collaboration, technically, the collaboration (or the relationship) is not deleted from the system, the collaboration status is updated to deleted.
- You can delete an active or pending collaboration. The scope of deletion is on collaboration type level.
- Deleting the selected additional collaboration doesn't affect the unselected collaborations or the existing relationship.
- You can still delete a collaboration if the relationship is suspended on the supplier's side.
- If you delete all collaborations, that results in deleting the relationship.

To delete a collaboration, follow this procedure.

Procedure

On the SAP Business Network dashboard, choose ► **Supplier Enablement** ► **Active Relationships** ► and perform one of the followings.

- To delete a collaboration, select a supplier and click ► **More Actions** ► **Delete** ►.
- To delete all collaborations related to a specific supplier, click a supplier. On the **Supplier Detail** page, click **Remove this supplier from my list of suppliers**.
The **Relationship Removal Confirmation** or the **Trading Relationship Removal Confirmation** popup opens.
Confirm removal to delete the relationship.

Results

The selected collaboration's status changes to deleted. SAP Business Network sends an e-mail notification about the deletion to the participants.

Supplier Enablement Monitoring

You can see the details of a supplier's enablement progress.

If your organization is set up to use the supplier enablement widgets, you'll see tiles and charts to track your suppliers' progress in the supplier enablement process immediately after you sign in to your SAP Business Network buyer account.

If your organization doesn't use the supplier enablement widgets or if you want more detailed information related to the supplier enablement progress, you can go to the ► **Supplier Enablement** ► **Monitor** ► page:

- View the supplier enablement status
- View the activity and task status

- View/edit vendor details
- View tasks
- Delete a vendor if they don't want to track them
- Filter based on the available filter options and monitor the status of selected vendors
- Identify which of the suppliers are actively transacting through SAP Business Network

You can use the **Monitor** page to follow-up on tasks that require action based on the status of a task or activity.

[Supplier Enablement Statuses \[page 72\]](#)

[Vendor Filtering Options \[page 75\]](#)

[Enablement Milestones \[page 77\]](#)

[Supplier Enablement Widgets \[page 78\]](#)

Supplier Enablement Statuses

You can track the overall supplier enablement status per vendor.

Along with the supplier enablement status, a **Reason for Status Update** and an **Action Required By** option are used for certain statuses. The status details are also provided in both the supplier enablement status reports.

Status changes are system-driven, or a buying organization can decide to change the enablement status for vendors.

The following supplier enablement statuses are available:

Supplier Enablement Status	Description
None	The buying organization hasn't assigned any activity or started supplier enablement for the vendor.
Not Started	The buying organization has assigned activities but hasn't yet started supplier enablement.
Active	The buying organization has started supplier enablement for the vendor and pending tasks exist
Escalated	The enablement is put on hold by the buying organization for follow-up action.

Supplier Enablement Status	Description
Escalated (Supplier)	The vendor is put on hold due to any of the following reasons: • The supplier raised a question when responding to the trading relationship request. In this case the task for terms of use acceptance is also escalated. • The supplier account is locked as the company verification failed during login. • The supplier account is suspended because they didn't pay their subscription fees. • The supplier has rejected the trading relationship request with the buying organization. Note In this case, the buying organization can't resend a trading relationship request to this supplier again. • The supplier declined the trading relationship request letter sent through a quick enablement method.
Closed	The supplier enablement is closed by the buying organization.
Tasks Completed	All pending tasks have been completed.
Pending Approval	The trading relationship with the buying organization is pending and awaiting approval
In Progress - At Risk	Project time lines are on track but the supplier has not responded to the calls or shared the needed details. The supplier could also be at risk due to external dependencies.
Ready to Transact	The buying organization is ready to transact business with the supplier.
Buyer PO Pending	The buying organization has a Purchase Order Sent task pending.
Supplier Transaction Pending	The supplier has an Invoice Sent task pending.

Buying organizations can monitor the enablement status of vendors assigned for supplier enablement on the **Monitor** page. By default, only vendors that have the status as **Active** or **Escalated** are shown.

Buying organizations can put a vendor on hold if the vendor requires additional follow-up before the supplier enablement can continue further. They can also enter comments when changing the status.

When a buying organization puts a vendor on **Escalated** status, they can specify a reason and add specific comments for the status change. Buying organizations can choose from the preconfigured reasons available.

Task Enablement Status Indicators

Enablement Status Indicator	Color	Description
Good Standing	Green	The account is active and tasks are completed on time. The supplier can have pending tasks.
Overdue Task	Yellow	Tasks are past the task completion date and are overdue.

Enablement Status Indicator	Color	Description
Escalated/Failed Task	Red	Tasks have either failed or have been escalated as the task owner hasn't yet taken action on the pending tasks even after task reminders have been sent out.

Activity Status Indicators

Activity Status	Color	Description
Overdue Activity	Yellow	Denoted in yellow color to show some tasks for the activity have crossed the task completion date and are overdue
Escalated/Failed Activity	Red	Denoted in red color to show some tasks for the activity have either failed or have been escalated as the task owner hasn't yet taken action on the pending tasks even after task reminders have been sent out.

Supplier Enablement Status Reasons

Table 2: **Escalated**: Status Changed Manually by a Buying Organization

Status Reason	Description
Supplier instructed to use a different ANID	The supplier is requested to use a different Network ID (ANID).
Need more information	Need to research the supplier information further.
Supplier declined participation	The supplier doesn't want to participate in the supplier enablement process.
Insufficient network infrastructure	The supplier claims to not have the required network capabilities to use SAP Business Network.
Invalid contact information	The contact information of the supplier is invalid.
Supplier declined participation	The supplier declined to participate due to other reasons.
Supplier was contacted but has not taken action	The supplier was contacted, but has not made an attempt to use the SAP Business Network account.
Supplier declined participation due to fees	The supplier declined to participate on SAP Business Network due to subscription fees.
Other – details in vendor comments	The supplier provided details in the Vendor Comments section.

Table 3: **Escalated (Supplier)**: Enablement Status Changes Based on Supplier Activities

Status Reason	Description
Account suspended due to non payment of supplier fees	Because the supplier did not pay the subscription fees, the account is suspended.

Status Reason	Description
Supplier account locked. Company verification during login failed.	 Note This status reason is only applicable for suppliers bulk ramped prior to SAP Business Network Release 49. When bulk ramped suppliers sign in to the account for the first time, SAP Business Network requires these bulk ramped suppliers to confirm the name of the company whose account they are accessing to accept the terms of use. This is done to ensure that the supplier accesses the correct SAP Business Network account. If the supplier doesn't confirm, the account is locked for security reasons.
Supplier raised a question during registration	The supplier asked a question while registering on SAP Business Network. The supplier raised a question when responding to the trading relationship request.
Supplier declined relationship	Supplier declined the trading relationship with the buying organization.
Supplier declined relationship request	The supplier declined the trading relationship request letter sent through a quick enablement method.

Table 4: Active Status

Status Reason	Description
Pending enablement activity	The supplier has tasks pending to be tracked by the system before completing the enablement process.

Table 5: Closed Status: Status Changed Manually by a Buying Organization

Status Reason	Description
Duplicate supplier	This supplier is already enabled on SAP Business Network through a different vendor.
Need more information	Need to research the supplier information further.
Supplier declined participation	The supplier doesn't want to participate in the supplier enablement process.
Supplier declined participation due to fees	The supplier declined to participate on SAP Business Network due to subscription fees.
Supplier excluded by buying organization	The buying organization does not want to track the supplier any more and hence closed the supplier for supplier enablement. Task status will not be tracked any longer.
Other – Details in Vendor Comments	The supplier provided details in the Vendor Comments section.

Vendor Filtering Options

Buyers can use existing filters on the **Manage Vendors** and **Monitor** pages.

Buying organizations can use filters available in both the **Manage Vendors** and **Monitor** pages to refine the vendors list. Default filters are visible in both pages.

Buying organizations can add more filters based on a set of optional predefined filters. There are two types of filters available: dropdown filters and text field filters. Text field filters support partial string search. The filters available in the **Manage Vendors** and **Monitor** pages differ slightly. To view, click **Add Filters**.

Filter Name	Use This to Filter By...
Dropdown filters	
Assigned Activities	Activity assigned to the vendor
Vendor Country	Country/region of the vendor
Latest Upload Name	The name specified when the last CSV file was uploaded. Buying organization enter a name for each CSV file uploaded in the vendor upload page.
Relationship Method	The relationship method by which the vendor was registered on SAP Business Network
Enablement Status	The supplier enablement status of the vendor
Supplier Name	The name of the supplier
Wave	Wave assigned to the vendor
Activities Not Assigned	An activity not assigned to vendor
e-Contact	Routing method available to send the trading relationship request letter
Supplier ANID	Network ID of the supplier on SAP Business Network
Registration Method	The method by which supplier registered on SAP Business Network
System ID	Vendor master ID for the supplier in the procurement system
Text filters (supports partial string search)	
Enablement Mode	The proposed enablement mode for the vendor.
Past ERP POs Range	The value range of the purchase orders sent by an ERP customer for the past one year. These values have to be uploaded using the vendor CSV file.
AN POs Range 1 Year	The value range of the purchase orders sent on SAP Business Network for the past one year.
Site ID	The ID of the vendor location. (Part of the vendor compound key used with SAP Ariba Procurement solutions and with Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters).
Vendor/Supplier Name	The name of the vendor or supplier.
Past ERP Invoices Range	Enter the value range of the invoices sent by an ERP customer for the past one year. These values should have been previously uploaded using a CSV file and available for the customer on SAP Business Network.
AN Invoices Range 1 Year	The value range of the invoices sent on SAP Business Network for the past one year.
Site Aux ID	An additional ID of the vendor key, often used for address ID or contact ID. (Part of the vendor compound key used with SAP Ariba Procurement solutions and with Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters).
Past ERP Spend Range	The value range of spend sent by an ERP customer for the past one year. These values should have been previously uploaded using a CSV file and available for the customer on SAP Business Network.
AN Spend Range 1 Year	The value range of spend for the past one year on SAP Business Network.

Filter Name	Use This to Filter By...
Vendor ID	The vendor ID from the ERP system.
Legacy Vendor ID	Formerly used vendor ID /supplier private ID in SAP Ariba Procurement solutions and in Ariba Invoice Automation and Ariba Purchase Order Automation with Oracle Fusion Middleware Adapters, now used for backward compatibility. (Replaced by the vendor compound key: Vendor ID, Site ID, Site Aux ID.)

The following are the additional filters available in the **Monitor** page:

Filter Name	Use This to Filter By...
Dropdown filters	
Enablement Status Indicator	The temperature of the supplier enablement status
SMP Status	The supplier subscription fee status
Enablement Milestones	The key supplier enablement milestones
Pending Milestones	Supplier enablement milestones that are pending

Enablement Milestones

You have access to a set of predefined enablement milestones that buying organization can use to monitor and track the progress of supplier enablement for vendors.

The **Monitor** page displays enablement milestones with a description for each of them on mouse hover. The enablement milestones displayed in the **Monitor** page are not necessarily completed in the order they are displayed. To achieve the supplier status **No Pending Task** all the tasks associated with the assigned activities for a vendor must be completed.

Enablement Milestones on Completion

The following enablement milestones are highlighted in green color on completion:

Enablement Milestone	Description
Request Letter Sent	The trading relationship request letter was sent.
Supplier Responded to Request	The supplier either responded to the trading relationship request letter by clicking the invitation URL, asked a question, or viewed the supplier information portal.
Terms of Use Accepted	The supplier accepted the SAP Business Network terms of use.
Trading Relationship Accepted	The supplier accepted the trading relationship request letter.
Transacted	The supplier has received a purchase order or sent an invoice on SAP Business Network.

Enablement Milestone Failures

When any enablement milestone fails, the milestone is highlighted in red color and the reason of the failure appears on mouse over. Enablement milestones can fail for the following reasons:

Enablement Milestone Failure	Failure Reason
Request Letter Not Sent	Invalid email address for the trading relationship request. OR Invalid fax number for the trading relationship request.
Terms of Use Failed	If a supplier was invited through the quick enablement method, the supplier declined the trading relationship request. The enablement milestone then fails and changes to red color and the reason for failure is The supplier declined the trading relationship request letter.
Trading Relationship Failed	If a supplier elected to manually approve relationships, the supplier rejected the trading relationship request. The enablement milestone then fails, and the enablement status is changed to Closed by Supplier , and the reason for failure is The supplier declined relationship request.

Related Information

[Supplier Enablement Statuses \[page 72\]](#)

Supplier Enablement Widgets

The supplier enablement widgets on the buyer landing page enable you to quickly view the real-time enablement progress for your potential suppliers.

You can view enablement progress for suppliers that are planning to use either an enterprise account or to use a standard account.

Prerequisites

To access these widgets, you must have at least one of the following permissions assigned to your account:

- **Supplier Enablement Configuration**
- **Supplier Enablement Program Administrator**
- **Supplier Enablement Report Administration**
- **Supplier Enablement Task Management**

Widget Details

Enablement summary

This widget shows the real-time count of potential suppliers who have been uploaded or registered to SAP Business Network, for either enterprise or standard account enablement, by status.

If you want to take any follow-up actions on the enablement process, click anywhere on the widget to navigate to the **Manage Vendors** page.

Chart Section	Description
Enterprise	The count of vendors who have registered to SAP Business Network and their enterprise account is created.
Standard	The count of vendors who have registered to SAP Business Network and their standard account is created.
Not started	The count of vendors who have been uploaded into SAP Business Network but their account enablement process isn't yet started.
In progress	The count of vendors who have their account enablement process started but their supplier account isn't yet created.
Total vendors	The total number of vendors of all the preceding statuses.

Full enablement progress

This widget shows the real-time count of potential suppliers in the enterprise account enablement process broke down by activity. If you want to take any follow-up actions on the enablement process, click anywhere on the widget to navigate to the **Manage Vendors** page. You see the following statuses, along with the number of suppliers with that status at activity level:

Chart Section	Description
Need attention	Count of supplier relationships at activity level that have at least one task that is either escalated, overdue, failed, or on-hold. Escalations for buyers require immediate action in order for the enablement process to proceed further for these suppliers.
In progress	Count of supplier relationships at activity level whose supplier enablement for that activity is in progress and in good standing.
Transacting	Count of supplier relationships at PO or invoice level that has started transacting with your organization by receiving a PO or sending back an invoice.

Light enablement progress

This widget shows the real-time count of potential suppliers in the standard account enablement process, broken down by activity. If you want to take any follow-up actions on the enablement process, click anywhere on the widget to navigate to the **Manage Vendors** page. You see the following statuses, along with the number of suppliers with that status at activity level:

Chart Section	Description
Transacting orders	Count of suppliers who have received at least one light enablement purchase order.
Transacting invoices	Count of suppliers who have sent back at least one light enablement invoice.
Trending orders	Count of suppliers who have crossed the trending threshold set by your organization for the number of orders to qualify as trending based on purchase orders.

Chart Section	Description
Trending invoices	Count of suppliers who have crossed the trending threshold set by your organization for the number of invoices to qualify as trending based on invoices.

Supplier Enablement Tasks

Tasks for supplier enablement are tracked and closed by two methods.

There are two types of supplier enablement tasks:

- **Automatic:** These tasks have built-in logic to track when the task can be marked completed by SAP Business Network.
- **Manual:** These tasks are manually closed by the user when the task is complete.

Each task has a description. Tasks are closely linked to each other. If a task is dependent on another, the corresponding task must be completed before the following task is due for completion. SAP Business Network automatically calculates the due date and the escalation date for the task based on the [preconfigured task values \[page 31\]](#). These values are displayed in the task details page.

When a task has crossed the due date (number of days to complete the task), reminders are sent to the task owner. When a supplier-owned task is still pending, even after all the reminders are sent out, the task is escalated to the buying organization and the buying organization receives a consolidated email of all the escalated supplier tasks.

The **Escalate on Day** field specifies the number of days after which an incomplete task is escalated. The escalation date is calculated based on the task due date plus the number of days specified for the **Escalate on Day** field.

You can also view the escalated tasks for your suppliers. When a supplier fails to complete an overdue task even after receiving all the reminder notifications, SAP Business Network escalates the task and sends an email notification to you.

Using the **Escalated Supplier Tasks** view, you can view the escalated tasks for suppliers with an **Active** supplier enablement status.

SAP Business Network doesn't close the **Invoice Sent** task for invoice conversion services (ICS) and carbon copy (CC) invoices. The **Invoice Sent** task is automatically completed only for true electronic invoices that are transacted through SAP Business Network:

- PO and non-PO invoices
- Invoices against contracts
- Invoices against timesheets
- Invoices against release and nonrelease blanket purchase orders (BPO)
- Invoices through CSV file upload
- Credit memos (PO and non-PO)
- Information-only invoices

[Task Lists, Statuses, and Filters \[page 82\]](#)

[Viewing, Deferring, or Reopening a Task \[page 84\]](#)

[How Suppliers Can Access Supplier Enablement Tasks \[page 85\]](#)

Task Lists, Statuses, and Filters

The **Tasks** tab allows you to view your tasks and your suppliers' tasks.

The **Tasks** tab lets you: easily view pending and escalated tasks and take the necessary action. You can use the task list filters and views to filter tasks for a specific group of tasks.

The **Tasks** page provides the following views:

View Name	Description
Pending Buying Organization Tasks and Escalated Supplier Tasks (default view)	All pending, escalated, or failed tasks for your organization. This view also shows the escalated supplier tasks. All tasks for suppliers with an Active or On Hold enablement status are shown in this view.
Pending Buying Organization Tasks	Overdue, escalated, and failed tasks for your organization. Tasks are shown only for suppliers with an Active supplier enablement status.
Escalated Supplier Tasks	Escalated tasks for suppliers, including failed tasks. Tasks are shown only for suppliers with an Active supplier enablement status.
All Buying Organization Tasks	All tasks for your organization, including tasks that are completed.
All Tasks	All tasks for both your organization and your suppliers.

Task Status

A task can move to one of the following statuses during the supplier enablement process:

Task Status	Description
Not Started	Task hasn't yet started.
Pending	Task is pending action.
Overdue	Task has passed the due date.
Escalated	Supplier task has passed the due date and is still pending, even after all the reminders have been sent.
Completed	Task is completed.
Failed	Task failed.

The following tables explain the failure reasons for the tasks related to trading relationships:

Table 6: Task Failure Reasons for the **Relationship Request** Task

Status Reason	Description
Email failed during invite	A trading relationship request letter is sent by email to suppliers. Because of errors, the email failed.
Fax failed during invite	A trading relationship request letter is sent by fax to suppliers. Because errors, the fax failed.

Table 7: Task Failure Reasons for the **Accept Trading Relationship** Task

Status Reason	Description
Trading relationship declined for this supplier account	The supplier declined the trading relationship with the buying organization.
Trading relationship request declined	The supplier declined the trading relationship request letter that was sent through a quick-enablement method.

Task Filters

Task filters allow buying organizations to view tasks that are related to a specific group, such as tasks based on an activity, task name, or supplier name. To view, click **Add Filters**. The **Tasks** page has the following filters:

Filter Name	Use This to Filter By...
Dropdown filters:	
Assigned Activities	Activity assigned to the vendor.
Supplier ANID	Network ID of the supplier on SAP Business Network.
Enablement Status	The supplier enablement status of the vendor.
Registration Method	The method by which supplier registered on SAP Business Network.
Task	Task assigned to the buyer or supplier.
Date Range Due	Date range during which the task is due to be completed.
Supplier Country	Country/region of the supplier.
Relationship Method	The relationship method by which the vendor was registered on SAP Business Network.
Supplier Name	The name of the supplier.
Date Range Escalated	Date range during which the task was escalated.
System ID	Vendor master ID for the supplier in the procurement system.
Text filters (supports partial string search):	
Vendor/Supplier Name	The name of the vendor or supplier.
Site Aux ID	An additional ID of the vendor key, often used for address ID or contact ID. (Part of the vendor compound key used with SAP Ariba Procurement solutions, and with Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters.)
Vendor ID	The vendor ID from the ERP system.
Legacy Vendor ID	Formerly used vendor ID /supplier private ID used with SAP Ariba Procurement solutions, and with Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters. This filter is now used for backward compatibility. (Replaced by the vendor compound key: Vendor ID, Site ID, Site Aux ID.)

Filter Name	Use This to Filter By...
Site ID	The ID of the vendor location. (Part of the vendor compound key used with SAP Ariba Procurement solutions, and with Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters.)

Task Comments

You can add comments to tasks. For example, if you change the status of a task for a supplier, you can add a comment to explain why. When you reopen a task that was already completed, you must enter a comment to explain why the task was reopened.

Task comments are useful to capture exceptions for a task during the supplier enablement process and to make them available to other users and on supplier enablement reports.

Viewing, Deferring, or Reopening a Task

You can view a task to see its details. When you want to hold back a task until a later time, you can defer the task. If a manually tracked task is closed, you can reopen it if the subsequent task is in **Pending** status.

Prerequisites

- [View the preconfigured values \[page 31\]](#) for each supplier enablement task.
- You must have the **Supplier Enablement Program Administrator** or **Supplier Enablement Task Management** permission to manage and monitor tasks.

Context

The task details page on the **Tasks** tab provides the following detailed information for a task:

- Whether the task is buyer-owned or supplier-owned
- Task name
- Activity name
- Supplier details
- Vendor details
- Date when the status was changed

- Person who modified the task parameters
- Comments (entered by the supplier and buying organization)
- Companywide contact information (for the supplier)

You can defer a task for the following statuses:

- **Pending**
- **Overdue**
- **Escalated**
- **Failed**

When a task is deferred, the due date of the task is recalculated and the remaining pending reminders aren't sent out. The task is also removed from the pending task list. However, when the task again reaches the due date and is pending, it shows in the task list and reminders are sent.

Procedure

1. Choose **Supplier Enablement > Tasks**.
2. In the **View** dropdown, choose a view.
3. **Optional:** [Filter the page \[page 82\]](#) by specifying one or more filters.
4. Find a task and do one of the following:
 - To view details about the task, choose **Actions > View Task Details**.
 - To defer the task, choose **Actions > Defer Task**. In the **Defer By** field, choose a value (for example, **1 Day**, **2 Days**, or **5 Days**) and click **OK**.
 - To reopen a task, choose **Actions > Reopen Task**. Enter a comment that explains why you're reopening the task, and click **Reopen**.

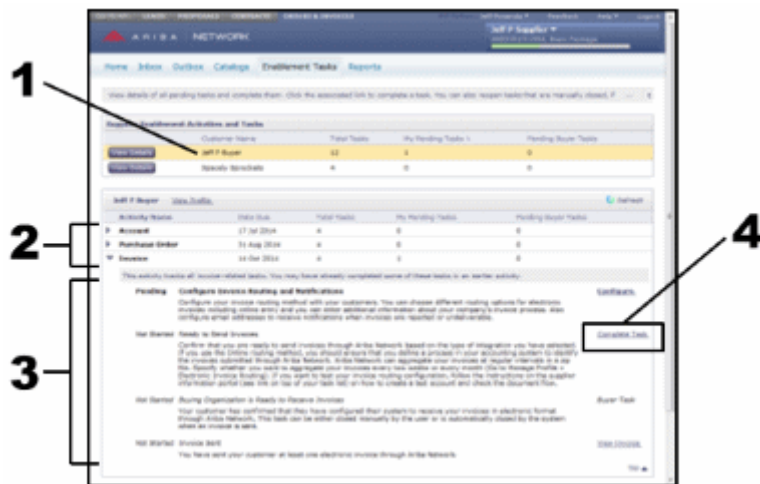
How Suppliers Can Access Supplier Enablement Tasks

Your suppliers can view, complete, and set reminders for enablement tasks.

Viewing Tasks

Suppliers can view the supplier enablement tasks from their SAP Business Network supplier account.

The **Enablement Tasks** page lists all the tasks associated to an activity. If a supplier has multiple customers, the tasks for each customer are grouped together. The task list allows easy access to all the pending, overdue, and escalated tasks.



1. Selected customer
2. Activities for the selected customer
3. Tasks for the selected activity
4. Link to complete a task

Suppliers can also view the [supplier information portal \[page 31\]](#) to access more information about the customer's company processes.

The task meter on the **Home** page lists out the number of pending tasks for a supplier. Suppliers can also use the link in the task meter to navigate to the **Enablement Tasks** page.

Completing a Task

On the **Enablement Tasks** page, the supplier enablement activities. A tasks table lists the task status and description, grouped by each activity assigned to the supplier. Tasks have a link that allows a direct task completion, depending on the following task closure type:

- **System tasks:** The task link opens the relevant configuration page. On completion, the task link lets you review the configuration.
- **Manual tasks:** The task link prompts the supplier to complete the task. On completion, the task link lets you reopen the task only if the subsequent task hasn't yet been completed.

→ Remember

Suppliers must have the necessary permissions to complete a system task.

Additionally, a supplier can also view the following summary for each activity per customer:

- Activity name
- Date due (to complete the whole activity)
- Count of total tasks
- Count of supplier pending tasks
- Count of pending buyer tasks

By default, the **Enablement Tasks** page shows activities that have pending suppliers tasks in the expanded task level view mode.

Reopening a Task

Suppliers can reopen any of the manually tracked tasks for supplier enablement by finding a completed task and clicking **Reopen Task**. A task can be reopened only when the subsequent task hasn't been completed. Suppliers can reopen their tasks from the SAP Business Network supplier account.

Reminder Notifications

Suppliers receive overdue task reminders. By default, these reminders are sent to the account administrator of the supplier account. Suppliers can configure additional users to receive the notifications.

If the supplier doesn't take action, even after all preconfigured reminders have been sent out, the task is escalated to the buying organization.

Note

Reminders aren't sent to suppliers quick enabled through purchase orders. However, as a buying organization, you can [send the trading relationship request for quick-enabled suppliers manually \[page 65\]](#).

Supplier Enablement Reports

You can generate several different types of reports to track the supplier enablement process.

When you [create a new report \[page 93\]](#) or [edit and save an existing report \[page 94\]](#), SAP Business Network puts the report into the queue and shows the report status as **Processing** on the **Reports** page. SAP Business Network generates reports in the order in which they enter the queue. When the report is finished, its status is **Processed**.

Regardless of the actual start time, the report can collect information for the date range and time zone specified in the template. The exact timing of a report run might differ from one run to the next, but the coverage period is always determined by the criteria in the template.

To keep a record of report files, you can download each report file to your computer before running the report again. The next time you generate the report, SAP Business Network overwrites the current version with a new report file. SAP Business Network saves reports in comma-separated values (CSV) format, which is viewable in spreadsheet applications, such as Microsoft Excel.

Supplier Enablement Status Report

Supplier enablement status reports contain detailed information about suppliers on SAP Business Network assigned to supplier enablement activities. This includes information on the enablement status, activity status, supplier enablement attributes like wave, supplier address, and the relationship status of the supplier. The report also shows information on suppliers with the **On Hold** status and the reason provided for this status change.

The following table describes the different columns in the supplier enablement status report:

Column	Description
Vendor Name	The vendor name specified in the buying organization's back-end system.
Vendor ID	The buyer-specific vendor identifier in the buying organization's back-end system, sometimes called supplier private ID. The Vendor ID is part of the vendor compound key used with SAP Ariba Procurement solutions and with Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters.
Site ID	The ID of the vendor location. (Part of the vendor compound key used with SAP Ariba Procurement solutions and with Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters.)
Site Aux ID	An additional ID of the vendor key, often used for address ID or contact ID. (Part of the vendor compound key used with SAP Ariba Procurement solutions and with Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters.)

Column	Description
Legacy Vendor ID	Formerly used vendor ID / supplier private ID in SAP Ariba Procurement solutions and with Ariba Invoice Automation and Ariba Purchase Order Automation with Oracle Fusion Middleware adapters. Now used for backward compatibility. (Replaced by the vendor compound key: Vendor ID, Site ID, Site Aux ID.)
System ID	System IDs are used to uniquely identify different buyer-side business applications. Only applicable to multi-ERP customers.
Supplier Name	The supplier name on SAP Business Network. Once the supplier takes ownership of the account, it's self maintained by the supplier.
Supplier ANID	The Network ID (ANID) of the supplier.
Wave	The wave assigned to the vendor.
Supplier Enablement Status	The status of the supplier enablement [page 72] for the supplier.
Status Reason	The reason specified [page 72] while changing the supplier enablement status.
Action Required By	The owner who is supposed to follow-up or take action on the task.
Comments	The comments entered for the supplier.
Supplier Visibility	If the supplier is a public (registered) or private supplier on SAP Business Network.
Relationship Method	The method used to initiate a trading relationship with the supplier on SAP Business Network.
Relationship Status	The status of the trading relationship with the buying organization. Possible values: • Deprecated: The supplier account was consolidated into an existing supplier account. • Enabled: The supplier has an active trading relationship with buying organization. • Pending: The trading relationship with the buying organization is pending and awaiting approval.
Relationship Date Last Updated	The date on which the trading relationship status was last updated.
Key Milestones Status	
Received Interactive Email	Indicates if suppliers received an interactive email – order.
Request Letter Sent	If the trading relationship request letter was sent.
Request Letter Sent Date	The date on which the trading relationship request letter was sent.
Supplier Responded to Request	The supplier responded to the trading relationship request letter by clicking the invitation URL, asked a question, or viewed the supplier information portal.
Supplier Responded to Request Date	The date on which the supplier responded to the trading relationship request letter.
Terms of Use Accepted	Whether the supplier has accepted the SAP Business Network terms of use.
Terms of Use Accepted Date	The date on which the supplier accepted the SAP Business Network terms of use.
Trading Relationship Accepted	Whether the supplier has accepted the trading relationship with the buying organization on SAP Business Network.
Trading Relationship Accepted Date	The date on which the supplier accepted the trading relationship with the buying organization on SAP Business Network.
Transacted	Whether the supplier has received a purchase order or sent an invoice on SAP Business Network.

Column	Description
Transacted Date	The first date on which the supplier received a purchase order or sent an invoice on SAP Business Network.
POs 1 Year	The number of purchase orders sent by the buying organization in the past one year through SAP Business Network.
PO Spend	The spend value for the purchase orders sent by the buying organization through SAP Business Network in the past one year.
Invoices 1 Year	The number of invoices received by the buying organization in the past one year through SAP Business Network.
Invoices Spend	The spend value for the invoices received by the buying organization in the past one year through SAP Business Network.
Activity Status	Possible values: Completed, Inactive, Active, Not Started
Account Activity	The status of the account activity.
Account Activity Completed	The date on which the account activity was completed.
Invoice Activity	The status of the invoice activity.
Invoice Activity Completed	The date on which the invoice activity was completed.
Catalog Activity	The status of the customer catalog activity.
Catalog Activity Completed	The date on which the customer catalog activity was completed.
Payment Activity	The status of the payment activity.
Payment Activity Completed	The date on which the payment activity was completed.
Discount Management Activity	The status of the discount management activity.
Discount Management Activity Completed	The date on which the discount management activity was completed.
AribaPay Activity	The status of the AribaPay activity.
AribaPay Activity Completed	The date on which the AribaPay activity was completed.
Vendor Contact and Supplier Address Details	
Vendor Contact First Name	First name of the vendor contact
Vendor Contact Last Name	Last name of the vendor contact
Vendor Contact Phone	Phone number of the vendor contact
Vendor Contact Email	Email address of the vendor contact
Vendor City	Vendor city
Vendor Country	Vendor country/region
Supplier Address 1	Address of the supplier
Supplier Address 2	Address of the supplier
Supplier Address 3	Address of the supplier
Supplier City	Supplier city
Supplier State	Supplier state
Supplier Zip	Supplier ZIP code

Column	Description
Supplier Country	Supplier country/region
Supplier Phone	Phone number of the supplier
Supplier Fax	Fax number of the supplier
Supplier Website	Website address of the supplier
Last Vendor Upload Name	The name specified when the last CSV file was uploaded. The buying organization enters a name for each CSV file uploaded in the Vendor Upload page.
Last Vendor Upload Date	The date on which the last CSV file was uploaded.

Supplier Enablement Task Status Report

Supplier enablement task status reports contain detailed information on supplier task status. This includes information on the supplier status, vendor details, activities, and tasks and their statuses. This report is helpful when creating aggregated summary reports on tasks and the overall enablement status.

The following table describes the different columns in the supplier enablement task status report:

Column	Description
Vendor Name	The vendor name specified in the buying organization's back-end system.
Vendor ID	The buyer-specific vendor identifier in the buying organization's back-end system, sometimes called supplier private ID. In SAP Ariba Procurement solutions, the Vendor ID is part of the vendor compound key.
Site ID	The ID of the vendor location. (Part of the vendor compound key used with SAP Ariba Procurement solutions and with Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters.)
Site Aux ID	An additional ID of the vendor key, often used for address ID or contact ID. (Part of the vendor compound key used with SAP Ariba Procurement solutions and with Ariba Invoice Automation and Ariba Purchase Order Automation using Oracle Fusion Middleware adapters.)
Legacy Vendor ID	Formerly used vendor ID / supplier private ID in SAP Ariba Procurement solutions and with Ariba Invoice Automation and Ariba Purchase Order Automation with Oracle Fusion Middleware adapters, now used for backward compatibility. (Replaced by the vendor compound key: Vendor ID, Site ID, Site Aux ID.)
System ID	System IDs are used to uniquely identify different buyer-side business applications. Only applicable to multi-ERP customers.
Supplier Name	The supplier name.
Network ID	The network ID (ANID) of the supplier.
Wave	The name of the wave assigned to the vendor.
Supplier Enablement Status	The status of the supplier enablement [page 72] for the supplier.
Activity	The activities assigned for supplier enablement.

Column	Description
Task Name	The tasks assigned for supplier enablement.
Task Status	The status of the task
Task Failure Reason	A predefined reason for the failed task.
Date Due	The due date of the task.
Date Marked Completed	The date the task was marked complete.
Task Manually Closed By	The buyer user who completed a task.
Task Comments	The comments entered for the task.
Supplier Visibility	Whether the supplier is a public supplier (has taken ownership of the account) or a private supplier on SAP Business Network.
Received Interactive Email	Indicates if suppliers received an interactive email – order.
Relationship Method	The method used to initiate a trading relationship with the supplier on SAP Business Network.
Relationship Status	The status of the trading relationship with the buying organization. Possible values: • Deprecated: The supplier account was consolidated into an existing supplier account. • Enabled: The supplier has an active trading relationship with buying organization. • Pending: The trading relationship with the buying organization is pending and awaiting approval.
Vendor Contact	The name of the supplier contact for payment capability payments.
Vendor Email	The email address of the supplier contact for payment capability payments.
Vendor Phone	The phone number of the supplier contact for payment capability payments.

Vendor Data Export Report

Vendor data export reports contain all vendor profiles. The profile details also include changes made online to the existing saved data. The columns for the vendor data export report are the same as in the [vendor CSV file \[page 44\]](#).

[Creating Supplier Enablement Report Templates \[page 93\]](#)

[Generating and Downloading Existing Supplier Enablement Reports \[page 94\]](#)

Creating Supplier Enablement Report Templates

You can create supplier enablement report templates that define what information is included in reports.

Prerequisites

You must have the **Supplier Enablement Program Administrator** or **Supplier Enablement Report Administration** permission to access and run reports.

Context

The **Reports** tab allows you to create, edit, and delete report templates, as well as to run and download reports. When you generate a report from a template, SAP Business Network creates a report file in comma-separated values (CSV) format with UTF-8 encoding, and it overwrites the last report you ran from that template.

You can view reports or download them to your computer to save a record of your account activity over time. You can generate a maximum of 100 reports, with a maximum of 20 scheduled reports.

Procedure

1. Choose **Reports > Reports**.
2. Click **Create**.
3. Enter a unique title that helps you and other users easily identify this report from a list. For example, **Supplier Enablement Status Report**.
4. Enter a description.

The description is useful for identifying the scope and target of the report for all account users. For example, **Supplier Information report of all suppliers in a project**.
5. Choose a value from the **Time zone** list.

Dates and times in your report file use the time zone you choose here, expressed as GMT +/- . In addition, SAP Business Network uses the time zone to determine the range of information collected for the report.
6. Choose a language.

SAP Business Network uses this language for labels in the resulting report file. It shows report data in the language in which the information was entered.
7. Choose a [supplier enablement report type \[page 88\]](#).
8. Click **Next**.
9. On the **Schedule** page, choose either **Manual Report** or **Scheduled Report**.
 - To generate a manual report, go to the **Reports** page and click **Run**.
 - SAP Business Network automatically generates scheduled reports using the frequency that you specify.

10. If you choose **Scheduled Report**, SAP Business Network refreshes the page and shows the **Scheduling** section. Do the following:
 - a. Set a date range.
 - b. Choose a value from the **Automatically Run** list to set the report generation frequency.
 - c. Enter up to three email addresses, each separated by a comma. SAP Business Network sends a notification to these addresses when the report status is **Processed**.
11. Click **Next**.
12. On the **Criteria** page, choose the parameters for the report.
13. Click **Submit**.

SAP Business Network puts your report into the queue. You can view and download the report when its status is **Processed**.

14. To view and download the report, choose the report template, and then click **Download**. Then, do one of the following:
 - Click **Open** to view the report. Your browser opens the report in Microsoft Excel.
 - Click **Save** to save the report to your computer.

Generating and Downloading Existing Supplier Enablement Reports

You can run supplier enablement reports, or download reports that have already been scheduled and processed.

Prerequisites

You must have the **Supplier Enablement Program Administrator** or **Supplier Enablement Report Administration** permission to access and run reports.

Context

⚠ Caution

Report files that include double-byte or accented characters might not show up correctly in all viewer applications. You can change the encoding and delimiter settings for these files. For more information, see [Viewing a Generated Report with Double-Byte or Accented Characters](#).

Procedure

1. Choose **Reports** > **Reports**.
2. To generate a report, choose the report that you want to generate, then click **Run**.

→ Tip

If you want to download the existing version of the report, skip this step and go to step 3.

SAP Business Network adds your report to the queue and returns you to the **Reports** page. To update the statuses of reports on the **Reports** page, click **Refresh Status**. You can view and download the report when its status changes to **Processed**.

3. To view and download the report, choose the report template and click **Download**. Then, click one of the following:
 - **Open** to view the report. Your browser opens the report in a program associated with CSV files (typically Microsoft Excel).
 - **Save** to save the report to your computer.

If a report file is larger than 1 MB, SAP Business Network stores it in ZIP format, and displays a ZIP icon in the **Size** column for that report.

⚠ Caution

SAP Business Network deletes generated reports from your account after 30 days.

Supplier Enablement Terms

This topic defines the terms relevant to the supplier enablement process.

Term	Definition
Activity	The method, by which suppliers transact with buying organizations through SAP Business Network. For more information, see Activities and Tasks [page 29] .
Buying organization reminders	A notification sent to a buying organization that contains a consolidated list of tasks that require action. The tasks are grouped into two types of reminders: • Tasks for a buying organization that are pending • Escalated supplier tasks
CC invoice (carbon copy invoice)	A cXML copy request document that contains an attached invoice sent from SAP Ariba Buying solutions or the ERP system.
eContact	The field to identify the vendors that have the relationship request routing as email, fax, or both, before starting supplier enablement. If supplier enablement is started for a vendor that doesn't have the email or fax routing details, the buyer task Provided Email or Fax for the Trading Relationship Request becomes pending. The task is marked complete once the buyer has provided a routing email address or fax number for the vendor. This can be done online or by reloading the updated vendor details. The trading relationship request letter is automatically sent once the buyer has provided the details. Note If both email and fax routing types are specified, email is used to send the relationship request letter.
Escalated task	A task that is given increased importance when all reminders have been sent to the task owner but the task isn't yet completed. Once a supplier task is escalated, a notification is sent to only the buyer. This consolidated notification contains a list of counts per escalated task for all suppliers.
Enterprise account	An account that provides access to all supplier functionality on SAP Business Network and might lead to supplier subscription fees. These accounts are your suppliers who need a more automated, efficient way to transact, or are too important not to proactively manage. Consider targeting the following suppliers for enterprise account registration: • Strategic suppliers • Legacy, EDI-integrated suppliers with over 500 documents a year

Term	Definition
Standard account	A free, easy-to-use account on SAP Business Network. These accounts allow suppliers to exchange an unlimited number of basic documents. Standard accounts provide limited access to SAP Business Network functionality. The standard account capability [page 13] for SAP Business Network provides buyers with a quick and touchless way to onboard all their suppliers and eliminate manual transaction processes. Note After you start enabling suppliers through the standard account method, this process affects all quick enablement flows, including purchase order, CC invoice, payment proposal, and quick enablement customer code.
Payment proposal	An email sent by Procurement applications to create an SAP Business Network accounts for suppliers.
Predefined tasks	A default set of tasks that take place during supplier enablement on SAP Business Network. These tasks are further linked to predefined activities. For example, when a supplier creates an account, the task is called Accept Trading Relationship , which is associated with the Account activity.
Private supplier account	A type of account that is created for the following scenarios: • A buying organization sends a purchase order, CC invoice, or payment proposal to a supplier that doesn't have an SAP Business Network account. • An unregistered supplier routes an invoice to the buying organization by using the quick-enablement customer code.
Quick enablement through purchase order	A supplier-enablement method by which procurement applications send a purchase order by email to create SAP Business Network accounts for suppliers.
Supplier enablement methods	The multiple ways used to initiate a trading relationship for the following types of suppliers: • Suppliers already registered on SAP Business Network. • Suppliers not yet registered and who don't have an SAP Business Network account. • Private suppliers (defined previously in this table) – For these suppliers, you can link multiple unique supplier IDs (from the procurement application) to a single ANID/Vendor ID on SAP Business Network. Available methods: • Searching and adding registered suppliers • Quick Enablement – Purchase Order, Payment Proposal, CC Invoice (invoices sent from SAP Ariba Buying solutions or the ERP system), ICS Invoice (invoices sent from invoice conversion service providers), and request for quotation. • Request trading relationship with suppliers. • Posting a supplier self-nomination project so the supplier can proactively initiate a relationship request with you.
Supplier information portal	A portal that buying organizations create for vendors to view information about their company's trading processes.
Supplier notification	A notification is sent when a new activity is assigned to a supplier.

Term	Definition
Supplier reminders	A reminder sent when a task for a supplier is overdue.
Tasks	Actions that a buyer or supplier must complete to establish supplier enablement. There are two types of tasks: • Automatic: Tasks that are system generated and are automatically tracked for closure. For example, acceptance of SAP Business Network terms and conditions or accept-trading-relationship tasks. • Manual: A task that isn't directly related to an SAP Business Network configuration setting and is therefore set to complete manually. For example, when a supplier needs to configure their order receiving process to receive purchase orders from SAP Business Network, the specified task for this action is called Ready to Receive Purchase Orders. This task needs to be completed manually.
Trading relationship request letter	A letter [page 22] sent to the newly created suppliers and existing suppliers by fax or email when enabling a trading relationship with a buying organization.
Vendors	A supplier in the customer's back-end system. Vendors are identified on SAP Business Network with unique vendor IDs. A buying organization stores details of their vendors in their ERP systems. The vendor ID on SAP Business Network typically reflects the vendor ID used in the ERP system. For buyers using SAP Ariba Procurement solutions (or Ariba Invoice Automation and Ariba Purchase Order Automation with Oracle Fusion Middleware adapters), a vendor is identified on SAP Business Network with a unique vendor compound key. The vendor compound key consists of up to three fields: Vendor ID, Site ID, and Site Auxiliary ID. The fields used in your configuration depend on the type of ERP system used. (These fields reflect the ID of the supplier site as it's stored in the ERP system.) See Supplier ID Normalization. A buying organization can upload vendor information to SAP Business Network using their SAP Business Network account. After the upload, they can assign Supplier Enablement activities containing specific tasks and start the enablement for selected vendors. First a trading relationship request email is sent out to these vendors. Once they register and accept the terms of use, a dedicated supplier account is created on SAP Business Network and a relationship is automatically established with the buying organization that sent the request. Afterwards, all supplier account details are maintained by the suppliers themselves and all vendor details continue to be managed by the buying organization.
Wave	A form of identifier used to group vendors for supplier enablement activities, based on various criteria. For example, you could group all vendors that have high saving/ROI potential into the first wave or group vendors that belong to a specific region into another dedicated wave. Once you've grouped vendors in waves, it's easy to start supplier enablement by a wave and also to track the enablement progress by waves. Note Wave values can't exceed 256 characters. Waves are entered in the format WaveN, where N is any positive integer. A zero (0) can't prefix positive integers N, except where N is a value from one to nine. You can only assign waves to your vendor through the Vendor CSV file. The Manage Vendors and Monitor pages allow you to filter by wave.

Supplier Self-Assessments

In today's fiercely competitive business environment, companies rely heavily on robust supply chains to gain a competitive edge. However, managing larger supply chains exposes businesses to greater risks, especially when partnering with unvetted suppliers, which can result in regulatory violations. These violations not only lead to financial losses but can also damage a company's reputation.

To effectively address these challenges, SAP Business Network offers standardized supplier self-assessment questionnaires. These questionnaires are invaluable tools for gathering essential information for procurement activities, helping mitigate uncertainties within the supply chain. This proactive approach not only safeguards against potential risks but also enhances a company's reputation with both new and existing business partners.

With SAP Business Network, you can easily request assessments from suppliers to collect required information. Suppliers can also proactively complete the assessments and share them with you and other buyers.

Initiating Assessment Requests

You have the flexibility to initiate assessment requests either from the **Supplier Self-Assessments** page or from supplier profiles. Initiating requests from the **Supplier Self-Assessments** page requires an established trading or sourcing relationship between you and the supplier. However, requesting assessments from supplier profiles doesn't have this requirement.

If you're using SAP Ariba Supplier Risk, specific conditions must be met, including having established trading or sourcing relationships with your suppliers and selecting SAP Business Network as the data source for responses to modular questionnaires.

Notifications and Updates

When you send an assessment request, your suppliers are notified through both emails and notifications on the SAP Business Network portal. You are also notified through emails and portal notifications when your suppliers share or update their assessments. However, you won't be notified if suppliers unshare their assessments.

SAP Business Network supports version update of the self-assessment questionnaires. You will receive a notification on the **Supplier Self-Assessments** page if a new version is available, and the supplier has not yet upgraded. In such cases, you can request the supplier to upgrade promptly.

About the Human Rights Assessment

The human rights assessment questionnaire inquires about the processes a supplier has in place to identify, assess, prevent, and remedy human rights and environmental risks and impacts in their supply chain and operations. Examples of the risks that companies must address are as follows:

- Forced labor
- Child labor
- Discrimination
- Violations related to freedom of association
- Unethical employment
- Unsafe working conditions
- Environmental degradation

Requesting Assessments from the Supplier Self Assessments Page

Prerequisites

- Both you and your suppliers use SAP Business Network.
- You've established a transaction or sourcing relationship with your suppliers.

Note

If you have an account of SAP Ariba Supplier Risk, you can also request an assessment from this portal.

Context

To assess the supply chain due diligence of suppliers, request them to take an assessment. You can initiate your request either from the **Supplier Self Assessments** page of the SAP Business Network portal or from the supplier profiles. This task explains how to request supplier assessments from the **Supplier Self Assessments** page. For details about requesting assessments from supplier profiles, refer to [Requesting Assessments from the Company Profile of Suppliers \[page 102\]](#)

You can send an assessment request to suppliers with the assessment status **Not requested**.

You can resend an assessment request to suppliers in the following two scenarios:

- You've already sent the assessment request to a supplier, but the supplier hasn't shared the assessment answers with you. In this case, the assessment status is **Requested**.
- A supplier has shared the assessment answers with you but later decided to cancel the sharing of the assessment. In this case, the assessment status is **Not available - Unshared**.

After the supplier has shared the assessment with you, the assessment status changes to **Available**. In this case, you're unable to resend the assessment request.

Procedure

1. Choose  **Supplier Enablement**  **Supplier Self Assessments**  in the menu bar.
2. Click **Request assessment**.
3. Click **Request** for the target assessment.
4. Enter values in any of the fields to search for suppliers to whom you want to send the assessment request.

Tip

You can search by supplier name and country/region. The more search criteria you enter, the narrower the search results are.

5. Click **Search**.
SAP Business Network shows suppliers that match your search criteria.
6. Select suppliers and click **Request**.

→ Tip

To resend an assessment request, you can also choose **⋮** (more options) > **Request assessment** for assessments with the status **Not available - Unshared** or **Requested**.

Results

You go back to the **Supplier Self Assessments** page, which shows all assessments. The suppliers receive notifications asking them to complete the assessment.

Related Information

[Viewing a Shared Assessment \[page 103\]](#)

[Viewing Assessment Updates \[page 104\]](#)

Supplier Self-Assessment Status

The following table describes the supplier self-assessment status on the SAP Business Network portal of buyers.

Assessment status on SAP Business Network of buyers

Status	Description
Not requested	The buyer hasn't sent the assessment request to the supplier.
Requested	The buyer sent the assessment request to the supplier but has not received a response. In this state, the buyer can send the assessment request again to this supplier.

Status	Description
Available	The supplier has shared the assessment with the buyer. In this state, the buyer can view the assessment online or download the CSV file to view the assessment offline, but the buyer is unable to send the assessment request again. When a supplier has shared an assessment with the buyer, there is a red dot in the upper right corner of this status, indicating that this is a new assessment shared by the supplier. After the buyer views or downloads the assessment, the red dot disappears.
Not available - Unshared	The supplier has canceled the sharing of the assessment, so buyers are no longer able to access assessment responses. In this state, the buyer can send the assessment request again to this supplier.

Requesting Assessments from the Company Profile of Suppliers

Prerequisites

- Both you and suppliers use SAP Business Network.
- The company profile of suppliers includes the **Assessments** section.
- You need to sign in to your SAP Business Network account to view or request assessments.

Context

You can request due-diligence self-assessments from the company profile of suppliers, regardless of whether you have an existing trading or sourcing relationship with them.

Procedure

1. On the home page of your SAP Business Network portal, use Trading Partner Search to find suppliers. Click on a specific supplier in the search results to access their profile.

Additionally, if you have the public profile URL of a supplier, you can directly access their public profile.

2. Locate the **Assessments** section in the supplier profile and proceed with requesting assessments under this section.

Depending on the assessment status, you may encounter one of the following options within the **Assessments** section:

- If there are no assessments to view because the supplier has not yet completed any assessment, you can click on **Request assessments** to ask the supplier to complete and share their assessment.
- **Request to view response** self the supplier has completed assessments but has not shared them with you, you can click on to request access to their assessment.
- If the supplier has completed assessments and has already shared them with you, you can click on **View response** to see the details of the assessment.

After sending a request to a supplier, you have additional options beyond accessing the supplier's profile. You can track the status of the request, resend the request if there has been no response, or view the supplier's response on the **Supplier Self Assessments** page (accessible by selecting  **Supplier Enablement**  in the menu bar) within your SAP Business Network. If the supplier has completed assessments but has not shared them with you, you can click on portal. This allows you to conveniently manage and monitor the assessment process with the supplier.

You receive both in-app and email notifications when suppliers share their assessments with you.

Viewing a Shared Assessment

After a supplier shares an assessment with you, the assessment is available for you to view.

Context

When the supplier shares an assessment with you, you receive an email notification and also a notification on SAP Business Network. You can access the assessment by clicking the link in the notification email, or by clicking the notification bell  icon on SAP Business Network.

Assessments that are available for you to view are in the **Available** state with a red dot. After you view or download the assessments, the red dot disappears.

The supplier can cancel the sharing of an assessment anytime. After the cancellation, the assessment status changes to **Not available - Unshared**, and this assessment becomes unavailable to you. In this case, you can resend an assessment request to this supplier.

Procedure

1. Sign in to SAP Business Network.
2. Choose  **Supplier Enablement**  in the menu bar.

All the assessments are displayed.

3. Locate the target assessment that is in the **Available** state with a red dot.

4. Choose  (more options) > **View assessment** to view the assessment online, or choose  (more options) > **Download CSV** to view the assessment offline in CSV format.

If you find certain answers unsatisfactory and wish to obtain more details from the supplier, you can click **Request Update** on the assessment details page.

Results

You have the data from your supplier to run your supply chain due diligence program.

Related Information

[Requesting Assessments from the Supplier Self Assessments Page \[page 100\]](#)

[Viewing Assessment Updates \[page 104\]](#)

Viewing Assessment Updates

When your supplier submits updates for an assessment that has already been shared with you, you can view the updates.

Context

When a supplier updates the assessment that has been shared with you, you receive an email notification and also a notification on SAP Business Network. You can view the updates by clicking the link in the notification email, or by clicking the notification bell  icon on SAP Business Network.

The updated assessment is in the **Available** state with a red dot. If the supplier leaves a message when submitting the update, there's a comment besides the **Available** status.

Procedure

1. Sign in to SAP Business Network.
2. Choose  **Supplier Enablement**  in the menu bar.
All assessments are displayed.
3. Locate the target assessment that is in the **Available** state with a red dot and a comment.
If the supplier didn't leave a message, no comment icon appears.

4. **Optional:** Click on the comment icon to view the message left by the supplier.
5. Choose your next step.
 - To view the updates online, choose **⋮** (more options) > **View assessment**.
 - To view the updates offline in CSV format, choose **⋮** (more options) > **Download CSV**.

Results

You stay up to date with latest assessment updates from your supplier, unless your supplier unshares the assessment with you. You can view the supplier message to identify updates, or download the responses and compare it with the previous version.

Related Information

[Requesting Assessments from the Supplier Self Assessments Page \[page 100\]](#)

[Viewing a Shared Assessment \[page 103\]](#)

Questions Included in the Human Rights Assessment Questionnaire

The human rights assessment questionnaire contains the following six parts of questions:

- [Policy Statement \[page 105\]](#)
- [Risk Analysis \[page 109\]](#)
- [Environmental Risk \[page 113\]](#)
- [Preventive Measures \[page 116\]](#)
- [Grievance Mechanism \[page 122\]](#)
- [Reporting \[page 124\]](#)

Policy Statement

Question ID	Question	Reponses
1.1	Does your company have a policy statement on human rights?	• Yes, please refer to link below • Yes, please refer to attachment below • No

Question ID	Question	Reponses
1.1a	Please provide the link of policy statement on human rights. Please upload the attachment.	
1.1b	Is this policy statement available to the public?	• Yes • No
1.1c	Select the relevant stakeholder groups or potential stakeholders to whom the policy statement is communicated?	• Employees in your own company • Employees in affiliated companies • Direct suppliers • Indirect suppliers • Business partners or customers • None
1.1d	Select the international human rights guidelines that are covered in the policy statement.	• Universal Declaration of Human Rights • United Nations Covenants on Human Rights • Core labor standards of the International Labor Organization (ILO) • Organization for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises • Guiding Principles for Business and Human Rights of the United Nations (UN) • None

Question ID	Question	Reponses
1.1e	Which of the following topics are addressed in the organization's human rights policy?	• Protection of children and freedom from child labor • Forced labor, modern slavery, and human trafficking • Occupational health and safety • Freedom of association and the right to collective bargaining • Discrimination and Harassment, as well as Diversity and Inclusion • Appropriate living wage • Prohibition on causing any harmful soil change, water pollution, air pollution, harmful noise emission, or excessive water consumption • Unlawful eviction and unauthorized appropriation of land, forest, or water • Prohibition on hiring or using private or public security forces that may cause interference due to lack of instruction or control • Protection of legally established rights and positions • Compliance with the Minamata Convention on Mercury for mercury use, production, and disposal • Compliance with the Stockholm Convention on Persistent Organic Pollutants for production and utilization of persistent organic pollutants (POPs) • Compliance with the Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal for the handling, exporting, and importing of hazardous waste to safeguard human health and the environment from hazardous waste's adverse effects • None of the above mentioned issues are covered, or our organization does not have a relevant policy in place • Others

Question ID	Question	Reponses
1.1f	Does your policy statement explicitly commit to one of the following regarding human rights for specific groups or populations that require particular attention (for example, women, children, indigenous peoples, minorities, persons with disabilities, or migrant workers and their families)?	• Convention on the Elimination of Discrimination Against Women • Convention on the Rights of the Child or of the Children's Rights • International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families • UN Declaration on the human rights of people of African descent • UN Declaration on the Rights of Indigenous Peoples (UNDRIP) • Roma, Sinti and travelers • Person belonging to national or ethnic, religious and linguistic minorities • Refugees, asylum-seekers and internally displaced people • UN Guiding Principles on Extreme Poverty and Human Rights • Others • None of the above
1.2	Is one of your board members or board committees tasked with a specific governance oversight in respect to human rights?	• Yes • No
1.3	Does one of your board members or board committees have an incentive or performance management scheme linked to the company's human rights policy commitment or strategy?	• Yes • No
1.4	Select the grade levels within your company where relevant roles (e.g., human rights officer) are responsible for overseeing and managing human rights matters and related risks.	• Board level • Top management (up to two levels below C-Level) • Junior management (first level of management) • None of the above

Risk Analysis

Question ID	Question	Responses
2.1	Is your company certified according to a social accountability management system standard (e.g. SA8000) by an accredited third party certification body?	• Yes • No
2.1a	Please provide certificate information. • Certificate type: • Certificate number: • Certificate issuer: • Certificate status: • Certificate issued place: • Effective date: • Expiration date: • Upload certificate file:	
2.2	Do you have a sustainability rating from a 3rd party Corporate Social Responsibility (CSR) assessment?	• Yes • No
2.2a	Please provide the source of Corporate Social Responsibility (CSR).	
2.2b	Please provide the sustainability rating.	
2.2c	Upload the scorecard.	
2.3	Has your company conducted a Corporate Social Responsibility (CSR) audit or assessment (e.g. TfS, SMETA, PSCI, SQAS, or SASSMAQ)?	• Yes • No
2.3a	Please provide certificate information. • Certificate type: • Certificate number: • Certificate issuer: • Certificate status: • Certificate issued place: • Effective date: • Expiration date: • Upload certificate file:	
2.4	Does your company monitor the implementation of your human rights policy commitment across its operations and business relationships and follow up on corrective actions and necessary changes to policies or processes?	• Yes • No

Question ID	Question	Reponses
2.5	When deciding to engage or terminate business relationships, do you offer new incentives (e.g. price premiums, increased orders, or longer contracts) for suppliers who comply with human rights laws?	• Yes • No
2.5a	Please attach report or process description.	
2.6	Does your company systematically analyze potentially negative impacts of its operations and business relationships on human rights (by setting up a relevant procedure, hereinafter referred to as risk analysis)?	• Yes • No
2.6a	Please attach report or process description.	
2.7	Which stages of the value chain do you analyze with regard to human rights risks?	• For your own operations or locations • For majority-owned affiliated companies in Germany • For majority-owned affiliated companies in other countries • For the direct supply chain (direct contractual relationship) • For the indirect supply chain (indirect business relationship) • For products, services, or projects in your own company • For investment activities • For no stage
2.8	Which potentially affected groups are considered in the analysis process?	• Employees in your own company • Employees in affiliated companies • Employees in the direct supply chain • Employees in the indirect supply chain • Local communities affected by your own company's operations • Local communities affected by the direct supply chain • Local communities affected by the indirect supply chain • Business partners or customers • Other stakeholders (e.g., local residents) • None

Question ID	Question	Reponses
2.9	What human rights issues have you identified during risk analysis?	• Protection of children and freedom from child labor • Forced labor, modern slavery, and human trafficking • Occupational health and safety • Freedom of association and the right to collective bargaining • Discrimination and Harassment, as well as Diversity and Inclusion • Appropriate living wage • Prohibition on causing any harmful soil change, water pollution, air pollution, harmful noise emission, or excessive water consumption • Unlawful eviction and unauthorized appropriation of land, forest, or water • Prohibition on hiring or using private or public security forces that may cause interference due to lack of instruction or control • Protection of legally established rights and positions • Compliance with the Minamata Convention on Mercury for mercury use, production, and disposal • Compliance with the Stockholm Convention for production and utilization of persistent organic pollutants (POPs) • Compliance with the Basel Convention for the handling, exporting, and importing of hazardous waste to safeguard human health and the environment from hazardous waste's adverse effects • Corruption and bribery • Data protection and privacy • Consumer protection and product responsibility • Others • None of the above mentioned issues are covered

Question ID	Question	Reponses
2.10	Do you prioritize the risks identified in the risk analysis?	• Yes, based on the number of potentially affected persons • Yes, based on the severity of the potential impact • Yes, based on the irreversibility of the potential impact • Yes, based on the potential impact on the company's reputation • Yes, based on possible legal implications for the company • Yes, based on the nature and extent of the enterprise's business activities • Yes, based on the ability of the enterprise to influence the party directly responsible for a risk or violation • Yes, based on the nature of the causal contribution of the enterprise to the risk or violation • Yes, based on other factors • No
2.11	How granular is your approach in assessing impact during risk analysis?	• Impact directly caused by the company • Impact indirectly associated with the company • Others • None
2.12	Which international human rights guidelines/ standards/ references are covered in the policy statement?	• Universal Declaration of Human Rights • International Covenant on Civil and Political Rights • Core labor standards of the International Labor Organization (ILO) • Organization for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises • Guiding Principles for Business and Human Rights of the United Nations (UN) • Others • No consideration of international reference instruments

Question ID	Question	Responses
2.13	Which information sources do you use to execute the human rights risk analysis?	• Discussions in your own company • Discussions in affiliated companies • Discussions with business partners (suppliers, customers, etc.) • Qualitative document research • External data or databases • Internal data • External expertise • Others • No information sources used
2.14	Is the risk analysis scheduled to be updated regularly?	• No, one-off test • Yes, at the following regular intervals • Yes, when launching new business areas, products, or projects • Yes, on an ad hoc basis in the event of a significant change in the risk situation • Yes, as part of the following processes • Yes, on other defined occasions
2.15	How do you obtain further information to consider particularly high risks (in the sense of an in-depth examination)?	• In dialogue with (potentially) affected persons on the spot or with a legitimate representative of the affected persons • Through the involvement of internal expertise in the field of human rights • Through the involvement of external expertise in the field of human rights • By other measures • No particularly high risks were identified

Environmental Risk

Question ID	Question	Responses
3.1	Is the company certified according to an environmental management system standard by an accredited third party certification body?	• Yes • No

Question ID	Question	Responses
3.1a	Please provide certificate information. • Certificate type: • Certificate number: • Certificate issuer: • Certificate status: • Certificate issued place: • Effective date: • Expiration date: • Upload certificate file:	
3.2	Does your company have a current Carbon Disclosure Project (CDP) score regarding the listed items?	• Climate change [Score below] • Water [Score below] • Forests - Cattle [Score below] • Forests - Timber [Score below] • Forests - Soy [Score below] • Forests - Palm oil [Score below] • None of the above
3.3	Are any of the following materials contained in your products?	• Aluminum or bauxite • Cobalt • Copper • Glass (silica sand) • Gold • Graphite (natural) • Leather • Lithium • Mica • Nickel • Palladium • Rare earth elements • Rubber (natural) • Steel or Iron • Tantalum • Tin • Tungsten • Zinc • Mercury • None
3.3a	Does your company have a policy on the responsible sourcing of these raw materials?	• Yes • No
3.3a.1	Please upload relevant documents as one attachment.	
3.3a.2	Please provide your website.	

Question ID	Question	Responses
3.3c	If tantalum, tin, tungsten, or gold is selected, does your company have a company-scope Conflict Minerals Reporting Template (CMRT)?	• Yes • No
3.3c.1	Please upload Conflict Minerals Reporting Template (CMRT) template, using the latest version from the Responsible Minerals Initiative (RMI) website.	
3.4	What measures does your company have in place to prevent environmental risks in terms of responsible sourcing and environmental pollution?	• Management system aligned with the Organization for Economic Co-operation and Development (OECD) Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas (including tin, tantalum, tungsten, and gold) to manage the responsible sourcing of these minerals • Written agreements with suppliers which confirm the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas • Member of the Extractive Industries Transparency Initiative (EITI) • Recognition of tenure rights in accordance with Voluntary Guidelines on the Responsible Governance of Tenure of Land, Fisheries and Forests in the Context of National Food Security (VGGT) • Regular process to identify specific risks to the right of water and sanitation which are in line with the UN Sustainable Development Goals and the UN Global Compact's CEO Water Mandate • None of the above
3.5	Does your company have a commitment to the Stockholm Convention on Persistent Organic Pollutants and contractual agreements with suppliers to prohibit the production and use of chemicals pursuant to the Stockholm Convention on Persistent Organic Pollutants?	• Yes • No • No, as identified in our risk analysis, persistent organic pollutants (POPs) are not relevant in our supply chain

Question ID	Question	Responses
3.6	Does your company have a commitment to the Minamata Convention on Mercury to protect human health and the environment from the adverse effects of mercury?	• Yes • No • No, as identified in our risk analysis, mercury is not relevant in our supply chain
3.7	Does your company have a commitment to the Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal to protect human health and the environment against the adverse effects of hazardous wastes?	• Yes • No • No, as identified in our risk analysis, hazardous wastes are not relevant in our supply chain

Preventive Measures

Question ID	Question	Responses
4.1	Is the company certified according to an occupational health and safety management system standard (e.g. ISO 45001) by an accredited third party certification body?	• Yes • No
4.1a	Please provide certificate information. • Certificate type: • Certificate number: • Certificate issuer: • Certificate status: • Certificate issued place: • Effective date: • Expiration date: • Upload certificate file:	

Question ID	Question	Responses
4.2	On which of the following issues does your organization train its employees to ensure that they understand what the related risks are and how to mitigate them?	• Protection of children and freedom from child labor • Forced labor, modern slavery, and human trafficking • Occupational health and safety • Freedom of association and the right to collective bargaining • Discrimination and Harassment, as well as Diversity and Inclusion • Appropriate living wage • Causing any harmful soil change, water pollution, air pollution, harmful noise emission or excessive water consumption • Unlawful eviction and taking land, forests or waters • Prohibition on hiring or using private or public security forces that may cause interference due to lack of instruction or control • Impairing a protected legal position • Use of mercury in line with the Minamata Convention (use, production und disposal) • Use of persistent organic pollutants in line with the Stockholm Convention (POP-Chemicals)(production and utilization) • Handling, Exporting and Importing of hazardous waste in line with the Basel Convention (to protect human health and the environment against the adverse effects of hazardous wastes) • Others • None of the above mentioned issues are covered

Question ID	Question	Responses
4.3	Which of the following measures are used by your organization to prevent risks regarding child and forced labor in your organization and the supply chain?	• Age verification of workers recruited in your operations to ensure they comply with the International Labor Organization (ILO) requirement for minimum age • Requiring suppliers or third party services to verify the age of workers to ensure they comply with the International Labor Organization (ILO) requirement for minimum age • Regular review of the definition of the living wage and negotiation through collective bargaining with relevant trade unions • Contractual agreements with suppliers prohibit the suppliers and any third-party intermediaries from imposing financial burdens on job seekers and workers by collecting recruitment fees or related costs • Contractual agreements require suppliers to pay workers directly in-full on-time, and regularly ask suppliers who failed in performing these actions to take assessment • Contractual agreements with suppliers prohibit the suppliers from retaining workers' personal documents or restricting workers' freedom of movement or requiring workers to use company-provided accommodation • Audits and supplier trainings • None of the above

Question ID	Question	Responses
4.4	What actions are in place regarding the integration of health and safety factors within procurement?	• Integration of health and safety clauses into supplier contracts and/or supplier code of conduct • Health and safety risk analysis (i.e. prior to supplier assessments or audits) • Supplier assessment on health and safety practices • Training of buyers on health and safety issues within the supply chain • On-site audit of suppliers on health and safety issues • Capacity building of suppliers on health and safety issues • Performing suppliers on health and safety issues have access to unique incentives (e.g. supplier awards) • Collaborative workshops and programs to jointly improve the situation with key suppliers • Others • No actions in place
4.5	What health and safety metrics are tracked and reported (either internally or externally)? These metrics should summarize incidents related to employees, contractors, and sub-contractors.	• Fatal accident rate (FAR) • Fatal incident rate (FIR) • Recordable injury, total number of fatalities, lost work-day cases, restricted work-day cases, and medical treatment cases • Total recordable injury rate (TRIR) • Lost time injury (LTI) • Lost time injury frequency (LTIF) • Others • No metrics tracked or reported
4.6	Do you have a regular process with measures in place to implement your policy commitment to eliminate discrimination against women through providing equal pay for equal work measures and to ensure equal opportunities throughout all levels of employment?	• Yes, with target rates • Yes, without target rates • No
4.7	Do you have a regular process or management approach with measures in place to ensure non-discrimination based on color, sex, religion, political opinion, national extraction, social origin, age, disabilities, sexual orientation, and any other reasons?	• Yes, please refer to attachment below • No

Question ID	Question	Responses
4.7a	Please upload attachment.	
4.8	Do you publicly respect applicable international standards concerning maximum working hours, minimum breaks, and rest periods, and do you also assess the ability of workers within your factories to comply with your commitments to respect working hours when allocating work or setting targets?	• Yes • No
4.8a	Please upload attachment.	
4.9	Do you have a measurable public commitment to pay the employees of your own operations a living wage?	• Yes, please refer to attachment below • No
4.9a	Please upload attachment.	
4.10	Do you have regular processes or a management approach in place to ensure the right of your employees to freedom of association and collective bargaining?	• Yes, please refer to attachment below • No
4.10a	Please upload attachment.	
4.11	Do you have regular processes or a management approach in place to prevent the misuse of security forces?	• Yes, please refer to attachment below • No
4.11a	Please upload attachment.	
4.12	Do you have regular processes or a management approach in place to prevent unlawful eviction and unauthorized appropriation of land, forest, or water?	• Yes, please refer to attachment below • No
4.12a	Please upload attachment.	
4.13	Have you, based on the risk analysis, identified and implemented measures to prevent or mitigate (potential or actual) negative impacts on human rights?	• Yes • Yes, independent of human rights risk analysis • No • No risks have been identified

Question ID	Question	Responses
4.14	What measures does your company implement to counteract actual and potential adverse effects on human rights?	• Measures in your own operations or at your own locations • Measures at subsidiaries or majority shareholdings • Measures in the direct supply chain • Measures in the indirect supply chain • Measures with a view to products, services, and the project business • Measures for investment opportunities • Participation in association or industry initiatives • Others • None
4.15	Which employees are trained in the aspect of human rights?	• All employees • Employees working in risk-relevant business fields • All employees and in addition, the following third parties • None
4.16	Does your human rights due diligence procedure provide for remediation in the event of actual negative effects?	• Yes, as follows • No, please provide the reason
4.17	Which organizational aspects are considered when implementing measures?	• Assignment of responsibilities • Formulation of objectives for measures implemented • Goals are communicated internally and/or externally • Compliance verification (verification mechanism) • Others • None of the above
4.18	Do you monitor the effectiveness of the measures taken?	• Yes, in the following manner • No
4.19	How often is an effectiveness check carried out?	• At least once a year • Periodically • No regular check
4.20	Do you enter into dialogue with (potentially) affected parties within the framework of effectiveness monitoring?	• Yes, as follows • No

Question ID	Question	Responses
4.21	What actions are in place regarding the integration of human and labor rights factors within your procurement?	• Integration of human and labor rights clauses into supplier contracts • Human and labor rights risk analysis (i.e. prior to supplier assessments or audits) • Supplier assessment on human and labor rights practices • Training of buyers on human and labor rights issues within the supply chain • On-site audit of suppliers on human rights and labor issues • Capacity building of suppliers on human and labor rights issues • Performing suppliers on human and labor rights issues have access to unique incentives (e.g. supplier awards) • Others • No actions in place

Grievance Mechanism

Question ID	Question	Responses
5.1	Does your organization provide a formal complaint mechanism or participate in an external complaint mechanism that is public or accessible to all potentially affected parties?	• Yes, but the complaint mechanism is only available to the organization's own employees. • Yes, but the complaint mechanism is only available to workers in the organization's supply chain. • Yes, the complaint mechanism is available to the organization's own employees as well as to workers in the organization's supply chain. • Yes, the complaint mechanism is available to all of the above and to potentially impacted persons outside the supply chain. • No

Question ID	Question	Responses
5.2	Which of the following issues are covered under the grievance mechanism?	• Protection of children and freedom from child labor • Forced labor, modern slavery, and human trafficking • Occupational health and safety • Freedom of association and the right to collective bargaining • Discrimination and Harassment, as well as Diversity and Inclusion • Appropriate living wage • Prohibition on causing any harmful soil change, water pollution, air pollution, harmful noise emission, or excessive water consumption • Unlawful eviction and unauthorized appropriation of land, forest, or water • Prohibition on hiring or using private or public security forces that may cause interference due to lack of instruction or control • Protection of legally established rights and positions • Compliance with the Minamata Convention on Mercury for mercury use, production, and disposal • Compliance with the Stockholm Convention for production and utilization of persistent organic pollutants (POPs) • Compliance with the Basel Convention for the handling, exporting, and importing of hazardous waste to safeguard human health and the environment from hazardous waste's adverse effects • Others • None of the above mentioned issues are covered

Question ID	Question	Responses
5.3	Which potentially affected groups have access to the grievance mechanism?	• All groups, publicly available procedure. This is accessible under the following link • Selected stakeholders: Employees in your own company • Selected stakeholders: Employees in affiliated companies • Selected stakeholders: Employees in the direct supply chain • Selected stakeholders: Employees in the indirect supply chain • Selected stakeholders: Local communities affected by your own company's operations • Selected stakeholders: Local communities affected by the direct supply chain • Selected stakeholders: Local communities affected by the indirect supply chain • Selected stakeholders: Business partners or customers • Other stakeholders (e.g., local residents) • None
5.4	How do you design the grievance mechanism so that (potentially) affected parties can use it?	• By involving potentially affected parties (target groups) in the design of the procedure • By other measures (e.g., breaking down language or technical barriers)

Reporting

Question ID	Question	Responses
6.1	Do you report the implementation of human rights due diligence?	• Yes, reporting is available at the following link • Yes, see attached report • No
6.1a	Please upload the latest report.	

Question ID	Question	Responses
6.2	Which topics are covered in human rights due diligence report?	• Risk analysis procedure • Identified human rights aspects • Actual effects • Measures taken • Defined responsibilities in the company • Other topics
6.3	At what intervals does the company report externally?	• Several times a year • Every year • Every two years • Every three years • Not reported frequently
6.4	How much visibility does your organization have into your supply chain with regards to Tier-1 to Tier-n suppliers?	• High: You have mapped the full supply chain for key products and services used by your organization and have identified key suppliers at all levels of your supply chain. • Moderate: You have identified major Tier-1 suppliers and have partially or fully mapped the supply chains for key products and services of your supply chain. • Developing: You have identified major Tier-1 suppliers. You have very limited or no visibility of your supply chains below the Tier-1 level.
6.5	How long does the company store its documentation and data of the risk analysis, preventive & remedial measures and complaints received?	• 1-3 years • 3-6 years • At least 7 years • No documentation or data on these issues is stored
6.6	Is your human rights due diligence report publicly available?	• Yes, reporting is available at the following link • No

Supplier Certifications

Certifications are essential credentials that showcase suppliers' expertise, commitment, and compliance with industry standards.

Collecting information about a supplier's certifications is a critical part of supplier evaluation and management. It helps you make informed decisions, manage risks, ensure quality, and align with your own operational, ethical, and sustainability goals.

You can access a supplier's certification information through their company profile if they choose to display it there. Additionally, you have the option to proactively request that suppliers upload the required certifications or update existing ones directly from their profiles.

You can also leverage the **Certifications** filter on the trading partner search page to filter out suppliers that meet your specific certification requirements.

Supplier certifications on SAP Business Network are organized using a three-level hierarchy: classification, certification type, and certification name. The classification is the highest level and includes the following seven categories:

- **Supplier Diversity:** Certifications related to businesses that are owned, controlled, and operated by individuals who are part of historically underrepresented groups, such as women, minorities, LGBTQ+, veterans, and individuals with disabilities.
- **Environmental:** Certifications related to businesses that demonstrate environmentally responsible practices, such as reducing waste, conserving energy, and reducing pollution.
- **Energy:** Certifications related to businesses that promote energy efficiency and renewable energy sources, such as solar or wind power.
- **Social Enterprise:** Certifications related to businesses that have a social or environmental mission and are committed to creating a positive impact in their communities.
- **Quality:** Certifications related to businesses that demonstrate a commitment to quality management systems and processes.
- **Security:** Certifications related to businesses that demonstrate a commitment to information security and risk management.
- **Other:** Certifications that do not fit into the above categories.

The second level of the hierarchy is the certification type. Each classification includes several certification types. For example, the **Supplier Diversity** classification includes six certification types: **Small Business**, **Women-owned Business**, **Minority-owned Business**, **Veteran-owned Business**, **LGBT-Owned Business**, and **Disability-Owned Business**. The certification type further specifies the kind of certification a business has earned.

The lowest level of the hierarchy is the certification name. Each certification type includes different certifications. For example, **Small Disadvantaged Business (SDB)**, **8(a) Business Development Program**, and **HUBZone (Historically Underutilized Business Zone Program)** all fall into the **Small Business** type of certifications. Certification names provide more detailed information about the specific certification a business has earned.

Requesting Certifications from Suppliers' Company Profiles

Context

As a buyer, you can proactively request suppliers to provide required certifications that showcase their expertise in specific domains or demonstrate their dedication and adherence to industry standards. This allows you to gather crucial information before making any business decisions.

Procedure

1. Access the profile of a supplier.

You can use Trading Partner Search to find suppliers and then access their company profiles. If you have the public profile URL of a supplier, you can directly access their public profile.

2. Locate **Contact** in the upper-right corner of the supplier profile, click the downward-pointing arrow, and select **Request Certifications** from the drop-down menu.
3. On the **Request Certification** dialog box, select a desired certification, and click **Submit**.

If your desired certification is not in the predefined certification list, check **Certification not found in the list**, and then specify the desired certification in the **Specify Certification Name** field.

Results

Your request is sent to the supplier. You receive an in-app notification when the supplier responds to your request.

Note

If the supplier profile doesn't include the **Certifications** section, the supplier hides it from buyers without existing relationships. In this case, you can't view the certifications unless the supplier choose to show it to all buyers.

Searching Trading Partners with Specific Certifications

Buyers can easily find trading partners that match specific certification requirements by using the **Certifications** filter on the trading partner search page.

Context

There are seven certification categories available for selection:

- **Environmental**
- **Energy**
- **Supplier Diversity**
- **Social Enterprise**
- **Quality**
- **Security**
- **Other**

By utilizing this filter, buyers can customize their search results and pinpoint suppliers with the desired certifications.

Procedure

1. Sign in to your SAP Business Network account.
2. On the **Home** page, locate the **Trading partners** search box. Enter keywords such as product category, company name, or service locations.
3. Click the Search icon to initiate the search.
4. On the left panel, find the **Certifications** filter.
5. Select one or more certifications from the available options to filter suppliers that meet the certification requirements.

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