

The Synlait logo is rendered in a bold, white, sans-serif font. It is centered horizontally and positioned in the upper half of the page. The background features a vibrant pink and white abstract design that resembles a splash of milk or a stylized cow's face, with the pink areas having a slight gradient and the white areas appearing as highlights or splashes.

Synlait

SAP BUSINESS NETWORK GENERAL FUNCTIONALITY SUPPLIER GUIDE

Presentation date February 2025



INTRODUCTION

- A guide that provides information about the SAP Business Network how to navigate, setup, edit and access the information that you require.

LOGGING INTO THE SAP BUSINESS NETWORK

➤ Go to <https://supplier.ariba.com>

To Login:

1. Enter **Username**
2. Enter your **Password**
3. Click on **Login**
4. If you have forgotten your User name or password, click on **Forgot Username or Password**

Forgot Username or Password

- 1) Enter your **email OR username**
- 2) Click **Submit**
- 3) An email from Cloud will be sent to the registered email address

SAP Business Network

Supplier Login

[Forgot Username or Password](#)

New to SAP Business Network?
[Register Now](#) or [Learn More](#)

Recover your username

Enter the email address you used to register with Ariba Network.

Email address



CONTACT THE SYSTEM ADMINISTRATOR

The System Administrator creates users, applies permissions and should be contacted when there is questions, updates or changes to your log in profile

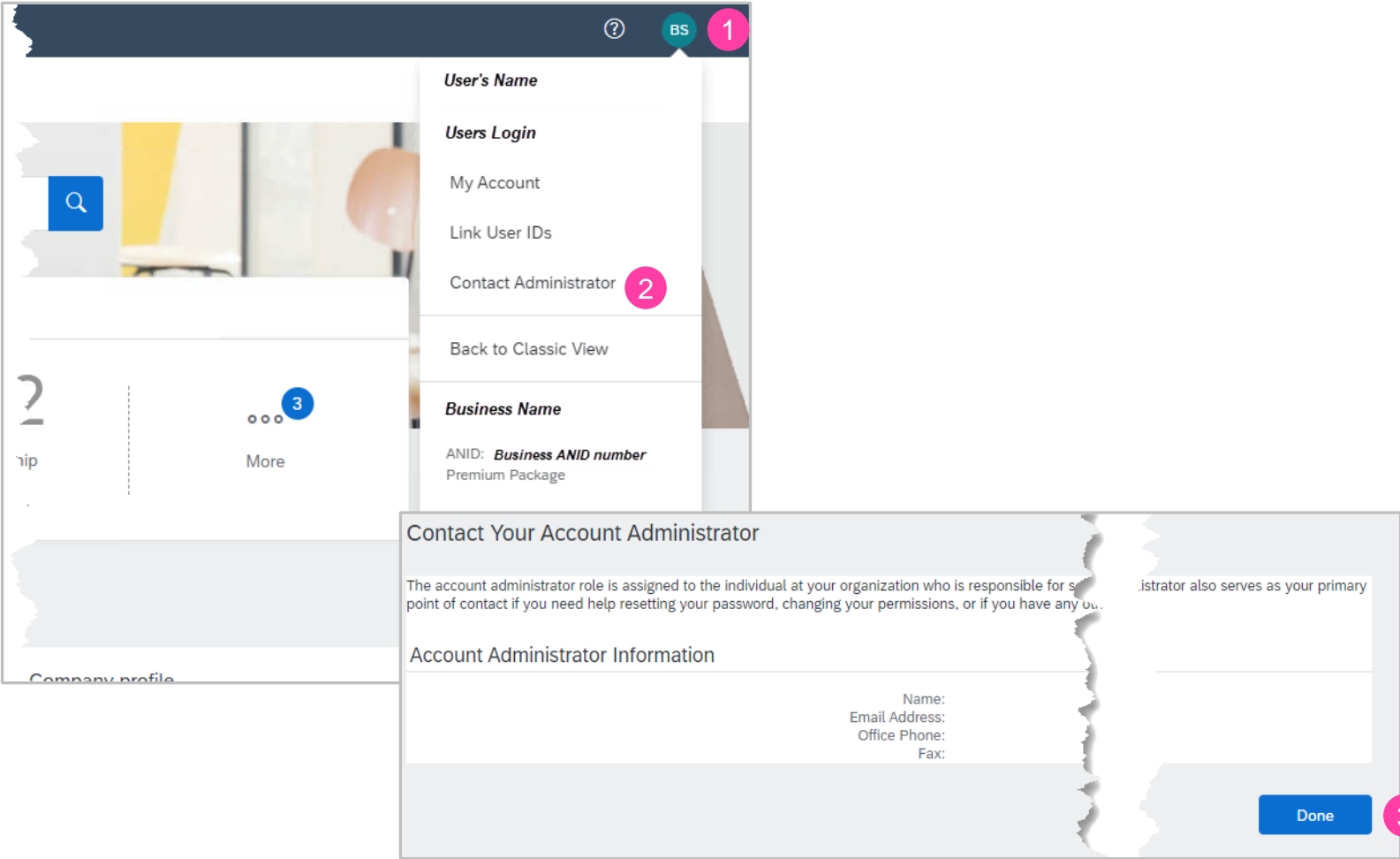
Contact the Business System Administrator when

- You need permissions to access a tab required for your role
- You need to have your password reset

1. Click on your user Initials
2. Select Contact Administrator from the dropdown list

- There are different options to contact the System Administrator, use the option wanted

3. Click on Done to Return to the page you accessed the dropdown list from



ACCESSING “MY ACCOUNT”

Accessing “My Account” allows users to make updates to their SAP Business Network Account

Note: Only change information that requires updates

Changes in My Account should only be completed when required, for example:

- A name Change
- Business Role Change
- Changing your Password

Note: All changes will trigger an email to confirm that you have requested the changes

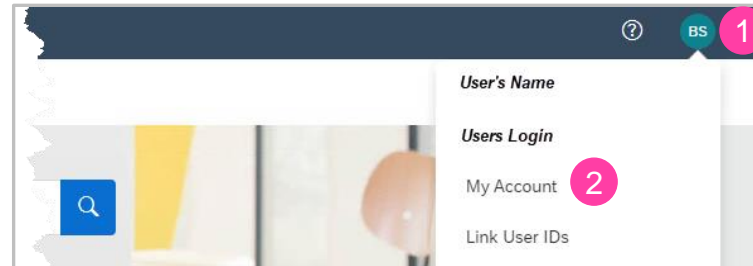
1. Click on your user **Initials**

2. Click on **My Account**

➤ The **My Account** screen is displayed

Note: that your System Administrator has entered the information while creating your account

- Update the required fields
3. Click on **Save**, a green ribbon indicates the changes have been saved successfully a red ribbon indicates that information is missing or incorrect



My Account

Account Settings Mobile Settings

* Indicates a required field

Account Information

Username:* ⓘ

[Change Password](#)

Email Address:*

First Name:*

Middle Name:

Last Name:*

[Personal Information Change Log](#)

Business Role: ⓘ

Preferences

Preferred Language: ⓘ

Preferred Timezone:* ⓘ

Default Currency:* Euro ⓘ

Allow Me to Save Filter Preferences in the Inbox/Outbox

- Accounts Receivables
- Business Owner
- Customer Service
- E-Commerce
- Field Services
- Finance
- Information Technology
- Manager
- Marketing
- Order Management
- Sales
- Service Administrator
- Shipping
- Treasury
- Other

SELLER DASHBOARD/HOME PAGE

Screen Overview

Heading example

1. **Access to Help**
2. **User Name Initials** – a drop down provides applicable accesses
3. **... (More)** – a drop down provides access to track, CSV upload and CSV download options-can also be accessed from other screens
4. **Create** – a drop down that provides short cuts to processes, can be accessed from other screen
5. **Accessible Tabs** – the tabs that you have permissions to access
6. **Quick search options** – Allows searching for selected parameters from the Seller Dashboard /Home page
7. **Overview Bar** – helps to focus on important tasks related to orders and Invoices
8. **More** – indicates there are more tiles
9. **My Widgets** – Allows users to change the identify what widget they want to see on the Seller Dashboard /Home page
10. **Customize** – Shows the available options for My Widgets

The screenshot displays the SAP Business Network Enterprise Account Seller Dashboard. The interface includes a top navigation bar with tabs like Home, Enablement, Workbench, Planning, Orders, Fulfillment, Quality, Invoices, Payments, Catalogs, Reports, and Messages. A search bar is present with filters for 'Orders and Releases', 'All customers', and 'Exact match'. The main content area features a 'Overview' bar with metrics: 79 Items to confirm (Last 24 Hours), 11 New orders (last 24 hrs), 152 Orders (Last 24 hrs), 91 Items to confirm (Last 31 days), 132 Items to ship (Last 31 days), and a 'More' button. Below this is a 'My widgets' section with a 'Customize' button and several widget tiles including 'Purchase orders', 'Invoice aging', and 'Activity feed'.

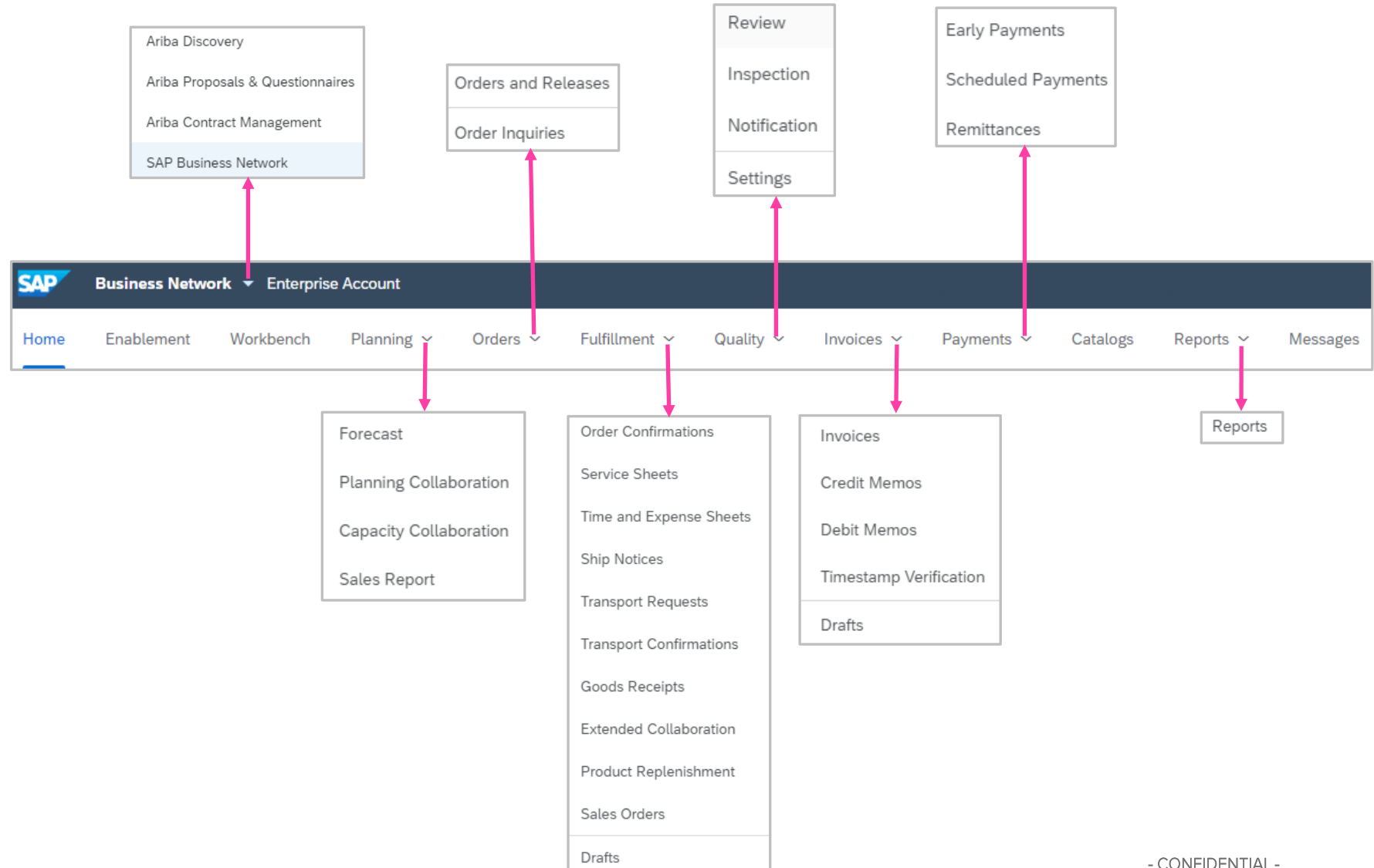
SELLER DASHBOARD/HOME PAGE

Screen Tabs

- Only the tabs that your Businesses System Administrator has assigned to you will appear, contact your System Administrator if you require other tabs to access required processes

When working with tabs, remember:


- The Tabs that each User can see is based on the permissions assigned by your Businesses System Administrator and the required processes determined from the Buyer
- Not all tabs have drop down lists
- Not all shown down list selections may be available
- Some functions can only be performed by the System Administrator
- The order of the tabs cannot be changed
- Refer to the Supplier Information Portal for your Buyer for more information about the processes required

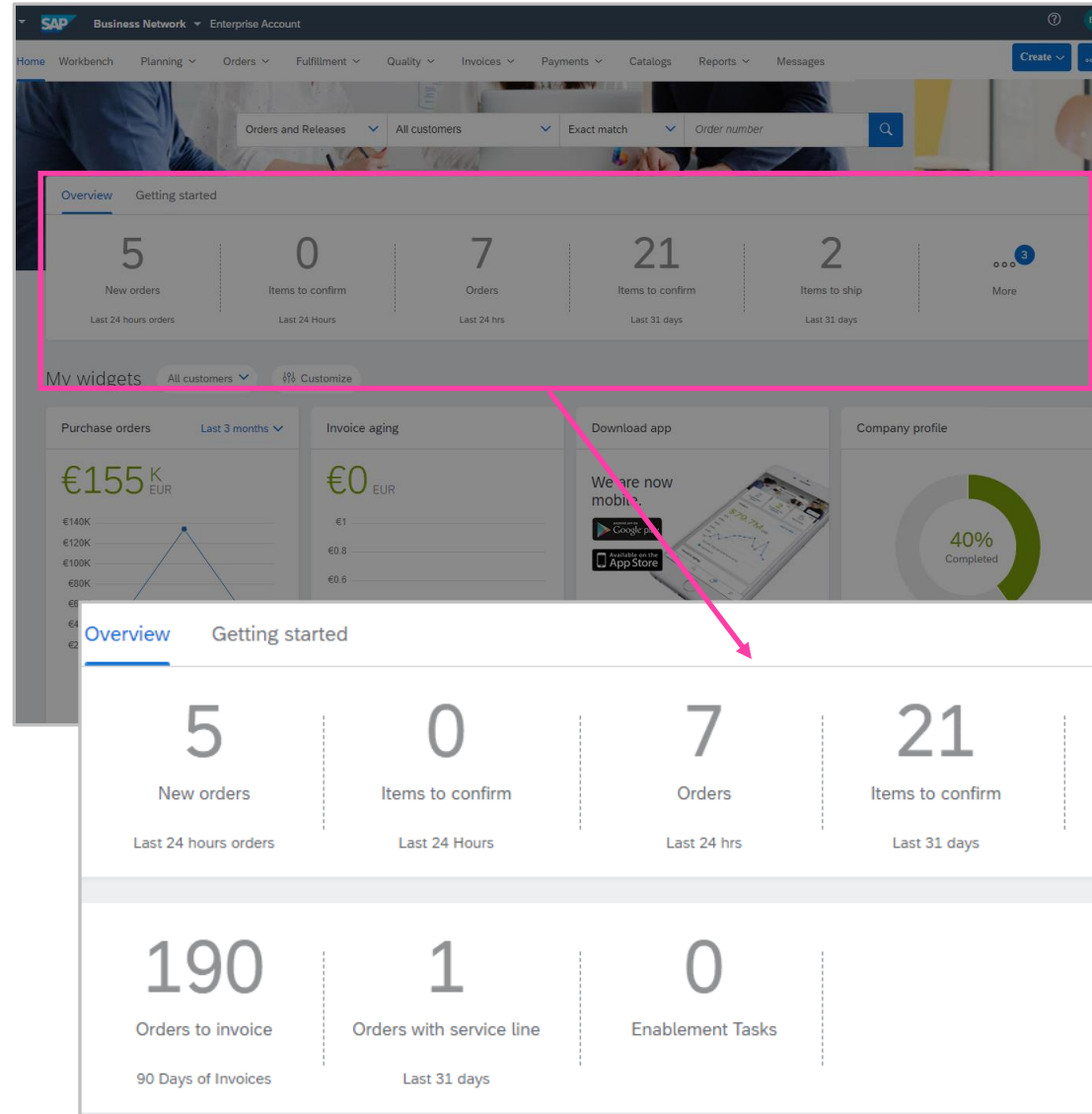


SELLER DASHBOARD/HOME PAGE

Tile Bar Overview

The overview bar help suppliers focus on specific tasks related to orders and invoices, tiles can be customized, each tile takes the user to the Workbench

- The Overview tile bar can be personalized so that a user can keep track of order and/or invoices as part of their job
- Where there is a number in the  indicates that there are more tiles to display in Overview
- A number indicates that there are more tiles to view, click on More and the tiles will be displayed
- The time frames (hours & days) shown on the tiles can be changed based on the user's requirements
- You can access each tile by clicking on it
- The name of each tile can be adjusted to reflect the needs to the user
- Tiles can be added or removed
- Personalisation enables suppliers to prioritise and keep track or order and invoices



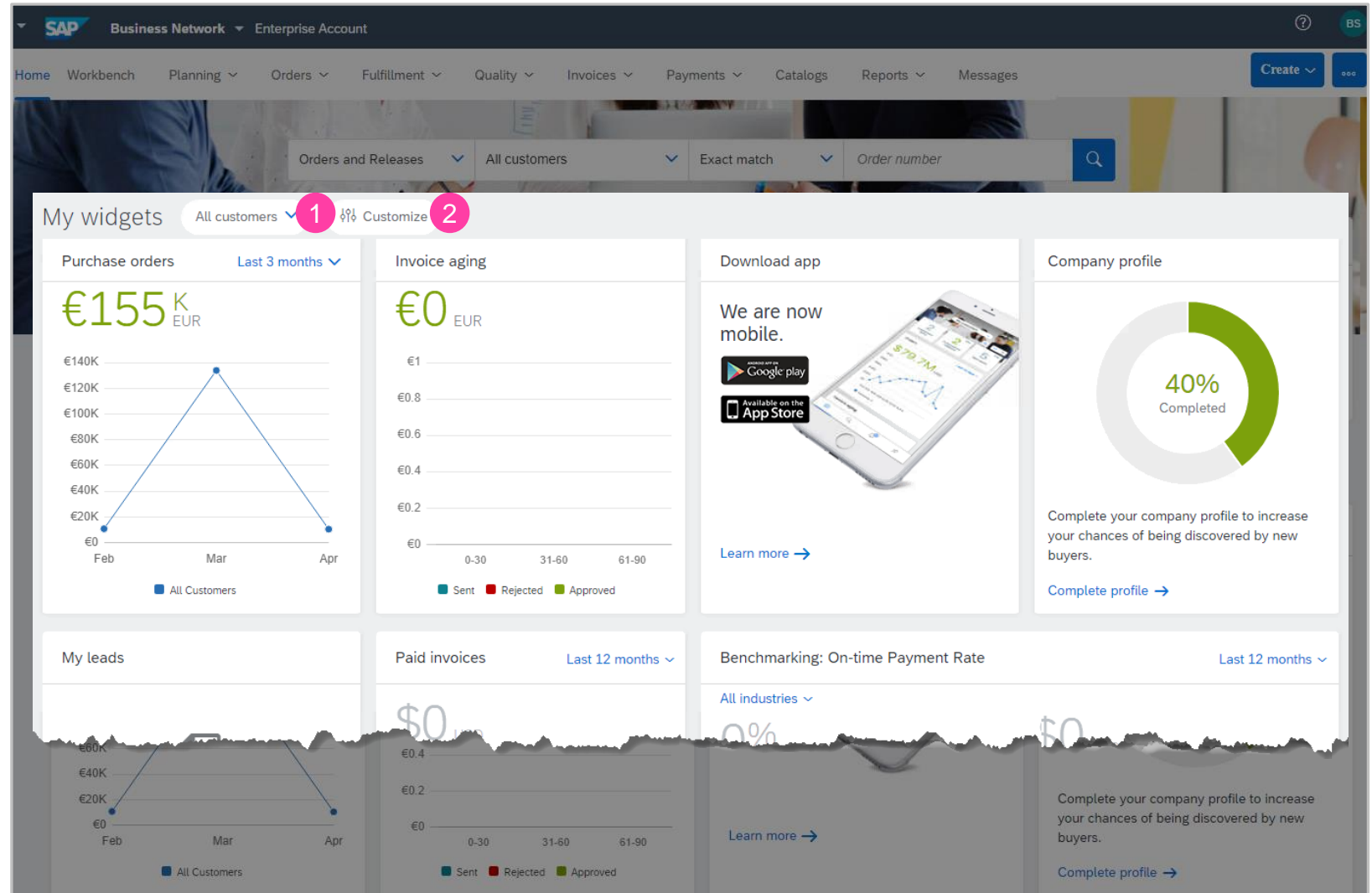
The screenshot displays the SAP Business Network Seller Dashboard. The top navigation bar includes 'Home', 'Workbench', 'Planning', 'Orders', 'Fulfillment', 'Quality', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. A search bar is present with filters for 'Orders and Releases', 'All customers', 'Exact match', and 'Order number'. The main content area features a 'Tile Bar Overview' section, which is highlighted with a pink box. This section contains six tiles: 'New orders' (5, Last 24 hours orders), 'Items to confirm' (0, Last 24 Hours), 'Orders' (7, Last 24 hrs), 'Items to confirm' (21, Last 31 days), 'Items to ship' (2, Last 31 days), and a 'More' button with a notification badge of 3. Below this, there are sections for 'Purchase orders' (€155K EUR, Last 3 months), 'Invoice aging' (€0 EUR), 'Download app', and 'Company profile' (40% Completed). A pink arrow points from the 'More' button in the tile bar to a detailed view of the tiles below, which shows the same six tiles with their respective values and time frames.

SELLER DASHBOARD/HOME PAGE

My Widgets

- Widgets that show insights such as invoice aging, leads, purchase order volume and more can be selected, use widgets to gain insights into your Buyer
- The My widgets section can be customized by:
 - Buyer
 - Tile Type
- All Items in Blue can be clicked on to:
 - Provide more information
 - Change time frame of the information
 - Update parts of the Ariba Network
- To Display Customers that you work with:
 1. Click on **All Customers** drop down and make your selection
- To Customize:
 2. Click on **Customise** and make your selection, refer to **Customising My Widgets**
- My Widgets provides users the options to display information relevant to their function

Note: Not all widgets are the same size, some are larger, also some widgets provide bar graphs, pie graphs, line graphs or information only



SELLER DASHBOARD/HOME PAGE

Customize My Widgets – How to Add or Remove Tiles Sub heading*

Widgets can be customized to provide information on the Seller Dashboard/Home page

1. Click On **Customize**

The Customize my widgets screen is displayed:

- Hover over the **Available widgets** name to display a Preview of the widget and what data it shows

2. Select the widget/s required from **Available widgets**

3. Click on **Save**

- The widget is now added to the Seller Dashboard/ Home Page

Note: Clicking on All Customers and selecting a customer from the drop down list the information on the widget is displayed.

- Widgets cannot be customised by customer

The screenshot shows the 'Customize my widgets' interface. At the top, there's a 'My widgets' section with a 'Customize' button (1). Below it, there's a 'Customize my widgets' section with a 'Save' button (3) and a 'Cancel' button. The main area displays a 'Purchase orders' widget with a line chart showing data for Feb, Mar, and Apr. Below this is an 'Available widgets' section (2) with several widgets like 'On-time payment rate', 'Feeds', 'Application gateway', 'Paid invoices', 'My leads', and 'Benchmarking: On-time Payment Rate'. A 'Preview' window is open for the 'Paid invoices' widget, showing a line chart and a total value of \$540 USD.

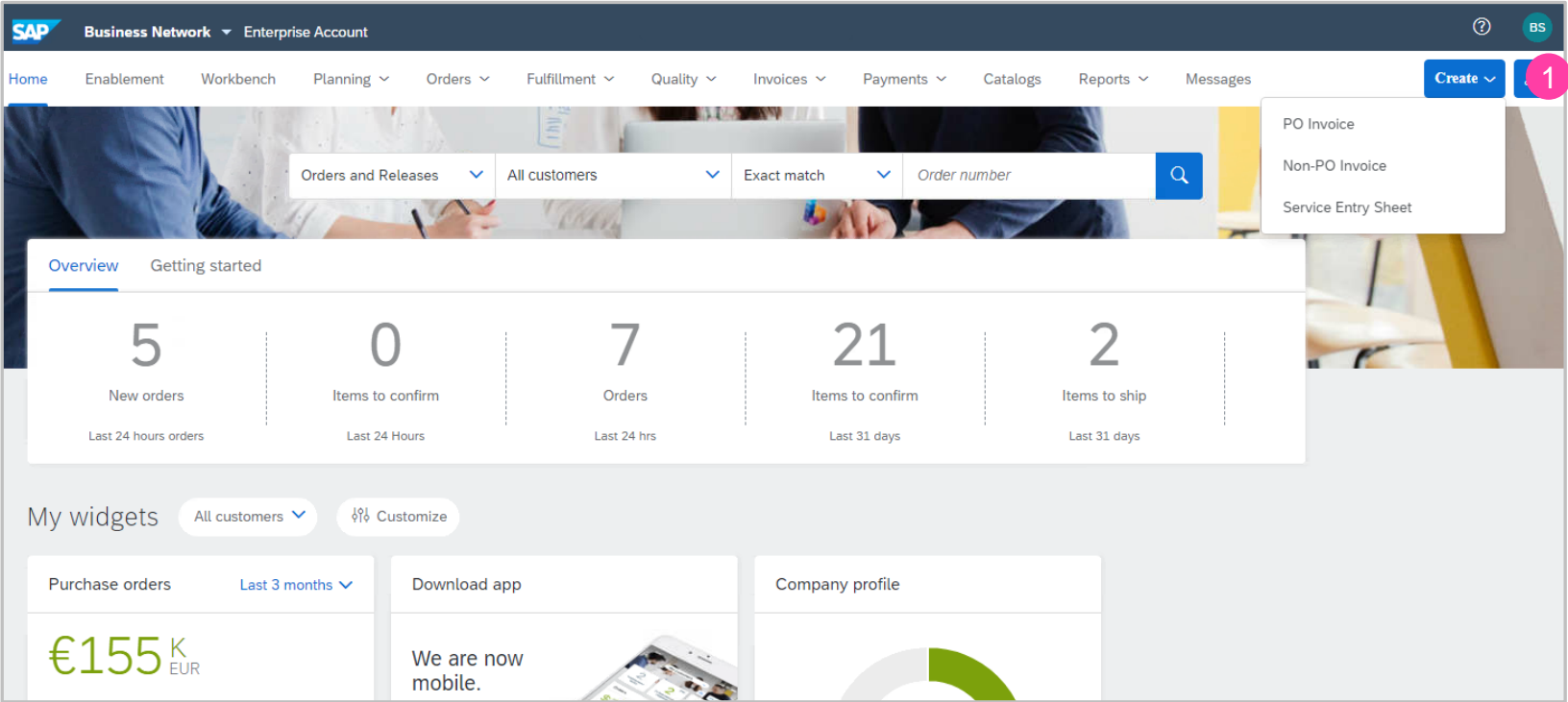
SELLER DASHBOARD/HOME PAGE

Create Selection – Overview

The **Create** enables suppliers to create the available options from the Dashboard/Home page

- The options available are based on the documents that are transacted with your Buyer, however, using this selection is general rather than specific to a document
- To create documents such as Order Confirmations, Ship Notices and Invoices refer to the applicable training documents on the relevant business Supplier Information Portal (SIP)

1. Click on **Create** to display the dropdown list



TRANSACTIONAL WORKBENCH

Workbench Information

The Transaction Workbench provides one location for users to find documents that relate to their role

- Tiles provide filtered views of information and are customizable, tiles can be created and saved with the ability to name the tile and determine the numbers of days of information to be displayed
 - To access the Workbench, click on the Workbench tab
1. **Customize** – allows users display the tiles based on their requirements
 2. **Export** – allows users to export a specific tiles information to an Excel spreadsheet
 3. **Settings** – users can change the settings based on their requirements
 4. **Actions** – allows users to perform actions without opening the document first
 5. **Active Filters** – indicate the active filters for the tile displayed and the filters attached
 6. **Tiles** – allows users to display the information required

The screenshot displays the Transactional Workbench interface. At the top, there is a navigation bar with tabs for Home, Enablement, Workbench (selected), Planning, Orders, Fulfillment, Quality, Invoices, Payments, Catalogs, Reports, and Messages. A 'Create' button is visible on the right. Below the navigation bar, the Workbench section features a 'Customize' button (1). The main area contains five tiles: 'New orders' (110, 6), 'Items to confirm' (21), 'Items to ship' (2), 'Orders to invoice' (197), and 'Orders with service line' (1). Each tile has a 'Save filter' button and a time range indicator. Below the tiles, there is a section for 'New orders (110)' with 'Edit filter' and 'Save filter' buttons, and a filter bar showing 'Last 90 days' and 'New' (5). To the right of this section are 'Export' (2) and 'Settings' (3) icons. Below the filter bar is a table with the following data:

Order Number	Customer	Amount	Date ↓	Order Status	Actions
4500003641	SCC Delivery Team - Global H19 Client 400 - TEST	€100.00 EUR	Apr 23, 2021	New	...
4500003640	SCC Delivery Team - Global H19 Client 400 - TEST	€100.00 EUR	Apr 23, 2021	New	...
4500003593	SCC Delivery Team - Global H19 Client 400 - TEST	€100.00 EUR	Apr 21, 2021	New	...

TRANSACTIONAL WORKBENCH

Customize Workbench Tiles

The transaction Workbench allows users to display the information they require for faster access and it can be customized by:

- Customer
- Type of Document or process
- Time frame

- Tiles provide a filtered view, from the Workbench Screen:

1. Click on Customize
2. To add a Tile, click on +

A list of all the available tiles appear,

Note: Multiple Tiles with the same name, for example, New orders and have them for different customers or time periods

The ? provides further information about the tile

3. Click on the + at the end of the tile you wish to add

The Tile is added

Ariba

The screenshot shows the SAP Ariba Workbench interface. At the top, there's a navigation bar with 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment', 'Quality', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. A 'Create' button is visible. The main dashboard displays five tiles: 'New orders (110)', 'Items to confirm (21)', 'Items to ship (2)', 'Orders to invoice (197)', and 'Orders with service line (1)'. An 'Edit Workbench' modal is open, showing a grid of available tiles. A pink arrow points from the 'Pinned documents' tile in the grid to a tooltip that explains its function. Another pink arrow points from the '+' icon on the 'Orders with service line' tile to a tooltip that says 'You'll see the actual count on the Workbench page.'

TRANSACTIONAL WORKBENCH

Edit Workbench - Tiles

When a Tile is added to the Workbench it appears at the end of the list

- Tiles can be moved, hover over the when a hand appears holds down the mouse button and move to the desired tile position
- The information above the dotted line can be changed from the default to reflect something else, for example “Jane’s View”

Note: The pop up box indicates that the number of Changed Orders does not appear in the Customize view

Further Tiles can be added by clicking on the +

To remove tiles, Click on the X

1. Once you have added and removed the required Tiles, click on Apply
- Drag and drop any of the workbench tiles to re-arrange the order in which they appear and the tile order will appear in the overview bar of the homepage

Ariba

Edit Workbench
You can add, delete, re-arrange tiles (using drag and drop) and set filters on your workbench.

Tile	Count	Filter
New orders	110	Last 24 hours orders
Items to confirm	21	Last 31 days
Items to ship	2	Last 31 days
Orders to invoice	197	90 Days of Invoices
Orders with service line	1	Last 31 days
Changed orders	1	Last 31 days

Workbench

Tile	Count	Filter
New orders	110	Last 24 hours orders
Items to confirm	21	Last 31 days
Items to ship	2	Last 31 days
Orders to invoice	197	90 Days of Invoices
Orders with service line	1	Last 31 days
Changed orders	6	Last 31 days

TRANSACTIONAL WORKBENCH

Export Data from the Workbench

The information contained within each tile can be exported into an excel format document

1. Click on the Tile to display the information
2. Click on the icon

The Spreadsheet is shown as an icon at the bottom of the screen

3. Click to open, the spreadsheet is displayed

Spreadsheets can be used to perform matching to your ordering system or ERP (for non-integrated suppliers)

- Note: Only one tile at a time can be exported

The screenshot displays the SAP Ariba Workbench interface. At the top, there are six summary tiles: '110 New orders', '21 Items to confirm' (highlighted with a red circle '1'), '2 Items to ship', '197 Orders to invoice', '1 Orders with service line', and '6 Changed orders'. Below these is a table for 'Items to confirm (21)'. The table has columns for Item No., Supplier Part No., Description, Need By, Ship By, Requested Quantity, Confirmed Quantity, Requested Unit Price, Estimated Shipping, and Actions. A red circle '2' highlights an icon in the top right of the table. Below the table, a 'SAP Ariba Results' spreadsheet is shown, with a red circle '3' highlighting an Excel icon. The spreadsheet has columns for Order Number, Customer, Amount, Date, Order Status, and Amount Invoiced. The bottom left corner shows a file explorer with several Excel files, including '1619397429392.xlsx', '1619397407198.xlsx', and '1619397399732.xlsx'.

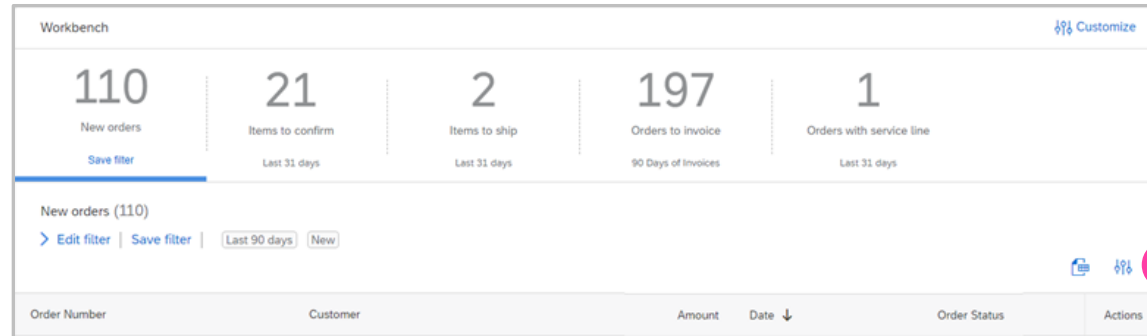
TRANSACTIONAL WORKBENCH

Workbench Table Settings

The Workbench table Settings allow suppliers to identify the table headings displayed

The headings provide information without opening the document

- Some table headings can be sorted by clicking on the heading in the heading ribbon



To change the **Table column** headings:

1. Click on the icon

Screen opens the Table Settings menu

2. Hover over the = until it turns into a hand, drag and drop from one column to the other

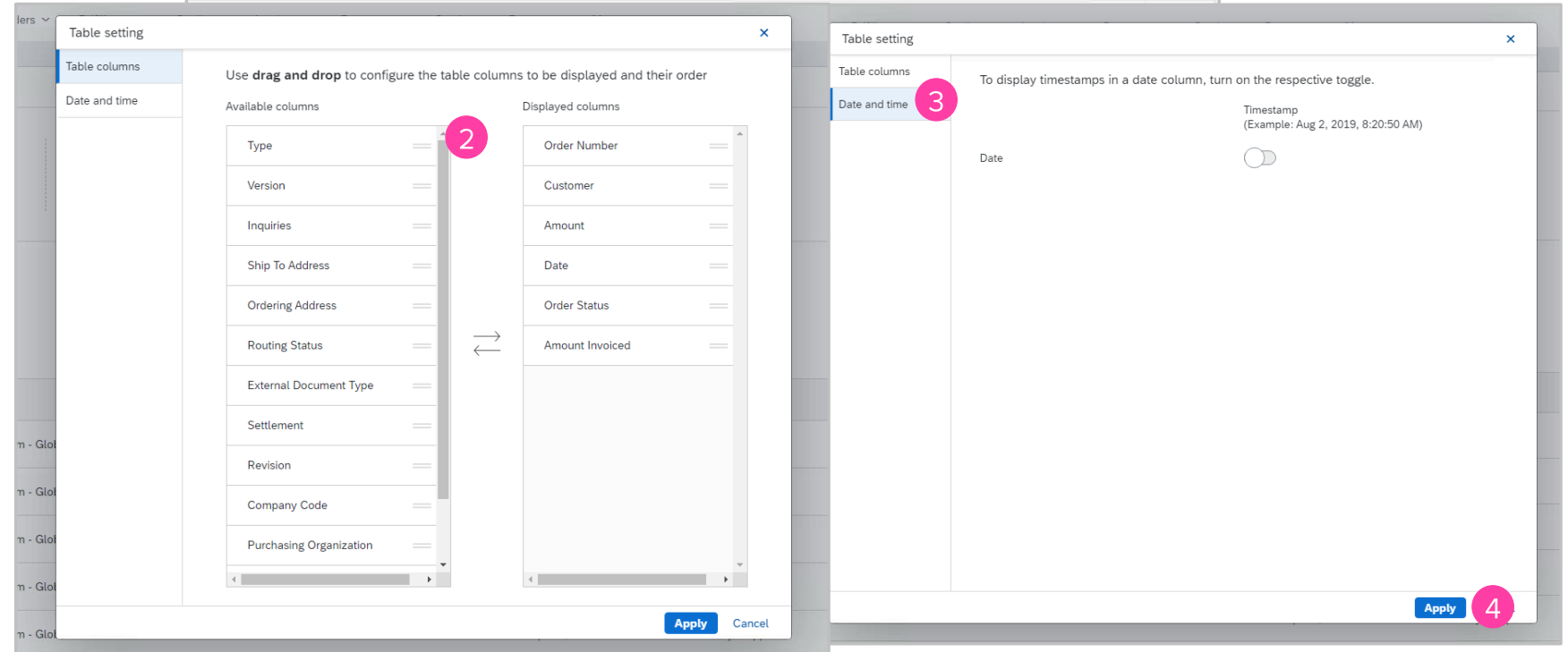
To change the table settings Date and Time information

3. Click on **Date and Time** in the side menu

Once all updates have been made

4. Click on **Apply**

Ariba



TRANSACTIONAL WORKBENCH

Edit Filter

The Edit Filter allows users to filter tiles by parameters such as:

- Customer
 - Date
 - Status
 - Customer Locations
 - Order Type
 - Routing
- Each Tile has its own set of filters, review the filters and select the ones that are required based on the Tile and the parameters associated with it.

The process remains the same irrespective of the tile used:

1. Click on the Tile you want to customize

2. Click on **Edit filter**

Note: The available parameters are displayed, some selections will have a Checkbox while others a dropdown list

Choose the options from the available filters, once all parameters have been selected

3. Click on **Apply**, the filters appear next the Edit Filter selection

Workbench Customize

110 New orders Save filter

21 Items to confirm Last 31 days

2 Items to ship Last 31 days

197 Orders to invoice 90 Days of Invoices

1 Orders with service line Last 31 days

New orders (110) Edit filter Filter | Last 90 days New

Order Number	Customer	Amount	Date ↓	Order Status	Actions
4500003641	SCQ Delivery Team - Global H19 Client 400 - TEST	€100.00 EUR	Apr 23, 2021	New	

Orders to invoice (197) Edit filter

Customers

Order numbers Partial match Exact match

Creation date

Order status

Company codes

Purchasing organizations

Customer locations

Routing status

Min amount Max amount Currency

3

TRANSACTIONAL WORKBENCH

Save Filter

Save Filter allows users to save the parameters for a tile, edit filter only edits the view a user makes filter changes to, but is not saved until Save Filter is performed

Once all parameters have been set

1. Click on **Save Filter**

Confirm the description, this can be changed to reflect a specific customer or other description

2. Click on **Save**

The screenshot displays the SAP Business Network Workbench interface. The top navigation bar includes 'Home', 'Enablement', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. The main content area shows a 'Workbench' section with six tiles: 'Changed orders' (0), 'Orders to invoice' (339), 'Rejected invoices' (13), 'Orders' (564), 'Invoices' (221), and 'New orders' (194). Each tile has a 'Save filter' button and a 'Last 31 days' label. Below the tiles, there is a table with columns: 'Order Number', 'Customer', 'Amount', 'Date', 'Order Status', and 'Amount Invoiced'. A 'Save filter' dialog box is open, displaying the 'Changed orders' tile and a 'Save' button. A red circle with the number '1' highlights the 'Save filter' button in the table, and another red circle with the number '2' highlights the 'Save' button in the dialog box.



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