

SAP BUSINESS NETWORK FREQUENTLY ASKED QUESTIONS

The online supplier [SAP Business Network support](#) is always just one click away.

Below are a list of frequently asked questions and answers. **Select a question link to read the answer.** If you can't find what you are looking for, contact your Synlait category manager at ariba@synlait.com or use the above link for online support.

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General Information

What is SAP Business Network?

SAP Business Network, formally known as SAP Ariba, is a SAP product.

SAP Business Network combines industry leading cloud-based applications with the world's largest web-based trading community to help businesses discover and collaborate with a global network of partners.

Using SAP Business Network, businesses of all sizes can connect to their trading partners. They can connect anywhere, at any time, from any application or device. SAP Business Network enables businesses to buy, sell, and manage their orders and relationships more efficiently and effectively.

You can access your SAP Business Network supplier account and other information about SAP Business Network with these links:

- [SAP Business Network supplier account](#)
- [SAP Business Network information](#)
- [SAP Business Network Supplier Member Program](#)

Why is Synlait asking suppliers to transact with them electronically?

Synlait wishes to move away from conducting commerce via hard copy and manually transmitted purchase orders, change orders, return orders, advance ship notices, invoices, and more. Synlait has selected SAP Business Network as the preferred platform for sending these documents.

Using SAP Business Network, businesses of all sizes can connect to their trading partners. They can connect anywhere, at any time, from any application or device. SAP Business

Network enables businesses to buy, sell, and manage their orders and relationships more efficiently and effectively.

Why did Synlait choose SAP Business Network?

SAP Business Network, formally known as SAP Ariba, is a SAP product. Synlait adopted SAP as their ERP system in August 2022.

Of the Fortune 500 companies, 86% are SAP customers. There are more than 4.8 million businesses on SAP Ariba ([reference available here](#)).

SAP Business Network provides fast and efficient transmission, tracking, and processing of purchase orders and invoices. Businesses of all sizes can connect to their trading partners. They can connect anywhere, at any time, from any application or device.

Synlait wishes to move away from conducting commerce via hard copy and manually transmitted documents. Synlait has selected SAP Business Network as the preferred platform to do this.

What is the cost of SAP Business Network?

SAP Business Network Enterprise accounts are free for Synlait suppliers.

How secure is SAP Business Network?

SAP Business Network uses Secure Hypertext Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers, and SAP Business Network.

HTTPS is the standard for secure internet communication and uses Secure Socket Layer (SSL) with RSA Labs encryption.

Additionally, accounts on SAP Business Network are password protected.

Select the link to learn more about [SAP Business Network data security policies](#).

Where can I find more information?

For information on the features of SAP Business Network and to access webinars and other resources to get started, visit [SAP Business Network, enterprise account](#).

Synlait has also created SAP Business Network reference documents available through the [Supplier Information Hub](#) and [Synlait Supplier Information](#):

- Introduction Supplier Guide
- General Functionality Supplier Guide
- Settings and Account Administration Supplier Guide
- Order Collaboration Supplier Guide
- Invoicing Supplier Guide
- Returns Supplier Guide

What do I need to know when transacting with Synlait through SAP Business Network?

It is important to review the information, training materials, and reference documents provided on Synlait's Supplier Information Portal.

To access the Supplier Information Portal:

1. Log in to your [SAP Business Network account](#).
2. Select **Account Settings** (user initials).
3. Select **Settings**.
4. Select the **Customer Relationships** tab.
5. Under **Current Relationship**, select **Synlait**.
6. Select the **Supplier Information Portal** link.

For additional information refer to the:

- **Invoicing Supplier Guide:** Review customer invoice rules

When will the move to SAP Business Network happen?

Synlait adopted SAP as their ERP system in August 2022 and are now offering suppliers the chance to connect through SAP Business Network. If you are ready to connect your business, contact your Synlait category manager at ariba@synlait.com.

What if I don't want to participate?

Synlait is committed to the success of this initiative and is working hard to make the transition as seamless for suppliers as possible.

Synlait are asking all suppliers to participate, but it is a choice. Synlait will continue to trade with any suppliers who choose that SAP Business Network is not suitable for them.

There are no fees associated with setting up an Enterprise SAP Business Network account through Synlait.

If you currently have a Standard SAP Business Network account, then you can use the Enterprise SAP Business Network account to transact with your own customers.

What if we are concerned with the level of complexity of using SAP Business Network?

Using SAP Business Network enables you to connect with Synlait and your trading partners efficiently and effectively. Synlait is there to support you with any concerns. Reach out to your Synlait category manager on ariba@synlait.com with any questions and we'll set up a meeting to discuss a solution for your business.

What does the future hold?

Synlait is working on several new features that make things even easier for suppliers. These enhancements will improve the integration between SAP Business Network and your own ERP system. This includes the ability to upload files (cXML, CSV, and PDF) directly from your ERP into SAP Business Network, as well as order-to-invoice automations. If you are interested in learning more about these enhanced integration features, please contact your Synlait category manager at ariba@synlait.com.

Technical Requirements

What infrastructure do I need to use SAP Business Network?

You can access SAP Business Network through you web browser, using your internet connection.

What browser versions are certified for SAP Business Network cloud solutions?

SAP Business Network cloud solutions are certified for use with the following browser versions:

- Google Chrome (version 88 or above)
- Microsoft Edge (version 88 or above)

Note: Compatibility mode isn't supported, and SAP Business Network will no longer accept bug fix or enhancement requests associated with Microsoft Internet Explorer.

Can I view SAP Business Network on my mobile?

Yes, mobile apps for SAP Business Network are available. Select either:

- Android phones – [SAP Business Network Supplier from Google Play](#).
- iPhone – [SAP Business Network Supplier from App Store](#).

Account and Registration

How do I register with SAP Business Network?

Synlait will contact suppliers to offer them an opportunity to connect.

An email explains how to register on SAP Business Network and the steps you should take to create SAP Business Network account.

Synlait's SAP Business Network team will also contact and assist you individually throughout this process to ensure a smooth transition.

If you already have a SAP Business Network account, you can use it to transact with Synlait. Contact your Synlait category manager at ariba@synlait.com to let us know you are ready to connect with Synlait now.

For additional information refer to the:

- **Introduction Supplier Guide:** Accept the invitation to SAP Business Network

How do I accept Synlait's customer Trading Relationship Request?

It is simple to connect. Synlait will email you a Trading Relationship Request. This email is an invitation to connect with your customer enabling you to start receiving purchase orders and submitting invoices through SAP Business Network.

The person in your business who receives the email, and accepts the relationship automatically becomes the SAP Business Network Account Administrator. The Account Administrator needs to complete the set up for the trading relationship request.

To accept the trading relationship request:

1. Select the **Get started** link in the email.
2. Select from the following options:
 - **Use Existing Account** to link Synlait to your existing SAP Business Network account.
 - **Create New Account** if you are new to SAP Business Network.
3. Follow the instructions on screen. The instructions will depend on the option selected above.

To view the trading relationship details once the request has been actioned:

1. Log into SAP Business Network.
2. Select **Account Settings** (user initials).
3. Select **Settings**.
4. Select **Customer Relationships**.
5. The system displays a list of customers.
6. Access the **Supplier Information Portal** and **Actions** from this screen.
7. The Supplier Information Portal provides access to **Refence Documents** and **Transaction Rules** relating to the supplier.

If there are any problems accepting the trading relationship request:

1. Determine if the email link is outdated or still valid.

2. Check to ensure you complete all customer requested surveys and tasks.
3. Contact Synlait SAP Business Network Support (ariba@synlait.com) for any additional help.

For additional information refer to the:

- **Introduction Supplier Guide:** Accept the invitation to SAP Business Network
- **Invoicing Supplier Guide:** Review customer invoice rules

How do I link my existing SAP Business Network account to Synlait?

The process to link your existing SAP Business Network account to Synlait is the same as if you are new to SAP Business Network. Your customer (in this case, Synlait) emails a Trading Relationship Request to your SAP Business Network Account Administrator. The Account Administrator needs to complete the set up for the trading relationship request.

To accept the trading relationship request:

1. Select the **Get started** link in the email.
2. Select from the following options:
 - **Use Existing Account** to link Synlait to your existing SAP Business Network account.
 - The option **Create New Account** is also available if you choose not to use your existing account.
3. Follow the instructions on screen. The instructions will depend on the option selected above.

To view the trading relationship details once the request has been actioned:

1. Log into SAP Business Network.
2. Select **Account Settings** (user initials).
3. Select **Settings**.
4. Select **Customer Relationships**.
5. A list of customers is displayed.
6. Access the **Supplier Information Portal** and **Actions** from this screen.
7. The Supplier Information Portal provides access to **Reference Documents** and **Transaction Rules** relating to the supplier.

If there are any problems accepting the trading relationship request:

1. Determine if the email link is outdated or still valid.
2. Check to make sure all customer requested surveys and tasks are completed.
3. Contact Synlait SAP Business Network Support (ariba@synlait.com) for any additional help.

For additional information refer to the:

- **Introduction Supplier Guide:** Accept the invitation to SAP Business Network

Where do I find my SAP Business Network ID (ANID) number?

It is easy to find your ANID number when logged into your SAP Business Network account. Select **Account Settings** (user initials). This opens a drop-down box, which shows the ANID just below your business name.

Can my business have multiple SAP Business Network accounts?

Yes, your business can have multiple SAP Business Network accounts, depending on your business needs.

For example, if your business has several locations around the world, you might want a separate account for each region. Each supplier entity can have separate SAP Business Network accounts to transact with your customers.

Most suppliers use one ANID worldwide as this is a cheaper option for SAP Business Network Enterprise account suppliers.

What do I do if I receive the error "User already exists. Please enter a different username."?

You are receiving this message because the username you are entering is already associated with SAP Business Network, SAP Business Network Discovery, or SAP Business Network Sourcing supplier account.

You can still register a new user account, but SAP Business Network's system requires the new username must be unique and formatted like an email address, but they don't have to be a valid email address. For example, if the username "example@ariba.com" isn't accepted, try "example1@ariba.com".

For additional information refer to the:

- **Settings and Account Administration Supplier Guide:** Create a new user

When will we be able to log in to SAP Business Network?

As soon as you have a SAP Business Network account, you can login and explore.

Can more than one person log in to SAP Business Network?

Yes, the System Administrator can add additional users to SAP Business Network. To add another user:

1. Select **Account Settings** (user initials).
2. Select **Settings**.
3. Select **Users**.
4. Select the **Manage Users** tab.
5. Select **Add** (the "+" icon).

6. Enter the details for the new user.
7. Select **Done**.
8. Select **Save**.

For additional information refer to the:

- **Settings and Account Administration Supplier Guide:** Create new user

How do I access and change the former Account Administrator's role?

If the Account Administrator is still with your business, they can either:

- Reassign the Account Administrator's role to another user; or
- Change their user information to a different person.

If the Account Administrator is no longer with your business, but you have access to their registered email:

1. On the login page, request a password reset.
2. After accessing the account, you can transfer the Account Administration role or reassign the Account Administrator role to yourself.

If the Account Administrator is no longer with your business and there is no access to the email address on file:

- Contact the [Help Center for SAP Business Network](#) to change the Account Administrator.
- The Help Center will need your ANID, and the Account Administrator's name and email address.

Note: Account reassignment requests go to a specific team within SAP Business Network Customer Support. They will verify the information and work with other users on the account if necessary. The team will contact you with further instructions.

For additional information refer to the:

- **Settings and Account Administration Supplier Guide:** Reassign the Account Administrator role

How do I reassign my account to a co-worker?

If the current Account Administrator is still in the business, the Account Administrator can log into SAP Business Network and transfer their Account Administrator role to an existing user:

1. Select **Account Settings** (user initials).
2. Select **Settings**.
3. Select **Users**.
4. Select the **Manage Users** tab.
5. Select the **Username** (new administrator) from the list.
6. Select **Actions**.
7. Select **Make Administrator**.
8. Select the roles to assign to the user.
9. Select **Assign**.
10. Select **OK**.

After reassigning an account, check that all email notification settings are correct. This includes any email notifications for purchase orders, invoices, and payment remittance advice.

For additional information refer to the:

- **Settings and Account Administration Supplier Guide:** Reassign the Account Administrator role

How do I update my personal information?

To update your personal information in SAP Business Network:

1. Select **Account Settings** (user initials).
2. Select **Manage Profile**.
3. Select **Personal Information**.
4. In the **User Account Information** section, update the details as required. This may include:
 - Username
 - User's full name
 - User email
 - Contact information
5. Select **Save**.

After updating the user email address, check that all email notification settings are correct. This includes any email notifications for purchase orders, invoices, and payment remittance advice.

For additional information refer to the:

- **General Functionality Supplier Guide:** Contact the Account Administrator
- **Settings and Account Administration Supplier Guide:** Manage users overview

How do I pick the best Product and Service Categories for my business?

Trading with Synlait give you access to an enterprise account. This enables you to list your business under a **Product and Service Category**. Selecting the best **Product and Service Category** helps customers find your business easier, by category.

When selecting the **Product and Service Category** for your business:

- **Be general** – Select a non-specific category as possible. For example, select "stands" instead of "wrought iron plant stands with dolphin designs".
- **Use simple terms** – Your industry-specific knowledge and vocabulary helps you describe an individual product or service but can make you less searchable for potential buyers or suppliers. Use terms that someone without specialised knowledge can identify.

To add a **Product and Service Category**:

1. With the **Company Profile** page displayed, select the **Edit** (pencil) icon for the **Product, Ship-to and Industries Served** section.
2. Select the **Product and Service Categories** tab.
3. Select **+ Add Category**.

4. Select as many categories as required.
5. Select **Add**.
6. Select **Save**.

To help other businesses find your business, you can also add information to the **Ship-to or Service Location** tab and the **Industries Served** tab.

For additional information refer to the:

- **Settings and Account Administration Supplier Guide:** Overview of the company profile

Transactions and Invoicing

When can we send documents electronically?

Once the trading relationship is set up between your business and Synlait, you can send documents electronically. SAP Business Network enables you to attach documents to invoices, confirmations, Advanced Shipping Notices and purchase orders.

When will we get purchase orders from Synlait?

Once the trading relationship is set up for you in SAP Business Network, each time we create a purchase order for your business, you will receive the purchase order in SAP Business Network.

For additional information refer to the:

- **Order Collaboration Supplier Guide:** Purchase orders

After Synlait goes live with SAP Business Network, should I begin to send an invoice through SAP Business Network?

For now, please keep emailing your invoices to accounts@synlait.com until instructed otherwise by Synlait.

We will need to establish a SAP Business Network trading relationship before you can send invoices through SAP Business Network. You will receive instructions for future invoicing at that time.

How can I send an invoice in SAP Business Network?

Sending an invoice is quick and easy. SAP Business Network drafts the invoice from the purchase order, ensuring all information is accurate. This process helps in receiving payments correctly and on time.

To create an invoice:

1. From the **Workbench** or **Orders**, find the order that is ready to be invoiced.
2. For that order, select **Actions**.
3. Select **Standard invoice**.
4. The system creates a draft invoice, prepopulated with the information from the order.
5. Review and edit the invoice as required.
6. Select **Next**.
7. Review the invoice.
8. If the invoice is correct, select **Submit**. Otherwise select **Previous** to return to editing the invoice.

For additional information refer to the:

- **Invoicing Supplier Guide:** Create an invoice

What do I do with invoices already sent to Synlait?

For any invoices already sent to Synlait, there is no further action needed. Synlait processes these invoices in our normal way.

Once we create the SAP Business Network trading relationship between Synlait and your business, Synlait will send any new purchase orders through SAP Business Network. From then you can send the related invoices back through the network.

How do I receive remittance information?

SAP Business Network can send email notifications to up to five email addresses. The email contains a link to the remittance advice.

To edit the payment remittance advice notification settings:

1. Select **Account Settings** (user initials).
2. Select **Settings**.
3. Select **Network Settings**.
4. Select the first tab, **Settlement** tab.
5. Scroll down and set the options as required. Notifications can be set for up to five emails (use a comma between emails, with no spaces).
6. Select **Save**.

You can similarly apply the above steps to:

- Purchase order notification settings on the **Electronic Order Routing** tab.
- Invoicing notification settings on the **Electronic Invoice Routing** tab.

For additional information refer to the:

- **Introduction Supplier Guide:** Routing and notifications

Notifications

Can I receive notifications when a purchase order is submitted through SAP Business Network?

Yes, you can set up the notifications that you receive from SAP Business Network. Examples include:

- Receipt of new and unconfirmed purchase order reminders.
- Invoice rejection notifications and status changes.
- Payment remittance advice.

To edit the purchase order notification settings:

1. Select **Account Settings** (user initials).
2. Select **Settings**.
3. Select **Network Settings**.
4. Select the first tab, **Electronic Order Routing** tab.
5. Scroll down to **New Orders**.
6. Select the **Routing Method** (the default is “Email”).
7. In **Email address**, add up to five emails (use a comma between emails, with no spaces).
8. Select (tick) the options that apply.
9. Scroll down to **Notifications**.
10. Select (tick) the **Send notifications when...** options that apply and add **To email addresses** as required.
11. Select **Save**.

You can similarly apply the above steps to:

- Invoicing notification settings on the **Electronic Invoice Routing** tab.
- Remittance advice notification settings on the **Settlement** tab.

For additional information refer to the:

- **Introduction Supplier Guide:** Routing and notifications

Can SAP Business Network send notifications to multiple people within our business?

Yes, SAP Business Network can send notifications to five email addresses. You can administer these under **Settings > Network Settings**.

When adding multiple email addresses, use a comma between emails, with no spaces. For example, “employee1@abcompany.com, employee2@ abcompany.com, employee3@ abcompany.com”.

For additional information refer to the:

- **Introduction Supplier Guide:** Routing and notifications