SAP Business Network
SAP Business Network account settings and order processing

Basic guideline for UPM Suppliers

June 2023

UPM**BIOFORE-BEYOND** FOSSILS

Agenda

AGENDA	Guide content list
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ACCOUNT SET UP	SAP Business Network account Set-Up
PURCHASE ORDER	Purchase Order Management
ORDER CONFIRMATION	Order Confirmation Management
SUPPORT	Support information
Q&A	Answers to frequently asked questions

❑ This guide is divided for sections to which you can navigate by clicking on the buttons available on the left side.

❑ Hyperlinks will navigate to related page of the guide or to the webpage with more details about specific subject.

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Introduction

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- PURCHASE ORDER
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- SUPPORT
- Q&A

1. Cooperation starts with the **Project Notification Letter** email sent from Join.Ariba@upm.com which includes all information about new way of working.
2. As the next step supplier is invited to the SAP Business Network to connect with existing account or create new account for order processing.
3. Supplier completes all the needed settings so the documents can be easily exchanged through the SAP Business Network.
4. Go Live Letter is sent to supplier.
5. Purchase Orders received from UPM are processed via SAP Business Network.

Steps in order to cooperate via SAP Business Network

Project Notification Letter → SAP Business Network settings → Go Live Letter → Document processing

SAP Business Network account Set-Up

In this chapter you will learn how to:

- Access SAP Business Network Portal
- Complete profile settings
- Configure email notifications
- Change Order Routing Method
- Set up Purchase Orders notifications
- Set up Unconfirmed Orders notifications
- Information's about types of users on SAP Business Network
- Create new roles and users
- Modify user's account

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Accessing SAP Business Network

In order to access your account, go to SAP Business Network - Supplier login (link HERE) and type your credentials.

If you don't know the SAP Business Network ID used for registration, contact us at: Join.Ariba@upm.com

SAP Business Network Account – Profile Settings completion

➤ From Account Settings dropdown menu available under your initials click on **Company Profile**.

➤ Fill in all suggested fields in all tabs.

Note: As a best practice it's recommended to complete the Public Profile Completeness to 100%

SAP Business Network Account – Email Notification configuration

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➤ From Account Settings dropdown menu available under your initials click on Network Notifications.

➤ You may provide up to 3 email addresses per notification type.

Note: each address provided need to be separated with a comma only. No spaces between emails allowed.

SAP Business Network Account – Electronic Order Routing Method

➤ From Account Settings dropdown menu available under your initials click on **Electronic Order Routing**.

➤ Choose the most suitable routing method for Electronic Order Routing and configure e-mail notifications.

Note: If you will use SAP Business Network Portal to process orders choose: **Email**

Note: each address provided need to be separated with a comma only. No spaces between emails allowed.

ACCOUNT SETTINGS

Customer Relationships
Users
Notifications
Application Subscriptions
Account Registration

NETWORK SETTINGS

Electronic Order Routing
Electronic Invoice Routing
Accelerated Payments
Remittances
Data Deletion Criteria
Network Notifications

Anna ████
██████.com

My Account
Link User IDs
Contact Administrator

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement | Data Deletion Criteria

* Indicates a required field

External System Integration

Configure cXML (native) integration

Non-Catalog Orders with Part Numbers

☐ Process non-catalog orders as catalog orders if part numbers are entered manually

Status Update Request Notifications

☐ Do not send status updates for inbound documents in pending queue

New Orders

Document Type	Routing Method	Options
		Email address: test1@dummy,test2@dummy.com,test2@dummy.com
Catalog Orders without Attachments	Email	☐ Attach cXML document in the email message
		☑ Include document in the email message
		☐ Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".
		☐ Attach PDF document in the email message

SAP Business Network Account – Routing method details

❑ **Online (Default)**: Orders will be received on your AN account.
Note: notifications are not sent out.

❑ **Email (Recommended)**: Email notifications will be sent when order received on SAP Business Network account. The email can include copy of the Purchase Order.

❑ **Fax**: Notifications of new orders will be sent via Facsimile. Copy of the Purchase Order and cover sheet can be included.

❑ **cXML/EDI**: Allows to integrate your ERP system directly with SAP Business Network for transacting with UPM.

> If you would like to integrate, please inform UPM via email to: join.ariba@upm.com
>
> UPM will request assigning Ariba Seller Integrator who will provide more information on configuration and refer you to UPM's Integration Specialist.

SAP Business Network Account – Purchase Order Routing Notifications

UPM

➢ Select <u>Same as new catalog orders without attachments</u> for **Change Orders** and **Other Document Types** to automatically have the settings duplicated or you may set according to your preference.

➢ Specify a method and a user for sending **Order Response Documents** (Order Confirmations).

Change/Cancel Orders

Document Type	Routing Method
Catalog Orders without Attachments	Same as new catalog orders without attach
Catalog Orders with Attachments	Same as new catalog orders without attach
Non-Catalog Orders without Attachments ⓘ	Same as new catalog orders without attach
Non-Catalog Orders with Attachments ⓘ	Same as new catalog orders without attach

Other Document Types

Document Type	Routing Method
Blanket Purchase Orders	Same as new catalog orders without attachments ⌄
Time Sheets	Email ⌄
Order Status Request	Email ⌄
Order Response Documents	Online ⌄

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SAP Business Network Account – Unconfirmed Order notifications

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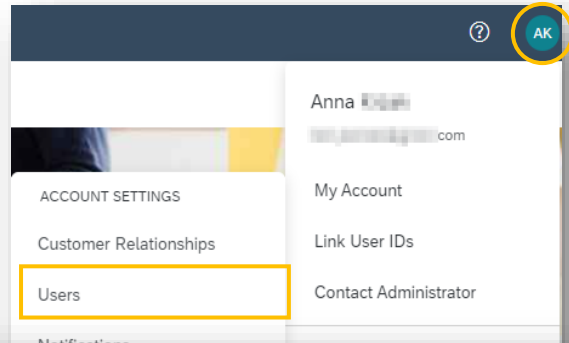**INTRODUCTION**

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➢ From Account Settings dropdown menu available under your initials click on **Notifications**.

➢ In "Other Notifications" find "Reminder of Unconfirmed Orders" and:
   1. Enable rule by clicking ✔
   2. Enter email address on which you want to receive notifications.
   3. Save your settings.

SAP Business Network Account – User Account Roles and Permissions (Available only under Administrator role)

There are two types of the users in Ariba Network

❖ **Administrator**

Every SAP Business Network ID (ANID) can have only one administrator assigned to the account.
Administrator's role is automatically assigned to username and logging data used during registration the company in SAP Business Network. Administrator of the account is responsible for account set-up, configuration and management. Owner of this role can create users, assign roles and permissions and is also primary point of contact.

❖ **User**

Despite of the type of the account administrator can create up to 250 user accounts under one ANID. Users can have assigned different roles and permissions. Roles should correspond with the user's job responsibilities.

Note: User can have access to all, or to specific customers. This set up can be changed only by Administrator of the SAP Business Network account.

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SAP Business Network Account – Creating roles and Users
(Available only under Administrator role)
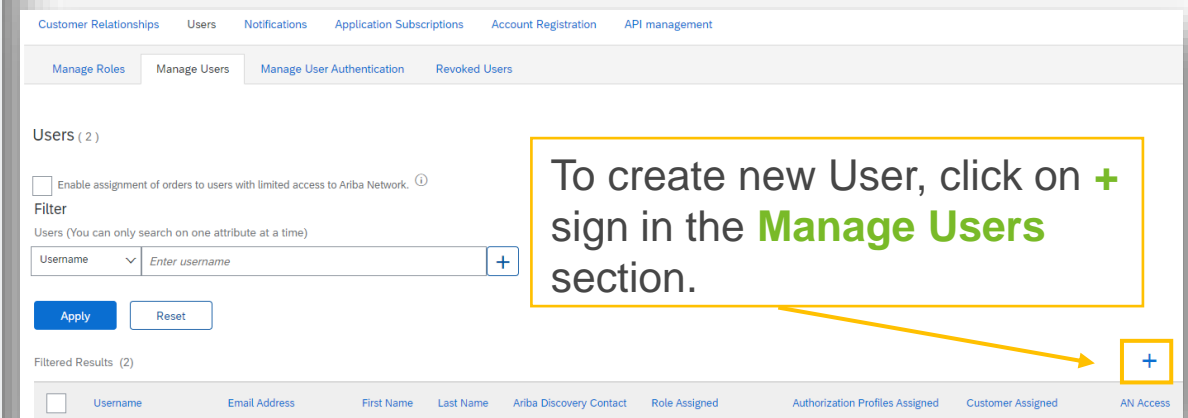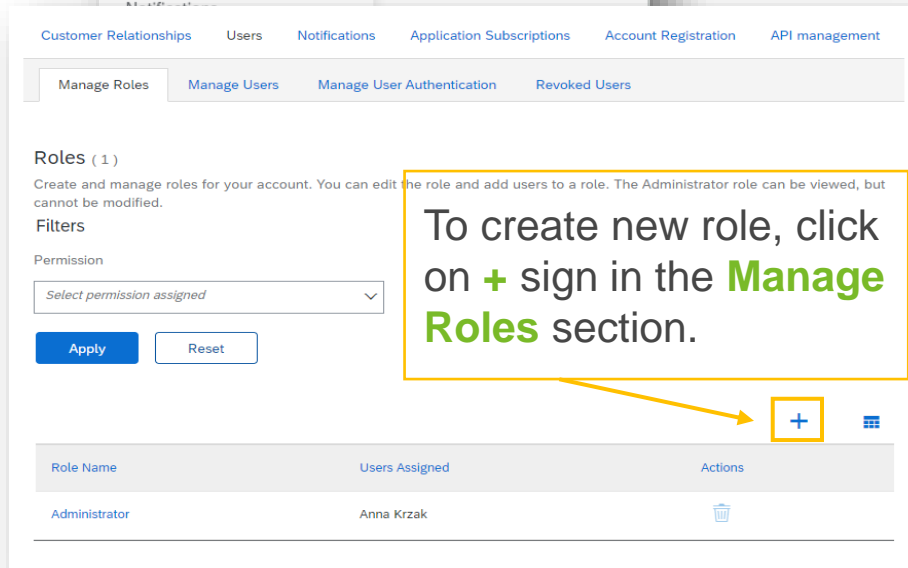
➤ From Account Settings dropdown menu available under your initials click on **Users**.

Note: While creating User assign role that will correspond to the user's responsibilities.

To create new role, click on **+** sign in the **Manage Roles** section.

To create new User, click on **+** sign in the **Manage Users** section.

SAP Business Network Account – User Account modification

➢ In the **Manage Users** tab pick on the User you want to modify by clicking on **Actions** and then **Edit**

➢ Click on the **Reset Password** button to reset the password of the user.

Other options:

➢ Delete User

➢ Make Administrator

➢ Add or Remove from Contact List

In case administrator of the account left the company, instruction available

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Purchase Order Management

In this chapter you will learn how to:

- Process Purchase Orders
- Access Purchase Order
- View Purchase Order details

Purchase Orders – Process Overview

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1 **UPM sends a purchase order** to the supplier (email notification recipients defined by the supplier in SAP Business Network account settings)

2 **Confirm** (or reject) the order

3 **Goods order:** Create ship notice

3 **Service order:** Create service entry sheet (SES) once you have provided the ordered services to UPM (Note: available only for selected suppliers)

Supplier registration and account settings need to be completed before UPM can send the Purchase Order

Purchase Orders – PO's view

➤ Click on Inbox tab and pick up from drop down menu **Orders and Releases**. Where you can view all Purchase Orders received from clients.

➤ Click Order Number to view the Purchase Order's details.

➤ **Search filters** allow to search using specific criteria.

➤ Access the **Search Filters** by clicking on it. Enter your criteria and click **Search**.

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Purchase Orders – PO's Details

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➢ View the details of your order.
The order header includes the order date and information about the buying organization and supplier.

Note: You can Resend the PO which was not received via email address, cXML or EDI properly by clicking Resend button.

Purchase Order: 4501828146 | Done

Create Order Confirmation ▼ | Create Ship Notice | Create Invoice ▼ | Resend | Hide

Order Detail | Order History

Line Items | Show Item Details

Line #	No. Schedule Lines	Part # / Description	Customer Part #	Type	Return	Qty (Unit)	Need By	Unit Price	Subtotal	
10	1	AB-GA6-TEST1	000000000018523264	Material		11.000 (Piece) ⓘ	7 Jan 2022	500.00 EUR	5,500.00 EUR	Details
		PUMPPU AHLST CL-302 381018								
20	1	AB-GA6-TEST1	000000000018523264	Material		70.000 (Piece) ⓘ	20 Jan 2022	500.00 EUR	35,000.00 EUR	Details
		PUMPPU AHLST CL-302 381018								

Order submitted on: Monday 27 Dec 2021 9:00 AM GMT+01:00
Received by Ariba Network on: Thursday 30 Dec 2021 8:12 AM GMT+01:00
This Purchase Order was sent by UPM - TEST AN01442803220-T and delivered by Ariba Network.

Sub-total: 40,500.00 EUR

Create Order Confirmation ▼ | Create Ship Notice | Create Invoice ▼

Done

➢ **Line Items** section lists PO's items. Each line describes the quantity and price.

➢ In order to change the status of all line items to <u>Confirmed</u> click **Create Order Confirmation** button.

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Order Confirmation Management
Goods and services

In this chapter you will learn how to:

- View Purchase Order details
- Confirm entire order
- Update line items
- Change delivery date
- Process backorder
- Perform price change
- Update shipping costs
- OC attachment
- Enter Advance shipping notifications

Order Confirmation – Confirm Entire Order

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➢ Click on the **Create Order Confirmation** on the PO view section

➢ Provide your custom **Confirmation Number** and **Est. Delivery Date.** This information will apply to all line items.

➢ Click **Next** when finished.

➢ Review the order confirmation and click **Submit** to sent the Order Confirmation to UPM.

Note: Once the order confirmation is submitted, the Order Status will display as <u>Confirmed</u>.

Order Confirmation – Update Line Items

➢ From the PO view, click on the **Create Order Confirmation** button and select **Update Line Items**.

➢ Provide **Confirmation Number**.

➢ Scroll down to view and update line items:

❑ **Confirm** – PO received and will be processed as ordered.

❑ **Backorder** – Items are backordered. When available in stock, new OC to be set.

❑ **Reject** – PO will not be processed.

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Order Confirmation – Update Line Items
Delivery date change

➤ From the PO view, click on the **Create Order Confirmation** button and select **Update Line Items**.

➤ Provide **Confirmation Number**.

➤ Provide new **Est. Delivery Date**

➤ Enter **Confirm** amount

➤ Confirm by clicking **Next** and **Submit** button.

Order Confirmation – Update Line Items
Backorder

➢ Provide the backorder quantity in the **Backorder** data field.

➢ Click on **Details** button and provide: **Comments**, **Estimated Shipping** and **Delivery Dates** of backordered items.

➢ Confirm by clicking **OK** button.

➢ Submit OC by click on **Next** button.

Line Items

Line #	Part # / Description	Customer Part #	Type	Qty (Unit)	Need By	Unit Price	Subtotal
10	AB-GA6-TEST1 PUMPPU AHLST CL-302 381018	0000000000018523264	Material	11.000 (Piece) ⓘ	7 Jan 2022	500.00 EUR	5,500.00 EUR

Current Order Status

🔘 11.000 Unconfirmed

Confirm: [   ]   Backorder: [3]   Reject: [   ]   [Details] ⓘ

[OK] [Cancel]

Item	Part # / Description	Qty	Unit	Need By	Ship By	Unit Price	Subtotal
10	AB-GA6-TEST1 PUMPPU AHLST CL-302 381018	11.000	Piece ⓘ	7 Jan 2022		500.00 EUR	5,500.00 EUR

New Order Status: **3 Backordered**

Est. Shipping Date: [   ] 📅
Est. Delivery Date: * [27 Jan 2022] 📅
Comments: [   ]

NOTE: If you need to re-confirm delivery date, click HERE for support.

Order Confirmation – Update Line Items
Reject

➢ If you want to reject the entire order, complete the field **Confirmation #** (you can freely select an order confirmation number).

➢ Provide the **rejection reason** in the **comments** field.

➢ Click on the **Reject Order** tab, and the information is now sent to UPM.

Purchase Order: 4501920836

Create Order Confirmation ▽

Confirm Entire Order

Update Line Items

Reject Entire Order

REJECT ENTIRE ORDER

Order Confirmation Number:

Confirmation #: Rejection_12345

Comments: rejecting order due to reasons

Reject Order   Cancel

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Order Confirmation – Update Line Items
Price Change

UPM

➢ Provide the quantity in the **Confirm** data entry field.

➢ Click **Details** to provide details regarding the price change.

➢ Provide the new price in the **Unit Price** field for the line item.

Note: If needed, item replacement of the requested part can be communicated using the **Supplier Part** field.

Line Items

Line #	Part # / Description	Customer Part #	Type	Qty (Unit)	Need By	Unit Price	Subtotal
10	AB-GA6-TEST1 PUMPPU AHLST CL-302 381018	0000000000018523264	Material	11.000 (Piece) ⓘ	7 Jan 2022	500.00 EUR	5,500.00 EUR

Current Order Status

⦿ 11.000 Unconfirmed

Confirm: 10   Backorder: Reject: Details ⓘ

Item	Part # / Description	Qty	Unit	Need By
10	AB-GA6-TEST1 PUMPPU AHLST CL-302 381018	11.000	Piece ⓘ	7 Jan 2022

New Order Status: **10 Confirmed**

Est. Shipping Date: 📅

Est. Delivery Date:* 4 Jan 2022 📅

Unit Price: 505.00 EUR

Price Unit Quantity:* 1

Unit Conversion:* 1

Price Unit:* Piece ⓘ

Supplier Part: AB-GA6-TEST1

Order Confirmation – Update Line Items
Shipping Costs

➤ From the PO view, click on the **Create Order Confirmation** button and select **Update Line Items**.

➤ Enter shipping costs in the **Est. Shipping Cost** field.

➤ If the shipping costs need to be added in the line-item level mark this option and go to Line Items level.

➤ Click on Details button.

➤ Enter **Est. Sipping Cost** and **Est. Delivery Date**.

➤ Confirm by clicking **Next** and **Submit** button.

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SAP Business Network   Enterprise Account   TEST MODE

Purchase Order: 4501828146

Create Order Confirmation ▾   Create Ship Notice   Create Invoice ▾
Confirm Entire Order
Update Line Items
Reject Entire Order

▼ Order Confirmation Header

Confirmation #:   1234567
Associated Purchase Order #:   4501828252
Customer: UPM - TEST
Supplier Reference:

Shipping and Tax Information
☑ Enter shipping and tax information at the line item level.

Est. Shipping Date: Est. Shipping Cost:
Est. Delivery Date: Est. Tax Cost:
Comments:

⦿ 1.000 Unconfirmed

Confirm: 1   Backorder:

Est. Shipping Date:
Est. Shipping Cost:
Est. Delivery Date:*
Est. Tax Cost:
Unit Price: 500.00 EUR
Price Unit Quantity:*   1
Unit Conversion:*   1
Price Unit:*   Piece ⓘ

Details ⓘ

Note: Do not include
Est. Tax Cost

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Order Confirmation – Adding attachments

➢ From the PO view, click on the **Create Order Confirmation** button and select **Update Line Items**.

➢ Click on **Choose File** button pick-up and upload the OC attachment. Add the attachment by clicking on **Add Attachment** button.

➢ Confirm by clicking **Next** and **Submit** button.

➢ The OC attachment will be transferred to UPM's system with the other confirmation information.

Note: You can attach multiple attachments in various formats i.e.: **PDF**, **msg**, **txt**, etc.
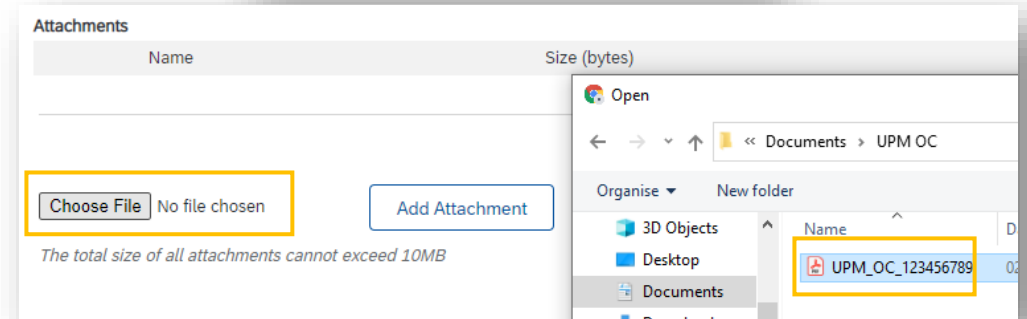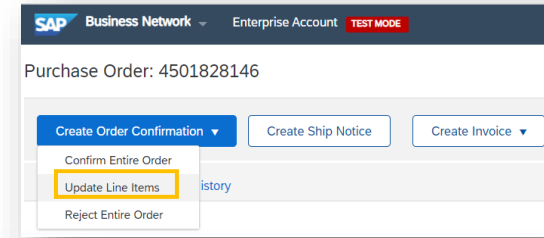
Order Confirmation – Update Line Items

➢ Continue to update the status for each line item on the Purchase Order. Once finished, click **Next** to proceed to the review page.

➢ Review the order confirmation and click **Submit** once all updated completed to sent the Order Confirmation to UPM.

➢ The Order Status will display as Partially Confirmed if items were backordered or not fully confirmed.

➢ Generate another order confirmation to set them to confirm if needed.

➢ Click **Done** to return to the Inbox.

Purchase Order: 4501828146   [Done]

[Create Order Confirmation ▾]   [Create Ship Notice]   [Create Invoice ▾]

Order Detail   Order History

UPM

From:
Customer
UPM Communication Papers Oy, Kaukas
Kaukaankatu 30
53200 Lappeenranta Finland

To:
UPM-Kymmene Oyj Supplier - TEST
Alvar Aallon katu 1
00101 Helsinki Finland
Phone: +358 (09) 123456
Fax:
Email: NoReplyAribaCS@ariba.com

Purchase Order
(Shipped)
4501828146
Amount: 40,500.00 EUR
Version: 1

[Track Order]

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Order Confirmation – Advance Shipping Notifications
For goods Purchase Orders only

➢ Click Order Number to view the Purchase Order's details.

➢ Click on **Create Ship Notice** button.

➢ Enter **Packing Slip ID** and **Delivery Date**.

➢ Scroll down to the Order Items section.

➢ Enter **Ship Qty**

➢ Click on **Next** button

➢ Click on **Submit** button

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Support information

In this chapter you will learn how to:

- Contact SAP Business Network support
- Contact UPM supplier support
- Access SAP Business Network UPM Supplier Information Portal
- Access SAP Business Network help center

Supplier Support

Supplier Support during deployment:

Join UPM on SAP Business Network
https://www.upm.com/about-us/for-suppliers/join-upm-on-the-sap-business-network/

SAP Business Network Registration and Configuration Support
Email: Join.Ariba@upm.com

UPM orders and order processing for suppliers:
Email: contactsops@upm.com

SAP Business Network Support Global Customer Support is available on your account under the question mark as Help Center

Note!
UPM uses Basware system for electronic invoicing.
Invoicing in SAP Business Network is not available for UPM suppliers.
More infomation about invoicing you can find HERE.
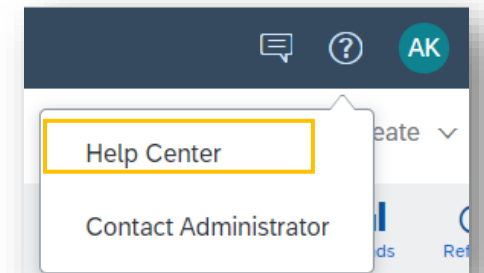
SAP Business Network - Supplier Support

SAP Business Network Hotline phone numbers:

- ➢ Europe   +44 2071874144
- ➢ US/Canada   +1 8662182155
- ➢ Asia   +65 63114745

For other not listed locations +1 4122226153

In order to receive support, identify yourself with your SAP Business Network ID.

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Answers to frequently asked questions

In this chapter you will learn how to:

- How to login to SAP Business Network
- How to change account administrator
- How to re-confirm delivery date
- How to reject Purchase Order

Questions and Answers – How to Login? (1/2)

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➢ Go to SAP Business Network by this hyperlink:
[SAP Business Network Supplier](#).

➢ Provide credentials you used to create the account and click **Login** button.

➢ If you have forgotten the Username and/or password. Click on the hyperlink under the Login button marked on the image to reset and set up new password to your account.

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Questions and Answers – How to Login? (2/2)

UPM

➢ Follow this hyperlink: SAP Business Network Technical requirements to check current technical requirements and supported browsers.

➢ Note that since of August 2020 Chrome is dedicated SAP Business Network browser.

Category	Web Browser	Version
Chromium-based browsers (*)	Google Chrome	94 and greater
	Microsoft Edge (1)	94 and greater
Others	Microsoft Internet Explorer 11 (2)	
	Mozilla Firefox	88 and greater
	Safari (macOS)	14 and greater

Questions and Answers – How to change account administrator?

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In case your company has already SAP Business Network account, but you lost the access follow the steps described Here. Once you access the account you can:

- ❑ assign the administrator's role to yourself
- ❑ transfer the administrator's role

If the access to your SAP Business Network account is lost due to admin change in your organization, please contact SAP Business Network Support as described Here. **Note:** SAP Business Network Support will require you to provide:

- ➢ ANID number
- ➢ E-mail address connected to the account
- ➢ Administrator's name

Requests to reassign the account are managed by dedicated SAP Ariba Customer Support team which will verify provided information and contact other users of the account if required. You will be contacted if additional information is required.

Questions and Answers – How to re-confirm delivery date

➢ If you need to re-confirm delivery date you can update the entire Purchase Order or on the <u>Line Item</u> level with Order Confirmation update.

➢ Follow the steps described in the Order Confirmation section and update the **Est. Delivery Date**.

Questions and Answers – How to link multiple accounts on SAP Business Network

- From Account Settings dropdown menu available under your initials click on **Link User ID's**

- Link your other accounts by using one of available linking options.

- **Note:** If you have further questions or issues linking the accounts together, please search in the SAP Business Help Center or contact SAP Business Network Support. UPM has no rights or possibilities to link the accounts for you.

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Questions and Answers – User does not receive Purchase Order notifications

In order to set up the new email address for Purchase Orders notification, go to following SAP Business Network account settings:
- Electronic Order Routing (detailed instruction on page 8)
- Network Notifications (detailed instruction on page 7)

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