

# SAP Business Network

## SAP Business Network account settings and order processing

Basic guideline for UPM Suppliers



June 2023

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- 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.



# Introduction



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1. Cooperation starts with the **Project Notification Letter** email sent from [Join.Ariba@upm.com](mailto: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



# 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



# Accessing SAP Business Network

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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](mailto:Join.Ariba@upm.com)



SAP Business Network

### Supplier Login

[Forgot Username or Password](#)

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



# SAP Business Network Account – Profile Settings completion



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➤ 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%

The screenshot shows the SAP Business Network Account interface. On the left, a user profile for 'Anna' is visible with a dropdown menu containing 'My Account', 'Link User IDs', 'Contact Administrator', and 'Company Profile' (highlighted with a yellow box). An arrow points from this menu to the 'Company Profile' settings page. The 'Company Profile' page has a 'Public Profile Completeness' bar at 35%. The 'Overview' tab is active, showing fields for Company Name (Aniak), Other names, NetworkId (ANO), Short Description (100 characters left), Website, Public Profile URL, and Privacy Statement (SAP Ariba Privacy Statement). The 'Address' section includes fields for Address 1 (1st Test Street), Address 2, Postal Code (00560), City (Helsinki), State (Uusimaa [FI-18]), and Country/Region (Finland [FIN]). A 'Save' button is at the top right.

# SAP Business Network Account – Email Notification configuration



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The screenshot shows the SAP Business Network Account interface. On the left, a navigation menu lists various settings, with 'Network Notifications' highlighted. The main content area shows the 'Network' tab under 'Electronic Order Routing'. It includes instructions: 'Enter up to three comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications. The Preferred Language configured by the account administrator controls the language used in these notifications.' Below this, there is a table for configuring notifications.

Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.	test1@dummy.com,test2@dummy.com
	<input checked="" type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.	
	<input type="checkbox"/> Send notification for new purchase orders to suppliers.	
	<input type="checkbox"/> Send notification to suppliers when purchase orders are changed.	
Purchase Order Inquiry	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are received.	test1@dummy.com,test2@dummy.com
	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	

- 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



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- 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**

The screenshot shows the SAP Business Network Account settings page. The user's name 'Anna' is visible in the top right corner, circled in blue. The 'ACCOUNT SETTINGS' dropdown menu is open, with 'Electronic Order Routing' highlighted in orange. The 'Electronic Order Routing' configuration page is displayed, showing various settings. The 'Email address' field is highlighted in orange and contains the text 'test1@dummy.test2@dummy.com,test2@dummy.com'. The 'Routing Method' dropdown is set to 'Email'. The 'Options' section includes checkboxes for 'Attach cXML document in the email message', 'Include document in the email message' (checked), '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"', and 'Attach PDF document in the email message'.

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



# SAP Business Network Account – Routing method details



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- 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](mailto: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



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- Select Same as new catalog orders without attachments 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 ▾

# SAP Business Network Account – Unconfirmed Order notifications



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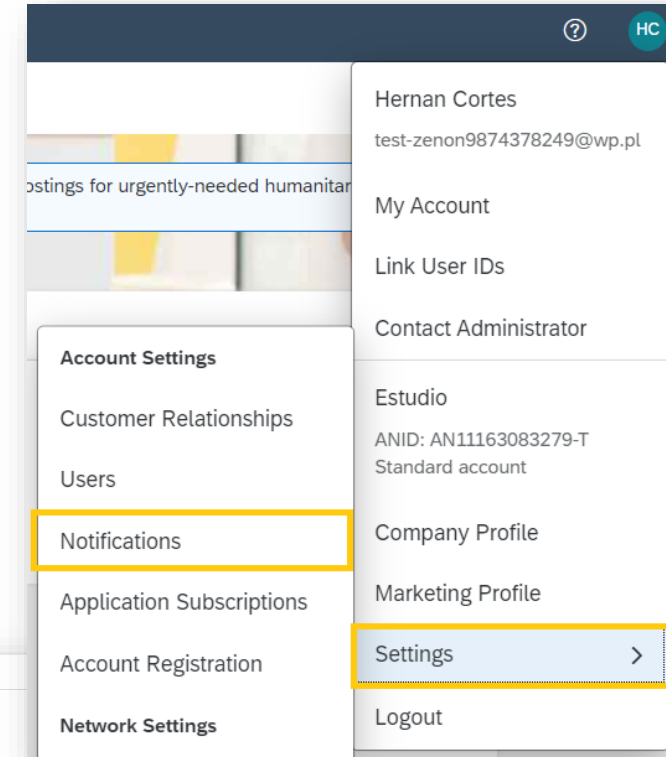
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- From Account Settings dropdown menu available under your initials click on **Notifications**.
- In “Other Notifications” find “Reminder of Unconfirmed Orders” and:
  1. Enable rule by clicking ✓
  2. Enter email address on which you want to receive notifications.
  3. Save your settings.



Other Notifications

Network Service	<input type="checkbox"/>	Send a notification in advance of planned network downtime, unplanned downtime, and new releases.	
Certification Expiration Notifications	<input type="checkbox"/>	Send a notification when company certification information has expired. Examples of company certifications include, Small and Disadvantaged Business, Minority-Owned Business, and Veteran-Owned Business.	* email@supplier.com
Reminder of Unconfirmed Orders	<input checked="" type="checkbox"/>	Send reminders of unconfirmed orders. This notification depends upon a customer rule.	* email@supplier.com

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



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## There are two types of the users in Ariba Network

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### ❖ 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.

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### ❖ 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.

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**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.

# SAP Business Network Account – Creating roles and Users

(Available only under Administrator role)



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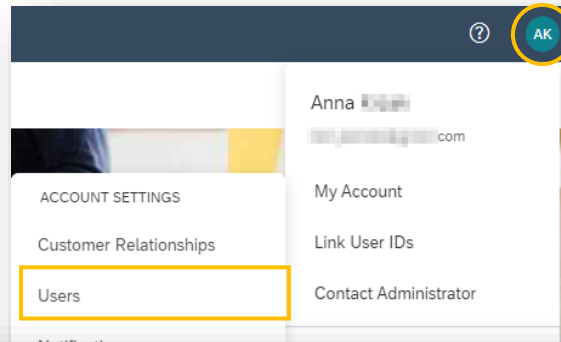
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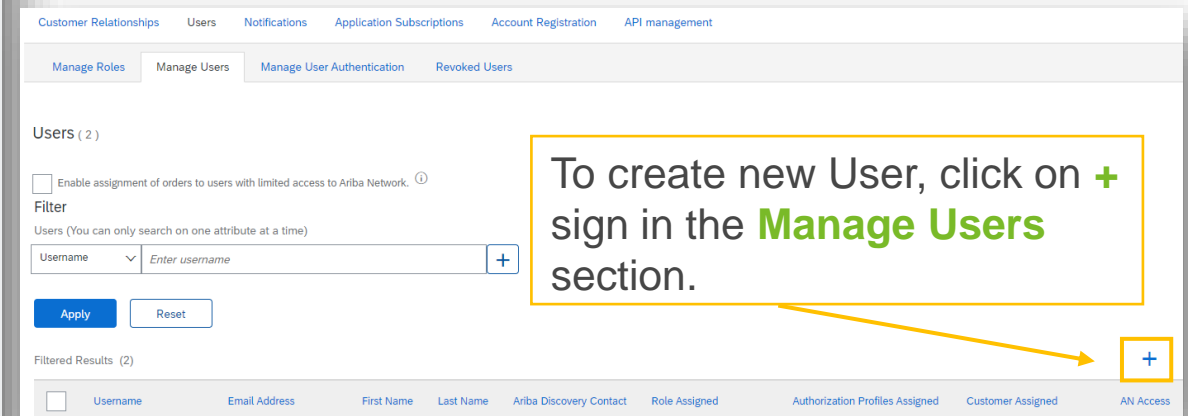
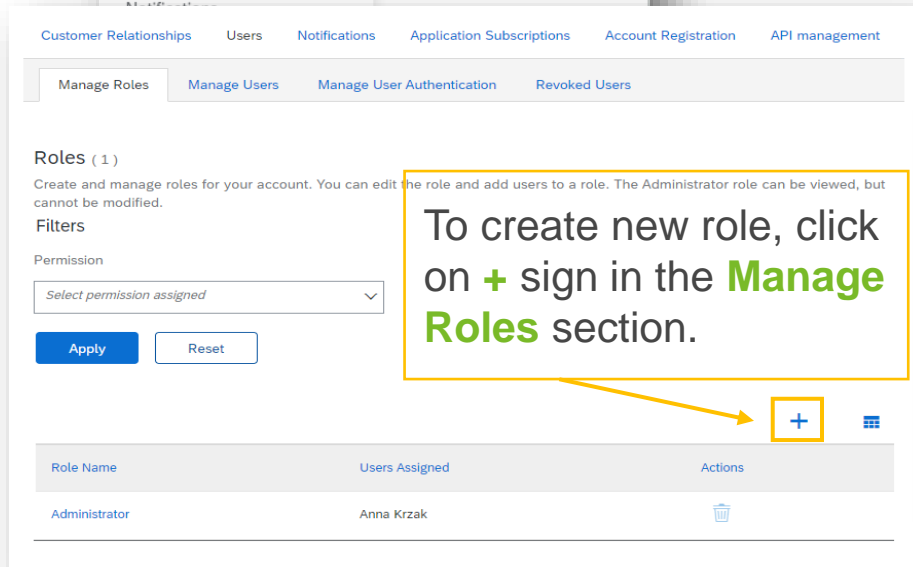
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➤ From Account Settings dropdown menu available under your initials click on **Users**.

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



# SAP Business Network Account – User Account modification



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

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>	TestUser@dummy.com	TestUser@dummy.com	Test	User	No	TestRole		All(0)	Yes	Actions ▾
<input type="checkbox"/>	[redacted]	[redacted].com	Anna	[redacted]	No	PROFILE_MGMT_ROLE, +7		All(0)	Yes	Edit Delete Make Administrator

Buttons: Add to Contact List, Remove from Contact List

- 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

**Edit User** [Save] [Cancel]

View user information, revise role assignments, assign business units or reset user passwords. Ariba recommends only using the reset password functionality on this page when users have forgotten their password and their security question and answer. As a best practice, instruct users to click Forgot Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends an email to the user with instructions to specify a new password and a new secret question and answer.

**Selected User Information**

Username: TestUser@dummy.com  
Email Address: TestUser@dummy.com  
First Name: Test  
Last Name: User  
Office Phone: +358 (111) 111111

Do not allow the user to resend invoices to the buyer's account. ⓘ  
 This user is the Ariba Discovery Contact ⓘ  
 Limited access ⓘ

[Reset Password]

In case administrator of the account left the company, instruction available [on page 36](#)



# 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



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- 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.

Type	Order Number	Ver	Customer	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	4501828146	1	UPM - TEST		Asia Lappeenranta Finland	Not Specified	40,500.00 EUR	30 Dec 2021	Shipped	Invoice	0.00 EUR	Original	Actions >
Order	4501828172	1	UPM - TEST		UPM (China) Jiangsu China	Not Specified	35,000.00 EUR	30 Dec 2021	New	Invoice	0.00 EUR	Original	Actions >

- **Search filters** allow to search using specific criteria.
- Access the **Search Filters** by clicking on it. Enter your criteria and click **Search**.

Search Filters

Customer: All Customers

Order Number:  Partial number  Exact number

Buyer Location Code:

Invoice Number:

Show orders by:  Creation Date  Inquiry Date

Date Range: Last 24 hours

30 Dec 2021 - 31 Dec 2021

Order Status: All

View: All except hidden orders

Search only blanket purchase orders

Search only scheduling agreement releases or scheduling agreements

Search only stock transport orders

Search only service purchase orders

Number of Results: 100

Search Reset

# 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 ▼

Order Detail Order History

Resend Hide

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 PUMPPU AHLST CL-302 381018	00000000018523264	Material		11,000 (Piece)	7 Jan 2022	500.00 EUR	5,500.00 EUR
20	1	AB-GA6-TEST1 PUMPPU AHLST CL-302 381018	00000000018523264	Material		70,000 (Piece)	20 Jan 2022	500.00 EUR	35,000.00 EUR

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 Confirmed click **Create Order Confirmation** button.

# 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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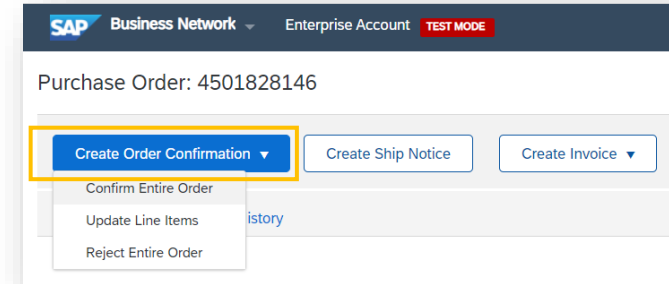
PURCHASE ORDER

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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.



Confirming PO

Exit Next

1 Confirm Entire Order

2 Review Order Confirmation

Order Confirmation Header \* Indicates required field

Confirmation #:

Associated Purchase Order #: 4501828146

Customer: UPM - TEST

Supplier Reference:

Shipping and Tax Information

Est. Shipping Date:

Est. Shipping Cost:

Est. Delivery\* Date:

Est. Tax Cost:

Comments:

- Click **Next** when finished.
- Review the order confirmation and click **Submit** to send the Order Confirmation to UPM.

**Note:** Once the order confirmation is submitted, the Order Status will display as Confirmed.

\*For frame/limit/standing orders this will not be possible



# Order Confirmation – Update Line Items



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- 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.

Purchase Order: 4501828146

Create Order Confirmation ▾

- Confirm Entire Order
- Update Line Items
- Reject Entire Order

Create Ship Notice

Create Invoice ▾

Order Confirmation Header

Confirmation #:

Associated Purchase Order #: 4501828146

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:

Line Items

Line #	Part # / Description	Customer Part #	Type	Qty (Unit)	Need By	Unit Price	Subtotal
10	AB-GA6-TEST1	000000000018523264	Material	11.000 (Piece) ⓘ	7 Jan 2022	500.00 EUR	5,500.00 EUR
	PUMPPU AHLST CL-302 381018						

Current Order Status

11.000 Unconfirmed

Confirm:  Backorder:  Reject:  Details ⓘ

# Order Confirmation – Update Line Items

## Delivery date change



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- 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.

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

Line #	Part # / Description	Customer Part #	Type	Qty (Unit)	Ne
10	AB-GA6-TEST1 PUMPPU AHLST CL-302 381018	000000000018523264	Material	11.000 (Piece) ⓘ	7

Current Order Status

11.000 Unconfirmed

Confirm:  Backorder:  Reject:

Order Confirmation Header

Confirmation #:

Associated Purchase Order #: 4501828146

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:

Details ⓘ

# Order Confirmation – Update Line Items

## Backorder



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- 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	000000000018523264	Material	11.000 (Piece) ⓘ	7 Jan 2022	500.00 EUR	5,500.00 EUR

**Current Order Status**

11.000 Unconfirmed

Confirm:  **Backorder:**  Reject:  **Details** ⓘ

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:\*  ⓘ

Comments:

**NOTE:** If you need to re-confirm delivery date, click [HERE](#) for support.

# Order Confirmation – Update Line Items

## Reject



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- 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.

REJECT ENTIRE ORDER

Order Confirmation Number:

Confirmation #: Rejection\_12345

Comments: rejecting order due to reasons

Reject Order Cancel

Purchase Order: 4501920836

Create Order Confirmation

Confirm Entire Order

Update Line Items

Reject Entire Order

# Order Confirmation – Update Line Items

## Price Change



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- 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 #	Part # / Description	Customer Part #	Type	Qty (Unit)	Need By	Unit Price	Subtotal
10	AB-GA6-TEST1 PUMPPU AHLST CL-302 381018	000000000018523264	Material	11.000 (Piece) ⓘ	7 Jan 2022	500.00 EUR	5,500.00 EUR

Current Order Status

11.000 Unconfirmed

Confirm:  Backorder:  Reject:

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:\*

Unit Price:

Price Unit Quantity:\*

Unit Conversion:\*

Price Unit:\* Piece ⓘ

Supplier Part:

# Order Confirmation – Update Line Items

## Shipping Costs



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- 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. Shipping Cost** and **Est. Delivery Date**.
- Confirm by clicking **Next** and **Submit** button.

SAP Business Network Enterprise Account TEST MODE

Purchase Order: 4501828146

Order Confirmation Header

Confirmation #: 1234567

Associated Purchase Order #: 4501828252

Customer: UPM - TEST

Supplier Reference:

Buttons: Create Order Confirmation, Create Ship Notice, Create Invoice, Confirm Entire Order, Update Line Items, Reject Entire Order

Shipping and Tax Information

Enter shipping and tax information at the line item level.

Est. Shipping Date: [calendar icon]

Est. Shipping Cost: [input field]

Est. Delivery Date: [calendar icon]

Est. Tax Cost: [input field]

Comments:

1.000 Unconfirmed

Confirm: 1 Backorder:

Est. Shipping Date: [calendar icon]

Est. Shipping Cost: [input field]

Est. Delivery Date:\* [calendar icon]

Est. Tax Cost: [input field]

Unit Price: 500.00 EUR

Price Unit Quantity:\* 1

Unit Conversion:\* 1

Price Unit:\* Piece

Details button

**Note:** Do not include **Est. Tax Cost**



# Order Confirmation – Adding attachments



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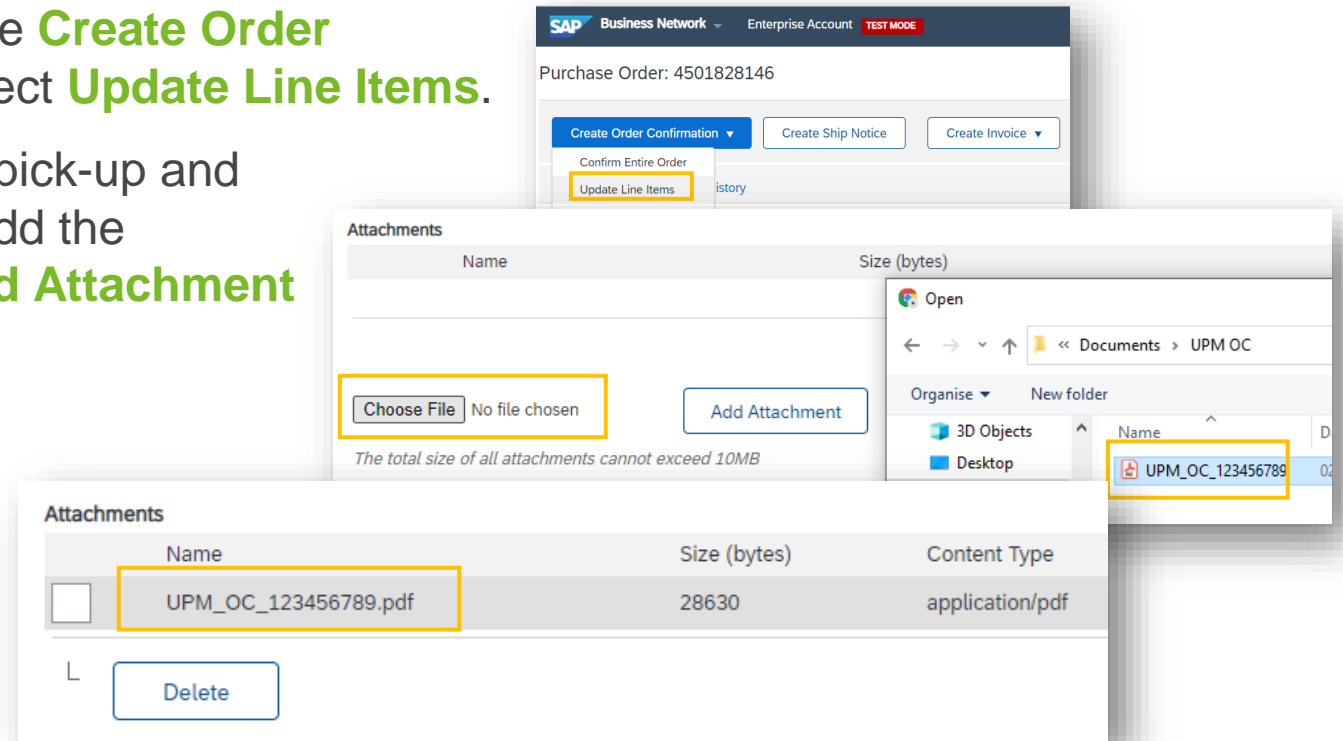
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- From the PO view, click on the **Create Order Confirmation** button and select **Update Line Items**.
- Click on **Choose File** button pick-up and upload the OC attachment. Add the attachment by clicking on **Add Attachment** button.
- Confirm by 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.  
Names of the attachments cannot contain special characters.

# Order Confirmation – Update Line Items



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- 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](#) Download Refresh More

[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](mailto:NoReplyAribaCS@ariba.com)

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

[Track Order](#)

# Order Confirmation – Advance Shipping Notifications

For goods Purchase Orders only



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- 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.

Purchase Order: 4300026806

Create Order Confirmation ▾ **Create Ship Notice**

Order Detail Order History

- Enter **Ship Qty**
- Click on **Next** button
- Click on **Submit** button

Create Ship Notice Save Exit Next

\* Indicates required field

SHIP FROM: UPM-Kymmene Oyj Supplier - TEST Helsinki Finland [Update Address](#)

DELIVER TO: Finland [Update Address](#)

Ship Notice Header

SHIPPING: Packing Slip ID:\* AB1234 Invoice No.: 111111333333 Requested Delivery Date: -- Ship Notice Type: Actual Shipping Date: Delivery Date:\* 10 Jan 2022 Gross Volume: Gross Weight: Unit:

TRACKING: Carrier Service

Order Items

Order #	Item	Part # / Description	Customer Part #	Qty	Unit	Need By	Ship By	Unit Price	Subtotal	
4300026806	10	12345 KANSILEVY 900X1200 CARDBOARD 4,8 MM	00000000011708827	100.000	Piece ⓘ	31 Dec 2021		15.00 EUR	1,500.00 EUR	<a href="#">Remove</a>

Shipment Status  
Total Item Due Quantity: 0.0 Piece ⓘ

Confirmation Status  
Total Confirmed Quantity: 0 Piece ⓘ Total Backordered Quantity: 0 Piece ⓘ

Line	Ship Qty	Supplier Batch ID	Production Date	Expiry Date	
1	100				<a href="#">Add Details</a>

# 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



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## 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](mailto:Join.Ariba@upm.com)



UPM orders and order processing for suppliers:

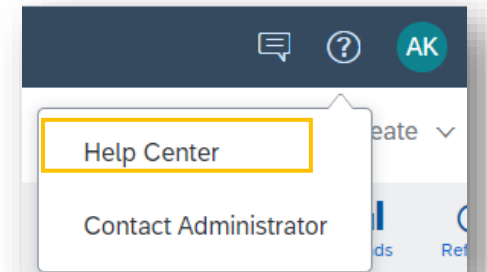
Email: [Join.Ariba@upm.com](mailto:Join.Ariba@upm.com)



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 information about invoicing you can find [HERE](#).



# SAP Business Network - Supplier Support



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## 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.



# 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.

SAP Business Network

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

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



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- 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



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- If you need to re-confirm delivery date you can update the entire Purchase Order or on the Line Item level with Order Confirmation update.
- Follow the steps described in the [Order Confirmation](#) section and update the **Est. Delivery Date**.

▼ Order Confirmation Header \* Indicates required field

---

Confirmation #: TestAnia123  
Associated Purchase Order #: 4501828144  
Customer: UPM - TEST  
Supplier Reference:

---

Shipping and Tax Information

Est. Shipping Date: <input type="text"/>	Est. Shipping Cost: <input type="text"/>
<b>Est. Delivery Date:*</b> <input type="text"/>	Est. Tax Cost: <input type="text"/>

Comments:

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



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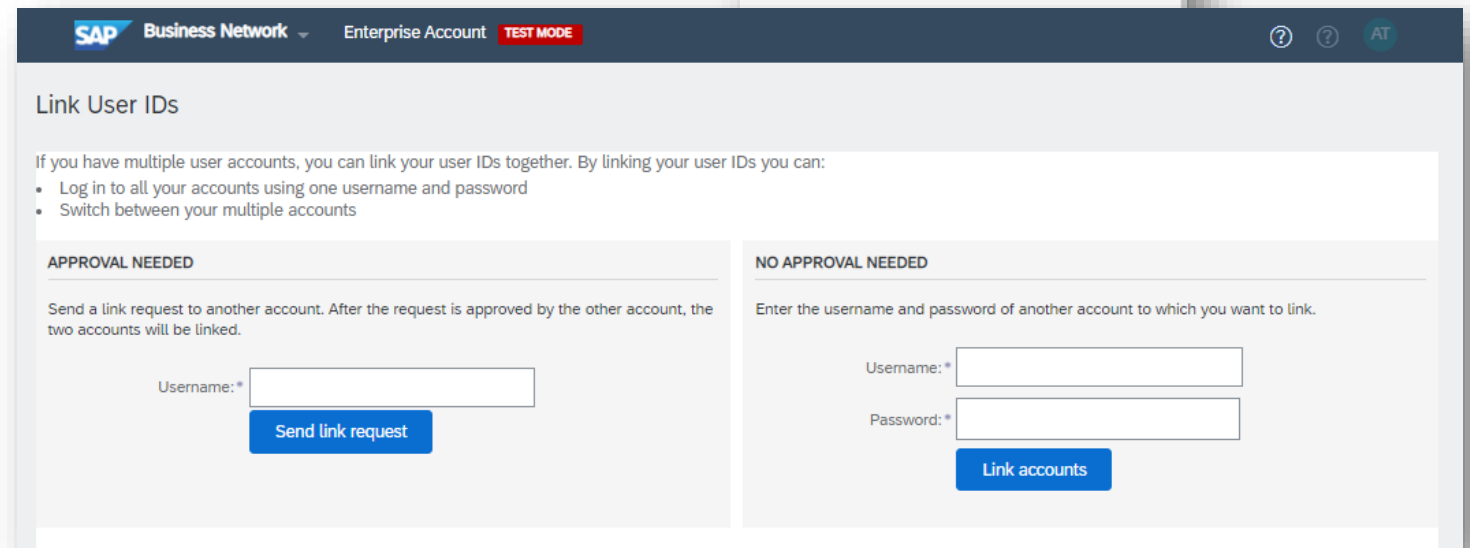
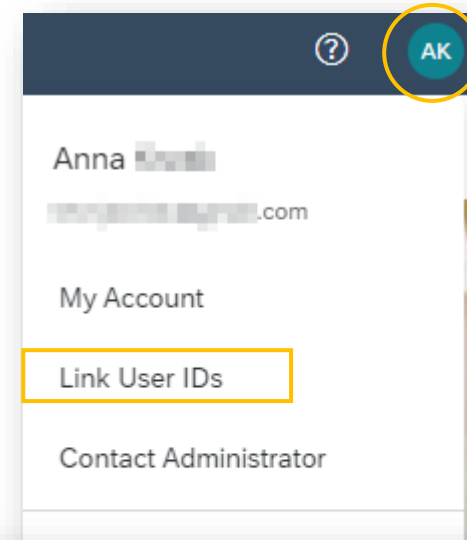
PURCHASE  
ORDER

ORDER  
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- 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.



# Questions and Answers – User does not receive Purchase Order notifications



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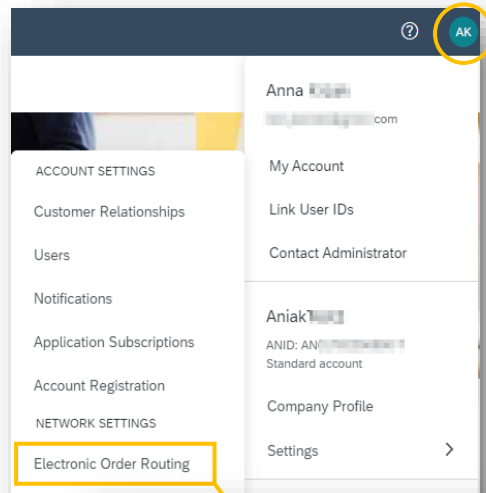
ACCOUNT SET UP

PURCHASE ORDER

ORDER CONFIRMATION

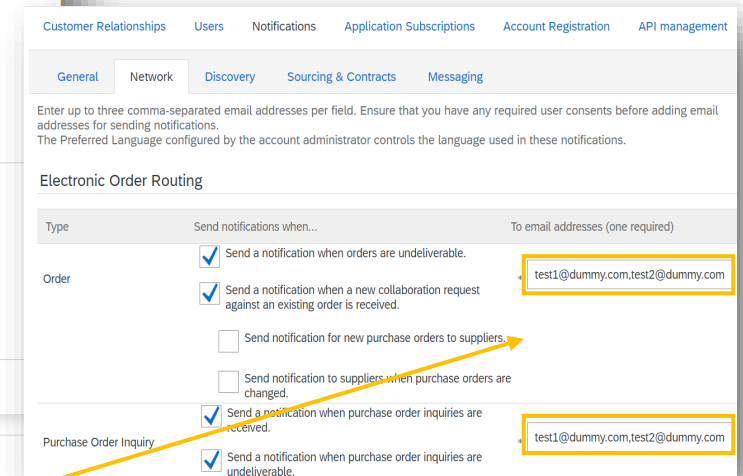
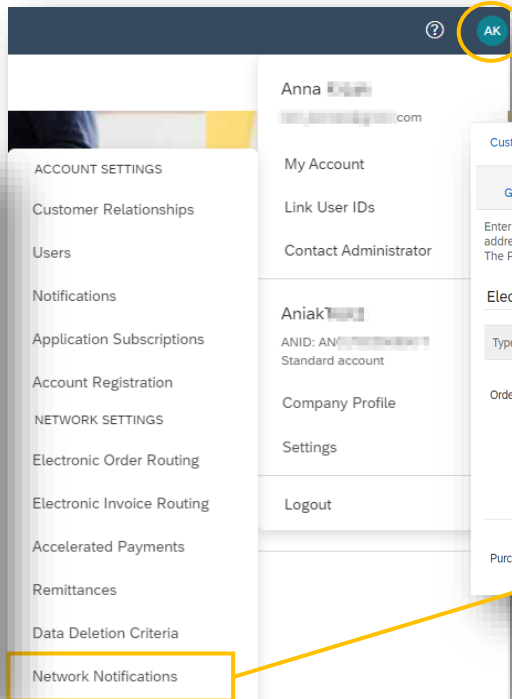
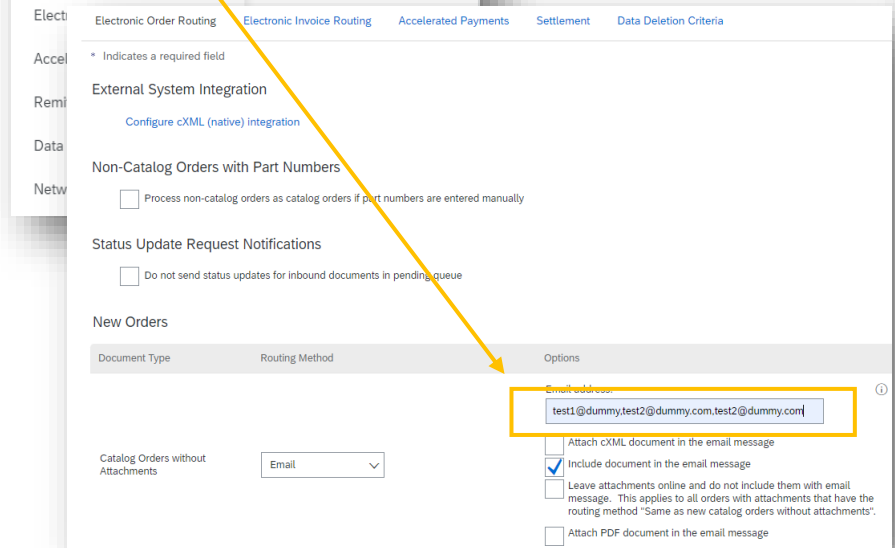
SUPPORT

Q&A



➤ 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](#))





UPM **BIOFORE**  
**BEYOND** FOSSILS

