SAP Business Network

Frequently Asked Questions

Short description

This document provides helpful information for suppliers who need to access SAP Business Network.

Scope

These Frequently Asked Questions apply to all suppliers from 50Hertz who have to access the SAP Business Network portal to transact.

Contents

Glossary

SAP Business Network	Formerly known as SAP Ariba Network, this is a web-based application that connects buyers and suppliers to transact and find new business opportunities. While the user-portal itself is named SAP Business Network, the underlying network itself is still called Ariba Network. The implementation of SAP Business Network is called 'Commerce Automation'.
Supplier profile	A page that contains all company information.
Credentials	A set of Username and Password linked to your account/profile and used to access the SAP Business Network portal.
Security information	Contains your security questions, mobile phone number and information about your authentication credentials.
Secret code	A digit-based password used to protect your access.
Service Entry Sheet	A document which specifies the services performed by a supplier for their client. It mainly includes a description of the services, the number of hours worked, the prices and subtotals. Service Entry Sheets on Ariba Network are created based on Purchase Orders. Service Entry Sheets are most often created by the supplier himself and are sent to the client for approval.
Enablement	Onboarding of all 50Hertz suppliers to the SAP Business Network for paperless transaction.
AN-ID	SAP Business Network ID

Section A. Joining the SAP Business Network

1) What is the SAP Business Network?

➢ The SAP Business Network is an online platform to facilitate the customer-supplier relationship. The platform allows you to receive purchase orders, send Service Entry Sheets or invoices and follow up the status of the documents. It replaces our well-known P2P portal ("Lieferantenportal") used by 50Hertz for more than a decade, as P2P is outdated and not compatible with SAP S4/HANA.

2) As a provider of 50Hertz, is it required to adopt electronic billing?

➢ Yes, 50Hertz implements an e-commerce platform (electronic orders and invoices) which will become the main way to exchange documents with suppliers. That is why you are invited to join the SAP Business Network.

3) I am a future 50Hertz provider, do I need to register on the SAP Business Network now to establish a business relationship with 50Hertz?

➢ Yes. Suppliers are invited to join the SAP Business Network as soon as the business relationship between your company and 50Hertz is created. The commercial context established between 50Hertz, and your company will remain unchanged (regarding purchases of equipment and services) as well as the special conditions possibly negotiated in each case.

4) Some subsidiaries of my company did not receive an invitation to join the SAP Business Network. Can they also join the platform?

➢ Subsidiaries usually join the network on the main SAP Business Network ID of the company. If your subsidiaries are organized independently, you may request the SAP Business Network to create different ANIDs. You also need to inform 50Hertz that you will be transacting through multiple IDs. For more details and guidance on how to make this request, please contact: sapbusinessnetwork@50Hertz.com.

5) Is it possible that several users in my company connect on the SAP Business Network?

➢ Yes, this is possible. In a first step, you may have to set up an account for an administrator. The administrator will be able to create up to 250 users and grant them specific authorizations. Please visit: https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/ for more information on how to do so.

6) Why, as a provider, should I change my current process? 50Hertz can access and download my invoices on my website.

➢ By standardizing and automating the exchange of documents such as orders and invoices through the SAP Business Network, there are benefits and gains both for suppliers and for 50Hertz. 50Hertz made the choice to use the SAP Business Network exclusively. Indeed, this choice is motivated by the simplicity, quality, size and easy integration with SAP Business Network, as well as the requirement to conform to European regulations.

Section A. Joining the SAP Business Network

7) What are the benefits and gains for me?

➢ Using SAP Business Network, you will have visibility of changes in your documents in real time, encounter less mistakes, have invoices accepted more quickly and receive your payments on time. There are also gains regarding the use of resources since there will be less administrative work and necessary communication. Finally, you will be recognized as a preferred provider to us.

- You can check the status of your invoice online - from delivery to payment
- Instant invoice validation - Fewer delays due to missing information
- Higher processing transparency and better cash flow management due to 24/7 access and reporting
- VAT compliance - regardless of where invoices are sent from or received
- Easy and cost efficient – you can send invoices at any time

8) Is there any alternative way of submitting invoices other than through SAP Business Network?

➢ No, the SAP Business Network is the only option to submit invoices to 50Hertz for all regular suppliers. Once you are onboarded on the Network, you should no longer mail PDF invoices to invoice@50Hertz.com.

9) What if I already have an account on the SAP Business Network?

➢ When you are invited to join the SAP Business Network, you can choose to register with a new login & password or with existing credentials. Clicking on the 50Hertz invitation and registering with existing credentials will make the connection between your existing account and 50Hertz.

10) 50Hertz invited me to a Standard account, but I already have my own account on SAP Business Network?

➢ If you already have an account with the SAP Business Network, you can always login with existing credentials instead of creating a new account. If you were invited via the system of standard accounts, the first registration you will perform (from the first purchase order) will create the link between 50Hertz and your chosen account. The link will be reused for the following purchase orders.

➢ If you currently have a Standard account and were invited with a Trading Relationship Request (TRR), you will not be able to accept the TRR without upgrading to Enterprise. Please contact: sapbusinessnetwork@50hertz.com so we can send you the invitation for Standard accounts.

➢ If you wish to have access to the Enterprise functionalities as well as access to the Ariba Helpdesk, we invite you to upgrade your account to a "Enterprise" account" (for details on these functionalities, see question 11).

➢ To do so, you may click on "Learn More" on top of your screen on the SAP Business Network portal. You will then be able to choose to upgrade your account to an enterprise account. In this case Ariba may charge you fees. For more details click here: Ariba Network For Suppliers: Accounts and Pricing | SAP Ariba

11) What are the differences between Enterprise and Standard accounts on Ariba Network?

Section A. Joining the SAP Business Network

➢ Standard accounts are accounts which are free of charge, regardless of the number of documents or transaction volume processed. These accounts receive purchase orders via mail, where the user can click to go to the Ariba Network portal to 'flip' the order into an invoice (or a service entry sheet). Most information on the invoice is automatically gathered from the original PO, leaving only a few fields to be filled in by the user. After creating the invoice, you can check it for mistakes before sending it on the Network. No additional actions are required to complete the invoicing process. You can also access the portal directly via https://supplier.ariba.com to find your orders.

➢ Enterprise accounts 'flip' purchase orders into invoices or service sheets in the same way but can be accessed in a more convenient way through multiple tabs on the top of the screen. Customized reports can be created to get a better view on the number of documents and amounts they represent. Access to the Ariba helpdesk and a library of helpful documentation on Ariba Network is also available. Enterprise accounts can either be free or have to pay fees which depend on the number of documents exchanged and the volume of the transactions they represent.

Section B. The document flow

12) Which document is considered as the official/legal original invoice?

➢ The cXML document generated on SAP Business Network becomes the only official and legal document. A readable copy of this document is also available in PDF format. This PDF will nevertheless have the indication 'copy'. For each electronic order sent via SAP Business Network, the only valid document from a legal point of view is the electronic invoice via SAP Business Network in cXML format. A PDF is always available as a readable copy. In any case, the invoices received in other ways will be rejected (except during the transitional period).

13) Should I also send a paper invoice in addition to the electronic version? Is this required?

➢ No, the electronic billing process replaces the paper flow completely. Please do not send a paper copy of the invoices generated through SAP Business Network.

14) My company already sends PDF invoices by email. Do I still have to join the SAP Business Network?

➢ Yes. The only way to send your invoices to 50Hertz is through the SAP Business Network. Any other means will be rejected. This process is mandatory for all regular suppliers of 50Hertz.

15) In addition to creating invoices via the SAP Business Network, should I also record the invoices in our accounting system?

➢ Yes, the two actions are necessary. The SAP Business Network does not replace your accounting system. The Network enables you to generate and send your invoices electronically.

16) Can my company still send paper invoices to 50Hertz instead of using the network? Is it still possible?

➢ No. The only way to send your invoices to 50Hertz is through the SAP Business Network. Any other means will be rejected.

17) Should I continue to confirm orders via e-mail or fax?

➢ You do not need to confirm orders to us via these channels anymore. It is expected that you confirm these orders on the SAP Business Network directly. When you confirm the orders, it is recorded in our system. The confirmation in the Network will facilitate accurate and efficient billing.

18) I currently send no confirmation orders, do I have to start doing so?

➢ Yes, because it is technically required for proceeding with your order in the system. We invite all our suppliers to confirm their orders in SAP Business Network, in order to efficiently monitor the reception and acceptance of those orders.

19) I sent a Service Entry Sheet, does it have to be approved before I can invoice?

➢ 50Hertz has to review the Service Entry Sheet and approve it before paying.

Section B. The document flow

20) Do I have to create my Service Entry Sheet on SAP Business Network?

- Yes, if you created and sent service entry sheets before, you have to continue to do so in the future on the SAP Business Network. If you currently work with self-billing, service entry sheets will also have to be sent via the platform. After approval you will receive your invoice, which will be based on the service entry sheet.
- It is also possible that you did not have to create SES before but will be required to do so in the future.
- Service Entry Sheets contain the different services performed by a supplier, as well as their specific description, the number of hours worked, the price per hour and the subtotal of all services. These are most often created by the supplier himself on the network by 'flipping' a purchase order and are then sent to the buyer for approval.
- If you created timesheets before using the Fiori app, you may continue to do so.
- For details on how to create Service Entry Sheets, please have a look at the quick guide on this topic, on: Supplier Information Portal

21) Do I have to create a Service Entry Sheet on SAP Business Network if 50Hertz sent me the Service Entry Sheets before?

- This highly depends on your individual situation as a supplier. Please contact: sapbusinessnetwork@50hertz.com.

22) Is it possible to generate invoices that are not related to an order via SAP Business Network?

- Yes, you can generate invoices not related to purchase orders made by 50Hertz, but if an order exists you must invoice against it. In any case, any invoice needs to have a 50Hertz reference.

23) Is it possible to group several orders on a single invoice?

- You can combine different orders onto one invoice if you have an Enterprise account. You then have the possibility to upload a .csv file containing your invoice details onto SAP Business Network. There is a template available on the Network.
- If you are transacting directly on SAP Business Network using the PO-Flip functionality, you will generate one SAP Business Network invoice per purchase order.

24) What are "Ship Notices"?

- Ship notices are used to inform 50Hertz of a delivery. For an explanation on how to create ship notices, please find the manual on this webpage: Supplier Information Portal

25) Are credit memos supported on SAP Business Network?

- These documents are allowed on the Network, but they may only be issued against an existing invoice.

26) Are debit memos supported on SAP Business Network?

- 50Hertz does not allow debit memos on SAP Business Network. The Network does support debit memos, and these may be allowed by other customers.

Section B. The document flow

27) What e-invoicing options does SAP Business Network offer to suppliers using their network?

➢ **PO Flip:** The PO flip is designed for companies who receive the purchase orders through SAP Business Network and transform them into invoices or service entry sheets on the platform with little extra effort. Most information is copied from the purchase order. Only supplier specific data (like invoice number, VAT rates…) must be added manually.

➢ **Integrated Solution:** The Integrated Solution gives a fully automated process where invoice data is extracted directly from suppliers' billing system and delivered directly into the customer's finance systems, by means of the SAP Business Network functionality.

➢ **CSV Solution:** The CSV solution allows suppliers to load multiple invoices via comma-delimited files. This is generally used when large suppliers do not have the immediate means to implement an integrated solution.

Section C. Integrated suppliers' section

28) What does an 'integrated' supplier mean?

➢ An integrated supplier is a supplier, which has automated the exchange of documents between their ERP and the SAP Business Network.

29) What happens if my company is not technically ready to transact as 'integrated' supplier at the time of the Go-Live?

➢ If the automation of the exchange of documents is not implemented, you will create invoices using the ''PO-Flip" functionality through the SAP Business Network until you are ready to connect your ERP system with SAP Business Network.

30) How to Integrate my ERP with SAP Business Network?

➢ The SAP Business Network offers the possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. For more information, please contact SAP Business Network: Http://supplier.ariba.com (Help Center)

31) Can we attach supporting documents on SAP Business Network while submitting invoices?

➢ Yes, 50Hertz accepts attachments to SAP Business Network invoices. Additional attachments may even be required to be able to approve your invoice or service entry sheet.

32) Can we postpone the date of onboarding because we have other constraints at the moment?

➢ You will need to transact through SAP Business Network as from the go-live date. If you face any issue, please contact us at the following address: sapbusinessnetwork@50hertz.com

33) Will I receive a training about creating invoices on the SAP Business Network?

➢ During enrollment, there is a period to familiarize yourself with the SAP Business Network. SAP has organized a summit and provided recordings. You can also access the supplier helpdesk on SAP Business Network from your account (which contains educational material and tutorials).

➢ Guides and information on the 50Hertz website: Supplier Information Portal

➢ The supplier enablement mailbox: sapbusinessnetwork@50hertz.com

➢ Supplier summits (registration required):
   o Enterprise-Account
      ▪ **26 September (14 PM CET):** Deutsch
   o Standard-Account
      ▪ **12 October (10 AM CET):** Deutsch
      ▪ **12 Oktober (11 AM CET):** English
      ▪ **17 October (2 PM CET):** Deutsch

34) Will I receive assistance when creating invoices on the SAP Business Network?

➢ When using the system, support from SAP Business Network is provided for enterprise account suppliers. In any case, the SAP Business Network provides a Help Center that may already have an answer to most of your questions and you can contact the customer support. Before you go live, the SAP Business Network enablement team will contact you and show you how to create invoices if you were invited to an Enterprise account.

35) Whom can I contact within 50Hertz?

➢ You may contact us via sapbusinessnetwork@50hertz.com for any question related to the project.

➢ If you have any technical question, please refer to SAP Business Network: https://connectsupport.ariba.com/sites/Company?ANID=AN01013838164EMA&h=jhXyvPQzph63fXUig#Enablement-Inquiry

36) Does SAP Business Network have any tutorial videos to understand the process?

➢ There are tutorials available in the SAP Business Network Help Center. You can access these by going to the Network portal and clicking on the question mark in the top right corner of the screen.

Section E. Daily usage of the SAP Business Network Portal.

37) I would like to upgrade my SAP Business Network "standard" account to an "enterprise" account. What is the process I should follow? Will I be charged for the usage of an enterprise account?

➢ If your SAP Business Network account is a "Standard" account, you do not have access to all SAP Business Network functionalities.

➢ To have access to all those functionalities as well as to the SAP Ariba Helpdesk, you can upgrade your account to an "Enterprise" account.

➢ To do so, you may click on "Learn More" on top of your screen on SAP Business Network. You will then be able to choose to upgrade your account to a full account. No fees will apply to this upgrade.

38) Which members of Elia Group are currently in scope of the SAP Business Network rollout?

➢ To date, the following members of the Elia Group are in scope for the SAP Business Network rollout:

Entity	Address	VAT Code
Elia Asset NV/SA	Boulevard de l'Empereur 20, 1000 Bruxelles, Belgium	BE04 7502 8202
Elia Transmission Belgium NV/SA	Boulevard de l'Empereur 20, 1000 Bruxelles, Belgium	BE04 7186 9861
Elia Group NV/SA	Boulevard de l'Empereur 20, 1000 Bruxelles, Belgium	BE04 7186 9861
Elia Engineering	Boulevard de l'Empereur 20, 1000 Bruxelles, Belgium	BE04 7186 9861
50Hertz Transmission GmbH	Heidestraße, 10557 Berlin, Germany	DE81 3473 551

39) I want to order with another 50Hertz entity (e.g., 50Hertz Offshore). What do I have to do?

➢ Please select 50Hertz Transmission as a customer. 50Hertz Offshore GmbH is a wholly owned subsidiary of 50Hertz Transmission GmbH.

➢ We, 50Hertz Transmission GmbH, have been authorized and obligated by 50Hertz Offshore GmbH to conclude contracts in the name of and for the account of 50Hertz Offshore GmbH and to make declarations on behalf of 50Hertz Offshore GmbH in the course of servicing the contracts.

40) The unit price, quantity or delivery date in the Purchase Order is incorrect. How may I update this information in the Purchase Order?

➢ You have the possibility to ask for a change in the quantity or the delivery date of the articles included in the purchase order. This must be done via the "reject entire order" button available on the Purchase Order screen.

➢ When rejecting the order, enter the desired changes in the comment box.

Section E. Daily usage of the SAP Business Network Portal.

➢ Once the Purchase Order is rejected, a notification is sent to the technical contact on the PO inviting this person to review the change and approve it.
➢ After approval, you will receive a new, updated version of your order which you can then confirm and invoice.

41) I already confirmed an order, but I see now that it should be changed. Can I still request a change?

➢ If your order already has the status 'confirmed', you can send a mail to the technical contact (whose e-mail address is mentioned on the PO) to ask for the order to be changed. This is the person who will have to approve your request.

42) Is the PO confirmation mandatory? How should I proceed to confirm my Purchase Order?

➢ The PO Confirmation step is mandatory. We encourage all our suppliers to confirm their purchase orders on the platform. This will allow us to efficiently follow-up the reception and acceptance of our purchase orders by our suppliers.
➢ To confirm your purchase order, select "Create Order Confirmation" on the Purchase Order screen in order to display the following options

  ➢ Confirm Entire Order
  ➢ Reject Entire Order

  Click on "Confirm Entire Order".

  1. Enter a **confirmation number**, which is any number you use to identify order confirmations. If you do not enter a number, the system will generate a number automatically.
  2. Click **Next** to proceed with the confirmation

43) When creating my non-PO invoice, a red message indicating «! Invalid Address » appears below the field "Choose Address Customer". Which address should I include?

➢ This error is specific to non-PO invoices. To complete this field, the following steps are required:
1. **Select « Customer »** from the dropdown menu (those addresses are pre-filled and updated by 50Hertz).
2. **The first entity from the address list is included by default when the invoice is created.** Please make sure to select the right entity from the list:

Entity
Elia Asset NV/SA
Elia Transmission Belgium NV/SA
Elia Group NV/SA
Elia Engineering
50Hertz Transmission GmbH

Section E. Daily usage of the SAP Business Network Portal.

44) When creating my invoice, I included the wrong VAT percentage. How can I cancel or update my invoice?

➤ If you need to edit information on an invoice that you have already submitted, the invoice must have the status "Failed" or "Rejected".

➤ To update the invoice details and return the invoice:

> 1. Go to the workbench of your SAP Business Network account. It may be necessary to add the title 'rejected invoices' first, using 'customize'.
> 2. Navigate to the invoice you want to edit.
> 3. On the invoice details page, click Edit and resubmit to edit the invoice.

➤ The modified invoice contains by default the same invoice number and the same invoice date.
➤ If your invoice does not have the status "Failed" or "Rejected" but has been 'approved' or 'paid', you must then make a credit memo corresponding to this invoice and then create a new invoice with your changed data.

45) Why does my invoice have status "rejected"?

➤ This can have multiple reasons. When your invoice was sent but later changed its status into "rejected", you will see a message with the rejection reason when you reopen the invoice.

46) What is the maximum invoice number length?

➤ The maximum length is 16 characters.

47) I cannot find an order on my account which should already have been sent. What can I do?

➤ A filter may still be active which is hiding the order. Most often this occurs with orders which have been sent more than a month ago.
➤ If you click on 'workbench', then 'orders', you will get an overview of all orders which you have received on the platform. It's possible that here the filter is put on 'last 31 days' and it's best to change this to 'last 365 days' via 'edit filter' and then to click on 'save filter' (so you won't have to change it anymore in the future).
➤ It may be that another filter (besides the 'creation date') is hiding your order. You change these settings in the same way.

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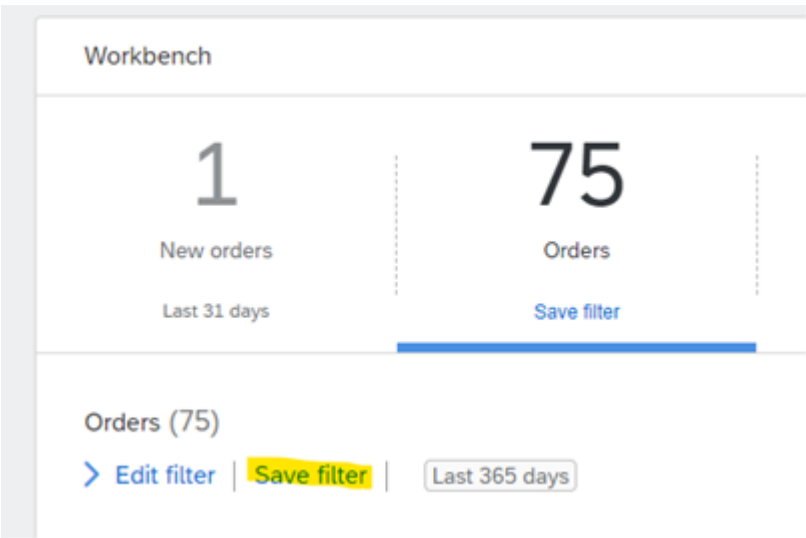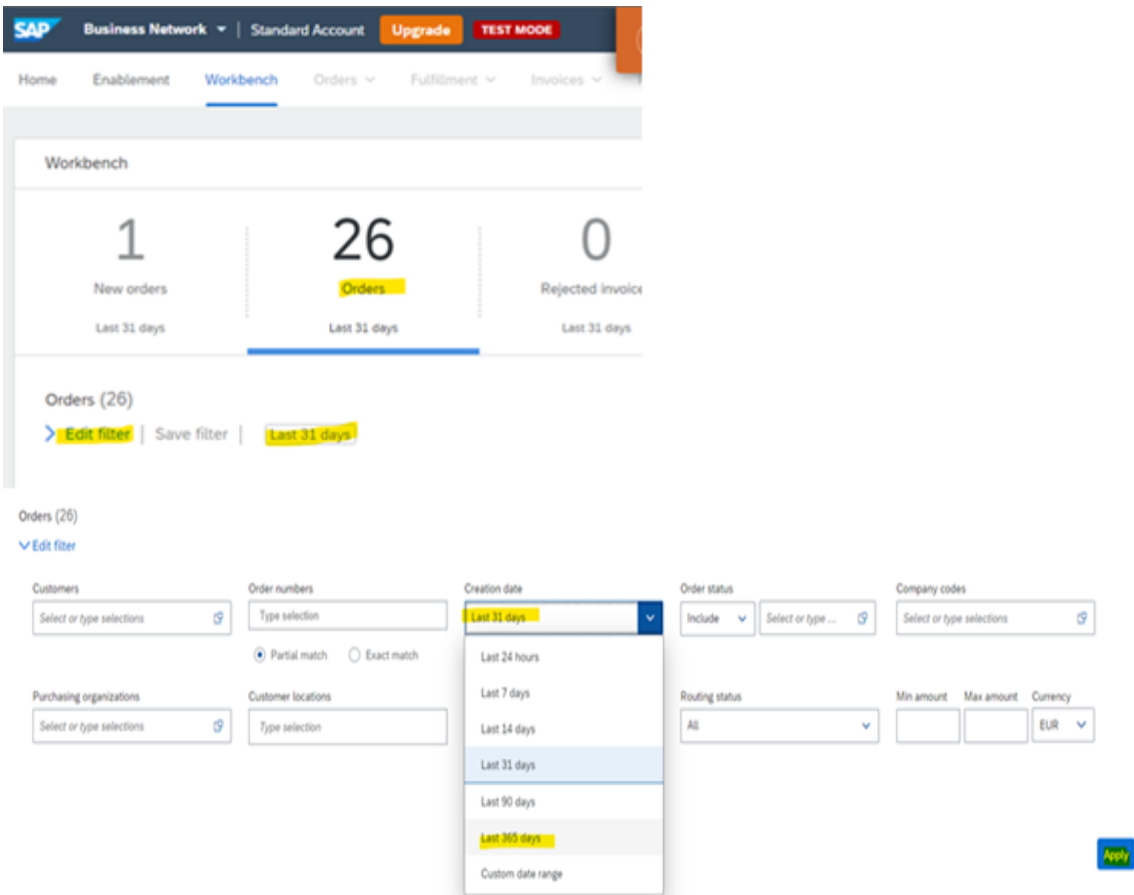
Section E. Daily usage of the SAP Business Network Portal.

48) I keep receiving an error message concerning 'missing bank account details', even though I filled them in. How can I solve this?

➢ This error can occur when there is at least one required field not filled in. Please go to Supplier Information Portal and consult the manual concerning bank account information. This specifies which fields have to be filled in.

49) Do I need to add attachments to my invoice? If so, how can I add them?

➢ The technical contact, whose contact information is mentioned on the PO, may require you to send attachments to be able to approve your invoice. In case of doubt, please consult him/her to ask what you should send.

➢ For a guide on how to add attachments, please go to: Supplier Information Portal

50) How Can I change the e-mail address which receives the orders?

➢ The e-mail address on which orders arrive must be configured directly on your account. Please connect to your account via https://supplier.ariba.com. On the homepage you can click on the initials on the top-right, then 'settings', then 'electronic order routing'. On the next screen you can choose the e-mail address to which orders will be sent. Don't forget to save!
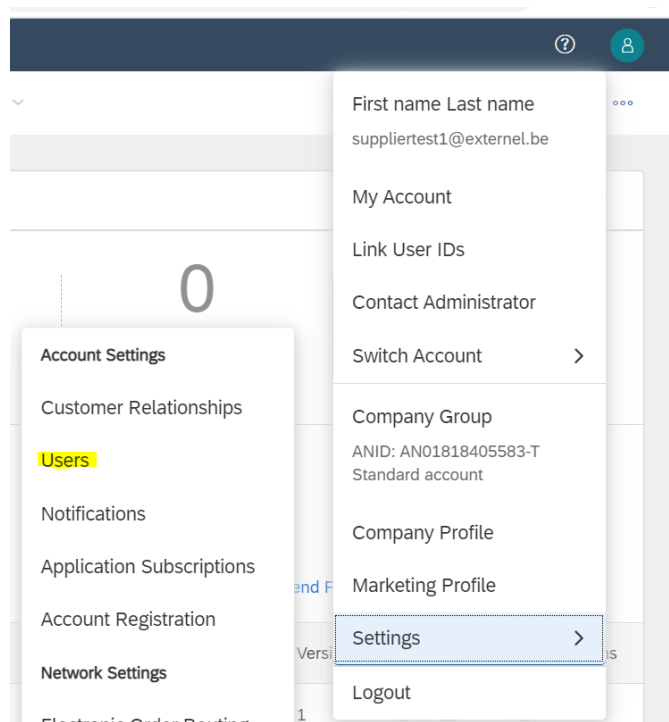

➢ Mails will only arrive when a new order is sent. If you want to send a copy to your e-mail address, you have to return to the workbench and retrieve the order which you want to receive by mail. When you click on the three dots to the right of the order, you have the option to re-send an e-mail.

Section E. Daily usage of the SAP Business Network Portal.

Home   Enablement   Workbench

Workbench

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Orders

Afgelopen 365 dagen

Resend Failed Orders

| Amount Invoiced	Version	Company Code	Actions
		Send me a copy to take action	∘∘∘
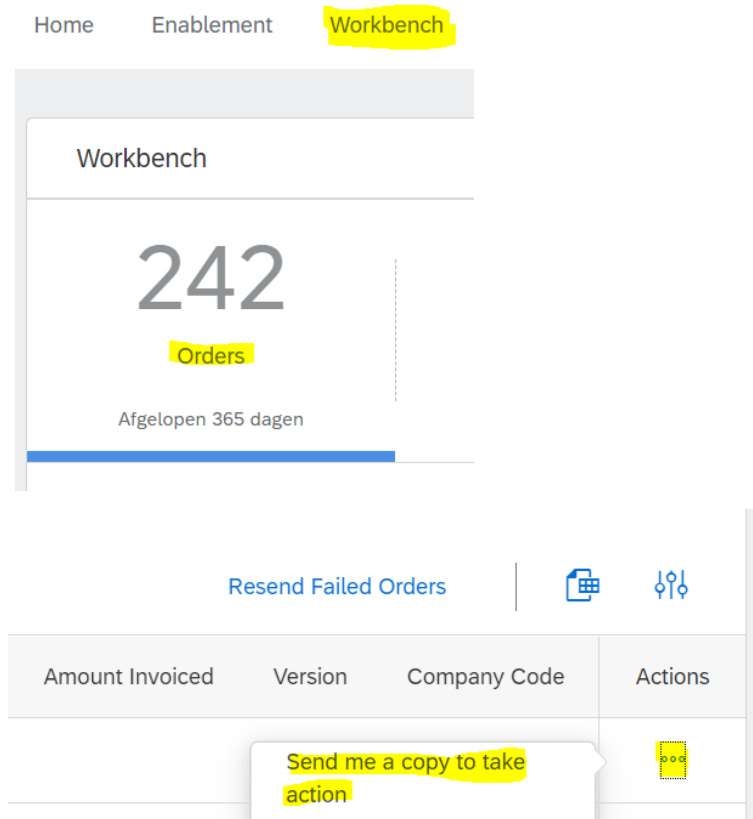
51) How can I add a user to my account?

➢ It's the account administrator who can create a new user.
➢ To create a user, you have to log on with his/her credentials, then click on the initials on the top-right on the home page, then 'settings', then 'users'.

0

Account Settings

Customer Relationships

Users

Notifications

Application Subscriptions

Account Registration

Network Settings

Electronic Order Routing

First name Last name
suppliertest1@externel.be

My Account

Link User IDs

Contact Administrator

Switch Account   >

Company Group
ANID: AN01818405583-T
Standard account

Company Profile

Marketing Profile

Settings   >

Logout

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- ➢ Afterwards, on the 'manage roles' screen, you have to create a new role for the user (unless you already have one which you want to use). You have to click on the blue plus on the right side of the screen and then add all the necessary authorizations. Not all authorizations are applicable to the invoicing process and aren't necessarily useful to you.
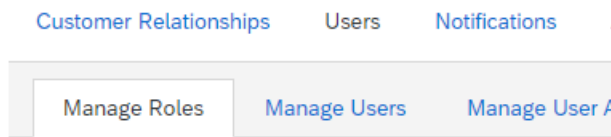
- ➢ Next, you have to click on 'manage users' where you have to click again on the plus on the right to add the user.
- ➢ The username always has to have the format of an e-mail address (but doesn't have to be a real e-mail address) and can be the e-mail you enter right below. If the username is already taken (on another Ariba-account for example), you can just add a number or a letter to the name.

- ➢ The authorizations of the user can be changed afterwards, simply by adjusting the user role.

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Section E. Daily usage of the SAP Business Network Portal.

52) I receive an error-message saying 'Invoicing is not possible for one or more line-items'

⚠ Invoicing is not possible for one or more line items. Click on the line item's warning icon to find out why.

Line Items

➢ This message only means that the so-called 'self-billing' procedure applies to this purchase order. In this case, you only have to send a service sheet or await the goods receipt. After approval of the service sheet or after sending you the goods receipt, 50Hertz will send you the self-billing invoice on the portal.