



Supplier guidelines

Account administration

Introduction



*The SAP Business Network is a **dynamic, digital marketplace** which allows you, as a supplier to connect with Umicore buyers and requestors. As a supplier, you will be invited by Umicore to join the SAP Business Network and start doing business on an online platform. SAP Business Network will allow you to do business with Umicore at any time and anywhere on any device, increasing efficiency and effectiveness.*

Before being able to interact and transact on the SAP Ariba platform, you'll need to create a new account on SAP Ariba or login an existing account. In this manual you find more insights in:



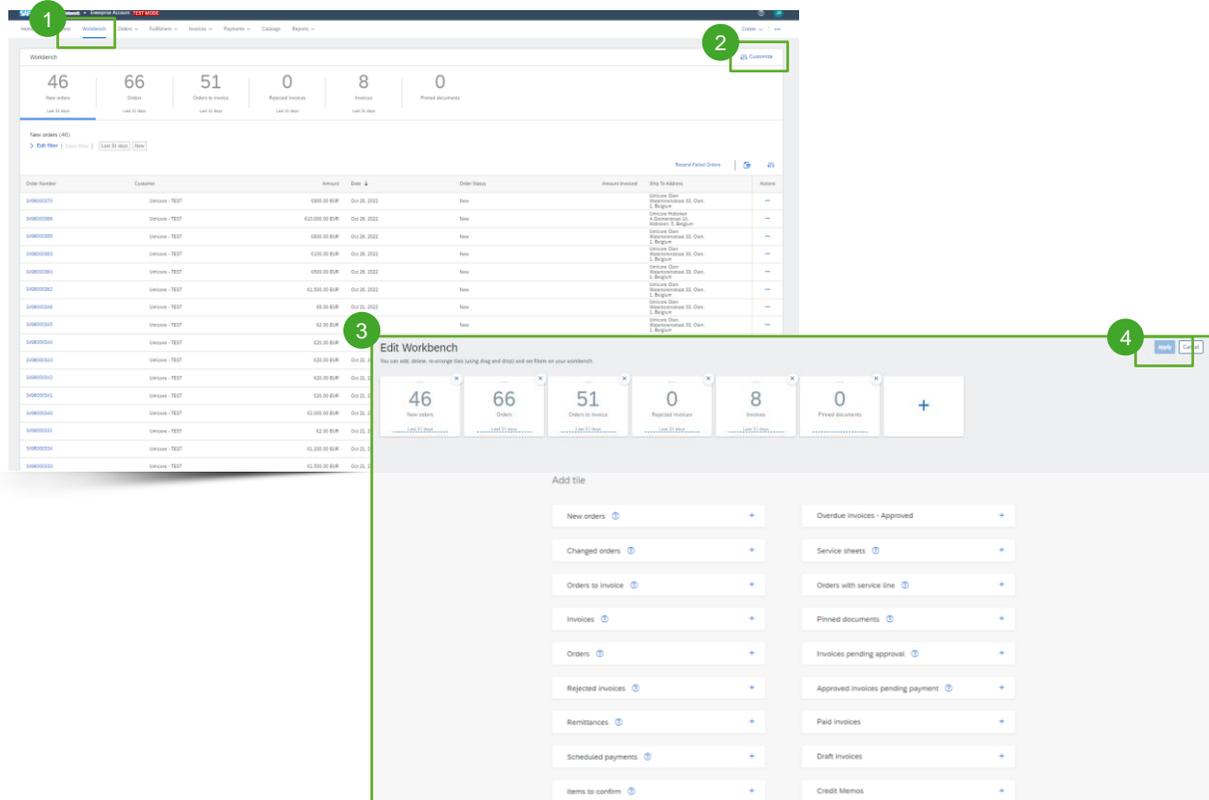
Basic [account configuration settings](#)



[Account administrator settings](#)

Basic Configuration Settings

Workbench



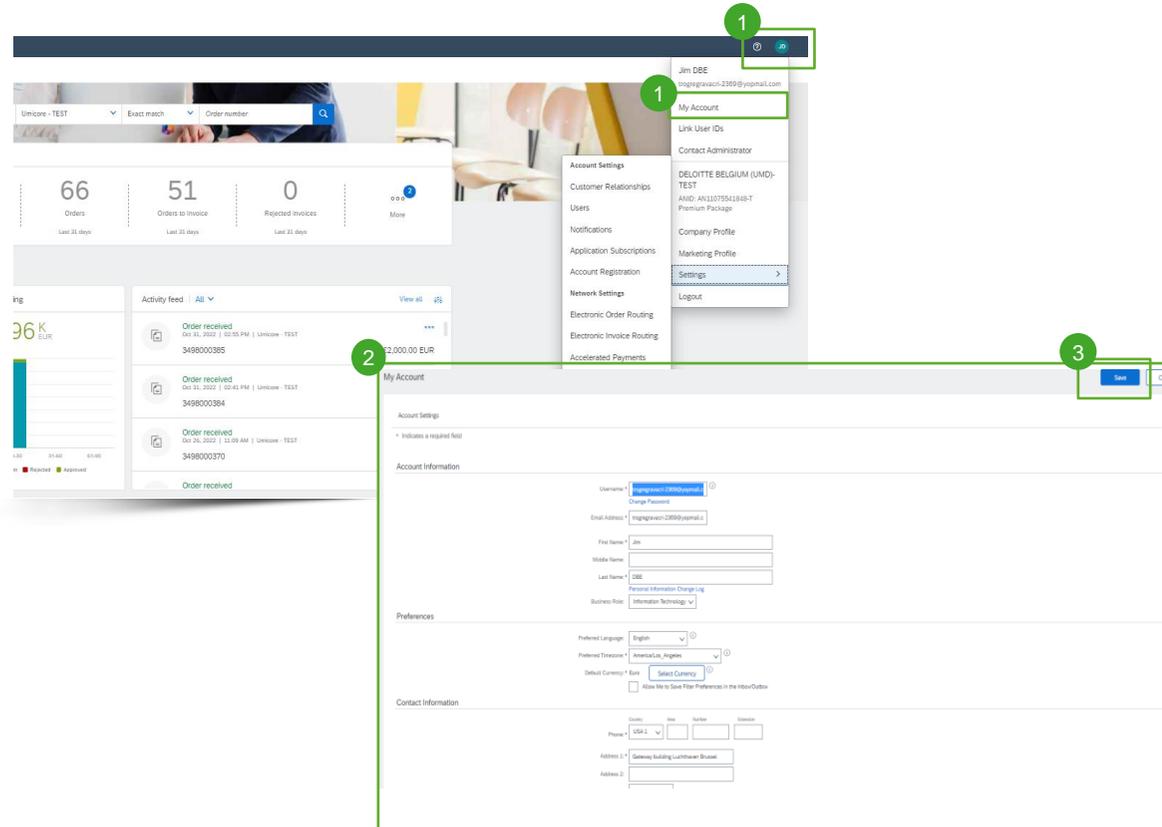
The screenshot displays the SAP Workbench interface. At the top, a navigation bar includes 'Workbench' (highlighted with a green box and '1') and 'Customize' (highlighted with a green box and '2'). The main dashboard features six tiles: 'New orders' (46), 'Orders' (66), 'Orders to invoice' (51), 'Rejected invoices' (0), 'Invoices' (8), and 'Pinned documents' (0). Below the tiles is a table of 'New orders (42)' with columns for Order Number, Customer, Amount, Date, Order Status, Amount Invoiced, and Ship To Address. An 'Edit Workbench' modal is open, showing the same dashboard tiles and a list of available tiles to add or remove. The modal includes a 'Save' button (highlighted with a green box and '4').

Order Number	Customer	Amount	Date	Order Status	Amount Invoiced	Ship To Address	Address
348800010	Umicore - TEST	6900.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800088	Umicore - TEST	420.000.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800089	Umicore - TEST	6900.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800082	Umicore - TEST	6200.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800084	Umicore - TEST	4900.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800087	Umicore - TEST	61.000.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800086	Umicore - TEST	66.00.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800085	Umicore - TEST	42.00.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800084	Umicore - TEST	420.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800083	Umicore - TEST	420.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800082	Umicore - TEST	420.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800081	Umicore - TEST	420.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800080	Umicore - TEST	42.000.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800079	Umicore - TEST	61.200.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	
348800078	Umicore - TEST	61.000.00 EUR	04.28.2022	New		Umicore - Osn Bismarckstrasse 33, Osn 4, 31848	

Dashboard tiles provide you quick glances into your documents on SAP Business Network. You can remove or add action tiles to show up at your dashboard

- 1 Go to the tab “Workbench”
- 2 Select “Customize”
- 3 Add, select and remove action tiles as desired
- 4 Click Apply to save your changes

User account information



The screenshot shows the Umicore user interface. At the top right, a dropdown menu is open, showing the user's name 'Jim DBE' and the option 'My Account' (callout 1). Below this, the 'My Account' page is displayed, with the 'Settings' option highlighted in the left-hand navigation menu (callout 2). A 'Save' button is visible at the bottom right of the settings form (callout 3). The settings form includes sections for Account Information, Preferences, and Contact Information.

Account Information

Username:

Email Address:

First Name:

Middle Name:

Last Name:

Business Role:

Preferences

Preferred Language:

Preferred Timezone:

Default Currency:

Allow Me to Save My Preferences in the Web/Outlook

Contact Information

Country: State: Zip:

Phone:

Address 1:

Address 2:

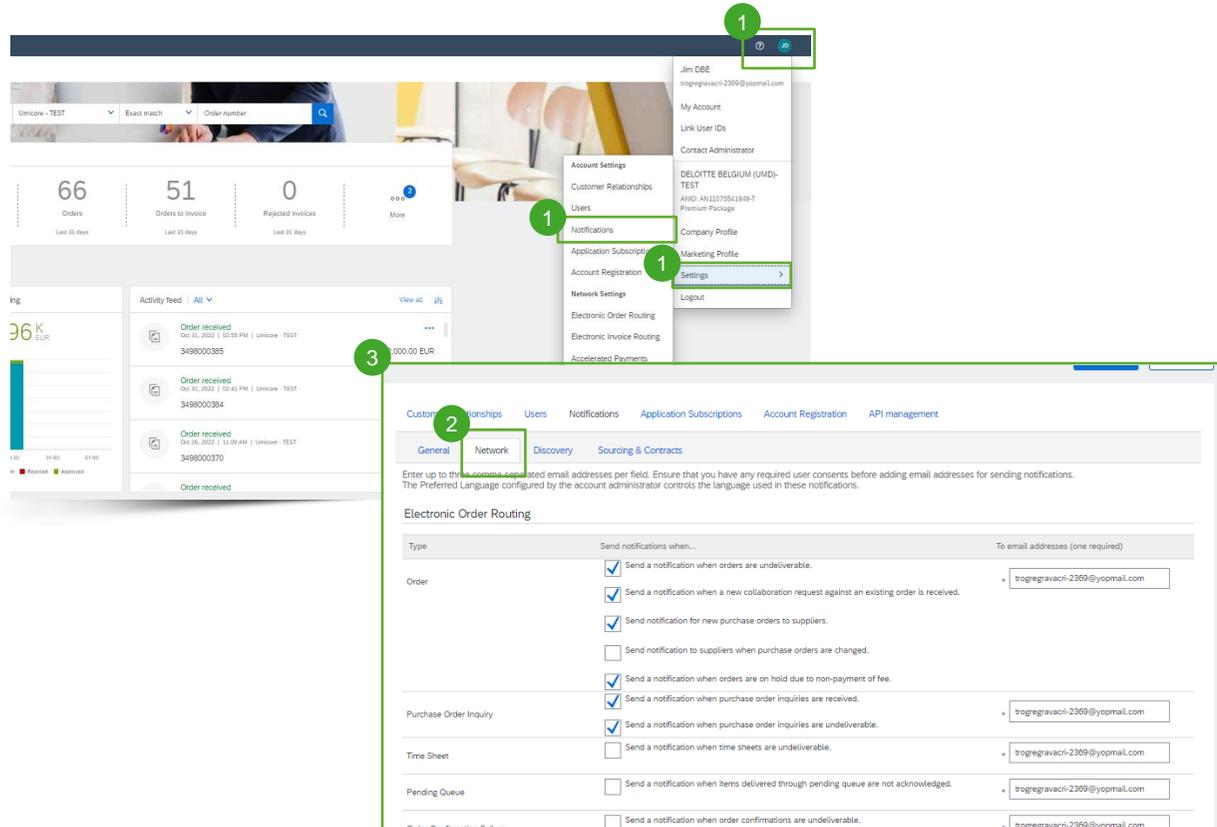
In user settings, you can update language preferences and currency settings:

- 1 To complete your profile, select “My Account” from the dropdown menu.
- 2 Enter your personal information as well as your preferred language, time zone and currency
- 3 Click “Save”

Additional information

- ! By default, buying organizations can see your account administrator's name, phone number and email address. If you are account administrator, you can click on “Hide my personal contact information” in the “Contact Information Preferences” to hide information from organizations other than those you have a customer relationship with.

Email Notifications



The screenshot shows the Umicore user interface. In the top right corner, a user profile dropdown menu is open, with 'Notifications' selected (1). Below this, the 'Network' tab is active in the settings area (2). The 'Electronic Order Routing' section is expanded, showing a table of notification types with checkboxes for 'Send notifications when...' and input fields for 'To email addresses (one required)'. The 'Order' notification type has three checked boxes and the email address 'trogravacri-2369@yopmail.com' entered. The 'Purchase Order Inquiry' notification type has two checked boxes and the same email address entered. Other notification types like 'Time Sheet', 'Pending Queue', and 'Order Confirmation Failure' have their checkboxes unchecked.

Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.	trogravacri-2369@yopmail.com
	<input checked="" type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.	
	<input checked="" type="checkbox"/> Send notification for new purchase orders to suppliers.	
	<input type="checkbox"/> Send notification to suppliers when purchase orders are changed.	
	<input checked="" type="checkbox"/> Send a notification when orders are on hold due to non-payment of fee.	
Purchase Order Inquiry	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are received.	trogravacri-2369@yopmail.com
	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	trogravacri-2369@yopmail.com
Pending Queue	<input type="checkbox"/> Send a notification when items delivered through pending queue are not acknowledged.	trogravacri-2369@yopmail.com
Order Confirmation Failure	<input type="checkbox"/> Send a notification when order confirmations are undeliverable.	trogravacri-2369@yopmail.com

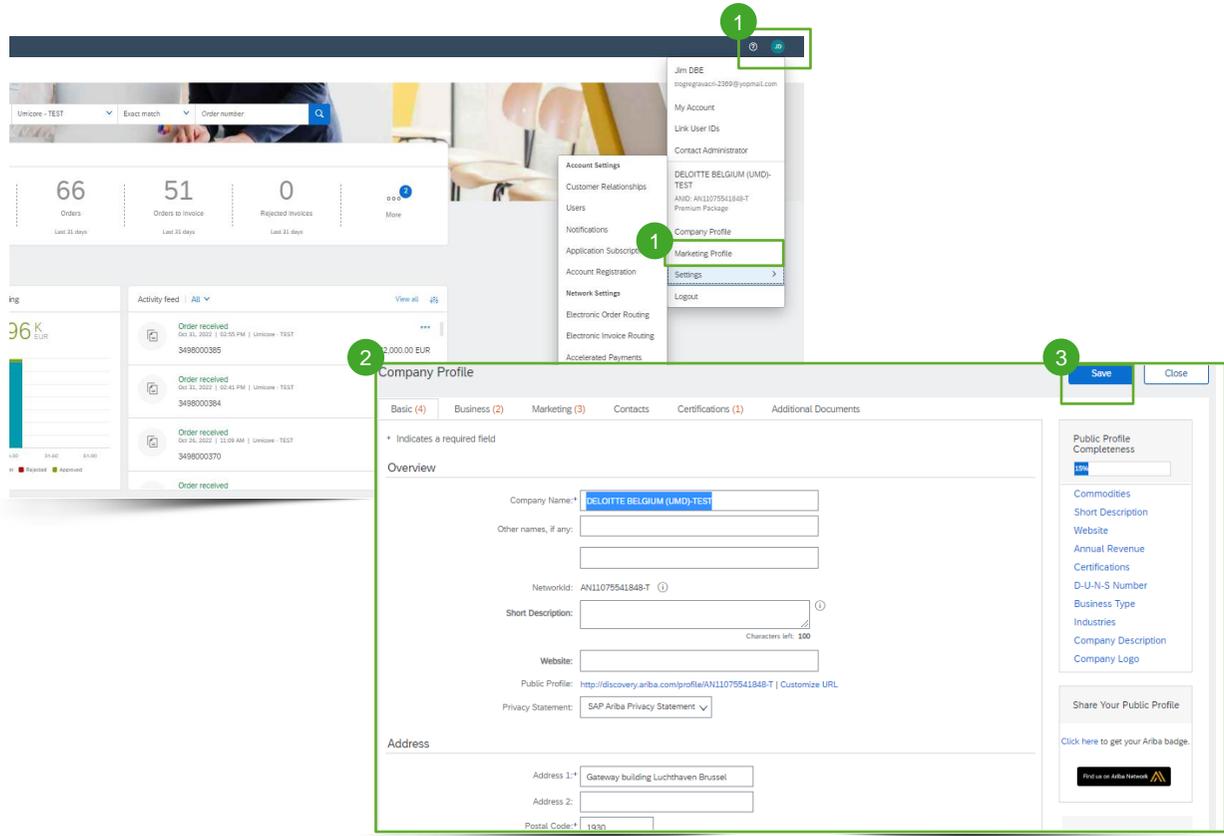
The Network Notifications section indicates which system notifications to receive and to which email addresses to send them to.

- 1 Select “Notifications” from the dropdown menu.
- 2 Switch to the “Network” tab.
- 3 Choose the check box for each notification type you want to receive, and enter up to three email addresses, separated by commas.

Additional information

- ! To send one notification type to more than three email addresses, create a distribution list in your email system and enter the name of that distribution list in the appropriate field on the Notifications page

Profile Setting



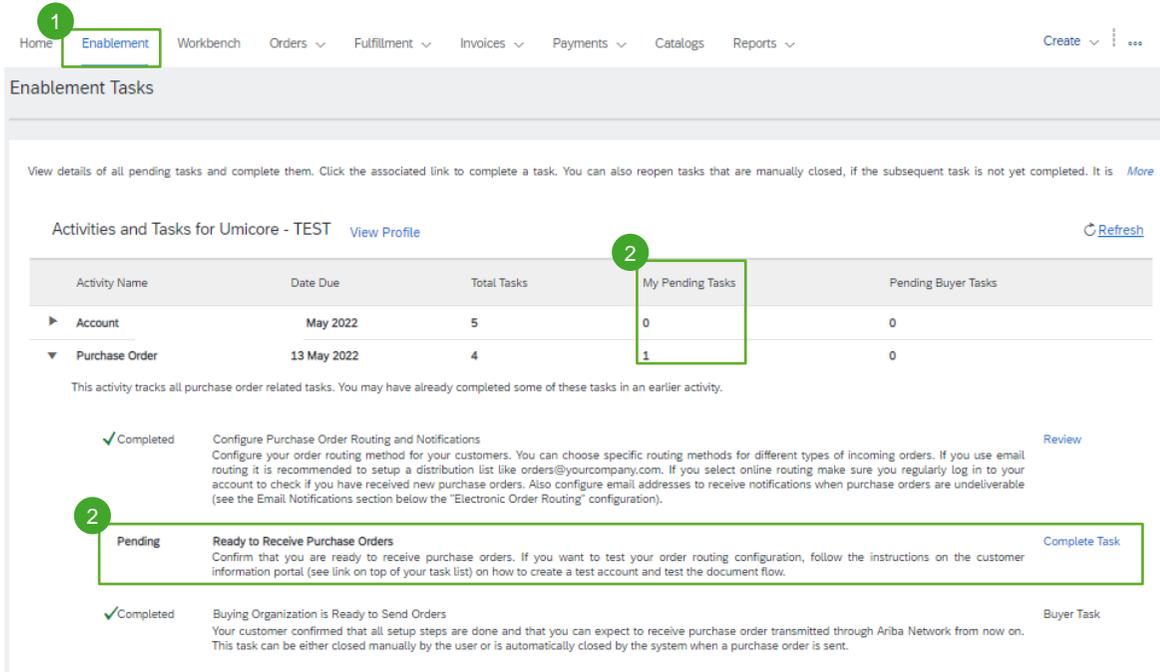
1 To complete your profile, select “Company Profile” from the dropdown menu.

2 Complete all suggested fields within the tabs to best represent your company.

3 Click “save”.

NOTE: The more complete a profile, the higher the likelihood of increasing business with existing and prospective customers.

Enablement Tasks



1

Home **Enablement** Workbench Orders v Fulfillment v Invoices v Payments v Catalogs Reports v Create v ...

Enablement Tasks

View details of all pending tasks and complete them. Click the associated link to complete a task. You can also reopen tasks that are manually closed, if the subsequent task is not yet completed. It is [More](#)

Activities and Tasks for Umicore - TEST [View Profile](#) [Refresh](#)

Activity Name	Date Due	Total Tasks	My Pending Tasks	Pending Buyer Tasks
▶ Account	May 2022	5	0	0
▼ Purchase Order	13 May 2022	4	1	0

This activity tracks all purchase order related tasks. You may have already completed some of these tasks in an earlier activity.

- ✓ Completed **Configure Purchase Order Routing and Notifications** [Review](#)
Configure your order routing method for your customers. You can choose specific routing methods for different types of incoming orders. If you use email routing it is recommended to setup a distribution list like orders@yourcompany.com. If you select online routing make sure you regularly log in to your account to check if you have received new purchase orders. Also configure email addresses to receive notifications when purchase orders are undeliverable (see the Email Notifications section below the "Electronic Order Routing" configuration).
- 2 **Pending Ready to Receive Purchase Orders** [Complete Task](#)
Confirm that you are ready to receive purchase orders. If you want to test your order routing configuration, follow the instructions on the customer information portal (see link on top of your task list) on how to create a test account and test the document flow.
- ✓ Completed **Buying Organization is Ready to Send Orders** [Buyer Task](#)
Your customer confirmed that all setup steps are done and that you can expect to receive purchase order transmitted through Ariba Network from now on. This task can be either closed manually by the user or is automatically closed by the system when a purchase order is sent.

1 Go to the “Enablement” tab.

2 Select necessary pending tasks for completion.

NOTE: Some pending asks may be for your customer.

Electronic Order Routing Method

The screenshot shows the Umicore user interface. At the top right, a user profile dropdown menu is open, with 'Electronic Order Routing' selected. Below this, a table shows routing methods for different document types. The 'Catalog Orders without Attachments' row has 'Email' selected in the 'Routing Method' column. The 'Options' column for this row shows 'Current Routing method for new orders: Email' and a warning icon with the text 'Attachments will be included in the order.' Below the table, there is a section for 'Change/Cancel Orders' with a similar configuration for 'Catalog Orders without Attachments'.

1 Select “Electronic Order Routing” from the dropdown menu.

2 Choose on of the following routing methods:

1. “Online” (default): orders are received within your account, but notifications are not sent out.

2. “Email” (recommended): email notifications are sent out, and can include a copy of the PO, when orders are received within your account.

3 Configure e-mail notifications. It is recommended to activate the notification for undeliverable orders.

Additional information

i Select “Same as new catalog orders without attachments” for the other document types to automatically have the settings duplicated.

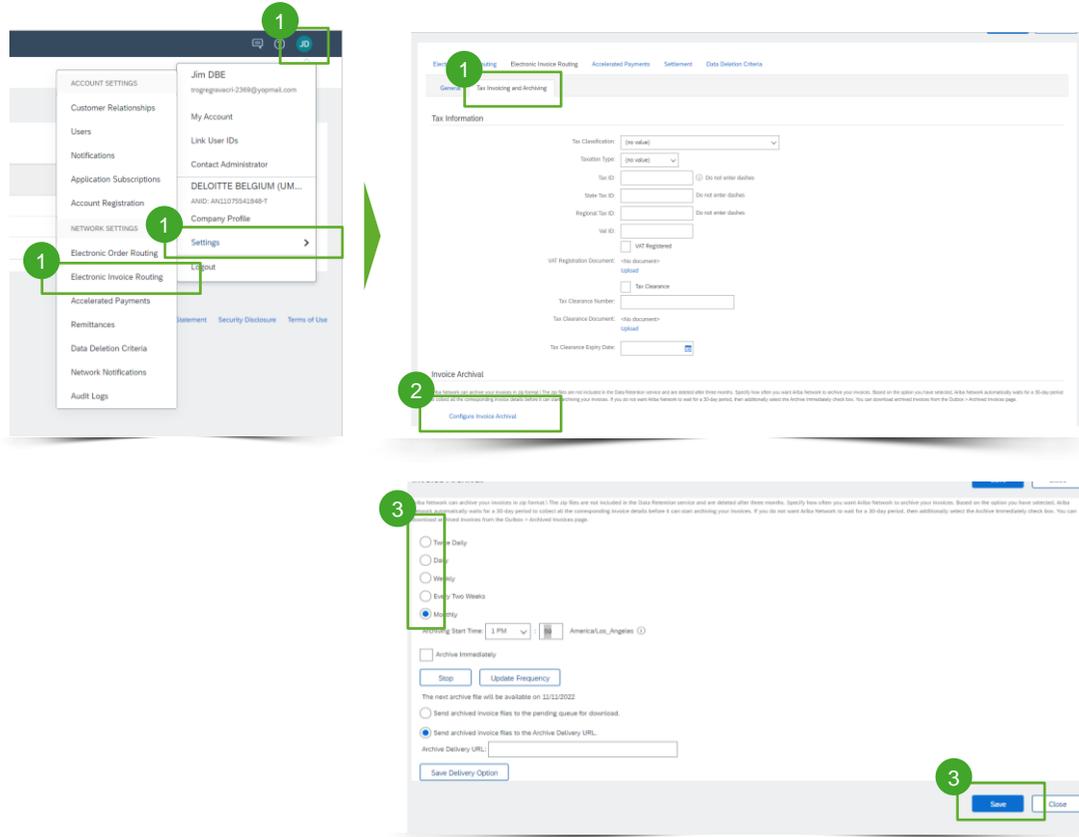
NOTE: You can enter up to 3 email addresses, separated by a comma and no space.

Electronic Invoice Routing Method

The screenshot displays the Umicore system interface. At the top right, a user profile dropdown menu is open, showing options like 'My Account', 'Link User IDs', and 'Contact Administrator'. A red callout '1' points to the 'Electronic Invoice Routing' option in this menu. Below the menu, the 'Sending Method' section is visible, with a red callout '2' pointing to the 'Online' dropdown menu. The 'Notifications' section below it has several checkboxes checked, indicating that notifications are enabled for various events like 'Invoice Failure' and 'Invoice Status Change'. The 'Extended Profile Settings and Information' section at the bottom includes a question: 'Do you provide invoices to customers through Ariba Network?'.

- 1 Select “Electronic Invoice Routing” from the dropdown menu.
- 2 Keep the method on Online.
- 3 Configure the notifications. It is recommended to activate the notification related to updated and rejected invoices.

Invoice Archival



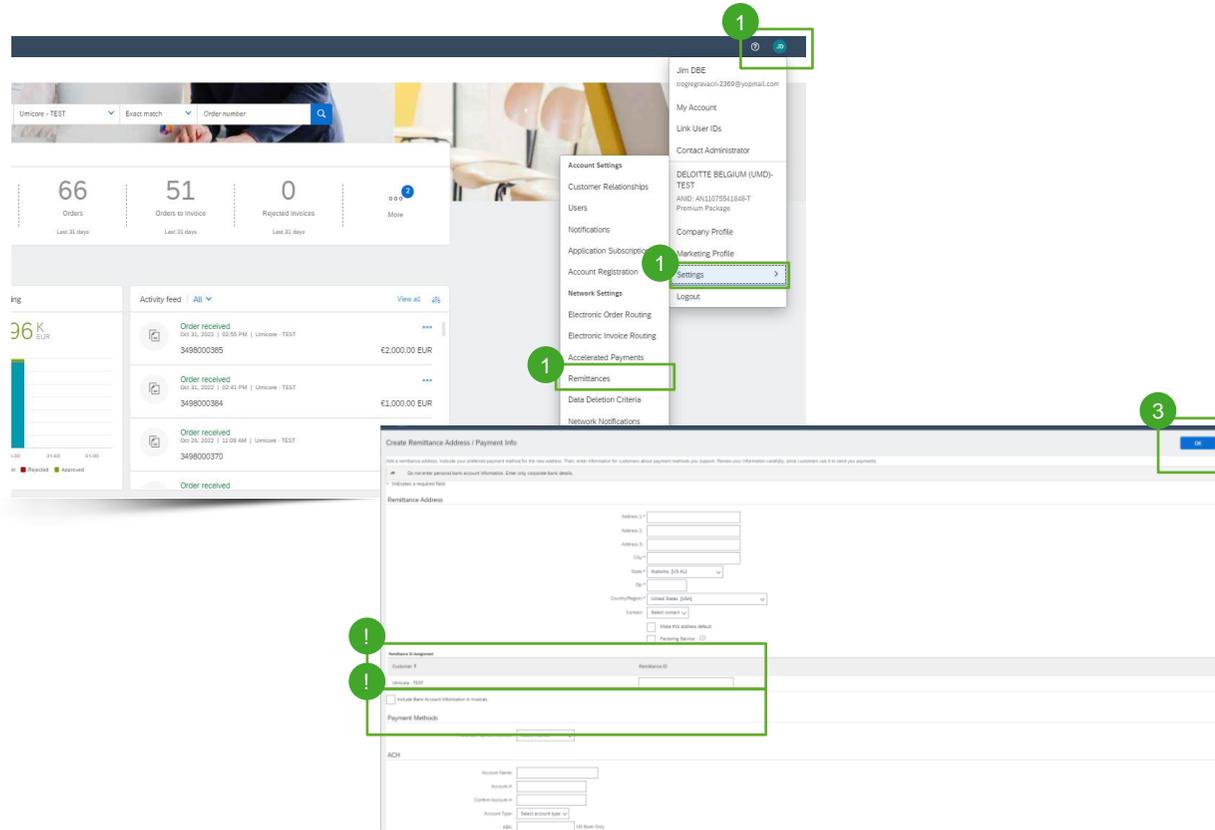
SAP Business Network can archive your invoices in zip format at the frequency of your choice. You can download your archived invoices from Invoices > Archived Invoices.

- 1 On the “Electronic Invoice Routing” page, choose the tab “Tax Invoicing & Archiving”.
- 2 Click “Configure Invoice Archival”.
- 3 Choose the archival frequency. You can also choose to send automatically to an Archive Delivery URL

Additional Information:

- i You can enable the long-term archiving of your invoices. Please refer to the Terms & Policies and to the list of countries covered prior to enabling this option.

Remittance Information configuration

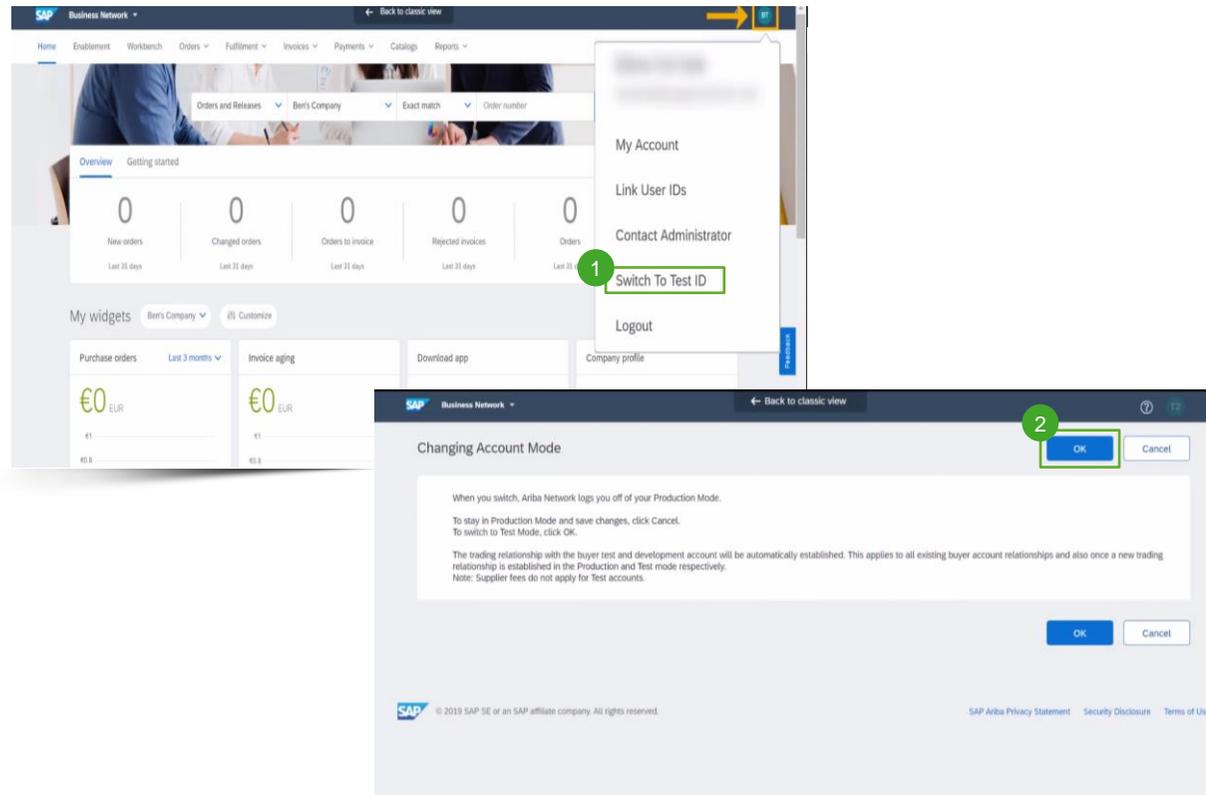


- 1 Select “Remittances” from the dropdown menu.
- 2 Click on “Create” or “Edit” remittance information.
- 3 Click “OK” when done.

Additional information:

- ! If clients ask, you can assign IDs to your addresses. Fill in the provided ID in the field next to the customer's name.
- ! If you are asked to add a payment method and/or banking information, make sure to tick the box “Include Bank Account Information in invoices”. Then complete all required fields under ACH or Wire Transfer.

Setting Up a Test Account



Setting up a Test account is a **requirement prior to starting a Catalog or Integration project.**

To set up your Test Account, login to your SAP Business Network Production Account.

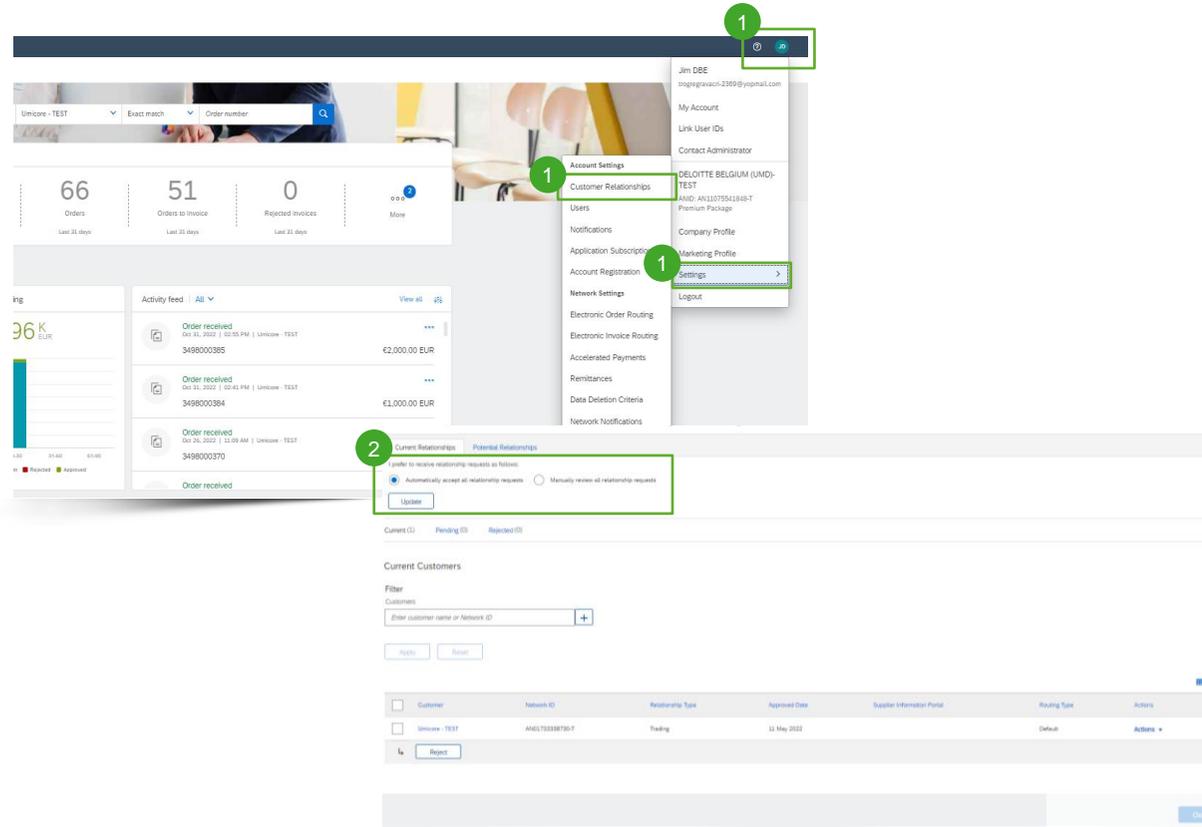
- 1 Click the Account Settings in the top right corner and select Switch to Test ID.
- 2 Click "OK"

Additional information:

- ! The first time you will need to create a Username and Password.

NOTE: Test account is only available to the account administrator or the authorized user.

Setting up a trading relationships



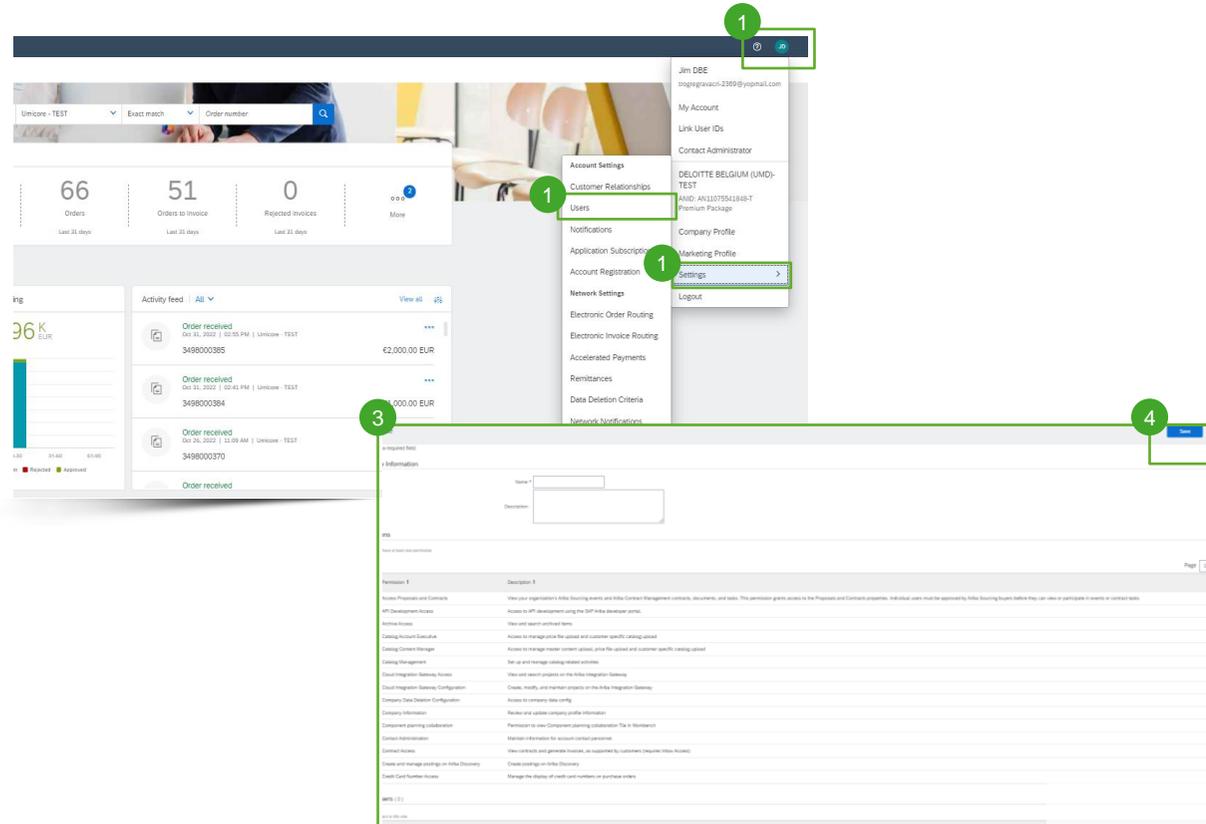
- 1 Select “Customer Relationships” from the dropdown menu.
- 2 Set up your preferences for the new relationship requests (automatic acceptance or manual review).

Additional information:

- ! Clicking on the name of a customer will display all rules and permissions enabled within relationship.
- ! You can access the Supplier Information Portal of each customer by clicking on the hyperlink. This portal gives you documentation and instructions that are specific to each customer project.

Administrator Settings

Creating Roles (Administrator Only)



1 Select “Users” from the dropdown menu.

2 Under the tab “Manage Roles”, click on the “+” sign.

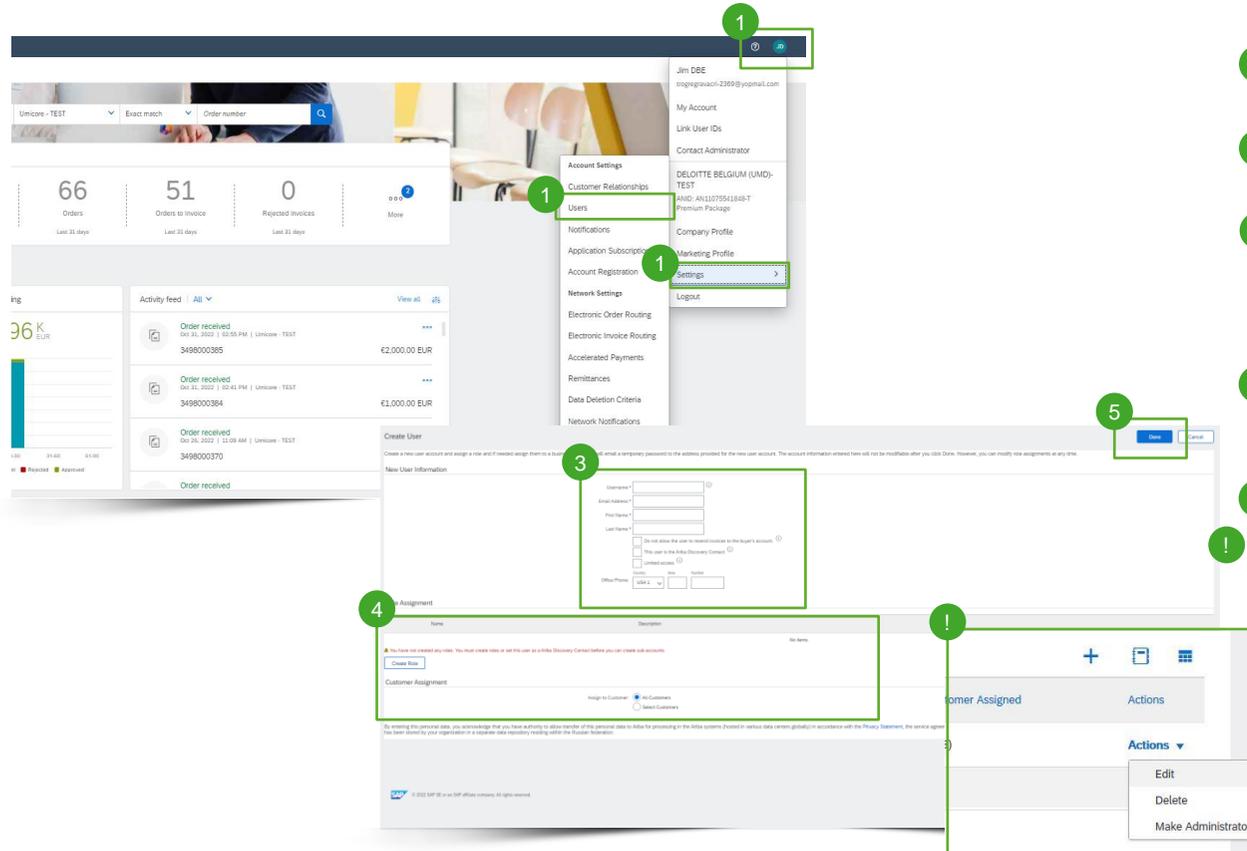
3 Enter a name and description for the role, then select the permissions.

4 Click “Save”.

Additional information:

! You can create up to 10 custom roles.

Managing users (Administrator Only)

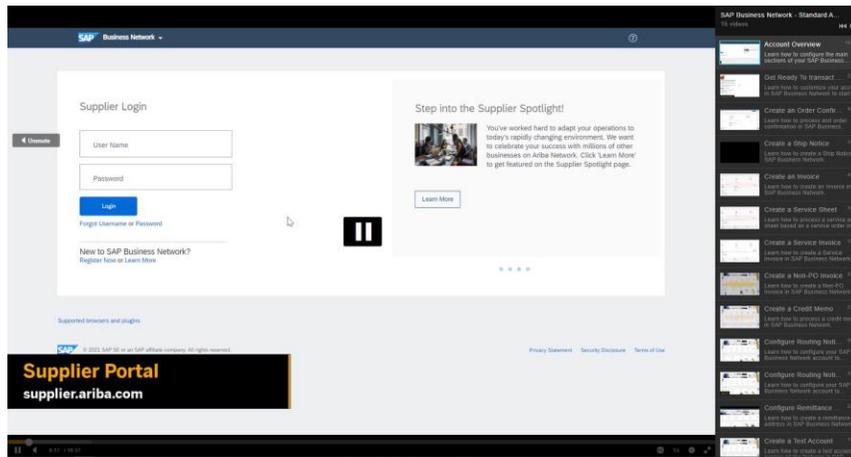


- 1 Select “Users” from the dropdown menu.
 - 2 Under the tab “Manage Users”, click on the “+” sign to create a new user.
 - 3 Enter a username (email format), email address, first and last name, and optionally a phone number for this user.
 - 4 Select a role in the Role Assignment section and the customer assignment.
 - 5 Click “Done”
- ! Additional information:

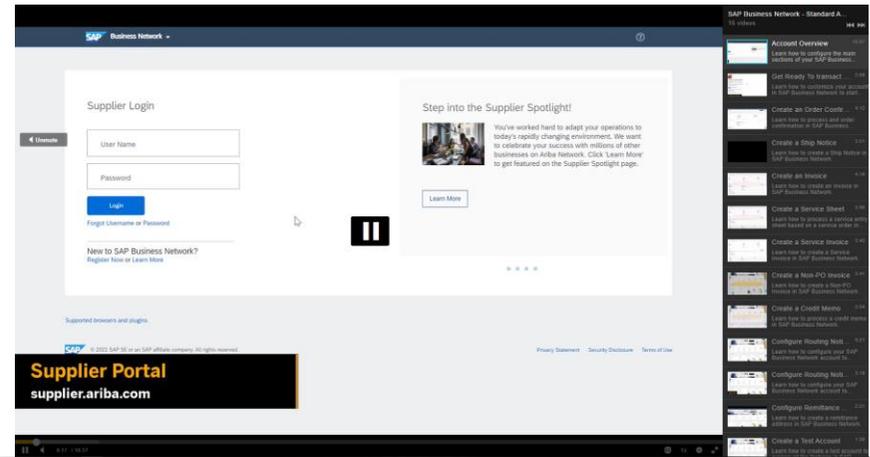
- To Edit or Modify users, click on Actions. They are:
 - “Edit” to modify role or reset the user’s password.
 - Delete user.
 - Make administrator.
 - Add/remove from contact list.

Looking for video material?

Please visit the below link to access the available video material on how to act on the SAP Business Network:



[*Click here for English*](#)



[*Click here for French*](#)



For additional information:

- Please consult our Umicore SAP Ariba supplier zone
- Reach out to your Umicore contact person
- Send an email to our Ariba support team (ariba.supplier.support@umicore.com)



materials for a better life