SAP Business Network (SBN)
Supplier Guidance

Introduction

This document is our comprehensive guide for understanding SourcePoint from the Supplier perspective. If you have any questions that cannot be answered here, please visit the SAP Business Network Support or reach out directly to our Supplier Support Team.

What is SourcePoint

The SAP Business Network (SBN) is a cloud-based procurement solution, that helps PASSHE and Suppliers meet on a single network. The SAP partner program provides you with tools, resources, and benefits to help build, run, and grow your business. **Our SAP Business Network platform is called SourcePoint.**

Key Advantages

Simplifies the procurement and sourcing process, creating an enhanced user experience for Suppliers and PASSHE

Seamless transfer of transactional data, including invoice details, goods receipts, and PO details

A cloud-based solution that can be accessed from any location on any device

Easy setup of key procurement processes

Terminology

Supplier/Vendor: Interchangeable terms that we will use to describe YOU, our PASSHE business partner.

SAP Business Network (SBN): A hosted service that enables PASSHE and Suppliers to form relationships and conduct transactions. If you're a former supplier with the Ariba Network account, you now connect with your customers on the SAP Business Network (SBN).

SAP Business Network Discovery (Discovery): This platform is SAP's business-to-business (B2B) e-commerce solution designed for Buyers to post immediate supply needs. Any Supplier can respond about their ability to meet those needs, with no fees.

Standard Account: The Standard account provides basic functionality and is completely free for suppliers.

Enterprise Account: The Enterprise account provides everything the Standard account offers, plus additional benefits for a fee. For more information on fees, click **here.**

SourcePoint: The PASSHE given name that refers to the SAP Business Network.

Using the table below, click on the topics in which you would like to explore information.
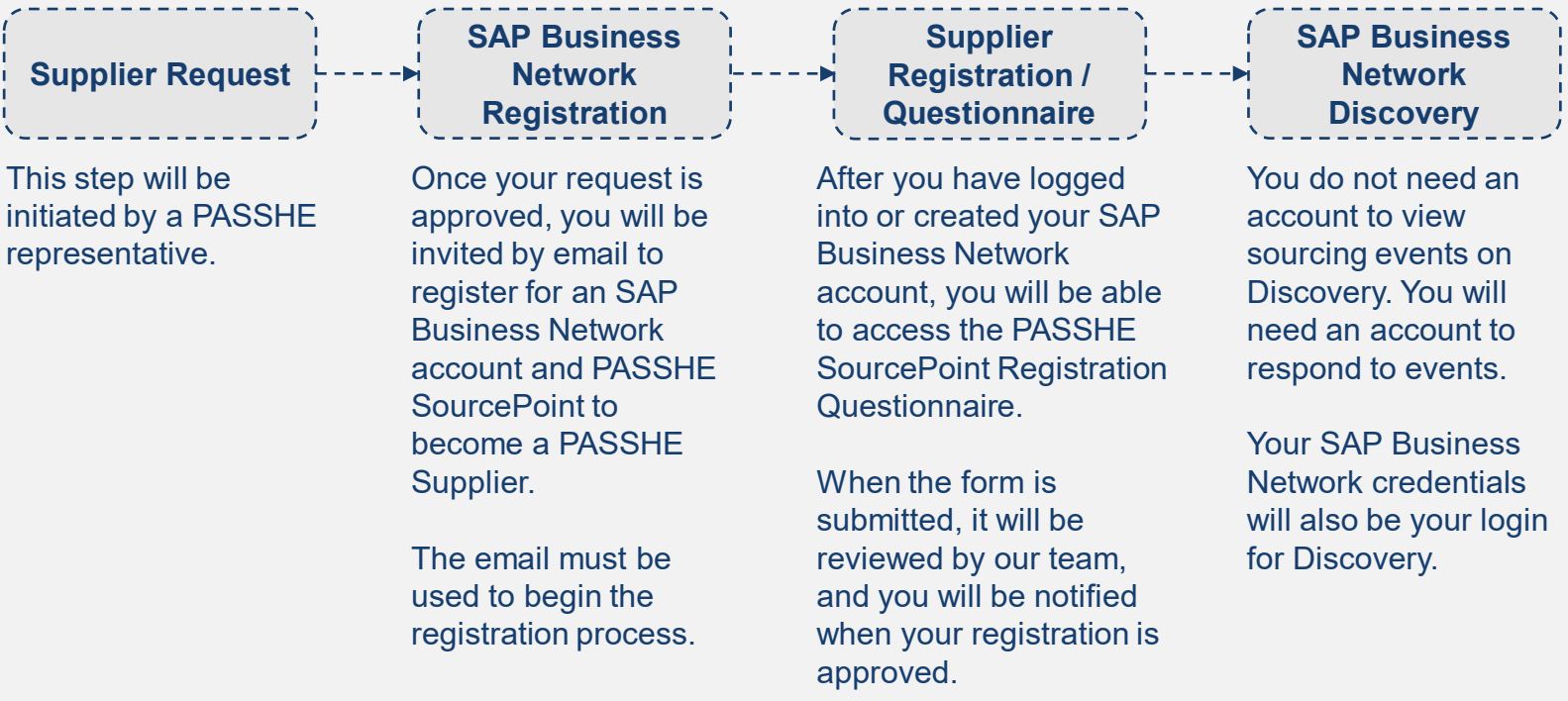
Supplier Guidance Table of Contents

For Assistance

For additional resources and support please see Doing Business with the State System.

Supplier Registration

Your Supplier Registration process will differ slightly based on the volume and frequency of business you do with PASSHE today. However, it will always follow this general workflow.

Supplier Request	SAP Business Network Registration	Supplier Registration / Questionnaire	SAP Business Network Discovery
This step will be initiated by a PASSHE representative.	Once your request is approved, you will be invited by email to register for an SAP Business Network account and PASSHE SourcePoint to become a PASSHE Supplier.

The email must be used to begin the registration process. | After you have logged into or created your SAP Business Network account, you will be able to access the PASSHE SourcePoint Registration Questionnaire.

When the form is submitted, it will be reviewed by our team, and you will be notified when your registration is approved. | You do not need an account to view sourcing events on Discovery. You will need an account to respond to events.

Your SAP Business Network credentials will also be your login for Discovery. |

Supplier Request

1) Work with your PASSHE contact (university contact); this contact will initiate the partnership between your company and PASSHE. The required information needed to begin the process is:

   ✓ Supplier Name
   ✓ Supplier Address
   ✓ Contact Name
   ✓ Contact Email (**NOTE**: the invitation to register will be sent to this email address)
   ✓ Contact Telephone Number

2) PASSHE contact will submit a Supplier Request.

3) Supplier request will be validated by the PASSHE Supplier Management Team.

4) An invite email will be sent to the supplier email address provided to begin the registration process.

After the Supplier Request has been reviewed and approved, you will receive an email inviting you to register for the SAP Business Network and to become a Supplier for PASSHE.

Click to continue to create an account or log in to an existing account.

Can't find the email? The invitation email is automated and may be flagged as junk. Check your **Junk Folder**. You can add the email address no-reply@ansmtp.ariba.com to your contacts to allow future communications to be sent directly to your inbox.

PENNSYLVANIA'S STATE SYSTEM OF HIGHER EDUCATION

SourcePoint

We invite you to register as a supplier with Pennsylvania State System of Higher Education today!

Hello,

You are invited to become a supplier with Pennsylvania State System of Higher Education. The first step is to create an account with Ariba Network.

Pennsylvania State System of Higher Education uses Ariba Network to manage its sourcing, procurement, and payment activities and to collaborate with suppliers. Ariba Network is easy to use, and for many suppliers there is no additional cost!

Click the following link for more information to create an account or to sign in to an existing account to connect with Ariba and SourcePoint:
Click Here

To view available sourcing bids, please visit **Discovery.**

You can reach out to supplierhelp@passhe.edu for any questions.

Best Regards,

PASSHE SourcePoint Team

From here you will be able to log into an existing account or create a new one. The SAP Business Network may detect that your company already has an account.

SAP Ariba Proposals and Questionnaires ▾

Welcome, Sandy Reid

New to the SAP Business Network? **Click here to create an account.**

Have a question? Click here to see a Quick Start guide.

Sign up as a supplier with **Pennsylvania State System of Higher Education** on SAP Ariba.

Pennsylvania State System of Higher Education uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by Pennsylvania State System of Higher Education.

Sign up

Already have an account? **Log in**

Already have an SAP Business Network account? **Click Log in to access an existing account.**

If you do not have an account, click Sign up button, to be directed to the SAP Business Network registration page. **PASSHE does not require a DUNs number.** The registration form is auto-populated with some vendor information. Make changes as needed. Only fields with asterisks (*) must be completed.

After completing the SBN registration form, click **Create account and continue** button

The categories of information requested include:

- **Company Information:** Basic contact information for your organization
- **User Account Information:** Information needed to create your user account (username, email, password, etc.)
- **Additional Business Information:** General information about services your organization provides

Note: You will have the opportunity to share additional details in the PASSHE SourcePoint Registration Questionnaire.

🔥 If potential duplicates are flagged, they should be reviewed. Many suppliers choose to manage all their SBN activities with their customers under one SBN account. Some suppliers choose to manage in a more de-centralized way.

Click **review accounts** to review potential existing account(s)

After submitting your SBN registration, you will receive an auto-generated email **confirming a new SAP Business Network account was created** for your organization.

⚠️ This confirmation does not indicate completion or approval of your Supplier Registration Questionnaire for PASSHE.

PASSHE Supplier Registration Questionnaire

After you have successfully registered for the SAP Business Network, you will begin the process to provide PASSHE with your detailed vendor information and become a PASSHE Supplier.

The **PASSHE Supplier Registration Questionnaire** will open automatically after submitting the network registration.

The **Event Contents** panel will guide you through the process.

You must complete all required fields marked with an asterisk (*).

After completing the form, click the **Submit Entire Response** button.

You do not need to complete the information in one sitting and may save your progress. However, your session will timeout after **30 days**.

✓ Submit this response?

Click OK to submit.

OK   Cancel

You will be asked to confirm after you submit.

Things to Consider

Please review below for some guidance for when you are completing your Supplier Questionnaire. As always, if you have any questions or concerns, please reach out to the Supplier Support Team.

Tax ID: This is the unique nine-digit number assigned by the Internal Revenue Service to business entities. All suppliers, **domestic and foreign**, are **required** to enter a tax ID or provide a social security number. SSNs will be collected by Accounts Payable at time of payment processing.

DUNS Number: This information is optional. PASSHE does not collect DUNS data.

Other Operating Names: The name you enter in the registration process must match line one on your W9. We strongly suggest you enter other names you are operating under or are also known as.

ACH: We strongly recommend signing up for ACH payments for easy, quick, invoice remittance. No more waiting for paper checks!

While You Wait

It shouldn't take us long to process your registration (1-3 business days), but while we are reviewing your PASSHE *Supplier Questionnaire*, feel free to check out these resources to help you learn more about the SAP Business Network.

Now that you've created your account and completed your company profile, check out this video to learn the basics of how to utilize the SAP Business Network as a supplier.

Looking for more information? Look at the SAP Business Network Learning Site

SAP Business Network Supplier Learning Site

Welcome! This learning site is designed to assist suppliers using their account on SAP Business Network.

For any buyer-specific instructions, please refer to the Add-On document provided by your buyer and/or published on the Supplier Information Portal.

What are you looking for?

After your response to the *Supplier Questionnaire* has been submitted, the status in your profile will change to **Pending Approval** while the form is being reviewed and routed for approvals.

At this stage, you can no longer amend your response or revisit the questionnaire. After the form is approved, the registration questionnaire will open again to allow for updates.

Additional Information Requests

You may receive additional outreach via email or phone to provide supplemental information based on your registration questionnaire.

Small, Small Diverse, and Veteran owned Businesses

If you indicate you are a small business, small diverse business, or Veteran owned business you will receive an email with a link to complete an additional questionnaire. The form will collect important certification information.

Upon response submission, you will receive an auto-generated email informing you that the request has been sent to PASSHE for approval.

Hello George Glass,

XYZ Enterprises has received your registration information and will review it for approval.

To check your registration status, log in to the XYZ Enterprises supplier portal.

Click Here

Supplier Management will review your registration information and will reach out with any questions or to collect additional information (Certificates, clarifications, etc.)

Once your registration is approved, you will receive a confirmation of approval. This confirmation indicates completion and submission of your SourcePoint Registration Questionnaire for PASSHE. The approval email indicates that PASSHE has validated the information provided.

Subject: Approved: Supplier registration with XYZ Enterprises

XYZ Enterprises

Hello George Glass,

Congratulations! Your supplier registration was approved.

Log in to the supplier portal to see if you need to complete any tasks or qualifications before you can start doing business with XYZ Enterprises
Click Here

Sincerely,
XYZ Enterprises

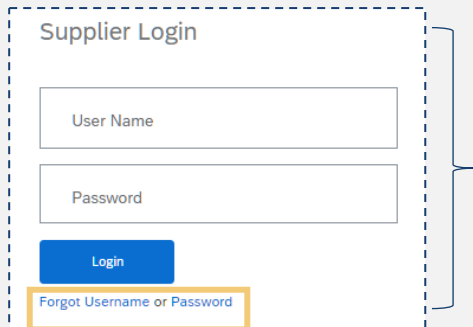**Congratulations!** This concludes the SAP Business Network and SourcePoint registration process. You are now ready to transact with PASSHE. Although you do not need to register for SAP Business Network Discovery, your credentials will allow you to login to search for and bid on opportunities with PASSHE. Please review the SAP Business Network Discovery section of this guide (page 11) to learn more!

Maintaining Supplier Registration Information

One of the mutual benefits to using SourcePoint/SAP Business Network for Supplier Management is that it allows suppliers to self-maintain their data, quickly and securely. It is important to keep this up to date.

Logging Back into Your Account

Supplier Login

User Name

Password

Login

Forgot Username or Password

If you cannot remember your credentials/login details, use the **Forgot Username or Password** link to recover them.

If additional support is needed to retrieve your account, support can be found on the SAP Product Support page.

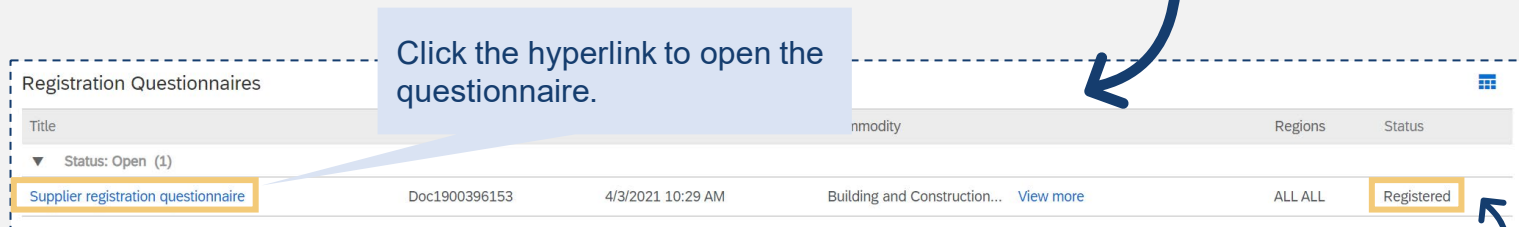🔥 We recommend bookmarking to navigate directly to the SAP Business Network log in page.

Updating the Registration Questionnaire

Once logged into the SAP Business Network, navigate to Proposals & Questionnaires tab to update your information.

From the **Proposals & Questionnaires** tab, select **PASSHE**. If you manage multiple customers through SAP Business Network, you will need to ensure you are on the correct customer tab.

SAP | Ariba Proposals & Questionnaires ▾
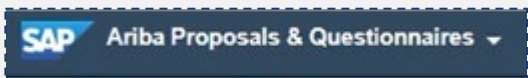
From here, navigate to the **Registration Questionnaires** section to review Supplier information.
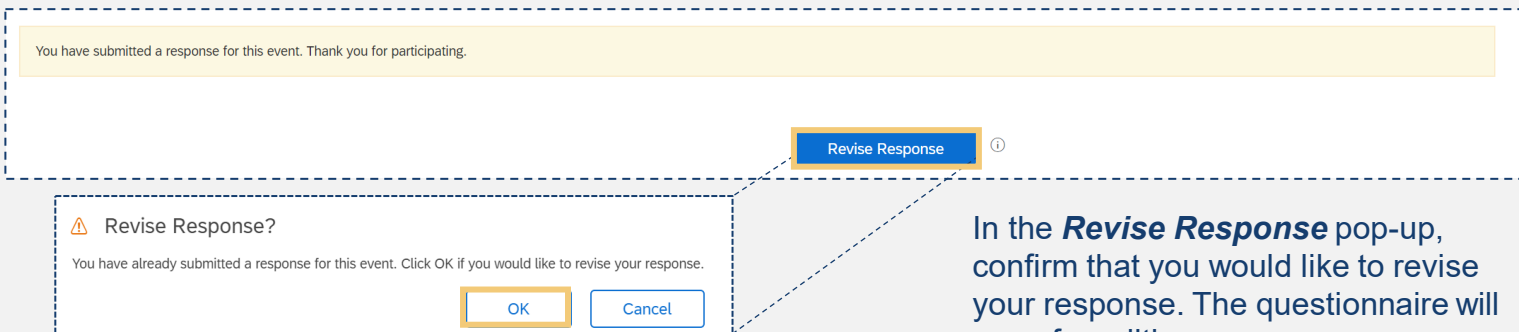
Click the hyperlink to open the questionnaire.

Registration Questionnaires

Title				Commodity		Regions	Status
▼ Status: Open (1)							
Supplier registration questionnaire	Doc1900396153	4/3/2021 10:29 AM		Building and Construction...	View more	ALL ALL	Registered

⚠️ Review the status of the questionnaire. If it is in **Registered** status, you will be able to update it. If not, you will not be able to make any changes. Click on the questionnaire to open it.

Once you open the questionnaire, you will see that you've already submitted a response, but you have an opportunity to **Revise Response**.

You have submitted a response for this event. Thank you for participating.

Revise Response ⓘ

⚠️ Revise Response?
You have already submitted a response for this event. Click OK if you would like to revise your response.

OK | **Cancel**

In the *Revise Response* pop-up, confirm that you would like to revise your response. The questionnaire will open for editing.

After you've made the necessary updates, click the **Submit Entire Response** button. The updates will route to PASSHE for approval.

➡️ **Submit Entire Response**
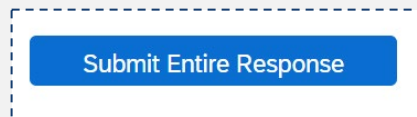
SAP Business Network Discovery

SAP Business Network Discovery, allows PASSHE to easily post our immediate sourcing needs. Any interested supplier can respond. We are excited about this tool because it is free to post, free to respond, and open to everyone. Check out our official PASSHE Buyer Profile!

Create

PASSHE will create a posting describing what we are looking for. Discovery will match us with potential vendors, and you will be able to search for and review opportunities.

Review

You will be able to securely respond to the posting or ask questions via Discovery.
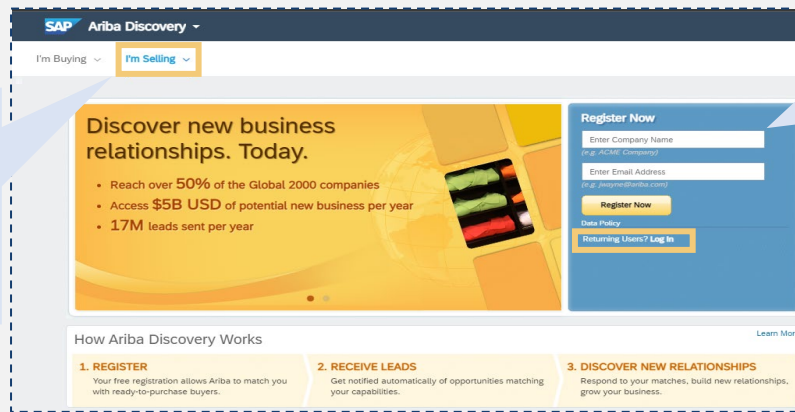
Select

We will be able to review the responses from qualified vendors and create a shortlist or award business.

Does Discovery sound like a matchmaker? It is! You will have access to not only PASSHE opportunities, but also to the entire SAP Business Network Discovery buyer community, representing more than 3,000 global procurement and functional buyers. You will be automatically notified of new leads based on UNSPSC codes selected during registration. **Find more information on Discovery.**

SAP Business Network (SBN) Discovery Login
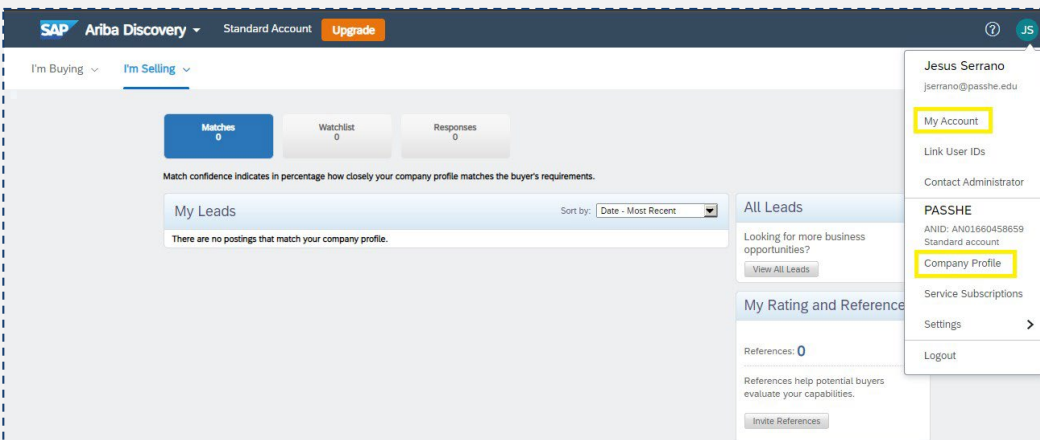
You do not need a login to view opportunities on Discovery, for PASSHE or otherwise. However, we recommend logging in with your SBN credentials for the best user experience.

If you do not have an account and want to register (it's free!), simply click **I'm Selling** to view current leads.

If you already have an SBN account, you can use those credentials to log in.

After you log in you will have access to your **Company Homepage** where you can see matching leads, view account information, and view your company profile.

More information can be found on the SAP Business Network Discovery page.

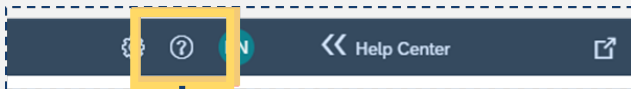There are many ways for Suppliers to get support and help with questions. This includes SAP Business Network Product Support, Doing Business with PASSHE or by contacting the PASSHE Supplier Support Team.
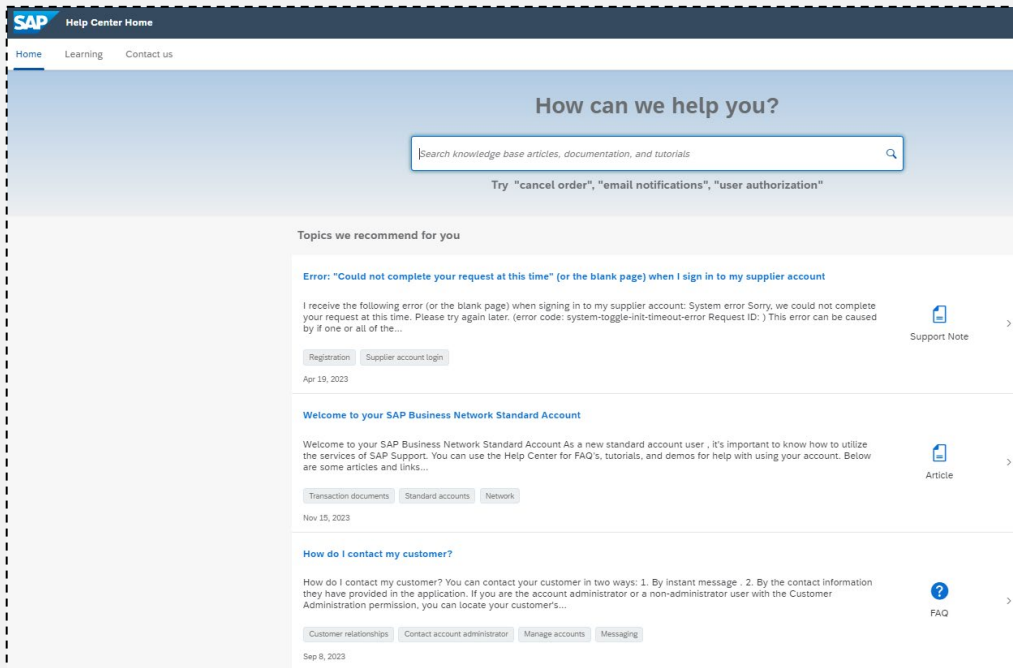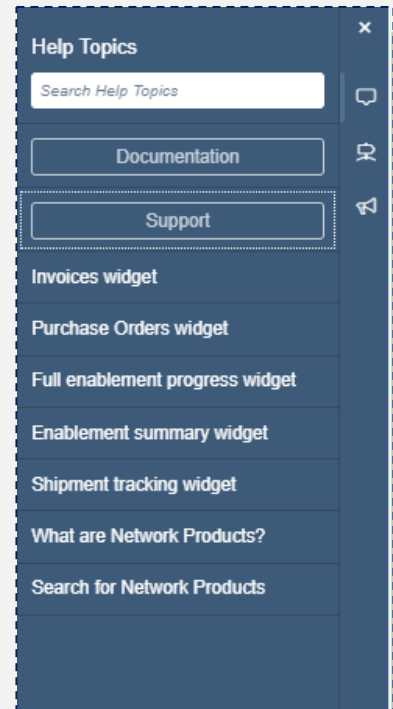
SAP Business Network Help

You can get help directly after logging into your SBN account or on the SBN log in page.

The **Help (?)** icon is displayed in the upper right corner of the screen.

⚙ ⑦ N « Help Center ⤴

Select the icon and click Support. A panel will open with popular topics to review. You can use the **Search** feature to narrow your results.

Help Topics ✕

Search Help Topics 💬

Documentation ⛒

Support 📢

Invoices widget

Purchase Orders widget

Full enablement progress widget

Enablement summary widget

Shipment tracking widget

What are Network Products?

Search for Network Products

SAP Help Center Home

Home Learning Contact us

How can we help you?

Search knowledge base articles, documentation, and tutorials

Try "cancel order", "email notifications", "user authorization"

Topics we recommend for you

Error: "Could not complete your request at this time" (or the blank page) when I sign in to my supplier account

I receive the following error (or the blank page) when signing in to my supplier account: System error Sorry, we could not complete your request at this time. Please try again later. (error code: system-toggle-init-timeout-error Request ID:) This error can be caused by if one or all of the...

Registration Supplier account login

Apr 19, 2023

Support Note

Welcome to your SAP Business Network Standard Account

Welcome to your SAP Business Network Standard Account As a new standard account user , it's important to know how to utilize the services of SAP Support. You can use the Help Center for FAQ's, tutorials, and demos for help with using your account. Below are some articles and links...

Transaction documents Standard accounts Network

Nov 15, 2023

Article

How do I contact my customer?

How do I contact my customer? You can contact your customer in two ways: 1. By instant message . 2. By the contact information they have provided in the application. If you are the account administrator or a non-administrator user with the Customer Administration permission, you can locate your customer's...

Customer relationships Contact account administrator Manage accounts Messaging

Sep 8, 2023

FAQ

If you can't find what you are looking for, you can use the Contact us tab to create a case for SAP to contact you.

SAP Help Center Contact us

Home Learning **Contact us**

1. Start here to find your answer.

How can we help you?

For Assistance

For additional resources and support please see Doing Business with the State System.

SAP Business Network (SBN) Training

We know you may have many questions about how to use the tools available to you. To help you get up to speed with all things SourcePoint and SAP Business Network, we encourage you to check out SAP Business Network Learning. These resources will help you learn about the features and functionality on your own schedule. If you still have questions, please use any of the above resources, or reach out to our team!

PASSHE Resources

You can access PASSHE specific resources at Doing Business with PASSHE or by contacting the PASSHE Supplier Support Team.

Our dedicated support team is excited to help you navigate this transition to SourcePoint. We will answer your inquiry as quickly as possible. We encourage you to use the available resources while you wait. You can also reach out to your university contact for assistance.

FAQs

Please read below for some Frequently Asked Questions (FAQs). Help can be found at SAP Business Network Contact, Doing Business with PASSHE or contact the PASSHE Supplier Support Team.

Q **Does a supplier have to register for an account to continue to do business with PASSHE?**

A Yes. Suppliers must register on the SAP Business Network to transact with PASSHE, as well as complete the PASSHE SourcePoint registration, PASSHE's SAP Business Network procurement platform.

Q **What will it cost to use the Network?**

A There is no cost associated with creating a Standard SBN account. Suppliers can use a Standard account to:
- Respond to questionnaires
- Participate in sourcing events
- Manage contracts
- Receiving purchase orders (PO)
- Invoicing

At any time, Suppliers can upgrade from their Standard account to an Enterprise account. Costs may be incurred when upgrading to an Enterprise account to transact with buyers.

Q **What if I don't want to participate?**

A PASSHE is committed to the success of this initiative and has worked hard to make the transition as seamless as possible. Suppliers that are asked to participate are considered strategic to the ongoing business of PASSHE and are thus asked to comply with this process change as a requirement for continuing their relationship with PASSHE.

Q **How will I know that I have been successfully set up in SourcePoint?**

A You will receive a confirmation email upon a successful completion of the **PASSHE SourcePoint registration process.**

Q **I only work with one university. Am I required to use this tool?**

A Yes. Pennsylvania's State System of Higher Education (PASSHE) is a system consisting of 10 universities and the Office of the Chancellor. All of PASSHE will be using SourcePoint and the SAP Business Network for Procurement. This system will give you access to opportunities across PASSHE.

Q **Is it better to receive payment via check or sign up for ACH?**

A We highly recommend signing up for ACH payments to streamline the process and enable PASSHE to optimize SourcePoint and the SAP Business Network to the fullest. Thank you for helping us work toward a paperless future!

Q **What if I still have questions?**

A For assistance with the SAP Business Network setup, functionality, PO delivery, or the invoice submission process, please review the Customer Interaction Center. For other inquiries, please review the self-help resources or contact the Supplier Support Team.

For Assistance Want more information? Please see the Doing Business with the State System page. For questions, comments, or concerns please reach out to the Supplier Support Team @ SupplierHelp@passhe.edu.

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