

Frequently Asked Questions

AHLSTROM SUPPLIER ENABLEMENT

MAY 2024

Frequently Asked Questions

Do you have questions about the transition to the SAP Business Network? Here you will find an overview of the most frequently asked questions and their corresponding answers. This FAQ list is regularly updated and expanded. Find your answer below or contact us.

Categorized into different topics:

- Participating on the SAP Business Network
- Project scope
- Catalogs
- Other information



Participating in the SAP Business Network

What is the SAP Business Network (SBN)?

The SAP Business Network is an online platform for business transactions such as purchase orders, order confirmations, catalogs, and invoices. Using the SBN minimizes discrepancies because invoice data is confirmed in advance. The SBN is used by many (international) organizations. Here you can find more information. [Click here to access your SBN account and other information about SBN.](#)

Why did Ahlstrom choose the SAP Business Network?

Ahlstrom is renewing its Purchase-to-Pay (P2P) environment. The goal is to optimize the P2P process and increase compliance. Part of this renewal is connecting Ahlstrom and its suppliers to the SAP Business Network. This collaboration with suppliers will make our processes more efficient and effective.

It offers us and the supplier the following benefits:

- You can conduct business with Ahlstrom more easily because purchase orders and invoices are processed in a streamlined digital manner. Purchase orders, invoices, and order confirmations are sent and received centrally, making documentation and information easily accessible.
- With an up-to-date overview of the invoice status, less time needs to be spent on status updates and inquiries. You can view the payment status of invoices directly from the SAP Business Network. You can also opt for an email notification about the invoice status.
- Invoices are accurate and complete, enabling timely payment of invoices. With a higher matching rate, the likelihood of delays due to corrections is lower, and it is more likely that payments will be processed immediately.
- Operational costs are lower due to less manual work and corrections. Invoices are automatically generated based on the purchase order, reducing the number of corrections.



Participating in the SAP Business Network

How does the SAP Business Network work?

After registering with the SAP Business Network and the Trading Relationship Request (TRR) is accepted, all new purchase orders issued by Ahlstrom will be sent to your SAP Business Network Account. Once you receive the purchase order in your inbox (SBN Inbox), you can convert the purchase order into an invoice and update and submit the invoice number and date via the SAP Business Network. You can also send order confirmations and shipping notices via the SAP Business Network.

What types of accounts are available within the SAP Business Network?

The SAP Business Network account types are an Enterprise Account (paid) and a Standard Account (free). More information can be found [here](#).

What does this project mean if I already have an account on the SAP Business Network?

An SAP Business Network account can be used for multiple customers. When you log in with this account at Ahlstrom's request to do business, your account will be linked to Ahlstrom's.

If our organization has an active account on the SAP Business Network and can thus quickly connect, but is not contacted yet, is there a possibility to connect earlier?

Certainly, that is possible. Please send an email to supplierenablement@ahlstrom.com. Ahlstrom will then contact you.

Do I need to order extra hardware or software to use the SAP Business Network?

Suppliers do not need to download anything. An internet connection and web browser are sufficient.



Participating in the SAP Business Network

Can one account have multiple SAP Business Network users?

Your account can have multiple SAP Business Network users, depending on your business needs. There can only be one account administrator for each account, but the account administrator can grant access to multiple users. Each user in your company will have their own username and password to access the account.

How do I add a new user to my company's SAP Business Network account?

Only the account administrator of your company can add users to your account. If you are the account administrator, you can add users using the following steps. To add users to the account, you must create at least one role. You can assign multiple users to the same role or create a separate role for each user.

To create a role:

- Click on your initials in the top right corner of the application. Go to Settings and select Users.
- Click on the blue plus sign under Manage Roles.
- Enter a Name for the role.
- Select the appropriate permissions using the checkboxes and click Save.

To create a user:

- Click on your initials in the top right corner of the application, go to Settings, and select Users.
- Click on the Manage Users tab.
- Click on the blue plus sign icon.
- Enter the user's details (Username, Email Address, First Name, Last Name, and Phone).
- Select a role in the Role Assignment section.
- Assign a customer (All Customers or Select Customers)
- Click Save.

After creating the user, the user will receive an email with the username and a temporary password. The user must access the account and change the password when logging in for the first time.



Participating in the SAP Business Network

Ahlstrom has invited me to create a new account, but I already have my own account on the SAP Business Network.

If you already have an account on the SAP Business Network, you can always log in with your existing credentials instead of creating a new account. If you have been invited via the standard account process, the first registration/login you perform (from the first order) will establish the link between Ahlstrom and the account you have chosen. The link will be retained for subsequent orders.

How do I configure my SAP Business Network account to properly receive my orders and send invoices?

You need to check and possibly change the following settings in your SAP Business Network Account:

1. Order routing
2. Invoice routing
3. Remittance

As an account administrator, click on your initials in the top right corner of the screen and select:

1. Settings
2. Order routing / invoice routing / remittance

How do I reset my password as a supplier?

- Go to <https://supplier.ariba.com> and click on Password.
- Enter the email address registered for the account in the Email Address field and click Submit. SAP Ariba will then send an email with instructions to reset your password; this email will be sent to the email address you provided when registering your SAP Ariba account.
- Click on the link in the password reset email.
- Enter and confirm your new password.
- Click Submit.



Participating in the SAP Business Network

What if I forget my username as a supplier?

If you have forgotten your SAP Business Network username, you can request SAP Ariba to send you an email with instructions on how to retrieve your username. The email notification for retrieving your username will be sent to the email address you entered to create your SAP Business Network account. If your email address is linked to multiple SAP Business Network accounts, the email will contain all usernames associated with your email address. If you have forgotten the users for your SAP Business Network account, follow these steps:

- Go to <https://supplier.ariba.com> and click on Forgot Username.
- Enter the email address you used to create your SAP Business Network account.
- Click Submit.
- SAP Ariba will send an email with all usernames associated with your email address.

How do I reset a user's password?

Only the account administrator can reset passwords for users.

- Click on the initials in the top right corner of the screen, then Settings > Users.
- Click on the Manage Users tab.
- Check the box next to the user whose password you want to reset and click Edit.
- Take one of the following actions:
 - Click Reset Password. SAP Ariba will send the user an email with a link to reset the password. The changed password takes effect immediately.
 - Instruct the user to click on Password on the SAP Ariba login page. After the user submits their username, SAP Ariba will send the user an email with a link to set a new password.



Participating in the SAP Business Network

How do I access and change the SAP Business Network account of the former administrator within my organization?

If the account administrator is still employed within your company, they can reassign the administrator account to another user or change the user information to another person. If the account administrator no longer works at your company, but you still have access to the registered email address:

- Use the Password link on the Supplier Login page to reset your password.
- Once you have accessed the account, you can transfer the role of account administrator to yourself or assign the administrator account to yourself.

If the account administrator no longer works at your company and you do not have access to the registered email address: contact SAP Ariba customer support through the Support Center to change the administrator. You will need to provide the ANID number of the account, as well as the registered name and email address of the administrator.

Additional Information

Requests for reassigning accounts go to a specific team within SAP Ariba Customer Support. This team will verify the information and work with other users on the account if necessary. You will then be contacted, and further instructions will be provided.



Participating in the SAP Business Network

How do I change the administrator of my account?

Follow these steps to transfer the administrator role to an existing user:

- Click on the (gear) icon in the top right corner. Go to: Settings > Users.
- Select the user who should become the new administrator.
- Click on Make Administrator.
- Select a new role for your own user account and click Assign.
- Click OK to transfer the role of account administrator.

Follow these steps to update the account information of an administrator:

- Click on the initials in the top right corner of the application and select My Account.
- Update this page with the new information about the administrator. Make sure to change the following information:
 - Username
 - Full name of the user
 - User's email address
 - Contact information
 - Click Save.

Additional Information

After completing the steps for either of these options, you'll also want to confirm that all email notification settings have been updated. These are the notifications that are sent when purchase orders are dispatched if you use the account for ordering and billing.



Participating in the SAP Business Network

Where can I find my SAP Business Network ID (ANID) number?

When logged into your SAP Business Network account, your ANID number will appear when you click on your initials Settings in the top right corner of the screen. It is also displayed at the bottom of each page, to the right of your company name.

Extra Information

If you cannot access your account (Username and/or Password unknown) but the registered email address is still active, reset the password. You will receive an email with the username, which you can use to reset the password. If you cannot access your account (Username and/or Password unknown) and the registered email address is no longer valid or accessible, contact Ahlstrom. They may have registered your ANID and can share it with you upon request.

Your ANID number is the account number of your company in the SAP Business Network. With this number, several tasks can be performed.

- SAP Ariba customer support can help locate your account
- Establish trading relationships with buyers
- Merge/sign in to private accounts
- Link accounts

Can my account have more than one administrator?

Only one user can be the administrator of your account. All rights can be assigned to sub-users, granting them access to all content in the account, except for the Users page. Only the account administrator can manage users and roles.



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What are the costs associated with participating in the SAP Business Network?

To collaborate on the SAP Business Network, you need an account. There are two different types of accounts: standard and enterprise. The standard account is completely free to use. There are costs associated with an enterprise account. Which account you need and what costs are associated with it depends on various factors. More information can be found here: <https://www.sap.com/products/business-network/suppliers/overview.html>

Will Ahlstrom pay the costs?

Ahlstrom does not reimburse costs related to connecting to and using the SAP Business Network.

Who can I contact within the Procurement Department of Ahlstrom?

For questions about this project and about procurement, indexing, price adjustments, etc., you can contact supplierenablement@ahlstrom.com. For technical questions, consult SAP Ariba via <https://supplier.ariba.com>.



Participating in the SAP Business Network

Can I contact the support team of the SAP Business Network?

SAP Ariba customer support can provide answers directly in the Help Center to the most common questions, without the need to directly contact customer support. Follow these steps to open the Help Center via <https://supplier.ariba.com>:

- Click on the Help icon (question mark) in the top right corner of the page.
- Click on Support in the bottom right corner next to the headphone icon to open the Help Center.
- Briefly explain your question or problem in the field I need help with.
- Click Start.

The search results will be displayed below your search term. If you couldn't find a solution, answer the questions under Contact SAP Ariba customer support. You will now see the available contact methods including Click-to-Call, live chat, and email. SAP Ariba uses Click-to-Call for a streamlined user experience with telephone support.



Project Scope

What documents will I receive via the SAP Business Network?

You will receive our purchase orders via the SAP Business Network.

What documents do I need to submit via the SAP Business Network?

You will submit order confirmations, service entry sheets, and invoices via the SAP Business Network. For information and guides on how to process these documents click [here](#).

Can suppliers with a standard account send order confirmations to Ahlstrom via the SAP Business Network?

Yes, suppliers with both a standard account and an Enterprise account can send order confirmations to Ahlstrom via the SAP Business Network.

Can suppliers attach supporting documents in SAP Business Network before or during invoice submission?

You can add supporting documents before submitting invoices. For example, for hourly rate assignments, the worked hours.

For orders received after go-live, invoices must be sent via the SAP Business Network. In the case of annual orders and regular orders, it is possible that invoices will be sent in different ways.

Who can I contact at Ahlstrom?

For questions about the project, you can contact Ahlstrom via supplierenablement@ahlstrom.com. For technical questions, consult SAP Ariba via <https://supplier.ariba.com/>.



Catalogs

Does Ahlstrom have documents available that can help me create and offer a catalog via the SAP Business Network?

For information and guides on how to process these documents [click here](#).



Other

How do I, as a supplier, contact SAP Ariba customer support?

SAP Ariba customer support can provide answers directly in the Help Center to the most common questions, without the need to directly contact customer support. Follow these steps to open the Help Center via <https://supplier.ariba.com>:

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Ariba customer support. You will now see the available contact methods including Click-to-Call, live chat, and email. SAP Ariba uses Click-to-Call for a streamlined user experience with telephone support.

