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.

<table>
<thead>
<tr>
<th>Supplier Guidance Table of Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier Registration</td>
</tr>
<tr>
<td>Supplier Request</td>
</tr>
<tr>
<td>SAP Business Network Registration</td>
</tr>
<tr>
<td>New to SAP Business Network</td>
</tr>
<tr>
<td>PASSHE Supplier Registration Questionnaire</td>
</tr>
<tr>
<td>Additional Information Requests</td>
</tr>
<tr>
<td>Maintaining Supplier Registration Information</td>
</tr>
<tr>
<td>Updating the PASSHE Registration Questionnaire</td>
</tr>
<tr>
<td>SAP Business Network Discovery</td>
</tr>
<tr>
<td>Supplier Support</td>
</tr>
<tr>
<td>SAP Business Network Training</td>
</tr>
<tr>
<td>PASSHE Resources</td>
</tr>
<tr>
<td>FAQs</td>
</tr>
</tbody>
</table>

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

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.

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

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@anssmtp.ariba.com to your contacts to allow future communications to be sent directly to your inbox.

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.

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

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

Continued on next page
New to SAP Business Network

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.

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.

The question and answer form.

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

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

You will be asked to confirm after you submit.

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

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!

Continued on next page
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.

![SAP Business Network Supplier Learning Site](image)

**While You Wait**

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](#)

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.

**Doc240476590** - Supplier Registration Questionnaire

You have submitted a response to the questionnaire.

### All Content

#### Name:

- First Name: [name]
- Last Name: [last name]

#### Transaction Information

- 1.1.3. E-mail address for purchase orders: [email]
- 1.1.5. E-mail address for accounts receivable: [email]

#### Bank Information

- 2. Bank Information

- Tax Information

[Compose Message]
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.

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!
Once logged into the SAP Business Network, navigate to the 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. From here, navigate to the Registration Questionnaires section to review Supplier information.

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.

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.
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

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.

**Supplier Support**

**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.

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.

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.

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

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.

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.
FAQs - continued

What if I don’t want to participate?

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.

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

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

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

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.

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

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!

What if I still have questions?

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.