



PUBLIC

SAP Business Network Supplier Guide Add-On

Your companion guide for transacting with
The Mosaic Company

Welcome!

Congratulations on joining SAP Business Network as a supplier. You are now part of a global network of 4 million companies. Leading businesses like yours have leveraged their SAP Business Network Enterprise Accounts to grow their business, improve operational efficiencies, and deliver a better experience to their customers.

Your supplier account has been designed to make transacting with your customers as easy as possible. To get started and trained on how to use your SAP Business Network account with The Mosaic Company, please follow the steps below:

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Visit our [Supplier Training page](#)
Learn how to set up and operate your supplier account on our detailed Supplier Training Page. If the above hyperlink doesn't work, copy-paste the following link in your browser instead:
[https://support.ariba.com/Adapt/SAP Business Network Supplier Training/](https://support.ariba.com/Adapt/SAP_Business_Network_Supplier_Training/)
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Review the specifics of transacting with The Mosaic Company
Make sure to read through the present document to become familiar with all business specific actions and requirements set up by your customer. This document will help you navigate through the detailed content of our Supplier Training Page.

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Scope of The Mosaic Company's Project

This section specifies which documents will be transacted through SAP Business Network. Some of them will be mandatory, others will simply be available and considered optional.

Document Type	Supported	Not Supported
Purchase Orders (PO) – Orders from your customer sent through SAP Business Network:		
- For goods	✓	
- For planned services	✓	
- For unplanned services	✓	
- Framework Orders		✗
Purchase Order Confirmations (OC) – Confirmation of your company's ability to provide the goods/services on the PO. Applies against a whole PO or line items.		
	✓	
Ship Notices (ASN) – Advice to your customer on what has been shipped and delivery date.		
	✓	
Service Sheets (SES) – Pre invoice validation/approval of services and service delivery times.		
		✗
Invoices – Your company's tax invoice for goods/services delivered.		
- Partial Invoices for invoicing only a part of the PO	✓	
- Non-PO Invoices (or PO not received through SBN)		✗
- Service Invoices		✗
- Contract Invoices	✓	
- Invoicing for Purchasing Cards (P-Cards)		✗
- Summary or Consolidated Invoices – apply against multiple POs		✗
Credit Invoices/Credit Memos		
- Item level credits; quantity adjustments	✓	
- Header Level credits		✗
Goods Receipt Notices (GRN) – Informational documents advising the correct receipt of goods by your customer.		
		✗

SETTING UP YOUR ACCOUNT

This section covers what the minimum set up requirements are in your SAP Business Network account to transact successfully.

Please make sure you complete at least the following chapters of the *Account Administration* section on the [Supplier Training Page](#).

- Complete your Company Profile
- Complete your Enablement Tasks
- Configure your Email Notifications
- Configure Electronic Order Routing method and Notifications.
- Configure Electronic Invoice Notifications, including Tax Details
- Configure your Remittance Information and payment methods.
- Set up a test account (**only** if you are publishing an electronic catalog or starting an integration project)

TRANSACTIONING ON SAP BUSINESS NETWORK

This section mentions the specifics of transacting with The Mosaic Company on SAP Business Network once your account has been set up. You will find detailed instructions in the Transacting section of the [Supplier Training Page](#).

Specific customizations for PO Confirmations

- PO Confirmations are supported but not mandatory for both material and service orders at either the header or line-item level. They must contain an estimated shipping date.
- You may partially update the line items via rejection.

Specific customizations for Ship Notices

- Ship Notices are supported but not mandatory and must contain an actual or estimated shipping date.

Specific customizations for Invoices

Detailed instructions on how to perform multiple types of invoicing are available on our [Supplier Training Page](#), under the Invoicing section.

- Invoicing through SAP Business Network is required.
- A new and unique invoice number must be provided for each invoice.
- The Mosaic Company will no longer accept paper invoices and requires invoices to be submitted electronically through SAP Business Network.
- An invoice previously submitted cannot be cancelled.
- You may back date your invoices by up to 2 days.
- You may enter taxes at either the header or line-item level.
- Header level credit memos are not accepted. You may submit a line-item level credit memo for quantity adjustments only.
- You are required to provide a reason for each credit memo.

HELP & SUPPORT

- The **Help Center** is located within your account and used to access documentation, FAQs, and tutorials. If you have an Enterprise account, you can create a service request via the Help Center. Once submitted, a member of customer support will contact you via your preferred method: phone, chat, or email.
- Learn how to set up and operate your supplier account on our detailed [Supplier Training Page](#)
- For general support information go to [SAP Help Portal](#)

For assistance regarding business processes, please contact The Mosaic Company project team at the following email address: Ariba.eCommerce@mosaicco.com.

We wish you a lot of success using SAP Business Network! www.sap.com.