



EXTERNAL | SAP AND CUSTOMERS

SAP Business Network Integration Solution Blueprint

Solventum



IS/DS – Make a Copy of this Blueprint for Each Trading Partner

Purpose

1. IR suppliers can start with the *Solution Blueprint*, no need for PowerPoint KO Deck as they should already be familiar with integration process
2. IQ suppliers will still use the PowerPoint KO Deck for information sharing only. All project requirements are to be captured in the *Supplier Solution Blueprint*
3. IA will create the *Solution Blueprint* template based on the Buyer's requirements (scope, business rules, mapping requirements, outcome of scoping session, transaction specifics, known limitations etc.)
4. IS/DS to use a copy of this template for all supplier projects. All project requirements between Buyer & Supplier are to be captured in the copy of this document.

Document includes multiple "talking points" that should be discussed with both parties, and results documented in the Solution Blueprint.

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1 Version History

IS/DS – When assigned a project, create a copy of this document and name it <Buyer Name Blueprint_Supplier Name>

This log is updated each time an update is made to this guide. The log identifies the version number, the date the version was completed, the author of the changes, and a brief description of the changes.

Version	Date	Description
1	April 2025	Initial Version of Document

2 Document Purpose and Uses

This document defines the scope of the project and documents various business and technical aspects that relate to trading integration.

The aim is to identify all possible integration requirements from both parties to facilitate a smooth and swift implementation.

Any exceptions and areas of concern are analyzed and documented prior to the beginning of the design phase.

Assumptions:

There will be a single primary point of contact with each Trading Partner for Project Management activities.

It is assumed that assigned resources have the required skillset, appropriate system accesses, and availability to fulfil all responsibilities:

- Knowledge of business operations with customer
- Experienced Developers

The success rate of the project highly depends on proper and timely identification of all business/transaction scenarios to be covered during testing. It is imperative for trading partners to work with their Buyer and SAP Business Network integration resources to proactively identify any such cases and make sure they are documented and validated through testing.

3 Business overview

The purpose of undertaking this initiative is to increase efficiency and effectiveness of the organization with targeted business benefits such as:

- Simpler and more efficient E2E process experience
- Reduced data maintenance & improved data quality
- Enhanced user catalog experience
- Catalog and supplier enablement services
- Improved insight from shared real time data
- Functional gaps closure, process automation
- Improved enforcement of legal compliance
- Step-change in vendor self-service
- Step change in “touchless” payment
- Tail end management in user self-service
- Integrated contingent and industrial workforce management

4 Technical Landscape

Description	Buyer Specific Details
Environment Infrastructure	
ERP	SAP ECC 6.0 SAP S/4 HANA
Middleware	CIG
Solutions Purchased	SAP Business Network for Procurement <ul style="list-style-type: none">SAP Ariba Buying and Invoicing (B&I)SAP Business Network Commerce Automation SAP Business Network for Supply Chain
UoM Classification	ISO
Commodity Codes	UNSPSC V12.2

5 Project Scope

The following tables outline the requirements unique to this buyer procurement environment, as detailed in the Excel Transactions Samples Requirements. Not all required elements outlined in the DTD are represented below, as this is meant to only highlight information that is important to your Buyer.

Description	Mandatory	Optional	Out of Scope
Documents in Scope Summary			
Purchase Order	X		
Change Order	X		
Order Confirmation	X		
Advance Ship Notification		X	
Receipt Notification		X	
Service Entry Sheet			X
Service Entry Sheet Response			X
Invoice	X		
Remittance Advice	X		

IS/DS – Add more rows for multiple supplier ANIDs that will be covered in this effort. Ex: if US & CA are being scoped together and managed by the same buyer/supplier teams.

Description	Company Name	ANID	DUNS	DUNS_4
Business IDs				
Buyer	Solventum	AN11194171943	N/A	N/A
Supplier				

5.1 Orders

IS/DS - Supplier Supported should be marked as **No** for Out of Scope. If the document type is in scope enter the document format/method of, CSV online, email, cXML, D96A, x12, PIDX, etc. If the document is outside the Business Network mark column as **No**.

Description	Buyer Supported (Y/N)	Supplier Supported/Format (No or online, email, cXML, D96A, X12, CSV, PIDX, etc.)
Type		
Catalog	Y	
Non-Catalog/Free Text	Y	
P-Card	N	
Blanket Order – with release	N	
Blanket Order – without release	N	
Limit PO (with Service structure)	Y	
Service PO (Service structure/without parent - child lines)	Y	
Service PO (Service structure/with parent - child lines)	N	
Service PO (Material structure)	N	
Change Order - catalog	Y	
Change Order – non-catalog	Y	
Change Order – P-Card	N	
Cancel Order	Y	
Free goods	Y	
Mixed item type	Y	
Direct Order	Y	

IS/DS - Capture and document Supplier's comments during the kickoff/scoping call.

Description Attributes		Buyer Supported	Supplier Supported/Format
General	Split Orders	<ul style="list-style-type: none"> Shipping information can impact on a Split Order and in such case of different ShipTo address, multiple POs will be created 	
	Order Numbering	<ul style="list-style-type: none"> 10 digits. Starts with "35xxxxxxx" for Indirect spent. 	
	Attachments	<ul style="list-style-type: none"> Attachments will not be sent on the POs 	
Header	Bill To	<ul style="list-style-type: none"> Will be sent on the PO 	
	Ship To	<ul style="list-style-type: none"> Ship To address and ID will be sent on the order and must be captured and returned on the invoice 	
	Purchasing Agent	<ul style="list-style-type: none"> Will be sent on the PO but not required on invoice 	
	Payment Terms	<ul style="list-style-type: none"> Must be captured and returned on the invoice 	
	Need By Date	<ul style="list-style-type: none"> Need By Date (requestedDeliveryDate) should be confirmed on Order Confirmations but can be different from the one sent on the PO. 	
	Comments	<ul style="list-style-type: none"> Comment may be sent on PO Header Level 	
	Extrinsic	<ul style="list-style-type: none"> Please check Transactions Samples file for list of PO extrinsic fields and descriptions. 	
	Control Keys	<ul style="list-style-type: none"> Control keys could be sent on the order. The Control Keys contain instructions for the OC, ASN or INV – if they are allowed or not, required or not. 	
Service Date (start & end)	<ul style="list-style-type: none"> The start & end date will not be sent on Service orders. 		
Line Item	Order Item Numbering	<ul style="list-style-type: none"> The line items will be numbered in the following way: 00010, 00020, 00030 etc. 	
	Supplier Part ID	<ul style="list-style-type: none"> Not available/empty segment defines Non-Catalog item. 	
	Unit Price	<ul style="list-style-type: none"> Precision Rounding on Invoices 2 decimals supported 	
	Advanced Pricing/Price Basis Quantity	<ul style="list-style-type: none"> Advanced Pricing/Price Basis Quantity (PBQ) Included in project scope 	

Unit of Measure	<ul style="list-style-type: none"> • ISO 	
Ship To	<ul style="list-style-type: none"> • Ship To address can be sent at both, Line and Header level, but majority will be sent at Header. • In case of PO with multiple lines and different addresses, the Ship to Address due to Split, will be sent at Line level 	
Extrinsic Values	<ul style="list-style-type: none"> • Please check Transactions Samples file for list of PO extrinsic fields and descriptions. 	
Control Keys	<ul style="list-style-type: none"> • Control keys could be sent on the order. The Control Keys contain instructions for the OC, ASN or INV – if they are allowed or not, required or not. 	
Service Date (start & end)	<ul style="list-style-type: none"> • The start & end date will not be sent on Service orders. 	

IS/DS - Order management process should be further reviewed, agreed upon during KO and/or dedicated scoping session with Supplier by IS/DS.

Description Order Processing Specifics	Buyer Supported	Supplier Supported/Format
How are change/cancel orders handled? Change order types: OC based; customer initiated etc.	Change/Cancel orders can be OC based or customer initiated.	
Describe any process requiring manual validation/further contact with customer/supplier to complete processing.	<ul style="list-style-type: none"> • if the OC is within the tolerance, then PO changes are not generated. It just updates the PO in S4. • If the OC is out of tolerance, then it's handled via BTP Case management approvals and then PO gets updated after approval in BTP and PO Change as well gets triggered. (Manual process where supplier should reach out to Solventum buying group) 	
Will there be specific orders/special items requiring exception in processing? Are there any other exceptions/specific processing instructions for this buyer?	N/A	
Does the supplier have any comments on the reviewed buyer order management process?	N/A	
Is buyer order management process in conflict with supplier order processing practices/automation capabilities?	N/A	
Discuss process discrepancies between what the supplier supports and what the buyer is requesting.	To be discussed directly with each supplier.	

5.2 Order Confirmation

IS/DS - Supplier Supported should be marked as **No** for Out of Scope. If the document type is in scope enter the document format/method of online, email, cXML, D96A, x12, CSV, PIDX, etc. If the document is outside the Business Network mark column as **No**.

Description	Buyer Supported (Required/Optional/Out of Scope)	Supplier Supported/Format (No or online, email, cXML, D96A, X12, CSV, PIDX, etc.)
Type		
Header Level	Required	
Line Level	Required	

IS/DS - Capture and document Supplier's comments for the attributes that the buyer has required to verify supplier acceptance and understanding of the requirement.

Description		Buyer Supported (Required/Optional/Out of Scope)	Buyer Comments	Supplier Comments
Attributes				
General	Attachments	Out of Scope		
	Change Orders	Out of Scope	<ul style="list-style-type: none"> OC does not trigger a change PO. Supplier must reach out to Solventum team directly to request change/cancel of the order. 	
	Other	Required	<ul style="list-style-type: none"> Order confirmation is required before creating a ship notice. 	
Header	OC updates	Required		
	Rejection Reason	Out of Scope	<ul style="list-style-type: none"> Full/Partial rejection is Out of Scope 	

	Acceptance	Required	<ul style="list-style-type: none"> • Partial/full acceptance of items in the order is supported 	
	Changes	Out of Scope	<ul style="list-style-type: none"> • General requirements relative to changes. • Is partial acceptance of items/item quantity supported? 	
Line Item	Line Comments	Optional		
	Rejection Reason	Out of Scope	Full/Partial rejection is Out of Scope	
	Backorder	Optional		
	Delivery Date	Required		
	Shipment Date	Optional		
	Unit Price	Required		
	Unit Price Currency	Required		
	Item Description	Required		

5.3 Advanced Shipping Notification (ASN)

IS/DS - Supplier Supported should be marked as **No** for Out of Scope. If the document type is in scope enter the document format/method of online, email, cXML, D96A, x12, CSV, PIDX, etc. If the document is outside the Business Network mark column as **No**.

Description	Buyer Supported (Required/Optional/Out of Scope)	Supplier Supported/Format (No or online, email, cXML, D96A, X12, CSV, PIDX, etc.)
Type		
All	Optional	

IS/DS - Capture and document Supplier's comments for the attributes that the buyer has required, to verify supplier acceptance and understanding of the requirement.

Description		Buyer Supported (Required/ Optional/ Out of Scope)	Buyer Comments	Supplier Comments
Attributes				
General	Attachments	Out of Scope		
	Order Confirmation	Required	<ul style="list-style-type: none"> Order Confirmation should be created before Ship Notification. 	
Header	Notice Date	Optional		
	Shipping Date	Optional	<ul style="list-style-type: none"> Acceptance of all items in the order is supported 	
	Delivery Date	Required		
	Delivery & Transport	Optional		
Li	Quantity	Required		

Asset Serial Number	Optional		
Shipment Serial Numbers	Optional		
Packing Slip	Optional		

5.4 Receipt Notification (Goods Receipt Notice)

IS/DS - Supplier Supported should be marked as **No** for Out of Scope. If the document type is in scope enter the document format/method of online, email, cXML, D96A, x12, CSV, PIDX, etc. If the document is outside the Business Network mark column as **No**.

Description Type	Buyer Supported (Y/N)	Supplier Supported/Format (No or online, email, cXML, D96A, X12, CSV, PIDX, etc)
Receipt (Goods Receipt Notification)	Y	
Receipt Based Invoicing	N	

5.5 Invoice

IS/DS - Supplier Supported should be marked as **No** for Out of Scope. If the document type is in scope enter the document format/method of online, email, cXML, D96A, x12, CSV, PIDX, etc. If the document is outside the Business Network mark column as No.

Description	Buyer Supported (Required/Optional/Out of Scope)	Supplier Supported/Format (No or online, email, cXML, D96A, X12, CSV, PIDX, etc.)
Type		
Catalog	Required	
Non-Catalog	Required	
Contract	Out of Scope	
Blanket	Out of Scope	
Non-PO	Required	
Service	Required	
Limit	Required	
Service as Material	Out of Scope	
Credit – Header Level	Optional	
Credit – Line Level	<ul style="list-style-type: none"> • Reason for crediting as a comment is mandatory. • Quantity based Credit Memo is in scope. 	
Debit – Header Level	Out of Scope	
Debit – Line Level	Out of Scope	
Invoice Rejection	Out of Scope	
Invoice Status Update	Out of Scope	

IS/DS - Capture and document Supplier's comments for the attributes that the buyer has required to verify supplier acceptance and understanding of the requirement.

Description		Buyer Supported (Required/ Optional/ Out of Scope)	Buyer Comments	Supplier Comments	
Attributes					
General	Attachments	Optional			
	Precision Rounding	Required	• 2 Decimals Supported		
	Advanced Pricing Detail	Required			
	Amounts	<ul style="list-style-type: none"> • Subtotal amount = Unit Price x Quantity (No tax) • Taxable amount = Subtotal amount • Gross amount = Subtotal + Tax • Net amount = Gross amount – adjustments and discount/ rebate (if any) • Due amount = Gross amount - adjustments (if any) • *No discount/rebate => Net amount = Gross amount 			
	Address IDs	<ul style="list-style-type: none"> • Please discuss with project parties if a list of addresses/IDs is required for processing. 			
	Supplier Invoice Processing	Real Time			
		Batched			
		Scheduled Run Nightly			
		Monthly			
		Next Day			
Validation prior to sending to BN					
Header	Invoice Number	Required	• 16 characters maximum, Can contain uppercase, lowercase and numerical value.		
	Invoice Date	Required	• Backdating and future-date are allowed.		
	Bill To	Optional			
	Remit To	Required			
	Sold To	Required			
	From	Required			
	Ship From	Required			

	Ship To	Required	Ship To address and ID in default rules indicate suppliers can't change, so they must be copied/captured from order and sent back on invoice		
	Strict Validation	Name	Out of Scope (Not enforced)		
		Street			
		City			
		State			
		Postal Code			
		Country			
	Bank Account Details	Optional	<ul style="list-style-type: none"> Might be required depending on the Country specific 		
	Payment Net Terms	Required	<ul style="list-style-type: none"> Payment Net Terms must be captured from the purchase order and returned on the invoice 		
	Buyer VAT ID	Required			
	Supplier VAT ID	Required			
Line Item	Invoice Line	Required			
	Quantity	Required			
	Unit Price	Required	<ul style="list-style-type: none"> Precision Rounding on Invoices 2 decimals supported 		
	Unit Of Measure	Required			
	Order Line Number reference	Required			
	Advanced Pricing/Price Basis Quantity	Required	<ul style="list-style-type: none"> Advanced Pricing/Price Basis Quantity (PBQ) 		
	Supplier Part Id	Required			
	Supplier Auxiliary Part ID	Optional			
	Buyer Part Id	Optional			
	Item Description	Required			
	Tax	Alternate Currency	Optional	<ul style="list-style-type: none"> alternateCurrency" may be required if: Buyer has specific rules in place requiring alternate currency Buyer and Supplier reside in different countries 	

			<ul style="list-style-type: none"> • PO and Invoice have different currencies • Ship To country code does not match invoice currency 		
	Category	Required			
	Percentage Rate	Required			
	Supply Date (tax point date)	Required			
	Tax Amount	Required			
	Taxable Amount	Required			
	Tax Description	Required			
	Tax Location	Required			
	Allowance & Charges	Optional	Supported as additional Line item		
	Shipping & Handling	Optional	Supported as additional Line item		
	Net Amount	Required			
	Amount without tax	Optional			
	Subtotal Amount	Required	<ul style="list-style-type: none"> • "alternateCurrency" and "alternateAmount" may be required if Buyer has flagged this in the business rules • If buyer has SAP ERP the Subtotal Amount is required 		
Summary	Tax	Alternate Currency	Optional	<ul style="list-style-type: none"> • "alternateCurrency" may be required if: • Buyer has specific rules in place requiring alternate currency • Buyer and Supplier reside in different countries • PO and Invoice have different currencies • Ship To country code does not match invoice currency • Summary tax is required on all invoices even if the amount is zero (0.00) 	
		Category	Required		
		Percentage Rate	Required		
		Supply Date (tax point date)	Required		

	Tax Amount	Required	
	Taxable Amount	Required	
	Tax Description	Required	
	Tax Location	Required	
	Special Handling Amount	Optional	Supported at Line Level
	Shipping Amount	Optional	Supported at Line Level
	Net Amount	Required	
	Gross Amount	Required	
	Invoice Detail Discount	Out of Scope	
	Due Amount	Required	<ul style="list-style-type: none"> • "alternateCurrency" and "alternateAmount" may be required if Buyer has flagged this in the business rules

5.6 Remittance Advice

IS/DS - Supplier Supported should be marked as **No** for Out of Scope. If the document type is in scope enter the document format/method of online, email, cXML, D96A, x12, CSV, PIDX, etc. If the document is outside the Business Network mark column as **No**.

Description	Buyer Supported (Y/N)	Supplier Supported/Format (No or online, email, cXML, D96A, X12, CSV, PIDX, etc.)
Type		
Remittance Advice Notification	Y	

6 Cutover

IS/DS – Review Buyer cutover process with Buyer and Supplier. Update Supplier Comments and note any comments from the buyer.

Description Specifics	Buyer Cutover Process	Supplier Comments
Legacy Orders	<ul style="list-style-type: none">• All open purchase orders (POs) in the legacy system must be migrated to SAP S/4HANA to ensure valid transactional documents exist for goods receipt (GR) and invoice processing after cutover.• All open legacy POs are re-created in S/4HANA and re-transmitted to suppliers. Suppliers will receive a communication that references both the legacy PO number and the newly created S/4HANA PO number, ensuring continuity and traceability.• Example Legacy PO: 3502037480 New S/4HANA PO: M352037480 Document Type: ZCUT Migrated PO start with either M (Indirect) or D (Direct)	

7 Error handling

IS/DS – Update **Supplier Comments** with any buyer requirements related to error handling.

Description Specifics	Buyer Comments	Supplier Comments
Failed or Rejected Document Transmissions	<ul style="list-style-type: none"> SOLVENTUM has special team monitoring the document flow and if any failure/rejection, the team is informed, and action is taken against. The team is informed for both, Outbound and Inbound. 	<ul style="list-style-type: none"> Who gets notified? Are there any expectations as to how failed/rejected transactions are to be handled?
Failed Order Validation (wrong part number, price, UOM, etc.)	<ul style="list-style-type: none"> For Order Validation Failure on SBN, SOLVENTUM team is not getting notifications. The supplier should reach out to SOLVENTUM directly. 	<ul style="list-style-type: none"> Who gets notified? How is this corrected? Does the supplier system automatically make substitutions? What is the turn-around time to address failed orders?
General	<ul style="list-style-type: none"> For technical issues, such as everything that happens before the document is reaching SOLVENTUM, the supplier should reach out to the Integration Specialist staffed or raise a Service Request if Post Go Live. 	<ul style="list-style-type: none"> Is there any schema or data validation done on the invoice before it is sent to the AN? What is the process if an invoice fails against a business rule in the AN? What is the process if duplicate invoice numbers are not allowed when an invoice has failed or been rejected?

8 Testing

IS/DS – Update Supplier Comments per the discussion in the kickoff call.

Description	In Scope (Y/N)	Phase (Pilot/Post)	Buyer Comments	Supplier Comments
Specifics				
Test Plan	Y	Pilot & Post	Provided as part of the integration kit.	

9 Project Tracking

9.1 Project Teams

IS/DS – Clarify project teams with Buyer and Supplier.

Roles & Responsibilities	Contact Name & E-mail
Buyer	
<p><u>Project Lead (Operational Lead)</u></p> <ul style="list-style-type: none"> • Main contact for project coordination • Provide commitment to project timeline • Understand buyer's transaction validation rules • Participate in status meetings 	
<p><u>Buyer Technical (Developer)</u></p> <ul style="list-style-type: none"> • Provide technical details for integration to backend systems • Perform data mapping • Assist in troubleshooting document failures • Coordinate go live with functional resource 	
<p><u>Testing Contact</u></p> <ul style="list-style-type: none"> • Define & Validate catalogue content with buyer • Analyze incoming Orders • Generate Test Invoice • Assist in other testing activities, coordinate go-live • Download & validate applicable test transaction • load & process through ERP 	
Supplier	
<p><u>Project Lead (Supplier Enablement lead)</u></p> <ul style="list-style-type: none"> • Main contact for project coordination • Enforce compliance of project timelines 	
<p><u>Technical (Developer)</u></p> <ul style="list-style-type: none"> • Support of cXML/EDI Identified Supplier testing • Provide connection parameters to ERP systems • Assist in troubleshooting document errors from the application/ERP 	
<p><u>Testing Contact</u></p>	

- Define & Validate catalogue content with Supplier
- Generate Test Orders
- Reconcile and approve invoices
- Assist in other testing activities, coordinate go-live
Download & validate applicable test transactions,
load & process through ERP

SAP

Integration Specialist
(IS)

- Manage end-to-end supplier integration
- Troubleshoot failed/rejected documents
- Ensure timely completion of project milestones
- Escalate issues to appropriate person/team

Catalog Specialist
(CS)

- Support Setup and testing of Catalogue with buyer and supplier
- Troubleshoot failed/rejected catalogues
- Ensure timely completion of project milestones
- Escalate issues to appropriate person/team

Network Deployment/Enablement Lead
(NDL/NEL)

- Consolidates all supplier's enablement status for reporting to the Buyer

9.2 Project Schedule

IS/DS – Discuss project schedule with Buyer and Supplier.

Description	Start Date	End Date	Contingency Plan (If target date is missed)
Phase			
Plan			
Design			
Build			
Test			
Deploy			
Go Live			

9.3 Sign Off

IS/DS – Approval from the Buyer and Supplier received post kick off call, once requirements have been scoped, timeline set, and there is agreement to move forward with integration effort.

Description Name	Buyer or Supplier?	Date	Signature

10 Risks

IS/DS - Document any items that may have a negative impact on the timeline. These would be considered 'Project Risks'.

Description Specifics		Buyer Mitigation Response	Supplier mitigation Response
Competing Priorities	<ul style="list-style-type: none"> • Are other integration/capital projects running at the same time? 		
	<ul style="list-style-type: none"> • Can this project start now or in the future? 		
	<ul style="list-style-type: none"> • Is the PO Flip option a possibility in the interim, if the integration project cannot be completed in time? 		
System Maintenance Schedule	<ul style="list-style-type: none"> • Upgrades? 		
	<ul style="list-style-type: none"> • System refresh? 		
Resource Constraints	<ul style="list-style-type: none"> • Vacations? 		
	<ul style="list-style-type: none"> • Holidays? 		
	<ul style="list-style-type: none"> • Knowledge? 		
Processes	<ul style="list-style-type: none"> • Updates/changes to code must be scheduled? 		
	<ul style="list-style-type: none"> • Go live at certain points of the month? 		
3 rd Party Dependencies	<ul style="list-style-type: none"> • Are changes scheduled or added as needed? 		
	<ul style="list-style-type: none"> • How are error notifications/failures communicated for 		

inbound/outbound transactions?		
• Is there a dedicated resource to support the project?		
• Will they attend standing calls?		

11 Supplemental Documentation

This document contains Buyer specific information regarding transaction requirements. Information in this document does **NOT** cover the complete technical aspects of integrating with the SAP BusinessNetwork.

Below are several sections for supplemental documentation to be used with this document for cXML, EDI D96A / X12 or PIDX transaction formats. Only refer to the section that pertains to the format your organization will be sending or receiving.

11.1 SAP Help Portal

SAP maintains a complete and rich documentation library with Administration and How-To guides.

Here at [SAP Help Portal](#), you can find the information you need to administer and provision our products.

All guides within our Help Library are downloadable and accessible by entering the document you are looking for in the search bar of SAP Help Portal.

Below are some helpful shortcuts to guidelines you might benefit from:

[cXML Solutions Guide](#)

[cXML User's Guide](#)

[SAP Business Network guide to invoicing](#)

11.2 cXML Supplemental Documentation

New cXML supplier to SAP BusinessNetwork must:

- 1) Support a DTD (document type definition) validation tool internally and download the document type definitions (DTD's) for all supported transactions.
- 2) Support **HTTPS** protocol. SAP Business Network supports **HTTPS (not HTTP)** only for cXML transactions.
- 3) Review the **cXML Solutions Guide** and **cXML User's Guides**.

cXML Document Type Definitions (DTD's)

- <http://cxml.org> Download InvoiceDetail.zip for the InvoiceDetailRequest.dtd.; Download cXML.DTD for the OrderRequest; Download Fulfill.dtd for ConfirmationRequest/ShipNoticeRequest

11.3 EDI Supplemental Documentation

EDI D96A/X12 Supplemental Documentation

[All EDIFACT D96A Implementation Guides](#)

[All ANSI X12 Implementation Guides](#)

11.4 PIDX Supplemental Documentation via SAP Cloud Integration Gateway

PIDX Supplemental Documentation

[All PIDX Implementation Guides](#)

11.5 Guided Integration for Trading Partners

Trading Partners who wish to learn more about Guided Integration, should check the links below:

1. Introductory Video: https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_o1eepg2y
2. Compatibility Dashboard: https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_8b9jbdq4
3. Reconcile Template: https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_hqwdkk00
4. SAP Help: Seller Account Settings and Profile Configuration - Guided Integration for Trading Partners at: <https://help.sap.com/docs/business-network-for-trading-partners/seller-account-settings-and-profile-configuration/guided-integration-for-trading-partners?locale=en-US>

12 SAP Business Network customer support for Suppliers



12.1 Post Go Live Support

Supplier Integrators provide two weeks support of Post Go Live starting with the first transaction in **Production**. After the two-week period, a **Service Request** should be created for any assistance.

12.2 How to utilize Help Center and request assistance

At **SAP**, our goal is to empower Suppliers with the information and tools they need to seamlessly navigate through **SAP Business Network Solutions**. You can find the answers you need about SAP Business Network products in the **SAP Help Center**. You can also contact **SAP Support** directly through the **Help Center**, when necessary.

12.3 Access the Help Center

Sign into your account and look to the right-hand side of your screen  to view the **Help Center panel**. If the panel collapses and you cannot see any articles, click  icon to expand.

12.4 Using SAP Business Network Help Center

The Help Center is the first place to start if you have questions about any **SAP Business Network Solution**.

Please watch this short Tutorial on how to navigate **SAP Help Center** to:

- Find informational documents and FAQs created and curated by support or product documentation from SAP Help Portal
- Find information on new releases, upcoming webcasts, and events, as well as easy access to Supplier Release Readiness Portal.
- Contact us to submit a case for support.

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