



Unable to find your POs?

This is a quick troubleshooting guide for one to use as a process of elimination.

1. First, try the most basic approach. Are your filters set to only show 31 days instead of 365 days? When you log in to your SAP Business Network account (formerly Ariba), you'll see some tiles at the top of the screen. Please click the tile that says 'orders.' After you click orders, you will see two rows of text boxes for you to add in custom information to search for your PO. On the second row down, there is a search field that gives you the option to decide how far back you wish to search for POs. The default search option is 31 days. Please change this option to 365 days and add your PO number to the appropriate field. Also, please change the radio button from 'partial match' to 'exact match' and then click search. From here, you will search for POs from the last 365 days as opposed to 31 days. If this method doesn't work, see step 2.
2. Is your SAP Business Network ANID currently in a relationship with Gerdau? To determine this, please login to your SAP Business Network account. Once you're logged in, click your initials in the top right of the screen. After you click your initials, a window will drop down and from here, click settings. Once you click settings, another window will open to the left and on the top of that window you'll see 'customer relationships,' please click that, and the next window that opens will display all of the relationships you currently have with buyers. If you do not see Gerdau in that list, then you're not currently in a relationship with them under that particular ANID. Also, you may need to confirm the relationship if you're account is set to manually review relationships. If your account should be set to automatically accept, you'll be able to toggle that option at the top of the screen where your relationships are displayed. Please see step 3 from here.
3. Did Gerdau send you a PO before your relationship was established? If you don't have an SAP Business Network account, or you do have one but aren't connected to Gerdau yet and they've sent you a PO – you would have received an e-mail containing a notification that Gerdau has sent you a PO and then you as a supplier needs to action it. If you're able to locate this PO in your email, great! There will be a button to process your PO within this e-mail. Action this PO by clicking the button and following the directions within the prompt to log in to your existing account (if you have one) or by creating a new SAP Business Network account (if you don't have one).
4. If you've exhausted all of the above options, you will need to provide your ANID to your buyer. From here your buyer contact will provide your ANID to their SAP Business Network contact to establish your relationship and they will have to cancel and reissue your PO once you've managed to connect your preferred ANID to Gerdau.