

**SAP Business Network**

**Frequently Asked Questions**

Short description

This document provides helpful information for suppliers who need to access SAP Business Network.

Scope

These Frequently Asked Questions apply to all suppliers from Elia Group who have to access the SAP Business Network portal to transact with Elia Group.

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### Glossary

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| SAP Business Network  | Formerly known as SAP Ariba Network, this is a web-based application that connects buyers and suppliers to transact and find new business opportunities. While the user-portal itself is named SAP Business Network, the underlying network itself is still called Ariba Network. |
| Supplier profile  | A page that contains all company information.  |
| Credentials | A set of Username and Password linked to your account/profile and used to access the SAP Business Network portal.  |
| Security information  | Stores your security questions, mobile phone number and information about your authentication credentials.  |
| Secret code  | A digit-based password used to protect your access.  |
| Service Entry Sheet | A document which specifies the services performed by a supplier for the buyer. It mainly includes a description of the services, the number of hours worked, the prices and subtotals. Service Entry Sheets on Ariba Network are created based on Purchase Orders. Service Entry Sheets are most often created by the supplier himself and are sent to the buyer for approval. |
| Enablement  | Onboarding of all Elia Group suppliers to the SAP Business Network for paperless transaction. |
| AN-ID | SAP Business Network ID |

# Section A. Joining the SAP Business Network

1. What is the SAP Business Network?

The SAP Business Network is an online platform to facilitate the customer-supplier relationship. The platform allows you to receive purchase orders, send invoices and follow up the status of the documents.

1. As a provider of Elia Group, is it required to adopt electronic billing?

Yes, Elia implements an e-commerce platform (electronic orders and invoices) which will become the main way to exchange documents with suppliers. That is why you are invited to join the SAP Business Network.

1. I am a future Elia Group provider, do I need to register on the SAP Business Network now to establish a business relationship with Elia Group?

Yes. Suppliers are invited to join the SAP Business Network as soon as the business relationship between your company and Elia Group is created. The commercial context established between Elia Group and your company will remain unchanged (regarding purchases of equipment and services) as well as the special conditions possibly negotiated in each case.

1. Some subsidiaries of my company did not receive an invitation to join the SAP Business Network. Can they also join the platform?

Subsidiaries usually join the network on the main SAP Business Network ID of the company. If your subsidiaries are organized independently, you may request the SAP Business Network to create different ANIDs. You also need to inform Elia Group that you will be transacting through multiple IDs. For more details and guidance on how to make this request, please contact: ariba.suppliers@elia.be.

1. Is it possible that several users in my company connect on the SAP Business Network?

Yes, this is possible. In a first step, you may have to set up an account for an administrator. The administrator will be able to create up to 250 users and grant them specific authorizations. Please visit: <https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training/> for more information on how to do so.

For guidelines in Dutch, please use the Master Guide, available on [elia.be/nl/leveranciers/informatie-en-tools](https://www.elia.be/nl/leveranciers/informatie-en-tools).

1. Why, as a provider, should I change my current process? Elia Group can access and download my invoices on my website.

By standardizing and automating the exchange of documents such as orders and invoices through the SAP Business Network, there are benefits and gains both for suppliers and for Elia Group. Elia made the choice to use the SAP Business Network exclusively. Indeed, this choice is motivated by the simplicity, quality, size and easy integration with SAP Business Network, as well as the requirement to conform to European regulations.

1. What are the benefits and gains for me?

Using SAP Business Network, you will have visibility of changes in your documents in real time, encounter less mistakes, have invoices accepted more quickly and receive your payments on time. There are also gains regarding the use of resources since there will be less administrative work and necessary communication. Finally, you will be recognized as a preferred provider to us.

* Secure and guaranteed invoice delivery - no more lost invoices
* You can check the status of your invoice online - from delivery to payment
* Reduced processing time - we receive your invoices faster which means that we are able to pay you on time
* Instant invoice validation - Fewer delays due to missing information
* Higher processing transparency and better cash flow management due to 24/7 access and reporting
* VAT compliance - regardless of where invoices are sent from or received
* Easy and cost efficient – you can send invoices at any time
1. Is there any alternative way of submitting invoices other than through SAP Business Network?

No, the SAP Business Network is the only option to submit invoices to Elia Group.

1. What if I already have an account on the SAP Business Network?

When you are invited to join the SAP Business Network, you can choose to register with a new login & password or with existing credentials. Clicking on the Elia Group invitation and registering with existing credentials will make the connection between your existing account and Elia.

1. Elia Group invited me to a Standard account, but I already have my own account on SAP Business Network?

If you already have an account with the SAP Business Network, you can always login with existing credentials instead of creating a new account. If you were invited via the system of standard accounts, the first registration you will perform (from the first purchase order) will create the link between Elia and your chosen account. The link will be reused for the following purchase orders.

If you currently have a Standard account and were invited with a Trading Relationship Request (TRR), you will not be able to accept the TRR without upgrading to Enterprise. Please contact: ariba.suppliers@elia.be so we can send you the invitation for Standard accounts.

If you wish to have access to the Enterprise functionalities as well as access to the Ariba Helpdesk, we invite you to upgrade your account to a “Enterprise” account”(for details on these functionalities, see question 11).

To do so, you may click on “Learn More” on top of your screen on SAP Business Network. You will then be able to choose upgrading your account to an enterprise account.

1. What are the differences between Enterprise and Standard accounts on Ariba Network?

Standard accounts are accounts which are free of charge, regardless of the number of documents or transaction volume processed. These accounts receive purchase orders via mail, where the user can click to go to the Ariba Network portal to ‘flip’ the order into an invoice (or a service entry sheet). Most information on the invoice is automatically gathered from the original PO, leaving only a few fields to be filled in by the user. After creating the invoice, you can check it for mistakes before sending it on the Network. No additional actions are required to complete the invoicing process.

Enterprise accounts ‘flip’ purchase orders into invoices or service sheets in the same way, but all documents are managed from the Ariba Network Portal. Here all document statuses are instantly visible, as well as the relation between documents (order – order confirmation – goods receipt - service sheet – invoice). Customized reports can be created to get a better view on the number of documents and amounts they represent. Access to the Ariba helpdesk and a library of helpful documentation on Ariba Network is also available. Enterprise accounts can either be free or have to pay fees which depend on the number of documents exchanged and the volume of the transactions they represent.

# Section B. The document flow

1. Which document is considered as the official/legal original invoice?

The cXML document generated on SAP Business Network becomes the only official and legal document. A readable copy of this document is also available in PDF format. This PDF will nevertheless have the indication 'copy'. For each electronic order sent via SAP Business Network, the only valid document from a legal point of view is the electronic invoice via SAP Business Network in cXML format. A PDF is always available as a readable copy. In any case, the invoices received in other ways will be rejected (except during the transitional period).

1. Should I also send a paper invoice in addition to the electronic version? Is this required?

No, the electronic billing process replaces the paper flow completely. Please do not send a paper copy of the invoices generated through SAP Business Network.

1. My company already sends PDF invoices by email. Do I still have to join the SAP Business Network?

Yes. The only way to send your invoices to Elia Group is through the SAP Business Network. Any other means will be rejected.

1. In addition to creating invoices via the SAP Business Network, should I also record the invoices in our accounting system?

Yes, the two actions are necessary. The SAP Business Network does not replace your accounting system. The Network enables you to generate and send your invoices electronically.

1. Can my company still send paper invoices to Elia Group instead of using the network? Is it still possible?

No. The only way to send your invoices to Elia is through the SAP Business Network. Any other means will be rejected.

1. Should I continue to confirm orders via e-mail or fax?

You do not need to confirm orders to us via these channels anymore. It is expected that you confirm these orders on the SAP Business Network directly. When you confirm the orders, it is recorded in our system. The confirmation in the Network will facilitate accurate and efficient billing.

1. I currently send no confirmation orders, do I have to start doing so?

Although we do not consider order confirmations mandatory, we invite all our suppliers to confirm their orders in SAP Business Network, in order to efficiently monitor the reception and acceptance of those orders.

1. I sent a Service Entry Sheet, does it have to be approved before I can invoice?

Elia has to review the Service Entry Sheet and approve it before paying. You will be able to send an invoice before approval, but Elia can only pay you after.

1. Do I have to create my Service Entry Sheet on SAP Business Network?

Yes, if you created and sent service entry sheets before, you have to continue to do so in the future on the SAP Business Network.

It is also possible that you did not have to create SES before, but will be required to do so in the future.

Service Entry Sheets contain the different services performed by a supplier, as well as their specific description, the number of hours worked, the price per hour and the subtotal of all services. These are most often created by the supplier himself on the network by ‘flipping’ a purchase order and are then sent to the buyer for approval.

If you created timesheets before using the Fiori app, you may continue to do so.

For details on how to create Service Entry Sheets, please have a look at the quick guide on this topic, on: [elia.be/nl/leveranciers/informatie-en-tools](https://www.elia.be/nl/leveranciers/informatie-en-tools).

1. Do I have to create a Service Entry Sheet on SAP Business Network if Elia sent me the Service Entry Sheets before?

This highly depends on your individual situation as a supplier. Please contact: ariba.suppliers@elia.be.

1. Is it possible to generate invoices that are not related to an order via SAP Business Network?

Yes, you can generate invoices not related to purchase orders made by Elia Group, but if an order exists you must invoice against it. In any case, any invoice needs to have an Elia Group reference.

1. Is it possible to group several orders on a single invoice?

You can combine different orders onto one invoice if you have an Enterprise supplier account. You then have the possibility to upload a .csv file containing your invoice details onto SAP Business Network. There is a template available on the network.

If you are transacting directly on SAP Business Network using the PO-Flip functionality, you will generate one SAP Business Network invoice per purchase order.

1. I cannot create "Ship Notices”?

You cannot send ship notices to Elia Group. Ship notices may in some cases be used for other customers on SAP Ariba Network to inform them of the shipment of a delivery. Since Elia decided not to allow these notices, they are neither required nor possible to send.

1. Are credit memos supported on SAP Business Network?

These documents are allowed on the Network, but they may only be issued against an existing invoice.

1. Are debit memos supported on SAP Business Network?

Elia Group does not allow debit memos on SAP Business Network. The Network does support debit memos and these may be allowed by other customers.

1. What e-invoicing options does SAP Business Network offer to suppliers using their network?

**PO Flip:** The PO flip is designed for companies who receive the purchase orders through SAP Business Network and transform them into invoices on the platform with little extra effort. Most information is copied from the purchase order. Only supplier specific data (like invoice number, VAT rates…) must be added manually.

**Integrated Solution:** The Integrated Solution gives a fully automated process where invoice data is extracted directly from suppliers’ billing system and delivered directly into the customer’s finance systems, by means of the SAP Business Network functionality.

**CSV Solution:** The CSV solution allows suppliers to load multiple invoices via comma-delimited files. This is generally used when large suppliers do not have the immediate means to implement an integrated solution.

# Section C. Integrated suppliers section

1. What does an 'integrated' supplier mean?

An integrated supplier is a supplier, which has automated the exchange of documents between their ERP and the SAP Business Network.

1. What happens if my company is not technically ready to transact as 'integrated' supplier at the time of the Go-Live?

If the automation of the exchange of documents is not implemented, you will create invoices using the ''PO-Flip” functionality through the SAP Business Network until you are ready to connect your ERP system with SAP Business Network.

1. How to Integrate my ERP with SAP Business Network?

The SAP Business Network offers the possibility to integrate with your back-end ERP system for automatic exchange of electronic documents. For more information, please contact SAP Business Network.

[Http://supplier.ariba.com](http://supplier.ariba.com) (Help Center)

1. Can we attach supporting documents on SAP Business Network while submitting invoices?

Yes, Elia Group accepts attachments to SAP Business Network invoices.

# Section D. Being Live on SAP Business Network with Elia Group

1. Can we postpone the date of onboarding because we have other constraints at the moment?

You will need to transact through SAP Business Network as from the go-live date. If you face any issue, please contact us at the following address: ariba.suppliers@elia.be

1. Will I receive a training about creating invoices on the SAP Business Network?

During enrollment, there is a period to familiarize yourself with the SAP Business Network. SAP has organized a summit and provided recordings. You can also access the supplier helpdesk on SAP Business Network from your account (which contains educational material and tutorials).

Guides and information on the Elia website: [elia.be/nl/leveranciers/informatie-en-tools](https://www.elia.be/nl/leveranciers/informatie-en-tools)

The supplier enablement mailbox: ariba.suppliers@elia.be

Supplier summits (registration required): [English](https://event.on24.com/eventRegistration/EventLobbyServlet?target=reg20.jsp&referrer=&eventid=3207439&sessionid=1&key=B500D3700DF264B788BFAFD8A598E9E3&regTag=&V2=false&sourcepage=register), [français](https://event.on24.com/wcc/r/3207674/5F154A00A2122EAA0A30CA40F5C23BEC), [Nederlands](https://event.on24.com/eventRegistration/EventLobbyServlet?target=reg20.jsp&referrer=&eventid=3206748&sessionid=1&key=75321E751494694CE38D7C0F9F3DFD62&regTag=&V2=false&sourcepage=register)

1. Will I receive assistance when creating invoices on the SAP Business Network?

When using the system, support from SAP Ariba is provided for enterprise account suppliers. In any case, the SAP Business Network provides a Help Center that may already have an answer to most of your questions and you can contact the customer support. Before you go live, the SAP Business Network enablement team will contact you and show you how to create invoices.

1. Whom can I contact within Elia Group?

You may contact us via ariba.suppliers@elia.be for any question related to the project.

If you have any technical question, please refer to SAP Business Network.

<https://connectsupport.ariba.com/sites/Company?ANID=AN01013838164EMA&h=jhXyvPQzph63fXUig#Enablement-Inquiry>

1. Does SAP Business Network have any tutorial videos to understand the process?

There are tutorials available in the SAP Business Network Help Center. You can access these by going to the Network portal and clicking on the question mark in the top right corner of the screen.

# Section E. Daily usage of the SAP Business Network Portal.

1. I would like to upgrade my SAP Business Network “standard” account to an “enterprise” account. What is the process I should follow? Will I be charged for the usage of an enterprise account?

If your SAP Business Network account is a “standard” account, you do not have access to all SAP Business Network functionalities.

To have access to all those functionalities as well as to the SAP Ariba Helpdesk, we invite you to upgrade your account to an “enterprise” account.

To do so, you may click on “Learn More” on top of your screen on SAP Business Network. You will then be able to choose to upgrade your account to a full account. No fees will apply to this upgrade.

1. Which members of Elia Group are currently in scope of the SAP Business Network rollout?

To date, the following members of the Elia Group are in scope for the SAP Business Network rollout:

|  |  |  |
| --- | --- | --- |
| **Entity**  | **Address** | **VAT Code** |
| Elia Asset NV/SA | Boulevard de l’Empereur 20, 1000 Bruxelles | BE04 7502 8202 |
| Elia Transmission Belgium NV/SA | Boulevard de l’Empereur 20, 1000 Bruxelles | BE04 7186 9861 |
| Elia Group NV/SA | Boulevard de l’Empereur 20, 1000 Bruxelles | BE04 7186 9861 |
| Elia Engineering | Boulevard de l’Empereur 20, 1000 Bruxelles | BE04 7186 9861 |

1. The unit price, quantity or delivery date in the Purchase Order is incorrect. How may I update this information in the Purchase Order?

You have the possibility to update the quantity or the delivery date of the articles included in the purchase order. This must be done via “Update Line Items” button available on the Purchase Order screen.

Updating of the unit price is not possible. In case the unit price is not correct, please reject the PO and state this as the reason for rejection.

Once the Purchase Order is updated, a notification is sent to the buyer inviting this person to review the change and approve it.

To update your purchase order, select “Create Order Confirmation” on the purchase order screen, to display the following options

* + Confirm Entire Order
	+ **Update Line Items**
	+ Reject Entire Order
1. If you want to update the item data, indicate the **quantity** to confirm.
2. Click on **Details** to open the detail screen.
3. Enter the new **delivery** date for the confirmed quantity.
4. Enter a **comment**
5. Click **OK** once complete to go-back on the main screen.
6. Is the PO confirmation mandatory? How should I proceed to confirm my Purchase Order?

The PO Confirmation step is currently not mandatory. Invoices can technically be created and submitted against a purchase order, which has not been confirmed in the system.

However, as with the use of our former platform (Basware), we encourage all our suppliers to confirm their purchase orders on the platform. This will allow us to efficiently follow-up the reception and acceptance of our purchase orders by our suppliers.

To confirm your purchase order, select “Create Order Confirmation” on the Purchase Order screen in order to display the following options

* + **Confirm Entire Order**
	+ Update Line Items
	+ Reject Entire Order

Click on “Confirm Entire Order”

1. Enter a **confirmation number**, which is any number you use to identify order confirmations.
2. Each line in the PO confirmation will inherit the delivery date indicated on the purchase order. If you specify an **Estimated Delivery Date**, this one will apply to all items upon submitting.
3. Enter a **comment**
4. Click **Next** to proceed with the confirmation
5. When creating my non-PO invoice, a red message indicating «! Invalid Address » appears below the field “Choose Address Customer”. Which address should I include?

This error is specific to non-PO invoices. To complete this field, the following steps are required:

1. **Select « Customer »** from the dropdown menu (those addresses are pre-filled and updated by Elia).
2. **The first entity from the address list is included by default when the invoice is created.** Please make sure to select the right entity from the list:

|  |
| --- |
| **Entity** |
| Elia Asset NV/SA |
| Elia Transmission Belgium NV/SA |
| Elia Group NV/SA |
| Elia Engineering |

1. When creating my invoice, I included the wrong VAT percentage. How can I cancel or update my invoice?

If you need to edit information on an invoice that you have already submitted, the invoice must have the status "Failed" or "Rejected".

To update the invoice details and return the invoice:

1. Go to the Outbox of your SAP Business Network account.

2. Navigate to the invoice you want to edit.

3. On the invoice details page, click Edit and Return to edit the invoice.

The modified invoice contains by default the same invoice number and the same invoice date.

If your invoice does not have the status "Failed" or "Rejected", you must then make a credit memo corresponding to this invoice and then create a new invoice with your changed data.

1. Why does my invoice have status “rejected”?

This can have multiple reasons. When your invoice was sent but later changed its status into “rejected”, you will see a message with the rejection reason when you reopen the invoice.

1. When creating my invoice, in the « Payment Terms » section, two fields must be completed. What information should I record?

The first field is your « net payment » condition. The number of days after which the invoice must be paid.

The second field represents the discount or penalty term values. These conditions refer to your contract with Elia Group.

1. What is the maximum invoice number length?

There is no maximum length.