Use of SAP Ariba & SAP Business Network at Belfius
Frequently Asked Questions

This document provides helpful information for suppliers who collaborate with Belfius over Ariba and suppliers who optionally choose to receive their Belfius purchase orders via SAP Business Network.

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1) Why is Belfius using SAP Ariba

Belfius Is using SAP Ariba as the technology to support Procurement processes and to strive for continuous Improvement of the collaboration with our partners.

2) What happens if I do not follow the registration procedure?

It is of the utmost importance to emphasize that compliance with these procedures is essential to establish a successful collaboration with Belfius. Failure to comply with some of them will result in your exclusion form any business opportunity.

3) How can I best manage my Ariba account?

Invitations sent via Ariba are strictly personal and cannot be forwarded. Therefor it's advised to use a functional mailbox. If more than one person needs to access the account, they can be added as contact person, whether the account is associated with a functional mailbox or personal mail.

4) Can I forward the invitation to register to someone else within my organization?

As invitations are strictly personal, it's not possible to forward these. Please contact your main contact person at Belfius to have the resend the link to another mail-address.

5) What happens when I have not received expected registrations links or Purchase Orders?

It could be that the email address I not a trusted one, make sure that you whitelist ariba.com as trusted sender. Make sure to check spam folders and deleted items.

6) How to register on Ariba?

In the support section of our website you can find a manual that will guide you through the creation steps.

7) What do I need to do if I have received an invitation to participate in RFx via Ariba?

In the support section of our website you can find a manual that will guide you through the creation steps.

8) Is an Ariba account to be paid for?

See questions 22 as well – a standard account is free, an enterprise account is payable.

9) How can I see which type of account I have?

This information is shown in your company account (on top)

10) What is 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 order confirmations and follow up the status of the documents.

11) As a supplier of Belfius, is it required to register on SAP Business Network?

No. By default you will receive e-mails from SAP Business Network containing your purchase orders without registering. You can optionally create an SAP Business Network account to have easy access to all your orders in one place. With an account you can also confirm or reject your orders, but this is also optional.

Please note that a limited amount of suppliers will not receive their orders via SAP Business Network and thus cannot register.

12) I'm a future Belfius supplier, do I need to register on the SAP Business Network now to establish a business relationship with Belfius?

No. You will receive your purchase orders via SAP Business Network (except in specific cases) and have the option to create an account, but you will not be required to do so.

13) What are the benefits and gains for me?

Using SAP Business Network, you can easily find and organize all your Belfius purchase orders in one place. An account allows for filtering, status updates and an easy overview of key information (PO numbers, PO amounts and statuses).

Optionally, you can also use the 'order confirmation' feature to reject purchase orders which contain incorrect information. This will ensure a fast update of your order information and therefore smoother and quicker processing of your invoices.

14) Do I have to send my invoices via SAP Business Network?

No, you cannot send invoices to Belfius via SAP Business Network. You can only receive and confirm purchase orders via the platform. Invoices have to be sent via Peppol, Ixordocs or e-mail. See our supplier Webpage for further information on invoicing.

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15) Do I have to send service sheets via SAP Business Network?

No, you cannot send service sheets to Belfius via SAP Business Network.

16) Will Belfius send me goods receipt via SAP Business Network?

Yes, goods receipt (a message which notifies you that goods you delivered to Belfius have been well received) will be sent to you and will be available on your SAP Business Network account only. These messages are **purely for your information and do not require you to take action**.

To view a goods receipt, navigate to a purchase order which has been received and click on the document number (in blue) under 'related documents' on the top-right.

If you click on the initials on the top-right, then 'settings' and 'notifications', and finally on 'Network', you can also activate a notification message per e-mail to be sent each time Belfius sends you a goods receipt.

17) Can I receive my purchase orders on a different e-mail address/multiple e-mail addresses?

Yes, if you create an SAP business Network account you can choose yourself which to which e-mail address purchase orders will be sent. You can have them be sent to up to five different e-mail addresses.

On the homepage, click on the initials on the top-right, then 'settings' and 'electronic order routing'. If you scroll down, you will see the e-mail address which currently receives e-mails with purchase orders on the right side of the screen.

In this field, you can enter up to five different e-mail addresses. **Important:** these have to be separated by **comma's**.

It's not possible to have specific orders sent to specific addresses. All orders are sent automatically to all addresses entered on your SAP Business Network account.

18) Can I receive my purchase orders in a different language?

Yes. On the home screen, click on the initials on the top-right, then 'my account'. Under 'preferences' you can change the preferred language. This will determine the language in which you will receive your purchase orders from Belfius.

19) Is it possible that several users in my company connect on SAP Business Network?

Yes, this is possible. As 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 see our user manual for further information on user creation ([insert link].

20) 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 Belfius invitation and registering with existing credentials will make the connection between your existing account and Belfius .

21) 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 functionalities as well as to the SAP Ariba Helpdesk, it is possible to upgrade your standard account to an enterprise account. Enterprise accounts are generally recommended only if you have multiple customers and exchange at least 100 documents with them per year.

Please note that enterprise accounts may carry fees and that Belfius does not require you to register on the SAP Business Network, nor use an enterprise account. Belfius will not accept responsibility for any fees incurred to the use of enterprise accounts.

22) The price, quantity or delivery date in the purchase order is incorrect. How may I update this information in the purchase order ?

If any information on the purchase order is incorrect, you can reject the order and leave a comment. The person who requested the order can then send you an updated version.

To confirm or reject orders, it's necessary to create or link an SAP Business Network account.
- ➢ First, navigate to the purchase order on your SAP Business Network account.
- ➢ Then click on 'Create order confirmation' on the top-left, then 'reject entire order'
- ➢ In the pop-up, select a 'rejection reason' and leave a comment, giving more detailed explanations.
- ➢ Finally, click on 'reject order'

23) Is the PO confirmation mandatory? How should I proceed to confirm my Purchase Order?

The PO Confirmation step is **not** mandatory. In case your order is correct and you wish to confirm you received it correctly and agree with its contents:

- ➢ First, navigate to the purchase order on your SAP Business Network account.
- ➢ Then click on 'Create order confirmation' on the top-left, then 'confirm entire order'
- ➢ On the next screen you can optionally enter a number for your order confirmation and/or a specific reference which you want to mention to the requester.
- ➢ Then click on 'next' and 'submit

More information is available in our manual for creation of SAP Business Network accounts:

24) Will I receive a training about the use of SAP Business Network?

No trainings will be organized, since account creation will be purely optional and Belfius does not require you to confirm purchase orders on the Network. A manual explaining how to create or link an account has been made available ([insert link here]).

25) When logging on to the portal, I only see a few recent orders, but not any older ones.

This Is normal. Only purchase orders sent as of March 2023 will be available on SAP Business Network. Orders which were sent to you earlier, will not be made visible on there.

26) I seem to have received the same order twice. The same order number 6XXXXXXXX is mentioned both times.

Please verify if the purchase order version and status have changed since the last time you received the order. Normally you will not receive the same order twice unless something has been changed or the order has been cancelled. If you open the order, on the top-right the order status may say 'changed' or 'cancelled' (Instead of 'new) and the version may be 2 (Instead of 1).

In case of a change to an order, either the price or the quantity should have changed, or a comment with more information may have been added on the order by the requester.

27) My purchase order mentions different comments. Who left these? Where do they come from?

Comments (as well as attachments) on the purchase order can be left by multiple persons: the requester, the buyer or any of the persons who approved the request.

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