

## Supplier guidelines

Create and use your SAP Business Network account

Should you need further information or support,  
please visit: <https://support.ariba.com/help>

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SAP Business Network is an online platform which allows you to retrieve all your purchase orders in one place, be notified via e-mail of any changes to the order and confirm or reject the orders you receive. Standard accounts are free-of-charge and contain all necessary functionalities. Enterprise accounts may carry fees.

Belfius considers the creation of an SAP Business Network account purely optional and does not take responsibility for any fees incurred due to the use of an Enterprise account.

This manual will explain the following:

## **1. Create your SAP Business Network account**

Create a Standard account or link an existing SAP Business Network account using a purchase order e-mail from Belfius.

## **2. Choose your account language (= language for purchase orders)**

Set your account language which will determine the language in which you receive your purchase orders.

## **3. Set up the 'Workbench' (= purchase order inbox) and confirm your order**

Set up your Workbench to easily find back your Belfius purchase orders. If you wish to confirm the correctness of your order, you can optionally confirm it. If the purchase order is incorrect, you can reject it and specify any changes which need to be made.

## **4. Set-up notifications**

Set up notifications to be informed by e-mail of any new orders or changes to the ones you already received.

## **5. Create extra users**



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## **5. Create extra users**

You can create extra users for any of your colleagues who should be able to access your SAP Business Network account.



# 1. Create your SAP Business Network account

Belfius Bank/Banque SA - TEST sent a new Purchase Order 6000000516

"Belfius Bank/Banque SA - TEST" <ordersender-prod@ansmtp.ariba.cc>  
To

If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

6000000516.pdf  
84 KB

**Belfius Bank/Banque SA - TEST**

A new purchase order from Belfius Bank/Banque SA - TEST is waiting for your response on SAP Business Network.  
Hello

Belfius Bank/Banque SA - TEST would like to invite you to connect with us on SAP Business Network.

16 + purchase orders are waiting for your response. To access the purchase order, please click on process order and register on SAP Business Network for free account

Dear supplier,

please find your Belfius purchase order in annex to this mail. If you have any questions about your order, please contact the requester (e-mail address available in the 'ship all items to' section on the purchase order).

The creation of an SAP Business Network account (with 'process order' button below) is **optional** and Belfius is not responsible for any fees incurred due to the use of an Enterprise account. With a free-of-charge Standard account you can view all your Belfius orders in one place and confirm or reject them.

For more information on how to create and use your account, see: <https://www.belfius.be/about-us/en/belfius-community/suppliers/sap-ariba>

Invoicing instructions are stated on the purchase order itself.

Thanks in advance for your good care.

Click Process order to register and connect

**Process order** **2**

Reply to this email to send your customer a message. If your company received this email by mistake, you can [stop receiving purchase orders](#) via SAP Business Network.

**Purchase order details**

**Belfius Bank/Banque SA - TEST**

Connect with Belfius Bank/Banque SA - TEST on SAP Business Network to collaborate.

**3** **Create new account**

or

**4** **Use existing account**

Not sure whether your company already has an account?  
[Search for your company](#)

You need to have received at least one e-mail containing a purchase order from Belfius. The address sending these e-mails is: [ordersender-prod@ansmtp.ariba.com](mailto:ordersender-prod@ansmtp.ariba.com)

**(It's not possible to create or link an account to Belfius before having received an e-mail with purchase order)**

- 1** Open the e-mail
- 2** Click on **Process order**
- 3** If you wish to create a new (Standard) account, click on **Create new account**
- 4** If you wish to receive your purchase orders on an existing SAP Business Network account, click on **Use existing account**.

If you already use SAP Ariba Sourcing for Belfius, you can link this account if you are the account administrator by clicking on **Use existing account**.

Please verify first if it's an account of type Standard to avoid any unwanted fees for Enterprise accounts.



# 1. Create your SAP Business Network account

**Belfius**

Create an account to connect and collaborate with Belfius Bank/Banque SA - TEST on SAP Business Network

Company information ⓘ

DUNS number  ⓘ

[Don't know your DUNS number?](#)

Company (legal) name \*  Required field

Country/Region \*  ▾

Address line 1 \*  Required field

Address line 2

Postal code \*  Required field

City \*  Required field

State  ▾

Administrator account information ⓘ

First name \*  Last name \*  Required field

Email \*  Required field

Use my email as my username

Password \*  Repeat password \*

Business role \*  ▾ ⓘ

I have read and agree with the [Terms of Use](#).

I hereby agree that SAP Business Network will make parts of my (company) information accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings. Please see the [Privacy Statement](#) to learn how we process personal data.

I'm not a robot  reCAPTCHA Privacy - Terms

[Create account](#)

If you are creating a new account, fill in all the required fields:

1. Company (legal) name
2. Country/Region
3. Address line 1
4. Postal code
5. City

The information you fill in under **Administrator account information** is the information for your account user, with which you can log on in the future.

6. First name
7. Last name
8. E-mail address
9. Password (+ repeat)

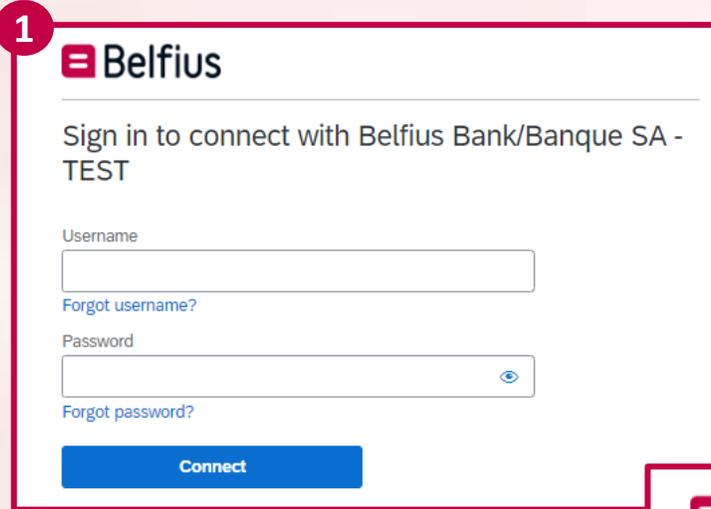
**Important:** Passwords must contain between 8-32 characters and at least one capital letter, one small letter and one special character

**Your account has now been created and is linked to Belfius!**

**For future use of your account:** After your account has been created or linked, you can always log on with your username and password via [this link](#)

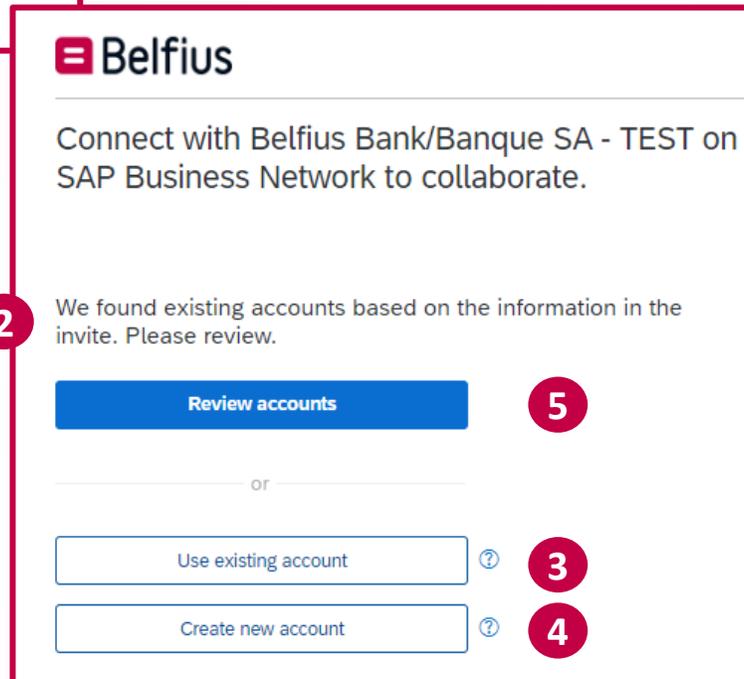
# 1. Create your SAP Business Network account

**1**



The screenshot shows the Belfius login interface. At the top left is the Belfius logo. Below it, the text reads "Sign in to connect with Belfius Bank/Banque SA - TEST". There are two input fields: "Username" and "Password". Below the "Username" field is a link "Forgot username?". Below the "Password" field is a link "Forgot password?". At the bottom is a blue "Connect" button.

**2**



The screenshot shows the Belfius account selection interface. At the top left is the Belfius logo. Below it, the text reads "Connect with Belfius Bank/Banque SA - TEST on SAP Business Network to collaborate." Below this is a message: "We found existing accounts based on the information in the invite. Please review." There are three main options: a blue "Review accounts" button (labeled with a red circle 5), a "Use existing account" button (labeled with a red circle 3), and a "Create new account" button (labeled with a red circle 4). There is an "or" separator between the "Review accounts" and "Use existing account" buttons.

## If you are linking an existing account:

- 1** You will get a screen allowing you to log on with a user from your existing account. Log on once on this page, to link your account to Belfius.

If you log on but get an error message, make sure that your user has the authorization to accept trading relationship requests!

If you log on using the administrator user of the account, you will never have a problem to link your account.

## Your account is now linked to Belfius!

- 2** Do you get a message about **existing accounts**?

You can either:

- 3** Click on **Use existing account** to log on with your existing account (if you have one)
- 4** Click on **Create new account** to create a new one
- 5** Click on **Review accounts** to make sure there is no existing account for your company (see next slide)



# 1. Create your SAP Business Network account

If you are reviewing existing accounts:

You will get a list with existing accounts which are **possibly** related to your company.

If you think one of them may be used by your company, you can use the button **contact administrator** to send an e-mail to the account admin to request access.

If the admin replies and the account is still in use, you can ask him/her to link the account to Belfius, using the e-mail with the purchase order (following the steps on slide 6).

The best option, however, is to ask your colleagues directly if an SAP Business Network account is already in use. If they are sure this is not the case, you can proceed to create a new account (by going **back**).

**For future use of your account:**

After your account has been created or linked, you can always log on with your username and password via [this link](#)

The screenshot shows a web interface for reviewing matched accounts. At the top left, there is a '< Back' button and a red circle with the number '3'. Below this is the heading 'Review matched accounts' and a sub-heading 'Your company may already have an account. Please review the accounts in the table below.' There are search criteria for 'Company Name', 'E-mail address', and 'Country' (set to 'BEL'). A table shows search results (20) with columns for 'Company name', 'Email domain matched', 'Country', 'State', 'DUNS number', and 'Action'. One entry is visible: 'test sup thdu 20 2.0' with 'Yes' in the 'Email domain matched' column. A red circle with the number '1' is next to the 'Contact administrator' button in the 'Action' column. A modal window titled 'Contact administrator' is open, containing a form with fields for 'Your name \*', 'Your company name \*', 'Your email \*', and 'Your phone number'. Each of these fields has a red border and the text 'Required field' below it. The 'Your message \*' field contains a pre-filled message: 'Hello, I recently attempted to create an account on Ariba Network. During the account creation process, SAP Ariba returned your account as a match. Please contact me to determine if I should use this account. Thank you.' At the bottom of the modal, there is a reCAPTCHA widget with the text 'I'm not a robot' and a 'Send' button (circled with a red '2') and a 'Cancel' button.



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## 4. Set-up notifications

Set up notifications to be informed by e-mail of any new orders or changes to the ones you already received.

## 5. Create extra users

You can create extra users for any of your colleagues who should be able to access your SAP Business Network account.



## 2. Choose your account language

The image shows a two-step process for changing the account language in SAP Business Network. The first step shows the user's profile menu with the 'LC' icon highlighted and the 'My Account' option selected. The second step shows the 'My Account' settings page where the 'Preferred Language' is set to 'English'. A large red arrow points from the first step to the second. Red circles with numbers 1, 2, and 3 highlight the 'LC' icon, the 'My Account' option, the 'Preferred Language' dropdown, and the 'Save' button respectively.

1

My Account

Link User IDs

Contact Administrator

ANID: AN111823

Standard account

Company Prof

Marketing Prof

Settings

Logout

SAP Business Network Standard Account Get enterprise account TEST MODE

My Account

Account Settings

\* Indicates a required field

Account Information

Username:\*

[Change Password](#)

Email Address:\*

⚠ Updating your email address to test-laurentc@yopmail.com is pending confirmation. To confirm, see the email sent to you.

First Name:\*

Middle Name:

Last Name:\*

[Personal Information Change Log](#)

Business Role: Accounts Receivables

Preferences

2 Preferred Language: English

Preferred Timezone:\* America/Los\_Angeles

Default Currency:\* Euro

Allow Me to Save Filter Preferences in the Inbox/Outbox

3

The language in which you receive your purchase orders is the preferred language in your account settings.

If you haven't created an account yet, they are sent in the default language per country. **For Belgium this is French.**

1 To change the language in which you receive your purchase orders, log on, and on the home screen click on the **initials on the top-right**, then **my account**.

2 On the next screen, you can choose the **preferred language**.

3 Then click on **save** on the top- or bottom-right.

After changing the language, you can resend any orders you already received to yourself via e-mail (see next slide).

## 2. Choose your account language

The screenshot shows the SAP Business Network Workbench interface. The top navigation bar includes 'Home', 'Enablement', 'Discovery', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', and 'Catalogs'. The 'Workbench' tab is selected and highlighted with a red box and a red circle containing the number '1'. Below the navigation bar, there are several cards for 'Orders to invoice', 'Orders', 'Rejected invoices', 'Remittances', 'Early payment offers', 'Scheduled payments', 'Invoices', and 'Pinned documents'. The 'Orders' card is highlighted with a red box and a red circle containing the number '3'. A dropdown menu is open for the 'Orders' card, showing various actions. The 'Send me a copy to take action' option is highlighted with a red box and a red circle containing the number '2'. The dropdown menu also includes options like 'Confirm entire order', 'Update line items', 'Reject entire order', 'Create ship notice', 'Create service sheet', 'Standard invoice', 'Create credit memo', 'Create line-item credit memo', 'Create line-item debit memo', and 'Hide'. The 'Actions' button at the bottom right of the dropdown menu is also highlighted with a red box and a red circle containing the number '2'. Below the cards, there is a section for 'Orders (379)' with filters for 'Customers', 'Order numbers', 'Creation date', 'Order status', and 'Company codes'. A table of orders is visible at the bottom, with columns for 'Order Number', 'Customer', 'Amount', 'Date', and 'Order Status'. The first row shows an order number '6000000564' for 'Belfius Bank/Banque SA - TEST' with an amount of '€1000 EUR' and a date of 'Dec 5, 2023'.

If you received an e-mail with a purchase order in the wrong language, you can resend it again to yourself, after changing the preferred language.

- 1 On the home screen, click on 'workbench' and retrieve the number of the order you want to receive again via e-mail.
- 2 Click on the three dots to the right of the order (under actions
- 3 then on **send me a copy to take action**).

This will resend an e-mail with the purchase order in the new preferred language.

**Note:** if the e-mail does not contain the order as a PDF-attachment, you first have to activate the attachment in your account settings (see slide 13). Then resend the order again.

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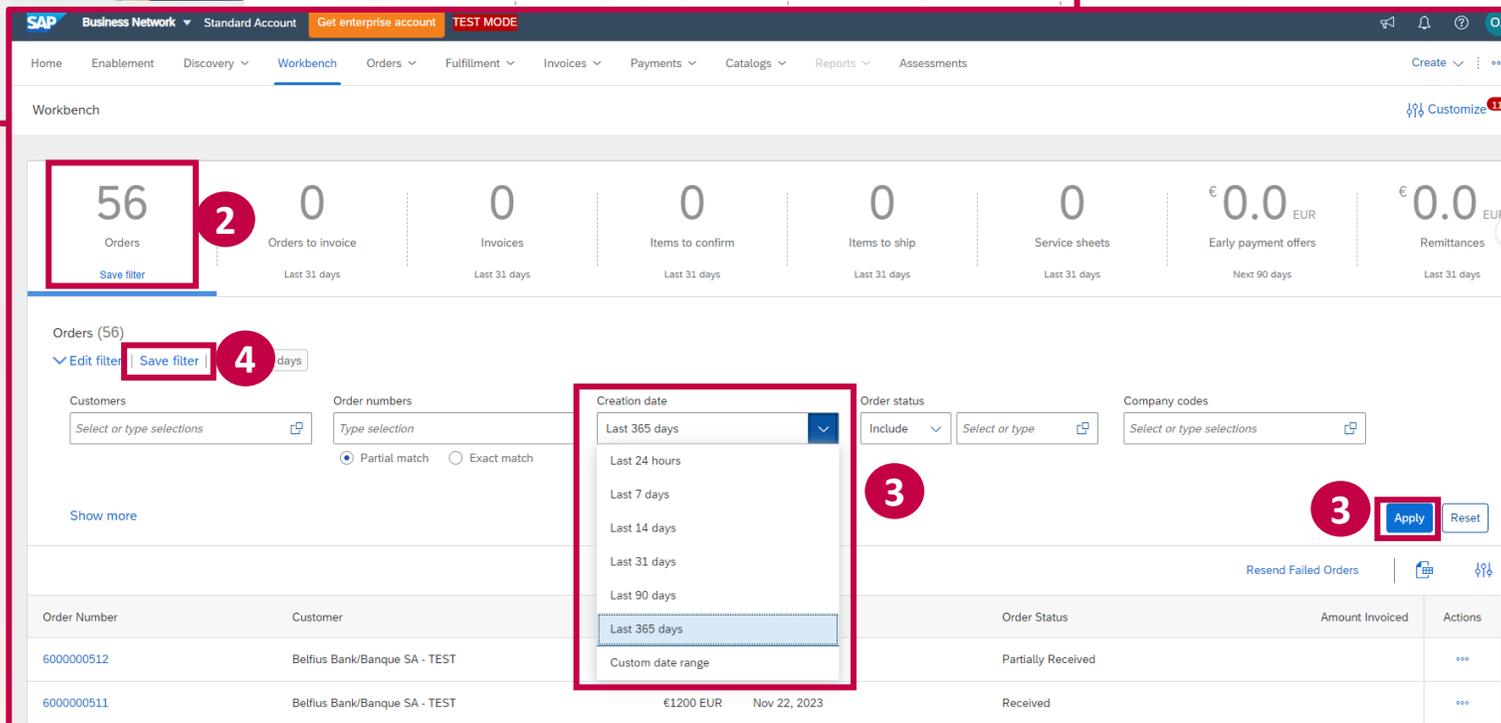
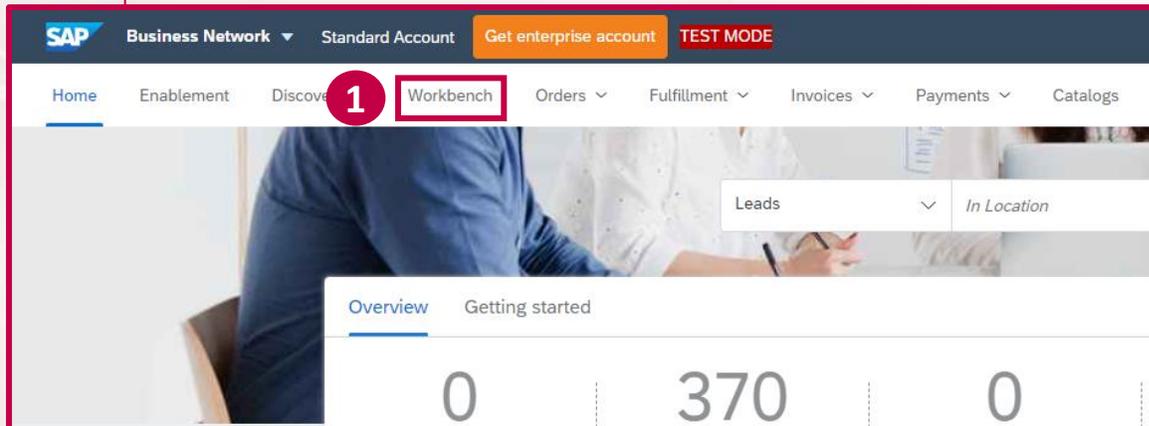
Set up notifications to be informed by e-mail of any new orders or changes to the ones you already received.

## 5. Create extra users

You can create extra users for any of your colleagues who should be able to access your SAP Business Network account.



### 3. Set up the 'Workbench' and confirm your order



1 After logging on, click on the tab named **workbench** on the homepage.

2 In the workbench you will arrive in a tab named **orders** for which you can apply multiple filters.

3 It's always best to first change the filter **creation date** to **last 365 days** (which is the maximum), to see all your orders. After selecting this option in the drop-down list, click **apply**.

4 Then save this filter-setting by clicking on **save filter**, so the next time you log on, all your orders are shown.

**Note:** you can optionally create and save extra tabs with any combination of filters you choose.

For example, you can create a tab with only orders in status 'new' or a tab with only orders from Belfius (if you have multiple customers)



### 3. Set up the 'Workbench' and confirm your order

1 In the **orders** tab, you will have a list of all your purchase orders with the order number to the left.

Besides the number, you also see the customer, the order amount, date and status.

2 You can optionally add more information to the screen by clicking on the **settings** icon to the right.

3 You can also export an Excel-sheet listing all of your orders with **the icon** next to 'resend failed orders'.

4 To view a specific order, click on the **blue order number** to the left.

On the next screen you will have an overview of your entire order.

5 You can optionally click on **the arrow** on the top-right, then **download PDF** to download a new PDF-version of your order.

The screenshot displays the SAP Business Network interface. At the top, there are several summary cards for 'Orders (56)', 'Orders to invoice', 'Invoices', 'Items to confirm', 'Items to ship', 'Service sheets', 'Early payment offers', and 'Remittances'. Below this is a filter section for 'Orders (56)' with options to 'Edit filter' and 'Save filter'. There are input fields for 'Customers' and 'Order numbers', and radio buttons for 'Partial match' and 'Exact match'. A table lists orders with columns for 'Order Number', 'Customer', 'Amount', 'Date', 'Order Status', 'Amount Invoiced', and 'Actions'. The first row is highlighted in blue. A red arrow points from the 'Order Number' column to a detailed view of a purchase order for order number 6000000481. This detailed view shows options to 'Create Order Confirmation', 'Create Ship Notice', and 'Create Invoice'. It also features a 'Download PDF' button and a 'Download CSV' button. The Belfius logo and contact information are visible at the bottom of the detailed view.

Order Number	Customer	Amount	Date	Order Status	Amount Invoiced	Actions
6000000512	Belfius Bank/Banque SA - TEST	€1200 EUR	Nov 22, 2023	Partially Received		...
6000000511	Belfius Bank/Banque SA - TEST					
6000000482	Belfius Bank/Banque SA - TEST					

**Purchase Order: 6000000481**

From: **Belfius Banque-Bank**  
Place Charles Rogier 11  
K. Rogierplein 11 (Addr Plant)  
1000 Bruxelles - Brussel  
1  
Belgium

Purchase Order  
(New)  
6000000481  
Amount: 5,000.00 EUR  
Version: 1



### 3. Set up the 'Workbench' and confirm your order

Purchase Order: 6000000481

From:  
**Belfius Banque-Bank**  
Place Charles Rogier 11  
K. Rogierplein 11 (Addr Plant)  
1000 Bruxelles - Brussel  
1  
Belgium

Confirming PO

Order Confirmation Header

Confirmation #:

Associated Purchase Order #: 6000000481

Customer: Belfius Bank/Banque SA - TEST

Supplier Reference:

Line Items

Line #	Part # / Description	Type
1	Not Available tete	Service

Current Order Status:  
1 Confirmed As Is

Next

Submit

When clicking on the **Create Order Confirmation** button on the top-left, you can choose to:

- 1 **Confirm Entire Order** if your order is correct (this will let the requester know you received his/her order correctly and agree with its content. This step is strictly **optional!**)
- 2 **Reject Entire Order** if some of the information on your order is wrong (for example, the price, the description or other information).
- 3 If you selected **Confirm Entire Order**, on the next screen, you can click on **next** and **submit** to confirm the order. No fields have to be filled in.



### 3. Set up the 'Workbench' and confirm your order

**REJECT ENTIRE ORDER**

Order Confirmation Number:  
Confirmation #:

Rejection Reason:

Comments:

Order Number	Customer	Amount	Date ↓	Order Status
6000000541	Belfius Bank/Banque SA - TEST	€540 EUR	Nov 30, 2023	Changed

**Purchase Order**  
(+ Changed)  
6000000541  
Amount: 540.00 EUR  
~~Amount: 510.00 EUR~~  
Version: 2 (Previous Version)

Unit Price	Subtotal	
45.00 EUR	540.00 EUR	<a href="#">Details</a>
<del>42.50 EUR</del>	<del>510.00 EUR</del>	
Sub-total: - 510.00 -EUR		Sub-total: 540.00 EUR

If you some information on your order is wrong, you can select **reject entire order** to let the requester know the order is wrong and he/she should correct it.

**1** After clicking on **Create order confirmation**, then **reject entire order** select a rejection reason and explain in the comment section what should be changed on the purchase order.

**2** After the requester has changed the order, you will receive an e-mail with a second version (containing the same order number).

**3** Any changes on the order will be clearly marked in grey and orange.



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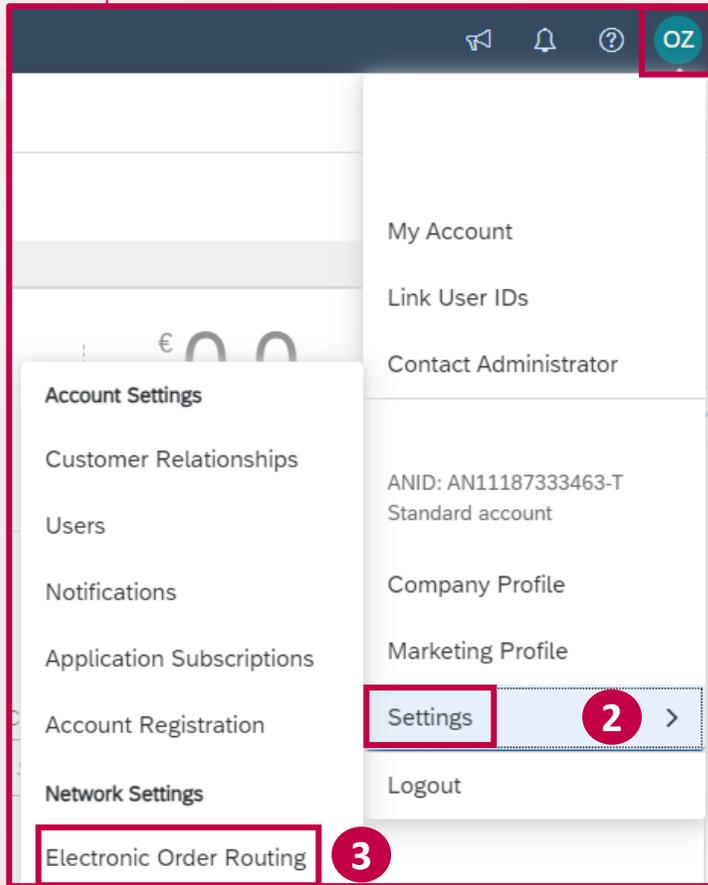
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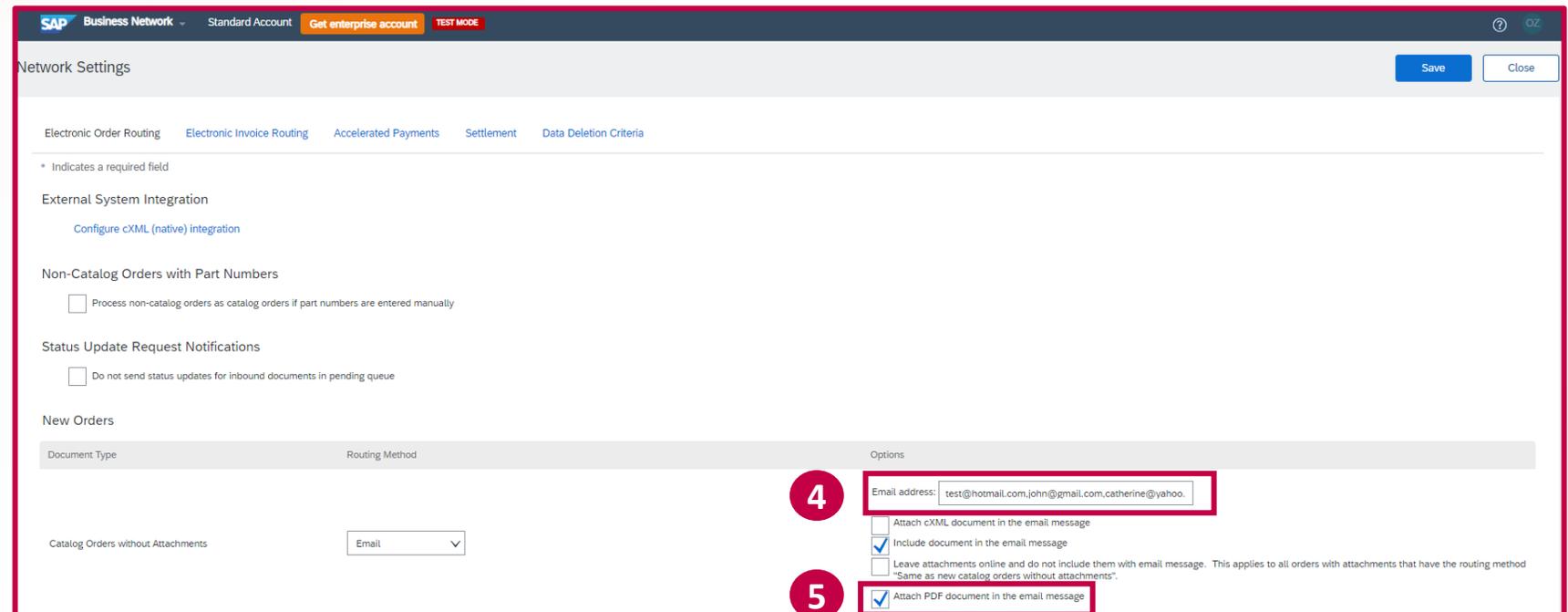
You can create extra users for any of your colleagues who should be able to access your SAP Business Network account.

## 4. Set up notifications



As the administrator, you can choose which e-mail addresses receive an e-mail with an order attachment, each time Belfius sends you a new order.

- 1
  - 2
  - 3
  - 4
  - 5
- On the home screen click on the initials on the top-right, then **settings**, then **electronic order routing**.
- On the next screen, you can enter **up to five** e-mail addresses, separated by **commas** in the field highlighted below.
- You can also choose whether or not to receive the order as a PDF-attachment with the e-mail.



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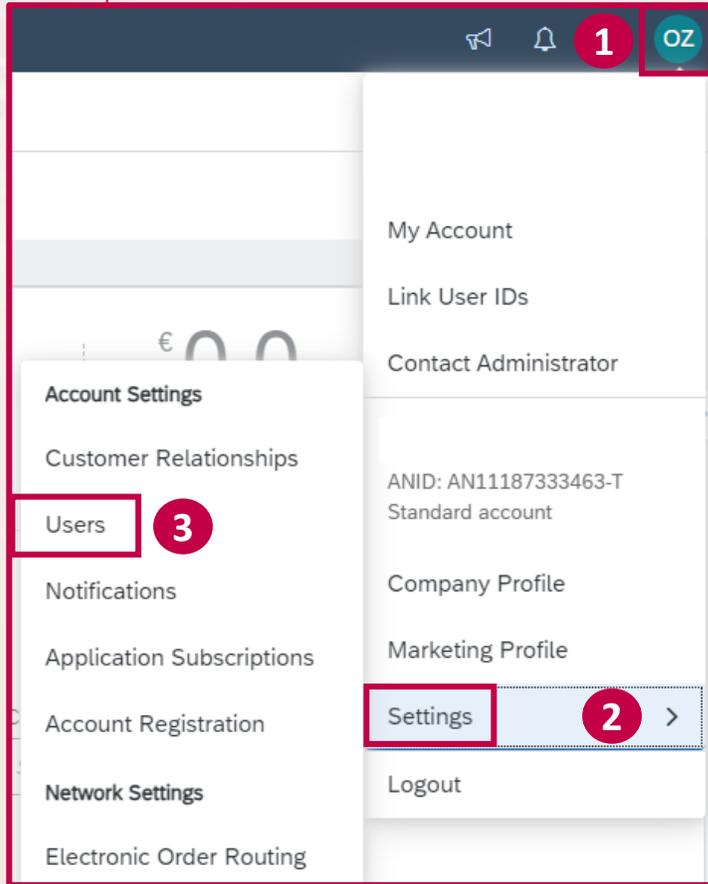
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## 5. Create extra users



1. Initials 'OZ' in the top right corner.

2. 'Settings' option in the account menu.

3. 'Users' option in the account menu.

Account Settings

Customer Relationships

Users

Notifications

Application Subscriptions

Account Registration

Network Settings

Electronic Order Routing

My Account

Link User IDs

Contact Administrator

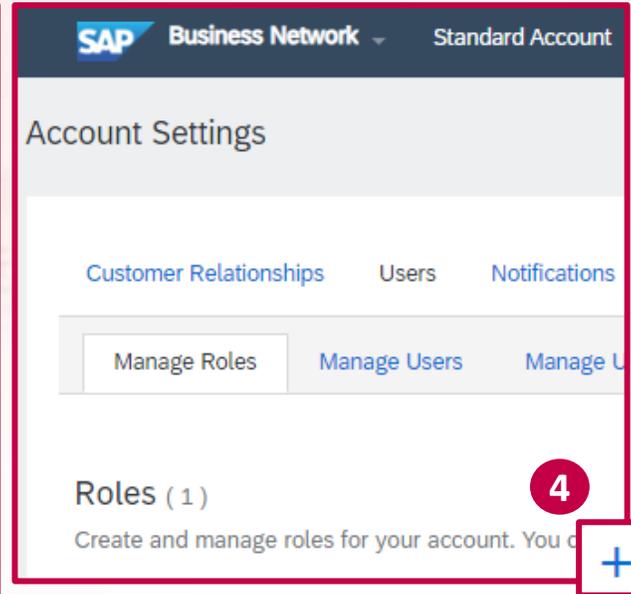
ANID: AN11187333463-T  
Standard account

Company Profile

Marketing Profile

Settings

Logout



SAP Business Network Standard Account

Account Settings

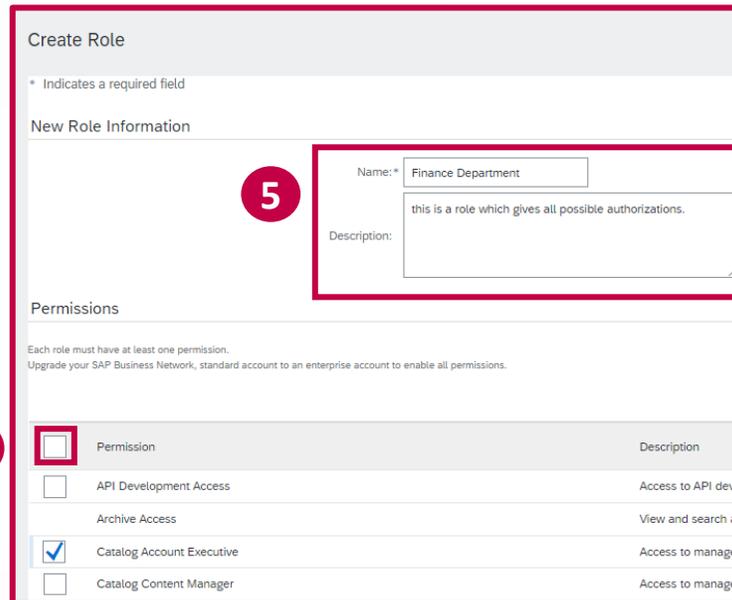
Customer Relationships Users Notifications

Manage Roles Manage Users Manage U

Roles ( 1 )

Create and manage roles for your account. You can

+



Create Role

\* Indicates a required field

New Role Information

Name: Finance Department

Description: this is a role which gives all possible authorizations.

Permissions

Each role must have at least one permission.  
Upgrade your SAP Business Network, standard account to an enterprise account to enable all permissions.

Permission	Description
<input type="checkbox"/> API Development Access	Access to API deve
<input type="checkbox"/> Archive Access	View and search ar
<input checked="" type="checkbox"/> Catalog Account Executive	Access to manage
<input type="checkbox"/> Catalog Content Manager	Access to manage

As the administrator, you can create extra users and determine their authorizations on the account.

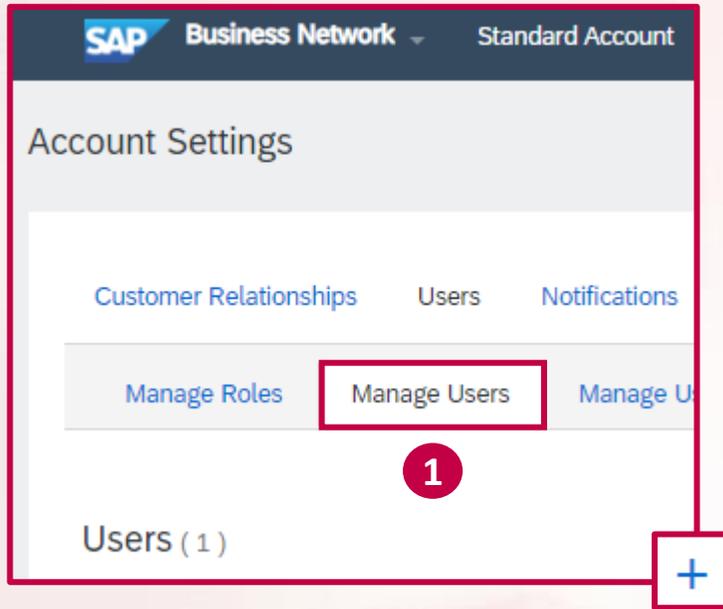
First click on the **initials on the top-right**, then **settings**, then **users**.

On the next screen, we first have to create a **user 'role'** (a set of authorizations, which you can give to multiple users). Click on the **plus** on the bottom right.

Then, fill in a name and a description for the role. (we're just creating a role with authorizations, not a specific user!)

Then select all necessary authorizations you want using the checkboxes to the left. There are a large number of authorizations, which will not all apply to Belfius. If you simply want to select all possible authorizations, check the box next to 'permission', then click on **save** on the top-right.

## 5. Create extra users



Username: \*

Email Address: \*

First Name: \*

Last Name: \*

2

Role Assignment

Name
<input checked="" type="checkbox"/> Finance Department

3

Assign to Customer:  All Customers  Select Customers

4

Done

- 1 On the next screen, click on **manage users** on the top-left, then on the **plus sign** on the bottom right.
- 2 On the next screen, fill in all necessary user information, then select the role which you created.
- 3 Optionally, if you have multiple customers on SAP Business Network, you can choose which customer's documents your user can see on the account.
- 4 Finally, click on **done**. The user has now been created and an e-mail will be sent, with which he/she can set up his/her password.