

bp SAP Business Network (formerly known as the Ariba Network) Supplier On-Boarding Pack

October 2023



Welcome to bp

At bp we are committed to establishing transparent, 'fit-for-purpose' and reliable trading relationships with our Suppliers.

Prior to trading with bp it is important that you reach-out to your nominated Procurement or Business representative to ensure that you understand our preferred channels of trade and your obligations as a Supplier.

The following pack provides information on the on-boarding and enablement of third-party Suppliers of goods and services for the bp Business globally. This includes supporting information on SAP Business Network (formerly known as the Ariba Network), expectations when transacting with bp and other related resources to support Suppliers.

[more on your terms](#)



In this pack you will find information on:

You've been selected as a bp Supplier. What Now?

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SAP Business Network (formerly known as the Ariba Network) for Suppliers

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- What is SAP Business Network Network, benefits and features, mobility, account types and fees

SAP Business Network **registration** and **account set-up** process

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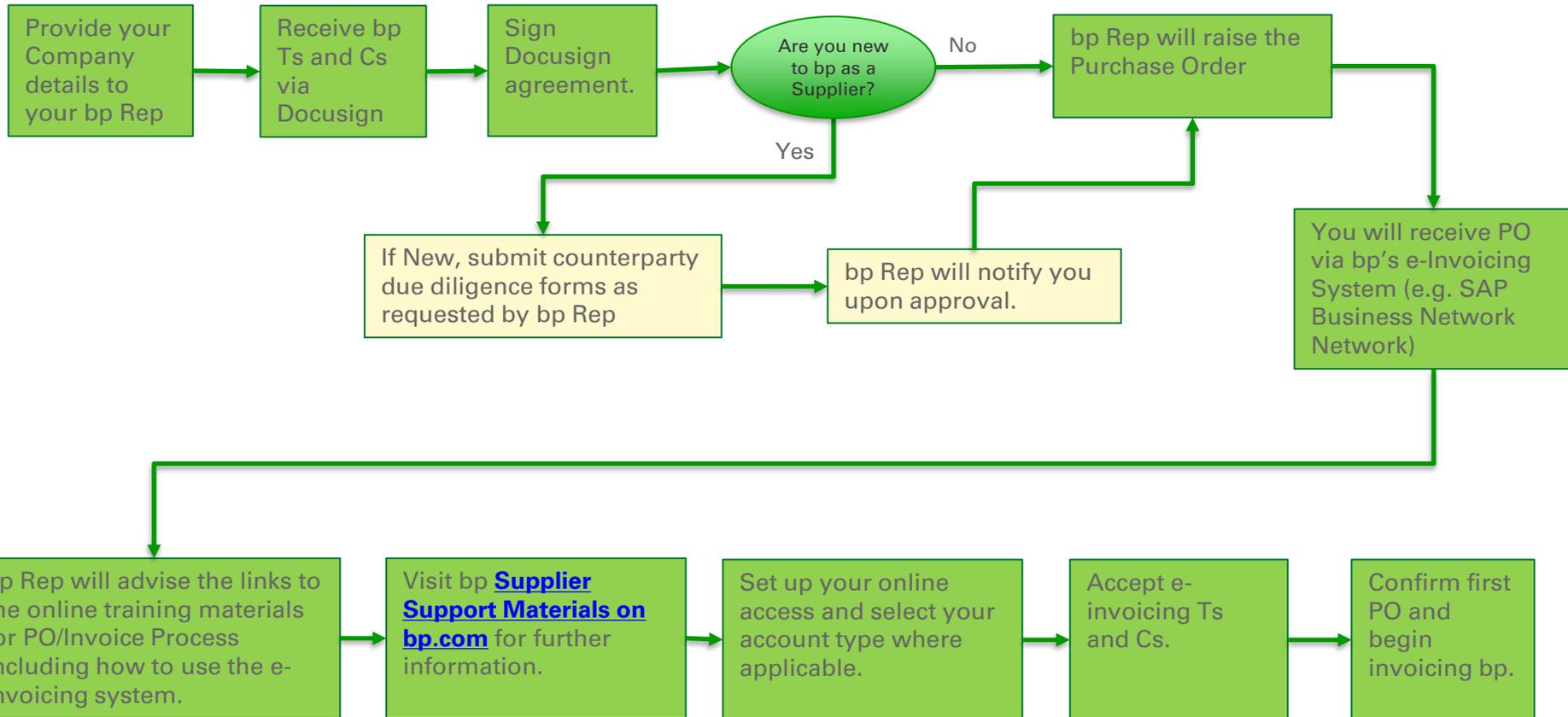
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more on your terms



You've been selected as a bp Supplier – What Now?



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SAP Business Network for Suppliers

The SAP Business Network is a **web-based marketplace for Suppliers** to interact with Customers for the exchange of transaction-based documentation related to the supply of goods and/or services.

What does this mean for our Suppliers?

- **All Suppliers** will need to register for a Standard account on the SAP Business Network account following the receipt of an order attached to an Interactive Email.
 - a. We recommend if you are new to SAP Business Network to select the “**Free**” Standard account type.
 - b. If you are an existing SAP Business Network Account holder, you can add bp to your existing account. *Please note, if you add bp POs to an existing Enterprise account you will attract fees from SAP. [Review SAP’s fee structure here.](#)*
- Once registered on the SAP Business Network Suppliers **must**:
 - **For materials and services:** Submit an **Order Confirmation** to acknowledge acceptance of the Order
 - **For services:** Submit a **Service Entry Sheet** to bp for verification and approval following the completion and acceptance of Services performed
 - **For materials and services:** Submit an **Invoice** electronically via the SAP Business Network referencing the corresponding Order number and an approved Service Entry Sheet (for Services).

For more information on the SAP Business Network,
please visit: [SAP Business Network for Suppliers Page.](#)

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SAP Business Network benefits and features

Benefits of using the SAP Business Network to transact with your customers:

- **Free** for all basic transactions (*“Standard” account enabled Suppliers only*)
- Ability to create and submit all **documents electronically** with multiple Customers
- Improved **Invoice accuracy** ensures Suppliers are paid on-time
- Increase business with existing and future Customers using SAP Business Network Discovery features
- Promote your company to other Customers on the SAP Business Network
- **Email notifications** and **real-time status updates** keep Suppliers informed of where a transactional document is in the processing and payment lifecycle
- Electronic Invoices can be downloaded for local archiving
- Enjoy a single, unified user experience using one account for Order management and processing
- It’s all accessible on your mobile device via the **Mobile app**.

Note: Suppliers can also unlock additional features by upgrading to an ‘Enterprise’ account, however ****fees apply****. Please click [here](#) to read more about the fee structure.

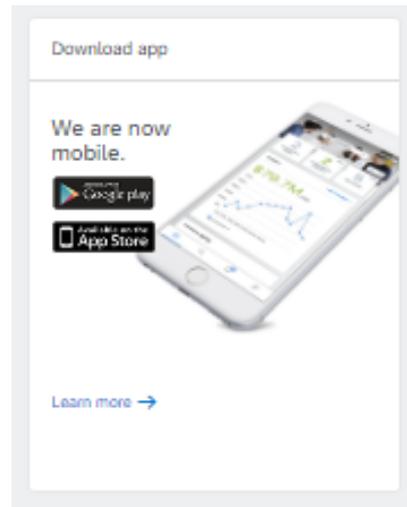
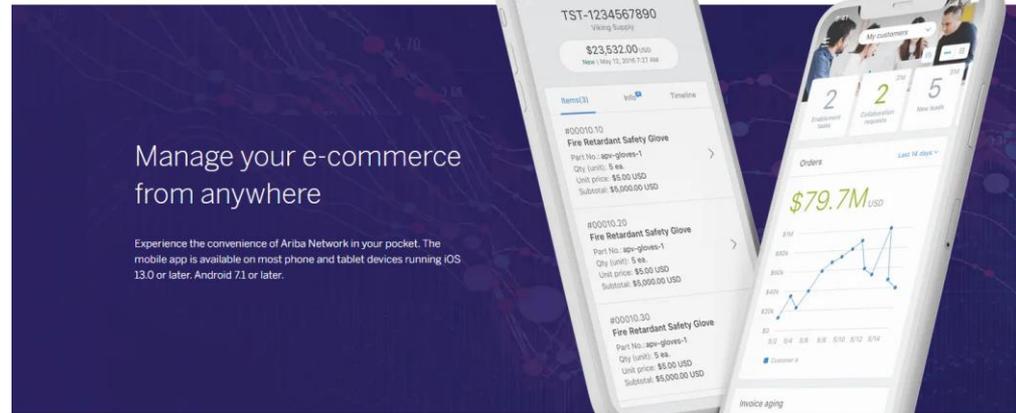


SAP Business Network Mobile Application

Via the Mobile App, Suppliers can: receive **notifications**, receive **status updates**, monitor **Order** and **Invoice activity**, **'Confirm'** Orders, view basic **reports**, update your **company profile**, **create** standard PO or non-PO **invoices**, create **credit memos**, line-item **credit memos**, and line-item **debit memos**.

Click [here](#) to review more about the SAP Supplier Mobile App.

The Mobile App can be downloaded directly from iTunes or Google Play or via the tile on the Home page of the SAP Business Network.



SAP Business Network account types

There are two types of SAP Business Network accounts for Suppliers:

Standard

- Ability to transact with bp, and collaborate on all basic document types; Orders, Order Confirmations, Service Entry Sheets, Invoices and Credit memos
- Receive Invoice Status notifications in real-time and view scheduled payment dates
- Access is always initiated via an Interactive Email attached to the Order
- Access can be provided to multiple users in the Supplier organisation
- Mobile-enabled and it offers unlimited transactions for **FREE**
- Support for Standard account holders is provided by [bp's Self-Help Portal](#).

Enterprise

- Supplier paid subscription which is **subject to FEES**
- Provides the ability for Suppliers to manage their own Catalogues
- Invoices are archived online for the life of the account
- Dedicated live-chat, phone and email support included from SAP Support Directly
- Enables back-end Integration with a Suppliers ERP system
- Enhanced reporting capabilities

For more information on the various SAP Business Network account types, please visit: [SAP Business Network for Suppliers webpage](#).

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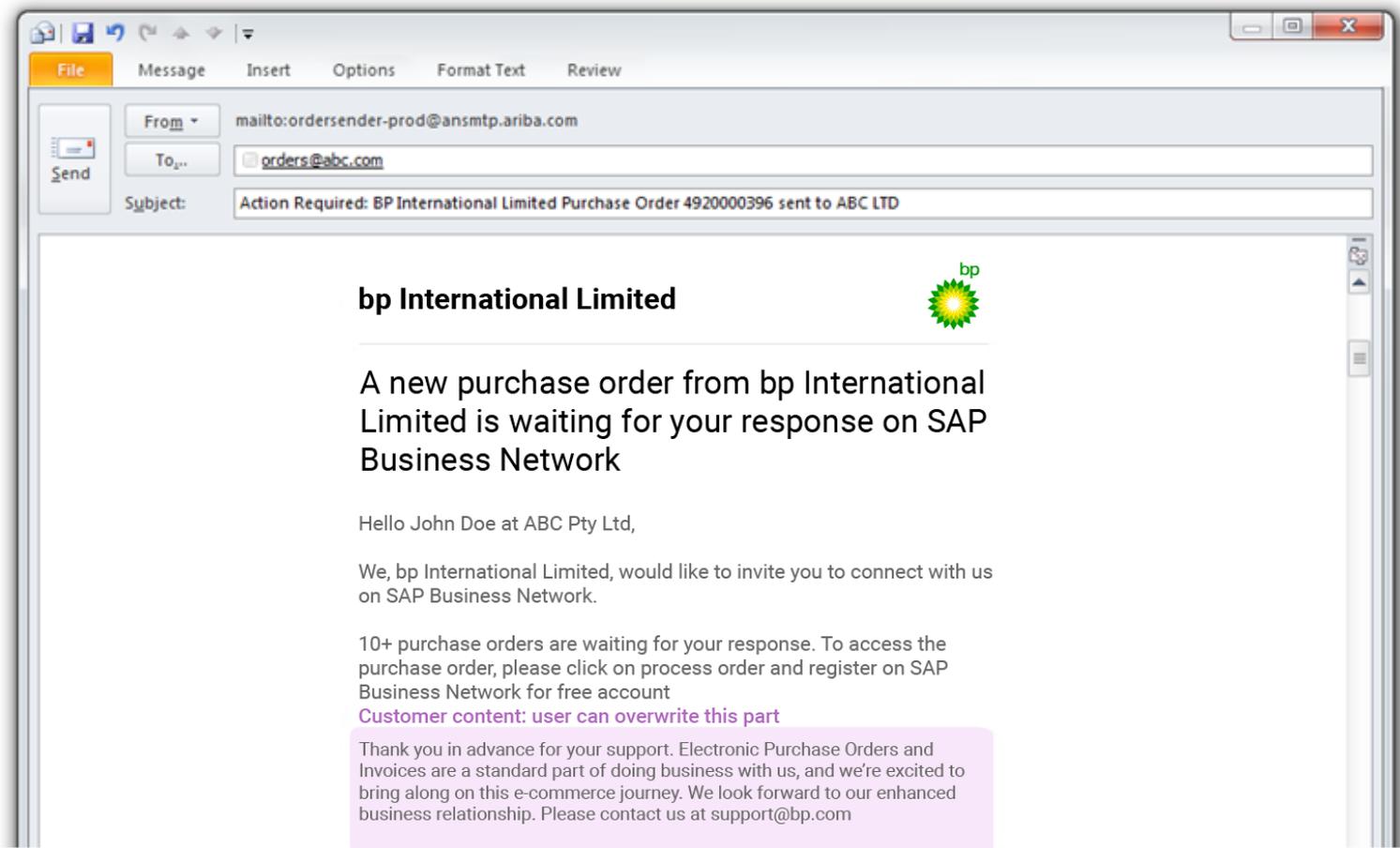


AN registration and account set-up process

The registration process for an SAP Business Network 'Standard' account is initiated when the Supplier receives an **Interactive Email** containing an Order from bp*.

Click [here](#) to learn how to perform the registration process or attend one of our [live webinars](#).

Below is an example of the interactive email:



Click Process order to register and connect

Process order

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

Order number	Amount
PO4920000396	\$ 400.00 USD
From:	To:
Walter Smith	John Doe
bp International Limited	ABC Pty Ltd
Building C, Chertsey Road,	123 Main Street, rm304,
TW16 7LN Sunbury-On-Thames,	San Francisco, CA, USA, 94307
Surrey England.	+1 3456789012
+07850 244257	orders@abc.com
walter.smith@bp.com	

Learn more:

- [Learn more about SAP Business Network](#)

Note: All transactions relating to your customer's purchase orders are solely between you and your customer and are subject to the terms of your existing agreement(s) with your customer, Ariba is not an agent for your customer, and is not responsible for anything contained in the purchase order submitted on behalf of your customer.

[Offices](#) | [Data policy](#) | [Privacy policy](#) | [Customer support](#)

Powered by 

***Note:** Your invitation to join SAP Business Network will come from the email address: ordersender-prod@ansmtp.ariba.com. It is possible that this email could land in your spam folder, so please be sure to check that regularly. To ensure you receive all important communications from SAP Business Network, we recommend you consider whitelisting the “@ansmtp.ariba.com” domain. The Interactive Email **is the entry point** into the ‘Standard’ account for all transactional activity.



SAP Business Network registration and account set-up process

Overview of the account registration and set-up process for a 'Standard' account:

Interactive Email received containing first Order from bp

Click 'Process Order'

Click 'Register Now' to register for a 'Standard' account

Input the req. information, accept terms of use and click 'Register'

Click 'Create Order Confirmation' to acknowledge acceptance

Important:

- bp will only send Orders to a **single email address** (typically a centrally administered email account) which can be accessed by multiple people internally
- Additional users can be added to the SAP Business Network account to process transactional documents which is maintained under 'Account Administration'
- ***It is the Supplier's responsibility to inform bp of any changes to the primary Interactive Email address. Changes are to be requested via the bp Supplier Help Desk which can be accessed via the bp supplier portal* (<https://supplierportal.bp.com>).***
****Registration required to access the portal.***
- It is important that all Interactive Emails are stored in a dedicated folder for bp. If an Interactive Email is inadvertently deleted or is lost, please contact SupplierSupport@bp.com to re-output the Order or review the training materials to learn how you can perform this yourself.
- If you are **considering upgrading to an Enterprise account**, please review the fee structure on [SAP Accounts and Pricing Page](#) before doing so as you will incur ****fees**** from this account type.



What steps do I need to carry-out after I have registered on the Network?

Once a Supplier is 'ready to transact' via the SAP Business Network account, we recommend spending some time setting-up your account profile including additional users and notifications.

The screenshot displays the SAP Business Network user interface. At the top, there is a navigation bar with 'Enterprise Account TEST MODE' and a 'Back to classic view' link. Below this, a search bar is visible with filters for 'Orders and Releases', 'BP - TEST', 'Exact match', and 'Order number'. The main dashboard features several key metrics: 1 Enablement Tasks, 2 New orders (Last 31 days), 0 Changed orders (Last 31 days), 7 Orders to invoice (Last 31 days), and 0 Rejected invoices (Last 31 days). A 'My widgets' section includes 'Purchase orders' (₹498K INR), 'Invoice aging' (₹5.56M INR), and 'Company profile' (35% Completed). A sidebar on the right contains account settings such as 'Users', 'Notifications', and 'Application Subscriptions'. A red box highlights the 'Users' option in the sidebar, and an orange circle highlights the 'Settings' option in the user profile dropdown menu.

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What steps do I need to carry-out after I have registered on the Network?

There are multiple sources of **self-help information** available on the SAP Business Network:

- ① [**SAP Business Network Supplier Learning Site**](#) - contains SAP's generic FAQ's, videos, tutorials and self-help functional reference guides on the SAP Business Network. Please select your local language to start.
- ① [**Supplier Support Materials on bp.com**](#) - contains bp-specific add-on guides, expectations of Suppliers and invoicing instructions both in document and video formats. When you visit this site, please select the segment and location that applies to your supplier agreement with bp (e.g., 48/30 Series POs for Castrol, 43 Series POs for P&O Global, etc.) to review more specific guidance.
- ① [**bp Supplier Portal**](#) - this interactive portal (*registration required*) provides suppliers the ability to check their invoice statuses, update their company information, view upcoming webinar/training schedules and raise a support ticket for assistance. The portal also offers a live chat feature to allow real-time interactions with our help desk. Please note, this portal will be evolving over time to offer more interactive content, so please check back frequently.
- ① [**Webinars for bp suppliers**](#) - As part of bp journey in delivering our aim towards net zero ambition, we need to ensure our contractors and suppliers are getting the knowledge they require to deliver those aim together with us. Therefore, we have planned several webinars that we think could be useful for you. Please complete this registration form if you are interested to attend those webinars.

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What steps do I need to carry-out after I have registered on the Network?



Take ownership! The SAP Business Network is designed to hand-over control for the processing of transactional documents to you, the Supplier.

Once a Supplier has provided a '*service*' to bp (in accordance with the agreed contractual terms), it is important that they submit a **Service Entry Sheet** as soon as possible for approval to enable the creation of an Invoice and **ensure timely payment**.

1 Order raised by BP Business Requestor	5 Service Entry Sheet submitted by the Supplier* <i>*Excluding POs beginning with 43.</i>
2 Interactive Email received containing the Order from BP	6 Service Entry Sheet approved by BP Business Requestor
3 Order Confirmation performed by the Supplier	7 Electronic Invoice submitted by Supplier
4 Goods and/or Services delivered to BP	8 Payment

● bp ● Supplier

Note: All transactional activity is carried-out in the SAP Business Network.

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Who do I contact for Support at bp?

bp LVL. 1 Help Desk

For all level one **functional** support on the SAP Business Network or queries related to bp's purchasing and payment process, please access the bp Support Team:



[bp Supplier Support Portal](#) (Live Chat and support requests) – Please use the portal for all queries.



Email: SupplierSupport@bp.com - If you are new to supplying to bp and have not yet had a paid invoice to register on the portal, you may use this email address to receive support.

Hours of Operation:

The **LVL 1**. Help Desk is available for support between the hours of:

12AM – 7:30PM GMT (Daylight Savings)

11PM – 6:30PM GMT (no Daylight Savings)

Response times:

The **LVL. 1** Support Team is committed to an initial response within **48** hours or less (Monday - Friday excl. public holidays) of receipt of an incident or service request.

Please Note: Response times will vary based on the type of incident/service requested.



Who do I contact for SAP Business Network support at SAP?

SAP Support Centre

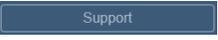
The **SAP Business Network Support Centre, run by SAP (formerly known as the Ariba Network)**, provides the following support to Suppliers:

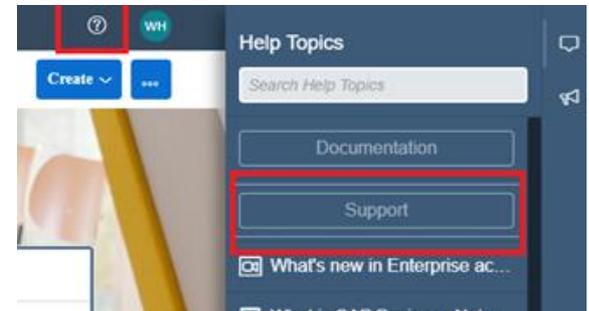
Technical support for all Suppliers (**'Standard'** and **'Enterprise'** account holders) including support for:

- issues accessing SAP Business Network
- technical errors on SES or Invoice
- password resets
- script errors.

Dedicated functional support and training on the SAP Business Network is provided only to **'Enterprise'** account holders.

To contact the SAP Help Desk, please submit a customer support request via the **Help Centre** in the SAP Business Network.

1. On the portal homepage (no login required), please click the  button to Open the help panel.
2. Click the  button and walk through the steps to log a request for help via email or phone from SAP.



Frequently asked questions

I have not received an Order from bp, what should I do?

Please contact the **bp representative**, with whom a Supplier has contracted work, to confirm if an Order has been created.

Can more than one person access the SAP Business Network 'Standard' account within our organisation?

Yes, additional users can be added to the SAP Business Network by going to **Company Settings > Users** followed by '**Create**'.

What are examples of notifications that I will receive within the SAP Business Network under a 'Standard' account?

Examples of notifications include; receipt of new and unconfirmed Order reminders, Service Entry Sheet status changes, Invoice rejection notifications and status changes, payment remittance, etc.

Can notifications be sent to multiple people within our organisation?

Yes, notifications can be sent to *three email addresses* which is administered under **Company Settings > Notifications**, then click the **General Tab, Network Tab** or **Discovery Tab** and select which notifications you wish to enable or disable.



Frequently asked questions

Is the Mobile App available for 'Standard' account Suppliers?

Yes, it is highly recommended as new functionality will be rolled out in future to enhance the current options in the App.

Does tax need to be added to the Service Entry Sheets that are being submitted? *(not used by suppliers with 43 series POs)*

NO. Service Entry Sheets should be submitted exclusive of Tax. If a Supplier has accidentally submitted an SES with Tax, please contact the bp Requestor immediately requesting that they reject it.

What happens if a Supplier submits a Service Entry Sheet with Tax and it is approved? *(not used by suppliers with 43 series POs)*

Contact your bp Requestor immediately who can reject an SES after it has been approved. Once the rejection is received, resubmit the SES. If you cannot get in touch with your approver, please raise a support ticket to: suppliersupport@bp.com.

If a Supplier supplies goods to bp, who performs the goods receipt in this instance?

A goods receipt is performed internally by the bp Requestor only after the requested goods have been successfully received.



Frequently asked questions

How does bp want Service Entry Sheets to be submitted?

It is important to note:

a) if there is a Contract or Catalogue in-place with defined rates for services, bp expects Suppliers to select those line items from the Contract and enter the actual quantity of services performed based on the applicable Unit of Measure.

b) if there is no published Contract in place with line-item information, please provide a full breakdown of those services (free text entry) including any supporting evidence for those ad-hoc charges and submit them to bp for approval.

Please ensure that a detailed description for each line item has been populated. ***Also ensure to specify the applicable Unit of Measure (UOM)*** or the system will error.



Frequently asked questions

Does a Supplier need to include Tax when creating an Invoice?

If the goods and/or services are taxable under local tax legislation, Tax must be applied to the Invoice line(s). Note that the system accommodates if there is a need to add different tax rates per line item.

If the Invoice contains multiple line items and some are Tax-exempt, what should be done?

Suppliers should utilise the '**Comments**' field to explain:

- a) which of the line items are not subject to Tax
- b) or why they are not subject to Tax.

This information is important to allow our Accounts Payable team to match the respective line items in an efficient manner and pay the invoices on time.

Where is remittance information located in the portal or will it be emailed?

A notification will be generated via email to the recipients noted under the Suppliers **Company Settings** in the SAP Business Network. This notification will contain a link to the respective remittance advice that can be viewed within the SAP Business Network. The remittance can also be viewed when you login to your paid invoice from the notification email. A '**remittance**' tab will be visible with all payment information.



Frequently asked questions

How do I know when my Invoice is going to be paid (Self Calculation)?

The date that you submit your invoice (not SES) is the date that the system will start the clock on your payment terms. Simply add **that date + Payment terms = Date Paid** (Mon-Fri).

Example: Invoice submitted on 1 January + 30 day Payment Terms = payment on the 31st of January (or first business day following this date.)

How do I know when my Invoice is going to be paid – (Notifications and Scheduled Payment Tab) ?

If your notifications are set up, once your invoice has been approved in SAP Business Network, you will receive an email notifying you that it's been approved. Shortly thereafter (if your notifications are set up) you will also receive an email "**Notice of new payment plan**". This email will advise that the invoice has been scheduled for payment.

You can view this information on the email itself as well as click the "**View payment plan**" button to go directly to the information hosted in the scheduled payment tab in your portal.



Frequently asked questions

How to update a Supplier's Tax information so that it automatically outputs on all Invoices?

A Supplier's Tax registration details can be administered from within the Company profile which is accessible under **Company Settings > Company Profile**. From here, select the **Business Tab**. Fill in the **Tax Information** section.

How does a Supplier access their SAP Business Network 'Standard' account?

A Supplier must access their 'Standard' account from the Interactive Email containing the original Order from bp.



Appendix

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Additional information and resources

SAP Supplier Mobile App

For more information on the SAP Business Network Supplier Mobile App and step-by-step instructions for enabling it, please visit the SAP Mobile page [here](#).

Additional information on the SAP Business Network

For information on the features of the SAP Business Network and to access other resources to get started, please visit the SAP Business Network for Suppliers page [here](#).

Enterprise Account fee structure

If a Supplier is considering upgrading to an Enterprise account, **please make ensure to review the terms and conditions and **fee structure**** very carefully. Only then, contact SAP Support for guidance or visit the SAP Network for Suppliers Accounts and Pricing page [here](#).



● What are our expectations of Suppliers?

As a Supplier to bp, please ensure that you are committed to and act in accordance with bp's **Code of Conduct**:

- Compliance with laws
- Health, Safety and the Environment
- Bribery and corruption, money laundering, conflicts of interests and anti-competitive conduct
- International trade law
- Human rights and modern slavery
- Protecting confidential information
- Non-discrimination, grievance processes and freedom of association
- Ethics and Compliance
- Speak Up

Note: For more information, please visit the bp Supplier Expectations site [here](#).

