Establishing a Trading Relationship via the first interactive email purchase order

SAP Business Network: Trading Relationship

What is a Trading Relationship?

A trading relationship is a **linkage between supplier account and NUS account** on the SAP Business Network.

It **allows the transfer of documents** such as purchase orders and invoices between suppliers and their customers on SAP Business Network.

Why is a Trading Relationship needed?

If supplier do not have a trading relationship with a customer, supplier will not be able to invoice for that customer or complete any related actions (submit order confirmation, etc.).

A **trading relationship will be required to transact with NUS with your registered Ariba account with NUS.**

How to establish a Trading Relationship on SAP Business Network?

Suppliers can **establish trading relationship with NUS through the first interactive email purchase order**.
Refer to the next slides for step by step guide for suppliers.

SAP Business Network: Establishing a Trading Relationship via the first interactive purchase order email

1) Supplier receives interactive Email Purchase Order

National University of Singapore - TEST sent a new Purchase Order 8000005230

"National University of Singapore - TEST" <ordersender-prod@ansmtp.ariba.com>
To

You forwarded this message on 3/7/2024 11:18 am.
If there are problems with how this message is displayed, click here to view it in a web browser.

📄 8000005230.pdf
    99 KB

NUS
National University
of Singapore

A new purchase order from National University of Singapore - TEST is waiting for your response on SAP Business Network.
Hello Buying Supplier 1,

National University of Singapore - TEST have sent you a purchase order on SAP Business Network.

Did not receive this email?

Refer to detailed instructions here

To Get Started:

Click The **Process Order** Button In The PO Interactive Email

Click Process order to log in

[Process order]

Reply to this email to send your customer a message.
Purchase order details
Order number
8000005230

Amount
$45.00 SGD

From:

National University of Singapore
21 Lower Kent Ridge Road
119077, Singapore, Singapore, Singapore

To:

Buying Supplier 1
Singapore 1-2-3, TEST line2, TEST line3
546080, SINGAPORE, Singapore
+65 (123) 123
NotificationTEST@outlook.com

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2) Supplier log in:

Supplier has to **Log In** with Supplier's existing account (SLP ANID), then click "Next"

Important Reminder before logging in:

1) An SAP Business Network **Standard account is sufficient to transact with NUS.**

Check internally to **ensure you are logging in to a Standard account before** carrying this step.

Transacting with NUS on SAP Business Network using Enterprise account might incur Ariba fees, payable by suppliers.

- How do I identify my account type?

2) **Contact your company's SAP Business Network account administrator** to **ensure you have access** to your company's SAP Business Network account **with the necessary permission**

- How do I add a new user to my company's SAP Business Network supplier account?

- Permissions You Can Assign to Users

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3) View and take action on purchase order

Once logged in with your existing Ariba account (the same account registered with NUS), supplier will see Purchase Order screen associating with the interactive PO email.

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Established trading relationships can be viewed in Supplier Business Network portal,

under **Settings – Customer Relationships** menu

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If you did not receive the interactive Purchase Order email

1) Refer to SAP Help Article: Why am I not receiving emails from SAP Ariba?

2) Contact your IT department to resolve the issue related to your email server not allowing the emails to reach your inbox.
Your IT team will be able to:
- Whitelist the addresses below to ensure emails from SAP Ariba come through: Email domains @ansmtp.ariba.com, @eusmtp.ariba.com and ordersender-prod@ansmtp.ariba.com
- Whitelist the static IP(s) of SAP Ariba into your system/browser. (SAP Business Network IP)
- Confirm if the same issue can be reproduced on different browser or computer
- Verify your network firewall/proxy allow list includes these sources

3) **Raise a SAP Support ticket if you need further technical assistance**, refer to the following guides: Video Guide | PDF Guide

THANK YOU