Supplier Experience – Yancoal SAP Business Network

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SECTION 1: SAP Business Network Network Overview

What is SAP Business Network Network?

Yancoal has selected SAP Business Network Network as their electronic transaction provider – You have been invited to join SAP Business Network Network and start transacting electronically with them.

Yancoal Scope for Ariba

Yancoal's primary focus is Supplier Registration for 2023.

Supplier information will be self-managed via the SAP Business Network Network. Suppliers will be invited to complete a Supplier Registration Questionnaire, and once Registered, will be able to make updates to their details at any time – no need to reach out to Yancoal to request changes.

As we expand our Ariba footprint we ensure our valued Suppliers are kept informed.

SAP Business Network Can Help You With...

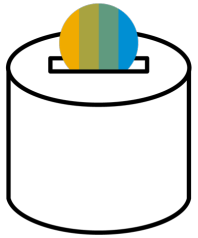
Enhanced collaboration and the ability to manage your commercial relationship with us with us via one single digital platform

The ability to create, own and manage your digital Supplier Profile - enabling electronic trade with us and potentially other Yancoal organisations that are SAP Business Network Network enabled

Greater **visibility and transparency of the status of business transactions** (e.g. Supplier Communications, Notifications), **sourcing events and opportunities** ***(Future enhancement post 2023)***

Greater visibility of to our **end-to-end** procurement process ***(Future enhancement post 2023)***

Cost Implications



In order for a Supplier to conduct business with us via the 3 new SAP Business Network Modules, they will need the following :

- a device that can access the internet via a browser (Desktop, Laptop, Tablet or Smart Phone)

Suppliers incur no costs to:

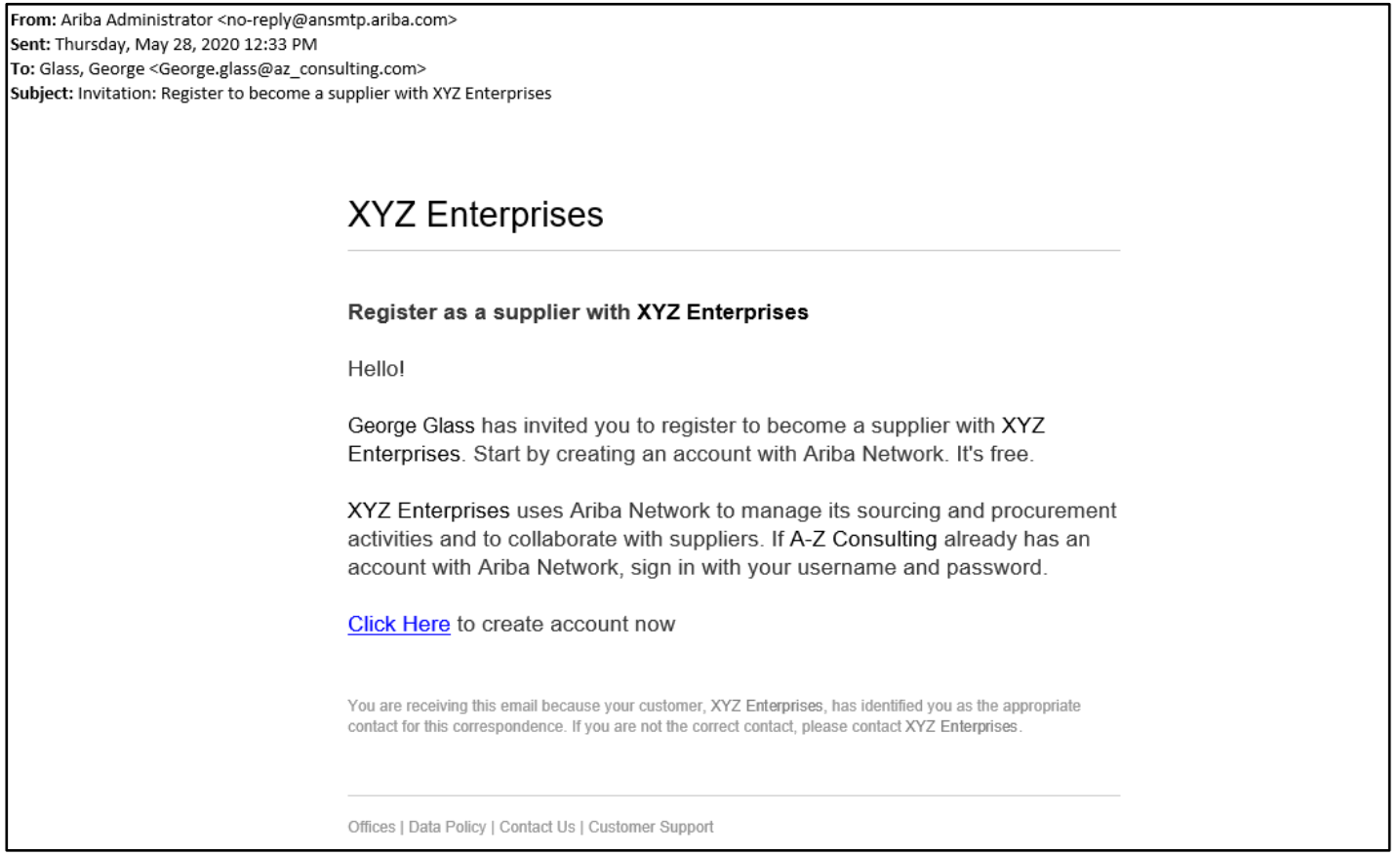
- create their supplier **profile**
- create a new SAP Business Network **Standard Account**
- participate in any **sourcing** event (including Registration and Qualification Questionnaires)

SECTION 2: Supplier Registration

Existing Suppliers – Registration purchasing@yancoal.com.au

You will receive an **invitation by email** to register with us.

Click on the "**CLICK HERE**" link to register.



From: Ariba Administrator <no-reply@ansmtp.ariba.com>
Sent: Thursday, May 28, 2020 12:33 PM
To: Glass, George <George.glass@az_consulting.com>
Subject: Invitation: Register to become a supplier with XYZ Enterprises

XYZ Enterprises

Register as a supplier with XYZ Enterprises

Hello!

George Glass has invited you to register to become a supplier with XYZ Enterprises. Start by creating an account with Ariba Network. It's free.

XYZ Enterprises uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If A-Z Consulting already has an account with Ariba Network, sign in with your username and password.

Click Here to create account now

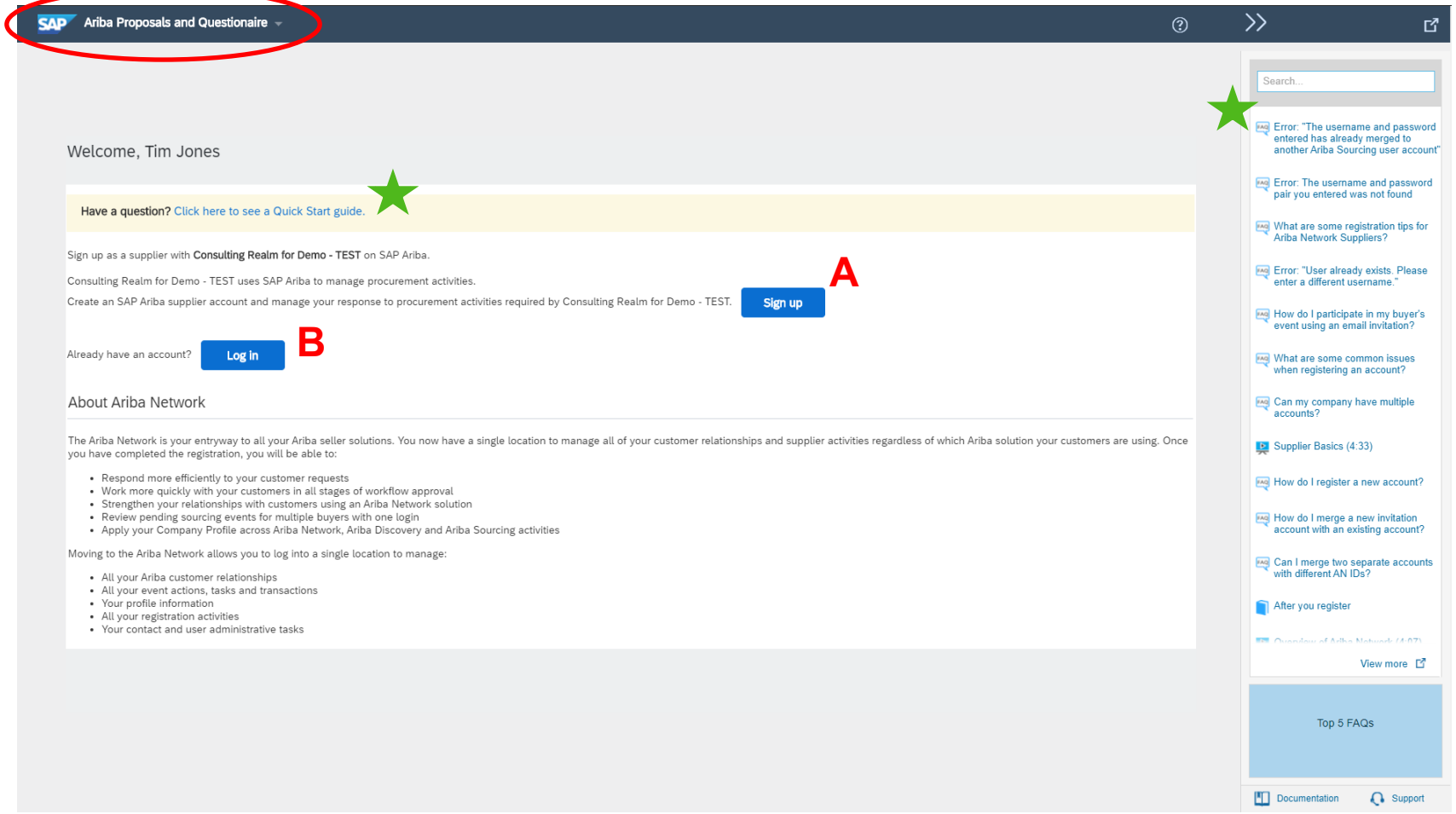
You are receiving this email because your customer, XYZ Enterprises, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact XYZ Enterprises.

Offices | Data Policy | Contact Us | Customer Support

Supplier Registration

You will be directed to the **Welcome page – SAP Business Network Proposals & Questionnaires** with two ways to proceed:

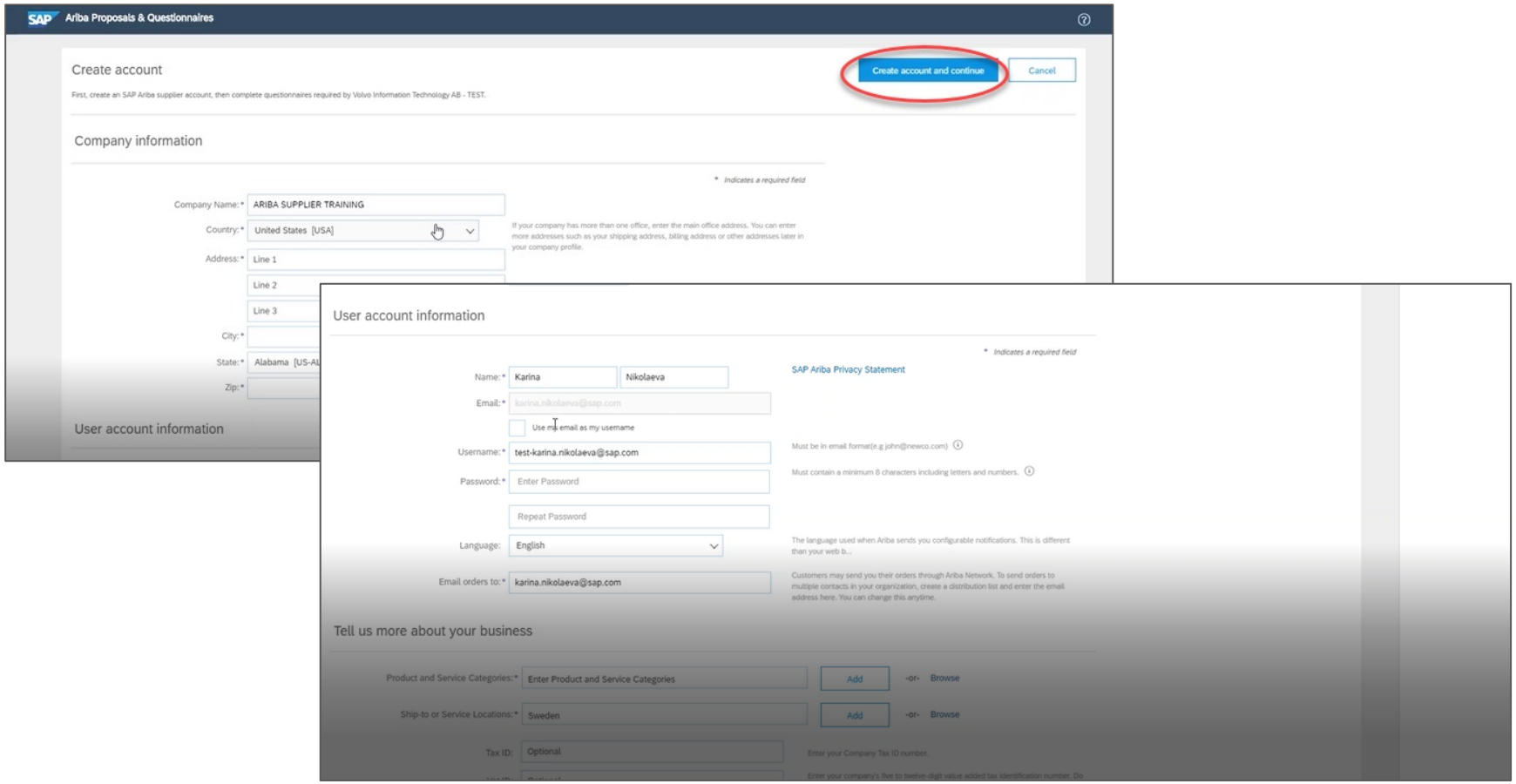
A. Click **Sign up**, if you don't have an SAP Business Network Network Account
B. Click **Log In**, if you already have an SAP Business Network Network Account



Notice the Quick Start Guide, FAQs, and other Help information available to you directly in the AN portal.

Supplier Registration – Sign Up

To create a new account, fill in all required fields and click “**Create account and continue**”.

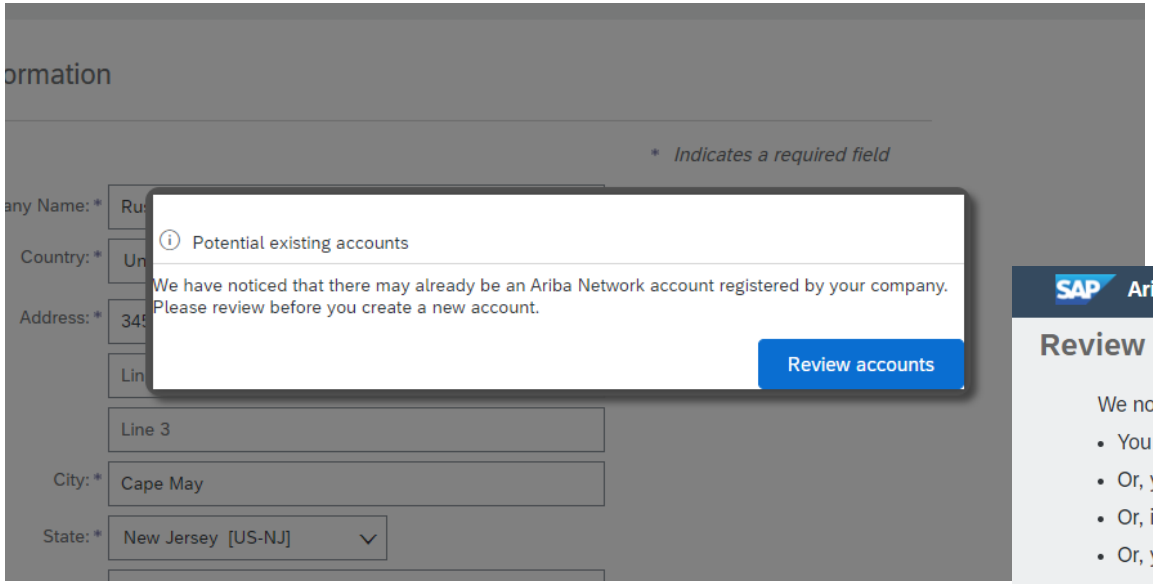


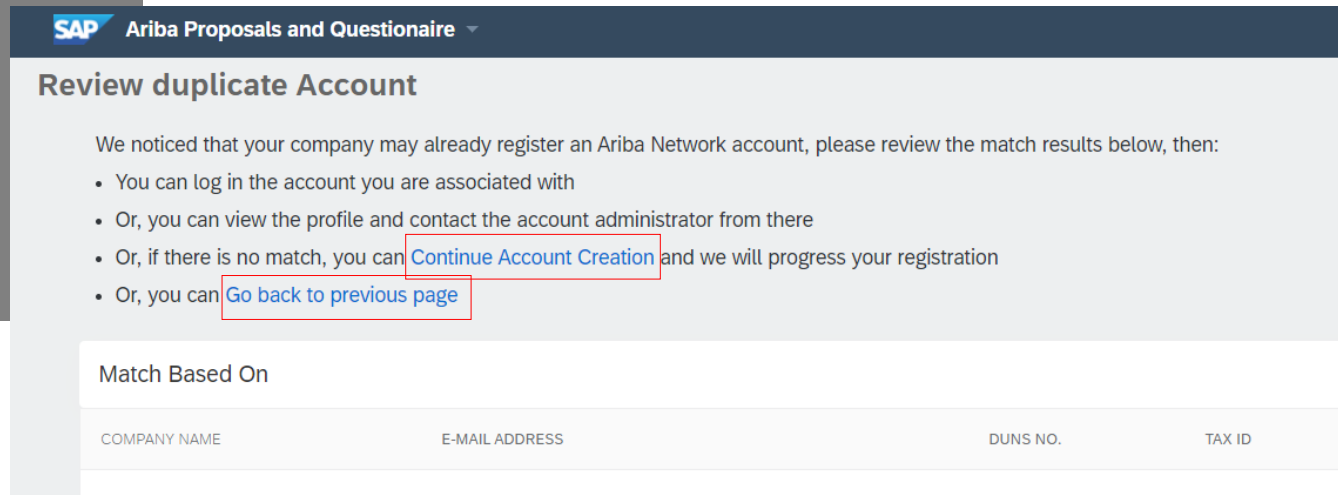
Supplier Registration – Sign Up

The SAP Business Network Network might notice that your company already has an account on the SAP Business Network Network. If potential duplicates are flagged, they should be reviewed. Many suppliers choose to manage all of their SAP Business Network activities with all of their suppliers under one AN account. Some suppliers choose to manage in a more de-centralized way. After reviewing the potential duplicate accounts, you can choose to:

A: Continue to Account Creation, or
B: Go back to the previous page to choose to Login with your existing credentials for an existing account

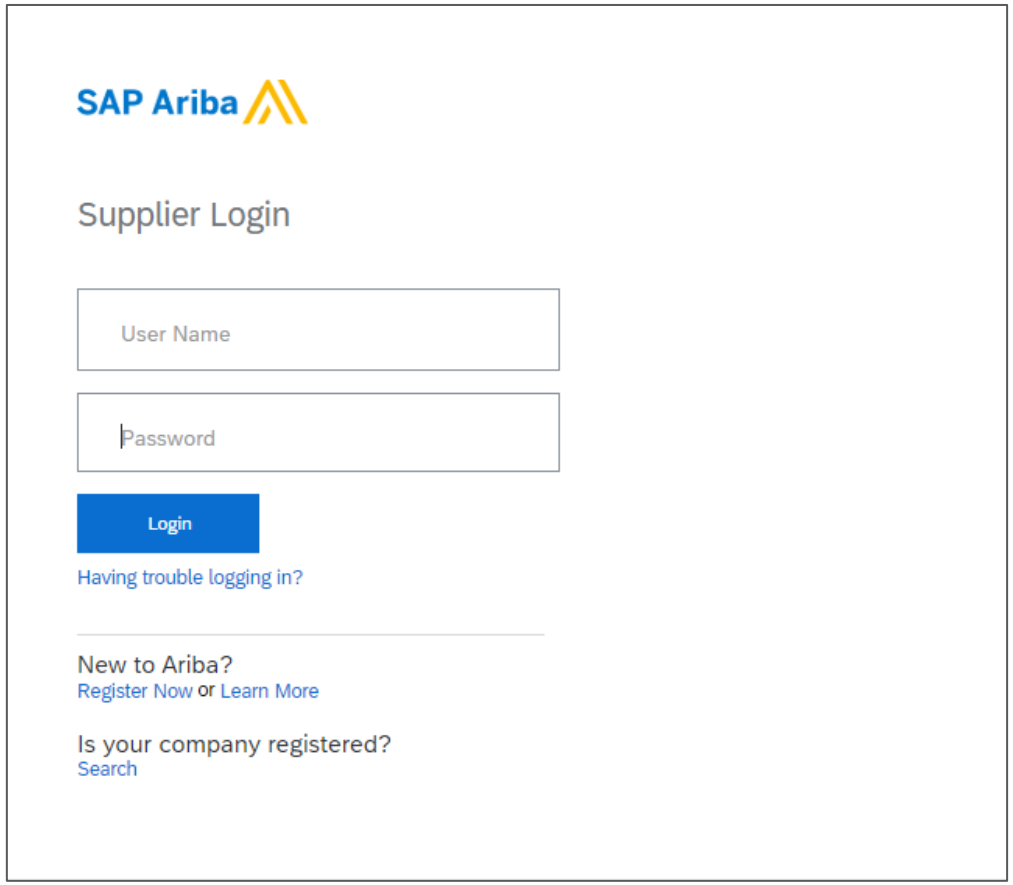
If you think one of the flagged accounts looks like it does belong to your company, but you do not have login credentials for this account, get in touch with your SAP Business Network Account Administrator and ask them to set you up with access to Proposals & Questionnaires.





Supplier Registration – Log In

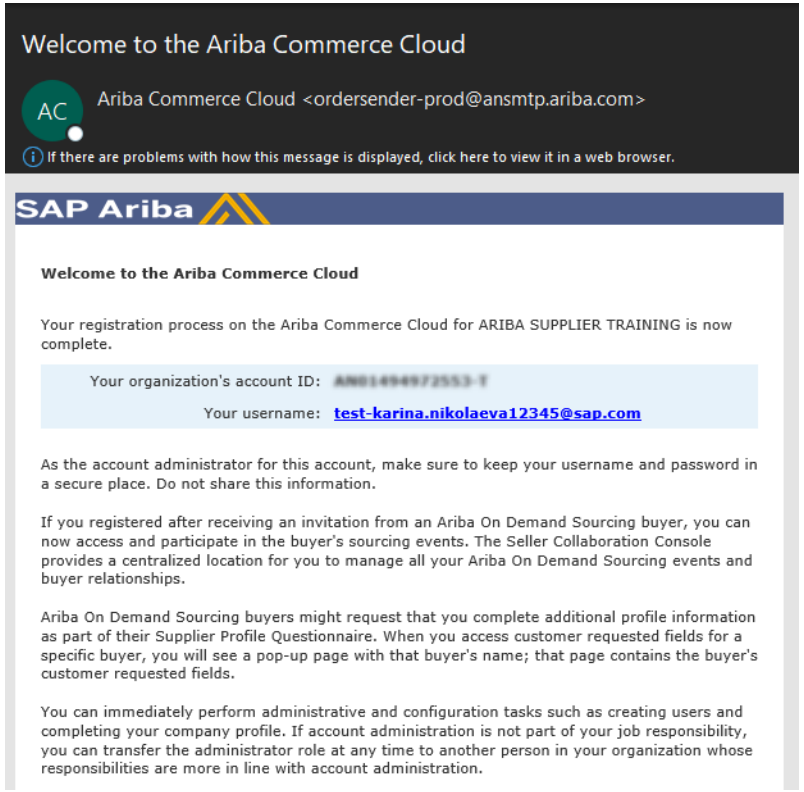
If you have an account, log in with your existing account credentials.



Supplier Registration

IMPORTANT: Upon clicking "**Create account and continue**" you will receive below auto-email confirming a new account created on the SAP Business Network Commerce Cloud for your supplier organization.

This confirmation does not indicate completion nor approval of your Supplier Registration Questionnaire for Yancoal (see slide 18).



Welcome to the Ariba Commerce Cloud

AC Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>

If there are problems with how this message is displayed, click here to view it in a web browser.

SAP Ariba

Welcome to the Ariba Commerce Cloud

Your registration process on the Ariba Commerce Cloud for ARIBA SUPPLIER TRAINING is now complete.

Your organization's account ID: [redacted]

Your username: test-karina.nikolaeva12345@sap.com

As the account administrator for this account, make sure to keep your username and password in a secure place. Do not share this information.

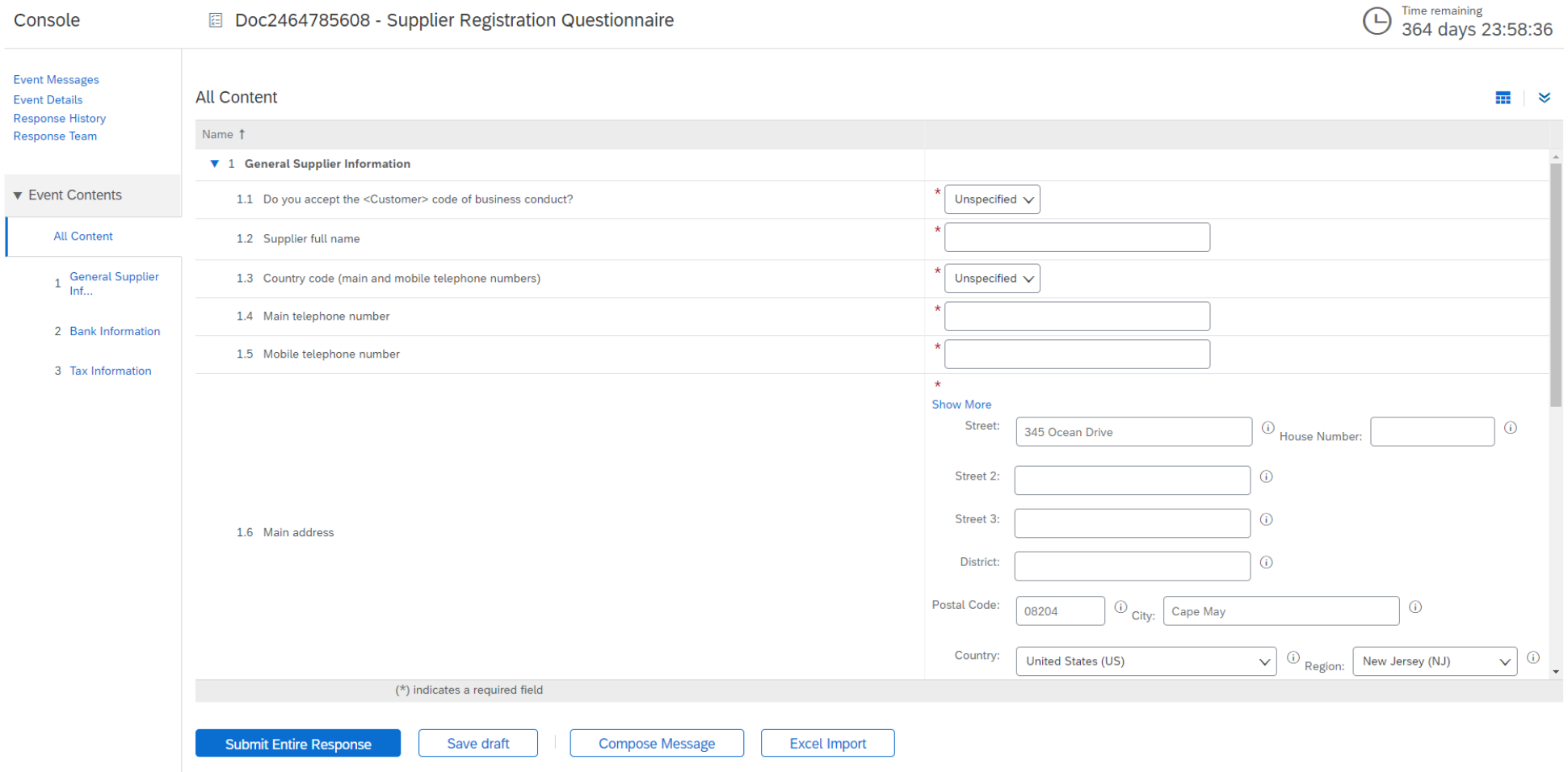
If you registered after receiving an invitation from an Ariba On Demand Sourcing buyer, you can now access and participate in the buyer's sourcing events. The Seller Collaboration Console provides a centralized location for you to manage all your Ariba On Demand Sourcing events and buyer relationships.

Ariba On Demand Sourcing buyers might request that you complete additional profile information as part of their Supplier Profile Questionnaire. When you access customer requested fields for a specific buyer, you will see a pop-up page with that buyer's name; that page contains the buyer's customer requested fields.

You can immediately perform administrative and configuration tasks such as creating users and completing your company profile. If account administration is not part of your job responsibility, you can transfer the administrator role at any time to another person in your organization whose responsibilities are more in line with account administration.

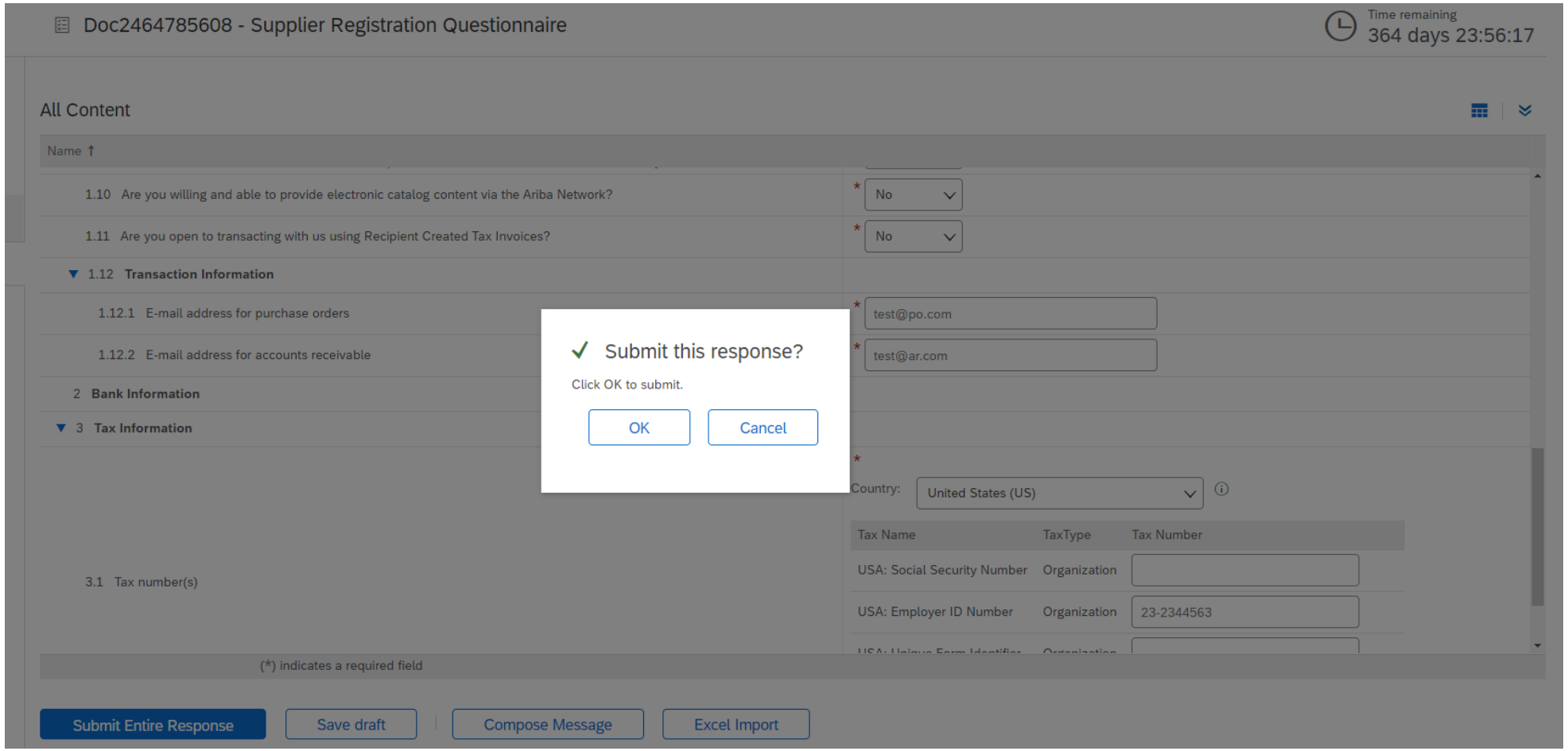
Supplier Registration

Fill in all required fields marked with an asterisk to complete the Yancoal Registration Questionnaire



Supplier Registration

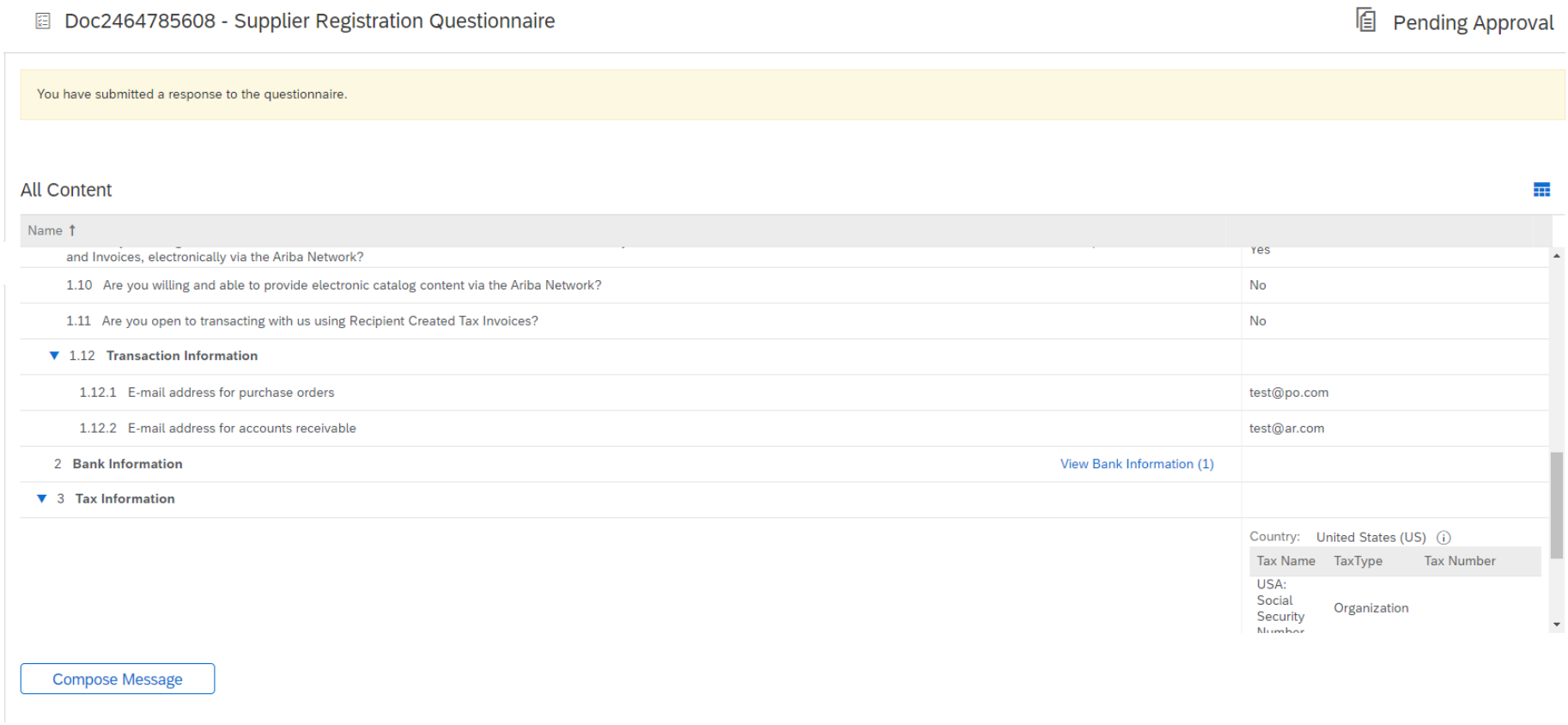
Once all questions have been answered, click the Submit button



Supplier Registration

Your response has been successfully submitted!

The status of questionnaire is changed to “Pending Approval” while the questionnaire is routed for approvals. At this stage, you no longer can amend your response or revisit the draft, however you can Compose Message to Yancoal. After it is approved, the registration will open again, to allow for updates.



Supplier Registration (insert customer email)

Upon response submission, you will receive an auto-email informing the request is sent for Yancoal approval.

- **Next step:** Yancoal to review the registration information.
- Once your registration is approved, you will receive a confirmation of approval.

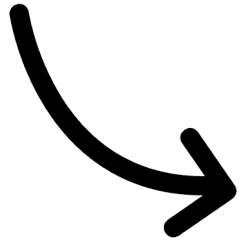
This confirmation indicates completion and submission of your supplier registration questionnaire for Yancoal. The approval email indicates that Yancoal approved the information provided on the registration questionnaire.

Hello George Glass,

XYZ Enterprises has received your registration information and will review it for approval.

To check your registration status, log in to the XYZ Enterprises supplier portal.

Click Here



Subject: Approved: Supplier registration with XYZ Enterprises

XYZ Enterprises

Hello George Glass,

Congratulations! Your supplier registration was approved.

Log in to the supplier portal to see if you need to complete any tasks or qualifications before you can start doing business with XYZ Enterprises
Click Here

Sincerely,
XYZ Enterprises

Self-Managing Supplier Details

One of the mutual benefits to using SAP Business Network for supplier management is that it allows suppliers to self-maintain their data.

After the supplier registration questionnaire is approved by Yancoal, it will reopen to allow for updates. If at any time your company's information changes, you should log into the SAP Business Network Network and update the registration questionnaire to reflect the change.

Keeping the registration questionnaire up to date with accurate details at all times will ensure your company is paid on time and accurately and considered for potential business opportunities.

To update your registration questionnaire, log into the SAP Business Network Network, click on the link to open the questionnaire, click "revise response", make necessary updates, then click "submit".

Changes will be subject to approval.

Logging back into the SAP Business Network

!

Please note that once you've successfully registered through the invitation email, the invitation link can be reused to redirect you to the SAP Business Network login screen.

You can also navigate directly to http://proposals.seller.SAP Business Network.com to login. We recommend bookmarking this page to easily access the SAP Business Network Network moving forward.

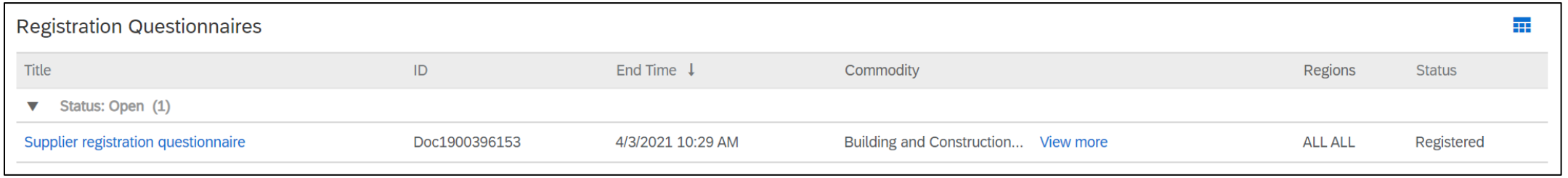
If you cannot remember your credentials/login details, use the “forgot username or password” link to recover them.

If for some reason that does not work, you can contact SAP Business Network Support to retrieve your account. In such case, please have ready the AN ID delivered to you in the auto-email confirming a new account created on the SAP Business Network Commerce Cloud for your supplier organization. This will help the support agent identify your account to reset your password.

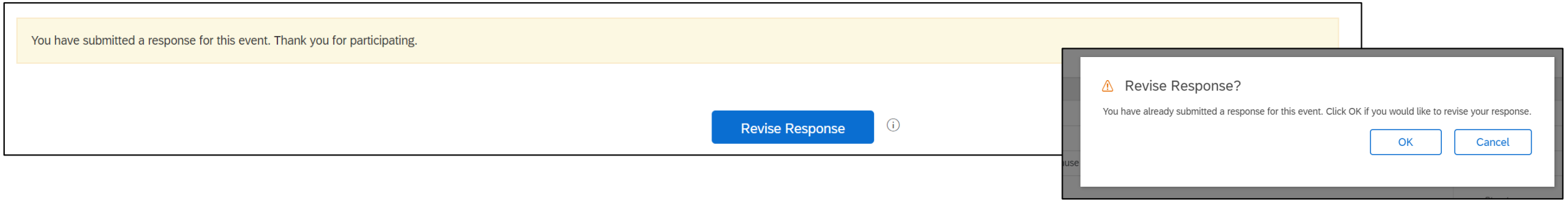
Updating the Registration Questionnaire

Once logged into your SAP Business Network Network account, ensure you are on the “Questionnaires & Proposals” tab and under the correct customer tab.

Navigate to the Registration Questionnaires section. You will see the registration questionnaire. Notice the status of the questionnaire. If it is in a “Registered” status, you will be able to update it. If in a different status than Registered, you will not be able to make an update. Click on the questionnaire to open it.



Once you open the questionnaire, you will see that you’ve already submitted a response, but you have an opportunity to Revise Response. Confirm you would like to revise your response, then, the questionnaire with open for editing.



After you’ve made the necessary updates, click “Submit Entire Response”. The updates will route to Yancoal for approval.

Supplier Support & FAQs

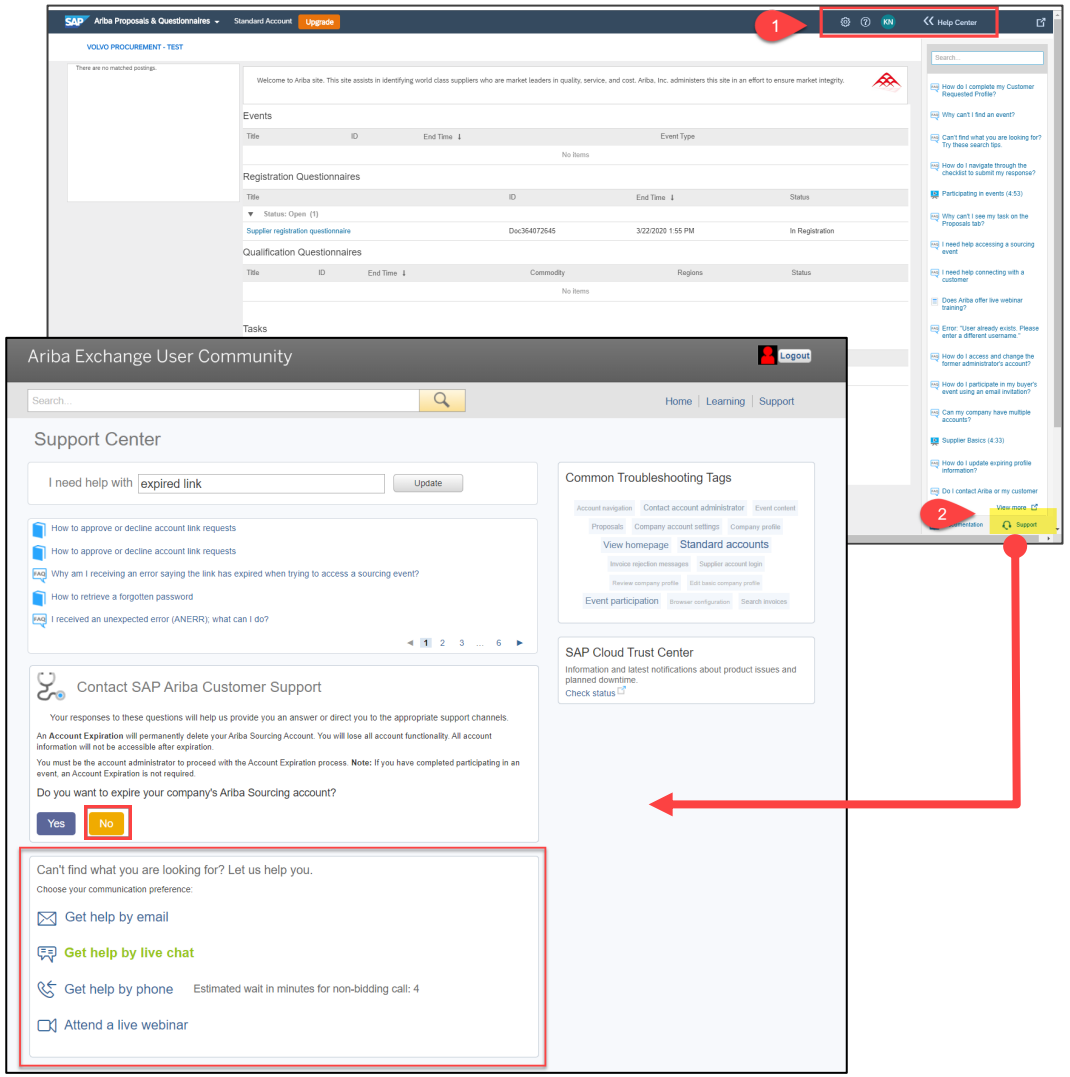
SAP Business Network Customer Support for Suppliers

The following support tools are available to suppliers:

- SAP SAP Business Network Help Center
  - Accessible directly from Supplier account upon login
  - *Help* sign is displayed in the upper right corner
  - Click on *Help* to see the panel on the right side
  - Popular topics and search bar become available for review

- Live chat, Email or Phone Support
  - Accessible directly from Supplier account upon login
  - *Support* sign is displayed in the lower right corner of Help Centre panel
  - Click on *Support* to open a new window
  - Fill in the topic you would like to get help with
  - Answer *Yes* or *No* in the “Contact SAP SAP Business Network Support” section
  - Depending on the answer, you will be directed to the appropriate support channel

In 2019, approx. 88% of Customer Support Service Requests were self-served with the user finding the answer to their query quickly, easily and at a time that is suitable to them.



Supplier FAQ – part 1

If we are already trading with Yancoal as Supplier, do we need to Register again?

Yancoal will be sending an invite to Suppliers already on the SAP Business Network over the course of the next 6 months, keep an eye out for the invitation. We will be sending this and existing information we have for your validation and completion. If you would like to register sooner, please contact email purchasing@yancoal.com.au for assistance.

What if I cannot see the Questionnaire?

- If you logged into your Ariba Network account, toggle to the “Proposals and Questionnaires” module in the left upper corner to see upstream forms and data.
- If you do not see the questionnaire, the questionnaire may not have been sent to your account. Please contact your Buyer within Yancoal to have the link resent and then to log in with your existing credentials. Note: you must login to your account via the invitation link in the email in order to see the questionnaire.

What happens once I have completed the Registration Questionnaire?

Once you have completed and submitted the Questionnaire, wait for the confirmation whether it has been approved.

Supplier FAQ – part 2

I received more than one system generated invitation to Register? Are these duplicates?

If you have more than one business that is actively trading with us, you will receive a system generated invitation to register per organization or legal entity. You will need to re-register and re-qualify each one separately.

IMPORTANT! When registering or qualifying multiple companies, please do so **one at a time**. Please do not have any other SAP Business Network related invitations to register open in different tabs of your browser. Doing so may result in the details for one company accidentally being saved or linked to another company's questionnaire.

Why do we need to join?

Yancoal are implementing new standards, processes and implementing SAP Business Network modules to improve the way we interact with our Suppliers. The benefits of this include eliminating manual ways of work and duplication of effort for both parties. It will also ensure that our Supplier details are current and accurate.

What happens if an existing Supplier does not complete the new onboarding process?

Completing our process via the SAP Business Network SLP Module is mandatory. Not completing it on time could result in non-compliance and impact our existing trade relationship.

What if I did not receive the link to register?

The issue could be related to your mail agent setting – make sure *SAP Business Network.com* is a trusted sender. Before requesting to resend the invitation, check the following:

- search your mailbox for an email with the following email subject: Invitation: Register to become a supplier with Yancoal
- search for the invitation across all your folders, such as your Inbox, Junk or Spam Folders
- confirm if one of your colleagues received the invitation instead of you.

Supplier FAQ – part 3

Q If I already have an existing SAP Business Network Account, why am I being asked to create a new one?

A

You do not need to create a new SAP Business Network Network account to respond to questionnaires or participate in events with Yancoal. You can use your existing account to:

- respond to registration, qualification questionnaires for Yancoal and other customers
- respond to future sourcing events
- potentially manage contracts.

However, some of our suppliers may want to create an additional SAP Business Network account, to manage these three processes and modules separately from your transactional account or from your account used to manage other customers.

Q What will it cost me to use the SAP Business Network Network?

A

There is no cost associated with creating a standard SAP Business Network Network account. Suppliers can use a standard account to:

- Respond to questionnaires
- Participate in sourcing events
- Manage contracts
- PO/Invoicing via email/standard account
- At any time, suppliers can upgrade from their standard account to an enterprise account. Costs may be incurred when upgrading to an enterprise account to transact with Yancoal.

Q I received a system generated invitation to register, but I am not the correct person to complete this questionnaire. It should be sent to someone else within my organization.

A

If you or someone else in your organization received the SAP Business Network system generated Invitation to Register email, and it should have been sent to another person in your organization, do not simply forward it on. Contact Purchasing within Yancoal to have the email with the link resent to the relevant contact.

Supplier FAQ – part 4

I’m struggling to login with my existing SAP Business Network account credentials. What do I do?

If you are experiencing this problem, it could be one of the scenarios below:

1. You have already logged into your existing account and then also clicked on the link in the email for the first time.
IMPORTANT: The system will view this as an attempt to log in twice at the same time. You must either click on the link and log in from there or log into your existing account and navigate to the SAP Business Network Sourcing screen. You can not to do both.

2. If you have another SAP Business Network site open in another browser tab, please close that other tab and try to login again.

3. If you received a certificate error in your browser when trying to access the SAP Business Network login page at https://supplier.SAP Business Network.com, please clear your browser cache, cookies and search history. Close the browser and then try open the page again.

4. When you were invited to Register or participate in an event and you clicked on the link in the email, it brought your directly to the login page. The system is expecting you to login with credentials to the Ariba Network ID Yancoal already has on file for your organization. If you do not have login credentials already for your organizations Ariba Network account, you will not be able to login. Contact your SAP Business Network Administrator to get you setup in the system.

Will all of my current information be migrated to the SAP Business Network SLP module?

If you are an existing supplier of Yancoal, some of your information may be migrated into the registration questionnaire so you need only confirm it for accuracy rather than starting new. However, you may need to re-enter some information or provide additional information. This will ensure Yancoal has all the most accurate, up to date information they need to do business with your company moving forward.

Sign Up for Additional Training from SAP Business Network Support

Suppliers can participate in additional training provided by SAP Business Network Customer Support including a wide range of topics from Source to Settle:

Sourcing Webinars

Additional Resources

Useful Links

- **SAP Business Network Network Hot Issues and FAQs** - https://connect.SAP Business Network.com/anfaq.htm
- **SAP Business Network Discovery** - http://www.SAP Business Network.com/solutions/discovery-for-suppliers.cfm
- **SAP Business Network Network Notifications** - http://netstat.SAP Business Network.com
  - Information about downtime, new releases and new features

Thank you.

Contact information:

purchasing@yancoal.com.au

THE BEST RUN SAP

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