

RioTinto

SAP Business Network Supplier Playbook

Intent of this Playbook

Purpose



Serves as a centralised hub for you to access all necessary training content



Provides efficient navigation, enabling streamlined and easy access to important information



Facilitates successful onboarding to, and transactions within the SAP Business Network (SBN)

Audience



Rio Tinto Suppliers looking to create a SBN account to transact with Rio Tinto on the network



Rio Tinto Suppliers currently on SBN with other customers looking to connect with Rio Tinto on the network

Use

Use this playbook as a guide to navigate you through training material available. Training material will support you to onboard and transact with Rio Tinto on SBN.

This Playbook will act as an interactive guide for you to access Quick Reference Guides and Instructional videos on the key processes you may perform via SBN.

Useful links



[Rio Tinto – Supplier Portals – SAP Business Network site](#)

Supporting you to use the SAP Business Network



About this Playbook

This document is structured for interactive use, making it easy for you to navigate to sections that detail information regarding key SBN processes you may require support with.

Accompanying this playbook are step-by-step Quick Reference Guides (QRGs) and instructional videos to help guide you to successfully transact on the SAP Business Network.

Training resources available



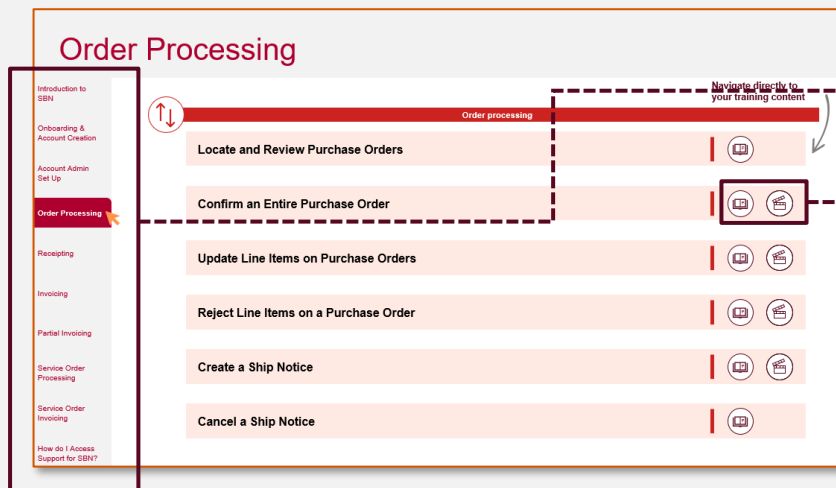
Instructional Videos

Step-by-step tutorial



Quick Reference Guide

Written task guides



How to use this Playbook

Click any **tab** in the left-hand-side **contents panel** to jump to the relevant section of the playbook.

Click on the maroon **icons** throughout the document to access Quick Reference Guides (QRGs) and Instructional Videos.

Simply **Ctrl + click** on the relevant icons.

We recommend that this guide is read on a PC, so you can access the links and move easily between chapters.

Alternatively, visit the [Rio Tinto – Supplier Portals – SAP Business Network site](#) for access to all QRGs and Videos separately.

Search for a list of common **SBN terminologies** at the end of the pack in [References](#).

Contents

01

Introduction to SBN

[What is the SAP Business Network?](#)

[What can you do in SBN?](#)

02

[Onboarding and Account Creation](#)

[Account Administration Setup](#)

[Order Processing](#)

[Receipting and Payments](#)

[Invoicing](#)

[Partial Invoicing](#)

[Service Order Processing](#)

[Service Order Invoicing](#)

[How do I Access Support for SBN?](#)

What is the SAP Business Network?

Introduction to SBN

- Onboarding & Account Creation
- Account Admin Setup
- Order Processing
- Receiving and Payments
- Invoicing
- Partial Invoicing
- Service Order Processing
- Service Order Invoicing
- How do I Access Support for SBN?

What is the SAP Business Network (SBN)?

The SBN, formally known as the SAP Ariba Network, is a **comprehensive invoicing and transaction platform** for buyers and suppliers to connect, transact and partner on shared processes and information.

Through the SBN, businesses of all sizes can connect with their trading partners anywhere, at any time, and from any device, to **buy, sell, and manage procurement processes more efficiently.**

Rio Tinto has established the SBN as their **preferred invoicing and transactions platform** for purchase orders and follow-on transactions like confirmation of purchase order receipts and submission of invoices.

Why is Rio Tinto using the SBN?

With our operations expanding, it's more important than ever that we **keep connected and collaborate.**

Thousands of our suppliers are already on the platform, with the SBN simplifying the way we do business and allowing us to **build stronger partnerships.**

The SBN gives us the ability to further **streamline our procurement processes** and promote **digital invoicing** capabilities while keeping people at the heart of what we do.

How will SBN support you?



Less Errors

SBN provides **real-time access** to procurement information, so all parties can see the status of purchase orders and invoices. This means **errors** can be **identified** and **resolved proactively.**



Increased Transparency

SBN offers **real-time procurement visibility.** All parties have a **clear view of operations,** promoting alignment with your services and our requirements.



More Automated Processes

SBN automates many aspects of procurement including the creation and processing of purchase orders and invoices. This translates to **less manual work, time savings, and quicker processing of invoices.**



Improved Pay Performance

SBN allows for **invoices** to be **exchanged instantaneously** with **real-time invoice updates.** This means a **faster start to your payment cycle** as invoices are entered directly into Rio Tinto's systems.



Greater Collaboration

SBN provides a **single, centralised platform** for procurement activities. This **streamlines communication and collaboration** by bringing both parties on the same platform.

What can you do in SBN?

Introduction to SBN

The SAP Business network is a comprehensive Business to Business (B2B) collaboration platform that enables buyers and sellers to connect, transact and partner on shared business processes. Detailed below are the processes that you can action when trading with Rio Tinto via the network.

Onboarding & Account Creation

Onboarding & Account Creation

- Account Creation via Trading Relationship Request (new and pre-existing accounts)
- Navigating SBN
- Customise your Widgets

Account Admin Setup

Account Admin Setup

- Configure Order Routing (electronic order routing emails)
- Create Roles
- Create Users
- Setup an Account Hierarchy
- Create a Static Catalog
- Create a PunchOut Catalog
- Print, Export and Download documents from my SBN account
- Updating Tax Information

Order Processing

Order Processing

- Locate and Review Purchase Orders
- Confirm an Entire Purchase Order
- Update Purchase Orders at a Line Item Level
- Reject Purchase Orders at a Line Item Level
- Create a Ship notice
- Cancel a Ship Notice

Receiving and Payments

Receiving and Payments

- Locate Remittances
- Locate and View Receipts

Invoicing

Invoicing

- Configuring Remittance Addresses
- Submit an Invoice for Material or Goods Orders
- Add Shipping to an Invoice
- Add an Attachment to an Invoice
- Locate an Invoice

Partial Invoicing

Partial Invoicing

- Locate a Partial Invoice
- Create and Finalise a Partial Invoice
- Multiple Line Level Purchase Orders
- Create and Finalise a Credit Memo – Quantity Adjustment
- Create and Finalise a Credit Memo – Price Adjustment
- Create and Finalise a Line Item Debit Memo – Quantity/ Price Adjustment

Service Order Processing

Service Order Processing

- Confirm and Finalise an Entire Order (Planned Services)
- Order Confirmation Update Line Item – Price Notification
- Order Confirmation – Confirm Child Line Items with Changes on a Service Order
- Order Confirmation – Planned Service Order Confirmation Variation
- Locate Sent Order Confirmations
- Locate Service Orders

Service Order Invoicing

Service Order Invoicing

- Create and Finalise a Planned Service Invoice at a Line Item Level
- Add Attachment at a Header Level
- Add Multiple Child Line Items
- Add General Service at a Line Item Level
- Submit an Invoice for a Service Purchase Order

How do I Access Support for SBN?

SBN Account Types

The SAP Business Network offers two main account types for suppliers: the Standard Account and the Enterprise Account (previously called Hosted and Light Account). Contact [SAP](#) for further information on these accounts and to discuss the option best suited to your business and budget.

Account Types



Standard

A **Standard Account** is a free account on SBN. **Rio Tinto encourages suppliers to opt for the Standard account** which meets our requirements for transacting on the SBN – opting for an Enterprise account incurs additional fees. **Suppliers can upgrade to an Enterprise account at any time by contacting SBN.**

Features

- Free
- Exchange electronic purchase orders, order confirmations, and invoices with Rio Tinto
- Gain visibility when tracking the status of documents and payments
- Stay in control by tailoring email and mobile alerts
- No system limit on transactions

Limitations

- ⊘ Run Reports
- ⊘ Publish Electronic Catalogs
- ⊘ Integrate to your ERP System



Enterprise

An **Enterprise Account** is a full-feature account on SBN. It allows you to organise and filter documents in an easy workbench, to run reports, publish electronic Catalogs and Setup an integration (interface between your ERP and your SBN Account). **This account type might be subjected to fees depending on the volumes transacted.**

- In addition to the standard account features, an enterprise account provides you with advanced capabilities and support
- Additional functionality including csv uploads, catalogs detailing your products, access to long term invoice archiving, and reporting
- Increased automation capability directly to your ERP
- Receive advance support with dedicated help for creating and uploading catalogs and to access web assistance by chat or phone

[Click here for more information](#)

Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receiving and Payments

Invoicing

Partial Invoicing

Service Order Processing

Service Order Invoicing

How do I Access Support for SBN?

Account Creation

Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receiving and Payments

Invoicing

Partial Invoicing

Service Order Processing

Service Order Invoicing

How do I Access Support for SBN?

Trading with Rio Tinto via the SAP Business Network is made easy with the initiations either via a Trading Relationship Request or an Interactive Purchase Order Request.

A **Trading Relationship** serves as a link between a supplier account and a buyer's account. A buyer's trading relationship invitation is sent via email to the supplier's Ariba Network Identification (ANID) or a link for setting up a new account. This email allows the supplier to connect with the buyer, enabling them to receive orders and submit invoices on the SAP Business Network. Only the account administrator can use an existing account when establishing this relationship.



New User

Log-in using the username and temporary password provided to you in the TRR request email. Once logged in, accept the relationship to trade with Rio Tinto



Existing User

Log-in using your current SBN username and password to accept the relationship with Rio Tinto

An **Interactive PO Request** allows a supplier to view and confirm the order through SBN upon registration via the email request link. An Interactive PO request is triggered on the initial creation of a purchase request by Rio Tinto post SBN enablement of the supplier account.



New User

On receipt of the Interactive PO email, click "Process Order", and follow the prompts to create a new free standard account. Once created, you will be able to confirm the order and start the transactional relationship with Rio Tinto through SBN.



Existing User

On receipt of an Interactive PO email, click "Process Order". Log-in using your current SBN username and password to confirm the order; and start the transactional relationship with Rio Tinto through SBN. When using an existing account, the current account type will be used. Therefore, if you transact on a paid enterprise account under these user details, the account with Rio Tinto will be also be a paid enterprise account. If you want to transact through a free standard account, we recommend creating a new account on receipt of this interactive PO.



NOTE :Rio Tinto do not cover any associated costs for you to transact via an Enterprise account.

[Click here to access the QRG](#)

Onboarding & Account Creation

Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receipting and Payments

Invoicing

Partial Invoicing

Service Order Processing

Service Order Invoicing

How do I Access Support for SBN?



Onboarding & Account Creation

Navigate directly to your training content

Account Creation via Trading Relationship Request



Account Creation via Interactive PO Request



Navigating SBN



Customise your Widgets



Account Administration Setup

Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receiving and Payments

Invoicing

Partial Invoicing

Service Order Processing

Service Order Invoicing

How do I Access Support for SBN?

There are multiple ways in which you can setup your SAP Business network account depending on the needs of your organisation. These setup options provide flexibility in establishing and managing relationships between accounts and their associated entities within the SAP system.

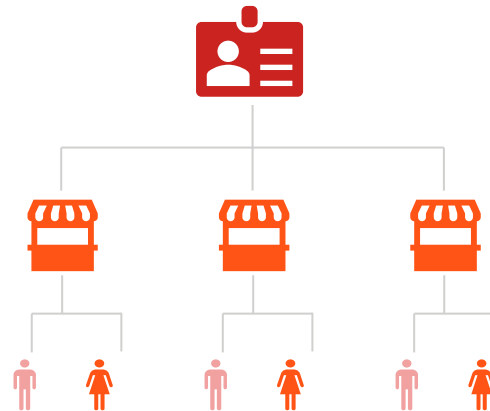
ONE-TO-ONE

The one-to-one account setup sees the establishment of one vendor ID associated with the vendors ANID. This setup is best suited for small scale or independent vendors



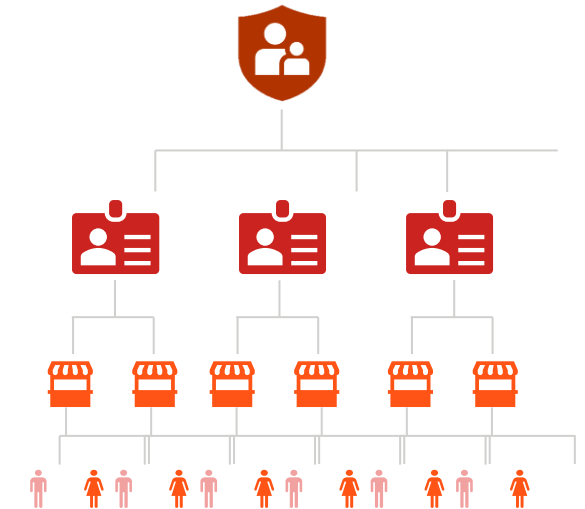
ONE-TO-MANY

The one-to-many account setup sees the association of multiple vendor IDs to one ANID. This setup is best suited for companies with multiple departments, branches, or subsidiaries that operate as one entity within the Network



MANY-TO-MANY

The many-to-many account setup sees the linking of multiple ANIDs to a parent account in SBN and involves associating several ANIDs with a single parent account. This setup is best suited for companies with multiple departments, branches, or subsidiaries that operate as separate entities within the Network



Account Administration Setup

- Introduction to SBN
- Onboarding & Account Creation
- Account Admin Setup**
- Order Processing
- Receipting and Payments
- Invoicing
- Partial Invoicing
- Service Order Processing
- Service Order Invoicing
- How do I Access Support for SBN?



Account Administration Set-Up

Navigate directly to your training content

Configure Order Routing	
Create Roles	
Create Users	
Setup an Account Hierarchy <i>* Only applicable for a many-to-many account setup</i>	
Create a Static Catalog <i>* Only applicable for integrated suppliers</i>	
Create a PunchOut Catalog <i>* Only applicable for integrated suppliers</i>	
Print, Export and Download documents from my SBN account	
Updating Tax Information	



Order Processing

Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receiving and Payments

Invoicing

Partial Invoicing

Service Order Processing

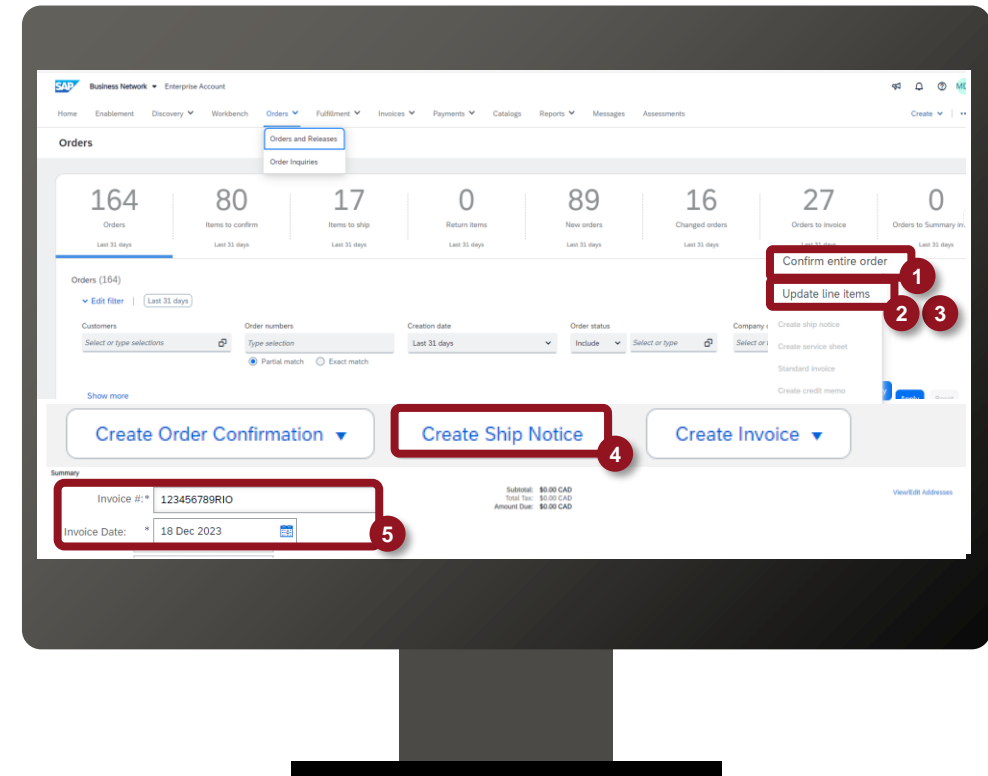
Service Order Invoicing

How do I Access Support for SBN?

The Purchase Order (PO) is the source document for the order and all subsequent documents are created from the PO. A PO is a commercial document issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services the seller will provide to the buyer. Receiving an order from your buyer constitutes an offer to buy products or services.

There are 3 types of Order Confirmations; a confirmation can be created to either confirm, update line item or reject line item:

1. **Confirm Entire Order** - used to confirm all line item details of the order
2. **Update Line Item** – used to change details on a line item
3. **Reject Line Item** – used to remove a line item in a PO
4. **A Ship Notice (ASN)** informs Rio Tinto of the delivery details for the items being shipped and is only applicable to goods and repair items. ASN is an optional document, it is not mandatory to create and is able to be cancelled.
5. Any field with an asterisks (*) is a mandatory field and a value is required to be entered



Click here to access Order Processing QRGs

Order Processing

Navigate directly to your training content



Order processing

Locate and Review Purchase Orders



Confirm an Entire Purchase Order



Update Purchase Orders at a Line Item Level



Reject Purchase Orders at a Line Item Level



Create a Ship Notice



Cancel a Ship Notice



Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receipting and Payments

Invoicing

Partial Invoicing

Service Order Processing

Service Order Invoicing

How do I Access Support for SBN?

Receipting and Payments

Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receipting and Payments

Invoicing

Partial Invoicing

Service Order Processing

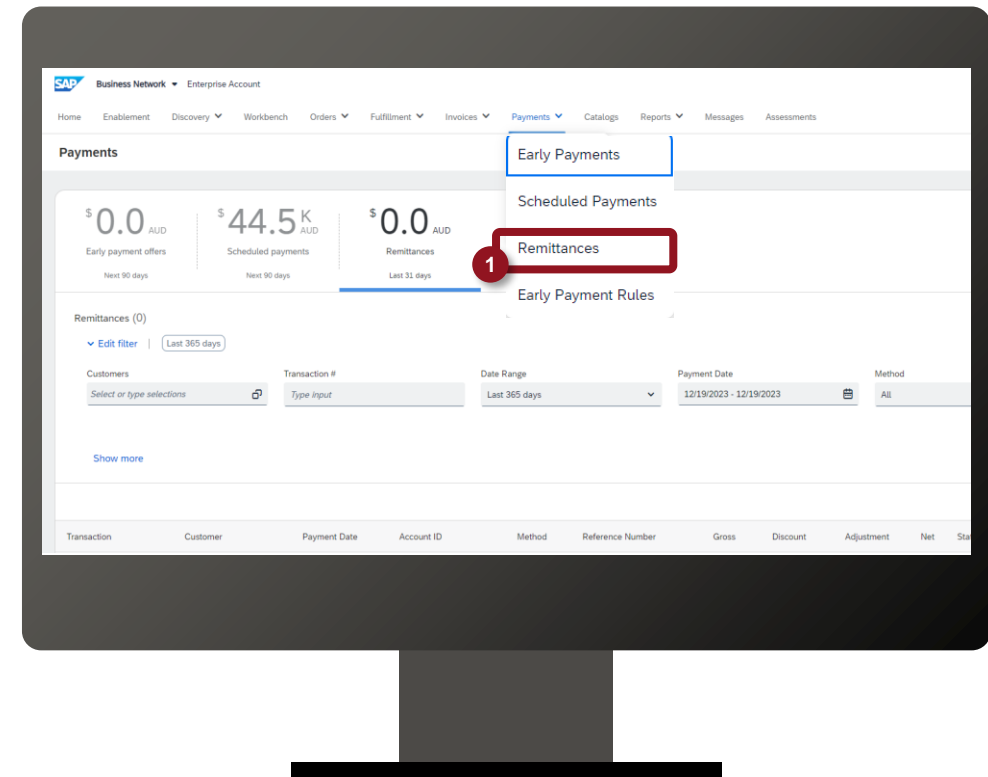
Service Order Invoicing

How do I Access Support for SBN?

Rio Tinto sends a Goods Received Note (GRN) to update you on the items they have received following the shipment you have sent.

1. Remittances

- The Remittance informs of when and how payment for an invoice is made
- The Remittance is an informational document only and does not require any action



Click here to access
Receipting and Payments
QRGs

Receipting and Payments




- Introduction to SBN
- Onboarding & Account Creation
- Account Admin Setup
- Order Processing
- Receipting and Payments**
- Invoicing
- Partial Invoicing
- Service Order Processing
- Service Order Invoicing
- How do I Access Support for SBN?



Receipting and Payments

Navigate directly to your training content



- Locate Remittances** 
- Locate and View Receipts** 
- Locate an Invoice** 

Invoicing

Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receiving and Payments

Invoicing

Partial Invoicing

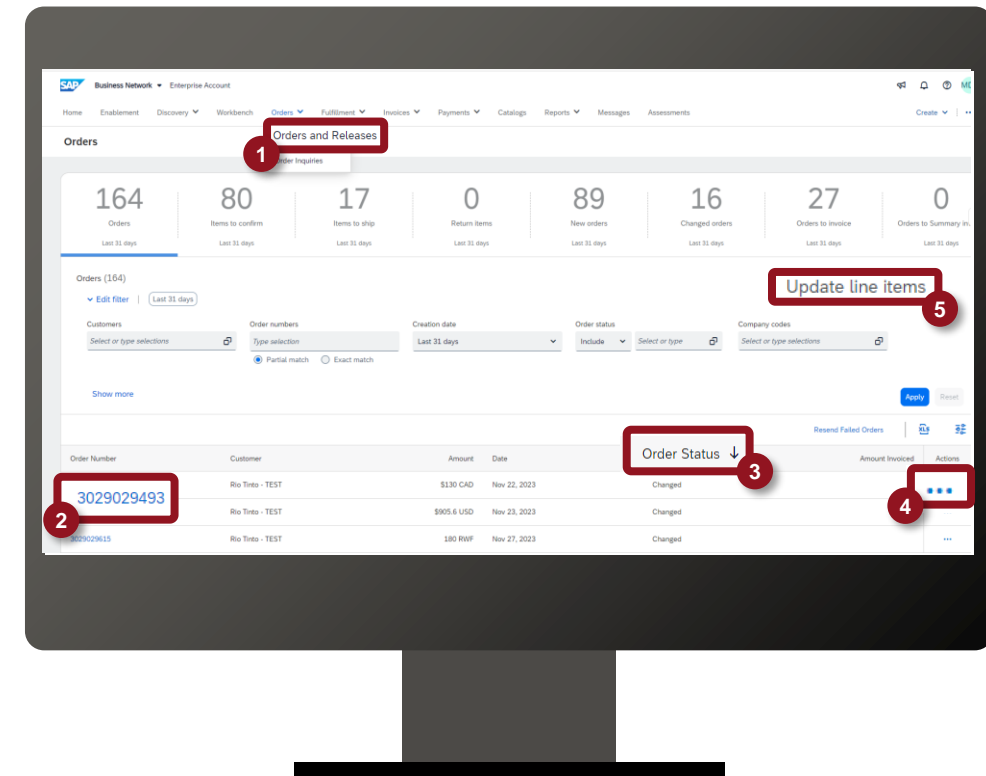
Service Order Processing

Service Order Invoicing

How do I Access Support for SBN?

A Standard Invoice is an invoice created against one or more purchase orders. It is used when a supplier needs to bill for products or services that have been ordered by the buyer.

1. The **Orders and Releases** page displays a summary of all purchase orders
2. The **Order Number** displayed is generated by the buyer's system
3. Users can sort various columns in alphabetical or numerical order by clicking on the *header title*, for example clicking on **Order Status** will sort in alphabetical order from A to Z, and by clicking once more, it will sort from Z to A
4. The **Actions** drop-down list is located at the far right of the screen allows users to Create Invoice documents without opening the order
5. For any price variances send an *Order Confirmation* with changes proposed to Rio Tinto for approval prior to sending the goods



Click here to access Invoicing QRGs

Invoicing

Navigate directly to your training content



Invoicing

Configuring Remittance Addresses



Submit an Invoice for Material or Goods Orders



Add Shipping to an Invoice



Add an Attachment to an Invoice



Locate an Invoice



- Introduction to SBN
- Onboarding & Account Creation
- Account Admin Setup
- Order Processing
- Receiving and Payments
- Invoicing**
- Partial Invoicing
- Service Order Processing
- Service Order Invoicing
- How do I Access Support for SBN?

Partial Invoicing

Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receiving and Payments

Invoicing

Partial Invoicing

Service Order Processing

Service Order Invoicing

How do I Access Support for SBN?

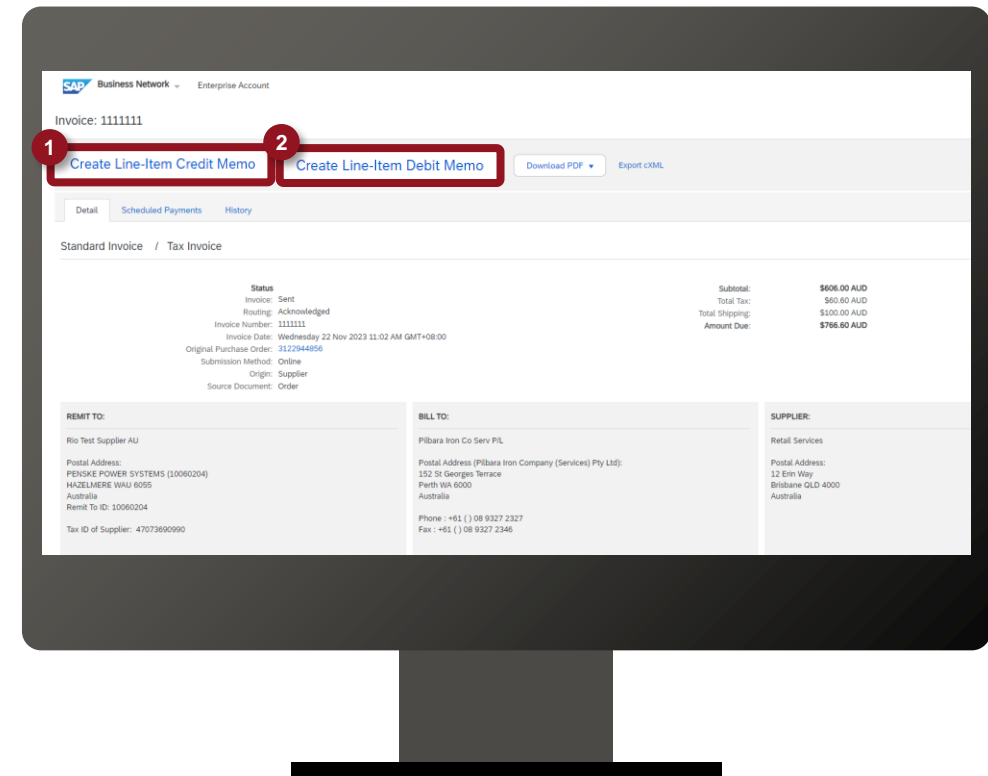
Partially Invoiced status will be shown on invoices until all items from the initial PO are fully invoiced. It is permissible to partially invoice on partial invoices, and multiple invoices can be generated for a single PO. Please take note that if a PO is not entirely invoiced due to incomplete goods supply and invoicing, it will persist on the SBN as “Partially Invoiced.”

1. Line Item Credit Memo

- Line item Credit Memos are against an invoice
- Line item Credit Memos can be raised for quantity adjustments and price adjustments
- Credits are supported against specific line items from a previously submitted invoice
- Credits can be for full or partial amounts

2. Line Item Debit Memo

- A Debit Memo can only be created from an invoice
- Debit note acts as the source document that the supplier has initiated a reverse credit memo due to early payment or as part of a remanufacturing process at line item level
- Debit Memos are created as price adjustments



Click here to access Partial Invoicing QRGs

Partial Invoicing

Navigate directly to your training content



Partial Invoicing

Locate a Partial Invoice



Create and Finalise a Partial Invoice



Multiple Line Level Purchase Orders



Create and Finalise a Credit Memo | Quantity Adjustment



Create and Finalise a Credit Memo | Price Adjustment



Create and Finalise a Line Item Debit Memo | Quantity/ Price Adjustment



- Introduction to SBN
- Onboarding & Account Creation
- Account Admin Setup
- Order Processing
- Receipting and Payments
- Invoicing
- Partial Invoicing**
- Service Order Processing
- Service Order Invoicing
- How do I Access Support for SBN?

Service Orders Processing

Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receiving and Payments

Invoicing

Partial Invoicing

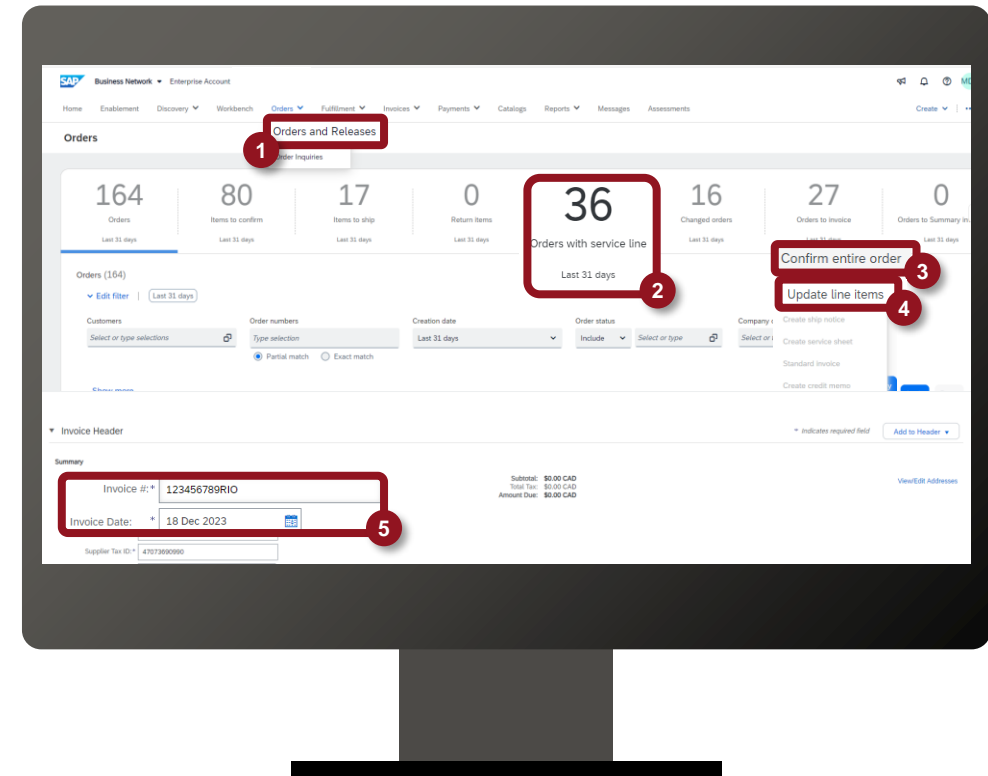
Service Order Processing

Service Order Invoicing

How do I Access Support for SBN?

A Service Purchase Order or a Service Order is a formal document from a buyer organisation to a supplier to procure services provided by the supplier. Service orders provide a basic process to procure services that can have a planned or unplanned nature of work. In a service procurement workflow, a service order is created after a service requisition is fully approved.

1. The **Orders and Releases** page displays a summary of all purchase orders
2. You can find service orders by clicking on **Orders with service line** on the dashboard in the *Orders and Releases* page
3. An *Order Confirmation* is mandatory for all Service Purchase Orders
4. **Order Confirmation-Update Line Level** is used when there are variations to the items requested by Rio Tinto such as short supply and rather than waiting until all the goods are available to create an order confirmation, this process allows suppliers to provide the goods that are available. Also use Order Confirmation-Update Line Items when there is a price discrepancy on the purchase order received from Rio Tinto on an item/s as only Rio Tinto can permanently change a purchase order and may send a Change Order with the new unit price
5. Any field with an * is a mandatory field and a value is required to be entered



Click here to access Service Order Processing QRGs

Service Order Processing

Navigate directly to your training content



Service Order Processing

Confirm and Finalise an Entire Order | Planned Services



Order Confirmation Update Line Item | Price Notification



Order Confirmation Update Line Item | Confirm Child Items with Changes on a Service Order



Order Confirmation | Planned Service Order Confirmation Variation



Locate Sent Order Confirmations



Locate Service Orders



Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receipting and Payments

Invoicing

Partial Invoicing

Service Order Processing

Service Order Invoicing

How do I Access Support for SBN?

Service Order Invoicing

Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receiving and Payments

Invoicing

Partial Invoicing

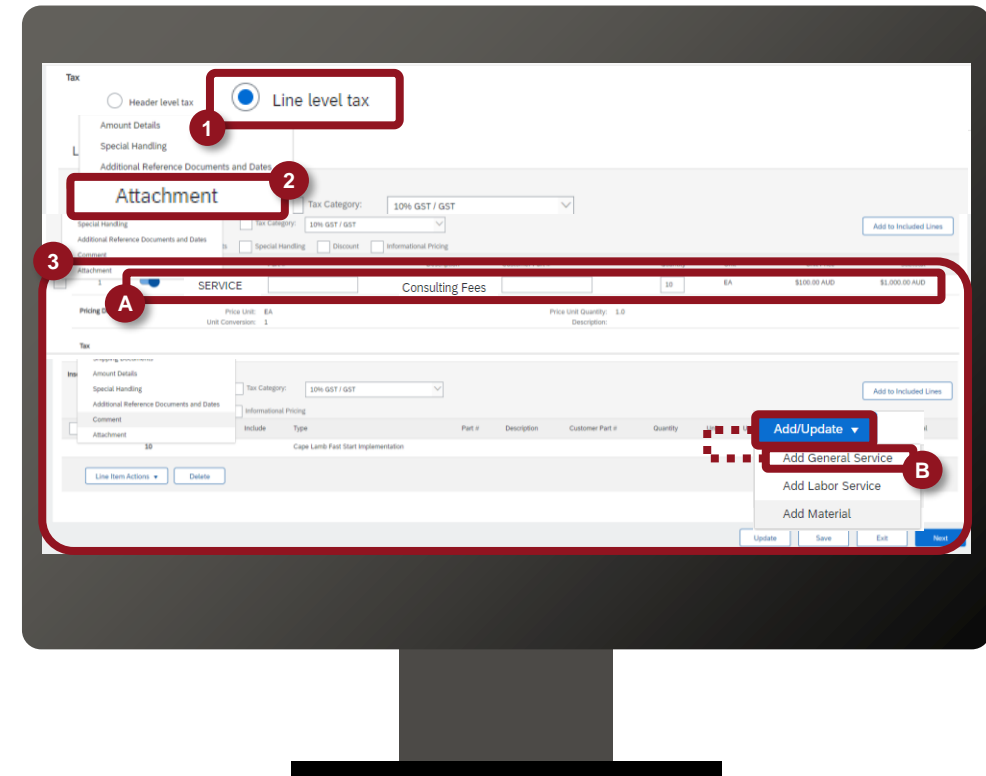
Service Order Processing

Service Order Invoicing

How do I Access Support for SBN?

A Service Invoice is a claim for the services carried out and is sent to Rio Tinto for approval prior to Rio creating a Service Sheet on your behalf. Multiple service invoices can be created against the same PO line up to the quantity/value available on that PO line.

1. All service invoices require an **attachment** of supporting documentation (e.g. signed time sheet, invoice, service report)
2. All taxes must be added at **line level**
3. There are two types of Service Orders:
 - A. Planned – the purchase order displays the actual service
 - B. Unplanned – used for ad-hoc and service orders with a total value that may not be exactly what the charge will be



Click here to access Service Order Invoicing QRGs

Service Order Invoicing

Navigate directly to your training content



Service Order Invoicing

Create and Finalise a Planned Service Invoice at a Line Item Level



Add Attachment at a Header Level



Add Multiple Child Line Items



Add General Service at a Line Item Level



Submit an Invoice for a Service Purchase Order



Locate an Invoice



Introduction to SBN

Onboarding & Account Creation

Account Admin Setup

Order Processing

Receipting and Payments

Invoicing

Partial Invoicing

Service Order Processing

Service Order Invoicing

How do I Access Support for SBN?



Need more help?

Complete training documentation can be found on the [Rio Tinto - Supplier Portals – SAP Business Network site](#).

If you have any further questions regarding transacting on the SAP Business Network, please visit the [Rio Tinto - Supplier Portals – SAP Business Network site](#) for dedicated support teams.

RioTinto

Terminologies

Outlined below are several common terms you might come across as you navigate through this playbook. Access [the SAP Business Network Glossary](#) for all other terms and their associated definitions.

ANID	A unique identifier for a buyer or supplier. The term is also referred to as Network ID in some CSV files and was formerly called Ariba Supplier Network (SN) ID. Suppliers and buyers both have ANIDs. Also known as Ariba Network ID.
Account hierarchy	A parent-child relationship of accounts where one parent account is linked to multiple child accounts. The administrator for the parent account can manage services for the child accounts as well as for the parent account.
Child account	A subsidiary account that has one parent account. The administrator of the parent account can log in to the child account, change settings on the child account, and complete the profile. The administrator can also perform other tasks for the child account, such as publish catalogs, check the status of payment for the SAP Ariba invoice, and pay the invoice or upgrade to a higher subscription package.
Order Routing Address	The order routing method that refers to the medium through which orders are sent from buyers to suppliers, such as by email, fax, and online. Suppliers can use an alternate order routing method (e.g. online, fax, email, etc.) for duration of the service interruption.
Packing Slip ID	The packing slip number from a shipping system or carrier used to uniquely identify a ship notice.
Parent Item	A container item in a service hierarchy. A parent item can contain a nested level consisting of both service items and material items. The parent item can have one or more child line items. When confirming or rejecting a parent item, all its child items are automatically confirmed or rejected.
Child Item	An item nested below a parent item (also called a sub item). A parent line item can form a hierarchy of item groups with child items nested under the parent line. Each top-level parent item represents a different hierarchical structure that can have a nested level consisting of multiple child items.