

SAP Business Network (SBN)

Supplier Frequently Asked Questions

November 2024

This document is designed to assist our valued suppliers in navigating the SAP Business Network (SBN) efficiently with Rio Tinto. Here, you will find answers to common questions, helpful tips, and detailed explanations about SBN features and processes.

Click on the relevant FAQ sections:

[Overview](#)

[Onboarding](#)

[Supplier Master Data Management](#)

[Transacting – Purchase Orders](#)

[Transacting - Invoicing](#)

[Connection guidance and support](#)

To understand more about SBN and how to transact through the network, we encourage you head to review the material on the Rio Tinto Supplier dedicated SBN sites. Within these sites are the following:

- **Supplier Playbook** - a comprehensive overview of SBN
- **Key Training Resources** - The key supplier guides that will support in the standard process of onboarding, confirming a Purchase order and invoicing upon supply.
- **Additional training guides** - further guides to aid in the setup of your SBN account, managing Purchase Orders, Invoicing, Receipting and payment visibility.
- **Dedicated SBN contacts** - Our P2P Concierge team is your key contact for all purchasing and invoice queries via SBN. We encourage suppliers to reach out to this team if they are unable to find the answer within the training material. Technical issues will be escalated internally to the technical team where additional support is required.

For more extensive SBN FAQ's, please visit the SAP generic FAQs on the [SBN supplier information portal](#).

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Overview

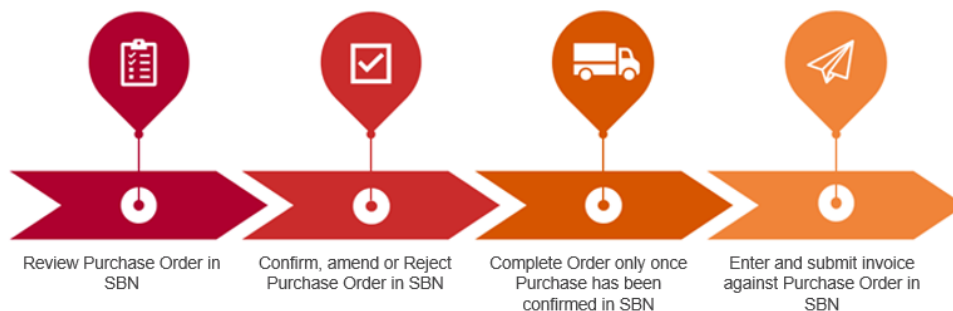
This section addresses questions about general aspects of the SAP Business Network.

What is SAP Business Network?

SAP Business Network (SBN) is an online solution catered to delivering a cloud-based procurement platform for the needs of both, buyers and suppliers.

SBN is the primary platform our suppliers use to register and manage their master data, submission of transactional documents including purchase orders, confirmations, and invoices for payment. It also contains document discipline rules to help our suppliers align their documentation to our requirements, to reduce errors or the need for resubmission, supporting on-time payment.

The standard process for a supplier transacting with us through SBN is:



What are the benefits for us as a supplier to onboard with SBN with Rio Tinto?

The benefits for managing your master data through SBN are:

Accurate data

Self-manage all your data directly into our systems - crucial for smooth operations and reliable decision-making.

Minimise delays and risk

Efficient workflows reduces processing and minimises delays - enhancing the overall supply chain efficiency and mitigating risks.

Strengthen collaboration

Fostering stronger partnerships - which leads to better communication, shared goals, and mutual success.

The benefits for transacting through SBN are:

Greater collaboration

Provides a single, centralised platform for procurement activities, streamlining communication and collaboration.

Improved pay performance

Invoices are exchanged instantaneously with real-time invoice updates, meaning a faster start to your payment cycle with invoices entered directly into our system

More automated processes

Automates many aspects of procurement which translates to less manual work and errors, time savings, and quicker processing of invoices.

For additional information including business practices and standards, please visit the [Rio Tinto Supplier site](#).

For questions or concerns regarding SBN, Purchase Orders, Invoicing and Payments, please contact P2P.concierge@RioTinto.com.

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Overview (cont.)

This section addresses questions about general aspects of the SAP Business Network.

What Account Types are offered on SBN for a supplier to trade with Rio Tinto?

There are 2 account types: Standard & Enterprise.

Standard (Recommended): This is a free connection type, where transactions are transmitted via SBN in an email format to the supplier. The vendor uses the hyperlink in the email to access the purchase order, acknowledge the order and later invoice against the order. The supplier can, at any time, upgrade with Ariba to a full network subscription.

Enterprise: The supplier receives and manages our transactions via a secure internet-based portal. The cloud-based portal has additional functionality, long term archiving, reporting and support. This is a subscribed connection type, but one of the main benefits of this account is that it also offers to upgrade to an integrated connection. Integration: We electronically connect with the supplier's systems to reduce manual touch on all transactions. This method is used for larger volumes of transactions and our strategic suppliers.

For more links and more information on account types visit [SAP Business Network | Overview](#)

As a supplier, will we incur fees to transact through SBN?

We encourage suppliers to opt for the Standard account, which meets our requirements for transacting on the SBN. The Standard account is completely free for suppliers to transact with us. If a supplier opts for an Enterprise account this will incur additional fees.

Please go to [SAP Business Network](#) for further information on these accounts.

Is SBN secure and reliable?

SBN is a secure e-commerce service and offers security and reliability features. SBN communicates using HTTPS, which is HTTP over SSL (Secure Sockets Layer). SSL is the industry-standard method for protecting web communications. The SSL security protocol provides RSA data encryption, server authentication, message integrity, and optional client authentication for TCP/IP connections.

SBN has built-in reliability and error-detection features to ensure that all orders are available the instant they are sent from the buyers. SBN runs redundant copies of all critical software subsystems related to transaction routing. This redundancy enables automatic fail-over in the event of an error so that there is no disruption of service. Even if automatic failover for order routing does not work, suppliers can view orders online on SBN.

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Onboarding

This section addresses questions about the onboarding process onto the SAP Business Network.

We already trade on the SAP Business Network with other customers. How do we initiate this with Rio Tinto?

If you would like to start transacting with Rio Tinto via SBN, please contact your Rio Tinto Procurement Contact to initiate this process on your behalf. Or if you have no Procurement contact, then please send an email requesting to transact with us via SBN, to P2P.concierge@riotinto.com. The team will direct this internally and the relevant team will connect with you.

As a new supplier, what is the standard process for onboarding us to SBN?

All new suppliers will be advised of the onboarding steps via email. The steps are:

- 1. Automated Email invitation** - New Supplier will receive an automated email invitation from our SAP Business Network system (ariba.com account). Instructions in that email will be needed to be followed to complete the master data registration.
- 2. Bank Validation Process** - After registration, an additional bank validation process will be conducted to ensure accuracy.
- 3. Supplier Account Setup** - Once validations are complete, the new supplier account will be established in our system for transacting through SBN.
- 4. Confirmation via SBN** - Upon initial purchase request from our internal business, an interactive purchase order email will direct new suppliers to confirm through the SAP Business Network (SBN). Upon confirmation, the transactional relationship with Rio Tinto through SBN will commence.

As an existing supplier, what is the standard process for onboarding us to SBN?

As we transition our suppliers to the SAP Business Network (SBN), eligible suppliers will receive detailed onboarding instructions via email.

The process will start with an initial email outlining the onboarding start date and necessary preparations. This email will be sent to the email address registered with us on your supplier account, to which current Purchase orders are sent to. Additional reminders will be sent before the start date. On the start date, your existing supplier account will be activated on SBN, and all current open purchase orders will be migrated. An Interactive PO email will be triggered by a migrated or new purchase order, prompting you to confirm the order through SBN. Once confirmed, your transactional relationship with Rio Tinto via SBN will commence.

Note: Suppliers identified as suitable for integration will be contacted separately to discuss potential options.

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Onboarding (cont.)

This section addresses questions about the onboarding process onto the SAP Business Network.

What is an ANID number?

The AN ID number (Ariba Network Identification) serves as the supplier's connection to the SAP Business Network (SBN). To enable suppliers to view their purchase orders (POs) via SBN, we need to link the SAP supplier number with the correct AN ID number.

During the standard onboarding process, this link is established when processing the initial order through the interactive PO process. Suppliers will either set up a new SBN account or use an existing one to link the initial order and SAP supplier number to their SBN account.

As an existing supplier, will all our open purchase orders be visible in SBN at time of onboarding?

Yes, as part of the onboarding process, all current open purchase orders will be migrated to the SAP Business Network (SBN). Once you complete the initial interactive PO email to link your SBN account, you will be able to view all migrated purchase orders, along with any previously submitted invoices against those orders.

Note: All migrated purchase orders must be confirmed before any additional invoicing can be processed through SBN.

How many credentials (users) should a supplier set up to manage the account?

We recommend that you set up numerous users (credentials). This will allow everyone involved in the process within your company to access and support.

It is not recommended that credentials are shared and used across team members. To create roles and users, your SBN administrator can follow the creation guides located on the [Rio Tinto SBN Transactional site](#), under the "Account Administration set up" section.

Where can I get help with the onboarding process?

Please visit our Rio Tinto supplier sites for learning and training material, including how to register your master data and confirm your initial PO via interactive PO email, along with contacts for our dedicated SBN support teams.

- [Supplier master data information, training and support](#)
- [Transactional information, training and support](#)

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Supplier Master Data Management

This section addresses questions about the registration and management of your supplier master data via the SAP Business Network.

What Master data can be registered via SBN?

The master data details that is registered with us through SBN are:

- **General Supplier Information** - Registered Company Name, Trading Name, address and main contact details for general, purchasing and accounts receivable
- **Banking Information** - Bank details and payment currency
- **Tax Information** - Tax ID and numbers

Do we still notify Rio Tinto of any vendor account changes if we are on the SBN? (i.e. phone, email, bank details, etc.)

Changes made in your SBN account profile do not integrate into our system and therefore you are required to inform us of any changes.

If you were invited and have registered your Master data details via SBN with us, you are able to make changes through that registration in SBN. Changes will trigger a notification to us to align our system. Information on updating your master data can found on the [Rio Tinto SBN Supplier Master data site](#).

If you have **not** registered your master data details with SBN, please submit changes via your Rio Tinto Procurement contact, or send an email directly to the [P2P concierge team](#), providing the changes clearly on your company letterhead.

If you would like to self-manage this data through SBN, please email the [P2P concierge team](#), and request to register by providing your Company name and tax ID.

We are unable to locate the login details for our master data information, how do we go about getting these details?

Usernames can be retrieved on the initial log in page by clicking the "Forgot Username" link. For passwords, the same can be done by clicking the "Forgot password" link on the Password log in page.

What is Multi-factor Authentication (MFA)?

MFA adds an extra layer of protection to your login process. It requires you to verify your identity with something you know (your password) and something you have (your phone or another device). Registering with MFA is encouraged and is easy and quick. Just [follow the instructions](#). Once you register, you will be able to access your account and data with more confidence and peace of mind.

Where can I go for support on managing our master data in SBN?

Information, training material and a dedicated support contact for managing your master data through SBN can found on the [Rio Tinto SBN Supplier Master data site](#).

For additional information including business practices and standards, please visit the [Rio Tinto Supplier site](#).

For questions or concerns regarding SBN, Purchase Orders, Invoicing and Payments, please contact P2P.concierge@RioTinto.com.

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Transacting – Purchase Orders

This section addresses questions about the Purchase order process via the SAP Business Network.

Do all Purchase orders require confirmation in SBN?

Yes, as part of the document discipline rules, it is mandatory to confirm Purchase Order in SBN, prior to delivery and invoicing. Invoices cannot be submitted unless the Purchase Order has been confirmed and is matching with the confirm order. Confirming purchase orders in SBN allows a supplier to ensure accuracy and alignment with buyer expectations, reducing the risk of disputes and delays. This proactive step enhances supplier credibility, streamlines the transaction process, and fosters stronger business relationships.

The purchase order is incorrect, how do we request changes?

Changes are required to be submitted through SBN. Submitting changes through the SBN ensures accuracy, real-time updates, enhanced security, and a clear audit trail, streamlining the entire process.

For information, training material and videos on submitting PO changes, go to the “Key training resources” section on the [Rio Tinto supplier site](#).

What are the different order statuses and what do they mean?

The status definitions are as followed:

New	Initial state. This is a new purchase order.
Changed	Existing order has been cancelled or replace (obsolete) by this subsequent (changed) order.
Unconfirmed	Initial state. The supplier has not updated order status.
Confirmed	The supplier agreed (confirmed) to ship all line items
Partially Confirmed	Some of the ordered quantities have been confirmed
Failed	SBN experienced a problem routing the order to the supplier. Suppliers can resent failed orders on their side.
Received	All ordered quantities have been received.
Partially Received	Some of the ordered quantities have been received.
Shipped	Final state. the supplier shipped the entire order
Partially Shipped	Some of the ordered quantities have been shipped.
Invoiced	All ordered quantities have been invoiced.
Partially Invoiced	Some of the ordered quantities have been invoiced
Obsoleted	Cancelled or replaced order sent subsequently as a change order. Obsoleted orders cannot be updated; they appear in your account for tracking purposes only.
Rejected	The supplier rejected all line items
Partially rejected	Some of the ordered quantities have been rejected.

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Transacting – Purchase Orders (cont.)

This section addresses questions about the Purchase order process via the SAP Business Network.

Why can we not see the Purchase order in SBN?

Please follow the guides on how to locate a purchase order under the "Material Ordering" and "Service Ordering sections" on the [Rio Tinto supplier site](#).

If the PO is still not able to be located, please contact the [P2P Concierge team](#).

If we have submitted a change request, can we send the goods to site if we haven't received a change order?

No, suppliers should never supply goods or services without a valid and accurate Purchase Order. In the event, goods are issued without a valid change order, invoicing will not be possible.

How can we change the email address that the SBN PO notification goes to?

For existing suppliers using SBN, email addresses can be added and changed through the My Account menu item in the top right corner icon on your SBN homepage.

Making these changes will not trigger an update in our system. To avoid any discrepancies in your contact details, please inform us of any updates. If your supplier master data is registered with SBN and Rio Tinto, you can request changes through SBN. For guidance on reviewing and updating your supplier master data, visit the [Rio Tinto SBN supplier master data site](#).

If your supplier master data is not registered in SBN, please email the P2P Concierge Team to request a change to the Purchasing email contact on your account.

Where can I go for support on managing Purchase orders in SBN?

Information, training guides, videos and a dedicated support contact for managing your Purchase Orders can found on the [Rio Tinto SBN Transactional site](#).

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Transacting – Invoicing

This section addresses questions about the invoicing process via the SAP Business Network.

Do all invoices require submission via SBN?

Yes, as part of the standard discipline rules, invoicing is required to be submitted against the relevant Purchase Order in SBN. Therefore, as standard all invoices submitted through invoices@riotinto.com for SBN suppliers would be auto-rejected and an automatic email sent advising for correct submission.

Can invoices be submitted in SBN, over the PO value/amount?

No, if the PO lacks the necessary value or quantity, you will not be able to submit your invoice until the PO is updated and re-transmitted for your confirmation.

Any additional work or goods should be supplied only on confirmation of an updated or new Purchase Order in SBN. Providing work or goods outside the originally agreed PO will lead to invoicing and payment issues and must be avoided.

What does the different routing statuses mean in SBN?

The status definitions are as followed:

Failed	The invoice didn't follow our invoicing rules and has not been sent to us
Obsoleted	When an invoice is cancelled or edited and resubmitted, the original invoice moves to Obsolete status
Queued	The invoice is in the process of sending the invoice to us
Sent	The invoice has been sent to us but is awaiting acknowledgement
Acknowledged	The final routing status confirming the invoice has reached our system

What does the different invoice statuses mean in SBN?

The status definitions are as followed:

Sent	The invoice is in the Rio Tinto system
Approved	Rio Tinto has approved the invoice for payment
Paid	The invoice has been paid in Rio Tinto system
Rejected	The invoice has failed validation on SBN or Rio Tinto has rejected the invoice
Cancelled	Supplier has cancelled the invoice

Prior to submitting our invoices in SBN, does the goods or services receipts require entering by Rio Tinto against the Purchase Order?

SBN is currently configured to allow suppliers to submit an invoice before the receipt is done. The only requirement is to only submit invoices when either goods have been delivered or services completed. This helps reduce risks of delays or disputes regarding the invoice.

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Transacting – Invoicing (cont.)

This section addresses questions about the invoicing process via the SAP Business Network.

Am I required to attach our invoice in SBN when submitting the invoice?

Attaching invoices and supporting documentation in SBN when submitting an invoice ensures that all necessary information is readily available; facilitating faster and more accurate approval processes. This comprehensive approach minimizes the risk of discrepancies, accelerates payment cycles, and enhances overall efficiency for both the supplier and the buyer. It is not a mandatory requirement but recommended where necessary.

For information, training material and videos on adding attachments to invoices, go to the “Key training resources” section on the [Rio Tinto supplier site](#).

Why have received an invoice rejection email from SBN Ariba stating "Your Invoice has been rejected by Rio Tinto. You will receive a separate email advising the rejection reason"?

Your invoice has been rejected by the Rio Tinto Accounts Payable team, and you should receive a separate email from Rio Tinto advising of the reason. If no email has been received, please send the SBN rejection email to the [P2P Concierge Team](#) and request clarity on the rejection reason.

When attempting to submit our invoice we are getting an error stating "Unplanned spend exceeds the overall limit". what action should we take?

This error means the purchase order does not have enough funds remaining to allow for submission of your invoice value. Contact your Rio Tinto site representative to discuss amendments to your original agreed value.

Your Rio Tinto site representative is on the purchase order, in the “Other Information” section under “Show Item details”.

Once you have received and confirmed the change order or new Purchase order you will be able to submit the invoice.

Contact the [P2P Concierge Team](#) if further support is required.

Where can I go for support on managing invoicing in SBN?

Information, training guides, videos and a dedicated support contact for managing invoicing can found on the [Rio Tinto SBN Transactional site](#).

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Connection guidance and support

This section addresses questions around connectivity to the SAP Business Network.

What should we do if our username and/or Password to log in to SBN is forgotten?

Go to the [Supplier login page](#).

For forgotten Username information, click on the "Forgot Username" and follow the instructions to have your username emailed.

For forgotten Password information, enter in your username and click Next. Click on the "Forgot Password" and follow the instructions to make changes. If none of the options are suitable, select the question mark icon in the top right and follow the links for further support.

How can I change the Administrator on our SBN account?

If the account administrator is still with your company, they can reassign the administrator account to another user or change their user information to a different person.

If the account administrator is no longer with your company, but you have access to the registered email:

1. Use the Forgot Username or Password links on the login page to request a Password Reset.
2. After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself.

If the account administrator is no longer with your company and there is no access to the email address on file, contact [SAP Business Network Customer Support](#) via the Support Centre to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email address.

Additional Information: Account Reassignment requests go to a specific team within [SAP Business Customer Support](#) who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.