



Singapore Management University

Supplier Roadshow

No dial-in required – Audio is available through your computer speakers or headphones.

This session will be recorded



Agenda

Pigeonhole Guidelines (Slide 3)

Roadshow Objectives (Slide 4)

Speaker Introductions (Slide 5)

- Singapore Management University
- ABeam Consulting Singapore

SMU Initiative Overview (Slide 7)

- Digital Transformation
- What is Changing?

What is SAP Business Network? (Slide 10)

- Benefits & Functionalities
- Network Account Types
- Trading Relationship Request

Timeline & Contacts (Slide 27)

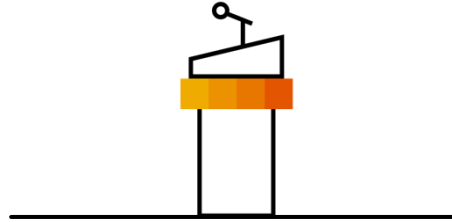
Additional Resources (Slide 33)



Roadshow Objectives

- The SMU Supplier Roadshow aims to raise awareness and support our suppliers in seamlessly onboarding onto SAP Business Network and collaborating with SMU through a unified, integrated platform.
- By joining SAP Business Network, our suppliers can connect with us more efficiently, enabling streamlined transactions, improved communication, and greater transparency in procurement processes.
- This initiative ensures suppliers understand the benefits of digital transformation, empowering them with real-time connectivity and best practices to optimize workflows. By fostering stronger partnerships and increasing operational efficiency, we aim to create a more agile, responsive, and interconnected supply chain that drives mutual success.

Speaker Introductions



Eric Yong
Director of Procurement
Singapore Management University



Simon Alonzo
System Implementer, Procurement Track Lead
ABeam Consulting Singapore



Welcome Message from Eric Yong, Director of Procurement:

Thank you for taking your time to join us today for the SMU Supplier Roadshow.

We are embarking on an exciting journey to standardize and streamline our procurement processes through the **SAP Business Network**.

Starting **January 2026**, all transactions with SMU, including purchase orders and invoices, will be conducted exclusively via the SAP Business Network. This transition will enable more efficient, transparent, and collaborative interactions with our valued suppliers.

To ensure a smooth onboarding experience, we kindly ask that you:

- ✓ **Raise any questions you may have** (via Pigeonhole QR code)
- ✓ **Register for a new SAP Business Network account** (if you do not have an existing account)
- ✓ **Accept the Trading Relationship Request** (between 6 Oct 25 to 30 Nov 25)
- ✓ **Configure your SAP Business Network account settings**

We look forward to building a stronger, more connected partnership with you through this new platform.

Singapore Management University

Initiative Overview



Digital Transformation

- We are partnering with SAP and ABeam Consulting to digitalize SMU's procurement and accounts payable processes through the SAP Business Network (SBN). This transition will eliminate paper workflows, boost efficiency, and improve collaboration with suppliers.
- By joining this initiative, you'll benefit from faster transactions, a stronger partnership with SMU, and a smooth shift to a digital system, with the official go-live in January 2026.
- If you're an **existing SMU supplier** and is already **on SAP Business Network**, we will guide you in every step to ensure full integration with SMU in the 3rd and 4th quarter of 2025. Act now to strengthen your partnership with us and enhance collaboration and purchasing capabilities for mutual growth.
- Similarly, if you are an **existing SMU supplier** and is **NEW on SAP Business Network**, we will guide you on the registration process to ensure that you will be ready to transact with SMU once we go live.

What is Changing?

As part of SMU's ongoing initiative to enhance and streamline business processes, we are transitioning to a fully digital transaction system. Moving forward, the following transactions will be conducted through SAP Business Network:

- Purchase Orders
- Order Confirmations
- Shipment Notices
- Invoices
- Remittances
- Quotes

To maintain and continue your valued partnership with SMU, **participation via SAP Business Network is now required.**



Singapore Management University

What is SAP Business Network?

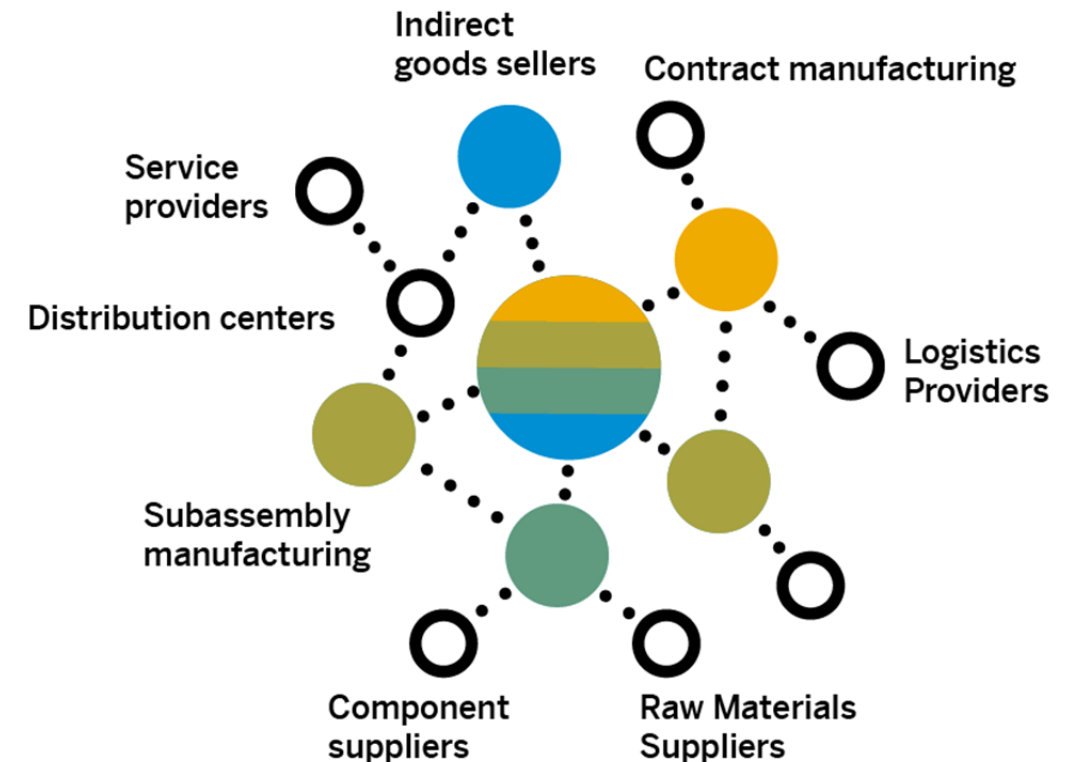


What is SAP Business Network?

SAP Business Network is **B2B collaboration platform** where companies connect, transact, and partner on shared processes and information.

An account grants you access to a public company profile, e-commerce tools, and unlimited document exchanges with your customers.

- Access your requests for proposals and contracts
- Maintain supplier information and registration
- Receive orders, issue order confirmation and shipment notice, send invoices, and more
- Monitor the live status of documents and payments
- Demonstrate compliance to buyers
- Access collaborative tools for better customer interactions



Benefits of SAP Business Network



60% average reduction in operating costs

Lower costs

- Reduce time and paper usage
- Eliminate postage costs
- Reduce costs associated with generating and reworking invoices



30% growth in existing accounts
35% growth in new business

Increase your revenue

- Become searchable to customers using SAP Business Network worldwide
- Establish new customer relationships via SAP Business Network Discovery
- Publish your Catalogs in front of thousands of customers



15% increase in customer retention

Satisfy your customer

- Support your customer's strategic business plan
- Become a preferred supplier
- Simplify the communication process

80% efficiency improvement & transform business operations



Stay organized with digital processes

- Consolidate network relationships under one account
- Enjoy a simple way to store POs and invoices
- Get better visibility into customers' spend and payments
- View invoice status in real time

62% decrease in late payments



Receive faster payments

- Help your invoice reach the correct contact in the approval flow
- No need to confirm the orders via email/phone
- Feel confident that all order information is complete and accurate
- Prevent errors through system checks

Onboard as a Supplier for SMU on SAP Business Network



1. Register with SMU on SAP Business Network

- Receive e-mail invitation from SAP Business Network
- Fill in necessary information



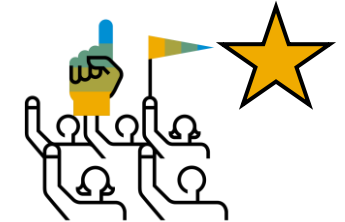
2. (Optional) Upgrade to Enterprise Account

- After Registration on SAP Business Network, Suppliers can optionally upgrade to Enterprise account



3. Connect to SMU on SAP Business Network

- Receive & Accept SMU's Trading Relationship Request
- Establish a catalog (optional)



4. Achieve SMU Supplier Status

- Eligible to participate in Singapore Management University RFPs
- PO to invoice transactions with Singapore Management University

SMU will invite eligible Suppliers to SAP Business Network for:



Request for Proposals



Contracts

SMU will require Suppliers to use SAP Business Network for:



Orders & Confirmations



Invoices & Invoice Status



Receive Payment status

Singapore Management University

Account Types



Network Account Types

SAP Business Network offers different network account types.

As suppliers have different business needs, providing different account types adds more flexibility and ease of use



Standard Account

For core documents (PO, Invoice, Remittance) and basic supplier needs.
Free to use.



Enterprise Account

Supports advanced supplier needs with enhanced features.
Fees are based on usage and volume.



Promote Subscription

Help suppliers grow their business on the network. Provides greater visibility for their business and lead generation.
Annual subscription will apply

Standard Account – Transact with Ease and Without Fees

Designed for simplicity, the Standard account allows suppliers to manage transactions easily, even with limited e-commerce experience.

It is ideal for reviewing and sending documents, publishing electronic catalogs, and more.

FREE FOR ANY SUPPLIER

- No document-related fees or transaction limits. The following features are available in Standard account:
 - Receive & respond to POs with electronic documents (e.g., Order Confirmations, Ship Notices, or Invoices)
 - Check updates on document status
 - Manage catalogs

CENTRALIZED ACCESS

- Online portal and supplier mobile app to access all relevant information & documents
- Receive real-time notifications from buyers via email and mobile app push notifications

Enterprise Account – Grow and Automate Your Business

For suppliers with more advanced needs, an enterprise account may be a better fit.

These accounts are **paid accounts** based on usage.

ADVANCED CAPABILITIES

- Automate specific processes with machine-to-machine integration
- Priority support, enablement, and educational training courses
- Archive invoices
- Sales and transaction reporting
- Lead generation capabilities

TAILORED SOLUTIONS

- Suitable for:
 - suppliers who are more experienced with eCommerce
 - are looking to grow or strengthen their business on SAP Business Network
 - have buyer specific needs that are not supported by standard account

Promote Subscription – Make Your Business Standout

Offers a bundle of value-added features to help suppliers differentiate themselves on the SAP Business Network, attract new buyers, and grow their business. It is designed for suppliers who want to actively market themselves on the network.

Annual Subscription: \$1,600 SGD

ADVANCED CAPABILITIES
<ul style="list-style-type: none">• Gen AI features• Network catalog• Profile verification• Profile and business insights

KEY BENEFITS
<ul style="list-style-type: none">• Engage buyers with better brand visibility• Identify potential buyers to boost sales• Evaluate and optimize your visibility on the network

OPTIONS AVAILABLE

Regardless of which account type you decided to use, you will be able to transact with SMU once you accept the Trading Relationship Request.

Suppliers may select the account type that best fits their needs.



Standard Account

FREE



Enterprise Account

Fees will apply based on
transaction volume



Promote Subscription

An annual subscription will
apply

Enterprise Account Supplier Fee Schedule – SGD

Transaction fees (billed quarterly)

Less than 4 documents * OR less than SGD 68,450	FREE usage
More than 4 documents * AND more than SGD 68,450	0.155% of transacted volume for relationships without Service Entry Sheets
	0.35% of transacted volume for relationships with Service Entry Sheets
* Only POs, Invoices, Service Entry Sheets, and Service Entry Sheet Responses in at least one customer relationship annually	



Subscription fees (billed annually)

Annual Document Count across <u>all</u> customer relationship	Subscription Level	Annual Fee
Up to 4 documents	Premium	SGD 0
5 to 24 documents or < SGD 342,200	Bronze	SGD 70
25 to 99 documents and > SGD 342,200	Silver	SGD 1,040
100 to 499 documents and > SGD 342,200	Gold	SGD 3,125
500 and more documents and > SGD 342,200	Platinum	SGD 7,600

Scenario 1 – Premium

Supplier exchanged 3 documents with a total value of SGD 300,000

Since the vendor only exchanged 3 documents, and the total value is SGD 300,000,
the Supplier doesn't pay any fees

Annual Document Count across <u>all</u> customer relationship	Subscription Level	Annual Fee
Up to 4 documents	Premium	SGD 0
5 to 24 documents or < SGD 342,200	Bronze	SGD 70
25 to 99 documents and > SGD 342,200	Silver	SGD 1,040
100 to 499 documents and > SGD 342,200	Gold	SGD 3,125
500 and more documents and > SGD 342,200	Platinum	SGD 7,600

**Fees Subjected to SAP's Price Validity

Scenario 2 – Bronze

Supplier exchanged 32 documents with a total value of SGD 320,000 without Service sheets

Computation: $((\text{SGD } 320,000 * 0.155\%) + \text{SGD } 70) = \underline{\text{SGD } 566}$ per year

The supplier transacted 32 documents, but the total value is SGD 320,000 which is under SGD 342,200 that's why it placed them under **Bronze** level. And since they do not have Service sheets, the multiplier is set to 0.155%.

Annual Document Count across <u>all</u> customer relationship	Subscription Level	Annual Fee
Up to 4 documents	Premium	SGD 0
5 to 24 documents or < SGD 342,200	Bronze	SGD 70
25 to 99 documents and > SGD 342,200	Silver	SGD 1,040
100 to 499 documents and > SGD 342,200	Gold	SGD 3,125
500 and more documents and > SGD 342,200	Platinum	SGD 7,600

**Fees Subjected to SAP's Price Validity

Scenario 3 – Silver

Supplier exchanged 80 documents with a total value of SGD 350,000 with Service sheets.

Computation: $((\text{SGD } 350,000 * 0.35\%) + \text{SGD } 1,040) = \underline{\text{SGD } 2,265}$ per year

The supplier transacted 80 documents with total value of SGD 350,000, which places them under **Silver** level. And since they have Service sheets, the multiplier is set to 0.35%

Annual Document Count across <u>all</u> customer relationship	Subscription Level	Annual Fee
Up to 4 documents	Premium	SGD 0
5 to 24 documents or < SGD 342,200	Bronze	SGD 70
25 to 99 documents and > SGD 342,200	Silver	SGD 1,040
100 to 499 documents and > SGD 342,200	Gold	SGD 3,125
500 and more documents and > SGD 342,200	Platinum	SGD 7,600

**Fees Subjected to SAP's Price Validity

Scenario 4 – Gold

Supplier exchanged 250 documents with a total value of SGD 600,000 without Service sheets.

Computation: $((\text{SGD } 600,000 * 0.155\%) + \text{SGD } 3,125) = \underline{\text{SGD } 4,055}$ per year

The supplier transacted 80 documents with total value of SGD 600,000, which places them under **Gold** level. And since they have Service sheets, the multiplier is set to 0.35%

Annual Document Count across <u>all</u> customer relationship	Subscription Level	Annual Fee
Up to 4 documents	Premium	SGD 0
5 to 24 documents or < SGD 342,200	Bronze	SGD 70
25 to 99 documents or > SGD 342,200	Silver	SGD 1,040
100 to 499 documents or > SGD 342,200	Gold	SGD 3,125
500 and more documents or > SGD 342,200	Platinum	SGD 7,600

**Fees Subjected to SAP's Price Validity

Scenario 5 – Platinum

Supplier exchanged 550 documents with a total value of SGD 750,000 with Service sheets.

Computation: $((\text{SGD } 750,000 * 0.35\%) + \text{SGD } 7,600) = \textbf{SGD 10,225}$ per year

Since the vendor exchanged 550 documents, and the total value is SGD 750,000, which places them under **Platinum** level. And since they have Service sheets, the multiplier is set to 0.35%

Annual Document Count across <u>all</u> customer relationship	Subscription Level	Annual Fee
Up to 4 documents	Premium	SGD 0
5 to 24 documents or < SGD 342,200	Bronze	SGD 70
25 to 99 documents and > SGD 342,200	Silver	SGD 1,040
100 to 499 documents and > SGD 342,200	Gold	SGD 3,125
500 and more documents and > SGD 342,200	Platinum	SGD 7,600

**Fees Subjected to SAP's Price Validity

Singapore Management University

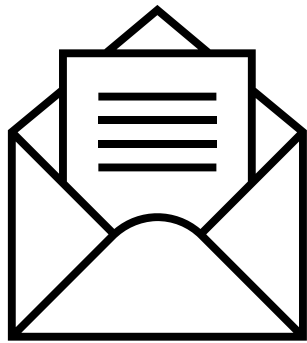
Trading Relationship Request



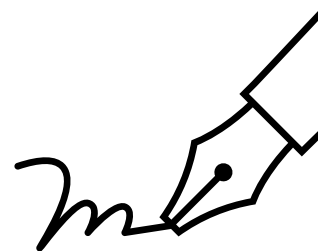
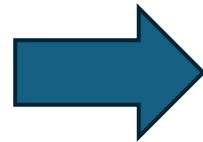
Trading Relationship Request (TRR)

It is the link between your Supplier account and your customer's account on the SAP Business Network. This will enable the transfer of documents such as Purchase Orders and Invoices between you and your customer.

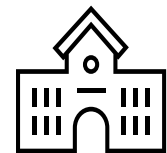
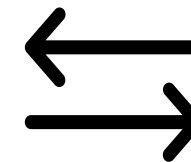
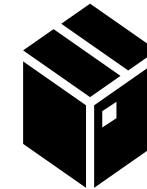
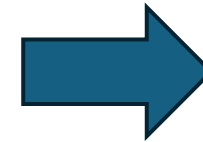
The trading relationship request is the foundation of business relationship on SAP Business Network, and this is a critical step to enable Suppliers to collaborate and do business with SMU.



Receive TRR email



Accept TRR



Ready to Transact

Accept Trading Relationship Request

Singapore Management University - TEST

Singapore Management University - TEST invites you to SAP Business Network

To Jenny Chu at Klean Solutions Pte Ltd

Singapore Management University - TEST invited you to collaborate on SAP Business Network. To evaluate and accept the request, click the Review request button, then on the Account Settings page, click Pending.

[Review request](#)

1 Suppliers will receive the trading relationship email and will have a link to accept the request from SMU

Singapore Management University - TEST

Connect with **Singapore Management University** to collaborate on SAP Business Network.

We found existing accounts based on the information in the invite. Please review.

[Review accounts](#)

or

[Use existing account](#) ⓘ

[Create new account](#) ⓘ

2

You have options to either use existing account or **create new account**

Accept Trading Relationship Request

Singapore Management University - TEST

Sign in to connect with **Singapore Management University - TEST**

Username *

[Forgot username?](#)

Password *

[Forgot password?](#)

Connect

3a

If you have an existing account, you can utilize the same username and password to login

Singapore Management University - TEST

Create an account to connect and collaborate with **Singapore Management University - TEST** on SAP Business Network

Company information ⓘ [Review the information](#)

DUNS number

 ⓘ
[Don't know your DUNS number?](#)

Company (legal) name *

Country/Region *

 ▼

Address line 1 *

Address line 2

Postal code *

City *

3b

If you are **new** in SAP Business Network, you can create an account and input the necessary details

Administrator account information ⓘ

First name * Last name *

Guide Guide

Email *

☒ Use my email as my username

Password * Repeat password *

***** *****


Business role *

 ▼

☐ I have read and agree with the [Terms of Use](#).

☐ I hereby agree that SAP Business Network will make parts of my Personal Data (as defined in the [Privacy Statement](#)) accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings.

Please see the [Privacy Statement](#) to learn how we process personal data.

☐ I'm not a robot 

Create account

Accept Trading Relationship Request

Edit Product and Service Information

Save

Cancel

Product and Service Categories

Ship-to or Service Location

Industries Served

My Selections

Enter your company's products and services. Postings made by buyers will be matched to you based on the product and service categories you enter below.

+ Add Category

Apparel costumers ×

Arm chair ×

Armrests ×

Edit Product and Service Information

Save

Cancel

Product and Service Categories

Ship-to or Service Location

Industries Served

My Selections

- Add the locations your company ships to or serves. Buyers and their postings are matched to you based on the locations in your profile.
- If you have global capabilities, browse and select "Global."
- After adding locations, click one or more map pin icons to indicate that you maintain a physical presence in that location.

+ Add Locations


Czech Republic 📍 ×

Hungary 📍 ×

4

SMU encourages suppliers to add information about their Product and Service Categories as well as Service Locations. This will help suppliers receive notifications about any Open tender that SMU will initiate.

Accept Trading Relationship Request

 Business Network ▾ Standard Account [Get enterprise account](#) **TEST MODE**


Home Enablement Discovery ▾ Workbench Orders ▾ Fulfillment ▾ Invoices ▾ Payments ▾ More ▾

Customer Relationships Advanced View 



Automatically accept all relationship requests: ☐ OFF

5

You can view and manage any pending requests by navigating to Customer Relationships






You can toggle this option to automatically accept any trading relationship request that you will receive.

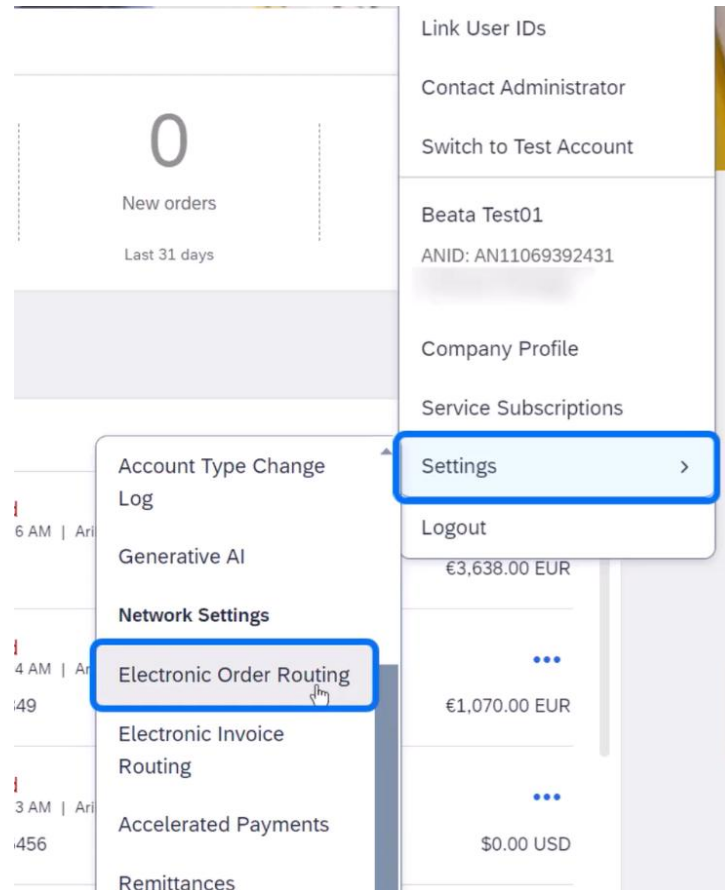
Go

 Adapt Filters

Current Relationships

Customer List				Pending Requests (1)	Approved Requests (0)	Rejected Requests (0)	Accept	Reject			
<input type="checkbox"/>	Trading Partner	Network ID	Relationship Type	Last Changed On							
<input type="checkbox"/>	Singapore Management University - TEST	AN1121[REDACTED]	Fulfillment	May 9, 2025, 10:32:36 AM							

Electronic Order Routing



Link User IDs

Contact Administrator

Switch to Test Account

Beata Test01

ANID: AN11069392431

Company Profile

Service Subscriptions

Settings >

Logout

€3,638.00 EUR

€1,070.00 EUR

€0.00 USD

Remittances

Account Type Change

Log

Generative AI

Network Settings

Electronic Order Routing

Electronic Invoice Routing

Accelerated Payments

Network Settings

Save Close

Electronic Order Routing Electronic Invoice Routing Accelerated Payments Settlement Data Deletion Criteria

* Indicates a required field

Non-Catalog Orders with Part Numbers

☐ Process non-catalog orders as catalog orders if part numbers are entered manually

Status Update Request Notifications

☐ Do not send status updates for inbound documents in pending queue

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	<p>Email address: <input type="text" value="companyname@company.com"/></p> <p><input type="checkbox"/> Attach cXML document in the email message</p> <p><input checked="" type="checkbox"/> Include document in the email message</p> <p><input type="checkbox"/> Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".</p> <p><input type="checkbox"/> Attach PDF document in the email message</p>

6 Specify the email address that will receive any incoming Purchase Orders from your customers

Electronic Invoice Routing

SAP Business Network

Network Settings

Save

Close

Electronic Order Routing Electronic Invoice Routing Accelerated Payments Settlement Data Deletion Criteria

General Tax Invoicing and Archiving Invoice Conversions

Capabilities & Preferences

Sending Method

Document Type	Routing Method	Options
Invoices	Online ▼	Return to this site to create invoices
Customer Invoices	Online ▼	Save in my online inbox

Notifications

Invoice Failure	<input type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	* testaccount@test.com, admin@test.co
Invoice Status Change	<input type="checkbox"/> Send a notification when invoice statuses change.	* testaccount@test.com, admin@test.co
Invoice Created Automatically from Receipts	<input type="checkbox"/> Send a notification when an invoice is automatically created from a goods receipt.	* testaccount@test.com, admin@test.co
Invoice Created Automatically from Service Sheets	<input type="checkbox"/> Send a notification when an invoice is automatically created from a service sheet.	* testaccount@test.com, admin@test.co
Invoice conversion (Supported formats: .pdf, .png, .jpg)	<input type="checkbox"/> Send a notification when the invoice conversion fails.	* testaccount@test.com, admin@test.co
	<input type="checkbox"/> Send a notification when an invoice is set for manual submission after conversion.	* testaccount@test.com, admin@test.co

7 You can define your AR team's email address to track that invoices are getting paid on time.

Note: Only invoices submitted through SAP Business Network will be applicable for this function.

Summary

1. SMU is moving to automate their procurement and finance processes with the help of SAP Business Network
2. SAP Business Network offers a lot of benefits to both customers and suppliers
3. Suppliers are expected to use SAP Business Network to continue partnership with SMU, and are encouraged to register for an account
4. Enterprise Account is **NOT** mandatory. It is up to the supplier to decide which account type they want to use
5. Suppliers will be receiving email notification about the Trading Relationship Request to establish connection with SMU through SAP Business Network
6. Purchase Orders, Order Confirmations, Shipment Notices, Invoices, and Remittances will be automated through SAP Business Network
7. SMU is targeting to go-live with this process by 05 January 2026

Next Steps



Onboard as a Supplier for SMU on SAP Business Network



1. Register with SMU on SAP Business Network

- Receive e-mail invitation from SAP Business Network
- Validate pre-loaded registration questionnaire



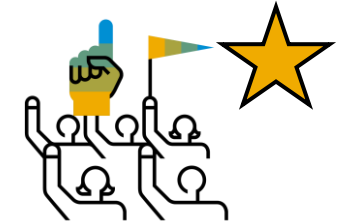
2. (Optional) Upgrade to Enterprise Account

- After Registration with SMU On SAP Business Network, Suppliers can optionally upgrade to Enterprise account



3. Connect to SMU on SAP Business Network

- Receive & Accept SMU's Trading Relationship Request
- Establish a catalog (optional)



4. Achieve SMU Supplier Status

- Eligible to participate in Singapore Management University RFPs
- Awarded contracts managed on SAP Business Network
- PO to invoice transactions with Singapore Management University

SMU will invite eligible Suppliers to SAP Business Network for:



Request for
Proposals



Contracts

SMU will require Suppliers to use SAP Business Network for:



Orders &
Confirmations



Invoices & Invoice
Status



Receive Payment
status



Important Points to Remember !

- **Align internally** within your organization on the account you will be using to transact with Singapore Management University. Cascade these information to all relevant teams supporting SMU.
- **Keep your credentials.** Remember your account username and password. Should you lose your credentials, you'll need to retrieve through [SAP Customer Support](#).
- **Ensure there is a transition plan** if the account information moves to another role. This helps to avoid delays in sourcing, procurement and invoicing operations.
- **Create co-admin or additional users** for backup purposes. Form today until our go-live, there could be changes within your organization, so it is recommended to have backups for business process continuity.

Questions?

Please submit your questions via the Pigeonhole QR



Onboarding Begins: Upon Roadshow
Accept TRR: 5 business days after receipt
Supplier Training Q3 2025
Go Live: Jan 2026
(You will receive a formal notification via email from SMU)



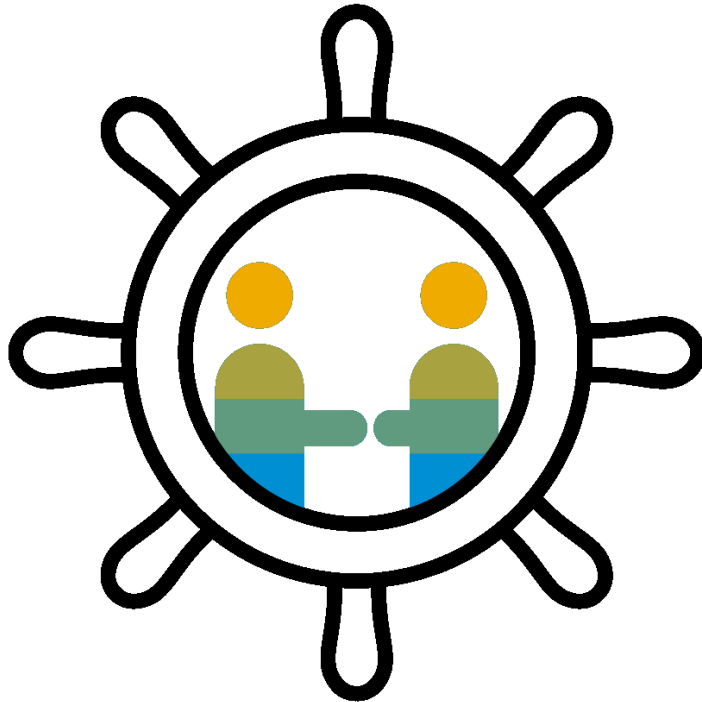
System or General SAP Business Network Questions

Access the SAP Ariba [Help Center](#)

Business Related Questions

supplier.connect@smu.edu.sg

Additional Resources



Enablement Help Desk

- Account Creation
- Assistance Creating First Document
- Configure Your Settings

Customer Support

- User Role Changes
- Billing & Invoice Inquiries
- Password Resets

Live Demonstrations

- Customer Success Sessions
- Supplier Live Demos

Frequently Asked Questions

No.	Questions	Answer
1	What is SAP Business Network?	SAP Business Network is a B2B platform that brings business partners together to connect and collaborate into a single digital ecosystem.
2	Am I Required to use Enterprise Account?	No, Enterprise Account is not required to transact with SMU. If you opt to use the Standard Account, you will still be able to transact with SMU through SAP Business Network.
3	Is there a limit of documents I can transact on SAP Business Network?	There is no limit of documents you can transact via SAP Business Network. Just be reminded that if you opt to use Enterprise Account, fees may apply according to the volume of documents and transactions.
4	When will the overall process be operational?	SMU is targeting to Go-Live on 05 January 2026.
5	Why are we being asked to use SAP Business Network?	As SMU is moving to SAP Ariba to streamline and improve their procurement processes, the digital transformation can help SMU and their suppliers to work more efficiently
6	Where can I get help if I face issues?	You can seek help through different channels: 1) SAP Ariba Help Centre 2) SMU's support contact (supplier.connect@smu.edu.sg)

Frequently Asked Questions

No.	Questions	Answer
7	Will you share the slides with us? And will SMU forward over the onboarding guide to us?	Yes, the slides will be shared to the participants. Onboarding guide will be shared at a later stage by Q3 and Q4 2025.
8	For those who had an account before, then we just wait for the trading relationship request?	Yes, you will receive an email notification about the trading relationship request. You can then accept the relationship to enable transacting with SMU through SAP Business Network.
9	If we are using our own invoicing software, we can just upload our invoice to SAP Business Network?	You will need to create the invoice in SAP Business Network and upload a softcopy of the invoice generated from your invoicing software.
10	How many administrator accounts can we have?	Only 1 administrator can be created. You can re-assign the administrator role to another user in your company's account. If you need to become the administrator, contact your account administrator to reassign the role.
11	I'm concerned about the fees. What is the free way to issue more than 4 times	The subscription and transaction fees will only apply if you opt in to use Enterprise Account. If you're only using Standard Account, you will not be charged with any fees.

Thank you.

Singapore Management University

Pigeonhole Session: Questions & Answers



Pigeonhole Session: Questions & Answers

New Supplier Registration		
No.	Questions	Answers
1	We currently do not have an account on SAP Business Network. Could you guide us through the registration process?	<p>Suppliers may wait until October to receive the official Trading Relationship request email from Singapore Management University (SMU) before proceeding with registration.</p> <p>This approach allows for both account creation and acceptance of the Trading Relationship to be completed in a single step.</p>
2	Will we receive an invitation to register, or is there a specific site we need to access to initiate the registration?	
3	By what date or time can we expect the Trading Relationship emails to be sent?	
4	Will the account registration process commence upon receiving an invitation during Q3 2025?	

Pigeonhole Session: Questions & Answers

Existing Supplier Registration

No.	Questions	Answers
5	For suppliers who already have an existing account, should they simply wait to receive the Trading Relationship request before taking further action?	<p>Suppliers may wait until October to receive the official Trading Relationship Request (TRR) email from Singapore Management University (SMU) before proceeding with registration. This enables both account creation and acceptance of the Trading Relationship to be completed in a single step.</p> <p>If you already have an existing Ariba Network (AN) ID, you may use it to establish the Trading Relationship with SMU once the TRR email is received.</p>
6	Is it necessary for us to initiate a Trading Relationship request with SMU, or will one be sent to us?	
7	If I already have an Ariba Network ID (ANID), is it necessary to create a separate one for the Supplier Registration process?	

Pigeonhole Session: Questions & Answers

SAP Business Network - Features & Functionality

No.	Questions	Answers
8	How can we combine multiple SAP Network customer accounts into one?	<p>While SAP Business Network does not allow direct merging of multiple accounts, suppliers can follow these steps to consolidate usage under a single account and deactivate the others:</p> <p><u>Choose the Primary Account</u> Decide which SAP Business Network account will be used going forward.</p> <p><u>Coordinate with Customers</u> Contact your existing customers and ask them to unlink the old accounts and link the chosen account to their SAP Ariba systems.</p> <p><u>Request Account Deactivation</u> Submit a support ticket to the SAP Business Network supplier support team to deactivate the accounts you no longer need.</p> <p>🔔 Important: Before starting, make sure to download any transactional data from the accounts you plan to deactivate.</p>

Pigeonhole Session: Questions & Answers

SAP Business Network - Features & Functionality

No.	Questions	Answers
9	How can suppliers obtain an SAP Business Network account, and are there any fees involved?	Suppliers can register for an SAP Business Network account upon receiving a trading relationship request email from SMU.
10	Is there a cost for transacting business on the SAP Business Network?	By default, accounts are set to Standard, which are free and support all necessary activities for SMU.
11	Do we have to pay to use the SAP Business Network?	If advanced features are needed, suppliers may choose to upgrade to an Enterprise account, which involves a fee.
12	Are we required to register on the SAP Business Network to use a Standard account?	Yes, suppliers are required to register on the SAP Business Network using a Standard account. The Standard account is free to use and supports all relevant activities for SMU.

Pigeonhole Session: Questions & Answers

SAP Business Network - Features & Functionality

No.	Questions	Answers
13	Is there a limit to the number of documents I can transact on the SAP Business Network?	<p>A Standard account does not restrict the number of invoices a supplier can submit, or the number of purchase orders and sourcing events they can receive.</p> <p>An Enterprise account (which includes fees) is only necessary if the supplier requires advanced features like ERP or API integration</p>
14	Does the Standard account support only four invoice submissions?	
15	I'm concerned about the fees. Is there a free way to issue more than four documents?	
16	How are documents defined under an Enterprise account and does it include four free documents?	
17	Do we need to upgrade to an Enterprise account to submit invoices to SMU?	<p>No, suppliers do not need to upgrade to an Enterprise account to transact with SMU. All standard activities—such as tender participation, supplier registration, receiving purchase orders, and submitting invoices—can be completed using a Standard account, which is free to use.</p> <p>An Enterprise account (which includes fees) is only necessary if the supplier requires advanced features like ERP or API integration.</p>

Pigeonhole Session: Questions & Answers

SAP Business Network - Features & Functionality

No.	Questions	Answers
18	We already have an existing e-Invoicing software. Do we still need to create invoices in SAP Business Network?	Suppliers can continue using their existing systems to generate invoices. However, for SMU, all invoice submissions must be made through SAP Business Network instead of email.
19	How will suppliers receive notifications?	Suppliers can manage their primary contact and designated user roles directly within SAP Business Network, including preferred email routing methods. The primary contact will receive all status updates and official SAP notifications via the email provided during registration.
20	Will suppliers be required to use SAP Business Network exclusively to submit their responses?	Suppliers are required to use SAP Business Network to submit clarifications and participate in sourcing events.
21	What infrastructure do I need to use SAP Business Network?	Suppliers only need a computer or laptop with internet access to use their SAP Business Network account.

Pigeonhole Session: Questions & Answers

Other Topics		
No.	Questions	Answers
22	We provide course delivery for SMU courses. In the past, we received ePOs with delivery dates scheduled in advance for the following year. How will the timing work for 2026?	All details in the existing purchase order remain valid. Once the PO is released, suppliers will receive an email from SMU that includes the delivery dates specified in the document.
23	As a trainer, do we still need to upload a physical invoice?	You only need to register for SAP Business Network if you are receiving purchase orders from SMU.
24	If we only register staff for SMU courses and submit our invoices to Finance for payment, do we still need a Standard Account?	<p>Registration on SAP Business Network is required only if you receive purchase orders from SMU. All standard transactions with SMU—such as tender participation, supplier registration, PO receipt, and invoice submission—can be completed using a Standard Account.</p> <p>If you are making payments for SMU courses, registration on SAP Business Network is not required.</p>
25	Does this apply to corporate customers who register for SMU courses and pay via credit card through the SMU Portal? Or is this meeting intended for suppliers who receive payments from SMU for services?	

Pigeonhole Session: Questions & Answers

Materials, Timeline and Helpdesk

No.	Questions	Answers
26	Will the current presentation be shared along with the trading relationship request in Q3? It would be helpful for refreshing setup knowledge.	Yes, we will be sharing both the recording and the presentation, and these will also be uploaded to SMU's website. Additionally, SMU will provide supplier training manuals to the suppliers at a later date.
27	Will suppliers receive a softcopy handout for this training?	
28	Will you be sharing the slides with us? And will SMU be forwarding the onboarding guide to us as well?	
29	Will we get a recorded copy of this meeting?	
30	When will the overall process be operational?	SMU is planning to make the system live and operational by January 2026.
31	Where can I get help if I face issues?	Suppliers can seek assistance through the following channels: SAP Ariba Help Centre – https://support.ariba.com/help SMU Support Contact – supplier.connect@smu.edu.sg