



Supplier FAQ

This FAQ supports suppliers through the SAP Business Network onboarding and invoice-to-pay process for Standard Chartered.

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1. Getting Started with SAP Business Network (SBN)

Note: SBN is currently live in Kenya and is planned for Singapore later this year, with further market rollouts to follow.

No.	Question	Answer
1.1	Who can I contact if I need help with the Trading Relationship Request (TRR)?	Please contact the Supplier Enablement team at SupplierEnablement.scm@sc.com for support with the TRR.
1.2	Is Trading Relationship Request (TRR) shared to only one email?	The TRR is sent to the primary supplier contact email registered with the Bank and can only be shared with one email address.
1.3	How can I tell if I've successfully accepted the TRR?	Once you accept the TRR, Standard Chartered will appear under Customer Relationships in your SAP Business Network account (SBN).
1.4	If a supplier has an existing SAP Business Network Account, can this be used for the new invoice-to-pay process?	Yes. You can link your existing SAP Business Network account by logging into SBN and accepting the TRR.
1.5	I don't see Standard Chartered under my Customer Relationships - Customer List. Is this normal?	Yes. It will appear under Customer Relationships – Customer List after you accept the TRR .
1.6	I received an invitation from SupplierEnablement.SCM@sc.com to register for an account. Is this my TRR?	No. TRR emails are sent from SAP Business Network. Please select “ Get started ” in the TRR email to register and accept the request. The invitation that you have received could have been to the Supplier Summit .
1.7	I'm a freelancer or sole proprietor. Do I still need a SAP Business Network account?	Yes. Freelancers and sole proprietors are also recommended to join SAP Business Network.
1.8	How can I confirm that my company profile has been set up correctly?	Once your profile is active on SAP Business Network, you can update your company profile details directly. For profile creation issues, please contact SAP Support .
1.9	I already use SAP Business Network with another customer. Can I use the same account for Standard Chartered?	Yes. You can use your existing SAP Business Network profile for multiple customers.



2. Managing Accounts and Access

No.	Question	Answer
2.1	Can I use two Ariba accounts for the same customer?	No. We recommend one SAP Business Network account (ANID) per legal entity . Administrators can add multiple users and assign roles and permissions within the same account.
2.2	What are the benefits of upgrading to an Enterprise account?	An Enterprise account provides additional features such as ERP integration, automation, punch-out catalogues, reporting, and dedicated SAP support .
2.3	Can multiple users access the same SAP Business Network account?	Yes . Administrators can create multiple users and assign different roles and permissions under the same account.
2.4	Is my ANID unique for each SAP Business Network account?	Yes . Every SAP Business Network account has its own unique ANID.
2.5	Is it possible to have a Standard SAP Business Network account?	Yes . A Standard account is sufficient to manage procurement activities with Standard Chartered.
2.6	I already have an SAP Business Network account but can't log in. What should I do?	Please use the password reset option on SAP Business Network. If the issue continues, contact SAP Support for assistance.
2.7	My company has multiple ANIDs. Can they be combined into one master account?	Generally, no . Each ANID represents a separate SAP Business Network account.
2.8	After accepting the TRR, I entered my VAT ID, but my profile still shows "VAT Register: No". What should I do?	Please ensure all required VAT details and supporting documents are completed and saved in your company profile.
2.9	How do I change our company administrator or give SAP Business Network access to other employees?	Please refer to the FAQ in the Supplier Information Portal at support.ariba.com/SCB for steps to change the administrator or add users.
2.10	Are there any additional charges for using SAP Business Network?	There are no additional charges for using a Standard account. Please refer to the Summit recording for more information on Standard and Enterprise accounts.
2.11	Is there a minimum transaction requirement to upgrade from a Standard account to an Enterprise account?	There is no minimum transaction requirement. Please refer to the Supplier Information Portal or the Summit recording for more information.



3. Purchase Orders and Invoices

No.	Question	Answer
3.1	Can overseas suppliers submit invoices directly for Kenya or Singapore entities?	Yes. Once onboarding is complete and local tax requirements are met, suppliers can submit invoices directly through SBN platform .
3.2	Can I continue receiving Purchase Orders (PO) by email after joining SAP Business Network?	Yes . After joining SAP Business Network, you will receive POs by email and through SAP Business Network.
3.3	If I provide services, will the purchase order include a contact person in case I have questions?	Yes . Purchase Orders typically include the buyer or requester's contact details.
3.4	If I receive work from another Standard Chartered office (for example, the UK), can SAP Business Network support this?	Yes , for work coming from Standard Chartered offices that have been onboarded into the SAP Ariba system, the SAP Business Network can support this.
3.5	If I already have a payment arrangement with Standard Chartered, do I still need to submit invoices through SAP Business Network?	Yes . After go-live, invoices must be submitted through the SAP Business Network (SBN) platform.
3.6	Can I receive purchase orders through one email address and send invoices from another?	If invoices are submitted outside the network, POs and invoices may use different email addresses. If invoices are submitted through SAP Business Network, POs and invoices should be managed under the same ANID .



4. Go-Live and Transition Guidance

No.	Question	Answer
4.1	My Purchase Order (PO) was issued before the go-live date. Do I need to do anything?	No action is required. Existing POs will continue to be processed through the current process.
4.2	If I have outstanding invoices that haven't been paid before go-live, do new purchase orders need to be created in Ariba?	No action is required. Outstanding invoices will generally continue under the original purchasing process.
4.3	When will the current Oracle portal be discontinued?	Communications on any updates will be sent out by the Bank as part of the project rollout
4.4	When is the cutoff date for receiving Purchase Orders (PO) before the Ariba go-live?	Communications on cutoff date will be sent out by the Bank as part of the project rollout
4.5	Before the September go-live, should I continue sending invoices directly to my Standard Chartered buyer?	Yes. Existing transactions will generally continue under the previous process.
4.6	Is this upcoming rollout only for Standard Chartered Bank in Singapore, or will it be available in other countries?	This rollout is for Singapore, following the pilot in Kenya last November. Updates for other countries and entities will be shared in future communications.
4.7	How will I know when the new process has been implemented?	Communication and project updates will be shared closer to the go-live date.

5. Support and Resources

No.	Question	Answer
5.1	Can you check if my SAP Business Network account is already linked to Standard Chartered?	The Bank cannot check this directly. Please log in to SAP Business Network and check whether Standard Chartered appears under Customer Relationships – Customer List.
5.2	Can I save demo videos for future reference?	Yes. Demo videos are available through the presentation deck at resources section. You can also visit the Supplier Information Portal at support.ariba.com/SCB .