

Enabled vs. Non-Enabled Ariba Suppliers

Memo: SAP Business Network Purchase Order Routing and Supplier Account Ownership

Purpose

As part of the SAP Business Network, formerly Ariba Network, deployment, suppliers are being enabled to transact electronically with Knorr-Bremse through the SAP Business Network. The Supplier Enablement process establishes a trading relationship between Knorr-Bremse and the supplier's SAP Business Network account, enabling electronic transactions such as purchase orders, order confirmations, advanced ship notices, catalogs, and other supplier collaboration activities.

Once a supplier establishes a Trading Relationship with Knorr-Bremse through the SAP Business Network, purchase orders are routed through the supplier's SAP Business Network account rather than being delivered to the supplier contact email maintained in Knorr-Bremse supplier records. Suppliers are then responsible for maintaining the users, notification settings, and routing configuration within their SAP Business Network account.

How Purchase Order Delivery Changes After Supplier Enablement

Prior to supplier enablement, Knorr-Bremse sends purchase orders using the supplier contact information maintained in the supplier master record in the Ariba SLP module. In this model, the purchase order is typically delivered directly to the supplier email address maintained for order processing.

Once a supplier establishes a Trading Relationship through SAP Business Network, the method of order delivery changes. Purchase orders are no longer routed based on the email address maintained in Knorr-Bremse supplier records. Instead, purchase orders are transmitted to the supplier's SAP Business Network account and are processed according to the routing, users, notifications, and business rules configured within the supplier's SAP Business Network profile. (If the supplier uses email as their preferred document routing method, they may configure up to five email recipients within their SAP Business Network account.)

Key point

Establishing a Trading Relationship moves purchase order delivery from a buyer-maintained email process to a supplier-managed SAP Business Network process. After enablement, the supplier's Business Network account becomes the authoritative source for PO routing, notifications, and user access.

PO Delivery Flow

Before Enablement	After Enablement
Knorr-Bremse	Knorr-Bremse
↓	↓
SLP / Supplier Master Record	SAP Business Network
↓	↓
Supplier Email Address	Supplier SAP Business Network Account
↓	↓
Purchase Order Delivered	Supplier-defined users, notifications, and routing rules
	↓
	Purchase Order Processed

Key Distinction: Knorr-Bremse vs. Supplier-Owned Data

While Knorr-Bremse can manage buyer-side configuration and trading relationships, each supplier remains responsible for administering its own SAP Business Network account and user profiles.

- Knorr-Bremse can establish and manage the supplier trading relationship.
- Knorr-Bremse can support supplier enablement activities.
- Knorr-Bremse cannot directly administer supplier-owned user accounts.
- Knorr-Bremse cannot directly modify supplier user email addresses maintained within a supplier's SAP Business Network account.

Why This Matters

Maintaining a clear separation between buyer-managed data and supplier-managed account information:

- Protects account security.
- Clarifies ownership responsibilities.
- Prevents delays caused by misdirected support requests.
- Ensures suppliers engage the appropriate support channels for account maintenance.

General rule

If the issue is related to a supplier's SAP Business Network user account, profile, login credentials, or email addresses, the supplier is responsible for maintaining that information. If the issue is related to the Knorr-Bremse trading relationship or enablement status, Knorr-Bremse may be able to assist.

Common Supplier Inquiry

A common question received by buyers and business stakeholders is:

Supplier question

"The email address associated with our SAP Business Network account is incorrect. Can Knorr-Bremse update it for us?"

Answer: No. If the email address exists within the supplier's SAP Business Network account profile, that information is owned and maintained by the supplier's SAP Business Network account administrator. The supplier must update the information within their own account.

Escalation Path

When suppliers report account access issues, stakeholders should direct them to:

- Contact their SAP Business Network account administrator.
- Have their administrator update the user profile or email address.
- If the supplier no longer has access to an active administrator, contact SAP Business Network Support for account recovery assistance.

Knorr-Bremse Purchasing and business users should avoid attempting to manage supplier-owned user accounts, as these accounts reside under supplier ownership and control.

Supplier Response Talking Points

Scenario	Recommended response
Supplier says their Ariba profile email is incorrect	Thank you for bringing this to our attention. The email address associated with your SAP Business Network account is maintained by your organization. Please contact your SAP Business Network account administrator and request that the email address be updated within your supplier account.
Supplier says they do not know who their administrator is	The administrator for your SAP Business Network account is determined by your organization. We recommend checking internally with your procurement, finance, AR, or IT teams to identify the account administrator responsible for managing your SAP Business Network account.
Supplier says the administrator is no longer with the company	If your organization no longer has access to the SAP Business Network account administrator, you should contact SAP Business Network Support to initiate the account recovery process and establish a new administrator for your account.
Supplier asks Knorr-Bremse to change the email on their behalf	Unfortunately, Knorr-Bremse cannot directly modify user profiles or email addresses maintained within supplier-owned SAP Business Network accounts. Those accounts are managed by the supplier organization. Your account administrator or SAP Business Network Support will need to make that update.
Supplier is unsure whether the issue is with their account or with Knorr-Bremse	We can help determine whether the issue relates to the Knorr-Bremse trading relationship or to your SAP Business Network account. If the issue is within your supplier account profile, your SAP Business Network administrator will need to update the information. If the issue relates to the trading relationship with Knorr-Bremse, we can review that separately.