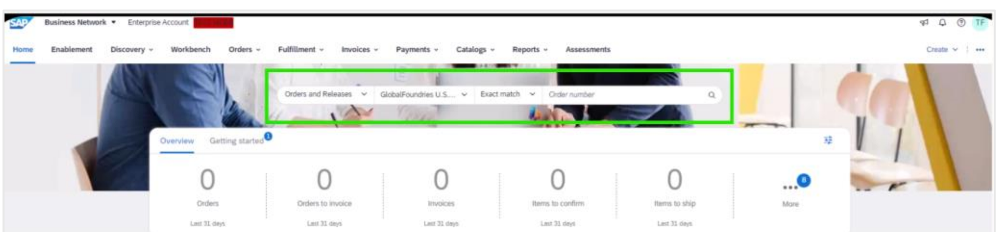
SAP Business Network Supplier FAQ

Please reference this account overview video for an introduction to SAP Business Network Supplier (BSN). This video is also referenced in the FAQs below.

Getting Started

1. **How do I search for documents?**
   Use the search bar on the **Home tab**. Select the document type, enter the document number, and click the "Search" icon. *(Training video 00:15)*

2. **Can I customize the layout of the Home screen?**
   Yes, on the **Home tab,** click the "Customize" button to add, remove, or re-arrange widgets. Click "Save" when you're done. *(Training video 00:55)*

Trading Relationships

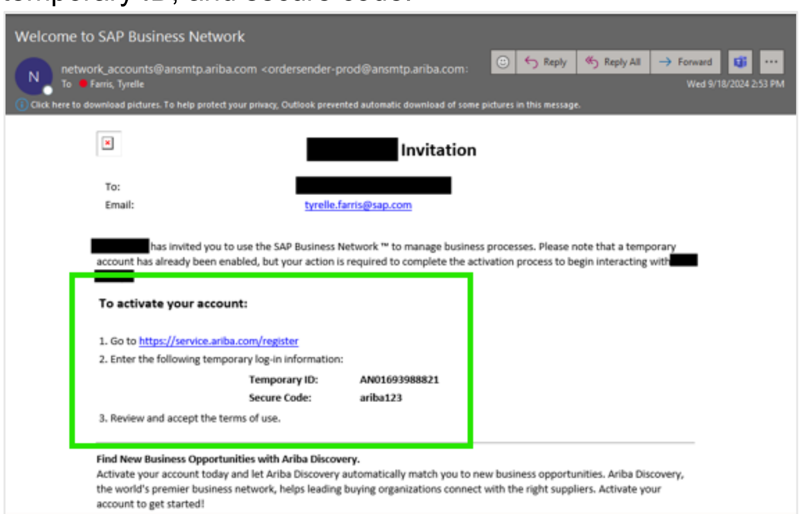
3. **How do I establish a trading relationship with GlobalFoundries?**
   To establish a trading relationship before GF has created a PO:
    1. Provide the buyer with your SAP Business Network ID (ANID) number, and ask them to send you a trading request.
    2. To accept the request, go to the settings menu (your initials in the top right of the screen), click "Settings," then "Customer Relationships."
    3. Check the box to the left of the customer and click **Accept.**

To establish a trading relationship after GF has created a PO:

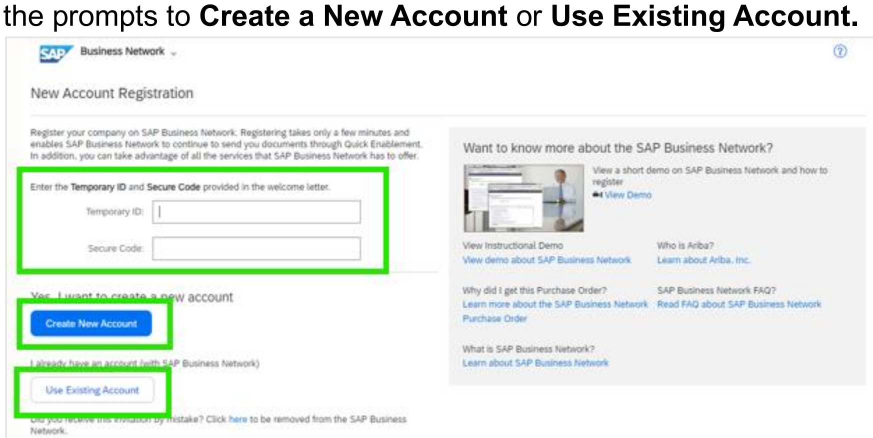
1. If you've received an email with a copy of the PO, click the "Process Order" button.
2. Follow the prompts on the page to either register a new account or login with your existing account.
3. The trading relationship request (TRR) will be accepted and all the POs sent will now be visible in your account.

If you did not receive an email as outlined in step one:

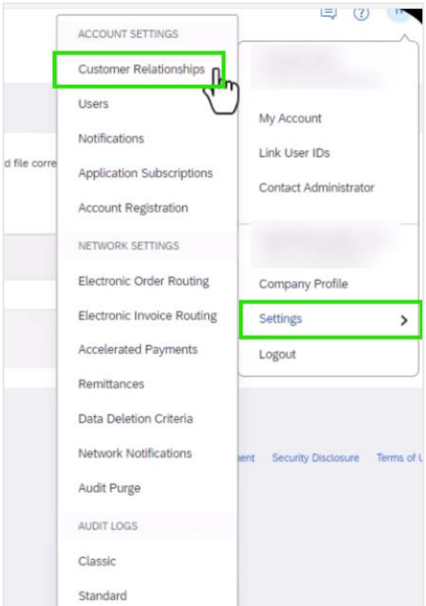
1. Provide GF with the **Purchase Order number** and your **preferred email address**.
2. GF will work with SAP to resend an email to the email address provided.
3. You will receive an email with a URL to activate your account (you will have the option to create a new account or use an existing account on the next screen), temporary ID, and secure code.



4. Click the URL in the email, enter the temporary ID and secure code, and follow the prompts to **Create a New Account** or **Use Existing Account.**

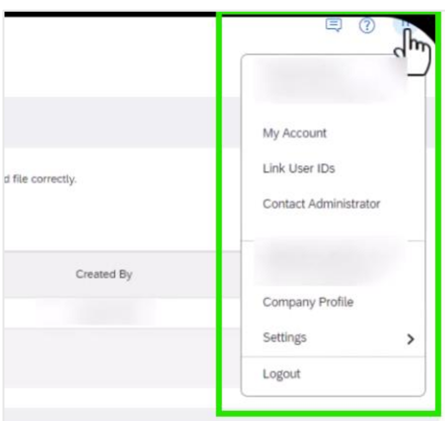


4. **How can I manage customer relationships?**
Go to the settings menu (by clicking your initials in the top right of the screen), click "Settings," then under **Account Settings** select "Customer Relationships." You can view which customers you're connected to and approve or reject new relationship requests. *(Training video 6:30)*



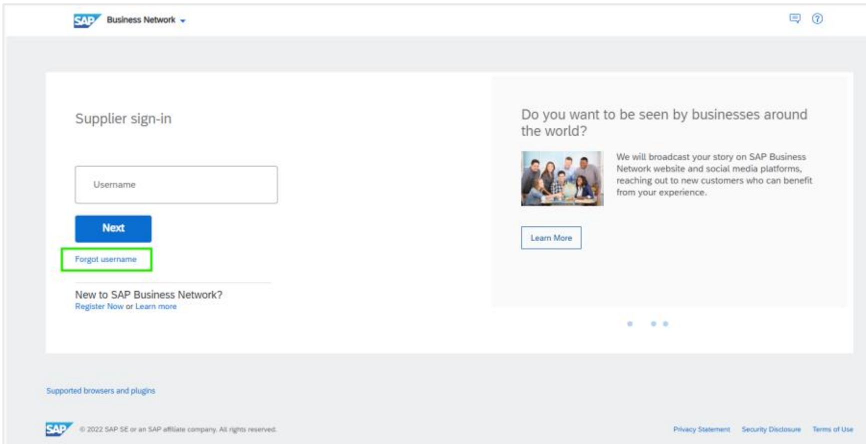
Account and Company Settings

5. **Where do I find the settings menu?**
You can find the settings menu by clicking on your initials in the top right of the screen. *(Training video 5:35)*

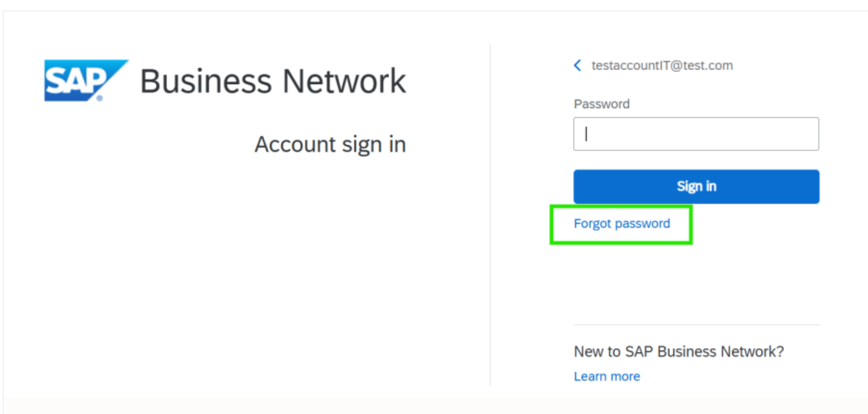


6. **How do I update my account information?**
Go to the settings menu and select **My Account** to change your name or email address. *(Training video 5:35)*

7. **How do I reset my username or password?**
   To reset your username:
   1. Go to the [SAP Business Network login page](#).
   2. Click **Forgot username**.
   3. Enter your email address registered with SAP Business Network.
   4. Click **Submit**.



   To reset your password:
   1. Go to the [SAP Business Network login page](#).
   2. Enter your email address registered with SAP Business Network.
   3. Click **Next.**
   4. Click **Forgot password.**
   5. Enter your email address registered with SAP Business Network.
   6. Click **Sumit.**



8. **How do I contact my account administrator?**
   Go to the settings menu (your initials in the top right of the screen) and select **Contact Administrator** to get in touch with your supplier account admin. *(Training video 6:00)*

9. **How do I change the administrator user on my account?**
   [Follow these steps](#) if any of the following scenarios apply:
   - You're the current administrator user and you'd like to transfer the administrator role to another user that already exists in the account.
   - You have access to the previous administrator's account and you'd like to make yourself (or another employee) the administrator.
   - The previous account administrator left your company, but you have access to the email address associated with their user profile.

   If the current account administrator left your company and you can't access the email address associated with their user profile, contact SAP Business Network Customer Support from the Support Center to change the administrator email address.

10. **What is the difference between a Standard Account and an Enterprise Account?**
    Standard Accounts:
    - Free to create and use.
    - Support unlimited transactions.
    - Do not support Supply Chain Collaboration (SCC) or CXML/B2B integrations.

    Standard Accounts can be updated to Enterprise, which will upgrade all relationships on that account.

    Enterprise Accounts:
    - Are paid accounts (billed directly by SAP).
    - Are required for advanced collaboration features (see next question for more detail).

    Find more information on Enterprise Accounts here.

11. **When am I required to use an Enterprise Account?**
    GF requires an Enterprise Account if you're using any of the following processes:
    - Inventory
    - Consignment
    - Repair/refurb/cleaning
    - Scheduling agreements

    In these cases, your SAP relationship will be marked as **Buyer Funded,** and you will not be billed by SAP for any business conducted with GF within that account/ANID.

    If you're not sure if your account is marked as Buyer Funded, please contact: supplierscchelp@globalfoundries.com.

12. **What if I have a Standard Account but GF requires me to upgrade?**
    You have two options:
    1. **Create a new ANID:** this keeps your existing relationships on the Standard Account and avoids charges for pre-existing relationships.

2. **Upgrade your existing account to Enterprise:** You will not be billed by SAP for that relationship with GF (Buyer Funded) and you will only be charged by SAP for other relationships you maintain on that account.

13. Who can update our company profile?

Only administrators can update your overall company account, including name, address, and certifications. *(Training video 6:09)*

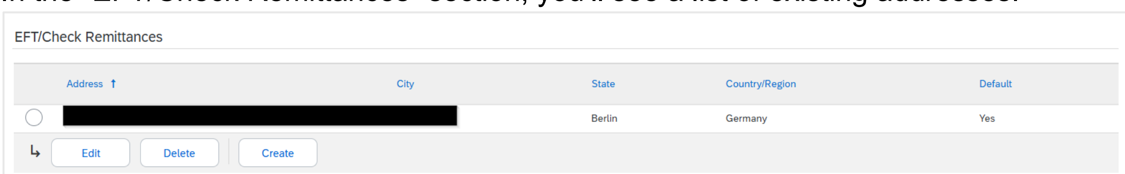
14. Where do I find my SAP Business Network ID (ANID) number?

To find your ANID:

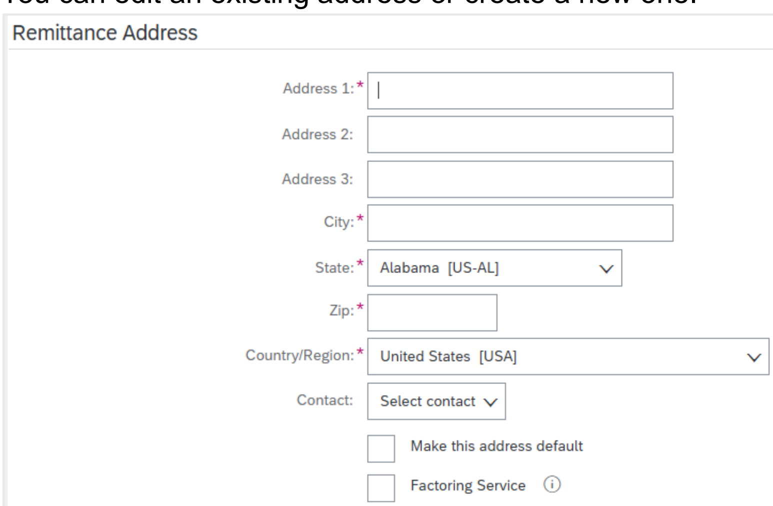
1. Sign in to your SAP Business Network account.
2. Click **your initials** in the upper-right corner of the screen.
3. Your ANID will be displayed below your company name in the dropdown menu.

15. How do I add or update a remittance address?

1. Go to the settings menu (by clicking your initials in the top right of the screen) and click “Remittances.”
2. In the “EFT/Check Remittances” section, you’ll see a list of existing addresses.



3. You can edit an existing address or create a new one.



16. What if I have multiple bank accounts?

- If you have multiple bank accounts, it’s important to provide your **remittance ID** so GF can accurately pay the correct amount. This is a GF-issued ID created during registration. If you don’t know your remittance ID, please email: supplierscchelp@globalfoundries.com.

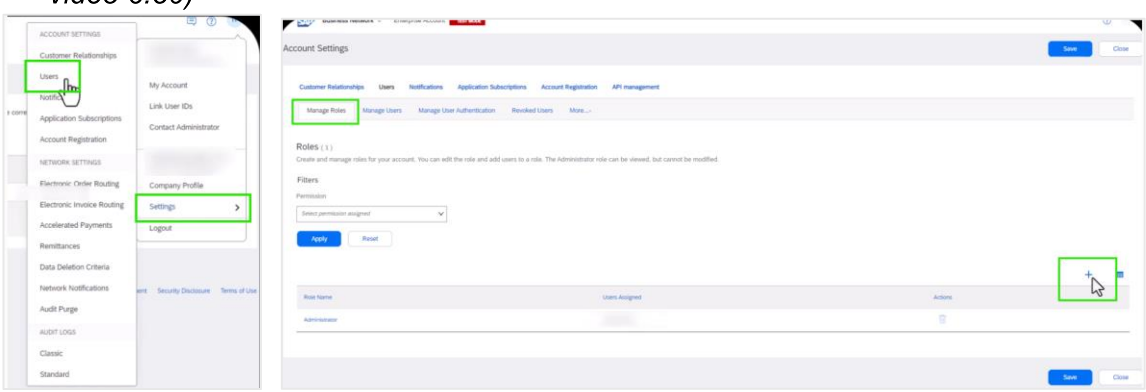
- If you only have one bank account, you may leave the remittance ID field blank.
- When submitting invoices, it's recommended to select "Include Bank Account Information in Invoices" and complete the payment details.

17. Can I change my bank account through SAP Business Network?
No. To change your bank account, please request a bank account update by emailing: gfbuyerdesk.smdm@globalfoundries.com.

Users and Roles

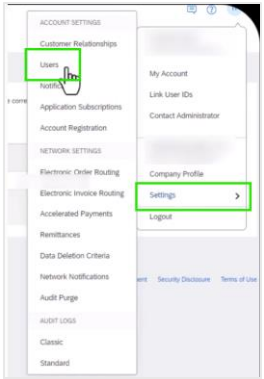
18. How do I create a new role?

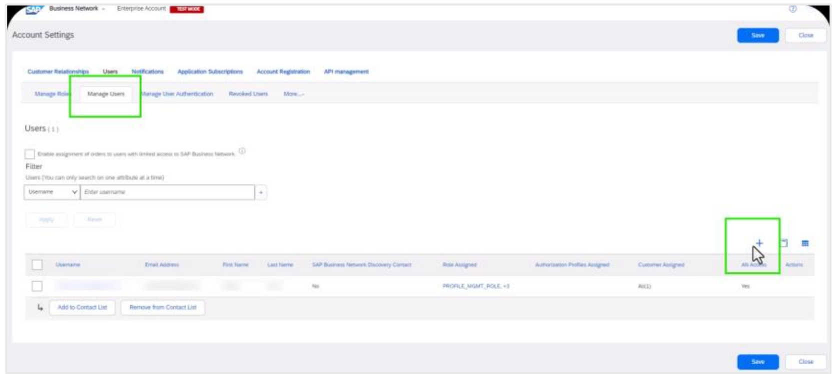
1. Go to the settings menu (by clicking your initials in the top right of the screen) and click "Settings."
2. Under **Account Settings** select "Users."
3. Go to **Manage Roles tab** and click the blue "+" icon.
4. Enter the role name, choose applicable permissions, and click "Save." *(Training video 6:50)*



19. How do I add a new user?

1. Go to the settings menu (by clicking your initials in the top right of the screen), and click "Settings."
2. Under **Account Settings** select "Users."
3. Go to **Manage Users tab**, click the blue "+" icon.
4. Fill in required details, assign a role, and click "Save." *(Training video 7:30)*





20. What is the role of an administrator?

The SAP Business Network for Procurement Administrator role is responsible for:

- Configuring the Buyer Account in the cutover phase from test to production for Go Live.
- Maintaining the Buyer Account in production and test.
- Being the primary point of contact for users with questions or problems.
- Creating and maintaining user roles, permissions, and user access.
- Providing ad-hoc reports.

View additional details on the role of an administrator here.

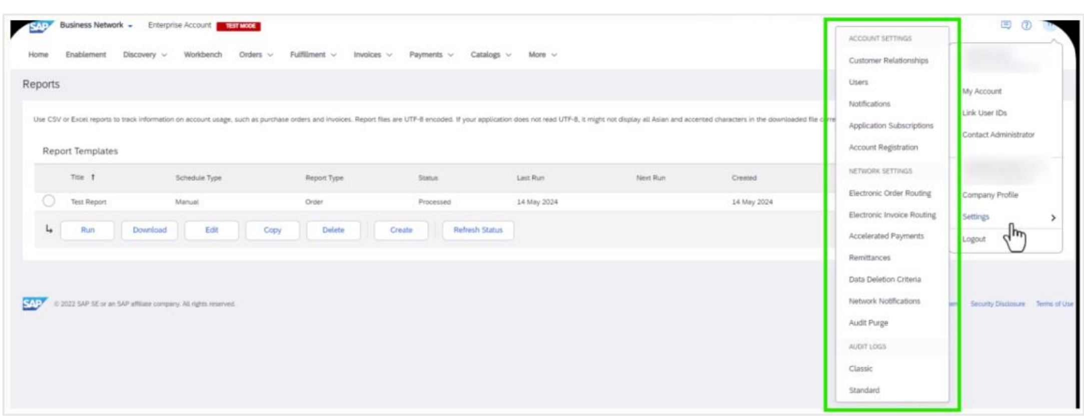
21. Can there be multiple administrators?

No, only one user can be assigned the admin role at a time.

Notifications and Routing

22. How do I set up or update notifications?

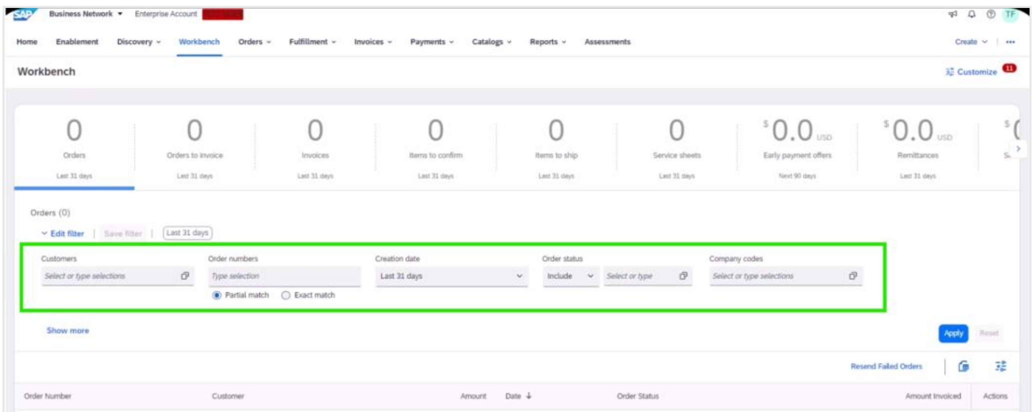
Go to the settings menu (by clicking your initials in the top right of the screen), click "Settings," then under **Account Settings** select "Notifications". Notification settings can be customized to alert specific people about new documents or relationship requests. *(Training video 8:30)*



23. **How do I change order routing or invoice routing settings?**
    Go to the settings menu (by clicking your initials in the top right of the screen), click "Settings," then under **Network Settings** select "Electronic Order Routing" or "Electronic Invoice Routing" to assign recipients for order and invoice notifications. *(Training video 8:30)*

Orders and Fulfillment

24. **What is the Workbench tab for?**
    The **Workbench tab** is a quick view that lists documents that need your attention, such as orders and invoices. Filter by document type, customer, order number, or status. *(Training video 1:50)*



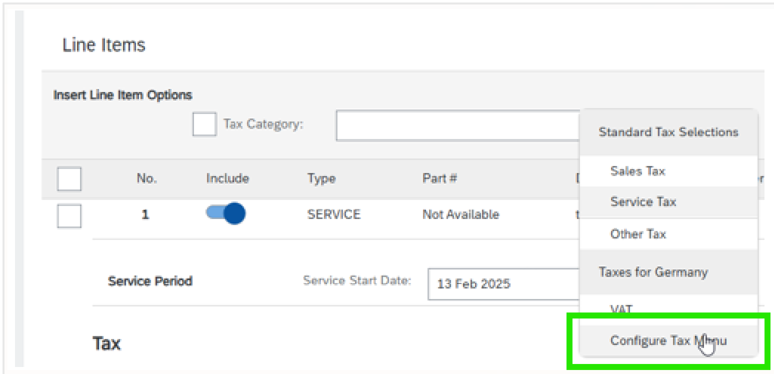
25. **How do I view or search for Purchase Orders?**
    Use the **Orders tab** to find POs sent to you by GF**.** Use exact match for best results, then click "Apply." *(Training video 3:35)*

Invoicing and Payments

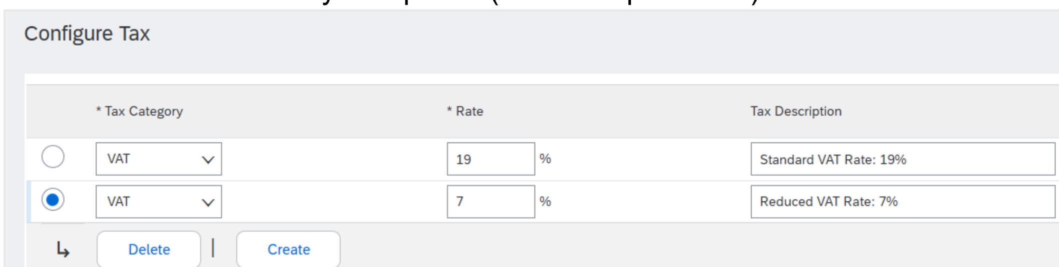
26. **How do I view or search for Invoices?**
    Use the **Invoices tab** to review submitted invoices, credit memos, or drafts. *(Training video 3:55)*

27. **How do I view or search for Payments?**
    Use the **Payments tab** to see any customer-posted payments against your invoices. *(Training video 4:10)*

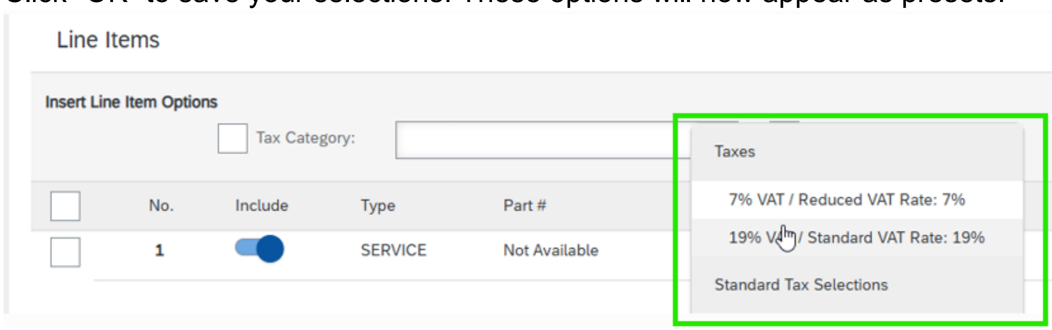
28. **How do I configure a list of commonly used tax rates?**
    You can setup commonly used tax rates while submitting an invoice.
    1. Click the "Tax Category" dropdown.
    2. Select "Configure Tax Menu."



3. Click "Create" and enter your options (see example below).



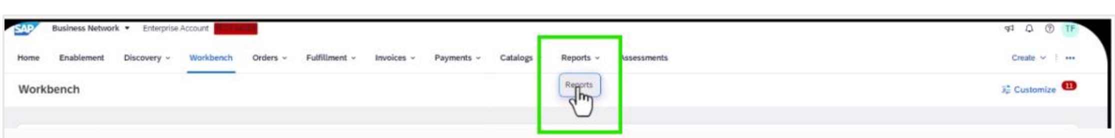
4. Click "OK" to save your selections. These options will now appear as presets.

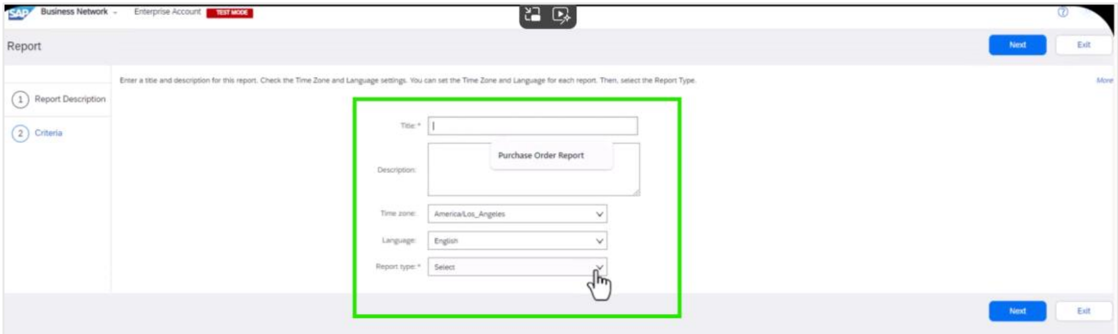


Reports

29. How do I create a report?

Go to the **Reports tab.** Click "create." Enter a title and choose the report type. Click "Next" then select whether to schedule or manually run the report. Then click "Create." *(Training video 4:33)*





30. How do I run and download a report?

Go to the **Reports tab.** Select your report from the table and click “Run.” Once it’s processed, click “Download” to access the file. *(Training video 5:11)*