

Frequently Asked Questions (FAQs)

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1 How do I find new sources I've been invited to?

Log in to SAP Business Network, then follow the steps outlined in these sections of this document

- **Receive Notification & Access Sourcing Event**
- **Identify & Respond to Discovery Posting**

2 I received an invitation email, but I can't access the event—what should I do?

Confirm you're logging into the same ABN account where the invitation was sent and that your user has permission for Sourcing events. If it still doesn't appear, contact the buyer to verify the right Ariba Network ID was used and to re-invite you using the correct account/email, if needed.

3 What's the difference between "Acknowledging" an invitation and "Submitting" a response?

Acknowledging confirms receipt/intent to participate. Submitting is the official bid/response (pricing, attachments, questionnaires) and is what the buyer evaluates.

4 Can I decline an event, and will the buyer see why?

Yes – use Decline and select/enter a reason if prompted. The buyer typically sees your decline status and may see your reason depending on event settings.

5 Where do I enter pricing, and why are some fields locked?

Pricing is usually entered into in the Pricing/Lots/Line Items section (or via the downloadable sourcing spreadsheet). Fields may be locked because the buyer configured them as read-only, because the event is in a preview/acknowledge stage, or because you're viewing a prior round.

6 How do I upload required documents (e.g., certifications, proposals, insurance)?

Attachments may be requested at the event header, lot, line, or questionnaire level. Use the Attach/Add Attachment option in the specific section to ensure the document is uploaded to the correction section and evaluated accordingly.

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7 How do I ask the buyer a question, and are my questions visible to other suppliers?

Use the Compose Message functionality in the sourcing event. Questions will be sent privately to the buyer and cannot be changed by the buyer.

8 Can I edit my response after I submit it?

It depends on event rules. Some events allow revise/resubmit until the deadline; others lock after submission. If you can edit, look for the Revise Response button (on the Event Details page) and resubmit before the close time.

9 What happens if I miss the deadline or my submission fails?

Most events stop accepting responses at the close time (sometimes to the minute). If you suspect a technical issue, take screenshots and contact the buyer immediately; acceptance after deadline is typically controlled by buyer policy/event settings.

10 Why don't I see the award decision or next steps in ABN?

Publication of awards does not occur through Sourcing in SAP Business Network. You may receive results via message, email, or follow-on documents (e.g., contract). If you need confirmation, check the event Messages/Status and follow-up with the buyer contact.