



Module 1 - Basic Navigation



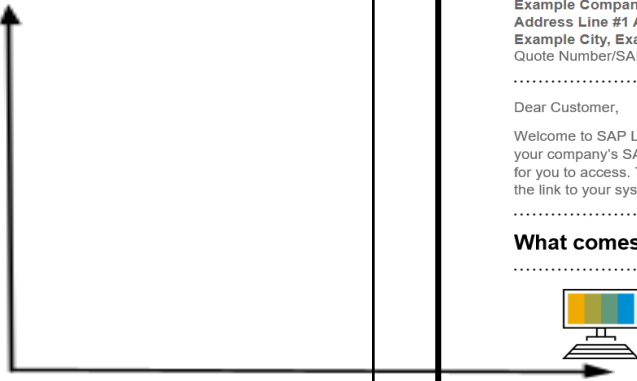
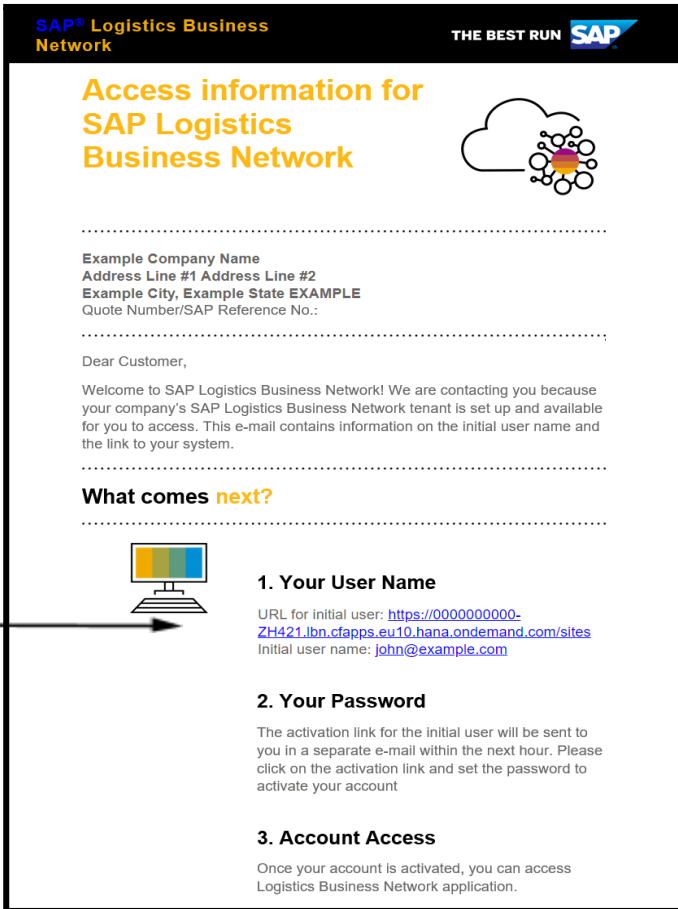
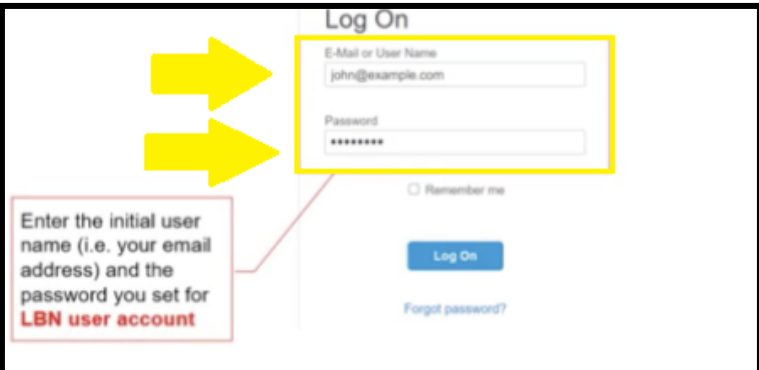
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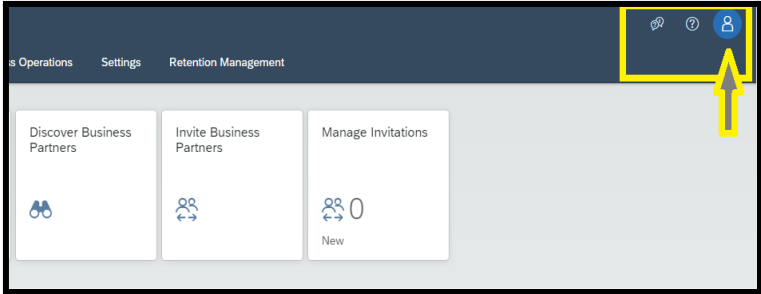

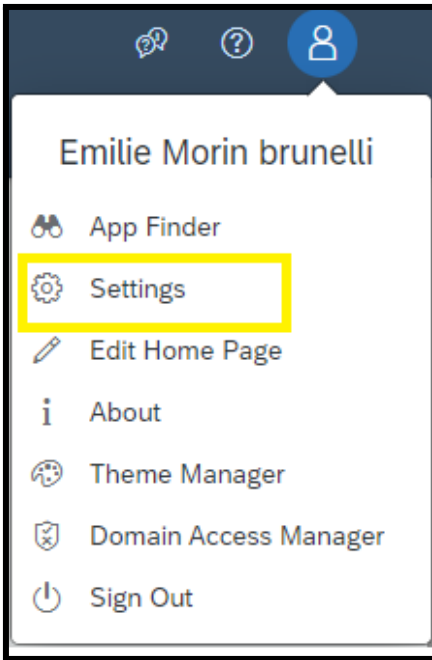
Refer to this procedure for Basic Navigation guidance in LBN

How to log on to SAP LBN while using the Web Portal

Steps	Screens
<p>1) From the access information email, click on the URL. This URL is unique for each carrier. Logon to LBN using this link. We suggest that you add this link to your favorites bar for quick access.</p> 	
<p>2) Enter the initial user name (i.e. your email address) and the password you set for the LBN user account.</p>	

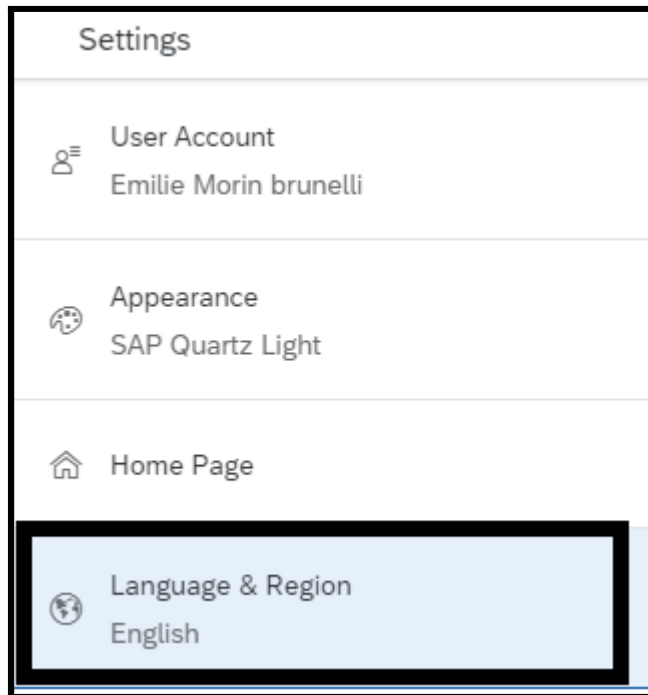


How to set up preferences in LBN such as language

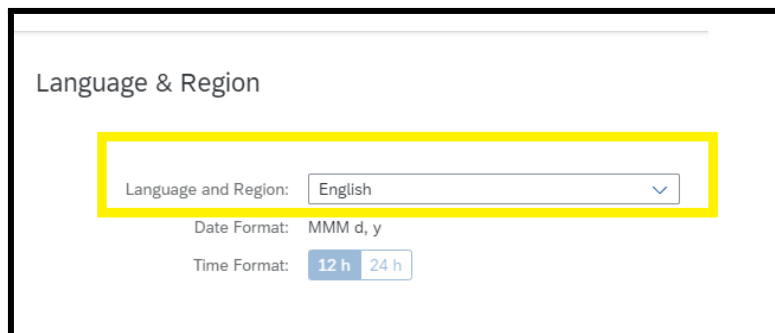
Steps	Screens
<p>1) Click on the User Icon located on the top right corner when you are on the Homepage.</p> 	
<p>2) Then click on the Settings Icon</p>  Settings	



3) Click on **Language & Region**.

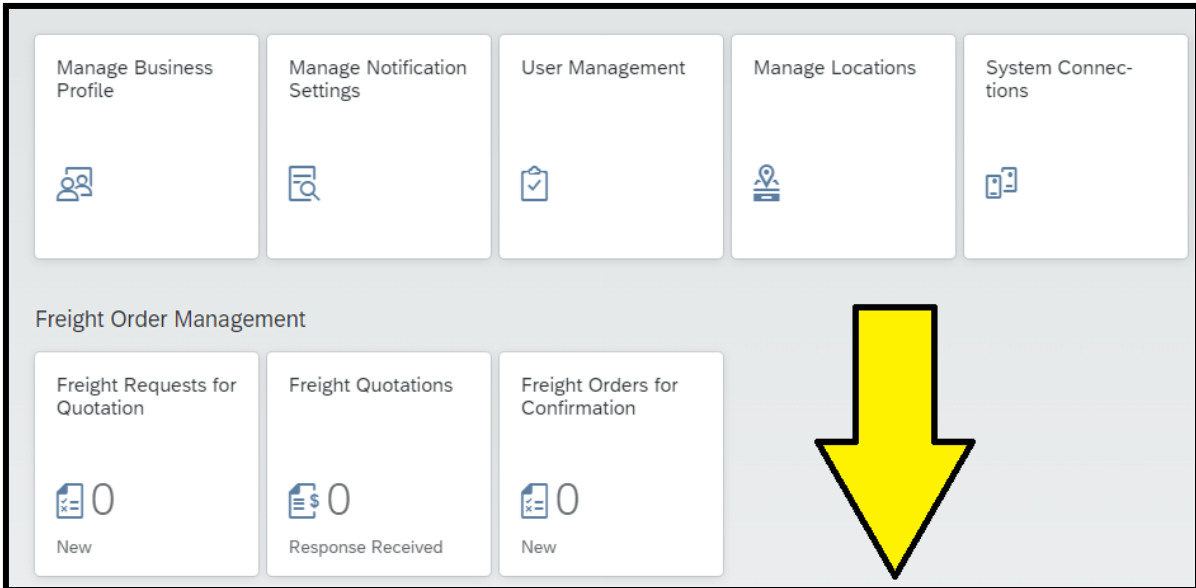
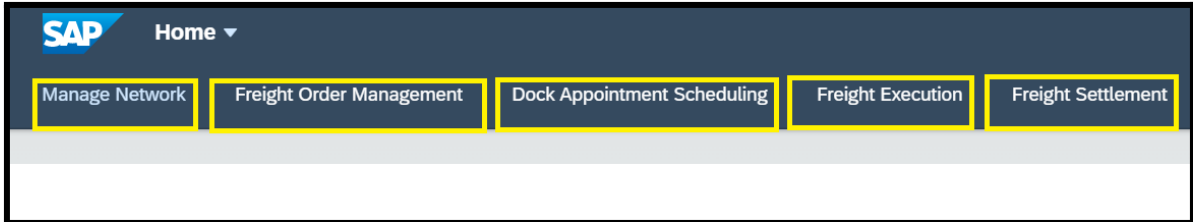


4) Then select the **language** of your choosing from the drop-down menu and click **save**.





How to navigate from LBN Homepage

Steps
1) The five main modules are accessible via the LBN Homepage. You may (a) scroll down on the screen to select the tile or (b) click on the corresponding tab , this will bring you immediately to the tiles related to the module selected.
Screens
a) Scroll down on the page to view all of the apps/tiles

b) Click on the corresponding Module to view all the apps/tiles associated with it




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Steps

2) To go back to the **Homepage** wherever you are in LBN, click on the **SAP logo**





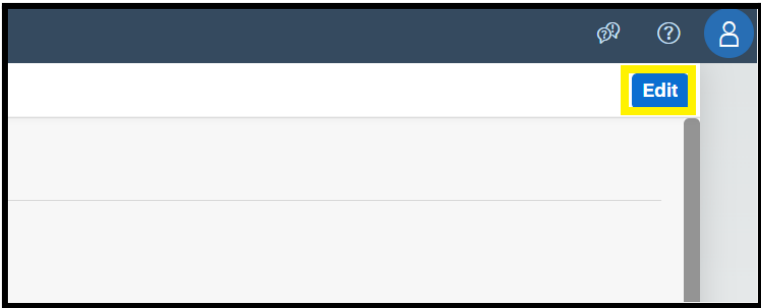


Screens

Ordering Party / Freight Document	Customer Account	Departure Date and Time
<input type="checkbox"/> LBN Shipper 7000000267		Mar 10, 2022, 5:22 PM CST
<input type="checkbox"/> LBN Shipper 7000000266		Mar 10, 2022, 5:22 PM CST
<input type="checkbox"/> LBN Shipper 7000000251		Mar 10, 2022, 1:00 AM EST



How to define default settings

Steps	Screens
<p>1) From the Homepage, click on the Settings Module.</p> 	
<p>2) Click on the Define User Settings Tile. This app allows you to define the default settings that you consider most suitable for the way you work. The settings you define here serve as the default settings in several other apps in SAP LBN.</p>	
<p>3) Then click on the Edit button</p> 	



4) In order to define the **default unit of measurement for the distance**, select between Kilometers or Miles as shown in the example below.

The screenshot shows the 'Define User Settings' page in SAP. The 'Distance' section is highlighted with a yellow box. It contains the text 'Unit of Measure:' followed by two radio buttons: 'Kilometers' and 'Miles'. The 'Miles' radio button is selected.

5) You can also subscribe to receive **email notifications** through this Module. Enter an **email address** and select the **language**. You can change these settings as you wish when you want to.

Then, choose from the displayed list the **scenarios** for which you want to configure **alerts** by checking the **Subscribed box** on the right. **You will find the list of scenarios and their definition on the next page.**

Once you have made your selection click the **Save** button

Save

The screenshot shows the 'Notification Subscriptions' page. It features two input fields at the top: 'Email ID:' with the value 'abc@carrier.com' and 'Language:' with a dropdown menu set to 'English'. Below these is a table with two columns: 'Scenarios' and 'Subscribed'. The 'Subscribed' column contains a series of checkboxes. At the bottom right, there are 'Save' and 'Cancel' buttons.

Scenarios	Subscribed
Invitations	<input type="checkbox"/>
Invitation Auto-Accepted	<input type="checkbox"/>
Create Freight Order for Confirmation	<input type="checkbox"/>
Cancel Freight Order for Confirmation	<input type="checkbox"/>
Update Freight Order for Confirmation	<input type="checkbox"/>
Appointment Booking Cut-off	<input type="checkbox"/>
Reschedule Appointment	<input type="checkbox"/>
Cancel Appointment	<input type="checkbox"/>
Create Appointment	<input type="checkbox"/>
Create RFQ	<input type="checkbox"/>
Cancel RFQ	<input type="checkbox"/>
Award Quotation	<input type="checkbox"/>
Reject Quotation	<input type="checkbox"/>
Invoice Submission After Dispute Resolution	<input type="checkbox"/>
Update Dispute	<input type="checkbox"/>
Resolve Dispute	<input type="checkbox"/>



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Scenario group	Scenario	Definition (context)
<u>Manage network</u>	Invitations	An invitation has been sent to you from a shipper. The notification includes a link that you can click to view the invitation and respond to it.
	Invitation Auto-Accepted	An invitation sent to you from a shipper has been automatically accepted. Invitations are automatically accepted when your setting for Automatically accept connection requests (invitations) from shippers is Yes in the Manage Business Profile app.
<u>Freight Order Management</u>	Create Freight Order for Confirmation	A new freight order has been created in the network. The notification includes a link that you can click to view the freight order and respond to it.
	Cancel Freight Order for Confirmation	A freight order has been canceled by the shipper. The notification includes a link that you can click to view the freight order.
	Update Freight Order for Confirmation	A freight order has been modified by the shipper. The notification includes a link that you can click to view the freight order and respond to it.
	Reject Quotation	Your Freight Quotation has been rejected by the shipper. The notification includes a link where you can click to view the bid.
	Create RFQ	Your Freight Quotation has been accepted by the shipper. The notification includes a link where you can view the bid.
	Cancel RFQ	The shipper has cancelled the Freight Request for Quotation that was previously sent out. The notification includes a link where you can click to view the Freight Quotation.


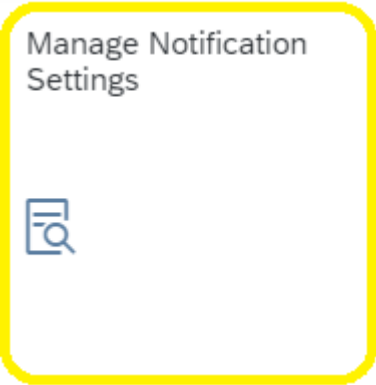


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	Award Quotation	The shipper has sent a new Freight Request for Quotation. The notification includes a link where you can click to view the request and submit a bid.
<u>Dock Appointment Scheduling</u>	Cancel Appointment	A scheduled dock appointment has been canceled by the shipper. The notification includes a link that you can click to view the appointment.
	Create Appointment	A scheduled dock appointment has been created by the shipper. The notification includes a link that you can click to view the appointment.
	Appointment Booking Cut-off	The cut-off time for a dock appointment is reached. After the cut-off time, the carrier cannot modify the appointment.
	Reschedule Appointment	A dock appointment has been rescheduled by the shipper. The notification includes a link that you can click to view the appointment.
<u>Freight Settlement</u>	Invoice Submission After Dispute Resolution	A carrier invoice is ready for submission after disputes are resolved. The carrier can then review the invoice, adjust the tax lines (if needed) based on the resolved amount, and submit the invoice.
	Update Dispute	The system sends an email notification to you when the shipper sends a dispute document for your approval. The notification email includes a link to the dispute document.
	Resolve Dispute	The system sends an email notification to you when the shipper resolves a dispute document. The notification email includes a link to the dispute document.

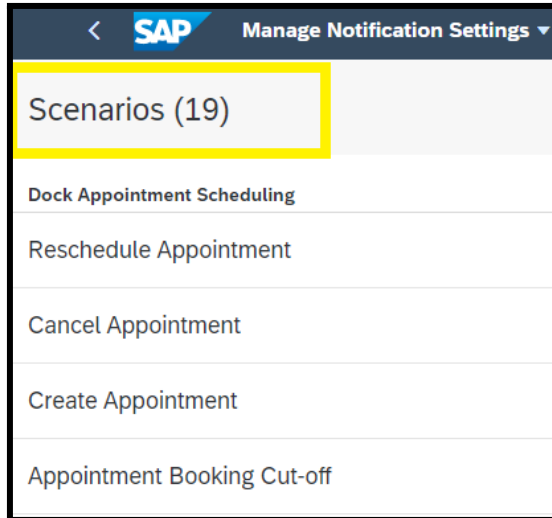


How to manage Notification Settings

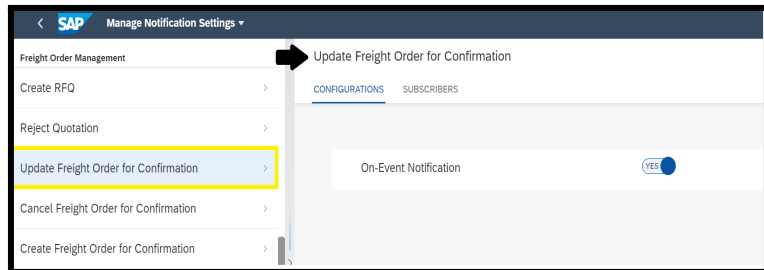
Steps	Screens
1) From the Homepage, click on the Manage Network Module	
2) Then click on the Manage Notification Settings Tile.	



3) Once you have clicked on the **Manage Notification Settings** Tile, you will see all of the scenarios that can be supported for receiving notifications.

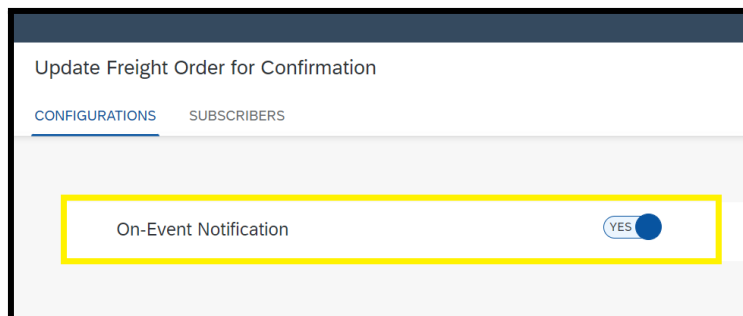


4) Click on the **scenario** for which you want to receive a notification email. The given scenarios are listed to the left as shown in the example.



5) Then click on the **Configurations** Tab and set the **On-Event Notification** to **YES**.

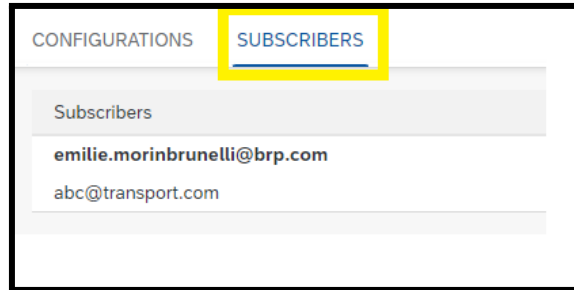
This refers to the email notification that will be sent at the time a **target event happens**.





By clicking on the **Subscribers** Tab you can see which user will receive notifications for a given scenario.

Afterwards, if you want to add/change/remove a subscriber, you need to do it via the **Settings** Module and then click on the **Define User Settings** tile.



6) Once you have entered an email address via the **Settings** Modules and **Define User Settings** tile and set the **On-Event Notification** to **YES**, you will be able to receive email notifications. The email will automatically be generated and sent from saplbm@mailsap.com.

Also note that you may click on the **blue link** below provided at the bottom of the email and it will take you directly to the Freight Order Details tile.

See an example of the email notification you could be receiving to inform you that a **Freight Order has been cancelled**.

Dear ,

Shipper Bombardier Recreational Products Inc. has cancelled the following freight order (for confirmation):

Freight Order Details

Freight Order ID - 7200000302
Reference RFQ ID - N/A

Departure and Arrival Details

Departure Address - VALCOURT SHIPYARD,RUE DE LA MONTAGNE 565,J0E 2L0
VALCOURT,Canada
Departure Date and Time - 2022-04-29 01-00-00 EST
Arrival Address - BRP - FORT WORTH FG,15301 NORTH FREEWAY,FORT WORTH TX 76177-
3355,United States
Arrival Date and Time - 2022-05-02 04-18-00 CST

Quantity and Weight Details

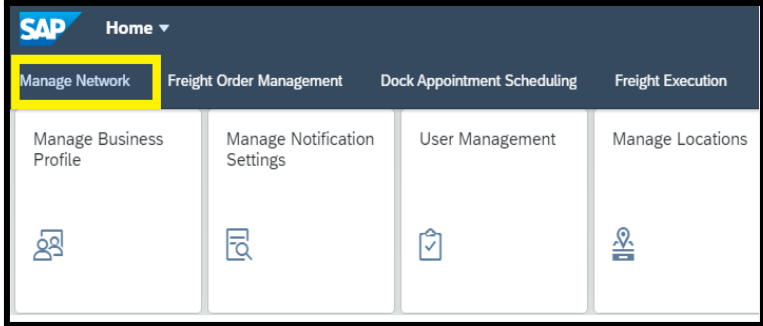

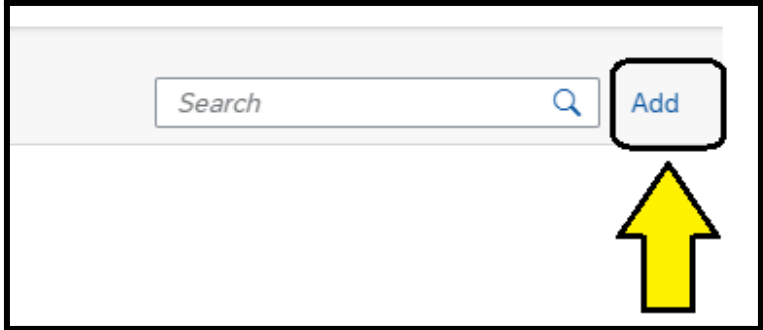
Total Quantity - 20.00000000000000 PCE
Total Gross Weight - 20000.00000000000000 LBR
Total Gross Volume - N/A

To review the freight order online and enter your responses, please click the link below to SAP Logistics Business Network.

[Go to the freight order](#)



How to add a new user to your LBN network - as the administrator

Steps	Screens
1) From the Homepage, you need to click on the Manage Network Module.	 <p>The screenshot shows the SAP Home page with a dark blue header. Below the header, there are four main modules: 'Manage Network' (highlighted with a yellow box), 'Freight Order Management', 'Dock Appointment Scheduling', and 'Freight Execution'. Each module has a sub-section with icons and text: 'Manage Business Profile', 'Manage Notification Settings', 'User Management', and 'Manage Locations'.</p>
2) Then click on the User Management Tile.	 <p>The screenshot shows a single tile labeled 'User Management' with a clipboard icon, highlighted with a yellow border.</p>
3) Then click Add to create New User.	 <p>The screenshot shows the 'User Management' page with a search bar and an 'Add' button. A yellow arrow points to the 'Add' button.</p>



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4) Once you have clicked on **Add**, you will be able to enter information about the **user** such as : **First name, Last name and Email**.

A screenshot of a web form for adding a new user. It features three input fields labeled 'First Name', 'Last Name', and 'Email' arranged horizontally. The entire form area is highlighted with a yellow border.

5) Also assign a **user group (s)** to the **user**. When you are finished, click **Save**.

A screenshot of the same web form, now showing the 'User Groups' dropdown menu. The dropdown is highlighted with a yellow border. To the right of the dropdown, there is a 'Save' button and a 'Cancel' button. A black arrow points upwards towards the 'Save' button.

Please note that you have two user groups to choose from:

- **Admin**
- **All_Function**

Admin: It allows the user to logon and manage the account. Note that this user group does not allow you to confirm or reject a freight order.

All Function: It allows the user to view and work on the transportation orders. Note that this user group allows you to confirm or reject a freight order.

A screenshot of the 'User Groups' dropdown menu. The dropdown is open, showing two options: 'brp-lbn-carrier-qa-1-Admin' and 'brp-lbn-carrier-qa-1-All_Function'. Each option has an unchecked checkbox to its left. The dropdown menu is highlighted with a black border.

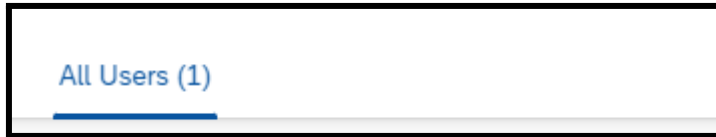


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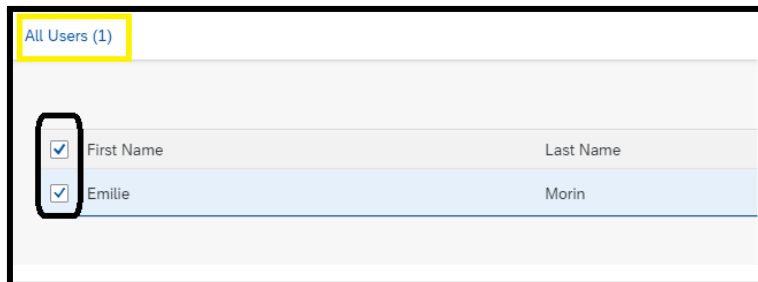
User groups:	List of applications that the user can access:
a) Admin	<ul style="list-style-type: none">→ Manage Business Profile→ Retention Management→ Blocking Store→ Define User Settings→ Manage Notification Settings→ System Connections→ Manage Invitations→ User Management→ Manage Integration Logs
b) All Function	<ul style="list-style-type: none">→ Manage Business Profile→ Retention Management→ Blocking Store→ Define User Settings→ Manage Notification Settings→ Manage Invitations→ Manage Disputes→ Freight Orders for Confirmation→ Freight Orders for Reporting→ Freight Orders for Self Billing→ Freight Orders for Settlement→ Freight Quotations→ Invoices→ Self-Book Dock Appointments



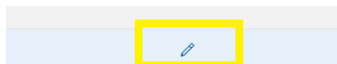
6) Once you have created a new user, if you wish to modify its information you must follow these steps. Click on the **User Management** Tile. Then click on the **All Users** Tab.



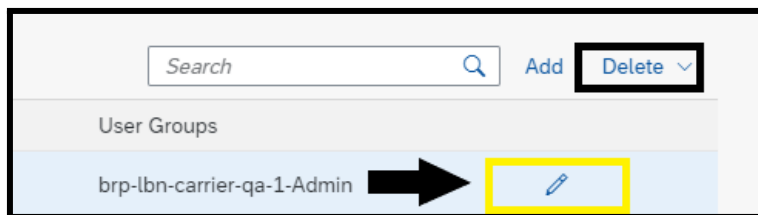
7) Then click on the user profile you wish to edit by **checking the box** on the left.



8) After clicking on the **pencil** (edit) located to the far right of the user's information. You will then be able to edit their information (First Name, Last Name, Email address and Users Group).

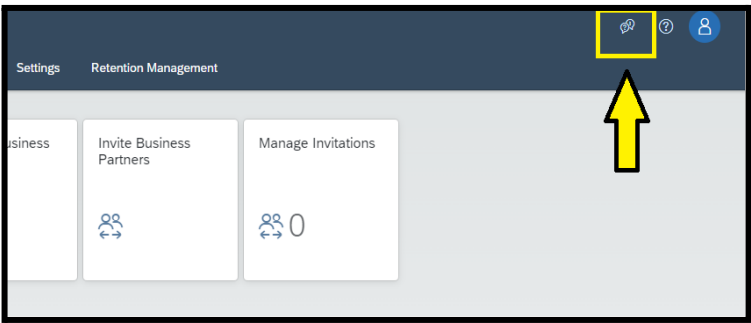
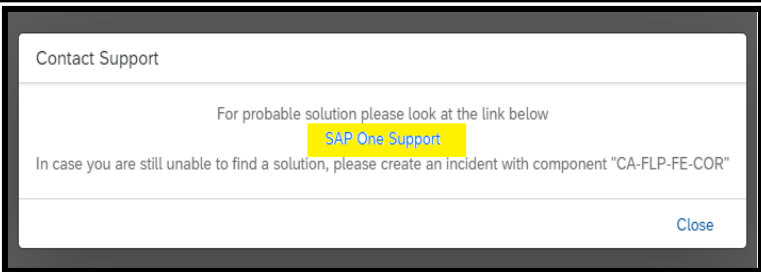
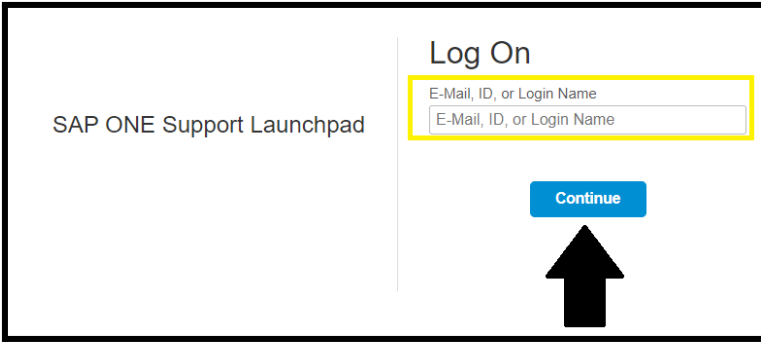


- ★ Note that you can also **delete** a user at this step by clicking on the Delete button.

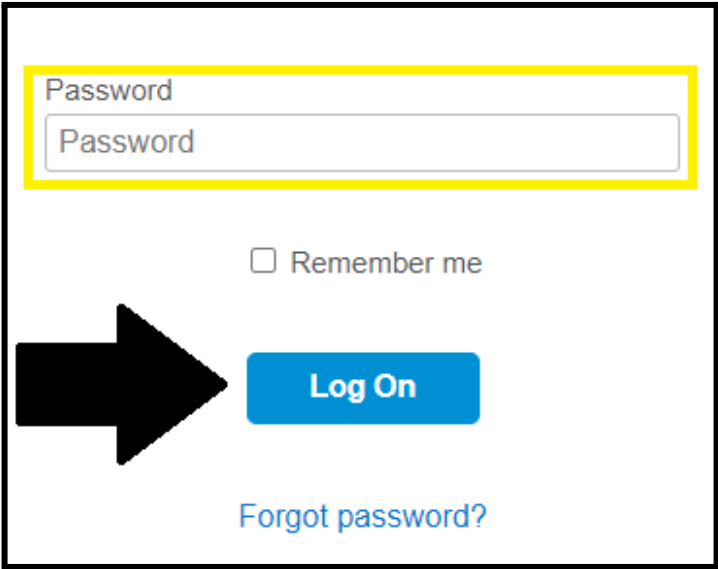
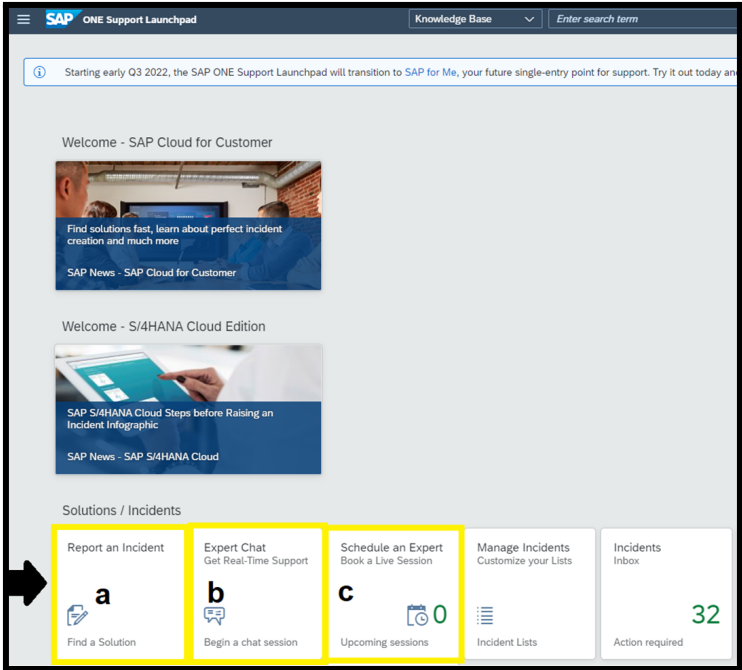




How to open a SAP Support ticket when facing technical issues

Steps	Screens
<p>1) From the Homepage view, click on the Raise Incident Icon located on the top right of the page.</p>	
<p>2) After clicking on this icon a popup window will appear. Click on the suggested link provided called SAP One Support.</p>	
<p>3) Enter your S user ID that is provided to you once you create your LBN account. Then click on Continue after.</p>	

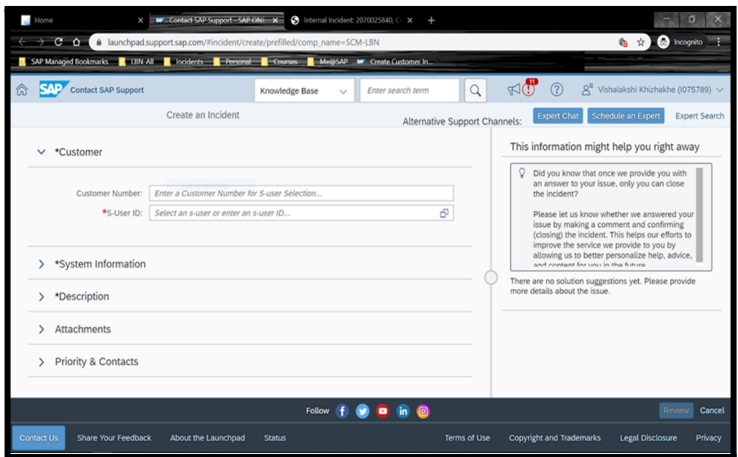

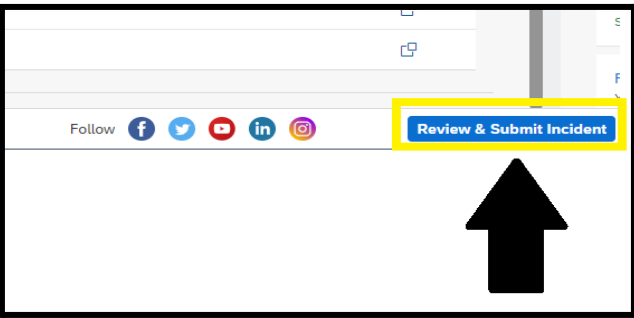
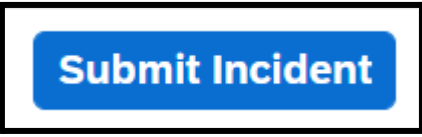


Steps	Screens
<p>4) Now enter the Password you had created when accessing your S user ID. And click on Log On.</p> <p>If you have forgotten about this password, click on Forgot password?</p>	
<p>Once you are Logged On, you will be taken to a different web page.</p> <p>You will be redirected to SAP ONE Support Launchpad.</p> <p>5) From the Homepage, click on (a) the Report an Incident Tile, as shown in this example.</p> <p>→ You can also click on (b) Expert Chat to chat in real time with a SAP expert.</p> <p>→ You can also click on (c) Schedule an Expert to book a live session with a SAP expert.</p>	



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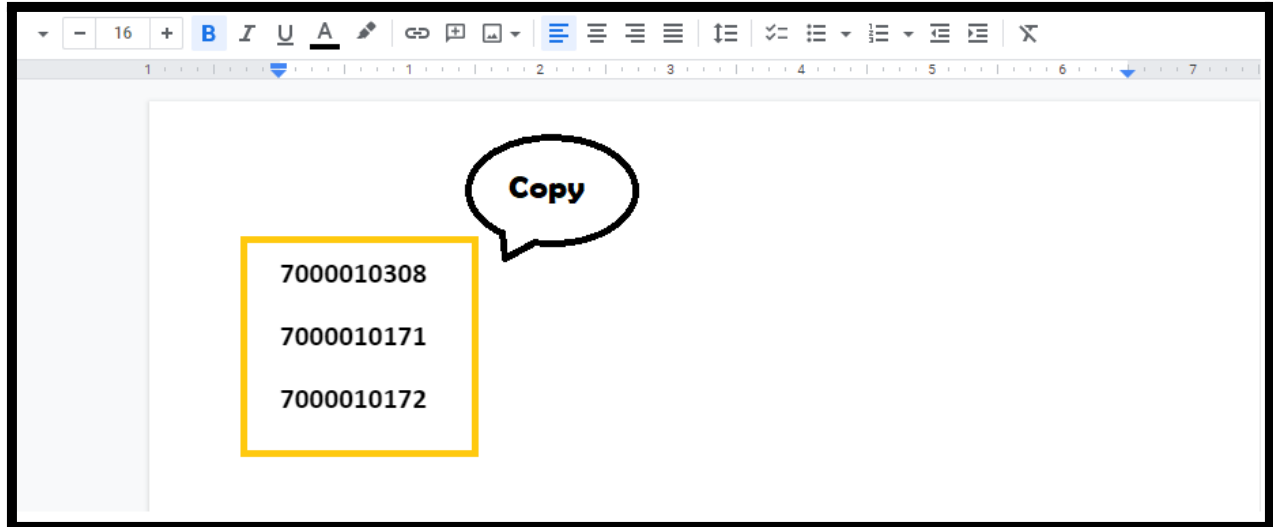
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Steps	Screens
<p>6) Now at this stage, you will need to fill out the information of the incident and after the system will generate a ticket.</p> <p>The system will ask you to enter or select :</p> <ul style="list-style-type: none">- Customer Name- System Information- Description of the issue and/or question- Attachments- Language- Category <p>To attach an image/file as well by clicking on Attachments and then Add.</p>	 
<p>7) Once you have entered all the mandatory fields. Click on Review & Submit Incident located at the bottom of the page.</p>	
<p>8) Once information is reviewed and accurate, click on Submit Incident located at the bottom of this page.</p> <p>Then an incident ticket number will be generated and it will appear at the top of the next page.</p>	

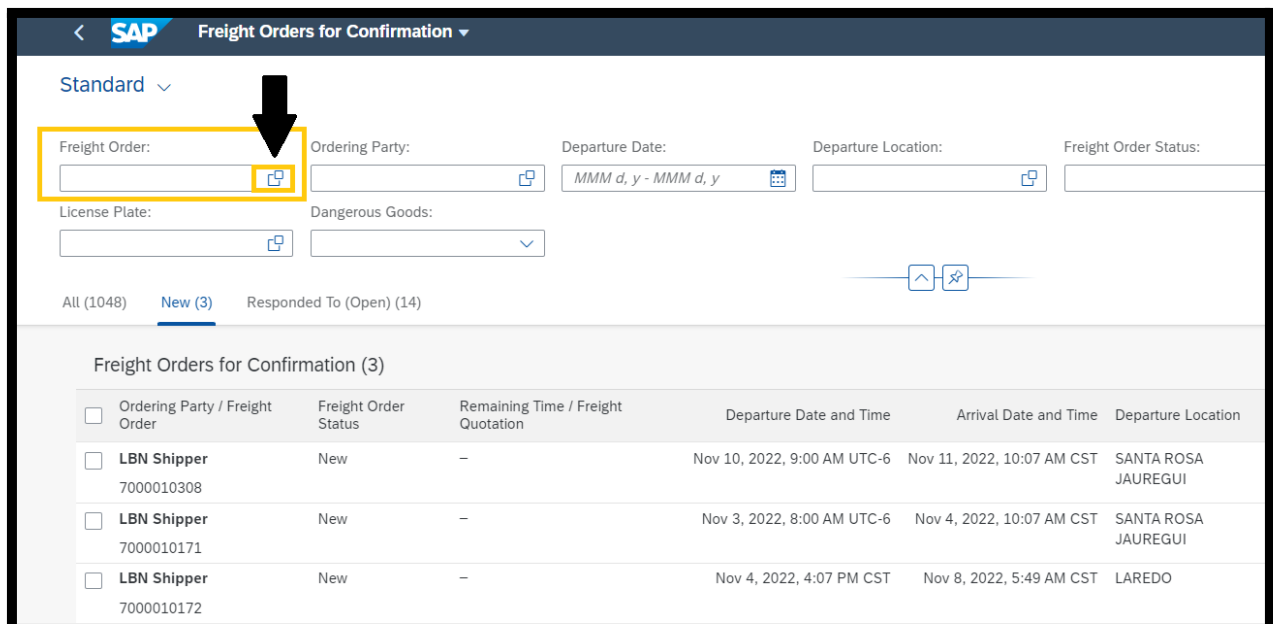


Filter tricks & more

When you want to select multiple FOs from a list (from an email, or any list) in LBN. You need to copy all of the Freight Orders you want to input in LBN.



For example, if you want to confirm multiple FOs assigned to you at the same time via the Freight Orders for Confirmation tile Click on this icon as shown below 





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Once you have clicked on this icon a new page will be displayed. You will need to paste the FOs that you had previously copied as shown below.

Define Conditions: Freight Order

Freight Order

contains

Add

Paste your values here
Freight Order numbers

No Items or Conditions Selected

OK Cancel

Once you have pasted your values. You should see all of the Freight Orders you have copied. We are seeing 3 Freight Orders below as we had selected these at the beginning.

Click on **OK** when you are done with your data entry/selection.

Define Conditions: Freight Order

Freight Order

contains	7000010308	X
contains	7000010171	X
contains	7000010172	X

Add

Selected Items and Conditions (3)

7000010308 X *7000010171* X *7000010172* X

OK Cancel



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We now see in the Freight Order filter box that there are **3 items** and as we see the 3 freight orders we had copy and pasted in the Freight Orders for Confirmation tile.

SAP Freight Orders for Confirmation

Standard* ▾

Freight Order: **3 Items**

Ordering Party:

Departure Date: *MMM d, y - MMM d, y*

Departure Location:

Driver Name:

License Plate:

Dangerous Goods:

All (3) **New (3)** Responded To (Open) (0)

Freight Orders for Confirmation (3)

<input type="checkbox"/>	Ordering Party / Freight Order	Freight Order Status	Remaining Time / Freight Quotation	Departure Date and Time	Arrival Date and Time	Departure Location
<input type="checkbox"/>	LBN Shipper 7000010308	New	–	Nov 10, 2022, 9:00 AM UTC-6	Nov 11, 2022, 10:07 AM CST	SANTA ROSA JAUREGUI
<input type="checkbox"/>	LBN Shipper 7000010171	New	–	Nov 3, 2022, 8:00 AM UTC-6	Nov 4, 2022, 10:07 AM CST	SANTA ROSA JAUREGUI
<input type="checkbox"/>	LBN Shipper 7000010172	New	–	Nov 4, 2022, 4:07 PM CST	Nov 8, 2022, 5:49 AM CST	LAREDO