Union Pacific

Frequently Asked Questions (FAQs)

SAP Work Zone & SAP Ariba

Version: August 18, 2026 | **Purpose:** Frequently Asked Questions & Supplier Guidance

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Access & Login

Why can't I log into SAP Work Zone?

There are several reasons you may be unable to sign in to SAP Work Zone. Common causes include an inactive account, an expired password, outdated browser information, or incomplete user provisioning.

Before contacting the Union Pacific Services Procurement Center (SPC), try the following:

- Close and reopen your browser.
- Clear your browser cache and cookies.
- Verify you are using the correct login credentials.
- Try signing in again.

If you still cannot log in, contact spc@up.com for assistance.

I don't have access to Work Zone. Who should I contact?

Suppliers use both SAP Work Zone and SAP Ariba to support different procurement activities. If you cannot access SAP Work Zone, first confirm that your organization has requested access for you and that you have been assigned the appropriate user role.

If your company needs to add or remove user roles, refer to the Adding and Removing Roles guide available on the Existing Service Suppliers Resources site.

If you still need assistance, contact the Union Pacific Services Procurement Center (SPC) at spc@up.com and include:

- Company name
- Your name
- Email address
- Supplier number (if known)
- Description of the issue
- Screenshot of any error message

Providing this information will help the SPC verify your account and resolve your issue more quickly.

Why can't I see my Purchase Orders?

Purchase Orders are only visible to supplier accounts that have been assigned the appropriate permissions.

If you cannot locate a Purchase Order:

- Verify you are signed in to the correct supplier account.
- Confirm the Purchase Order has been issued by Union Pacific.
- Verify that your account has the required security role.

If you still cannot locate the Purchase Order, contact the Union Pacific Services Procurement Center (SPC) at spc@up.com for assistance.

For information about available user roles, refer to the Adding and Removing Roles guide available on the Existing Service Suppliers Resources site.

My company has a new employee. How do I request access?

New user accounts are managed by your company's Supplier - Profile Manager.

To request access for a new employee:

- Add the new user through the supplier administration process.
- Assign the appropriate role(s) based on the employee's responsibilities.
- Submit the request.

Once the request has been processed, the new user will receive instructions for accessing the appropriate systems.

For detailed instructions, refer to the Adding and Removing Roles guide available on the Existing Service Suppliers Resources site.

My account says inactive or locked. How do I fix it?

If your account is locked or inactive, the resolution depends on which system you are trying to access.

SAP Ariba: If your account has been locked due to multiple unsuccessful login attempts, select Forgot Password on the SAP Ariba sign-in page and follow the instructions to reset your password. Resetting your password will also unlock your account.

SAP Work Zone: If you are unable to access Work Zone after resetting your password or believe your account is inactive, contact the Union Pacific Services Procurement Center at spc@up.com for assistance.

Purchase Orders

How do I view or download a Purchase Order (PDF)?

Purchase Orders are available in SAP Work Zone.

To view and/or print a Purchase Order:
1. Open the Purchase Orders application.
2. Select the appropriate Purchase Order.
3. Use your browser's Print function and select Save as PDF.

My Purchase Order is incorrect. What should I do?

Suppliers cannot modify Purchase Orders in SAP Work Zone.

If you identify an error with a Purchase Order:
1. Contact the Union Pacific buyer listed on the Purchase Order.
2. Describe the issue, such as incorrect pricing, quantities, dates, or line items.
3. Wait for the revised Purchase Order before performing work, if applicable.

Why do I have duplicate Purchase Orders?

What appears to be a duplicate Purchase Order is often a revised version of the original. Updates to pricing, quantities, delivery dates, or other information may result in a revised Purchase Order being issued.

Before taking action:

- Review the Purchase Order number and revision information.
- Confirm you are using the most current version.

If you are unsure which Purchase Order is valid, contact the Union Pacific Services Procurement Center (SPC) at spc@up.com for assistance.

Can I request changes to a Purchase Order?

Yes. If changes are needed, contact the Union Pacific buyer responsible for the Purchase Order.

Suppliers cannot edit Purchase Orders directly in SAP Work Zone. Any requested changes must be reviewed and processed by Union Pacific before an updated Purchase Order is issued.

Service Entry Sheets

How do I create and submit a Service Entry Sheet?

To create and submit a Service Entry Sheet (SES) in SAP Work Zone:

1. Sign in to SAP Work Zone and open the Create SES/Credit Memo tile.
2. To continue working on an existing draft, select it from the left-hand panel. To create a new SES, select + SES.
3. Enter the required information, including the Purchase Order, work details, quantities, work dates, and other required fields.
4. Attach any required supporting documentation.
5. Review the information for accuracy and submit the SES for approval.

For complete step-by-step instructions, screenshots, and field-level guidance, refer to the Creating A SES Invoice guide available on the Existing Service Suppliers Resources site.

Why won't my Service Entry Sheet submit?

If your Service Entry Sheet (SES) will not submit, review the required fields before trying again.

Common causes for submission errors include:

- Required fields are missing
- Invalid dates
- Missing tax information
- Required attachments are not included
- Service quantities exceed the Purchase Order

Can I correct or change an invoice after submission?

Yes. If the SES is still pending approval, suppliers can use the Revert function to pull the SES back from the approver queue, make updates, and resubmit it. However, once the SES has been approved, the Revert function is no longer available.

How do I attach supporting documents?

Supporting documentation can be uploaded while creating or editing your Service Entry Sheet.

Acceptable documents include:
• Work completion photos
• Backup invoices
• Service reports
• Other documents required by your contract

Why doesn't the State field populate?

In some situations, the State field may not populate automatically.

If this occurs:
1. Refresh the page.
2. Clear your browser cache and cookies.
3. Sign in again and retry the transaction.

If the issue persists, contact spc@up.com

Training & Learning

Where do I start if I'm new to Work Zone?

If you're new to SAP Work Zone, begin with the Existing Service Suppliers Resources site. It contains the tools and guidance needed to complete common supplier activities and become familiar with the system.

Available resources include:

• Getting Started guides
• Quick Reference Guides
• Training videos

These resources provide step-by-step instructions for the most common tasks performed in SAP Work Zone.

What's the difference between Work Zone, SAP Ariba, and SAP?

Each application serves a different purpose.

Use **SAP Work Zone** for Purchase Orders, Service Entry Sheets, and any other invoice-related activities.

Use **SAP Ariba** for Supplier administration, sourcing events, and bidding activities.
Some supplier may also receive bid invitations through Keelvar depending on the sourcing event.

Where can I find training videos and guides?

Training and resource guides are available on Union Pacific's Existing Service Suppliers Resource site.

Do you have examples of completed transactions?

Yes. Sample transactions and walkthroughs are available for many of the most common supplier activities, including:

- Accepting Purchase Orders
- Creating a SES Invoice
- Requesting a Retention Payment

These examples are available through the Existing Service Suppliers Resources site and are designed to help you understand each process before completing transactions in SAP Work Zone.

Support

How do I contact Supplier Support?

The Union Pacific Services Procurement Center (SPC) provides support for suppliers using SAP Work Zone and SAP Ariba.

Contact spc@up.com if you need assistance with:

- Logging into SAP Work Zone or SAP Ariba
- User access or account provisioning
- System errors or technical issues
- Questions about Purchase Orders (POs), Service Entry Sheets (SES), or other supplier processes
- General navigation or system questions

To help expedite your request, include your company name, your name, email address, supplier number (if known), a description of the issue, and a screenshot of any error messages.

How long should I expect to wait for a response?

The Union Pacific Services Procurement Center (SPC) strives to respond to supplier inquiries as quickly as possible.

Most requests receive an initial response within one business day. More complex issues that require additional research or coordination may take longer to resolve.

Providing complete information with your request helps reduce delays and allows the support team to troubleshoot more efficiently.

Can I speak with someone live?

Support is primarily provided through the Union Pacific Services Procurement Center (SPC).

If your issue requires live assistance, the SPC will provide the appropriate contact information or coordinate additional support based on the nature of your request.

Start by emailing spc@up.com with a description of your issue and any supporting documentation.

How do I report a system issue?

If you experience a system issue while using SAP Work Zone or SAP Ariba, contact the Union Pacific Services Procurement Center (SPC) at spc@up.com.

Include the following information to help speed resolution:

- Company name
- Your name and email address
- Supplier number (if known)
- Description of the issue
- Steps performed before the issue occurred
- Screenshot of the error or unexpected behavior
- Browser being used (for example, Microsoft Edge or Google Chrome)

Providing complete information helps the support team investigate and resolve your issue more quickly.

Browser & Technical

Which browsers are supported?

SAP Work Zone performs best using current versions of Microsoft Edge and Google Chrome.

For the best experience:

- Use the latest version of your browser.
- Enable cookies and JavaScript.
- Keep your browser updated with the latest security patches.
- Avoid using unsupported or outdated browsers, as they may affect system performance.

Why am I receiving timeout or system errors?

Timeouts and unexpected system errors are often caused by browser settings, inactive sessions, network interruptions, or cached browser data.

If you experience a timeout or system error:

1. Refresh the page.
2. Clear your browser cache and cookies.
3. Sign in to SAP Work Zone again.
4. Verify you are using a supported browser.

Why is another supplier's information appearing?

You should never see information that belongs to another supplier.

If this occurs:

1. Stop using the application immediately.
2. Do not interact with or modify the information displayed.
3. Take a screenshot of the issue, if possible.
4. Contact the Union Pacific Services Procurement Center (SPC) at spc@up.com immediately.

Why does Work Zone behave differently in Edge?

Browser settings, installed extensions, cached files, or browser versions can affect how SAP Work Zone performs.

If you experience unexpected behavior in Microsoft Edge:

1. Clear your browser cache and cookies.
2. Disable unnecessary browser extensions.
3. Verify you are using the latest version of Microsoft Edge.
4. Close and reopen your browser before signing in again.

Supplier Administration

How do I update my company profile?

Company profile updates, such as changes to your company information, banking details, tax information, attachments, or primary contact, are completed through SAP Ariba.

To update your profile:

1. Log in to SAP Ariba and open your Supplier Registration Questionnaire.
2. Select Revise Response to update your company information.
3. Make the necessary changes, such as updating contact information, company details, banking information, or required attachments.
4. When all updates are complete, select Submit Entire Response. Your revised registration will be submitted to Union Pacific for review and processing.

For complete step-by-step instructions, including screenshots, refer to the Supplier Revise Registration Instructions.

Why can't one of my users access sourcing events (RFx)?

Access to SAP Ariba Sourcing events (RFx) requires the appropriate permissions in SAP Business Network (SAP Ariba).

First, verify that your company's Account Administrator has assigned the user the Access Proposals and Contracts permission. This permission allows users to view and participate in sourcing events.

If you still cannot access RFx events after their permissions have been verified, contact the Union Pacific Services Procurement Center at spc@up.com for assistance.

For step-by-step instructions on managing user roles and permissions, refer to the Adding and Removing Roles guide.

How do I add or remove users?

User accounts for SAP Work Zone are managed by users assigned the Supplier - Profile Manager role.

To add a user:

1. Open the Supplier Portal tile and navigate to the Contacts section.
2. Select Add User and enter the user's information.
3. Assign the appropriate role(s) based on the user's responsibilities.
4. Select Add to provision the new user account. The user will receive an email with password setup instructions. New accounts may take up to four hours to become active.

To remove a user:

1. Navigate to the Contacts section in the Supplier Portal.
2. Select the user you want to remove.
3. Select Remove User and confirm the action.

For detailed instructions, including available roles and screenshots, refer to the Adding and Removing Roles guide.

Invoices & Payments

Where can I see invoice history?

Invoice history for Service Entry Sheets (SES) is available in SAP Work Zone.

To view invoice history:

1. Log in to SAP Work Zone and open the Search SES & Credit Memo tile.
2. Search for the appropriate SES using the available search filters.
3. Select the SES record to open its details.
4. Review the available sections, including Overview, Comments, Attachments, and Payment Details, to view the invoice history, approval status, payment information, and related activity.

For detailed instructions and screenshots, refer to the Search SES & Payment Status guide.

How do I check payment status?

You can monitor the status of your Service Entry Sheets (SES) and associated payments in SAP Work Zone.

To check payment status:

1. Log in to SAP Work Zone and open the Search SES & Credit Memo tile.
2. Search for the appropriate SES using available filters, such as the SES number, Purchase Order, creation date, work dates, or status.
3. Select the SES record to view additional details.
4. Open the Payment Details tab to view payment information, including the payment status, payment date, payment amount, and payment method. You can also review the approval status, comments, attachments, and other SES details from the record.

For detailed instructions and screenshots, refer to the Search SES & Payment Status guide.

Why was my invoice rejected?

If your Service Entry Sheet (SES) was rejected, you can review the reason in SAP Work Zone before making corrections.

To review a rejected SES:

1. Log in to SAP Work Zone and open the Search SES & Credit Memo tile.
2. Search for and select the applicable SES.
3. Review the Status and Routing Comments sections for the reason the SES was rejected.
4. If needed, review the remaining SES details, make the required corrections, and resubmit the SES.

Common reasons for rejection include missing or incorrect information, pricing or quantity discrepancies, missing supporting documentation, or a mismatch with the associated Purchase Order.

For detailed instructions and screenshots, refer to the Search SES & Payment Status guide.

Why am I not receiving invoice notifications?

If you are not receiving invoice or system notifications, first verify that your email notification preferences are configured correctly in SAP Ariba.

To review your notification settings:

1. Sign in to SAP Ariba.
2. Select your name in the upper-right corner of the screen.
3. From the Preferences menu, select Change Email Notification Preferences.
4. Review your notification settings and select how frequently you would like to receive email notifications for the available document types.
5. Save your changes.

If you are still not receiving notifications, verify that your email address is correct and check your junk or spam folder. If the notification type is not available or you continue to experience issues, contact the Union Pacific Services Procurement Center at spc@up.com for assistance.

Business Processes

How do I submit my first invoice?

Your first invoice is submitted by creating a Service Entry Sheet (SES) in SAP Work Zone after the work associated with your Purchase Order has been completed.

To submit your first invoice:

1. Log in to SAP Work Zone and select the Create SES/Credit Memo tile.
2. Select + SES to create a new Service Entry Sheet.
3. Enter the required information, including the work dates, Purchase Order, work description, and a unique SES reference number.
4. Add the applicable service line items, update quantities, and review pricing.
5. Complete all required fields, including location information, sales tax details, and any contract-specific fields.
6. Upload any required supporting documentation.
7. Review your information and submit the SES for approval.

For complete step-by-step instructions, screenshots, and troubleshooting tips, refer to the Creating a SES Invoice guide.

How do bidding events work?

Union Pacific uses SAP Ariba and, in some cases, Keelvar to manage sourcing events.

If your company is invited to participate in a sourcing event:

1. You will receive an email invitation with instructions for accessing the event.
2. Sign in to the application identified in the invitation (SAP Ariba or Keelvar).
3. Review the event requirements, timelines, and supporting documents.
4. Complete and submit your response before the stated deadline.

The application used depends on the specific sourcing event. Follow the instructions provided in your invitation.

What supplier activities are completed in SAP Work Zone and SAP Ariba?

SAP Work Zone and SAP Ariba support different supplier activities.

SAP Work Zone is used to:
- View Purchase Orders
- Create and manage Service Entry Sheets (SES)
- View invoice and payment status

SAP Ariba is used to:
- Maintain supplier registration information
- Manage company and user administration
- Participate in sourcing events

Depending on the work you perform for Union Pacific, you may use one or both applications.

How do inventory-related transactions work?

Inventory-related procurement follows different business processes than service procurement.

If your company supports inventory-related transactions, your Union Pacific Category Manager will provide the applicable process documentation, system guidance, and business requirements.

If you are unsure which process applies to your company, contact your Union Pacific Category Manager before initiating a transaction.

Communications

Where can I find the latest announcements?

Union Pacific maintains two supplier resource sites to keep you informed about system changes, training resources, and supplier support.

Supply Chain System Transformation
Visit this site for program updates, release information, key milestones, and upcoming changes related to the SAP Supply Chain Transformation.

Existing Service Suppliers
Visit this site for Quick Reference Guides (QRGs), training videos, FAQs, job aids, and other resources to help you complete day-to-day activities in SAP Work Zone.

If you need information about an upcoming release or program milestone, use the SAP Supply Chain Transformation site. If you need help completing a task in SAP Work Zone, use the Existing Service Suppliers site.

How will I know when something changes?

Union Pacific communicates important updates through several channels to help suppliers stay informed.

You may receive information through:

- Email notifications
- The Supply Chain System Transformation website
- The Existing Service Suppliers website
- Communications from your Union Pacific Category Manager, when applicable

Review these resources regularly to stay informed about new functionality, process updates, training opportunities, and important supplier announcements.

New Suppliers

How do I know if my supplier account is active?

Once your supplier account has been approved and provisioned, you will receive instructions for accessing the appropriate Union Pacific supplier applications.

If you are unsure whether your account is active:

1. Confirm that you have received your account activation or welcome email.
2. Attempt to sign in using the credentials provided.
3. If you are unable to access the system or have not received your activation information, contact the Union Pacific Service Procurement Center (SPC) at spc@up.com.

The SPC can verify your account status and assist with activation or access issues.

How can my company receive future business opportunities?

Prospective suppliers should complete the Union Pacific supplier registration process and maintain an up-to-date supplier profile. Participation in future sourcing events is based on business need and procurement requirements.

To improve your company's visibility:

- Keep your company profile current.
- Maintain accurate contact information.
- Respond promptly to requests for information or registration updates.

Language Support

Is support available in French?

Most Union Pacific supplier training materials, Quick Reference Guides (QRGs), and job aids are published in English.

If translated materials become available, they will be posted on the Existing Service Suppliers Resources site alongside the English versions.

If your organization requires language assistance or translated documentation for a critical business need, contact the Union Pacific Service Procurement Center (SPC) at spc@up.com to discuss available options.