SAP Business Network

Supplier System Administration Process Guide

Version 2.0 - 2025

- The System Administration process guide is generic and provides information about the SAP Business Network for System Administrators
- The System Administrator ensures that the information about the business is current and correct
- The System Administrator is the contact point for SAP Business Network update emails
- The System Administrator is the ONLY user who can create, update permissions and grant access to the SAP Business Network to users
- All screenshots and examples contained within Ariba process guides are taken from SAP Business Network Test Accounts. All documents and the content within the documents are fabrications and in no way reflect any past, current or future documents and any similarities are pure coincidence.
- As your Business System Administrator you can create users, assign permissions and assist users with login information
- Permissions allow access to specific sections of the SAP Business Network, if there is a section that you require contact you system Administrator, refer to Contact System Administrator
- For Users to access the Test account they must have a different login created from within the test account a user cannot jump from a production to a test account without logging out of one and logging into another
- The Supplier Information Portal can be accessed via the Help Centre
- Not all tabs may be visible as Buyers may not have some tabs and processes in scope

Index

Index cont.

Account Configuration – Company Profile cont.

Account Settings

Routing Processes

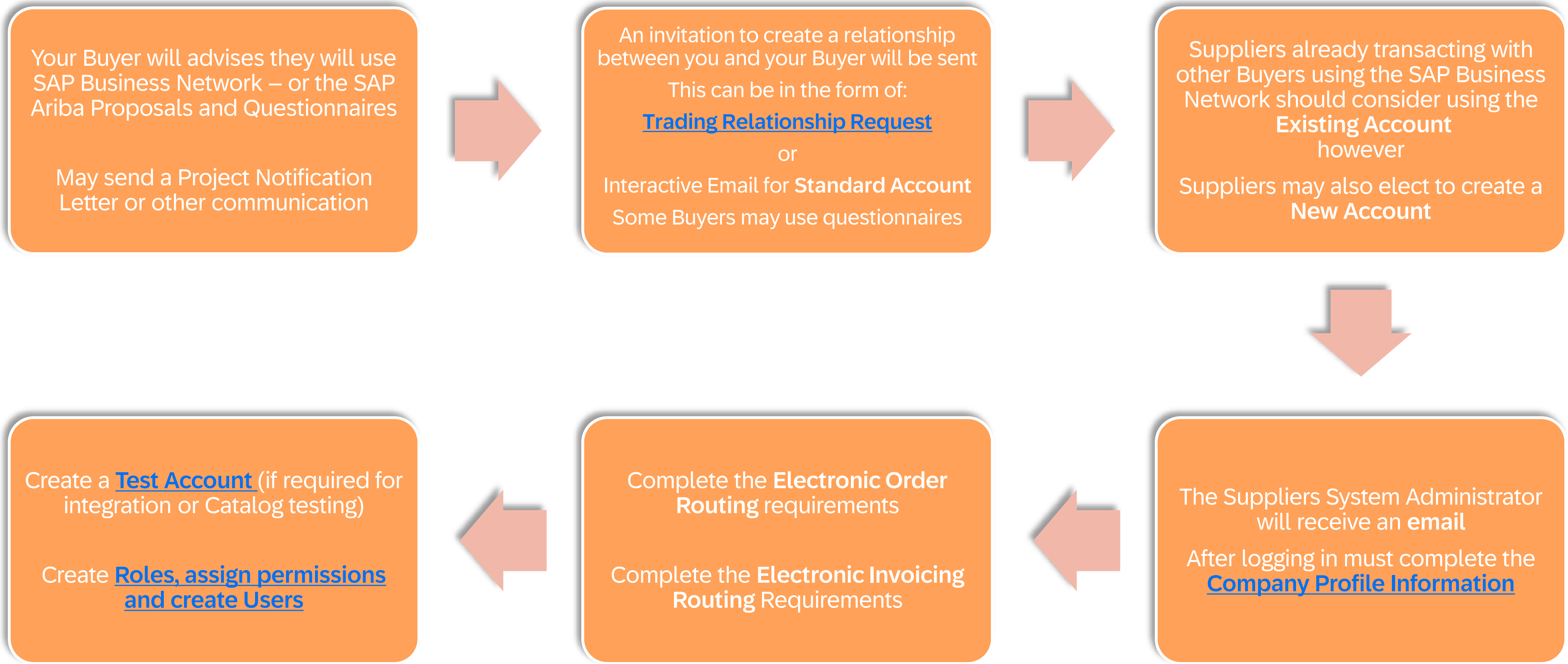
Roles Users and Permissions

Index cont.

Getting Ready to Transact with your Buyer – Initial Process

New Buyer Account Flow

- This is a high level representation to the process to create an SAP Business Network account in the SAP Business Network, there may be variations, however the setup processes in the SAP Business Network are the minimum requirements for all Suppliers
- Links take you directly to the required process



Your Buyer will advises they will use SAP Business Network – or the SAP Ariba Proposals and Questionnaires

May send a Project Notification Letter or other communication

An invitation to create a relationship between you and your Buyer will be sent

This can be in the form of:

Trading Relationship Request

or

Interactive Email for **Standard Account**

Some Buyers may use questionnaires

Suppliers already transacting with other Buyers using the SAP Business Network should consider using the **Existing Account** however

Suppliers may also elect to create a **New Account**

The Suppliers System Administrator will receive an **email**

After logging in must complete the **Company Profile Information**

Complete the **Electronic Order Routing** requirements

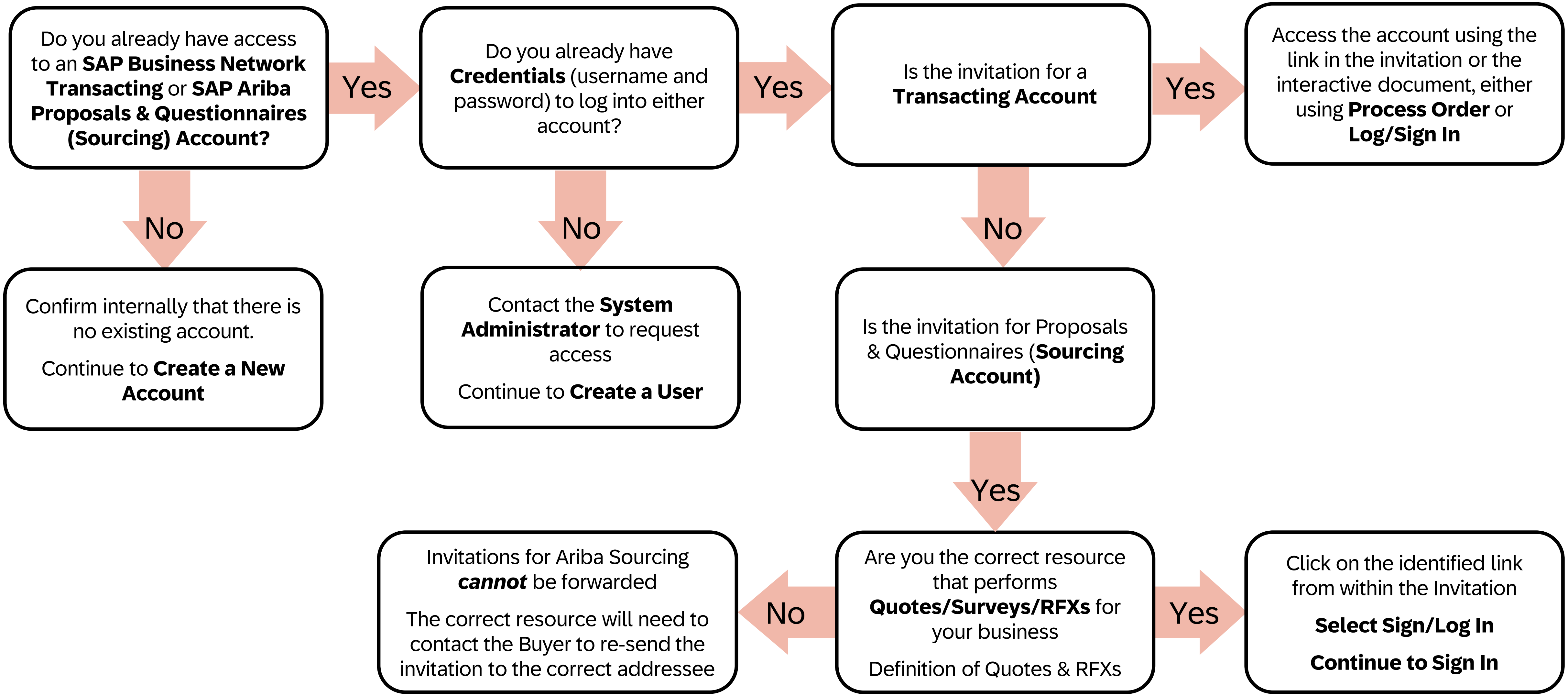
Complete the **Electronic Invoicing Routing** Requirements

Create a **Test Account** (if required for integration or Catalog testing)

Create **Roles, assign permissions and create Users**

Accepting an Invitation to Join SAP Business Network

Invitations from a Buyer Flow



Do you already have access to an **SAP Business Network Transacting** or **SAP Ariba Proposals & Questionnaires (Sourcing) Account?**

Yes

Do you already have **Credentials** (username and password) to log into either account?

Yes

Is the invitation for a **Transacting Account**

Yes

Access the account using the link in the invitation or the interactive document, either using **Process Order** or **Log/Sign In**

No

Confirm internally that there is no existing account.

Continue to **Create a New Account**

No

Contact the **System Administrator** to request access

Continue to **Create a User**

No

Is the invitation for Proposals & Questionnaires (**Sourcing Account)**

Yes

Are you the correct resource that performs **Quotes/Surveys/RFXs** for your business

Definition of Quotes & RFXs

No

Invitations for Ariba Sourcing ***cannot*** be forwarded

The correct resource will need to contact the Buyer to re-send the invitation to the correct addressee

Yes

Click on the identified link from within the Invitation

Select Sign/Log In

Continue to Sign In

Information

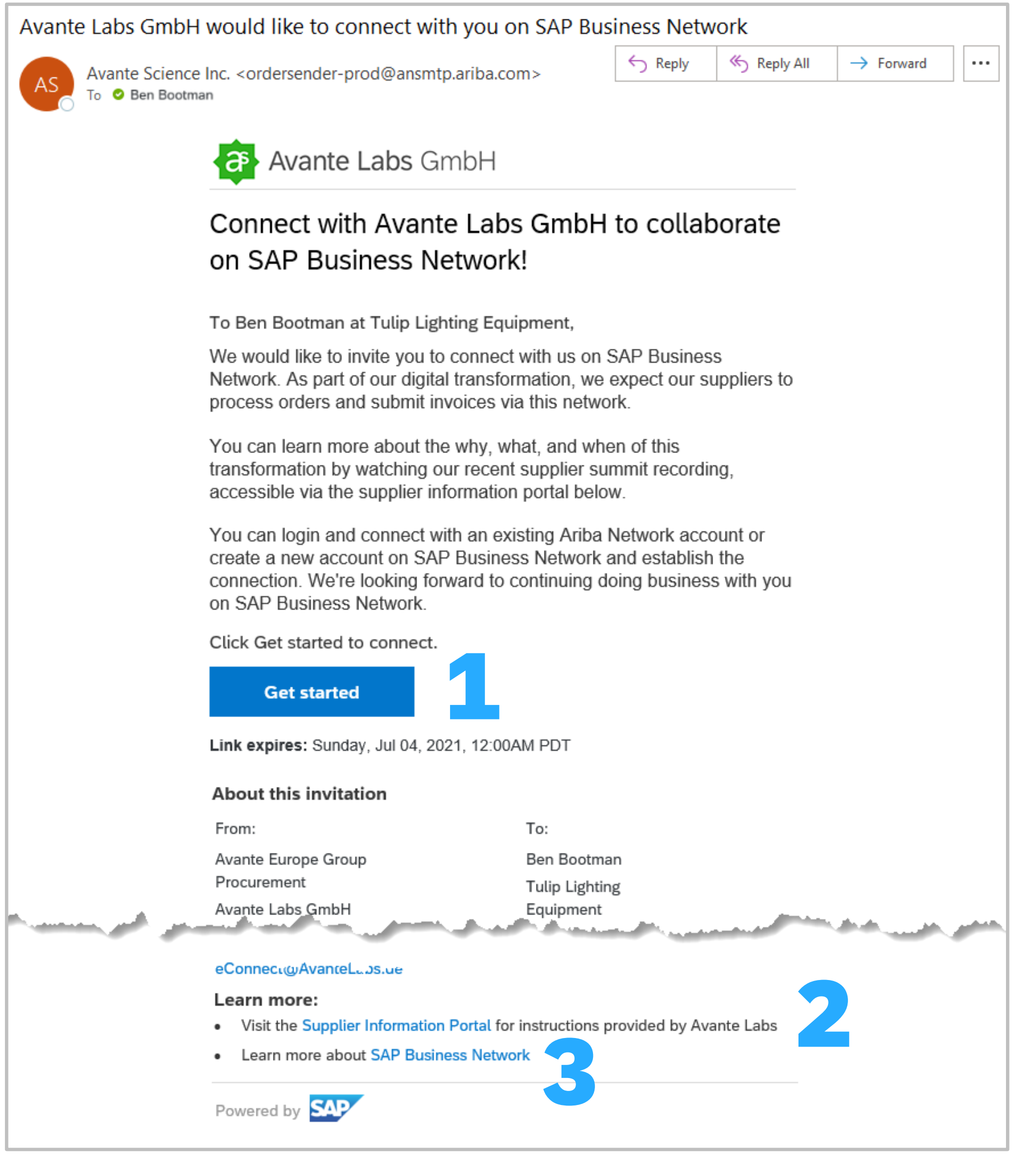
- Creating a transacting relationship from a buyer-branded trading Relationship Request (TRR) letter via email
- To create a Standard Account for transacting from an Interactive email
- Ensure you review and accept the Terms of Use (this provides information about any Subscription or Transaction fees)
- Ensure you understand and accept the Privacy Policy
- A Supplier can choose to create a new SAP Business Network Account or use an existing account
- Using an existing account reduces the number of logins
- The SAP Business Network Identification number (ANID) is the unique identifier for each SAP Business Network (SAP Business Network Account)
- Ensure that the correct person actions any invitations to transact via the SAP Business Network noting that the person who accepts the invitation becomes the System Administrator
- Click on the question mark in the top right-hand corner to activate the Help Options Pane to get access to different levels of help
- Passwords must contain a minimum of 8 characters including upper and lower case, numeric digits and special characters
- Always access new invitations or interactive documents from within the email sent to you from the Buyer

The Trading Relationship Request (TRR) Invite

Your Buyer has decided to transact with their suppliers using the SAP Business Network and has sent you a Trading Relationship Request (TRR)

1. **Get Started** button provides access to a form
2. A link to the **Supplier Information Portal** (SIP) for the Buyer is shown on the invitation which provides access to process and training materials
3. **SAP Business Network** provides information about SAP Business Network

Note: All items in blue can be selected to take users to different screens, websites or information that the Buyer wishes to share



Avante Labs GmbH would like to connect with you on SAP Business Network

Avante Science Inc. <ordersender-prod@ansmtp.ariba.com>
To Ben Bootman

Avante Labs GmbH

Connect with Avante Labs GmbH to collaborate on SAP Business Network!

To Ben Bootman at Tulip Lighting Equipment,

We would like to invite you to connect with us on SAP Business Network. As part of our digital transformation, we expect our suppliers to process orders and submit invoices via this network.

You can learn more about the why, what, and when of this transformation by watching our recent supplier summit recording, accessible via the supplier information portal below.

You can login and connect with an existing Ariba Network account or create a new account on SAP Business Network and establish the connection. We're looking forward to continuing doing business with you on SAP Business Network.

Click Get started to connect.

Get started

Link expires: Sunday, Jul 04, 2021, 12:00AM PDT

About this invitation

From:	To:
Avante Europe Group Procurement	Ben Bootman
Avante Labs GmbH	Tulip Lighting Equipment

eConnect@AvanteLabs.de

Learn more:

- Visit the Supplier Information Portal for instructions provided by Avante Labs
- Learn more about SAP Business Network

Powered by SAP

Accepting the Transacting Relationships Request (TRR) – Get Started

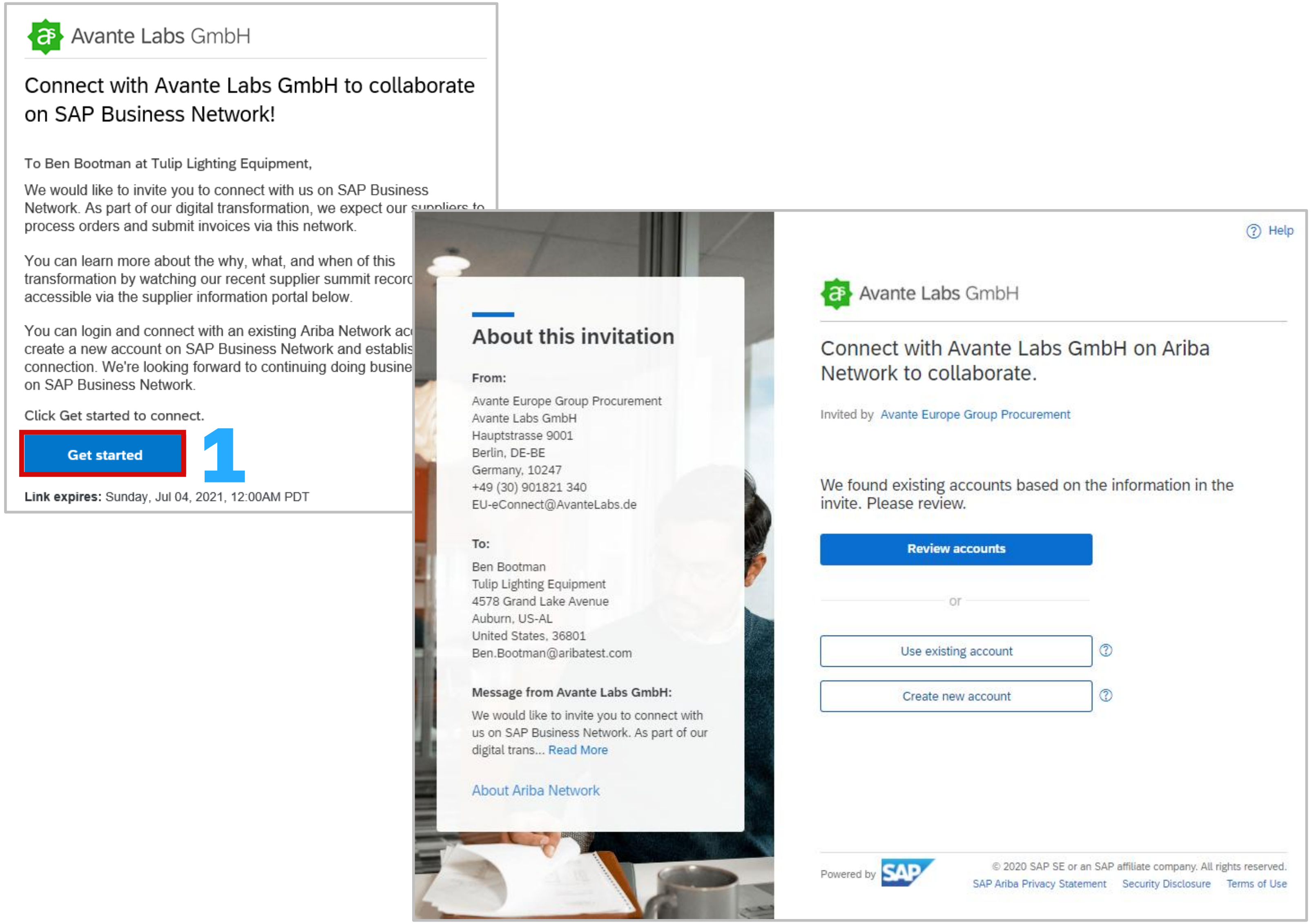
Ensure you are the required person to accept the relationship from your Buyer

The person who accepts the relationship automatically becomes the business SAP Business Network System Administrator

With the TRR email open

1. Click on **Get Started**

- About this invitation panel – displays content such as the **From:** and **To:**, a **message from your Buyer** and a **Read More** link for more information from your Buyer and **About SAP Business Network** link taking users to an external website
- **Review Accounts** – Suppliers should review accounts to determine whether an account already exists for this Buyer or to identify whether they can use an existing account.
- **Use Existing Account** – As the System Administrator you have identified an existing account, using an existing account reduces the need for multiple log ins
- **Create New Account** - Creation of a new account to transact with the Buyer



Avante Labs GmbH

Connect with Avante Labs GmbH to collaborate on SAP Business Network!

To Ben Bootman at Tulip Lighting Equipment,

We would like to invite you to connect with us on SAP Business Network. As part of our digital transformation, we expect our suppliers to process orders and submit invoices via this network.

You can learn more about the why, what, and when of this transformation by watching our recent supplier summit record accessible via the supplier information portal below.

You can login and connect with an existing Ariba Network acc create a new account on SAP Business Network and establis connection. We're looking forward to continuing doing busine on SAP Business Network.

Click Get started to connect.

Link expires: Sunday, Jul 04, 2021, 12:00AM PDT

About this invitation

From:

Avante Europe Group Procurement
Avante Labs GmbH
Hauptstrasse 9001
Berlin, DE-BE
Germany, 10247
+49 (30) 901821 340
EU-eConnect@AvanteLabs.de

To:

Ben Bootman
Tulip Lighting Equipment
4578 Grand Lake Avenue
Auburn, US-AL
United States, 36801
Ben.Bootman@aribatest.com

Message from Avante Labs GmbH:

We would like to invite you to connect with us on SAP Business Network. As part of our digital trans... Read More

About Ariba Network

Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by Avante Europe Group Procurement

We found existing accounts based on the information in the invite. Please review.

© 2020 SAP SE or an SAP affiliate company. All rights reserved.
SAP Ariba Privacy Statement Security Disclosure Terms of Use

Review Account Information – Duplicate Account Process

Review Accounts allows suppliers to identify they already have an SAP Business Network account, using an existing account reduces the number of logins and accounts that need to be maintained.

With the invitation from you Buyer displayed:

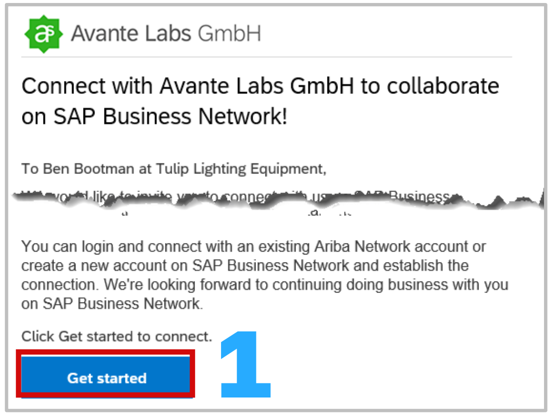
1. Click on **Get Started**
2. Where the **Review account** button is activated, Click on Review accounts

- **Note:** If the Review accounts button is not activated it indicates there are no other accounts associated to the business email domain
- The Review matched accounts screen is displayed:

3. **Edit search criteria** is used for specific search criteria then click on Search

- Any Search results are displayed

4. If you identify an account you wish to use, Click on **Use this account**
5. If you are unsure about an account and want further clarification click on **Contact Administrator**
6. To **Create a new Account**, click on the back arrow to return to the Registration screen



Avante Labs GmbH

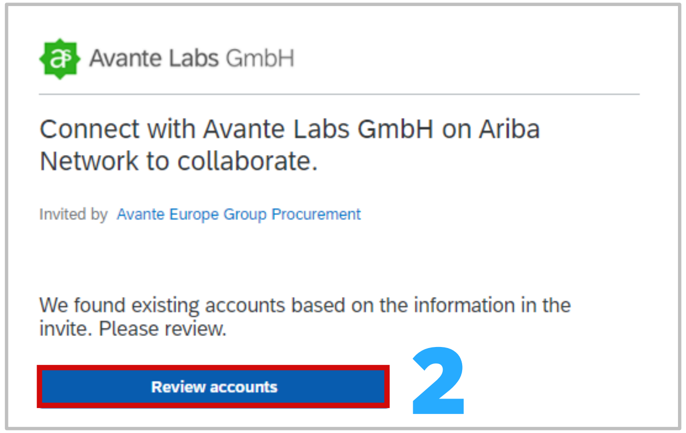
Connect with Avante Labs GmbH to collaborate on SAP Business Network!

To Ben Bootman at Tulip Lighting Equipment,

[illegible]

You can login and connect with an existing Ariba Network account or create a new account on SAP Business Network and establish the connection. We're looking forward to continuing doing business with you on SAP Business Network.

Click Get started to connect.

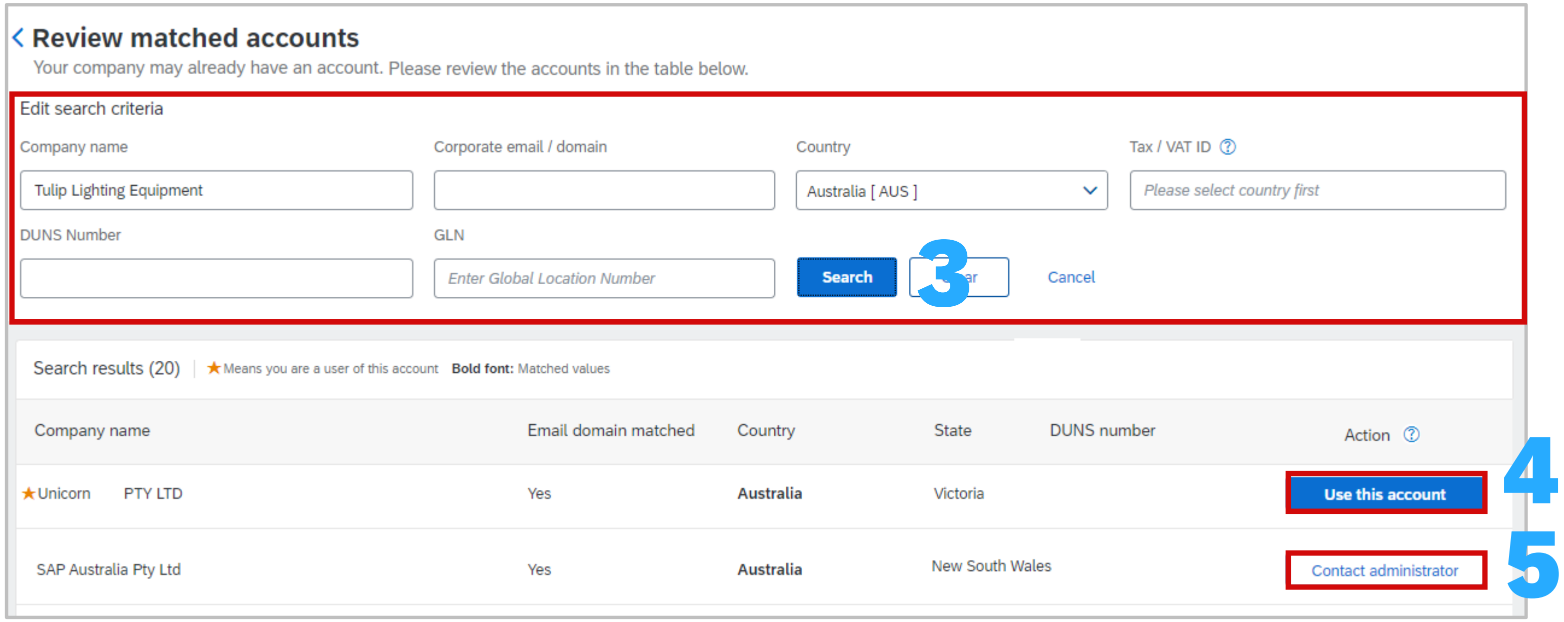


Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by Avante Europe Group Procurement

We found existing accounts based on the information in the invite. Please review.



Review matched accounts

Your company may already have an account. Please review the accounts in the table below.

Edit search criteria

Company name: Tulip Lighting Equipment

Corporate email / domain:

Country: Australia [AUS]

Tax / VAT ID: Please select country first

DUNS Number:

GLN: Enter Global Location Number

Search results (20) | ★Means you are a user of this account **Bold font:** Matched values

Company name	Email domain matched	Country	State	DUNS number	Action
★Unicorn PTY LTD	Yes	**Australia**	Victoria		Use this account
SAP Australia Pty Ltd	Yes	**Australia**	New South Wales		Contact administrator

Use this Account - Using an Existing Account

Your Buyer has decided to transact with their suppliers using the SAP Business Network.

- This can be done using ***either*** from the ***Invitation*** or ***Review accounts*** screen

From the invitation screen

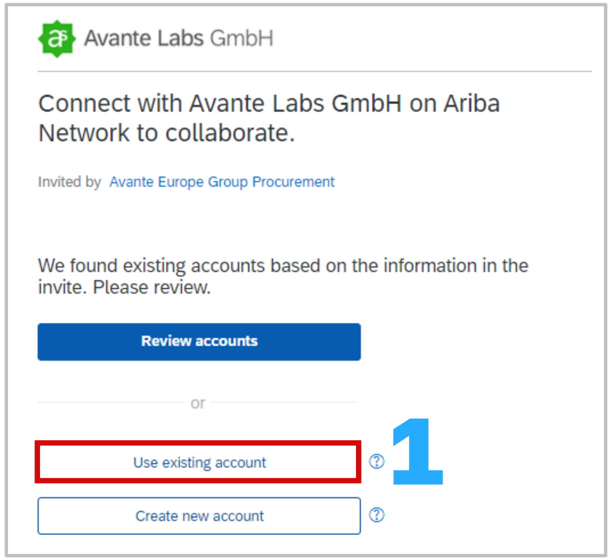
1. Click on **Use Existing Account**
2. Enter the **Username** and the **Password** for the account you wish to use
3. Click on **Connect**

- Complete the details on the screen

From the Review accounts screen

4. Click on **Use this account**
5. Enter the Username and Password for the account you have selected
6. Click on **Connect**

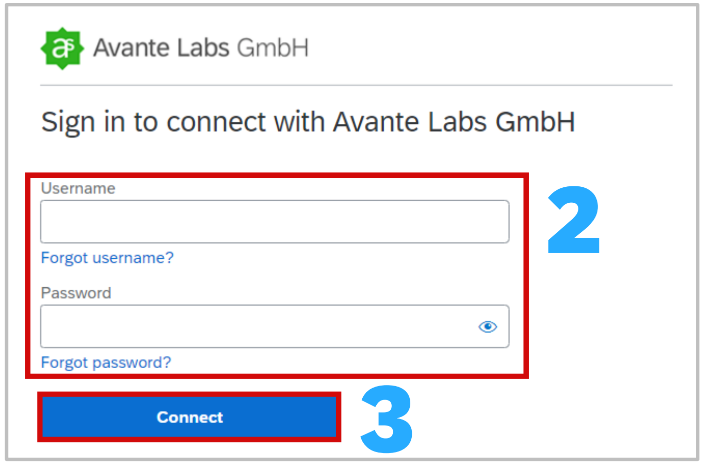
- Complete the details on the screen


Avante Labs GmbH

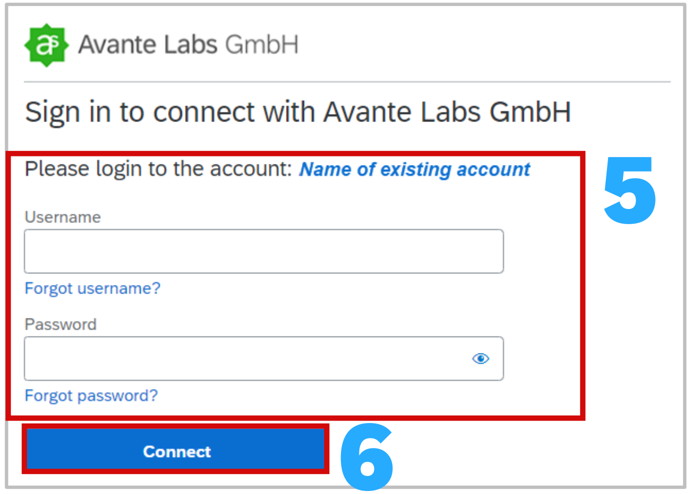
Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by Avante Europe Group Procurement

We found existing accounts based on the information in the invite. Please review.


Avante Labs GmbH

Sign in to connect with Avante Labs GmbH


Avante Labs GmbH

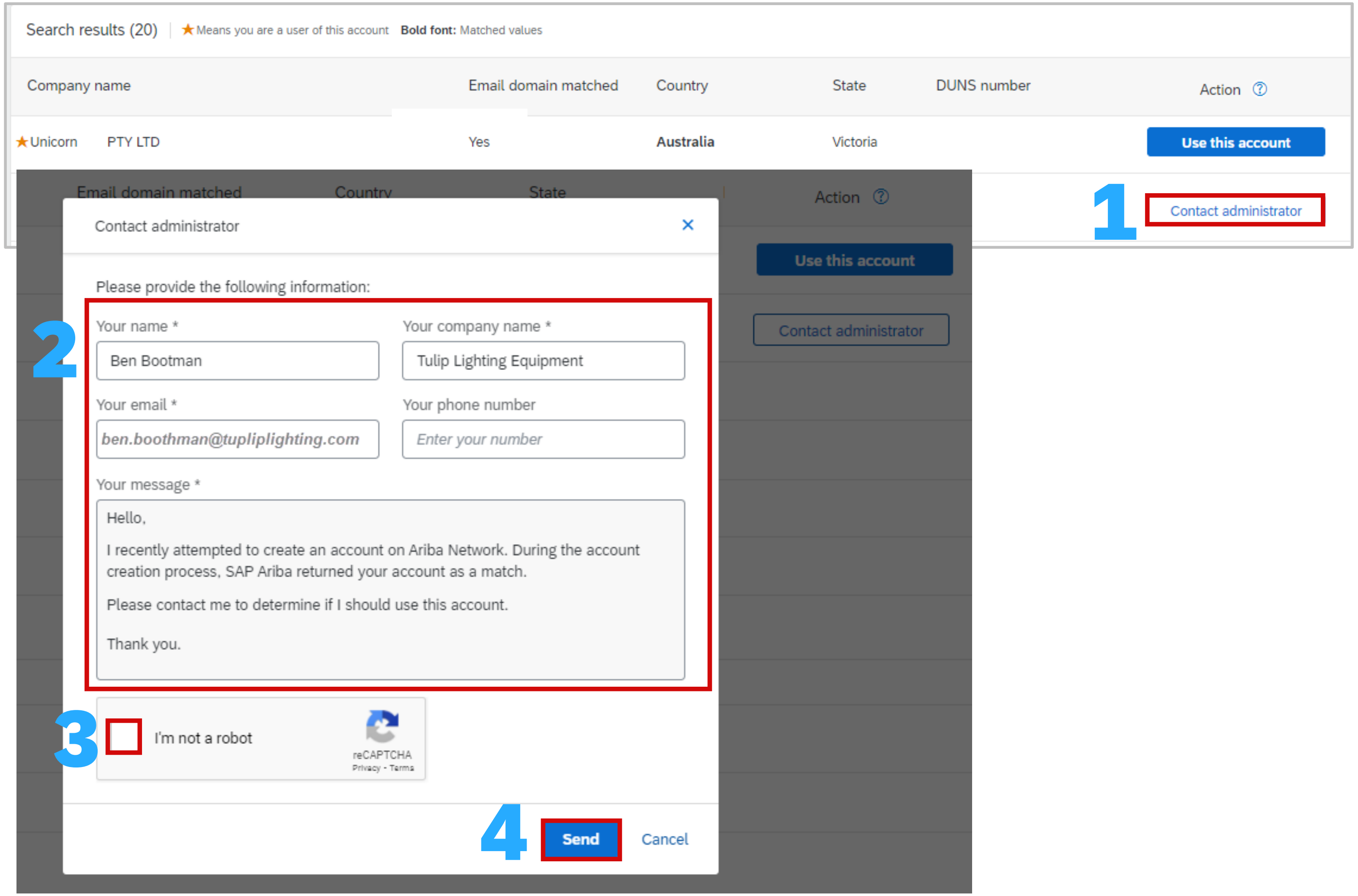
Sign in to connect with Avante Labs GmbH

Please login to the account: ***Name of existing account***

Contact Administrator

Use Contact Administrator to investigate whether an account has already been created for this Buyer, this may be an account created by a Head Office in a different country, state or region to clarify whether you should be using the this specific account.

1. Click on **Contact Administrator**
   - The Contact Administrator popup box appears
   - Confirm the details that have been auto-populated are correct and if required provide further information, ensuring that all fields with an asterisk have been completed
2. Click on **I'm not a robot**
3. Click on **Send**
   - An email will be sent to the Administrator



Search results (20) | ★Means you are a user of this account **Bold font:** Matched values

Company name	Email domain matched	Country	State	DUNS number	Action
★Unicorn PTY LTD	Yes	**Australia**	Victoria		Use this account Contact administrator

Contact administrator

Please provide the following information:

Your name *: Ben Bootman

Your company name *: Tulip Lighting Equipment

Your email *: ben.boothman@tupliplighting.com

Your phone number: Enter your number

Your message *:

Hello,

I recently attempted to create an account on Ariba Network. During the account creation process, SAP Ariba returned your account as a match.

Please contact me to determine if I should use this account.

Thank you.

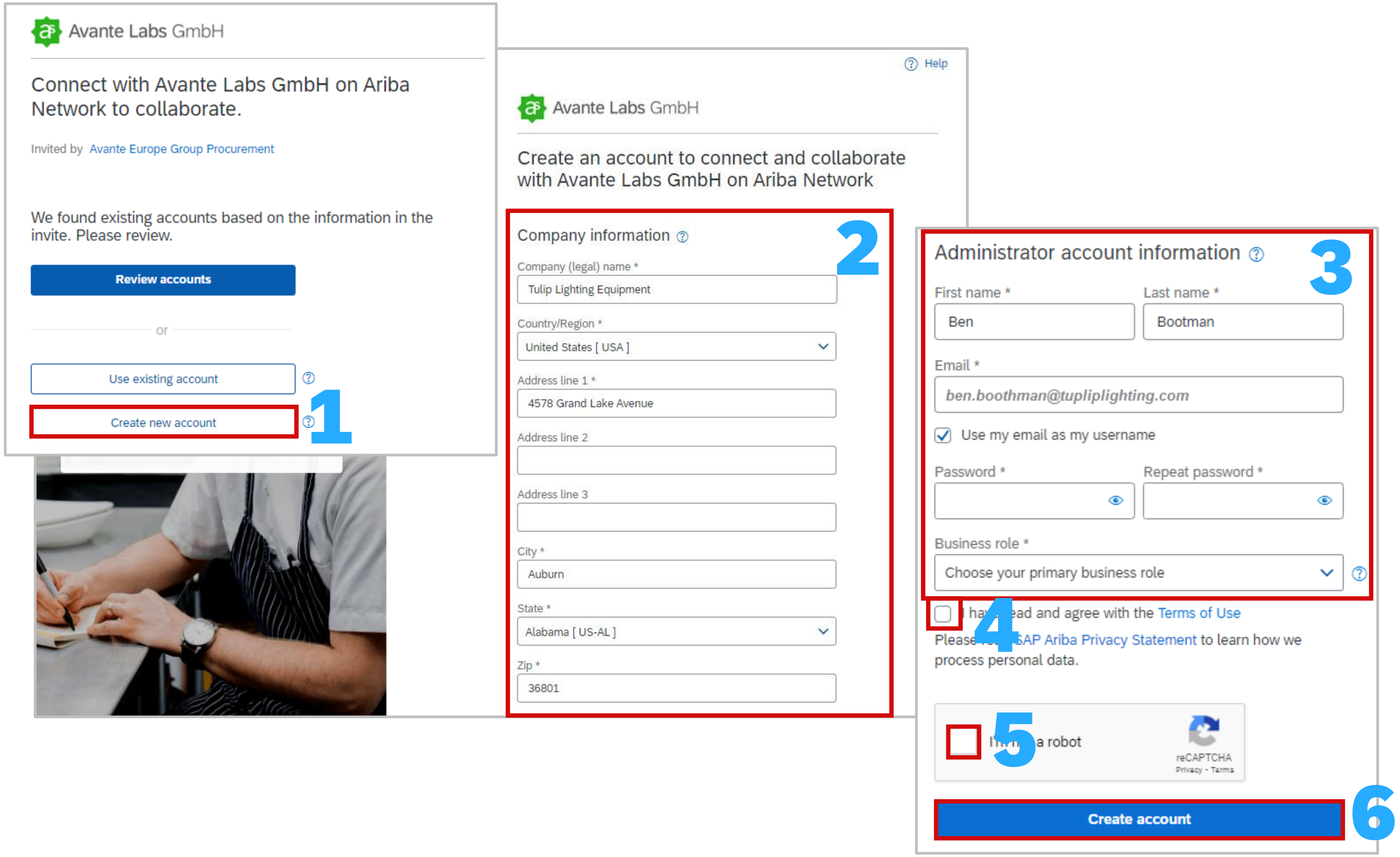
☐ I'm not a robot

Create a New Account

A Supplier has determined that a new account is required, display the invitation to connect from your Buyer:

1. Click on **Create new account**
2. Confirm or update the **Company information**, information is prepopulated based on the information from the Buyer
   - Ensure that all fields with an asterisk have been completed
- Scroll down to **Administrator account** information
   - **Note:** The fields will be auto-populated, however, if you are ***not*** the assigned System Administrator

1. Confirm or update the **Administrator account information**
2. Create a password, enter the **Password** and **Repeat password**
3. Open and review the **Terms of Use,** then click on I have read and agree with the Terms of Use
4. Click on **I'm not a robot**
5. Click on **Create Account**



Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by Avante Europe Group Procurement

We found existing accounts based on the information in the invite. Please review.

Help

Avante Labs GmbH

Create an account to connect and collaborate with Avante Labs GmbH on Ariba Network

Company information

Company (legal) name *: Tulip Lighting Equipment

Country/Region *: United States [USA]

Address line 1 *: 4578 Grand Lake Avenue

Address line 2:

Address line 3:

City *: Auburn

State *: Alabama [US-AL]

Zip *: 36801

Administrator account information

First name *: Ben

Last name *: Bootman

Email *: ben.boothman@tupliplighting.com

☑ Use my email as my username

Password *:

Repeat password *:

Business role *: Choose your primary business role

☐ I ha ead and agree with the Terms of Use

Please SAP Ariba Privacy Statement to learn how we process personal data.

☐ I' a robot

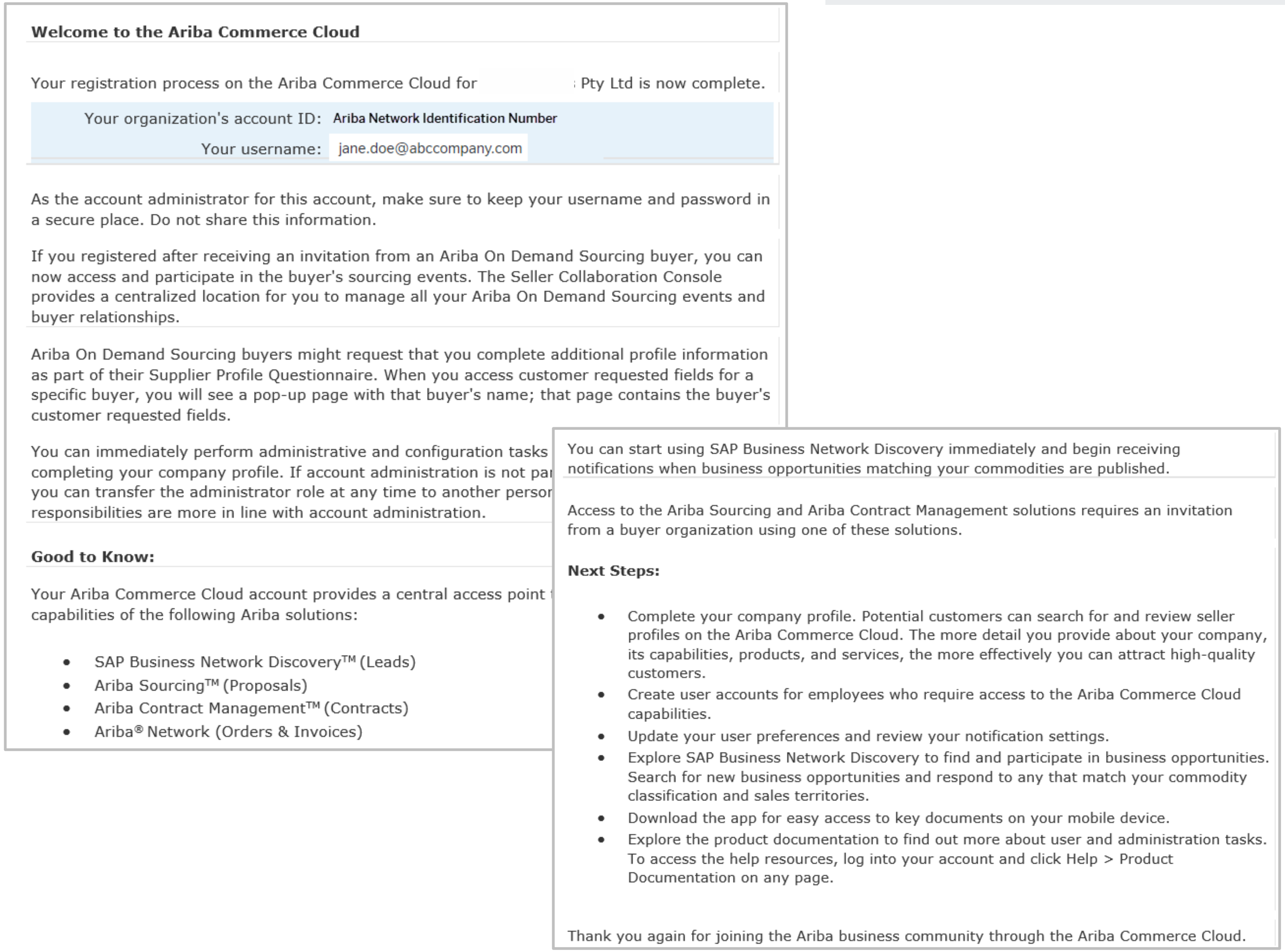
Email Confirmation of an SAP Business Network - Transacting Account

After you click on Create Account, an email from the Ariba Commerce Cloud will be sent to the email entered during the registrations process, it will indicate that the User name above is the System Administrator

A Welcome to the Ariba Commerce Cloud email will confirm:

- Registration
- Ariba Network Identification Number (ANID)
- Your Username
- Good TO Know
- Next Steps

- As the System Administrator you have already created your username and password during the registration process, use these credentials to Sign in to the SAP Business Network



Welcome to the Ariba Commerce Cloud

Your registration process on the Ariba Commerce Cloud for Pty Ltd is now complete.

Your organization's account ID: Ariba Network Identification Number

Your username: jane.doe@abccompany.com

As the account administrator for this account, make sure to keep your username and password in a secure place. Do not share this information.

If you registered after receiving an invitation from an Ariba On Demand Sourcing buyer, you can now access and participate in the buyer's sourcing events. The Seller Collaboration Console provides a centralized location for you to manage all your Ariba On Demand Sourcing events and buyer relationships.

Ariba On Demand Sourcing buyers might request that you complete additional profile information as part of their Supplier Profile Questionnaire. When you access customer requested fields for a specific buyer, you will see a pop-up page with that buyer's name; that page contains the buyer's customer requested fields.

You can immediately perform administrative and configuration tasks completing your company profile. If account administration is not par you can transfer the administrator role at any time to another persor responsibilities are more in line with account administration.

Good to Know:

Your Ariba Commerce Cloud account provides a central access point capabilities of the following Ariba solutions:

- SAP Business Network Discovery™ (Leads)
- Ariba Sourcing™ (Proposals)
- Ariba Contract Management™ (Contracts)
- Ariba® Network (Orders & Invoices)

You can start using SAP Business Network Discovery immediately and begin receiving notifications when business opportunities matching your commodities are published.

Access to the Ariba Sourcing and Ariba Contract Management solutions requires an invitation from a buyer organization using one of these solutions.

Next Steps:

- Complete your company profile. Potential customers can search for and review seller profiles on the Ariba Commerce Cloud. The more detail you provide about your company, its capabilities, products, and services, the more effectively you can attract high-quality customers.
- Create user accounts for employees who require access to the Ariba Commerce Cloud capabilities.
- Update your user preferences and review your notification settings.
- Explore SAP Business Network Discovery to find and participate in business opportunities. Search for new business opportunities and respond to any that match your commodity classification and sales territories.
- Download the app for easy access to key documents on your mobile device.
- Explore the product documentation to find out more about user and administration tasks. To access the help resources, log into your account and click Help > Product Documentation on any page.

Thank you again for joining the Ariba business community through the Ariba Commerce Cloud.

Email Confirmation of an SAP Ariba – Proposals & Questionnaires – Sourcing Account

The SAP Business Network is primarily used as a Transacting Account, where Purchase Orders and proceeding documents are exchanged with your Buyer.

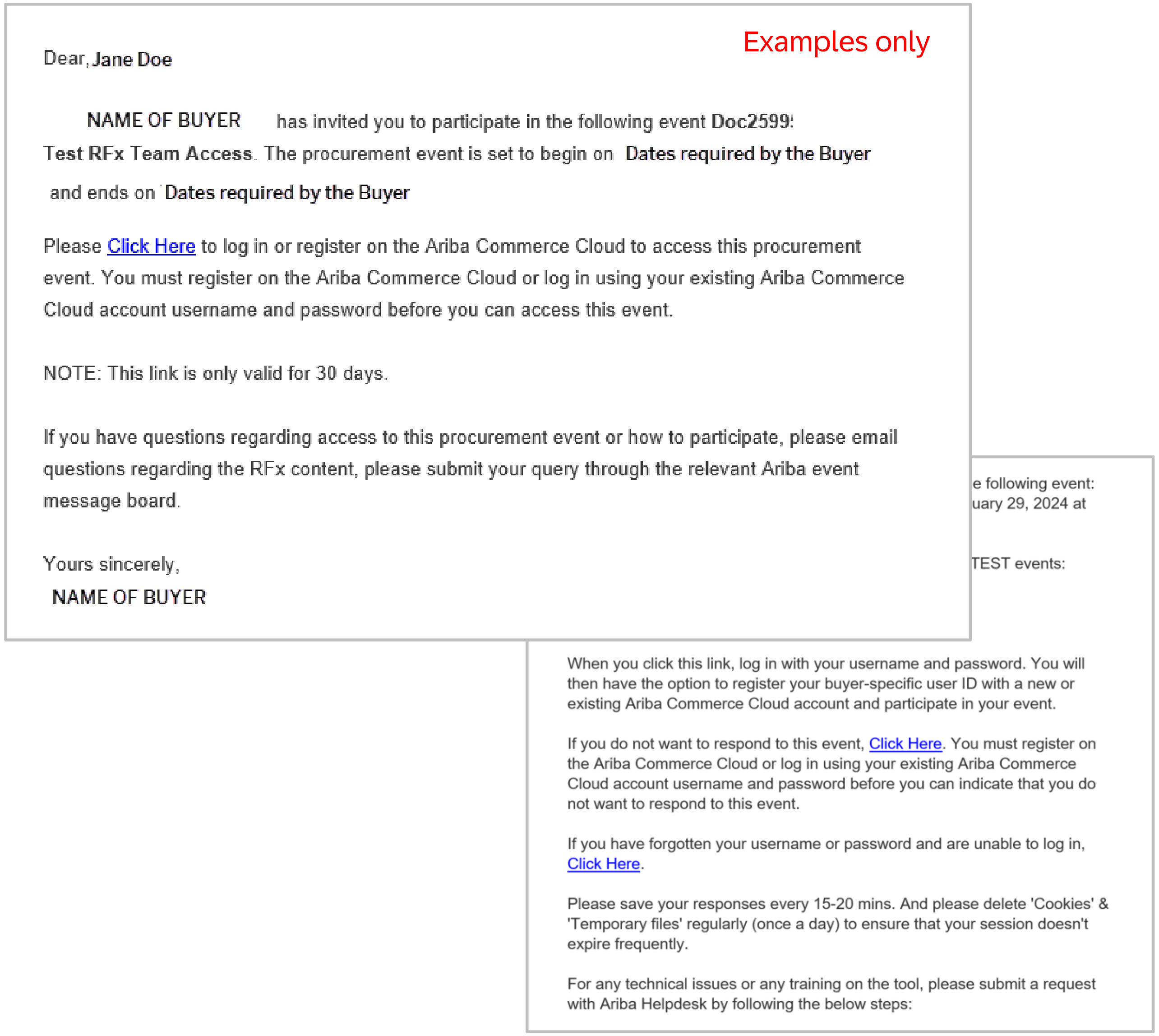
The SAP Ariba Proposals and Questionnaires (Ariba Sourcing) is for suppliers to provide information through a questionnaire (if required by the Buyer) or used to perform Events such as:

- Surveys
- Reverse Auctions
- RFI's – Request for Information
- RFPs – Request for Proposal
- RFQs – Request for Quote

Always use the "Click Here" when accessing the Invitation for the first time.

Only the person who receives the Invitation for Sourcing can access it. If it is sent to a user that is not longer with the business, contact the Buyer.

RFXs are usually created first, and ONLY when the Quote or information is completed a Purchase Order is completed



Examples only

Dear, Jane Doe

NAME OF BUYER has invited you to participate in the following event Doc2599! Test RFx Team Access. The procurement event is set to begin on Dates required by the Buyer and ends on Dates required by the Buyer

Please Click Here to log in or register on the Ariba Commerce Cloud to access this procurement event. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can access this event.

NOTE: This link is only valid for 30 days.

If you have questions regarding access to this procurement event or how to participate, please email questions regarding the RFx content, please submit your query through the relevant Ariba event message board.

Yours sincerely,
NAME OF BUYER

e following event:
uary 29, 2024 at

TEST events:

When you click this link, log in with your username and password. You will then have the option to register your buyer-specific user ID with a new or existing Ariba Commerce Cloud account and participate in your event.

If you do not want to respond to this event, Click Here. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.

If you have forgotten your username or password and are unable to log in, Click Here.

Please save your responses every 15-20 mins. And please delete 'Cookies' & 'Temporary files' regularly (once a day) to ensure that your session doesn't expire frequently.

For any technical issues or any training on the tool, please submit a request with Ariba Helpdesk by following the below steps:

Log In or Register – SAP Ariba Sourcing Account

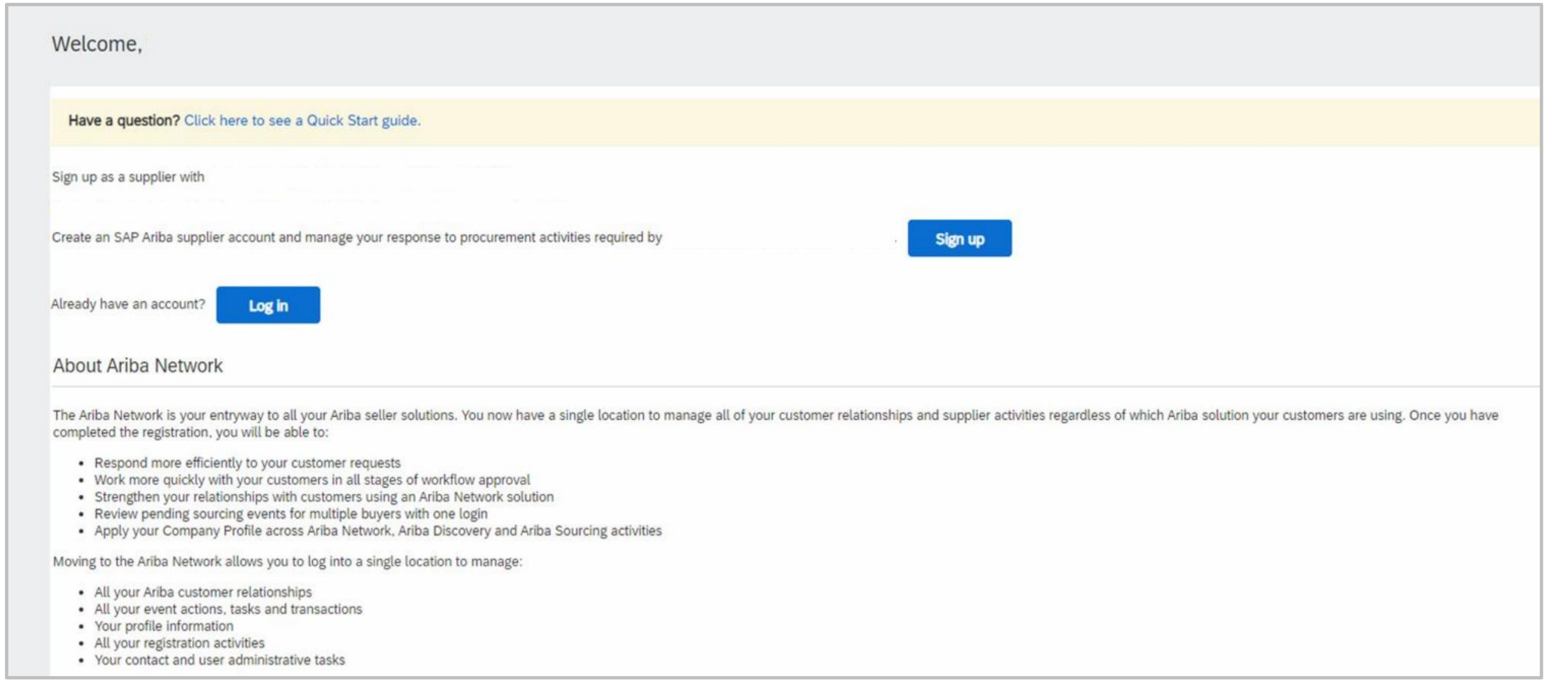
After clicking on the link from within the SAP Ariba Sourcing (Proposals and Questionnaires) Account, you need to determine whether you need to:

Register a New Account

Or

Log In to an existing account

Always access a new invitation from within the invitation type you have been sent



Welcome,

Have a question? Click here to see a Quick Start guide.

Sign up as a supplier with

Create an SAP Ariba supplier account and manage your response to procurement activities required by

Already have an account?

About Ariba Network

The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships and supplier activities regardless of which Ariba solution your customers are using. Once you have completed the registration, you will be able to:

- Respond more efficiently to your customer requests
- Work more quickly with your customers in all stages of workflow approval
- Strengthen your relationships with customers using an Ariba Network solution
- Review pending sourcing events for multiple buyers with one login
- Apply your Company Profile across Ariba Network, Ariba Discovery and Ariba Sourcing activities

Moving to the Ariba Network allows you to log into a single location to manage:

- All your Ariba customer relationships
- All your event actions, tasks and transactions
- Your profile information
- All your registration activities
- Your contact and user administrative tasks

Temporary Account Information

In some instances a Buyer may use a Quick Enablement Process. Click on the link from within the invitation.

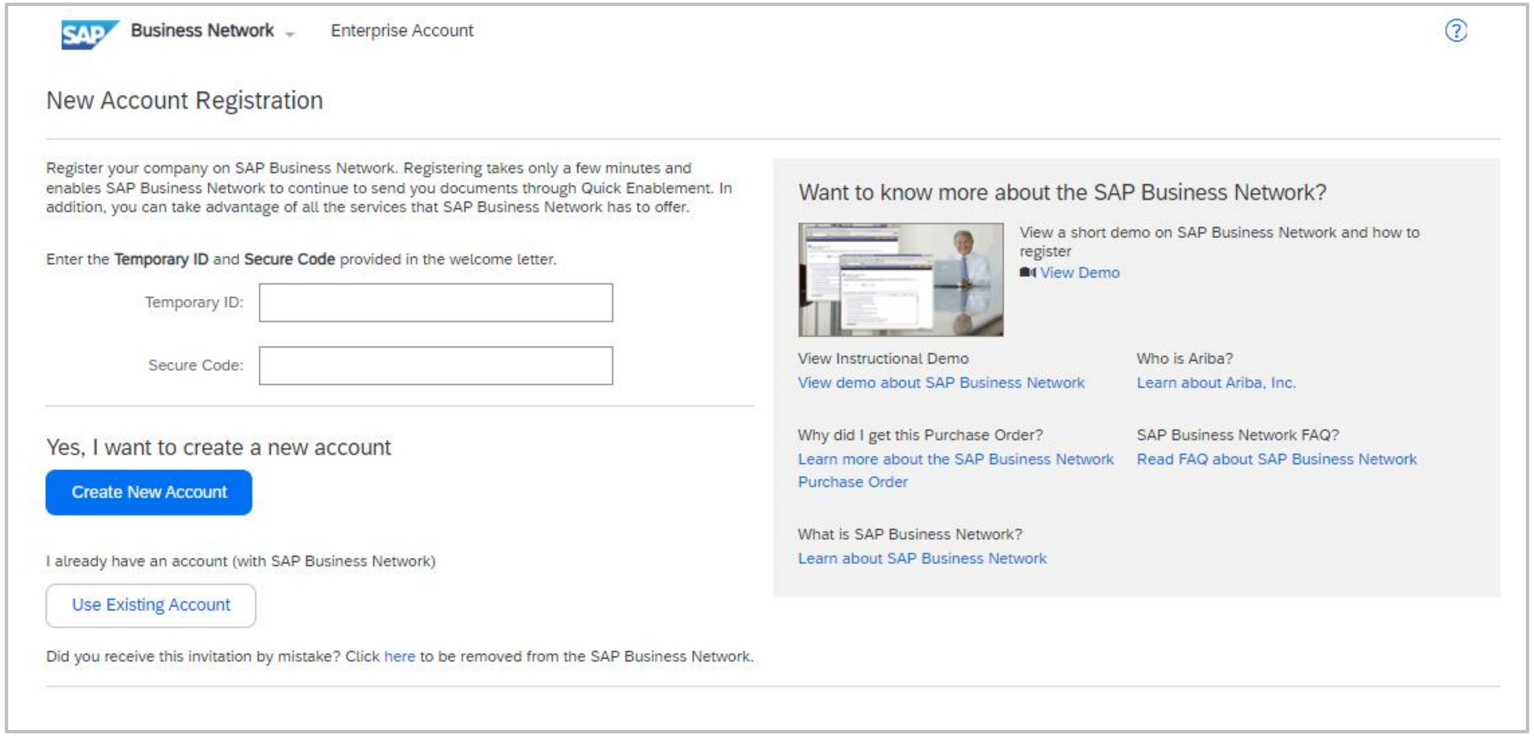
The invitation or interactive document will provide a Temporary ID and Secure code for Supplier to enter to access and complete the task requested by the Buyer.

Suppliers can also elect to:

Create a New Account

OR

Use and Existing Account



New Account Registration

Register your company on SAP Business Network. Registering takes only a few minutes and enables SAP Business Network to continue to send you documents through Quick Enablement. In addition, you can take advantage of all the services that SAP Business Network has to offer.

Enter the **Temporary ID** and **Secure Code** provided in the welcome letter.

Temporary ID:

Secure Code:

Yes, I want to create a new account

I already have an account (with SAP Business Network)

Did you receive this invitation by mistake? Click here to be removed from the SAP Business Network.

Want to know more about the SAP Business Network?

View a short demo on SAP Business Network and how to register
View Demo

View Instructional Demo
View demo about SAP Business Network

Who is Ariba?
Learn about Ariba, Inc.

Why did I get this Purchase Order?
Learn more about the SAP Business Network Purchase Order

SAP Business Network FAQ?
Read FAQ about SAP Business Network

What is SAP Business Network?
Learn about SAP Business Network

Sign in for the first time

After the account has been registered, irrespective of whether it is an SAP Business Network Transacting Account or an SAP Ariba Sourcing account, the first time you log in is the same.

Locate the 2 Emails in your Inbox from “Ariba Commerce Cloud”, one will contain your Login and the second will contain a temporary password.

When new Users are created they will also need to follow these steps:

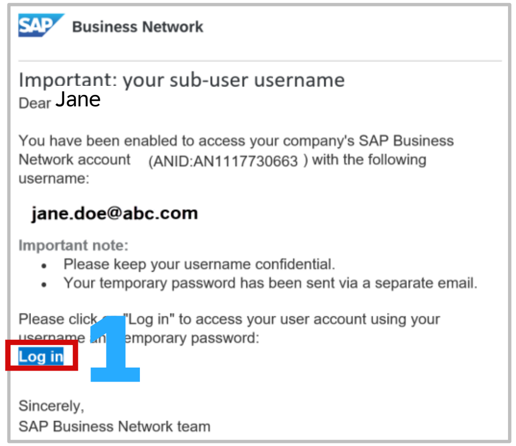
1. Open the Username email and click on **Log In**
2. Enter the **Username** shown in the email,
3. Click on **Next**
4. Open the temporary password email and copy the **Temporary password**
5. Enter or paste the temporary password
6. Click on **Sign in**

The Reset your password screen is displayed

6. Re-Enter the Temporary Password
7. Create a New Password (refer to Create a Password)
8. Re-enter the New Password

Click on the 👁 to view what is entered, the information in the box turns to green when all criteria are met for a password

9. Click on **Submit**
10. Select the **Business Role**
11. Click on **Submit**



Important: your sub-user username

Dear Jane

You have been enabled to access your company's SAP Business Network account (ANID:AN1117730663) with the following username:

jane.doe@abc.com

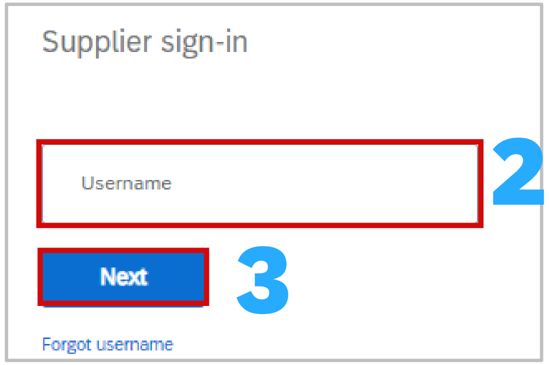
Important note:

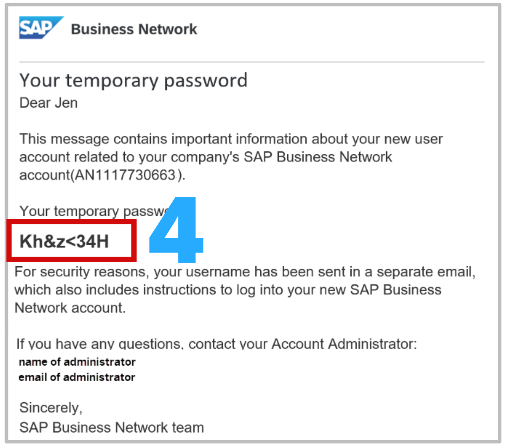
- Please keep your username confidential.
- Your temporary password has been sent via a separate email.

Please click o "Log in" to access your user account using your username an emporary password:

Log in

Sincerely,
SAP Business Network team





Your temporary password

Dear Jen

This message contains important information about your new user account related to your company's SAP Business Network account(AN1117730663).

Your temporary passw

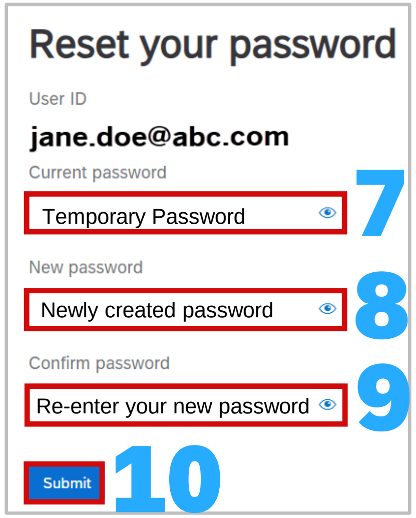
Kh&z<34H

For security reasons, your username has been sent in a separate email, which also includes instructions to log into your new SAP Business Network account.

If you have any questions, contact your Account Administrator:
name of administrator
email of administrator

Sincerely,
SAP Business Network team

jane.doe@abc.com

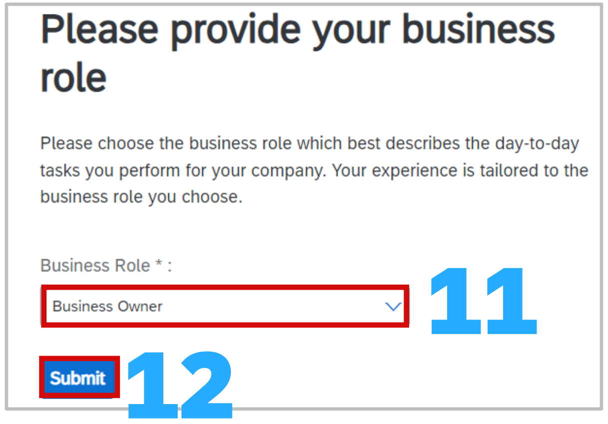


User ID: jane.doe@abc.com

Current password: Temporary Password

New password: Newly created password

Confirm password: Re-enter your new password



Please provide your business role

Please choose the business role which best describes the day-to-day tasks you perform for your company. Your experience is tailored to the business role you choose.

Business Role * : Business Owner

Sign in to a Transacting Account – Forgot Username

After logging in, **SAP Business Network** will be displayed on the top left of the screen

1. Display the SAP Business Network log-in screen
2. Click on **Forgot username**
3. Enter your **Email Address**

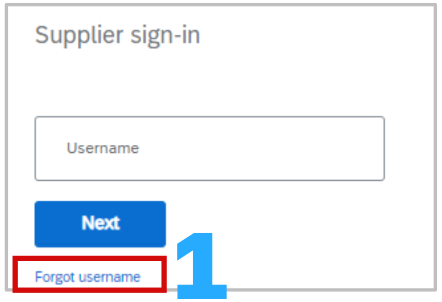
Note: This may or may not be the username as those with many accounts may have different usernames BUT the email address linked to each will be your actual email

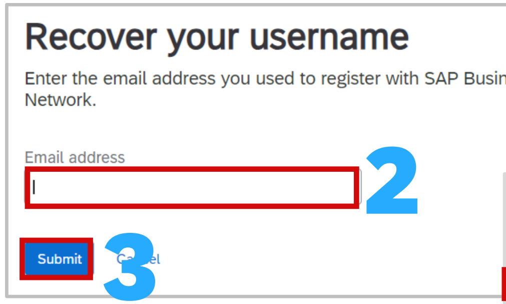
Click on Submit

Screen message – **We have sent an email**

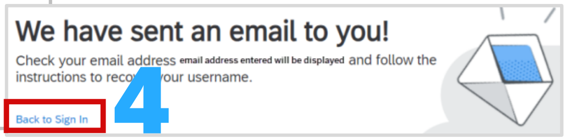
4. Click on **Back to Sign In**
5. Locate the Ariba Commerce Cloud email – **Request for your Ariba Commerce Cloud username**

   Open the email, Identify the required username
6. Enter the **Username** into the **Supplier Sign-in** screen
7. Click **Next**
8. Enter your **Password** ([Click here]() if you have forgotten your password)
9. Click on **Sign in**

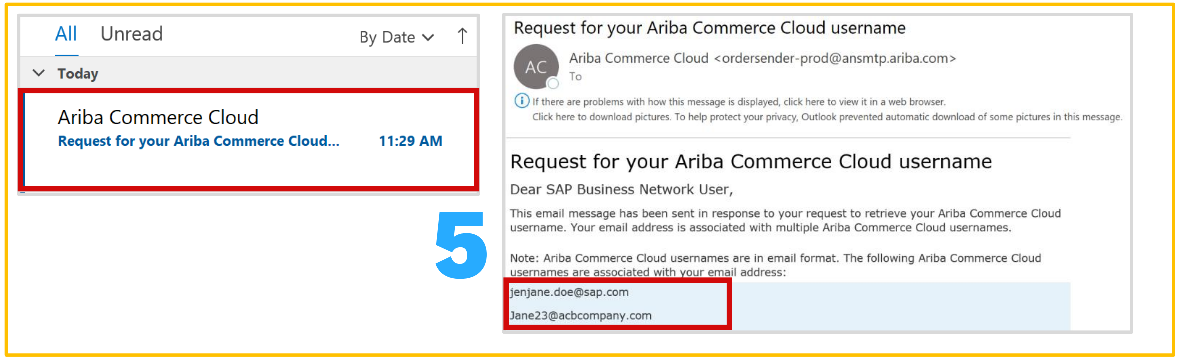



Recover your username

Enter the email address you used to register with SAP Business Network.


We have sent an email to you!

Check your email address email address entered will be displayed and follow the instructions to recover your username.



Request for your Ariba Commerce Cloud username

Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>
To

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

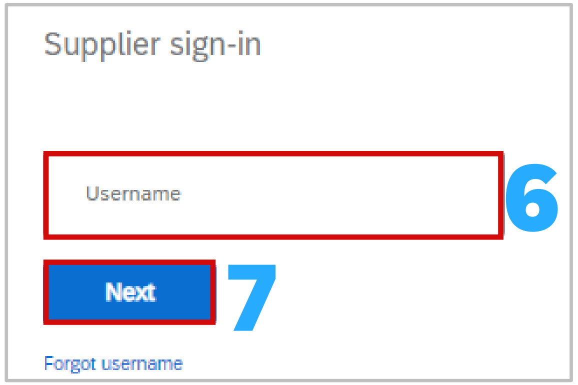
Request for your Ariba Commerce Cloud username

Dear SAP Business Network User,

This email message has been sent in response to your request to retrieve your Ariba Commerce Cloud username. Your email address is associated with multiple Ariba Commerce Cloud usernames.

Note: Ariba Commerce Cloud usernames are in email format. The following Ariba Commerce Cloud usernames are associated with your email address:

jenjane.doe@sap.com
Jane23@acbcompany.com



Sign in to Transacting Account – Forgot Password

After logging in, **SAP Business Network** will be displayed on the top left of the screen

Display the SAP Business Network log-in screen

1. Enter your **Username**
2. Click on **Next**
3. Click on **Forgot Password**
4. Enter your **email address**

Note: You will need to re-enter your **Username**, and click **Next** to return to the password entry Sign-in screen

5. Click on **Submit**

Screen Message – **We have sent you an email**

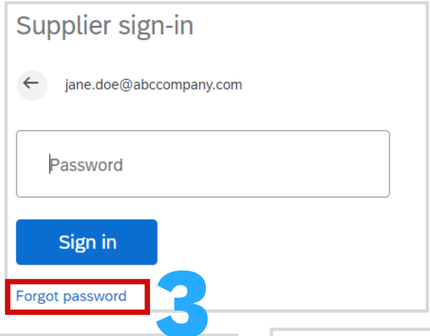
6. Click on **Back to Sign-in**
7. Locate the Ariba Commerce Cloud email – **Ariba Account Password Reset Information,**
8. Open the email, Identify the username that you have forgotten the password for, then click on **Click Here** next to the username

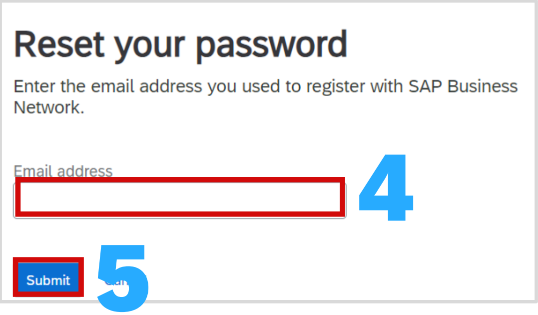
Note: Where you have more than one account, click on the Click Here next to the required username to update the password on

9. Enter your **New Password** (Refer to Creating a Password for more information)
10. Re-enter the **New Password**

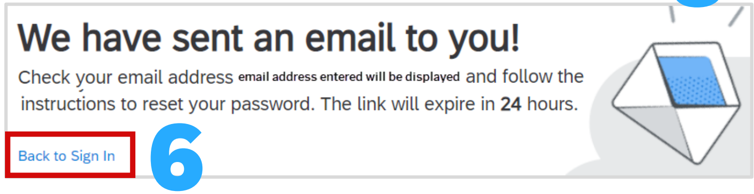
Note: Clicking on 👁 displays what has been entered

11. Click on **Submit**
12. Click on **Back to Sign in**
13. The **Supplier Sign-in** screen is displayed, enter the Username and the newly created password

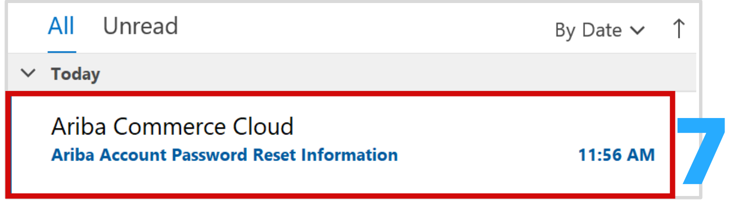


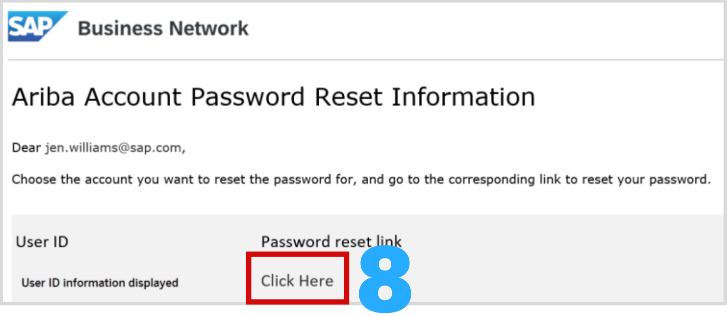

Reset your password

Enter the email address you used to register with SAP Business Network.


We have sent an email to you!

Check your email address email address entered will be displayed and follow the instructions to reset your password. The link will expire in **24** hours.



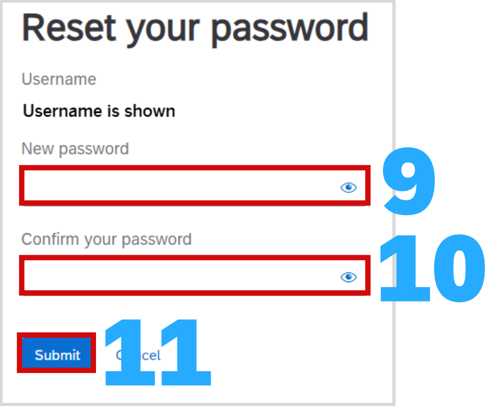

Business Network

Ariba Account Password Reset Information

Dear jen.williams@sap.com,

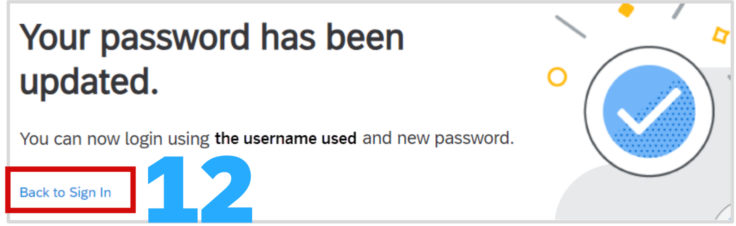
Choose the account you want to reset the password for, and go to the corresponding link to reset your password.

User ID	Password reset link
User ID information displayed	Click Here


Reset your password

Username

Username is shown


Your password has been updated.

You can now login using **the username used** and new password.

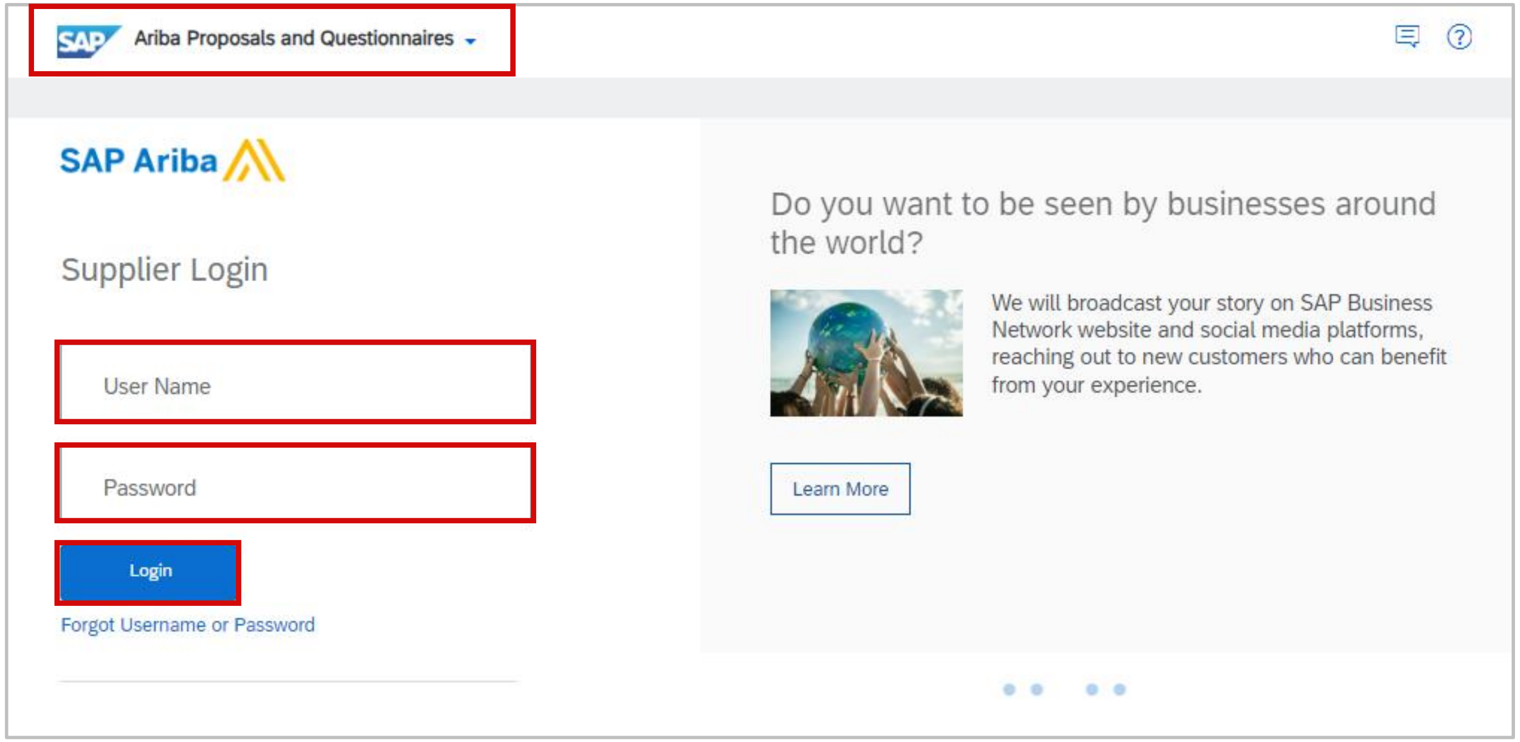
Log In to SAP Ariba Proposals & Questionnaires - Sourcing Account

The SAP Business Network uses a two-screen Sign in process but the SAP Proposals & Questionnaires (Sourcing) requires users to enter the Username and Password onto the same screen.

Proposals and Questionnaires provide Suppliers with access to RFXs, surveys and questionnaires. Sign in to the SAP Business Network for Purchase Orders and associated processes.

Click here for the SAP Ariba Supplier Login Screen

1. Ensure you have the **SAP Ariba Proposals and Questionnaires** screen displayed
2. Enter your **Username**
3. Enter your **Password**
4. Click on **Login**



Do you want to be seen by businesses around the world?

We will broadcast your story on SAP Business Network website and social media platforms, reaching out to new customers who can benefit from your experience.

Log in to SAP Ariba Proposals & Questionnaires (Sourcing) Account – Forgot Username

After logging in, **SAP Ariba Proposals and Questionnaires** will be displayed on the top left of the screen

Display the Ariba Proposals and Questionnaires Supplier Login page (refer to [Which Account am I using](#))

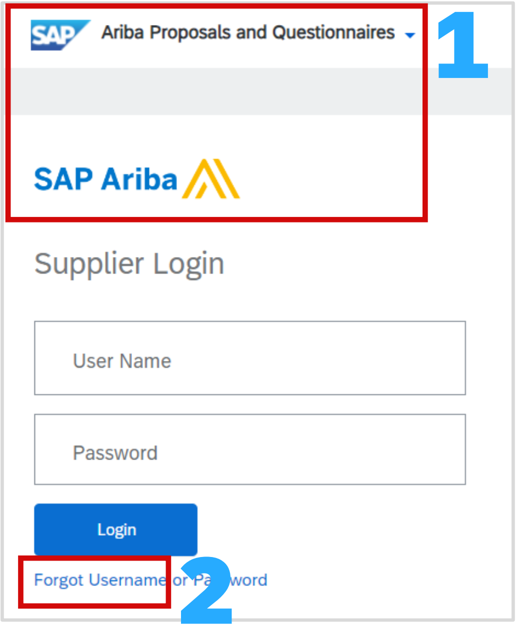
1. Display the SAP Ariba log-in screen
2. Click on **Forgot username**
3. Enter your **Email Address**

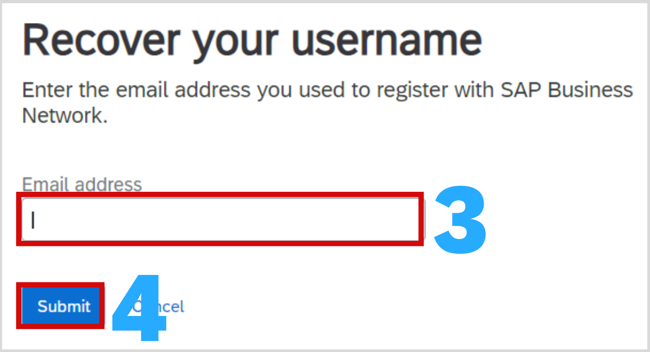
Note: This may or may not be the username as those with many accounts may have different usernames BUT the email address linked to each will be your actual email

4. Click on **Submit**

Screen message – **We have sent an email**

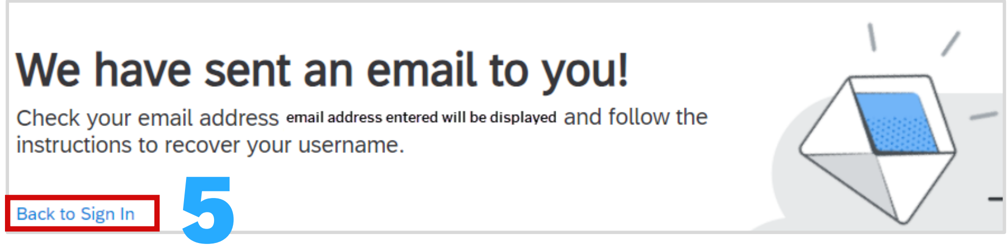
5. Click on **Back to Sign In**
6. Locate the Ariba Commerce Cloud email – **Request for your Ariba Commerce Cloud username**
   Open the email, Identify the required username
7. Enter the **Username** into the **Supplier Login** screen
8. Enter your **Password** ([Click here](#) if you have forgotten your proposals and Questionnaires password)
9. Click on **Login**





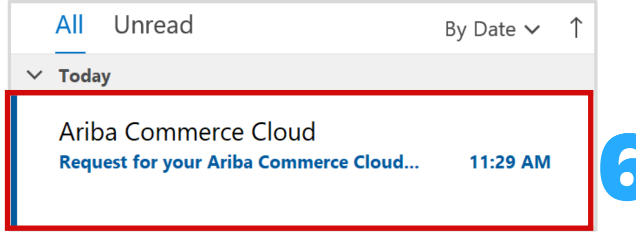
Recover your username

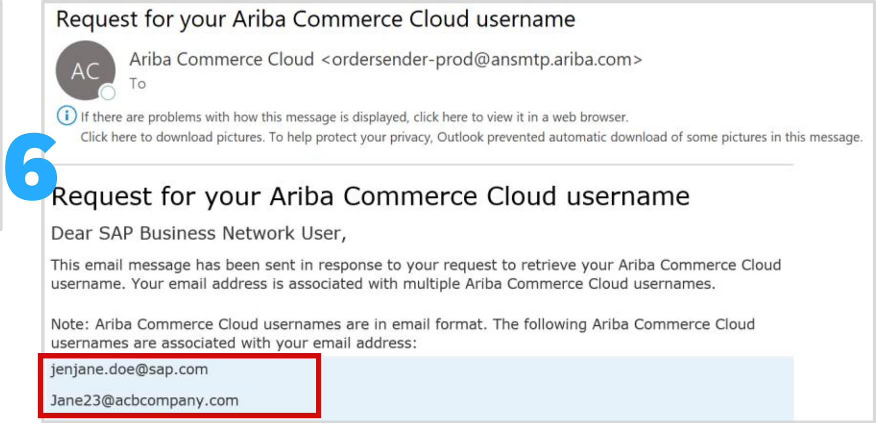
Enter the email address you used to register with SAP Business Network.



We have sent an email to you!

Check your email address email address entered will be displayed and follow the instructions to recover your username.





Request for your Ariba Commerce Cloud username

AC Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>
To

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

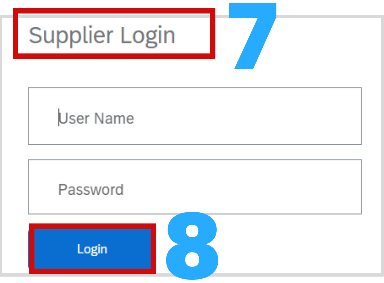
Request for your Ariba Commerce Cloud username

Dear SAP Business Network User,

This email message has been sent in response to your request to retrieve your Ariba Commerce Cloud username. Your email address is associated with multiple Ariba Commerce Cloud usernames.

Note: Ariba Commerce Cloud usernames are in email format. The following Ariba Commerce Cloud usernames are associated with your email address:

jenjane.doe@sap.com
Jane23@acbcompany.com



Log in to Ariba Proposals & Questionnaires (Sourcing) Account – Forgot Password

After logging in, **SAP Ariba Proposals and Questionnaires** will be displayed on the top left of the screen

Display the Ariba Proposals and Questionnaires Supplier Login page (refer to [Which Account am I using](#))

1. Display the SAP Ariba login screen
2. Click on Forgot **Password**
3. Enter your **Email Address**

Note: You will need to re-enter your **Username**, and click **Next** to return to the password entry Sign-in screen

4. Click on **Submit**

Screen Message – **We have sent you an email**

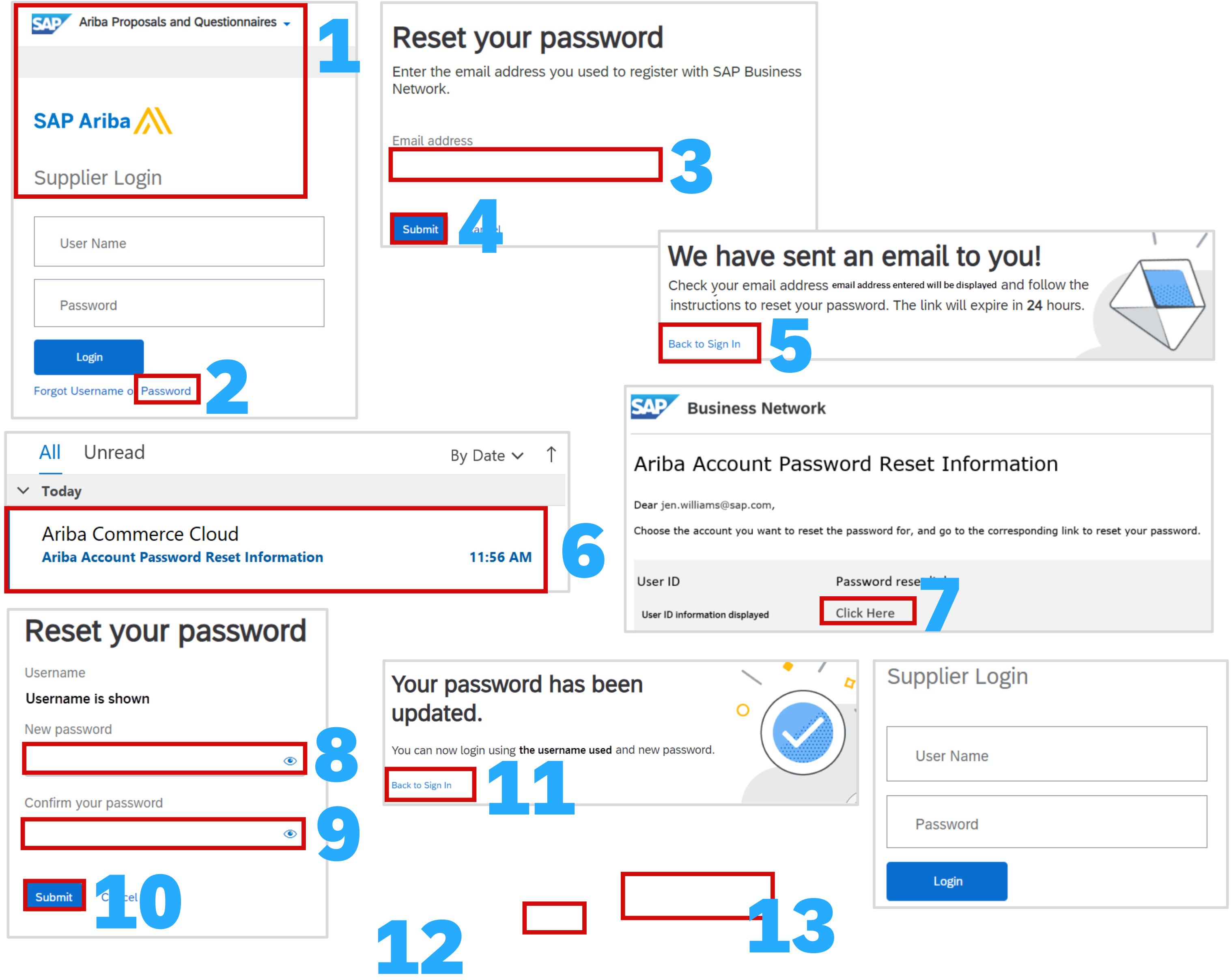
6. Click on **Back to Sign in**
7. Locate the Ariba Commerce Cloud email – **Ariba Account Password Reset Information,**
8. Open the email, Identify the username that you have forgotten the password for, then click on **Click Here** next to the username

Note: Where you have more than one account, click on the **Click Here** next to the required username to update the password on

9. Enter your New Password (Refer to [Creating a Password](#) for more information)
10. Re-enter the **New Password**

Note: Clicking on 👁 displays what has been entered

11. Click on **Submit**
12. Click on **Back to Sign in**
13. The **Supplier Login** screen is displayed, enter the Username and the newly created password



Reset your password

Enter the email address you used to register with SAP Business Network.

We have sent an email to you!

Check your email address email address entered will be displayed and follow the instructions to reset your password. The link will expire in 24 hours.

Ariba Account Password Reset Information

Dear jen.williams@sap.com,

Choose the account you want to reset the password for, and go to the corresponding link to reset your password.

User ID: User ID information displayed

Your password has been updated.

You can now login using the username used and new password.

Creating a Password Information

There are specific parameters that must be met when creating a Password.

The initial screen will display all information in black text

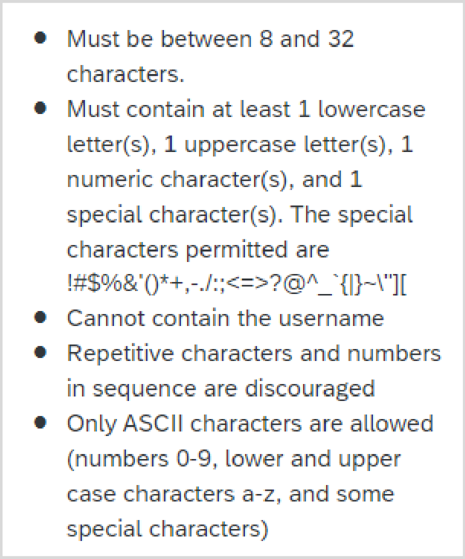
As you create a password:

Green indicates that you have met the criteria

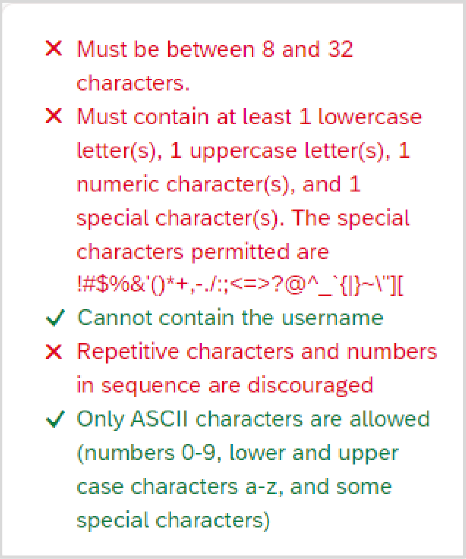
Red indicates that you have not yet met the requirements of the password

Clicking on the 👁 at the end of the field will display what has been entered

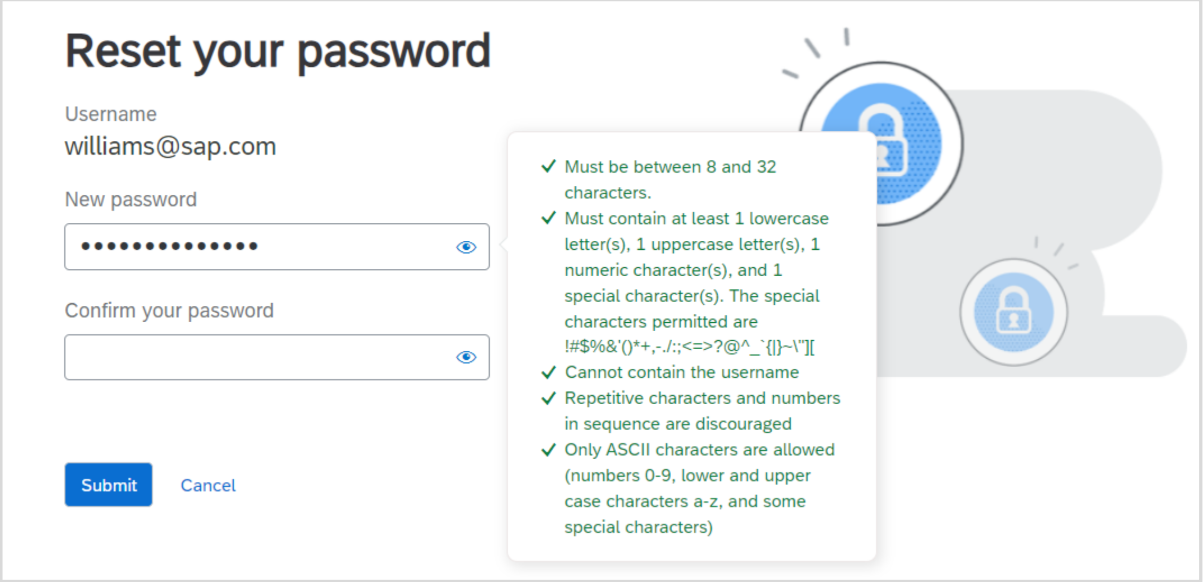
When using credentials (Username) that is generic be sure to advise all those using the same credentials of the updated password, otherwise the account may be locked and a new password created



- Must be between 8 and 32 characters.
- Must contain at least 1 lowercase letter(s), 1 uppercase letter(s), 1 numeric character(s), and 1 special character(s). The special characters permitted are !#$%&'()*+,-./:;<=>?@^_`{|}~\"][
- Cannot contain the username
- Repetitive characters and numbers in sequence are discouraged
- Only ASCII characters are allowed (numbers 0-9, lower and upper case characters a-z, and some special characters)



- ✗ Must be between 8 and 32 characters.
- ✗ Must contain at least 1 lowercase letter(s), 1 uppercase letter(s), 1 numeric character(s), and 1 special character(s). The special characters permitted are !#$%&'()*+,-./:;<=>?@^_`{|}~\"][
- ✓ Cannot contain the username
- ✗ Repetitive characters and numbers in sequence are discouraged
- ✓ Only ASCII characters are allowed (numbers 0-9, lower and upper case characters a-z, and some special characters)



Reset your password

Username
williams@sap.com

New password
•••••••••••••• 👁

Confirm your password
👁

- ✓ Must be between 8 and 32 characters.
- ✓ Must contain at least 1 lowercase letter(s), 1 uppercase letter(s), 1 numeric character(s), and 1 special character(s). The special characters permitted are !#$%&'()*+,-./:;<=>?@^_`{|}~\"][
- ✓ Cannot contain the username
- ✓ Repetitive characters and numbers in sequence are discouraged
- ✓ Only ASCII characters are allowed (numbers 0-9, lower and upper case characters a-z, and some special characters)

Which Account are you using?

Identify which account you are in by noting the name that appears on the top left of the screen.

Each account allows a user to access it via the drop down on each different account type.

The account types available are:

- SAP Ariba Discovery
- SAP Proposals And Questionnaires
- Ariba Contracts
- SAP Business Network

Use the drop-down arrow to change to a different account drop-down

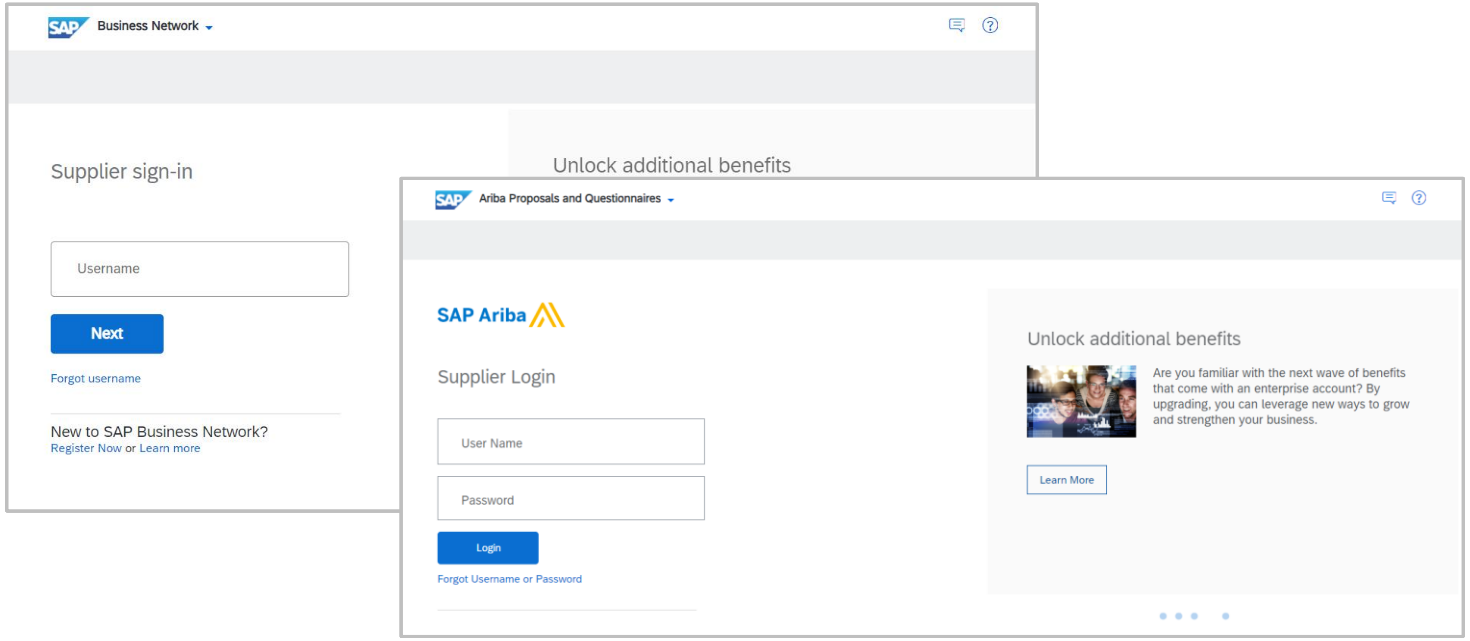
There are two types of Accounts:

- Enterprise Accounts – Attracts Subscription and Transaction Fees but delivers a higher degree of options
- Standard Accounts – Does NOT attract fees
- Proposals and Questionnaires – Both Enterprise and Standard accounts do not attract any fees as this is used for responding to surveys, questionnaires or events (RFXs)

Test Accounts are identified by the inclusion of a TEST MODE heading

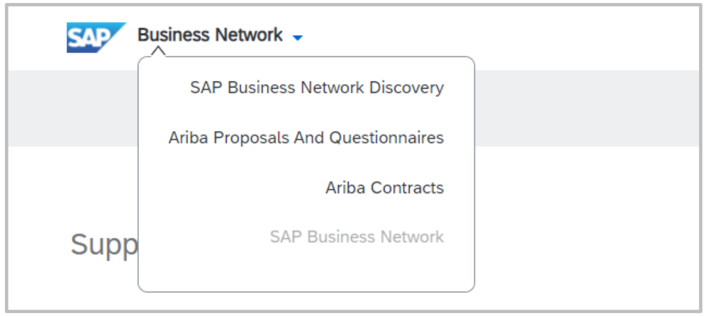
Standard accounts contain an option to Upgrade to an Enterprise Account

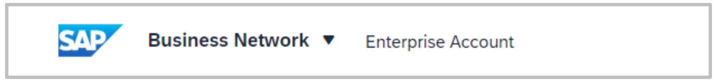
Be aware that if a Buyer is using a Supplier Fee Exempt or Buyer Funded Model it means that ONLY that Buyer does not attract fees.

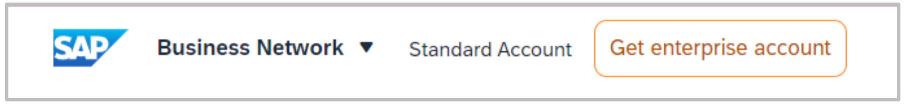


New to SAP Business Network?

Are you familiar with the next wave of benefits that come with an enterprise account? By upgrading, you can leverage new ways to grow and strengthen your business.







Standard Accounts

Information

- A Standard account is Fee Free
- Suppliers can upgrade to an Enterprise Account however, should be aware that it may attract Subscription and Transaction fees
- Ensure that you understand the Terms of Use prior to accepting
- Ensure you understand and accept the Privacy Policy before accepting
- A Standard Account cannot be used for integration
- Suppliers using a Standard Account only have access to Technical Support
- Supply Chain Collaboration Customers cannot use a Standard Account
- When upgrading a Standard Account please ensure you understand that it may attract Subscription and/or Transaction Fees
- Suppliers who have an Enterprise Account can downgrade to a Standard Account by using the Downgrade to Standard Account Option
- Standard Accounts do not provide a reporting module
- Standard Accounts with a Buyer Relationship can access the Catalogs module but it will be a Self-Service
- Suppliers who need assistance for process information need to access their Supplier Information Portal, complete a Support form from their Buyer (where available) or access Self-Help
- A walk-up registration will create a standard account, note Buyers need to generate a relationship with a Supplier, Suppliers ***cannot*** create a relationship with Buyers
- Suppliers can convert an Enterprise Account to a Standard Account by using the Self-Service Account Downgrade process
- To Access “What is the difference between Enterprise and Standard accounts?” – **Click Here**

Standard Account Information

A Standard Account is a free account and can be created from the email invitation from your Buyer or created via a walk-up registration

- When creating a standard account you will receive an interactive document request
- Log in using an existing standard account that you have for the Buyer or if this is the first order from the Buyer and you are electing to use the Standard Account process:

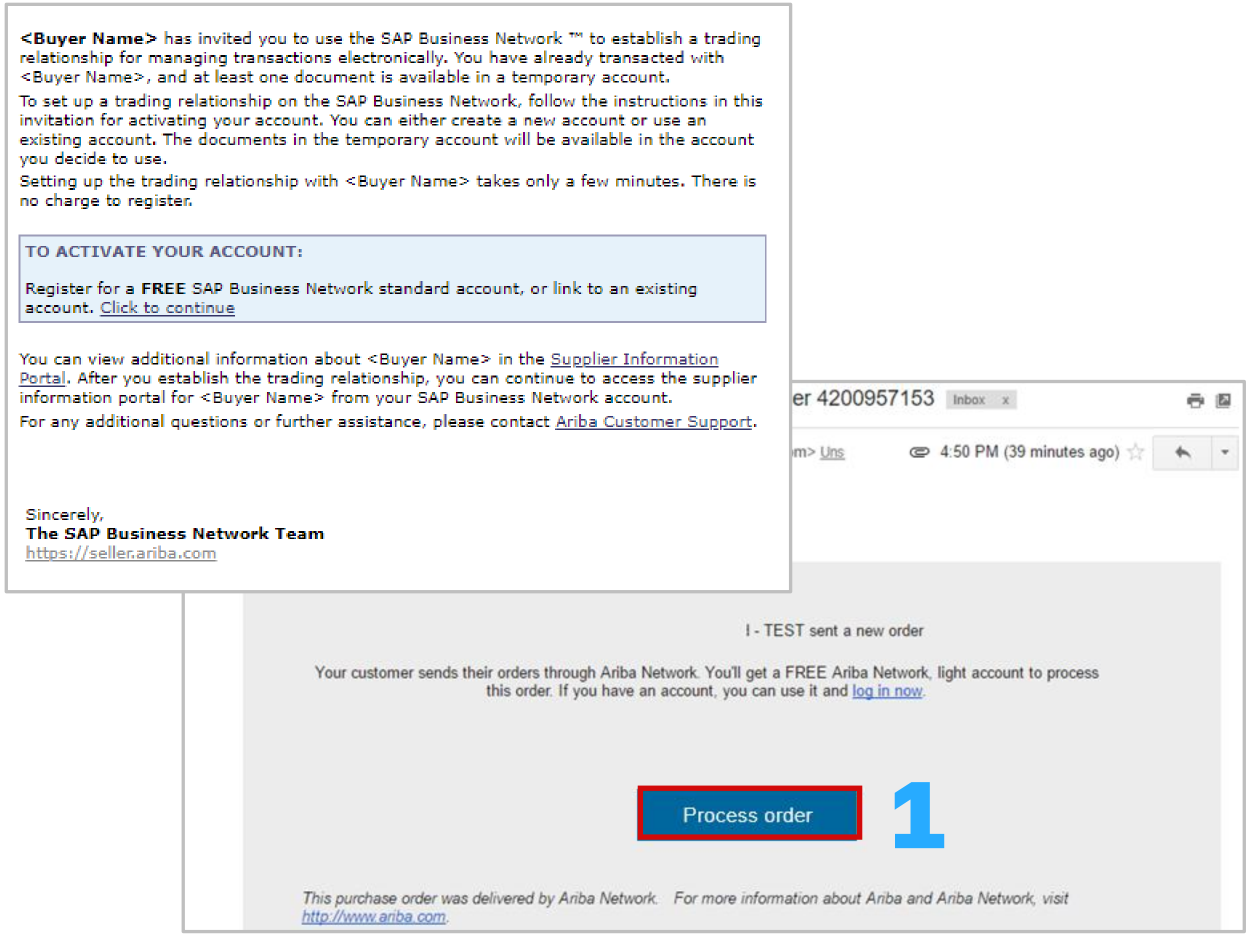
With the Purchase Order Open

1. Click on **Process Order**

- A prompt you to either use an existing account or create a new one, follow the prompts

The Registration page will be displayed

- An Upgrade option is available, however, Suppliers should ensure they are aware that upgrading from a Standard to an Enterprise Account may attract fees.



<Buyer Name> has invited you to use the SAP Business Network ™ to establish a trading relationship for managing transactions electronically. You have already transacted with <Buyer Name>, and at least one document is available in a temporary account.

To set up a trading relationship on the SAP Business Network, follow the instructions in this invitation for activating your account. You can either create a new account or use an existing account. The documents in the temporary account will be available in the account you decide to use.

Setting up the trading relationship with <Buyer Name> takes only a few minutes. There is no charge to register.

TO ACTIVATE YOUR ACCOUNT:

Register for a **FREE** SAP Business Network standard account, or link to an existing account. Click to continue

You can view additional information about <Buyer Name> in the Supplier Information Portal. After you establish the trading relationship, you can continue to access the supplier information portal for <Buyer Name> from your SAP Business Network account.

For any additional questions or further assistance, please contact Ariba Customer Support.

Sincerely,
The SAP Business Network Team
https://seller.ariba.com

I - TEST sent a new order

Your customer sends their orders through Ariba Network. You'll get a FREE Ariba Network, light account to process this order. If you have an account, you can use it and log in now.

This purchase order was delivered by Ariba Network. For more information about Ariba and Ariba Network, visit http://www.ariba.com.

Creating a Standard Account

You have determined that a Standard Account is the account that best suits your transaction processes with you Buyer.

- A Standard Account is free and all transacting Ariba Documents are sent via Email, there is limited access to the SAP Business Network.

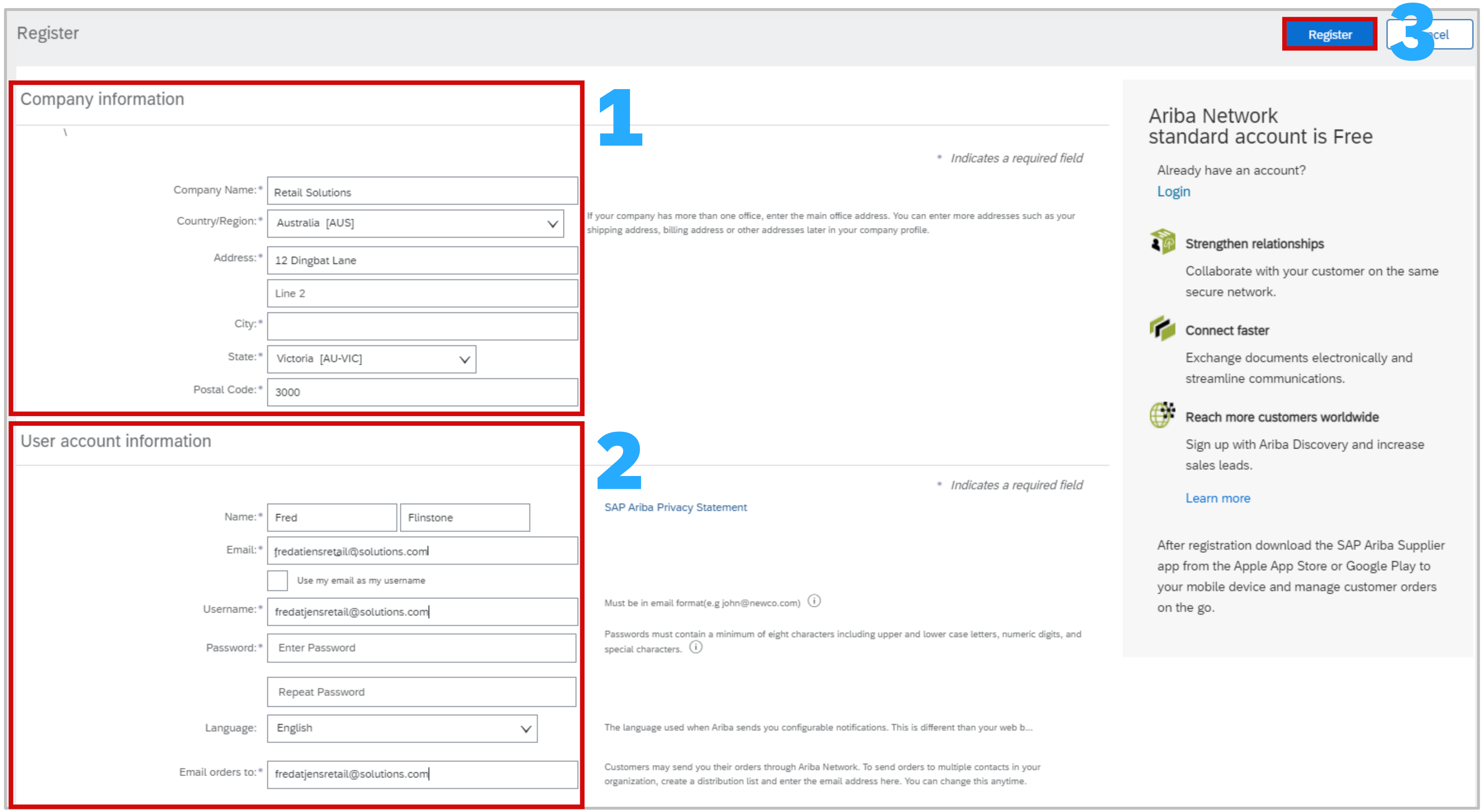
- The System Administrator is still required to complete the Account configuration processes and can create users to perform processes associated with the documents used by you Buyer

- Complete the form ensuring that all fields with an asterisks are completed, any missed fields with an asterisks will produce and error and will not allow you to proceed

Section 1 – Company Information

Section 2 – User Account Information

Section 3 – Trigger the Registration



Company information

* Indicates a required field

Company Name:* Retail Solutions

Country/Region:* Australia [AUS]

Address:* 12 Dingbat Lane

Line 2

City:*

State:* Victoria [AU-VIC]

Postal Code:* 3000

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

User account information

* Indicates a required field

SAP Ariba Privacy Statement

Name:* Fred Flinstone

Email:* fredatiensretail@solutions.com

☐ Use my email as my username

Username:* fredatjensretail@solutions.com

Must be in email format(e.g john@newco.com)

Password:* Enter Password

Repeat Password

Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters.

Language: English

The language used when Ariba sends you configurable notifications. This is different than your web b...

Email orders to:* fredatjensretail@solutions.com

Customers may send you their orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

Ariba Network standard account is Free

Already have an account?

Login

Strengthen relationships

Collaborate with your customer on the same secure network.

Connect faster

Exchange documents electronically and streamline communications.

Reach more customers worldwide

Sign up with Ariba Discovery and increase sales leads.

Learn more

After registration download the SAP Ariba Supplier app from the Apple App Store or Google Play to your mobile device and manage customer orders on the go.

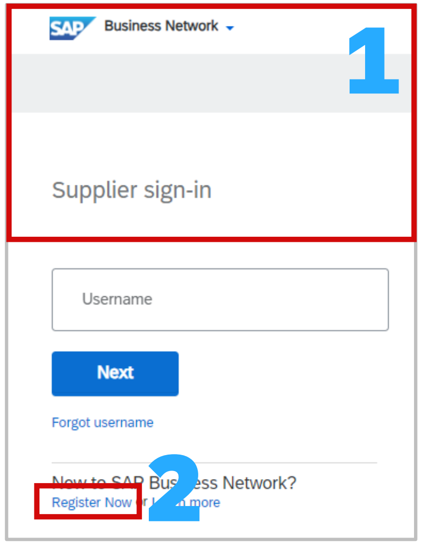
Walk up Registration

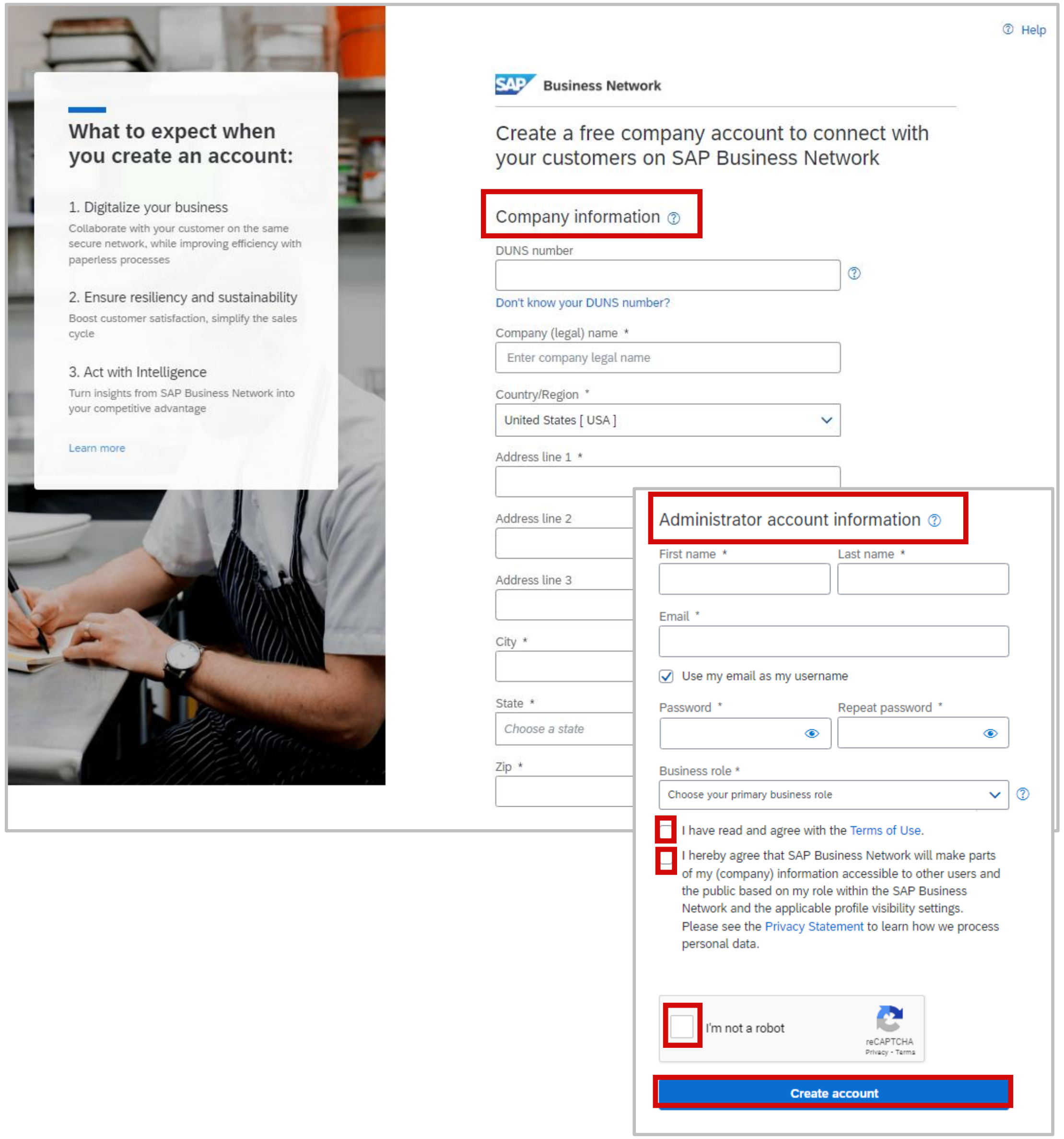
Suppliers can perform a walk up registration process in preparation for accepting Buyer Initiations or processing documents. Note that Suppliers cannot invite a Buyer to form a relationship ONLY the Buyer can invite or create a relationship between them and their Suppliers.

Keep in mind that processing documents or creating Catalogs cannot occur until there is a Customer Relationship associated to the account.

1. Open an SAP Business Network Supplier Sign-in screen
2. Click on Register Now
3. Complete all the Company Information with Asterisks
4. Complete all the Administrator account information with asterisks
5. Ensure you understand the Terms of Use
6. Ensure you understand the Privacy Statement
7. Click on I'm not a Robot
8. Click on Create account

Note: Click on this ⓘ to access more information about a field





What to expect when you create an account:

1. Digitalize your business
Collaborate with your customer on the same secure network, while improving efficiency with paperless processes

2. Ensure resiliency and sustainability
Boost customer satisfaction, simplify the sales cycle

3. Act with Intelligence
Turn insights from SAP Business Network into your competitive advantage

Learn more

Create a free company account to connect with your customers on SAP Business Network

Company information ⓘ

DUNS number

Don't know your DUNS number?

Company (legal) name *

Enter company legal name

Country/Region *

United States [USA]

Address line 1 *

Address line 2

Address line 3

City *

State *

Choose a state

Zip *

Administrator account information ⓘ

First name *

Last name *

Email *

☑ Use my email as my username

Password *

Repeat password *

Business role *

Choose your primary business role

☐ I have read and agree with the Terms of Use.

☐ I hereby agree that SAP Business Network will make parts of my (company) information accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings. Please see the Privacy Statement to learn how we process personal data.

☐ I'm not a robot

Downgrade from Enterprise to a Standard Account

Where you feel the value of the network is exceeding your requirements, integration is not required or you are not a Supply Chain Collaboration Supplier.

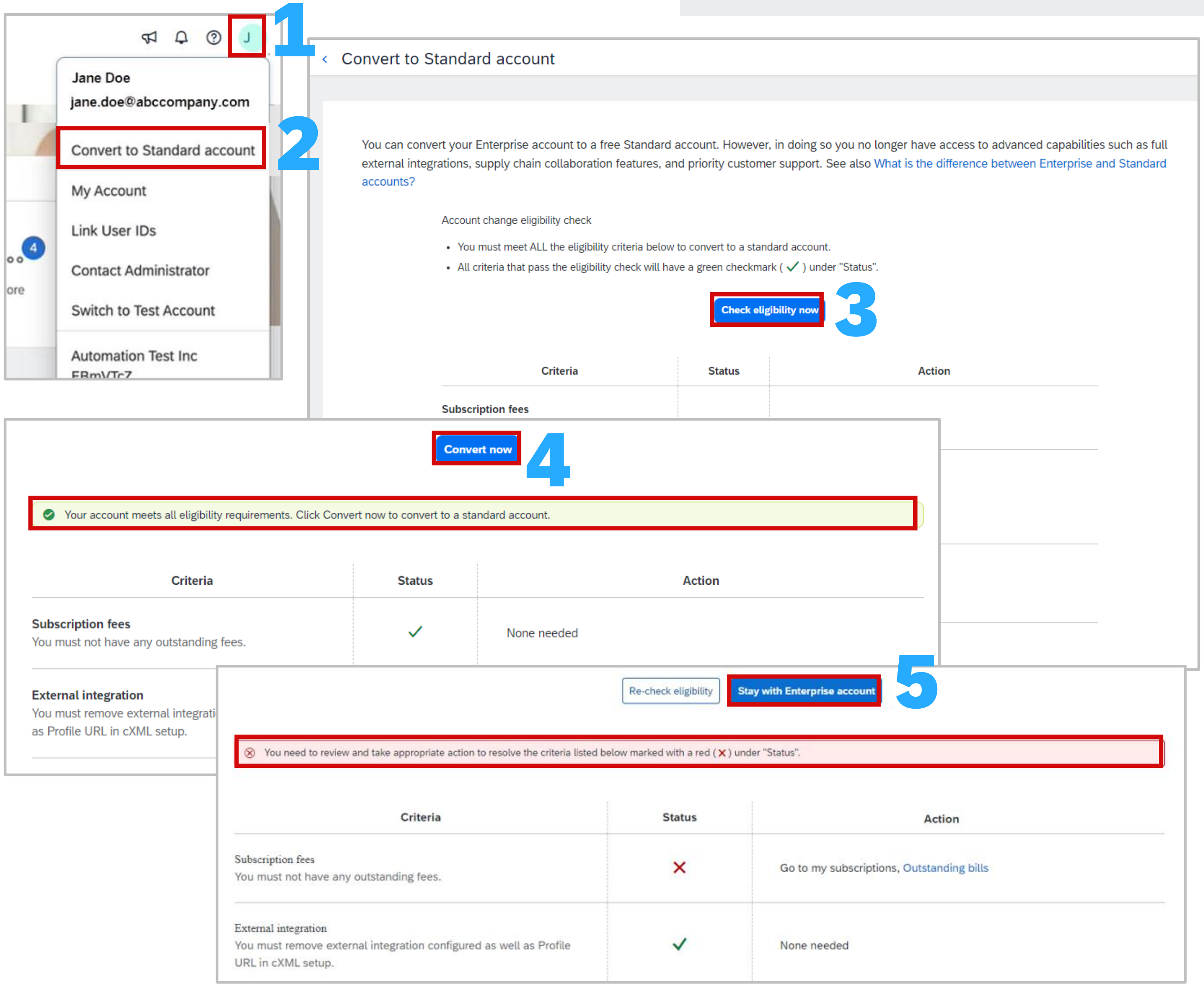
Sign In using your Credentials

1. Click on your **Initials**
2. Select **Convert to Standard** account from the drop-down list

The Convert to Standard Account Screen is displayed

3. Click on **Check Availability**
4. A **Green** ribbon indicates that a conversion to Standard Account can be actioned, Click on **Convert Now**
5. A **Red** ribbon indicates that the conversion cannot occur until items marked with an **x** are rectified, click on **Stay with Enterprise Account,** action the items then re-check availability

Follow the Action information to correct any requirements



You can convert your Enterprise account to a free Standard account. However, in doing so you no longer have access to advanced capabilities such as full external integrations, supply chain collaboration features, and priority customer support. See also What is the difference between Enterprise and Standard accounts?

Account change eligibility check

- You must meet ALL the eligibility criteria below to convert to a standard account.
- All criteria that pass the eligibility check will have a green checkmark (✓) under "Status".

Your account meets all eligibility requirements. Click Convert now to convert to a standard account.

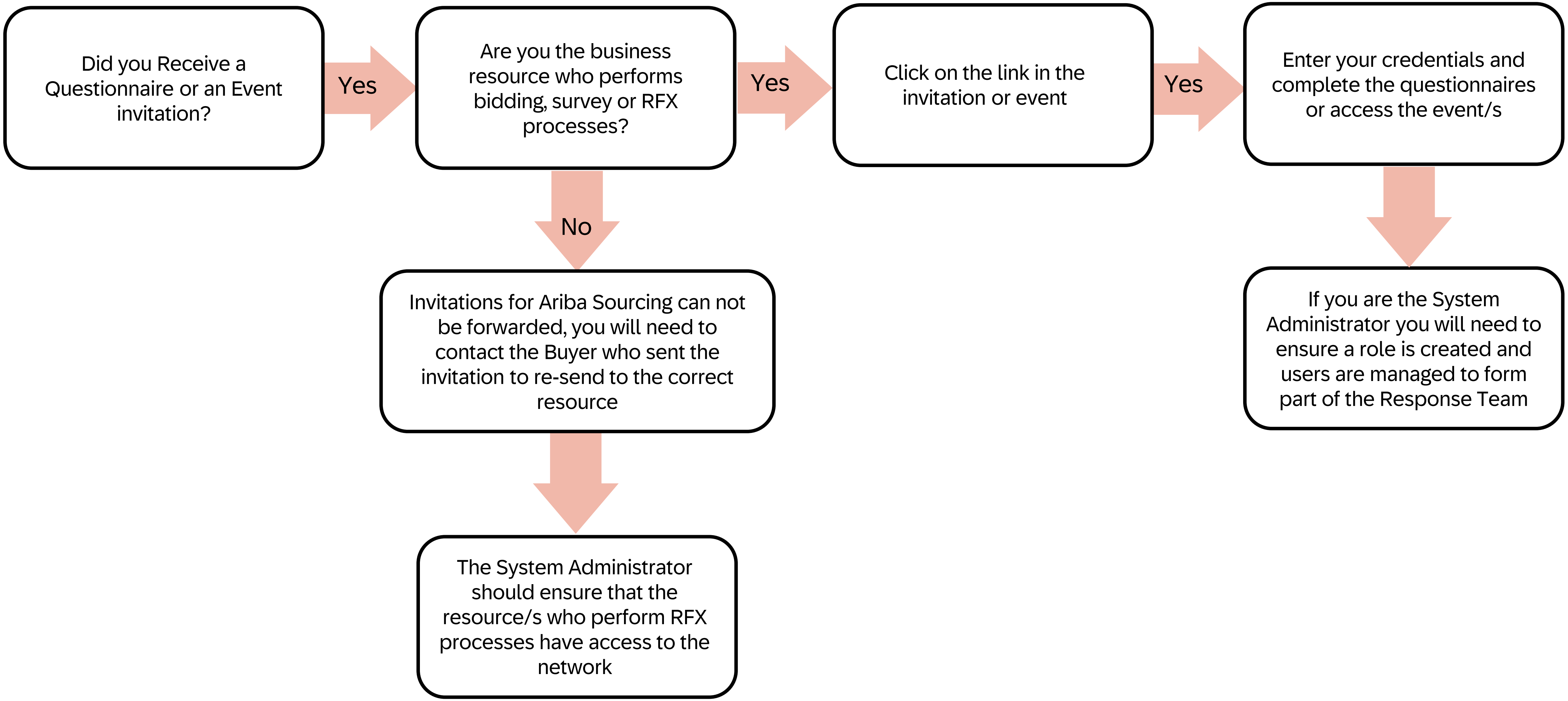
Criteria	Status	Action
Subscription fees You must not have any outstanding fees.	✓	None needed
External integration You must remove external integrati as Profile URL in cXML setup.		

You need to review and take appropriate action to resolve the criteria listed below marked with a red (✕) under "Status".

Criteria	Status	Action
Subscription fees You must not have any outstanding fees.	✕	Go to my subscriptions, Outstanding bills
External integration You must remove external integration configured as well as Profile URL in cXML setup.	✓	None needed

SAP Ariba Sourcing – Proposals & Questionnaires

SAP Ariba Proposals & Questionnaires (Sourcing) Flow



Did you Receive a Questionnaire or an Event invitation?

Yes

Are you the business resource who performs bidding, survey or RFX processes?

Yes

Click on the link in the invitation or event

Yes

Enter your credentials and complete the questionnaires or access the event/s

If you are the System Administrator you will need to ensure a role is created and users are managed to form part of the Response Team

No

Invitations for Ariba Sourcing can not be forwarded, you will need to contact the Buyer who sent the invitation to re-send to the correct resource

The System Administrator should ensure that the resource/s who perform RFX processes have access to the network

Information

- SAP Ariba Proposals and Questionnaires is where Suppliers access Events (RFXs, Surveys or Questionnaires)
- Only the resource within your business who receives the invitation email can access the information, these emails cannot be forwarded to a different person as they will not be able to access the link
- SAP Ariba Souring is the Supplier Lifecycle and Performance (SLP) allows Buyers to get a 360-degree snapshot of their suppliers
- Suppliers should use an existing SAP Business Network Account where possible and access using existing credentials
- An invitation with a link to events or questionnaire/s will be sent from your Buyer
- An Event includes, a Survey, a Requestion for Information (RFI), a Request for Proposal (RFP) a Request for Quote (RFQ) or a questionnaire (in some cases two questionnaires may be required by a Buyer)
- Buyers determine whether they will use a Supplier Registrations questionnaire and/or a Supplier Purchasing Questionnaire
- Suppliers need to complete the questionnaire they have been sent by their Buyer and once completed the Buyer will review and once Approved creates a relationship between the Buyer and the Supplier
- To access Proposals & Questionnaires from the menu rather than the email sent from your Buyer, click on SAP Business Network and select Ariba Proposals & Questionnaires

Information cont.

- When completing a questionnaire, complete ALL sections with asterisks
- Only the Administrator of the Account can add additional Users, however, be aware that in some instances once users have been added the Buyer will still need to provide approval
- Some Buyers will create and account in their Network, this does not mean it exists on the Supplier side
- Suppliers must decide whether to use existing credentials or create a new account,
- Refer to Which Account am I in information
- Only Register a new account if you perform and respond to Sourcing events
- Use an existing Username and Password if you are already on the SAP Business Network
- Supplier SAP Ariba Proposal and Questionnaires System Administrators can add users and assign permissions, however please note that some Buyers need to approve users to provide quotes on behalf of your business
- Confirm that there is not an existing Sourcing account prior to creating a new account
- There is no charge associated with an SAP Ariba Proposals and Questionnaires account

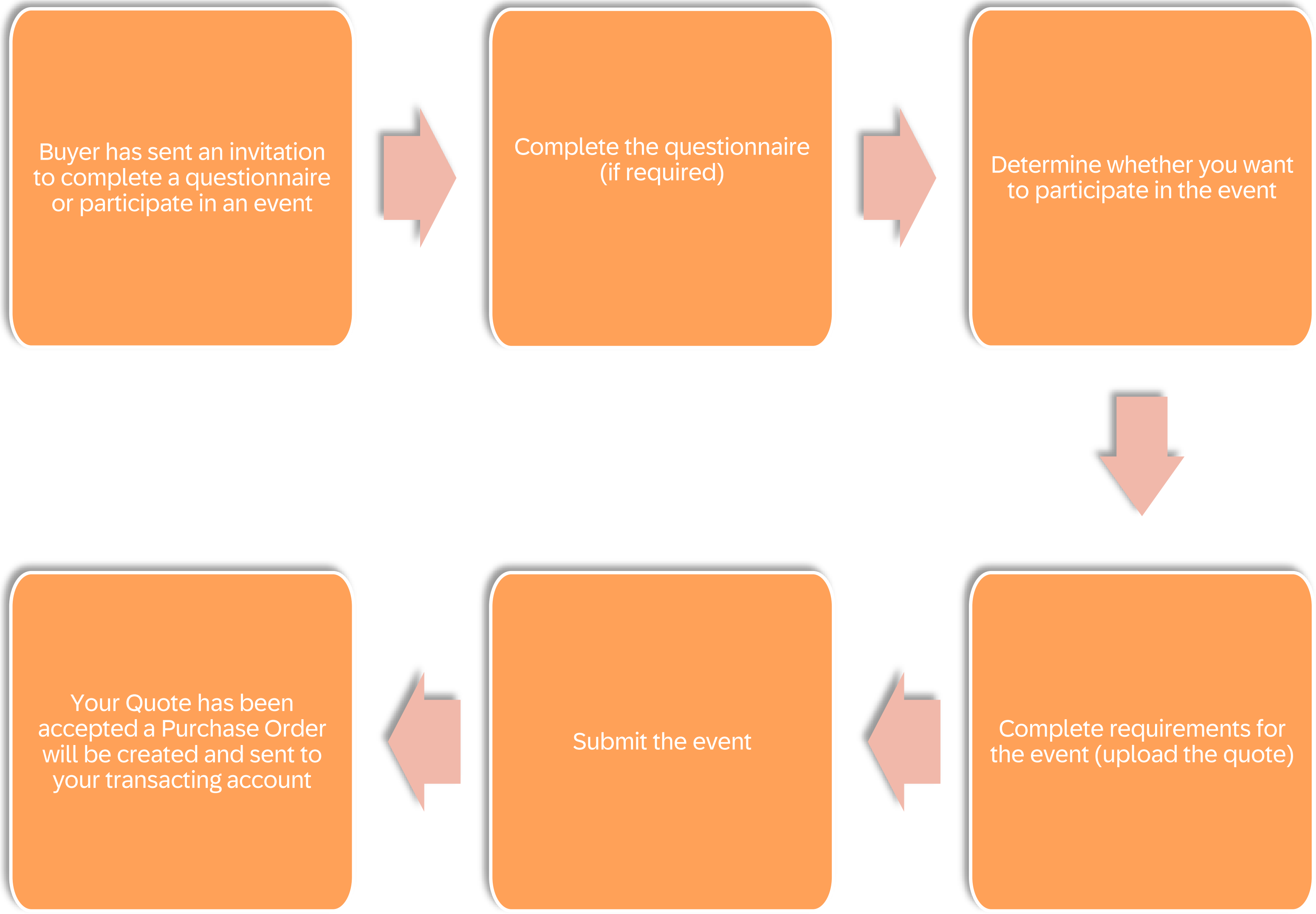
SAP Ariba Proposals & Questionnaires (Sourcing) Invitation Information and Flow

The invitation can ***only*** be opened by the person it was sent to.

The Buyer determines whether or not a supplier is required to complete questionnaires or just participate in events.

The Process:

- Suppliers receive an invitation
- Upon opening the invitation they should either use existing credentials or create a new account
- Buyers ***prefer*** that an existing Transacting account ANID be used for sourcing processes
- There is no cost associated with Sourcing accounts
- Supplier needs to add users to become part of the Response team
- In some cases the Buyer will manually approve the users added
- Some Buyers may have an automatic approval process
- If users are created after questionnaires and events have been added they will only see information from the approved date
- Ensure that if further information is required it is provided an submitted
- Once you have completed an event and are selected you will receive a Purchase Order in your transacting account



Buyer has sent an invitation to complete a questionnaire or participate in an event

Complete the questionnaire (if required)

Determine whether you want to participate in the event

Complete requirements for the event (upload the quote)

Submit the event

Your Quote has been accepted a Purchase Order will be created and sent to your transacting account

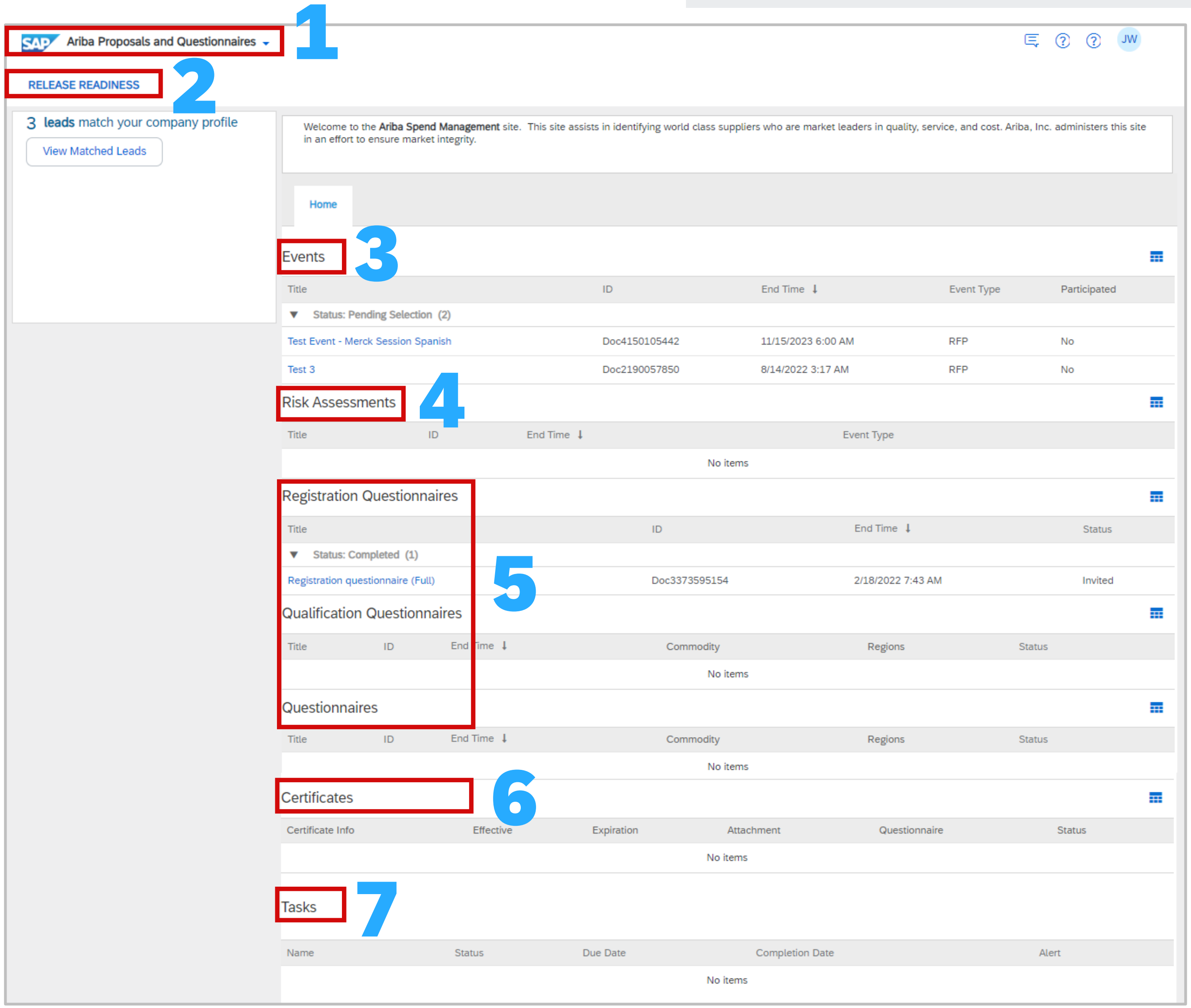
SAP Ariba Proposals and Questionnaires - Main Screen

Ensure that when you are in Proposals and Questionnaires to :

- Respond to a Questionnaire/s
- Respond to an Event
- Provide a Buyer with information or certification/s

1. SAP Ariba Proposals and Questionnaires screen
2. The name of each buyer on the account is listed along the top in blue
3. Events can be:
    - Surveys
    - Auctions
    - RFIs
    - RFPs
    - RFQs
4. Risk Assessments
5. Questionnaires
    - Registration Questionnaires
    - Qualification Questionnaires
    - Questionnaires

4. Certificates
5. Tasks



RELEASE READINESS

3 **leads** match your company profile

View Matched Leads

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

Home

Events

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Pending Selection (2)				
Test Event - Merck Session Spanish	Doc4150105442	11/15/2023 6:00 AM	RFP	No
Test 3	Doc2190057850	8/14/2022 3:17 AM	RFP	No

Risk Assessments

Title	ID	End Time ↓	Event Type
No items			

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Completed (1)			
Registration questionnaire (Full)	Doc3373595154	2/18/2022 7:43 AM	Invited

Qualification Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
No items					

Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
No items					

Certificates

Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status
No items					

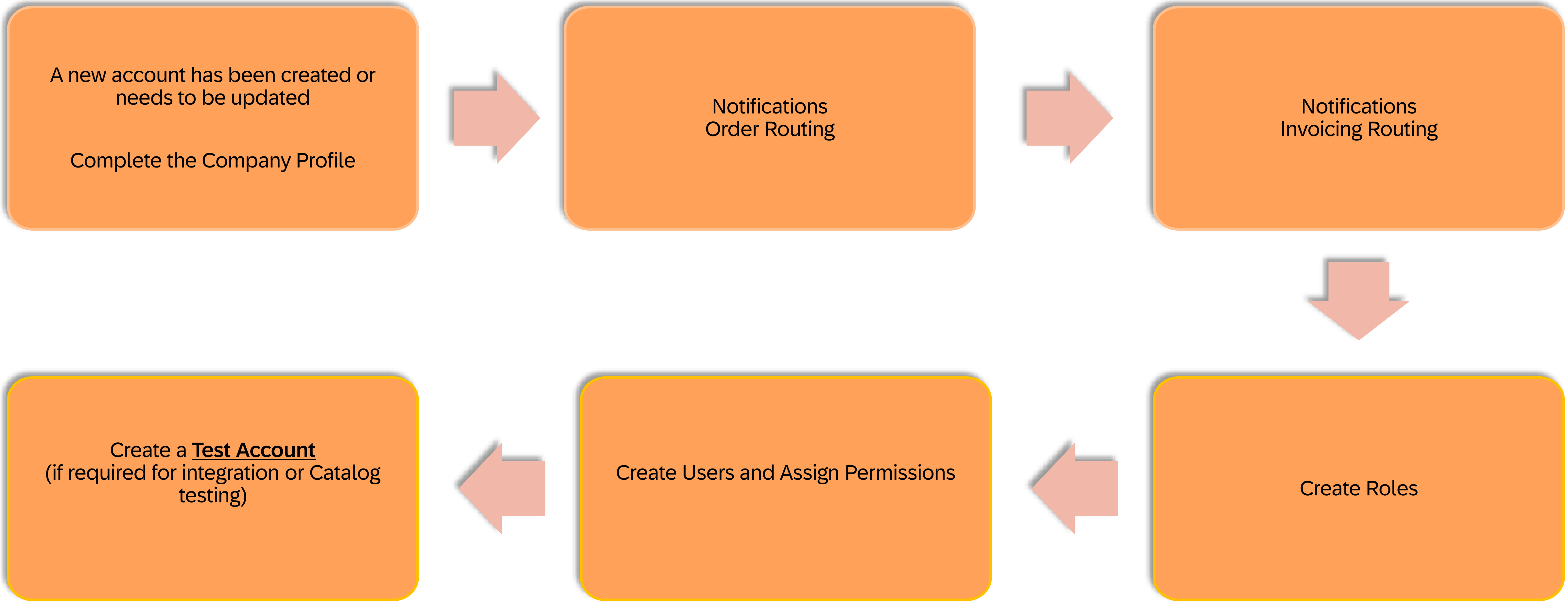
Tasks

Name	Status	Due Date	Completion Date	Alert
No items				

Account Configuration - Company Profile

Setting up for Success – What you need to know - Transacting Account

- Once you have received your Welcome email and have credentials, the System Administrator will need to ensure that the business Transacting Account is set up for success. This includes ensuring that the company profile access by potential buyers is accurate and correct, that notifications are for specific account information are sent to the correct user/s.



A new account has been created or needs to be updated

Complete the Company Profile

Notifications
Order Routing

Notifications
Invoicing Routing

Create Roles

Create Users and Assign Permissions

Create a **Test Account**
(if required for integration or Catalog testing)

Information

- The Company Profile is used by Suppliers to add information
- Information with an asterisk in Mandatory
- Adding information that is not mandatory provides more details about your business
- Account Configuration allows the System Administrator to set up the SAP Business Network for users, ensuring that the information is specific to the supplier and consistent across all users
- The Company Profile can be accessed via either the SAP Business Network Account or the SAP Ariba Proposals and Questionnaires account, they are one in the same, and all changes made via either account are the same
- Only one Company profile can be added to an ANID, this means that the Company Profile in your transacting account is reflected in the SAP Ariba Proposals and Questionnaires account

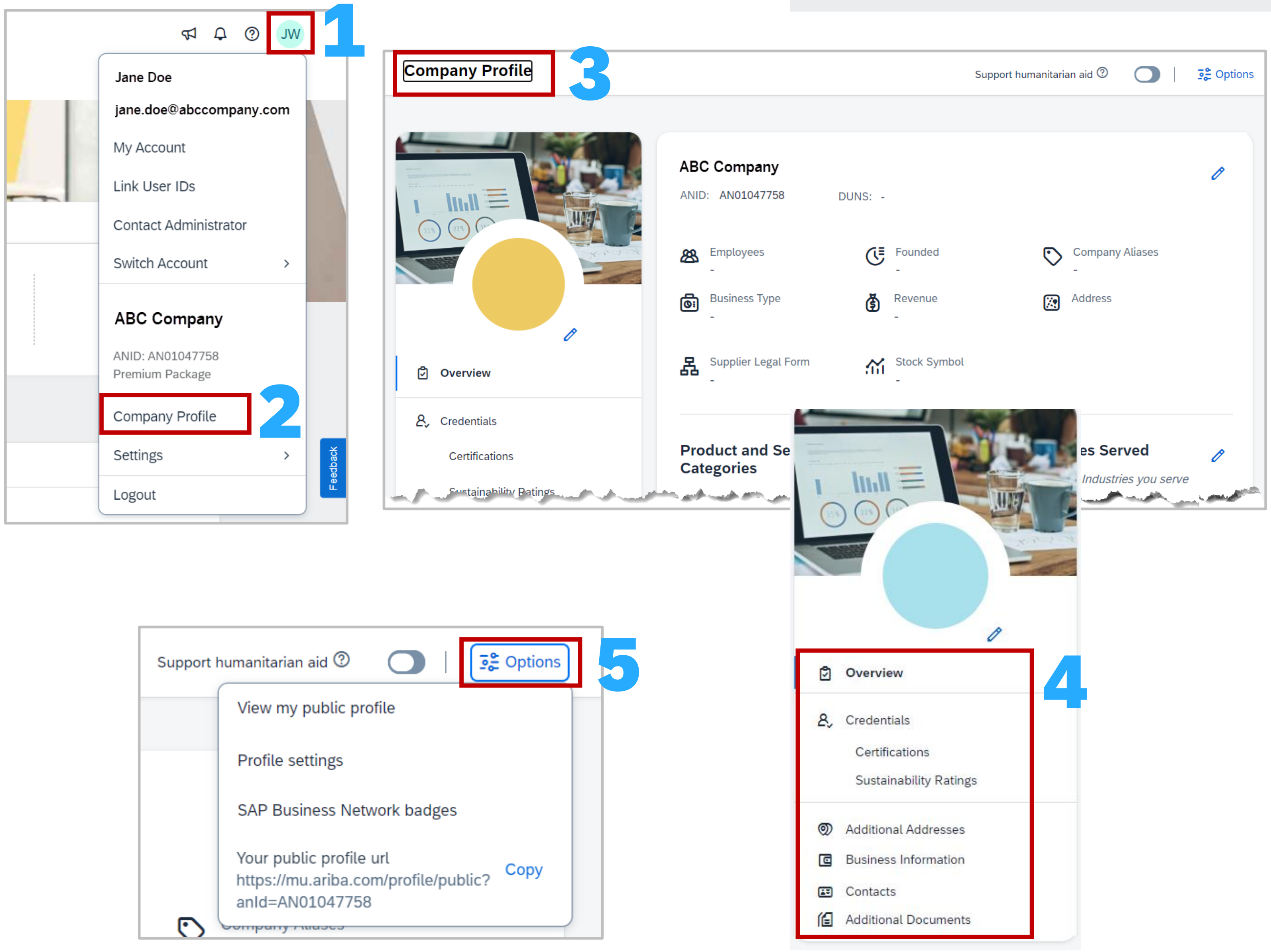
Accessing the Company Profile Screen

The Company profile provides basic information about your business and provides information to Buyers performing a search in the Buyer SAP Business Network

1. Click on your **initials** at the top of the page
2. Select **Company Profile**
3. The **Company Profile** is displayed
4. There are a number of sections in the company profile:
    - Overview
    - Certifications
    - Sustainability Ratings
    - Additional Addresses
    - Business Information
    - Contact
    - Additional Documents

As the System Administrator, the level of information completed is based on the needs of your business

5. Options – Allows Suppliers to view their Public Profile
    - Identify the Profile Settings
    - Identify if they have achieved any SAP Business Network Badges
    - Copy their SAP Business Network Public Profile



Jane Doe
jane.doe@abccompany.com

ABC Company
ANID: AN01047758
Premium Package

ABC Company
ANID: AN01047758 DUNS: -

Your public profile url
https://mu.ariba.com/profile/public?anId=AN01047758

Using Options

With the Company Profile Page Displayed:

1. Click on **Options** at the top of the page

The available options are shown in the drop-down list

2. Select **View my public profile**

   The screen displays the Company Profile that can be accessed by potential customers on the SAP Business Network

3. Select **Profile settings**

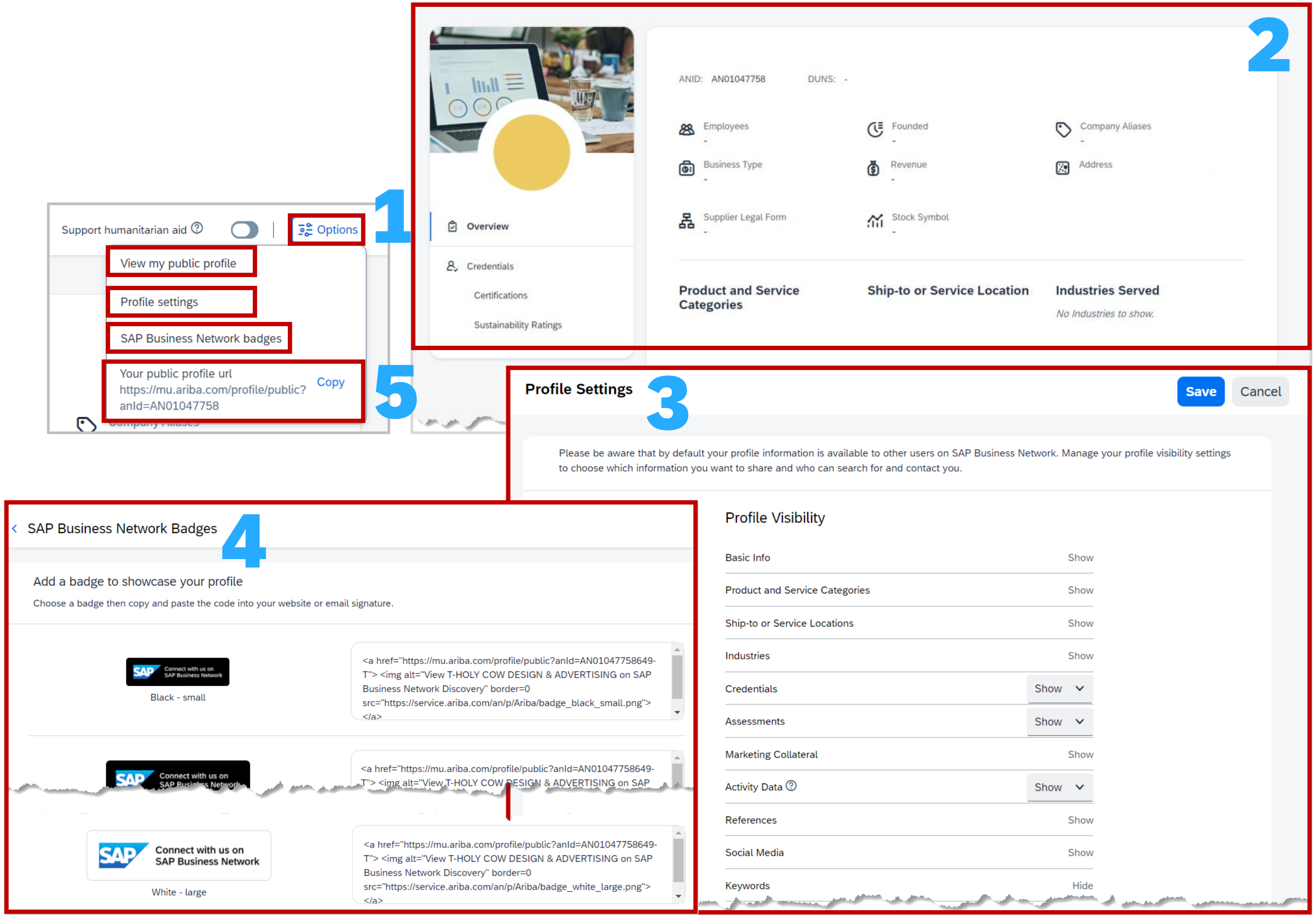
   Profile Settings allow some screens to be hidden or shown only to my trading partners, on the bottom of the Screen are Search Results Visibility options

4. Select **SAP Business Network badges**

   This option will require a Plug-In and requires acceptance of the content and information

5. **Your Public Profile url**, click on copy to share

   The ability to company the Public URL is available, the link provides direct access to the profile for your trading partners useful when there are a number of accounts



Your public profile url
https://mu.ariba.com/profile/public?anId=AN01047758
Copy

ANID: AN01047758 DUNS: -

No Industries to show.

Profile Settings

Please be aware that by default your profile information is available to other users on SAP Business Network. Manage your profile visibility settings to choose which information you want to share and who can search for and contact you.

Profile Visibility

Basic Info	Show
Product and Service Categories	Show
Ship-to or Service Locations	Show
Industries	Show
Credentials	Show
Assessments	Show
Marketing Collateral	Show
Activity Data	Show
References	Show
Social Media	Show
Keywords	Hide

SAP Business Network Badges

Add a badge to showcase your profile

Choose a badge then copy and paste the code into your website or email signature.

```
<a href="https://mu.ariba.com/profile/public?anId=AN01047758649-T"> <img alt="View T-HOLY COW DESIGN & ADVERTISING on SAP Business Network Discovery" border=0 src="https://service.ariba.com/an/p/Ariba/badge_black_small.png">
</a>
```

```
<a href="https://mu.ariba.com/profile/public?anId=AN01047758649-T"> <img alt="View T-HOLY COW DESIGN & ADVERTISING on SAP
```

```
<a href="https://mu.ariba.com/profile/public?anId=AN01047758649-T"> <img alt="View T-HOLY COW DESIGN & ADVERTISING on SAP Business Network Discovery" border=0 src="https://service.ariba.com/an/p/Ariba/badge_white_large.png">
</a>
```

Profile Settings - Search Results Visibility

Search Results Visibility allows suppliers to identify what level of information their Trading Partners can see when they perform a search

Please be aware that by default your profile information is available to other users on the SAP Business Network. Manage your profile visibility settings to choose which information you want to share and who can search for and contact you.

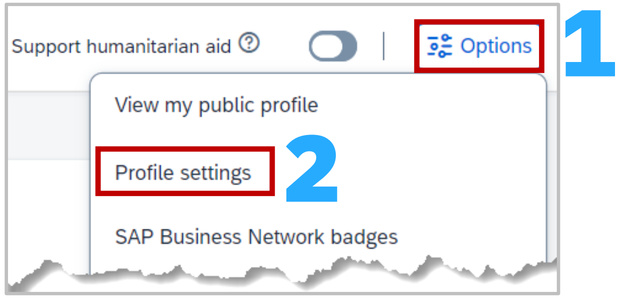
1. Click on **Options** at the top of the page
2. Select **Profile Settings**

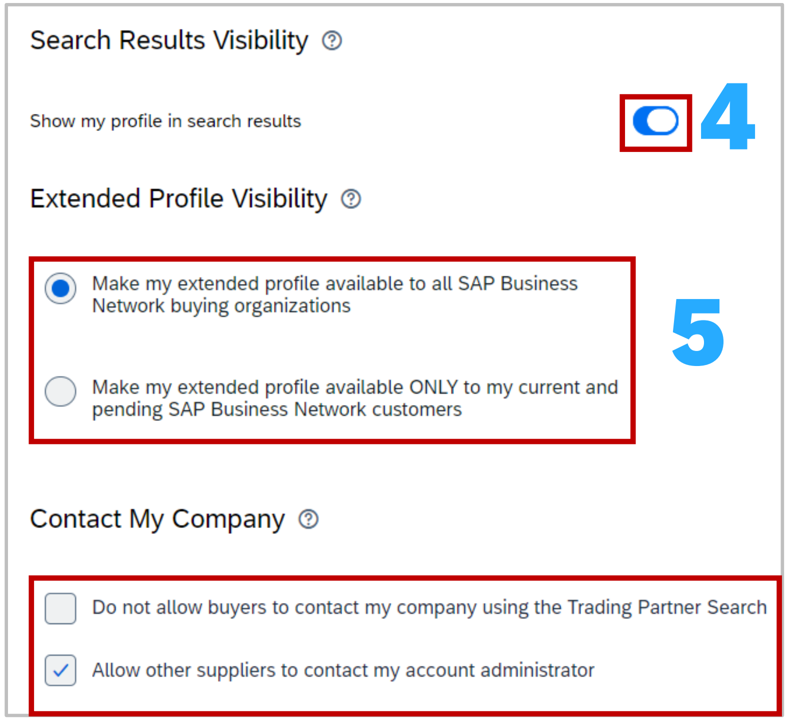
Note: Greyed-out options cannot be changed as they are part of the default settings

3. Update the options with a drop-down list

The drop-down will either display Show/Hide or Show/Show to my trading partners only

4. Scroll down to display the Search Results Visibility section, to stop your profile from appearing in search results slide the slider across
5. Determine whether you want your extended profile available select the required option
6. Determine the level of contact your business requires, select the required option





Search Results Visibility

Show my profile in search results

Extended Profile Visibility

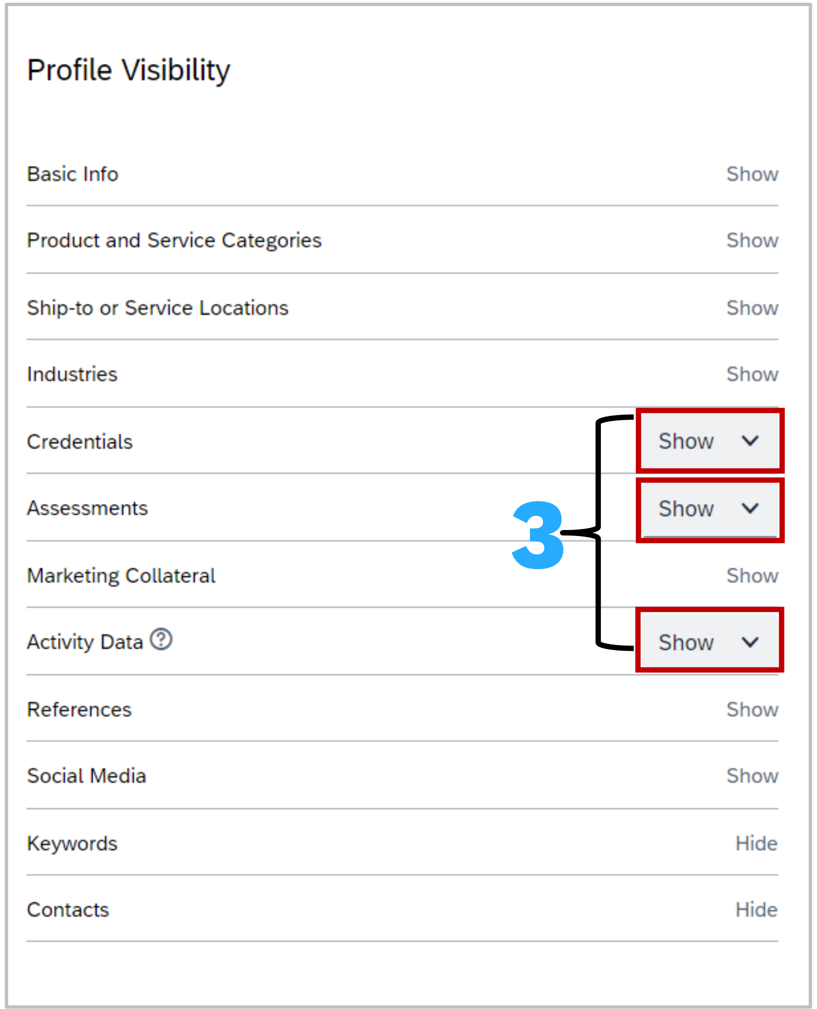
● Make my extended profile available to all SAP Business Network buying organizations

○ Make my extended profile available ONLY to my current and pending SAP Business Network customers

Contact My Company

☐ Do not allow buyers to contact my company using the Trading Partner Search

☑ Allow other suppliers to contact my account administrator



Profile Visibility

Basic Info	Show
Product and Service Categories	Show
Ship-to or Service Locations	Show
Industries	Show
Credentials	Show
Assessments	Show
Marketing Collateral	Show
Activity Data	Show
References	Show
Social Media	Show
Keywords	Hide
Contacts	Hide

Update Logo

With the Company Profile Page Displayed:

1. Click on the ✎

The Upload company logo pop-up box is displayed

1. Click on **See example**

Examples of how the logo should be positioned for maximum effect

2. Click on **Browse**

Your file system will open, locate and select the logo you wish to use, select it and click on Open

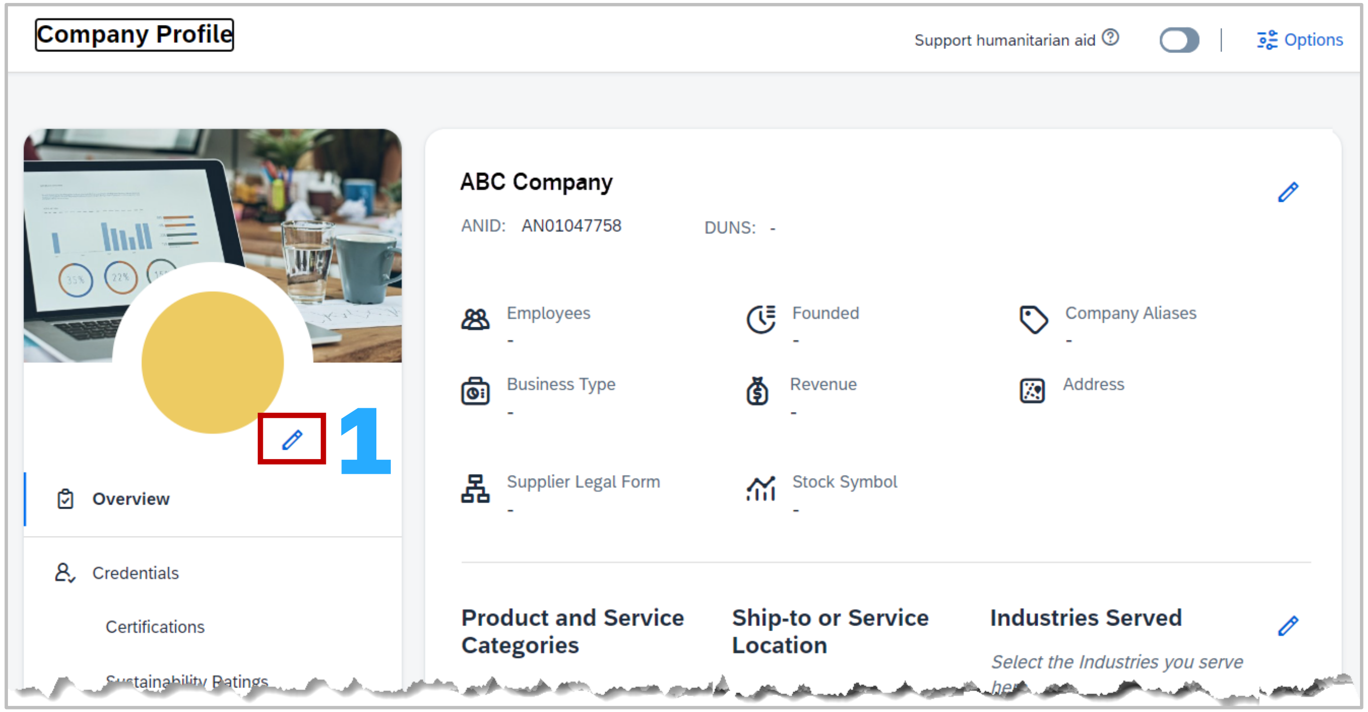
Logos must be less than 200KB

3. Click on **Save**

The Screen Returns to Company Profile, and the logo will be displayed

REMEMBER:

- 250 maximum pixels (so use resize)
- Less than 200KB size
- Must be a GIF file extension



ABC Company

ANID: AN01047758 DUNS: -

Employees -

Founded -

Company Aliases -

Business Type -

Revenue -

Address

Supplier Legal Form -

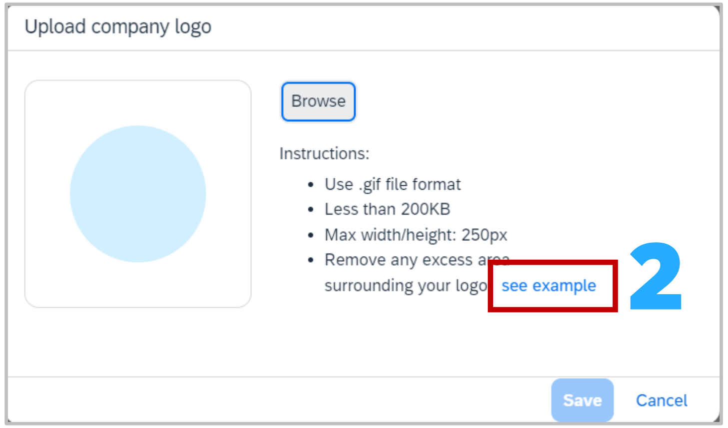
Stock Symbol -

Product and Service Categories

Ship-to or Service Location

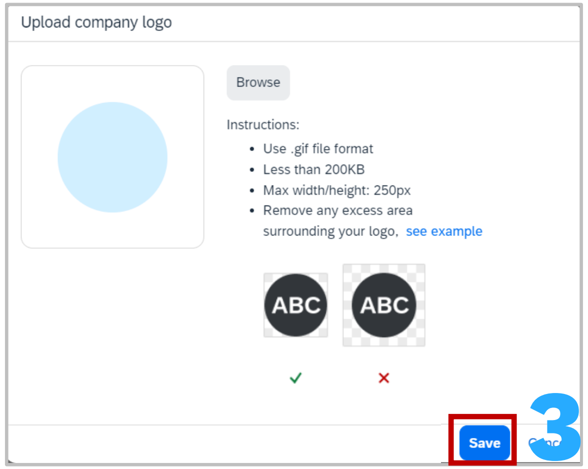
Industries Served

Select the Industries you serve here



Instructions:

- Use .gif file format
- Less than 200KB
- Max width/height: 250px
- Remove any excess area surrounding your logo, see example



Instructions:

- Use .gif file format
- Less than 200KB
- Max width/height: 250px
- Remove any excess area surrounding your logo, see example

Update/Edit Company Information

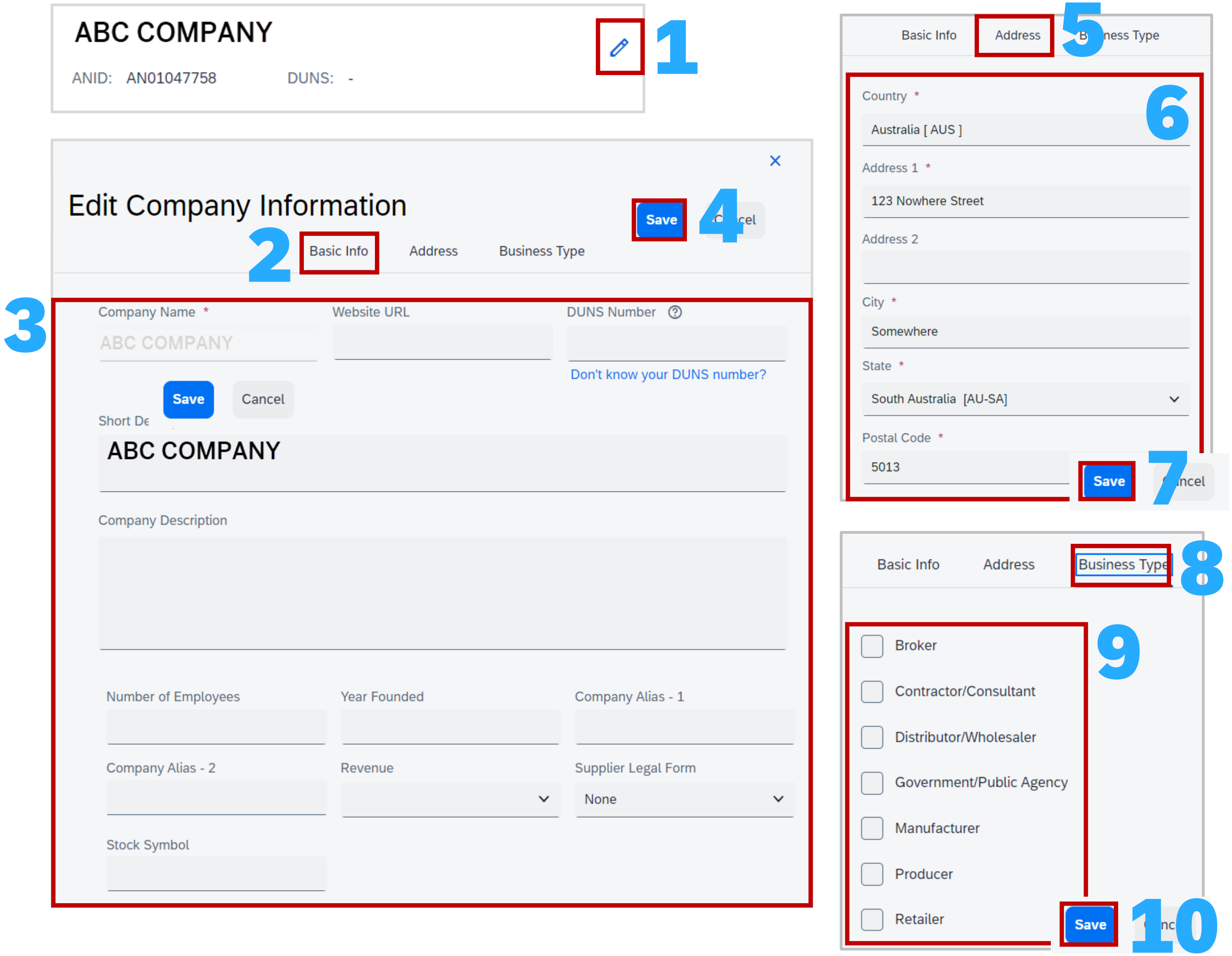
To Add or Edit your Company Information, open the Company Profile:

1. Click on the ✎ next to the name of the company

   The **Edit Company Information** Screen is displayed with the Basic Info Tab automatically selected

   There are 3 tabs:
   - Basic Info
   - Address
   - Business Type
2. Ensure you are on the **Basic Info Tab**
3. Update, add or edit open fields, greyed fields cannot be edited
4. Click on **Save**
5. Select the **Address tab**
6. Update, add or edit open fields
7. Click on **Save**
8. Select the **Business Type Tab**
9. Select all of the options applicable to the business
10. Click on **Save**

The information has been updated and displayed in the Company Profile



ABC COMPANY

ANID: AN01047758 DUNS: -

Edit Company Information

Company Name * ABC COMPANY

Website URL

DUNS Number

Short Description: ABC COMPANY

Company Description

Number of Employees

Year Founded

Company Alias - 1

Company Alias - 2

Revenue

Supplier Legal Form: None

Stock Symbol

Country * Australia [AUS]

Address 1 * 123 Nowhere Street

Address 2

City * Somewhere

State * South Australia [AU-SA]

Postal Code * 5013

☐ Broker
☐ Contractor/Consultant
☐ Distributor/Wholesaler
☐ Government/Public Agency
☐ Manufacturer
☐ Producer
☐ Retailer

Add, Edit or Update Product and Service Information - Category

To Add or Edit your Company Information, open the Company Profile:

1. Click on the 🖉 at the end of the Product, Ship-to and Industries Served

The **Edit Product and Service Information** Screen is displayed with the Product and Service Categories Tab automatically selected

There are 3 tabs:

- Product and Service Categories
- Ship-to or Service Location
- Industries Served

2. Ensure you are on the **Product and Service Categories** tab
3. To add a product or service category, click on **+ Add Category**

   The Add New Category pane is shown
4. Either **Start typing** in the Search Categories to add and a drop-down list will appear, if your category is a list scroll down and click on the option/s and it will add

   Or

   Enter the name of the category and click on the 🔍, a list is displayed, place a tick in the box next to the option/s

   Or

   Click on Browse all categories, the Browse pane opens, select the category by click in the >, continue to select the categories until the + is shown next to the options. This indicates that there are no further sub-categories to drill down, to add click on the + at the end of the option/s required
5. Once all categories have been added, click on **Add**, the screen returns to My Selections and all categories/subcategories added will be displayed
6. Click on **Save** to return to the Company Profile screen

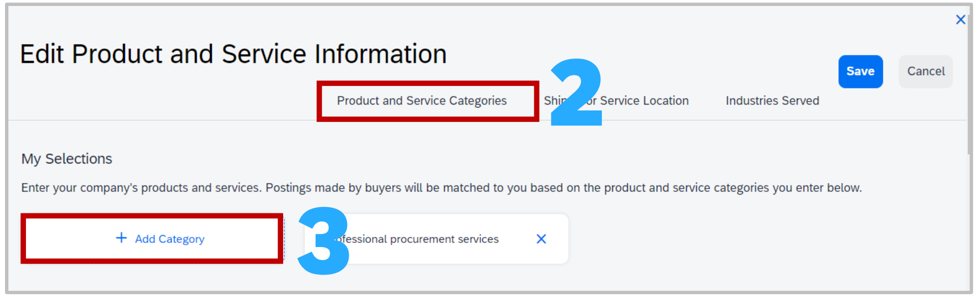
1

Product and Service Categories
- Professional procurement services

Ship-to or Service Location
- Sydney - New South Wales

Industries Served

Select the Industries you serve here.



2

3

Edit Product and Service Information

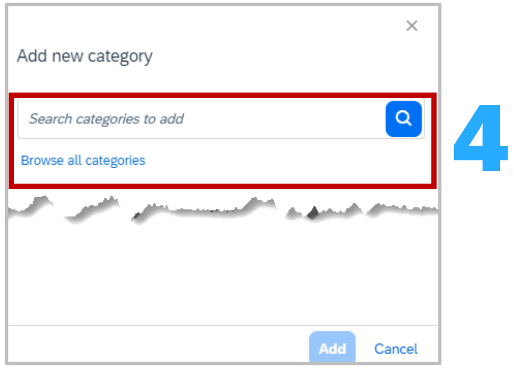
Save | Cancel

Product and Service Categories | Shi r Service Location | Industries Served

My Selections

Enter your company's products and services. Postings made by buyers will be matched to you based on the product and service categories you enter below.

+ Add Category | fessional procurement services ×



4

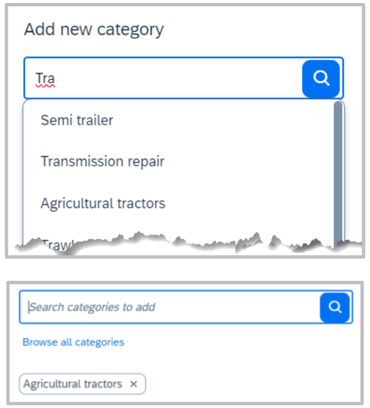
Add new category

Search categories to add

Browse all categories

Add | Cancel

Start Typing



Add new category

Tra

Semi trailer

Transmission repair

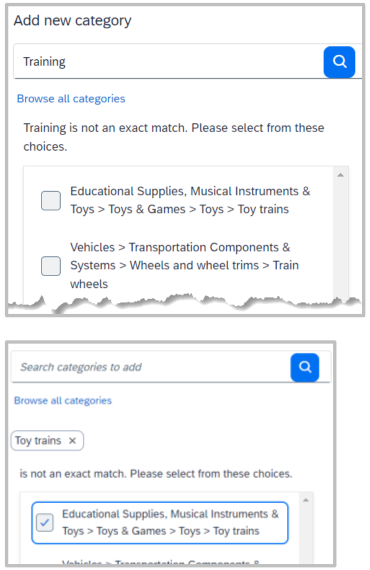
Agricultural tractors

Search categories to add

Browse all categories

Agricultural tractors ×

Enter the name



Add new category

Training

Browse all categories

Training is not an exact match. Please select from these choices.

☐ Educational Supplies, Musical Instruments & Toys > Toys & Games > Toys > Toy trains

☐ Vehicles > Transportation Components & Systems > Wheels and wheel trims > Train wheels

Search categories to add

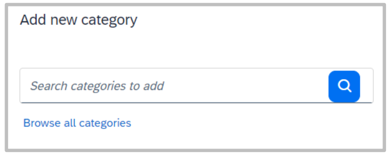
Browse all categories

Toy trains ×

is not an exact match. Please select from these choices.

☑ Educational Supplies, Musical Instruments & Toys > Toys & Games > Toys > Toy trains

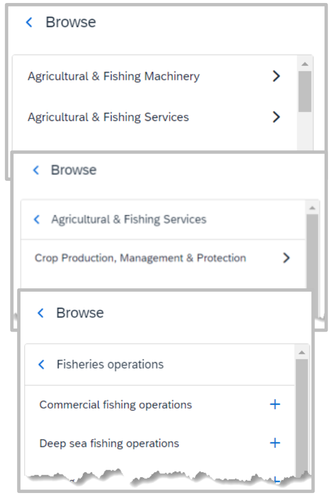
Click on Browse



Add new category

Search categories to add

Browse all categories



< Browse

Agricultural & Fishing Machinery >

Agricultural & Fishing Services >

< Browse

< Agricultural & Fishing Services

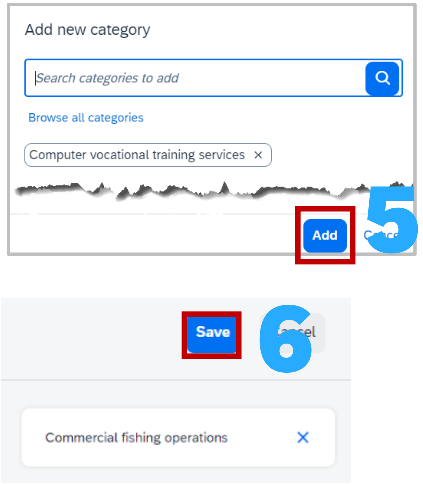
Crop Production, Management & Protection >

< Browse

< Fisheries operations

Commercial fishing operations +

Deep sea fishing operations +



5

6

Add new category

Search categories to add

Browse all categories

Computer vocational training services ×

Add

Save

Commercial fishing operations ×

Add, Edit or Update Product and Service Information - Location

To Add or Edit your Company Information, open the Company Profile:

1. Click on the 🖉 Product, Ship-to and Industries Served
2. Ensure you are on the **Product and Service Categories** tab
3. Click on **Add New Location**

   The **Add New Locations** pane is shown
4. If you provide goods or services globally, slide the **Serve Globally** button across, if not chose one of the following options
5. Either **Start typing** in the **Search locations to add** and a drop-down list will appear, if your location/s is a list scroll down and click on the locations and it will added

   Or

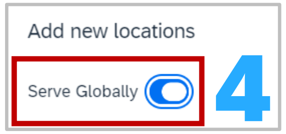
   Enter the name of the **location** and select it from the drop-down list

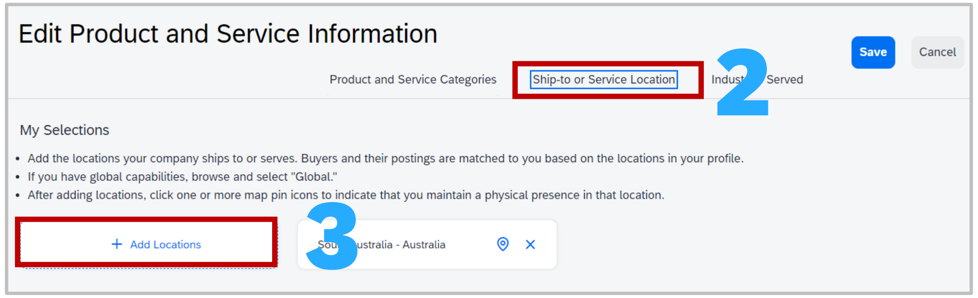
   Or

   Click on **Browse all locations**, and the browse pane opens, select the location by clicking in the >, and continue to select the locations until the + is shown next to the options. This indicates that there are no further sub-categories to drill down, click on the + at the end of the locations required
6. Once all locations that you provide goods or services to have been added, click on **Add**, the screen returns to My Selections and all locations selected will added will be displayed

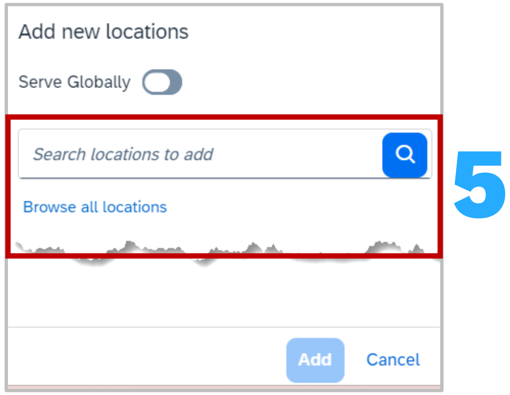
Note: The 📍 allow suppliers to add physical locations of sites

7. Click on **Save** to return to the Company Profile screen

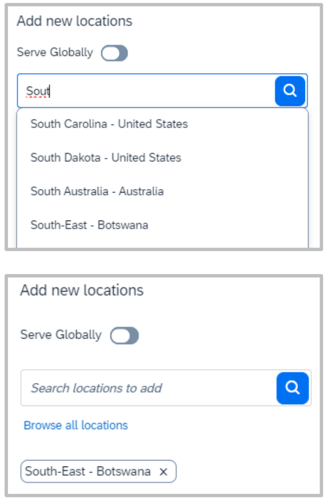




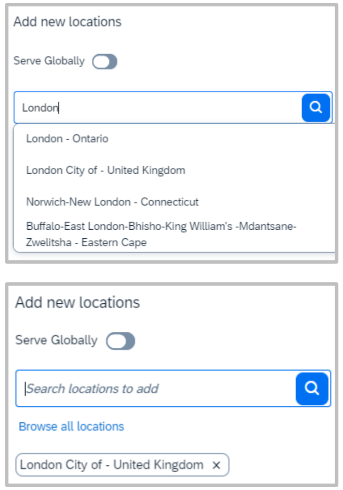
- Add the locations your company ships to or serves. Buyers and their postings are matched to you based on the locations in your profile.
- If you have global capabilities, browse and select "Global."
- After adding locations, click one or more map pin icons to indicate that you maintain a physical presence in that location.



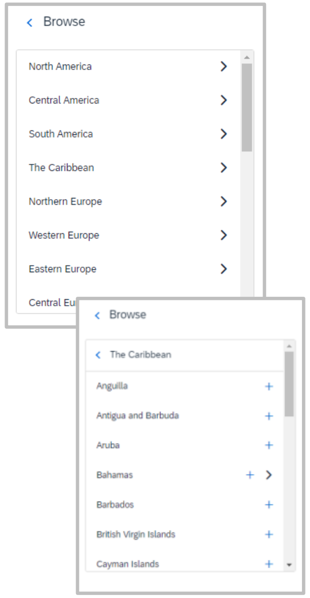
Start Typing

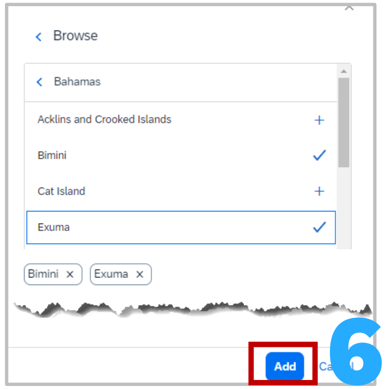


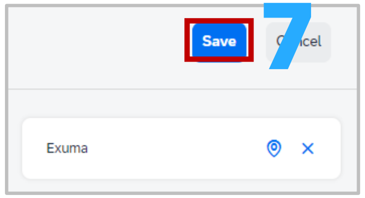
Enter the location



Click on Browse







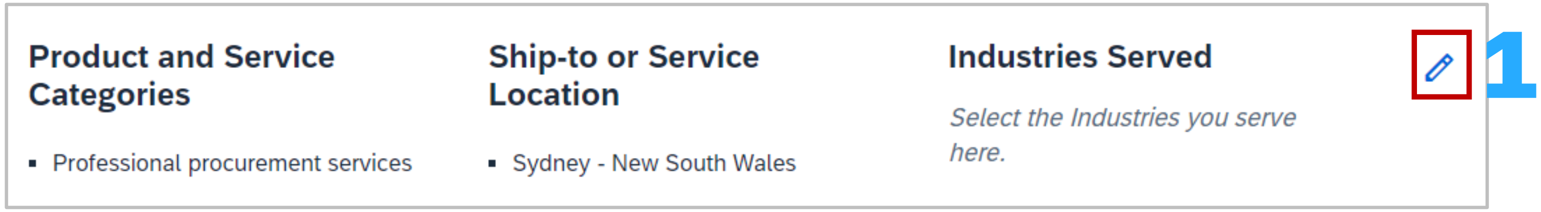
Add, Edit or Update Product and Service Information - Industries

To Add or Edit your Company Information, open the Company Profile:

1. Click on the ✎ at the end of the Product, Ship-to and Industries Served
2. Ensure you are on the **Industries Served** tab

A list of industries is displayed

3. Select each industry that your serve by placing a tick in the box
4. Click on **Save** to return to the Company Profile screen



Product and Service Categories

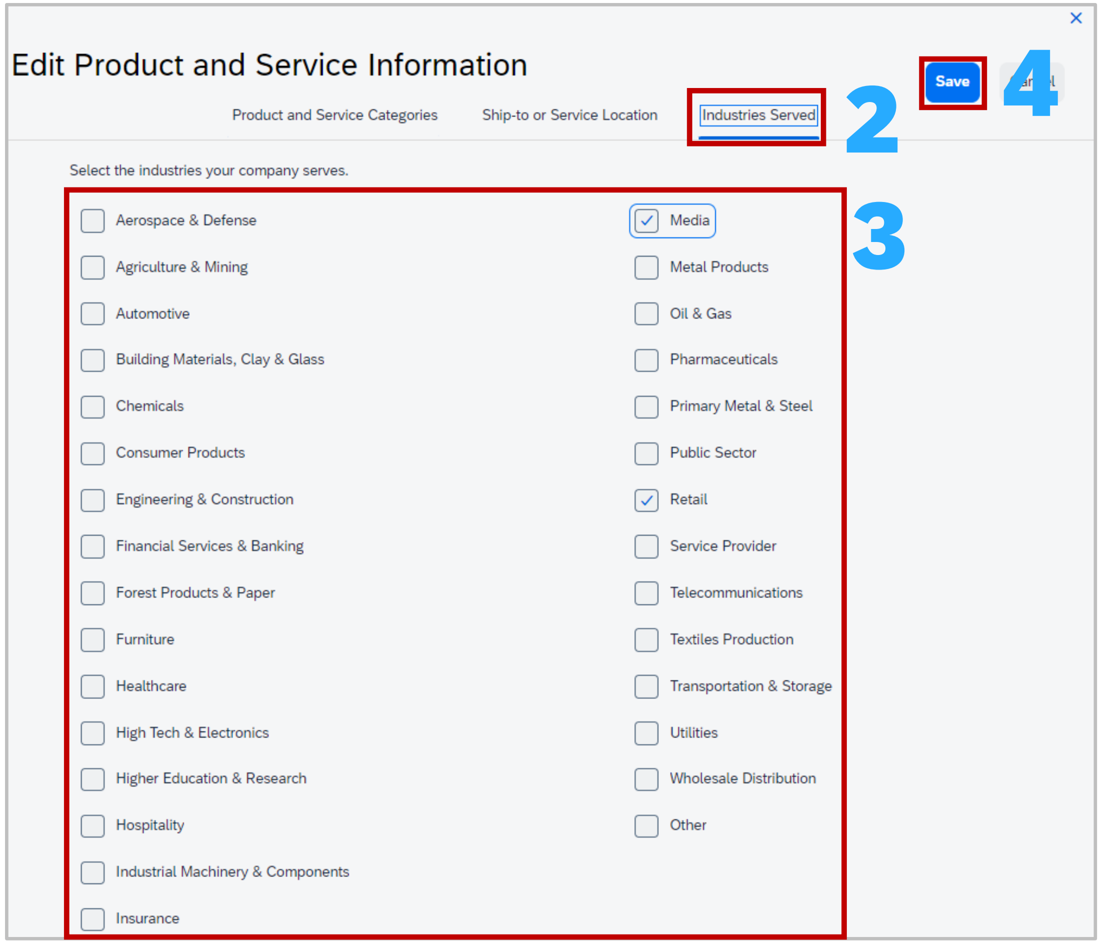
- Professional procurement services

Ship-to or Service Location

- Sydney - New South Wales

Industries Served

Select the Industries you serve here.



Edit Product and Service Information

Select the industries your company serves.

☐ Aerospace & Defense
☐ Agriculture & Mining
☐ Automotive
☐ Building Materials, Clay & Glass
☐ Chemicals
☐ Consumer Products
☐ Engineering & Construction
☐ Financial Services & Banking
☐ Forest Products & Paper
☐ Furniture
☐ Healthcare
☐ High Tech & Electronics
☐ Higher Education & Research
☐ Hospitality
☐ Industrial Machinery & Components
☐ Insurance
☑ Media
☐ Metal Products
☐ Oil & Gas
☐ Pharmaceuticals
☐ Primary Metal & Steel
☐ Public Sector
☑ Retail
☐ Service Provider
☐ Telecommunications
☐ Textiles Production
☐ Transportation & Storage
☐ Utilities
☐ Wholesale Distribution
☐ Other

Credentials - Certifications

To Add or Edit your Company Information, open the Company Profile:

1. Either Click on the 🖉 next to credentials or select Certifications under credentials in the overview pane

The Certifications screen is displayed

2. Click on **Add certification**

3. Click on the down arrow in the **Search and Select** field and select the certification from the drop-down list

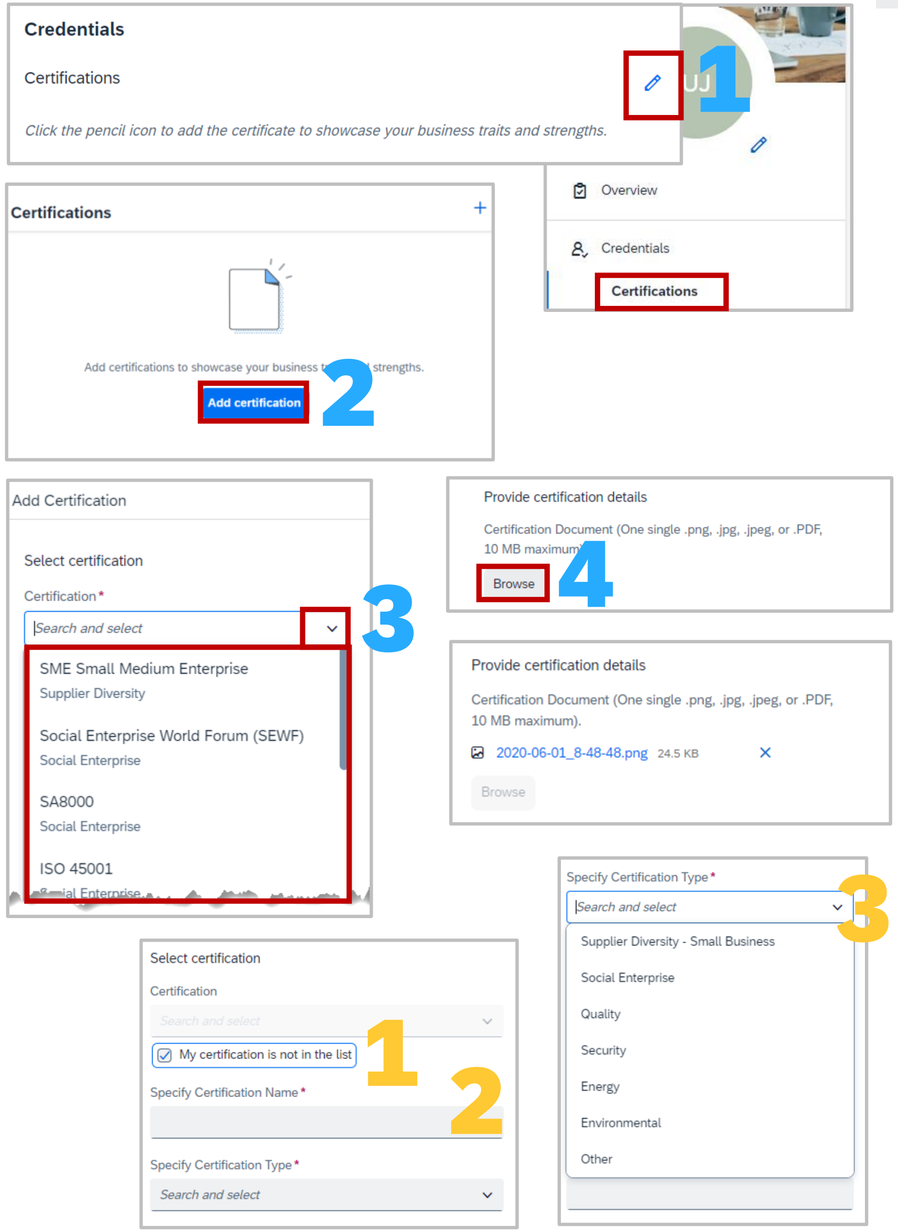
4. To upload a certification document, click on **Browse**

Note: All fields with Asterisks are mandatory, others without an asterisk can be completed or left blank

5. Enter any other details you wish to have shown on your SAP Business Network Public Profile, read the information provided, then click on **Add**

Where the certification you wish to enter is not displayed, refer to the orange numbers:

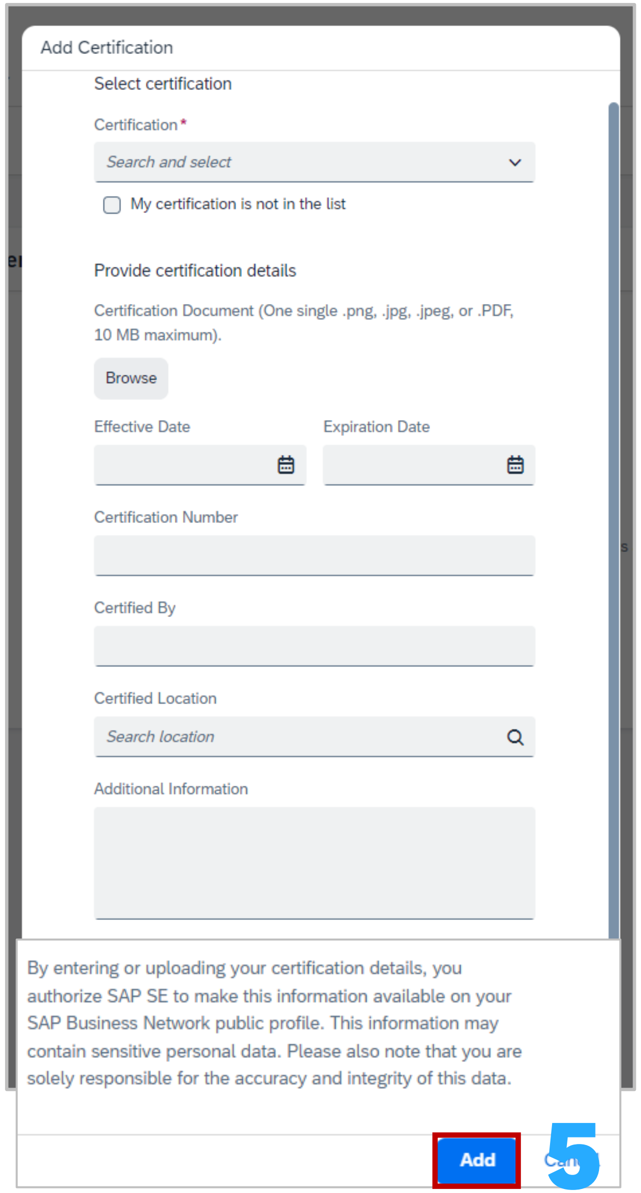
1. Click on **My Certification is not in the list**
2. Enter the name of the certification you wish to add to the **Specify Certification Name**
3. Then specify the type of certification by clicking on the arrow in the Search and Select field and select the most appropriate certification type



Credentials

Certifications

Click the pencil icon to add the certificate to showcase your business traits and strengths.



Add Certification

Select certification

Certification *

Search and select

☐ My certification is not in the list

Provide certification details

Certification Document (One single .png, .jpg, .jpeg, or .PDF, 10 MB maximum).

Browse

Effective Date

Expiration Date

Certification Number

Certified By

Certified Location

Search location

Additional Information

By entering or uploading your certification details, you authorize SAP SE to make this information available on your SAP Business Network public profile. This information may contain sensitive personal data. Please also note that you are solely responsible for the accuracy and integrity of this data.

Sustainability Ratings

To Add or Edit your Company Information, open the Company Profile:

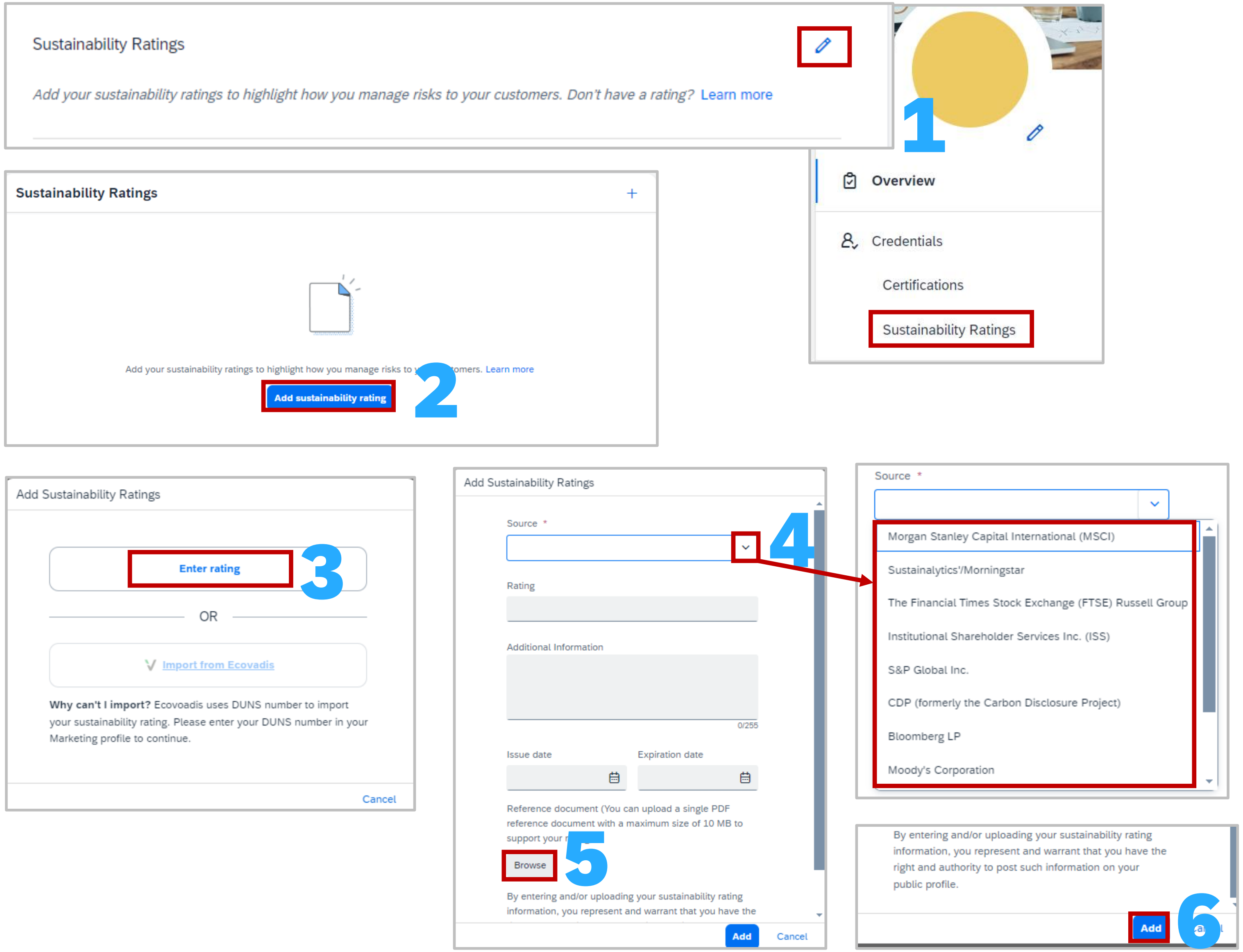
1. Click on either the ✎ next to credentials or select Sustainability Ratings in the overview pane

The Certifications screen is displayed

2. Click on **Add sustainability rating**
3. Click on **Enter rating**
4. Click on the Down arrow in the **Source** field
5. Select the sustainability rating source organisation from the drop-down list

Note: All fields with Asterisks are mandatory, others without an asterisk can be completed or left blank

6. Enter any other details you wish to have shown on your SAP Business Network Public Profile, read the information provided, then click on **Add**



Add your sustainability ratings to highlight how you manage risks to your customers. Don't have a rating? Learn more

Add your sustainability ratings to highlight how you manage risks to omers. Learn more

Why can't I import? Ecovadis uses DUNS number to import your sustainability rating. Please enter your DUNS number in your Marketing profile to continue.

Reference document (You can upload a single PDF reference document with a maximum size of 10 MB to support your r

By entering and/or uploading your sustainability rating information, you represent and warrant that you have the

- Morgan Stanley Capital International (MSCI)
- Sustainalytics'/Morningstar
- The Financial Times Stock Exchange (FTSE) Russell Group
- Institutional Shareholder Services Inc. (ISS)
- S&P Global Inc.
- CDP (formerly the Carbon Disclosure Project)
- Bloomberg LP
- Moody's Corporation

By entering and/or uploading your sustainability rating information, you represent and warrant that you have the right and authority to post such information on your public profile.

Adding Additional Addresses

Add, Edit Additional Company Addresses is used when there are multiple addresses and there is a need to change “Remit” to details when creating invoices.

Additional Information has five tabs:

- Additional Addresses
- Business
- Contacts
- Certifications
- Additional Documents

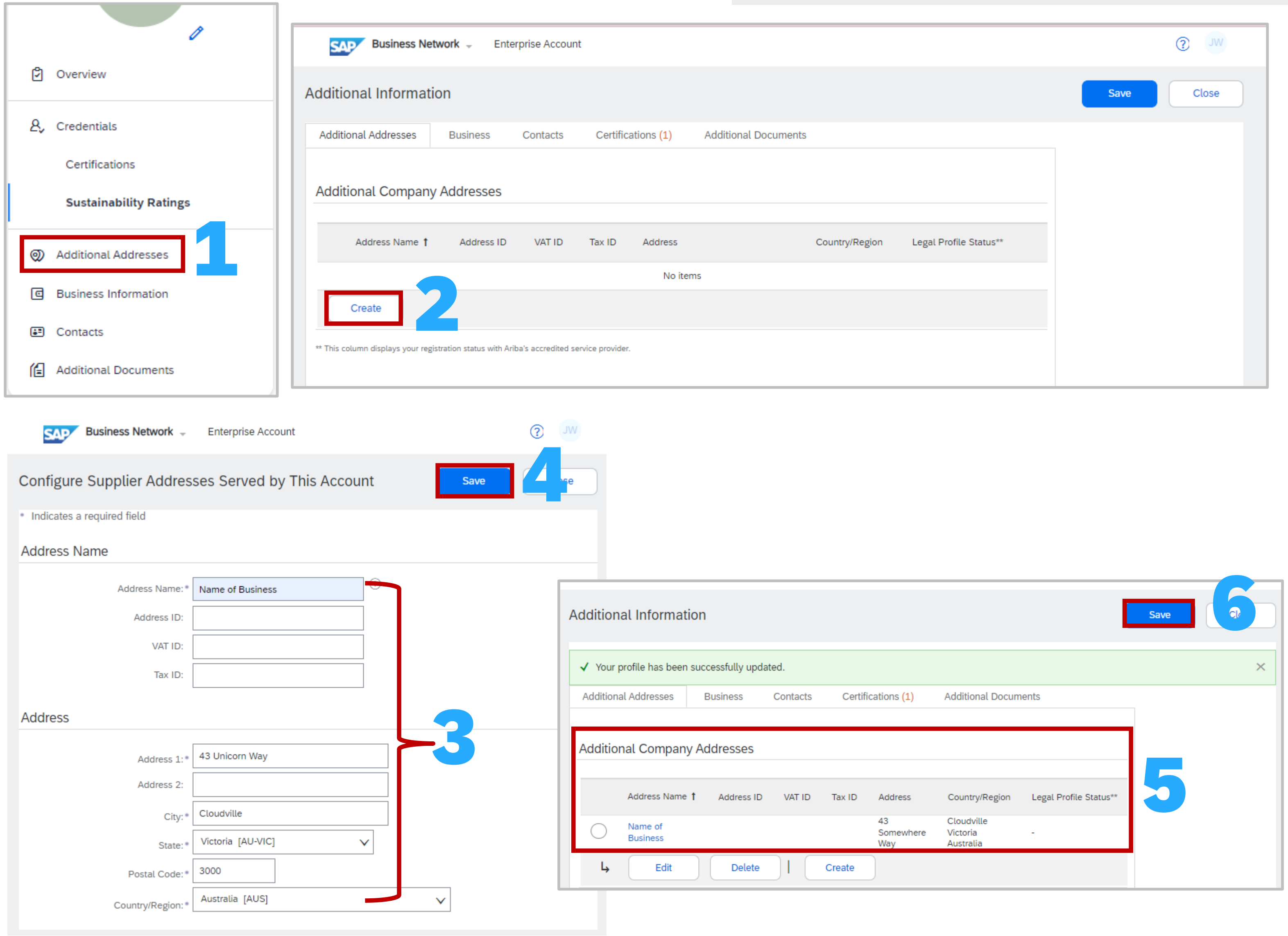
To Add Company Address Information, open the Company Profile:

1. Click on **Additional Addresses** in the overview pane

The Additional Information Screen is displayed

2. Click on **Create**
3. Complete all fields with asterisks
4. Click on **Save**
5. The information is displayed
6. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save



** This column displays your registration status with Ariba's accredited service provider.

* Indicates a required field

Address Name: * Name of Business
Address ID:
VAT ID:
Tax ID:

Address 1: * 43 Unicorn Way
Address 2:
City: * Cloudville
State: * Victoria [AU-VIC]
Postal Code: * 3000
Country/Region: * Australia [AUS]

✓ Your profile has been successfully updated.

Address Name	Address ID	VAT ID	Tax ID	Address	Country/Region	Legal Profile Status**
○ Name of Business				43 Somewhere Way	Cloudville Victoria Australia	-

Editing or Deleting Additional Company Addresses

Display the Additional Company Addresses screen

1. Select the Address Name you wish to change
2. Click on **Edit**

The **Configure Supplier Addresses Served by This Account** screen is displayed

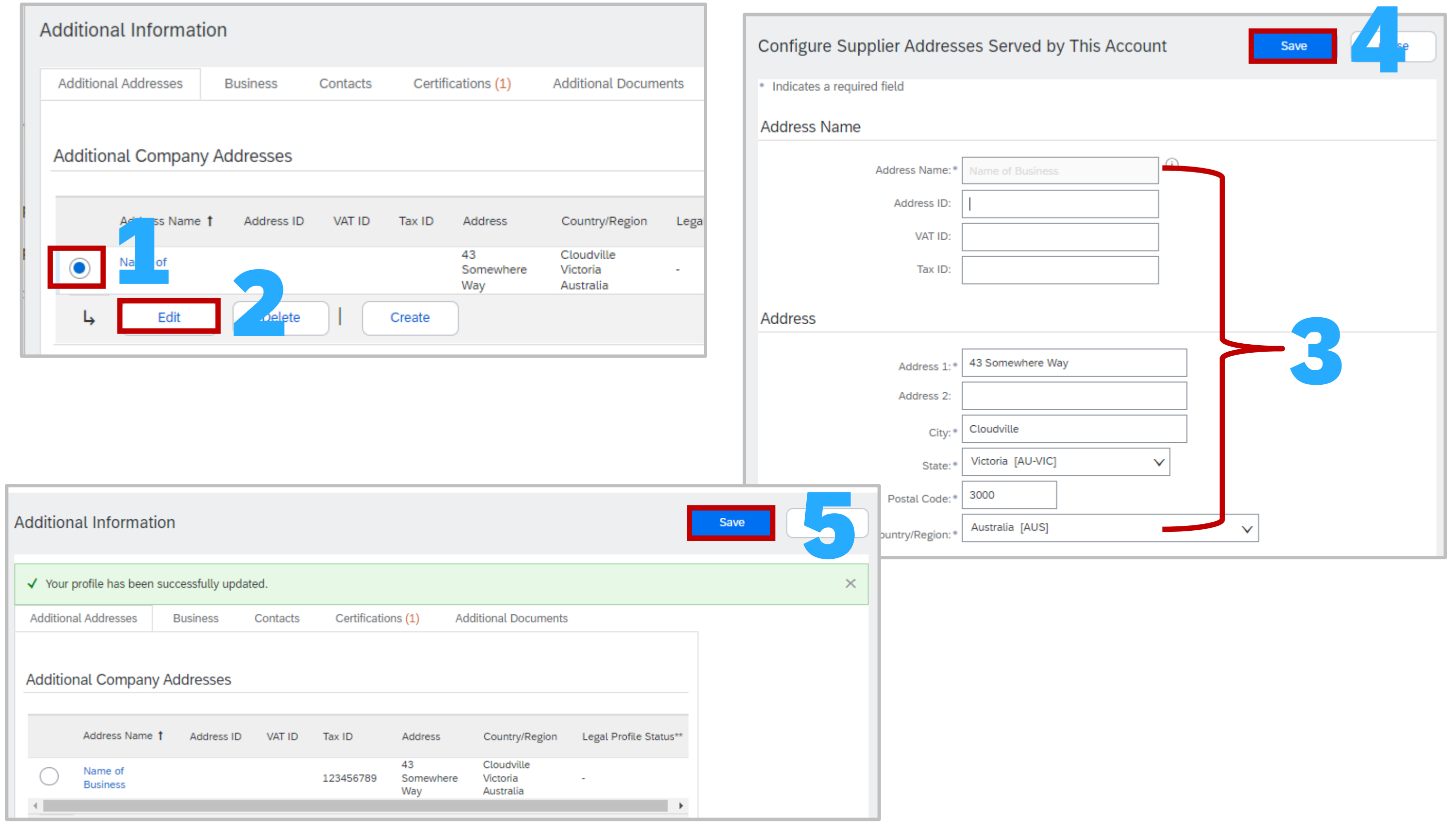
Note: Items that are greyed out cannot be edited

3. Update, Add or Change allowable information
4. Click on **Save**
5. Screen returns to the Additional Company Address screen, click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

To Delete an Additional or incorrect Address:

1. Select the Address Name you wish to delete (orange numbers)
2. Click on **Delete**
3. Click on **Save**



Additional Company Addresses

	Address Name ↑	Address ID	VAT ID	Tax ID	Address	Country/Region	Lega
●	Na of				43 Somewhere Way	Cloudville Victoria Australia	-

Configure Supplier Addresses Served by This Account

* Indicates a required field

Address Name

Address Name:* Name of Business
Address ID:
VAT ID:
Tax ID:

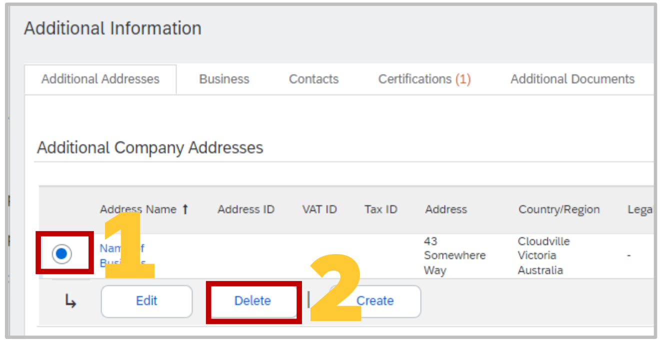
Address

Address 1:* 43 Somewhere Way
Address 2:
City:* Cloudville
State:* Victoria [AU-VIC]
Postal Code:* 3000
ountry/Region:* Australia [AUS]

✓ Your profile has been successfully updated.

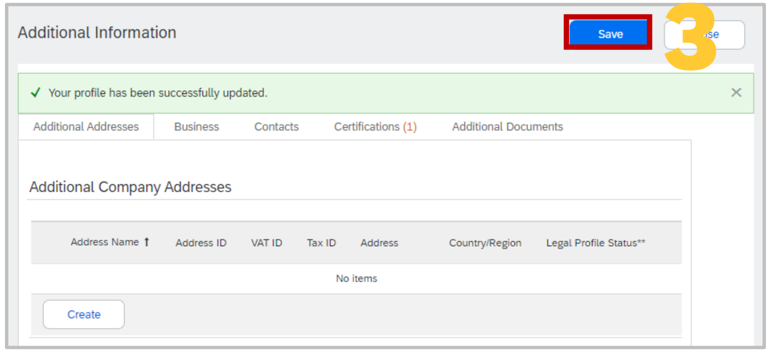
Additional Company Addresses

	Address Name ↑	Address ID	VAT ID	Tax ID	Address	Country/Region	Legal Profile Status**
○	Name of Business			123456789	43 Somewhere Way	Cloudville Victoria Australia	-



Additional Company Addresses

	Address Name ↑	Address ID	VAT ID	Tax ID	Address	Country/Region	Lega
●	Nam f Bus				43 Somewhere Way	Cloudville Victoria Australia	-



✓ Your profile has been successfully updated.

Additional Company Addresses

Address Name ↑	Address ID	VAT ID	Tax ID	Address	Country/Region	Legal Profile Status**
No items						

Additional Information – Business

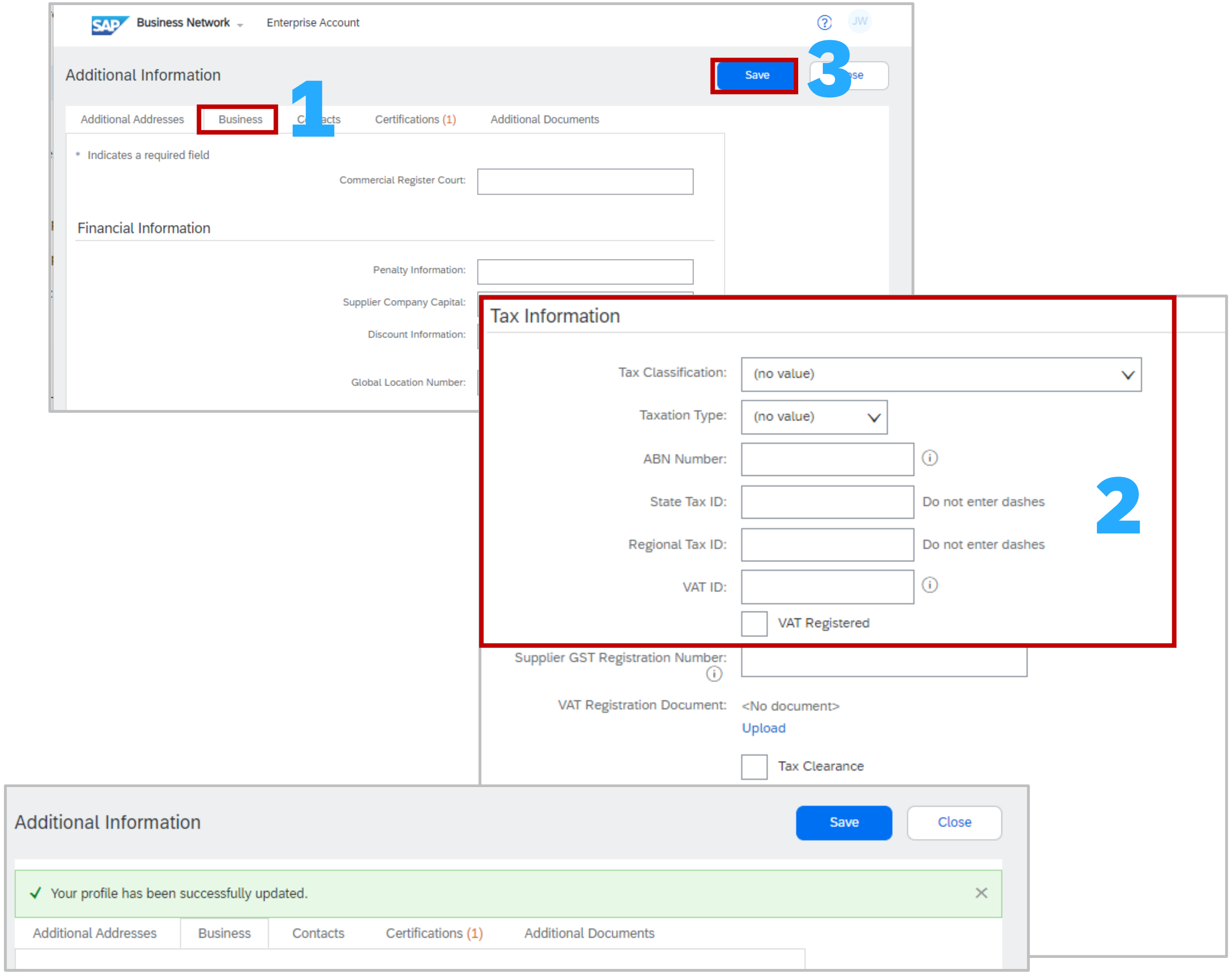
Use the Business Tab to add information about your Business that is not shown on the business Public profile, however is not mandatory.

Adding the relevant Tax information ensures that these fields are automatically populated when required during the Invoice creation process (where completed)

Display the Additional Company Addresses screen

1. Select the **Business** tab
2. Add the applicable and relevant Tax information
3. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save



✓ Your profile has been successfully updated.

Additional Information – Contacts Information

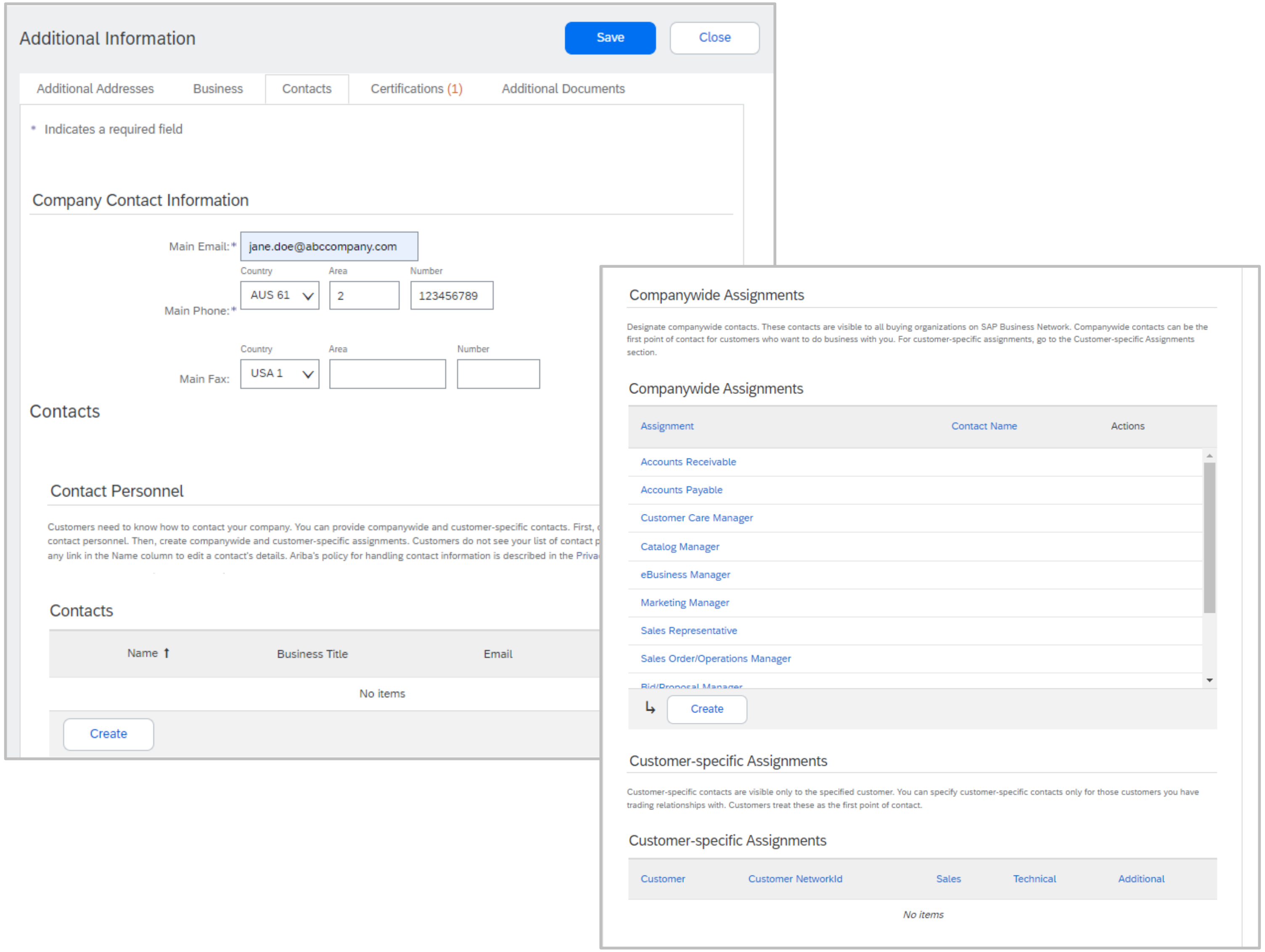
Use the Contacts Tab provides information about whom they should contact in your business company-wide and customer-specific contacts.

The contact sections are:

Contact Personnel – internal only, your customers can not see this list

Companywide Contacts – these contacts are visible to all buyers on the SAP Business Network

Customer Specific Assignment – visible only to specified customers, such as customers with a trading relationship with your business so that a Buyer knows who the main point of contact should be



* Indicates a required field

Company Contact Information

Main Email:* jane.doe@abccompany.com

Main Phone:* Country AUS 61 Area 2 Number 123456789

Main Fax: Country USA 1 Area Number

Contacts

Contact Personnel

Customers need to know how to contact your company. You can provide companywide and customer-specific contacts. First,
contact personnel. Then, create companywide and customer-specific assignments. Customers do not see your list of contact
any link in the Name column to edit a contact's details. Ariba's policy for handling contact information is described in the

Contacts

Name ↑	Business Title	Email
	No items	

Companywide Assignments

Designate companywide contacts. These contacts are visible to all buying organizations on SAP Business Network. Companywide contacts can be the first point of contact for customers who want to do business with you. For customer-specific assignments, go to the Customer-specific Assignments section.

Companywide Assignments

Assignment	Contact Name	Actions
Accounts Receivable		
Accounts Payable		
Customer Care Manager		
Catalog Manager		
eBusiness Manager		
Marketing Manager		
Sales Representative		
Sales Order/Operations Manager		
Bid/Proposal Manager		

Customer-specific Assignments

Customer-specific contacts are visible only to the specified customer. You can specify customer-specific contacts only for those customers you have trading relationships with. Customers treat these as the first point of contact.

Customer-specific Assignments

Customer	Customer NetworkId	Sales	Technical	Additional
		No items		

Additional Information – Company Contact and Contact Personnel Sections

Display the Additional Company Addresses screen

1. Select the **Contacts** tab

Note: All fields with Asterisks are mandatory, others without an asterisk can be completed or left blank

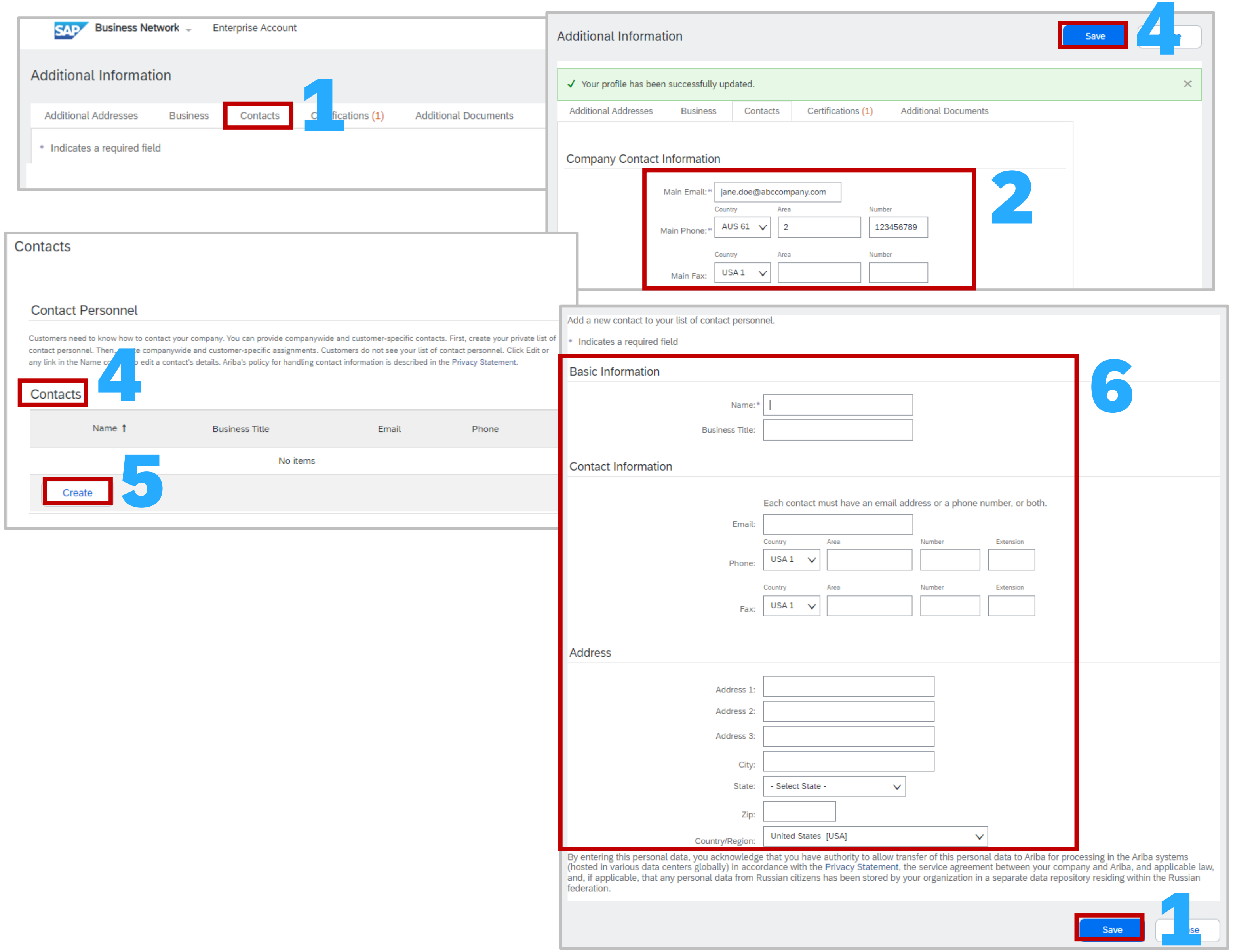
2. Confirm, Edit or Update the main **Company Contact Information**
3. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

4. Scroll down to **Contacts**
5. Click on **Create**

The **Create new Contact** screen is displayed

6. Complete all fields with an **Asterisks**
7. Click on **Save**



* Indicates a required field

Additional Information

✓ Your profile has been successfully updated.

Company Contact Information

Main Email:* jane.doe@abccompany.com

Main Phone:* Country AUS 61 Area 2 Number 123456789

Main Fax: Country USA 1

Contact Personnel

Customers need to know how to contact your company. You can provide companywide and customer-specific contacts. First, create your private list of contact personnel. Then, te companywide and customer-specific assignments. Customers do not see your list of contact personnel. Click Edit or any link in the Name co o edit a contact's details. Ariba's policy for handling contact information is described in the Privacy Statement.

No items

Add a new contact to your list of contact personnel.

* Indicates a required field

Basic Information

Name:*

Business Title:

Contact Information

Each contact must have an email address or a phone number, or both.

Email:

Phone: Country USA 1 Area Number Extension

Fax: Country USA 1 Area Number Extension

Address

Address 1:

Address 2:

Address 3:

City:

State: - Select State -

Zip:

Country/Region: United States [USA]

By entering this personal data, you acknowledge that you have authority to allow transfer of this personal data to Ariba for processing in the Ariba systems (hosted in various data centers globally) in accordance with the Privacy Statement, the service agreement between your company and Ariba, and applicable law, and, if applicable, that any personal data from Russian citizens has been stored by your organization in a separate data repository residing within the Russian federation.

Additional Information – Company-Wide Assignments Section

In order to complete company-wide assignments the Contact Personnel section needs to be set up first so that you can assign contact types. The Company-Wide Contacts are visible to all Buying Organisations on the SAP Business Network.

Display the Additional Company Addresses screen

1. Select the **Contacts** tab

Note: All fields with Asterisks are mandatory, others without an asterisk can be completed or left blank

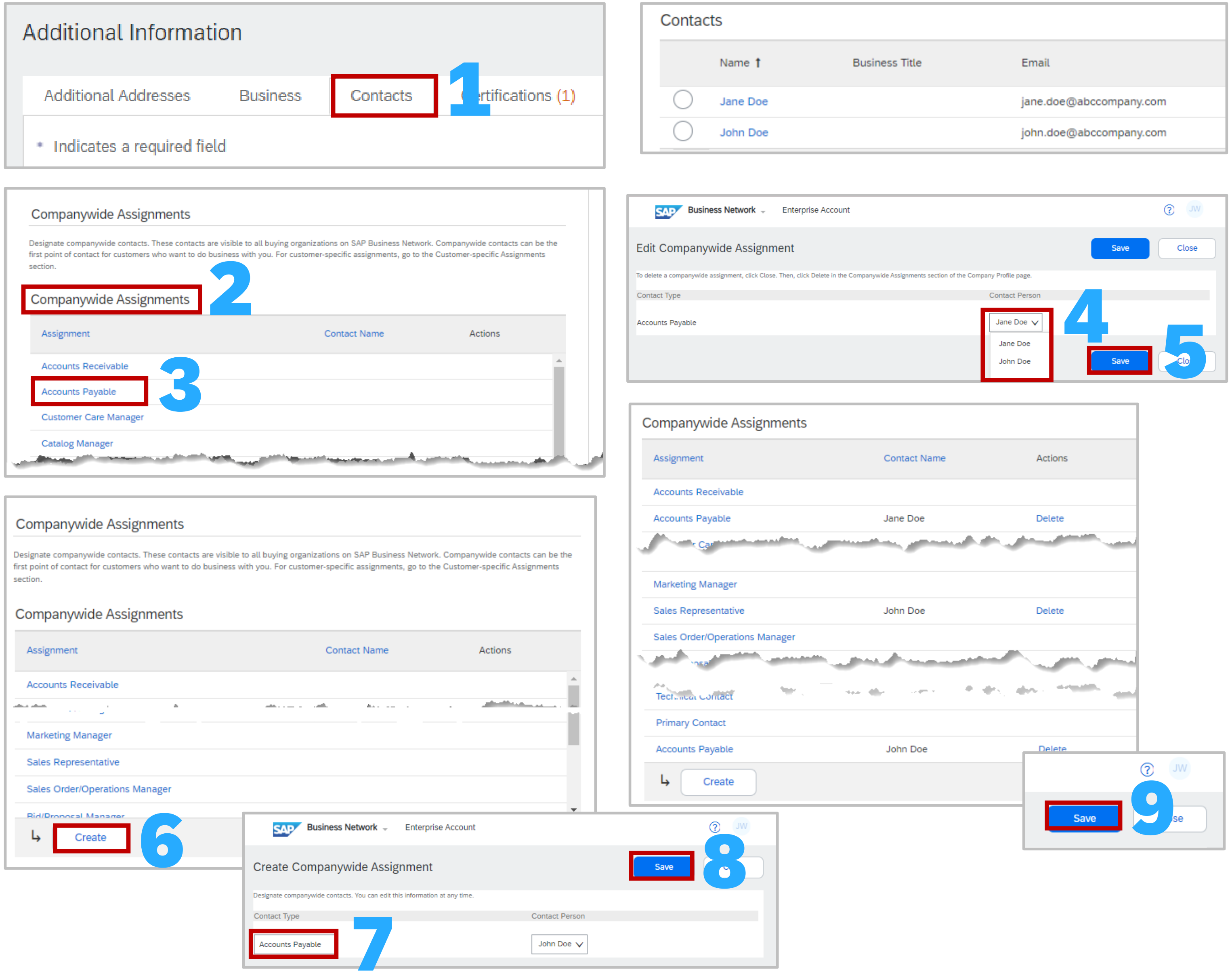
2. Scroll down to **Companywide Assignments**
3. Click on the **Assignment** type you wish to add a contact to
4. Select the **Contact Person** from the drop-down list
5. Click on **Save**, and repeat to add more contacts to other listed **Assignment** Roles

Note: You can add the same resource name to multiple Assignment Roles, but you can only add 1 name to each Assignment

To Add more Assignments

6. To add other roles or names of roles that reflect your business and can already be shown in the original listed roles, click on **Create**
7. Enter the **Contact Type** role
8. Click on **Save**
9. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save



Additional Information

Additional Addresses | Business | Contacts | Certifications (1)

* Indicates a required field

Contacts

	Name ↑	Business Title	Email
○	Jane Doe		jane.doe@abccompany.com
○	John Doe		john.doe@abccompany.com

Companywide Assignments

Designate companywide contacts. These contacts are visible to all buying organizations on SAP Business Network. Companywide contacts can be the first point of contact for customers who want to do business with you. For customer-specific assignments, go to the Customer-specific Assignments section.

Companywide Assignments

Assignment	Contact Name	Actions
Accounts Receivable		
Accounts Payable		
Customer Care Manager		
Catalog Manager		

Edit Companywide Assignment

To delete a companywide assignment, click Close. Then, click Delete in the Companywide Assignments section of the Company Profile page.

Contact Type	Contact Person
Accounts Payable	Jane Doe Jane Doe John Doe

Companywide Assignments

Assignment	Contact Name	Actions
Accounts Receivable		
Accounts Payable	Jane Doe	Delete
Marketing Manager		
Sales Representative	John Doe	Delete
Sales Order/Operations Manager		
Technical Contact		
Primary Contact		
Accounts Payable	John Doe	Delete

Companywide Assignments

Designate companywide contacts. These contacts are visible to all buying organizations on SAP Business Network. Companywide contacts can be the first point of contact for customers who want to do business with you. For customer-specific assignments, go to the Customer-specific Assignments section.

Companywide Assignments

Assignment	Contact Name	Actions
Accounts Receivable		
Marketing Manager		
Sales Representative		
Sales Order/Operations Manager		
Bid/Proposal Manager		

Create Companywide Assignment

Designate companywide contacts. You can edit this information at any time.

Contact Type	Contact Person
Accounts Payable	John Doe

Additional Information – Customer - Specific Assignments Section

In order to complete Customer-specific Assignments you need to have a trading relationship with them on this ANID. The Company-Wide Contacts are visible to the specified customer and should be the first point of contact for the Buyer.

1. Select the **Contacts** tab

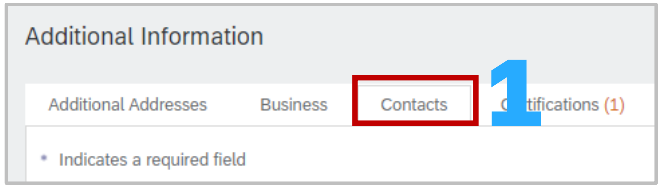
Note: All fields with Asterisks are mandatory, others without an asterisk can be completed or left blank

2. Scroll down to **Customer-specific Assignments**
3. Click on the **Buyer Name** type you wish to add a contact to
4. Is the Contact Type a Sales Representative or a Technical Contact, if **Yes**, select the name from the drop-down list
5. Do you need to add a new Contact Type (role), if **Yes**, enter the name of the role and select the name of the person from the **Contact Person drop-down** list

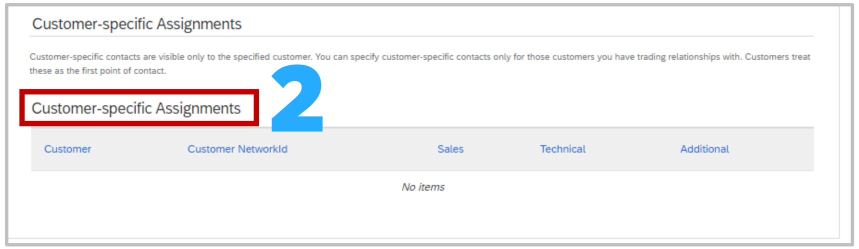
Note: You can only add 1 Contact type and select the name from the drop-down list of contacts already added

6. Click on **Save**
7. The screen returns to Contact, click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save



* Indicates a required field



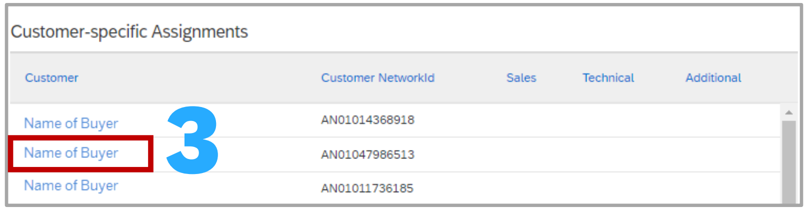
Customer-specific Assignments

Customer-specific contacts are visible only to the specified customer. You can specify customer-specific contacts only for those customers you have trading relationships with. Customers treat these as the first point of contact.

Customer-specific Assignments

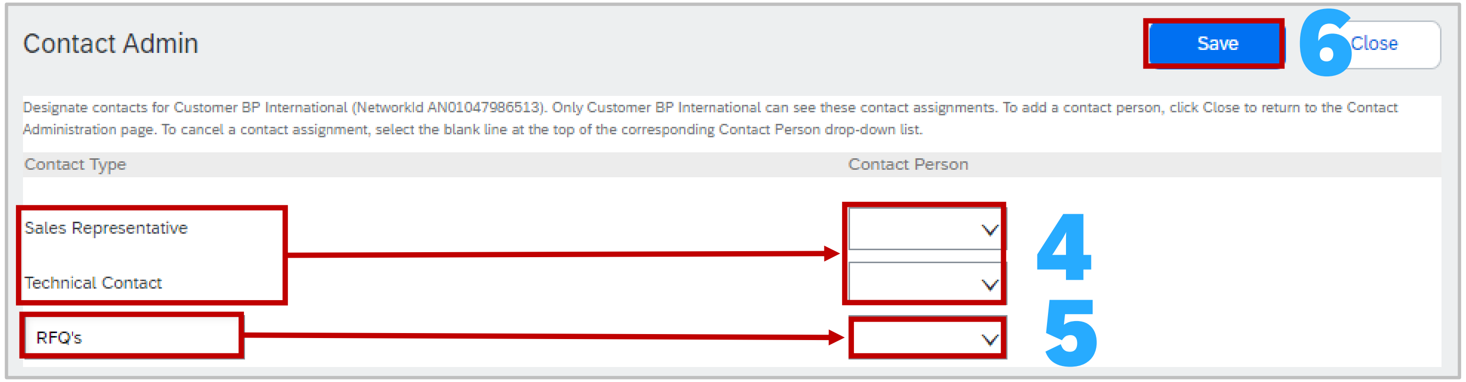
Customer	Customer NetworkId	Sales	Technical	Additional

No items



Customer-specific Assignments

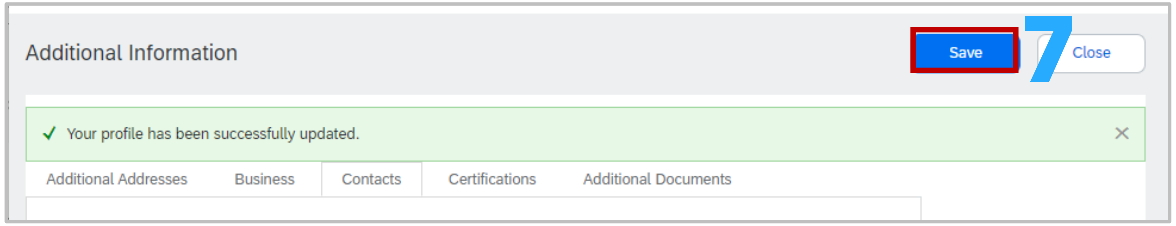
Customer	Customer NetworkId	Sales	Technical	Additional
Name of Buyer	AN01014368918			
Name of Buyer	AN01047986513			
Name of Buyer	AN01011736185			



Contact Admin

Designate contacts for Customer BP International (NetworkId AN01047986513). Only Customer BP International can see these contact assignments. To add a contact person, click Close to return to the Contact Administration page. To cancel a contact assignment, select the blank line at the top of the corresponding Contact Person drop-down list.

Contact Type	Contact Person
Sales Representative	
Technical Contact	
RFQ's	



Additional Information

✓ Your profile has been successfully updated.

Additional Information – Certifications

The Certification screen within Additional Information caters for other types of certifications that are not internationally recognised but have significant differentiators in specific country markets.

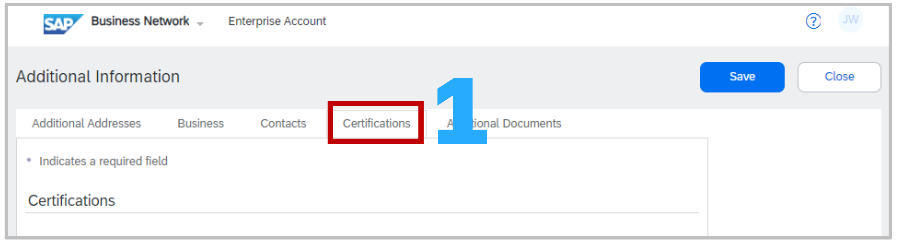
Buyers can view these designations in your Company Profile and search using this information when looking for new suppliers. There is no ability to upload certificates but is more to highlight niche market differentiators.

Globally recognised certifications can be uploaded to the Company Profile, refer to [Credentials - Certifications]

Display the Additional Company Addresses screen

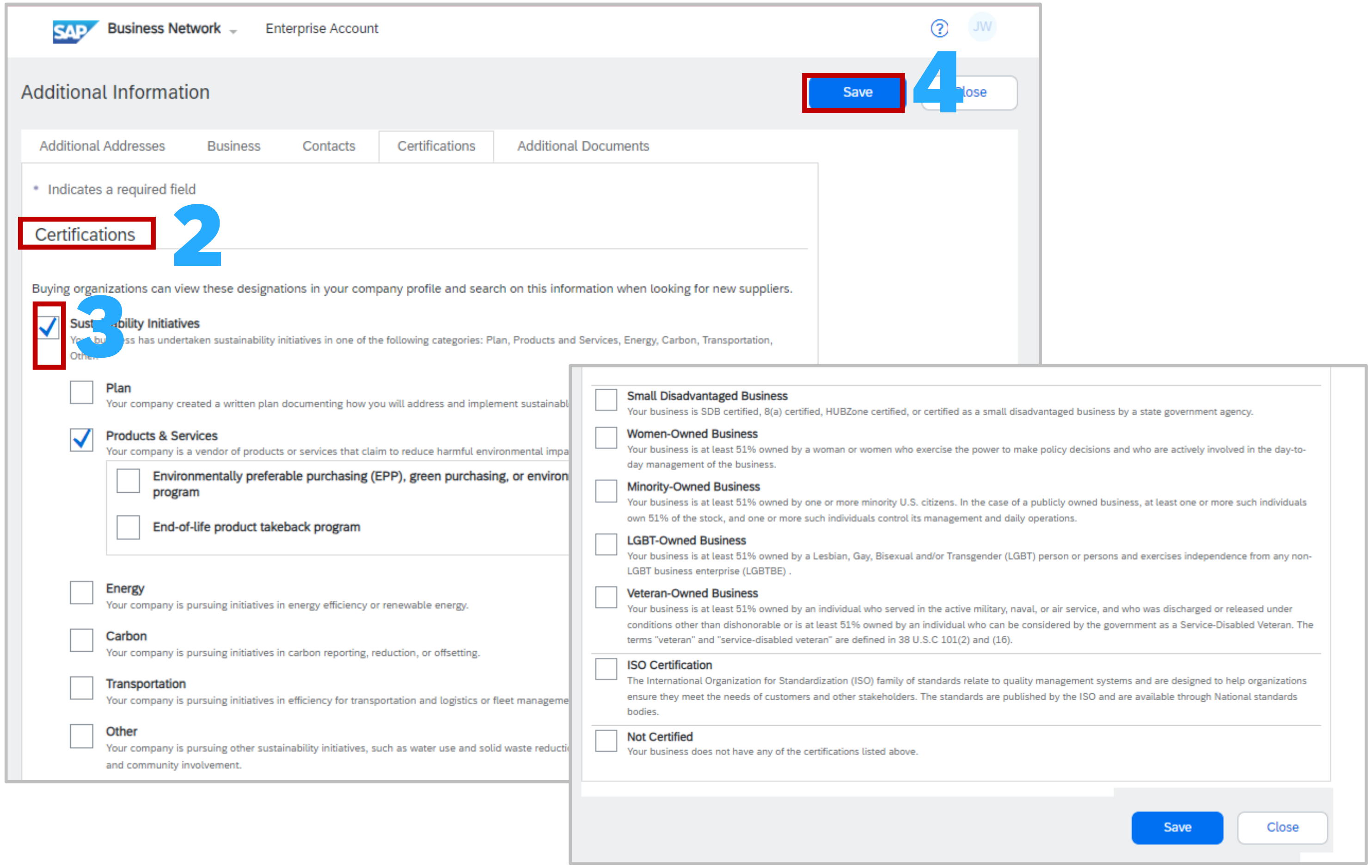
1. Select the **Certifications** tab
2. Scroll through and select the **Certifications**
3. Select the **Certifications** required
4. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save



* Indicates a required field

Certifications



* Indicates a required field

Certifications

Buying organizations can view these designations in your company profile and search on this information when looking for new suppliers.

☑ Sust ability Initiatives
Yo bu ss has undertaken sustainability initiatives in one of the following categories: Plan, Products and Services, Energy, Carbon, Transportation, Other.

- ☐ Plan
  Your company created a written plan documenting how you will address and implement sustainabl
- ☑ Products & Services
  Your company is a vendor of products or services that claim to reduce harmful environmental impa
  - ☐ Environmentally preferable purchasing (EPP), green purchasing, or environ program
  - ☐ End-of-life product takeback program
- ☐ Energy
  Your company is pursuing initiatives in energy efficiency or renewable energy.
- ☐ Carbon
  Your company is pursuing initiatives in carbon reporting, reduction, or offsetting.
- ☐ Transportation
  Your company is pursuing initiatives in efficiency for transportation and logistics or fleet manageme
- ☐ Other
  Your company is pursuing other sustainability initiatives, such as water use and solid waste reducti and community involvement.

☐ Small Disadvantaged Business
Your business is SDB certified, 8(a) certified, HUBZone certified, or certified as a small disadvantaged business by a state government agency.

☐ Women-Owned Business
Your business is at least 51% owned by a woman or women who exercise the power to make policy decisions and who are actively involved in the day-to-day management of the business.

☐ Minority-Owned Business
Your business is at least 51% owned by one or more minority U.S. citizens. In the case of a publicly owned business, at least one or more such individuals own 51% of the stock, and one or more such individuals control its management and daily operations.

☐ LGBT-Owned Business
Your business is at least 51% owned by a Lesbian, Gay, Bisexual and/or Transgender (LGBT) person or persons and exercises independence from any non-LGBT business enterprise (LGBTBE) .

☐ Veteran-Owned Business
Your business is at least 51% owned by an individual who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable or is at least 51% owned by an individual who can be considered by the government as a Service-Disabled Veteran. The terms "veteran" and "service-disabled veteran" are defined in 38 U.S.C 101(2) and (16).

☐ ISO Certification
The International Organization for Standardization (ISO) family of standards relate to quality management systems and are designed to help organizations ensure they meet the needs of customers and other stakeholders. The standards are published by the ISO and are available through National standards bodies.

☐ Not Certified
Your business does not have any of the certifications listed above.

Company Profile - Company Keywords

Use Company Keywords to make finding your business/company easier to find.

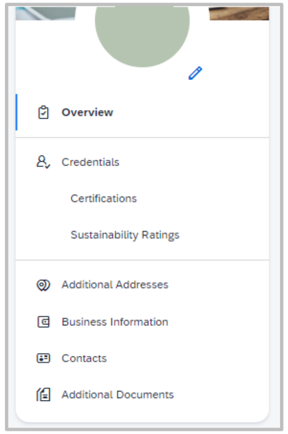
With the Company Profile Page Displayed:

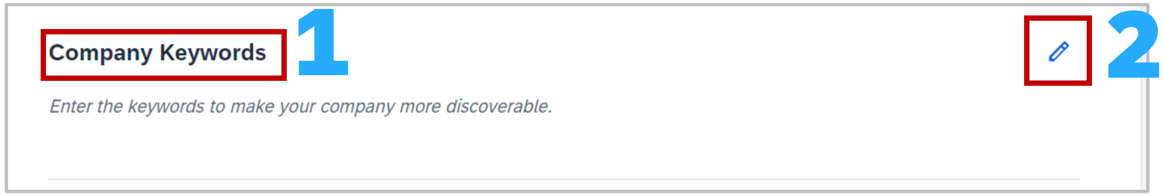
1. Scroll down to locate **Company Keywords**
2. Click on the ✎
3. Click on **+ Add Keywords**

The **Add New Keywords** screen is displayed

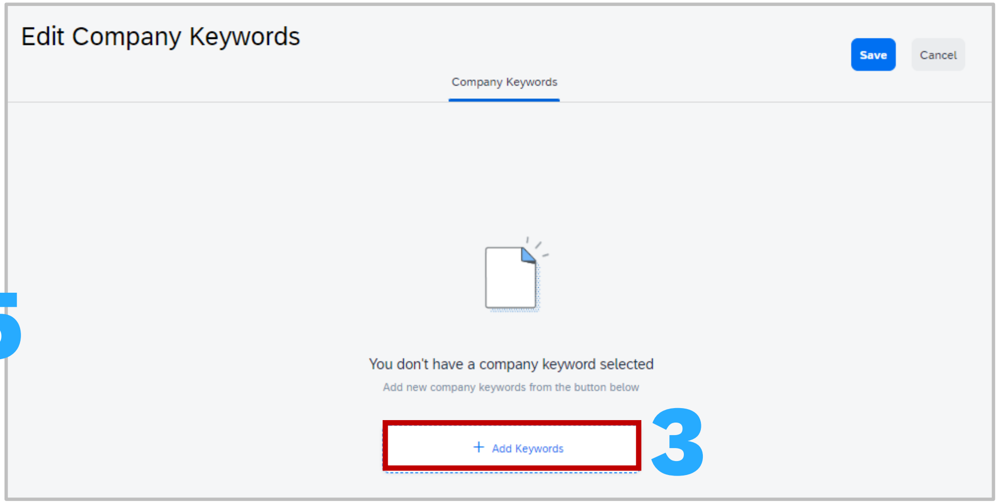
4. Enter a word or short sentence
5. Click on the +
6. Continue until all keywords have been entered and click on **Add**
7. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save



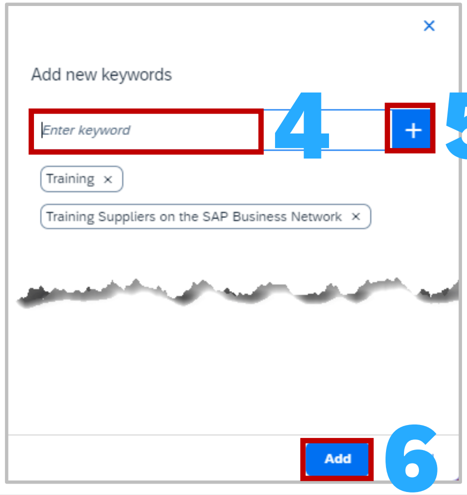


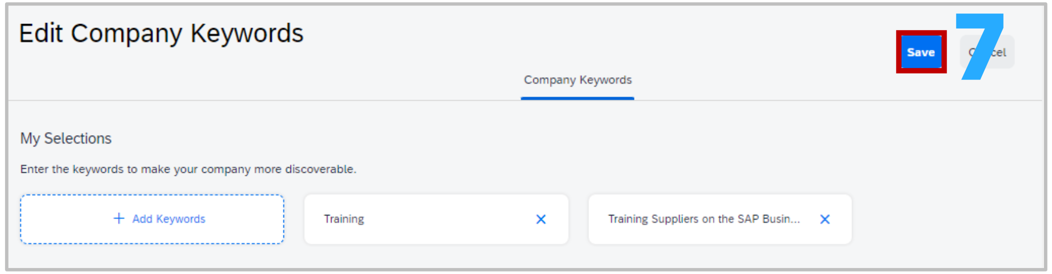
Enter the keywords to make your company more discoverable.



You don't have a company keyword selected

Add new company keywords from the button below



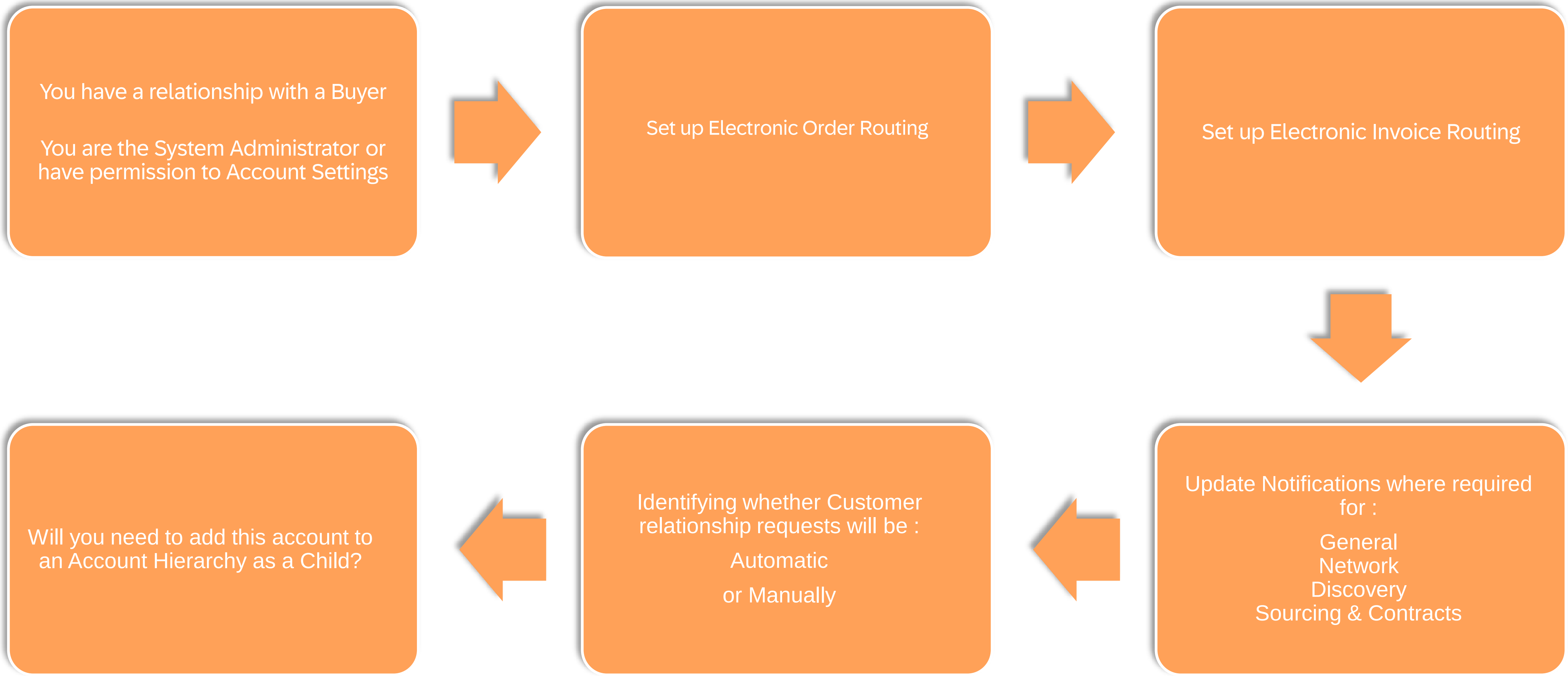


Enter the keywords to make your company more discoverable.

Account Settings

Account Settings Flow

- Account Settings allow Suppliers to set the communication parameters of documents in the SAP Business Network, for who is advised a new purchase order has been received to rejected invoice notifications



You have a relationship with a Buyer

You are the System Administrator or have permission to Account Settings

Set up Electronic Order Routing

Set up Electronic Invoice Routing

Update Notifications where required for :

General
Network
Discovery
Sourcing & Contracts

Identifying whether Customer relationship requests will be :

Automatic

or Manually

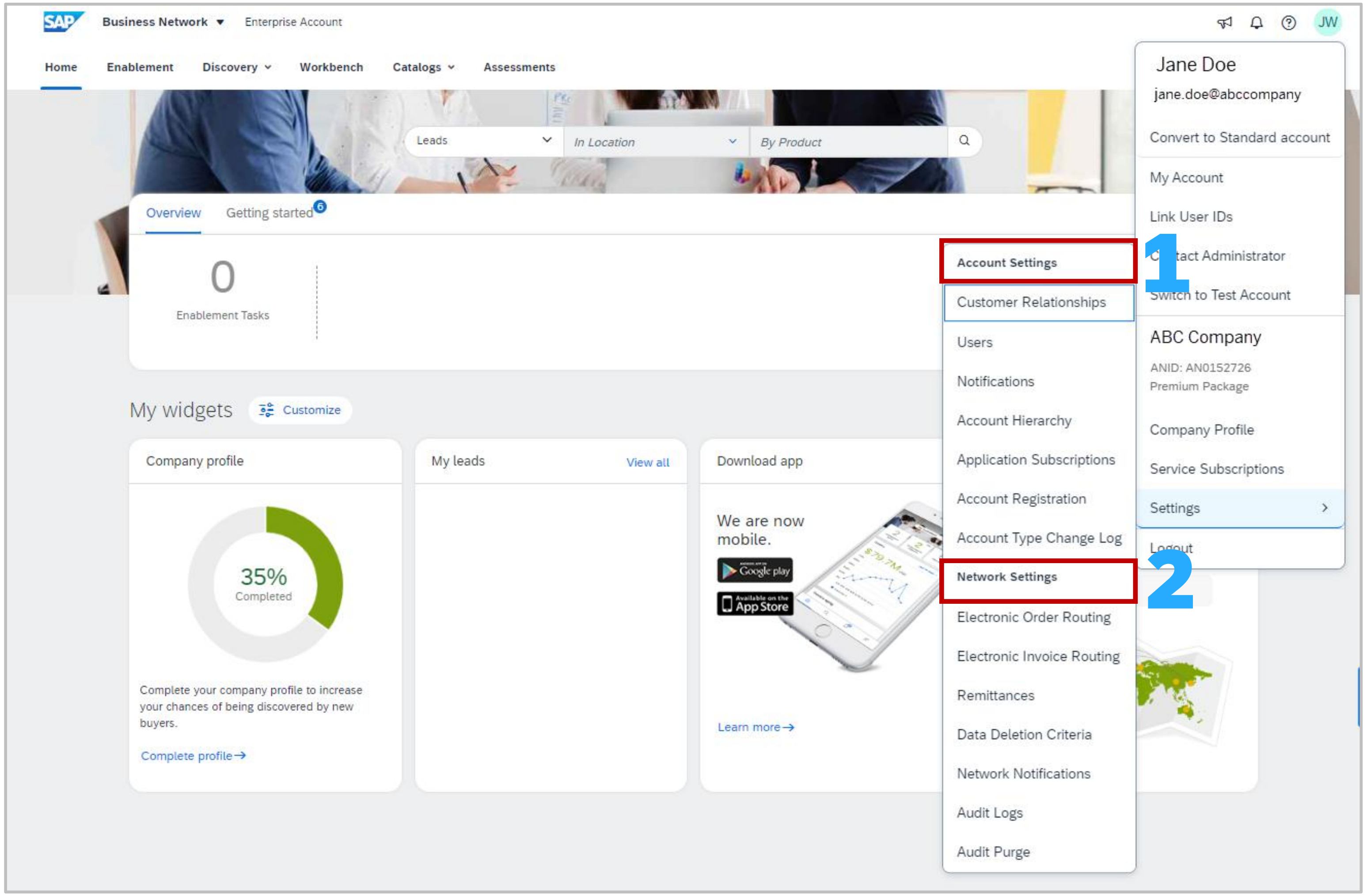
Will you need to add this account to an Account Hierarchy as a Child?

Settings Drop Down Information – Account Settings

The Settings selection under your name initials on the top right-hand corner provides access to the Account Settings drop-down list

- The drop-down list shows the selections available to all users, however, only the System Administrator has all ***available*** selections including Users and Audit Logs
- There may be additional selections based on the SAP Business Network account you have

1. Accounts Settings usually consists of:
    - Customer Relationships
    - Users
    - Notifications
    - Application Subscriptions
    - Account Registration
2. Network Settings usually consist of:
    - Electronic Order Routing
    - Electronic Invoice Routing
    - Accelerated Payments
    - Remittances
    - Data Deletion Criteria
    - Network Notifications
    - Audit Logs



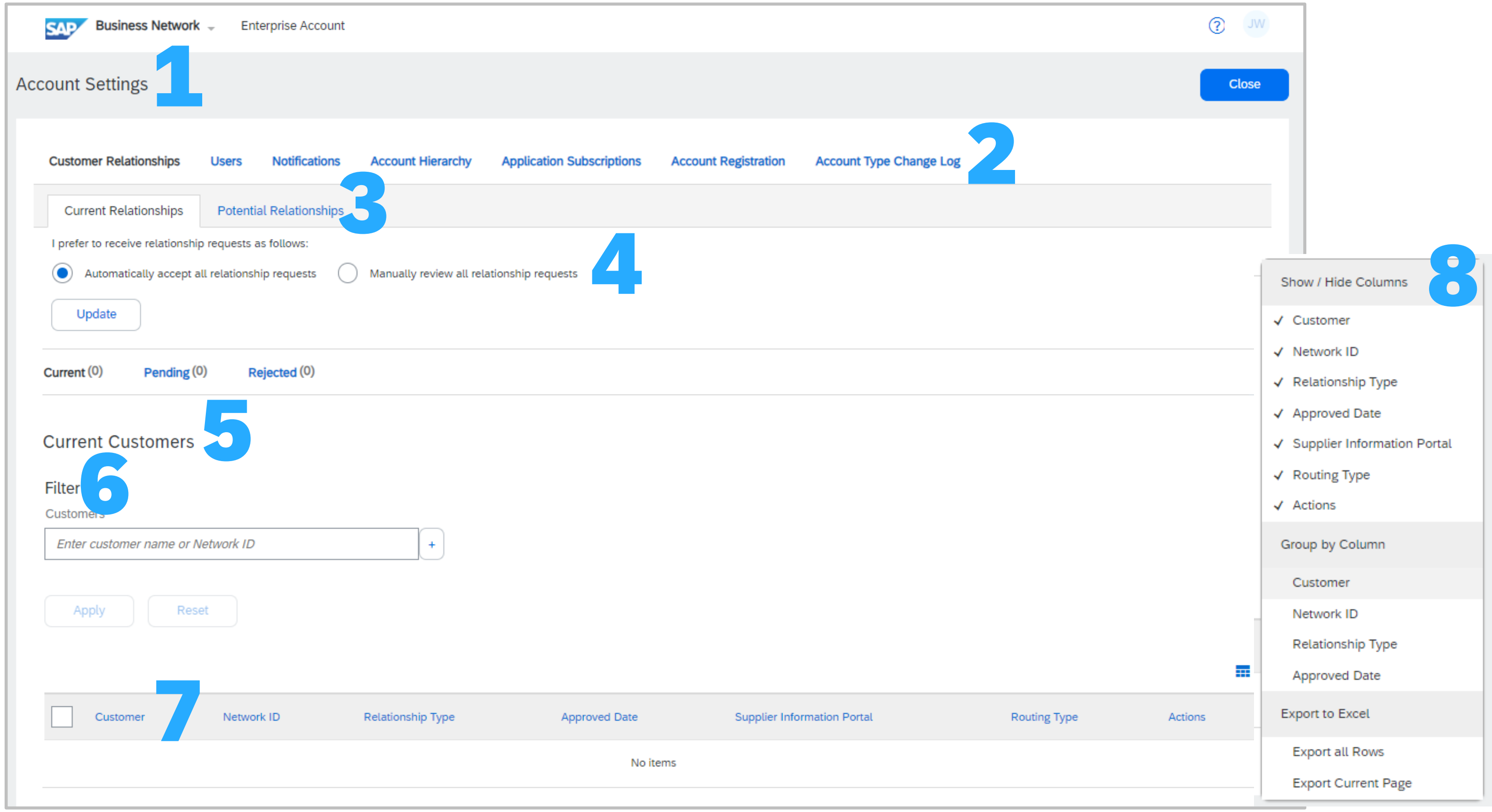
Account Setting Screen – Customer Relationship Information

The System Administrator has access to all relevant tabs under Account Settings, however, users will only have access to the tabs based on the permissions set for each user

Customer Relationships provides suppliers with information about:

- Current Relationships
- Potential Relationships
- Numbering Preferences
- More which contains Numbering Preferences and Automatic Invoice Creation

Note: Tabs can be used to access other sections under the Account Settings Screen instead of exiting and selecting from the Settings drop down list



I prefer to receive relationship requests as follows:

● Automatically accept all relationship requests ○ Manually review all relationship requests

Current Customers

Filter

Customers: Enter customer name or Network ID

☐	Customer	Network ID	Relationship Type	Approved Date	Supplier Information Portal	Routing Type	Actions

No items

View the list of buying organizations that are currently accepting relationship requests from qualified suppliers and view the project details.

Project Details

Buying Organization	Project Name	Date Posted ↓	My Response Status	Date Submitted	Action
Test Buyer	Bea and Lucie	13 Jun 2023			View Project

1. **Account Settings** screen header
2. **Tabs** to other options under the Settings > Account Settings option
3. **Current Relationships** and **Potential Relationships** tab
4. **Relationship request options** – automatic or manual
5. **Current Customers** sub heading
6. **Filter** to search for customers
7. All Buyers that have a transacting relationship in the SAP Business Network
8. **Show Hide Columns** options

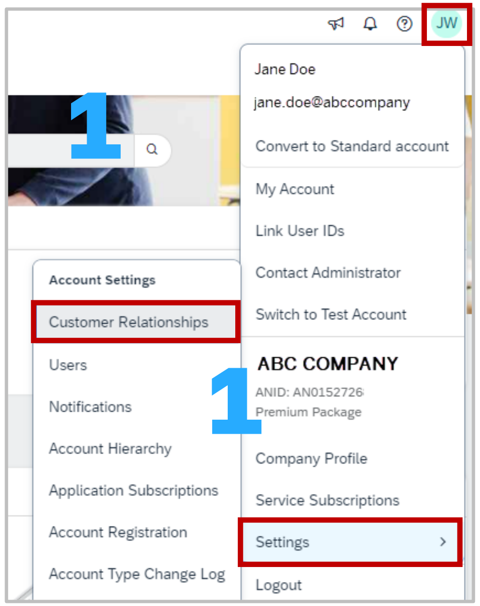
The Buyer-Supplier Information Portal & Reference Documents – For System Administrator Information

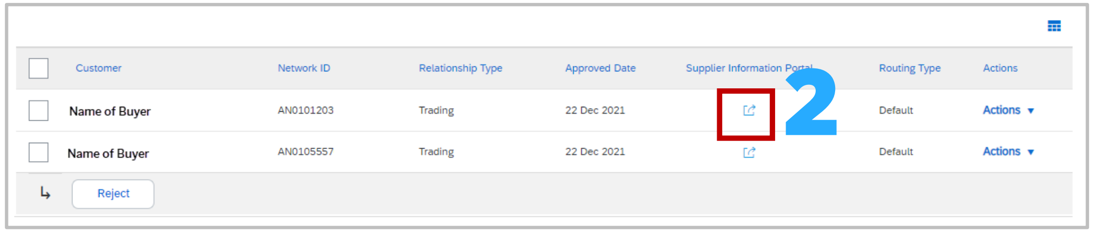
The **Buyer-Supplier Information Portal** is a way Buyers can communicate with their supplier's System Administrator with the information they need to transact using the SAP Business Network. However, only System Administrators or those with the applicable "Customer Relationships" permission can access this section

General Access to the Supplier Information Portal should be done via the Support function. Refer to Accessing Buyer Suppliers Information Portals for all Buyers transacting on this account.

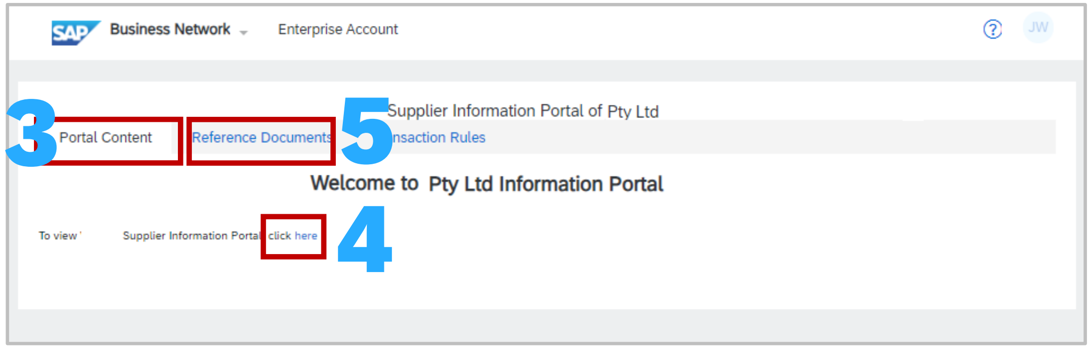
To access each tab in the Buyers Supplier Information Portal:

1. Access **Settings > Customer Relationships**
2. Under **Current Customers** locate the **Supplier Information Portal column**
3. Click on ↗ under the Supplier Information Portal heading associated with the Buyer you require information on
4. The **Supplier Information Portal of** the Buyer you selected with the Portal Content tab open
5. Click on the **Reference Documents** tab to identify any documents from your Buyer



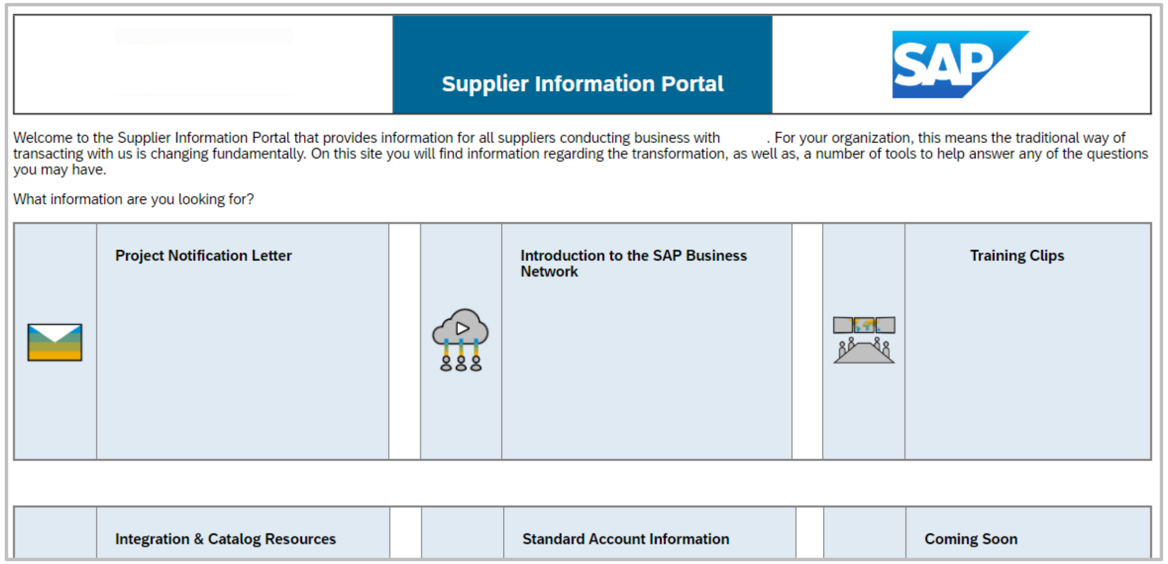


☐	Customer	Network ID	Relationship Type	Approved Date	Supplier Information Portal	Routing Type	Actions
☐	Name of Buyer	AN0101203	Trading	22 Dec 2021	↗	Default	Actions ▾
☐	Name of Buyer	AN0105557	Trading	22 Dec 2021	↗	Default	Actions ▾



Welcome to Pty Ltd Information Portal

To view Supplier Information Portal click here



Welcome to the Supplier Information Portal that provides information for all suppliers conducting business with . For your organization, this means the traditional way of transacting with us is changing fundamentally. On this site you will find information regarding the transformation, as well as, a number of tools to help answer any of the questions you may have.

What information are you looking for?

For example, only there may be variations in design and content

Transaction Rules via Customer Relationships

Each Buyer creates a list of parameters to transact with their supplier via the SAP Business Network. Supplier System Administrators and sub-users with the correct permissions can access a cut-down list of the transaction rules that affect the way suppliers collaborate.

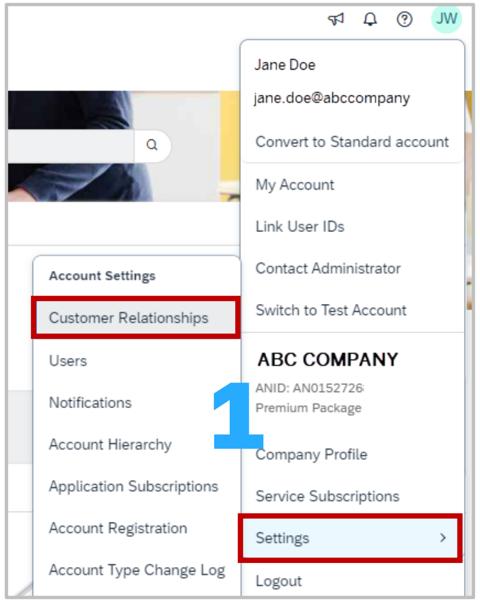
To access each tab in the Buyers Supplier Information Portal and the Transaction Rules:

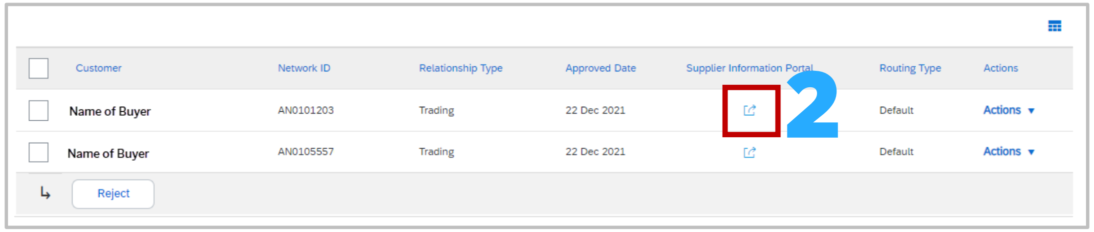
1. Access **Settings > Customer Relationships**
2. Under **Current Customers** locate the **Supplier Information Portal column,** Click on ↗ of the Buyer required
3. Click on the **Transaction Rules** tab to view the transaction rules set by the Buyer

To search specific rules:

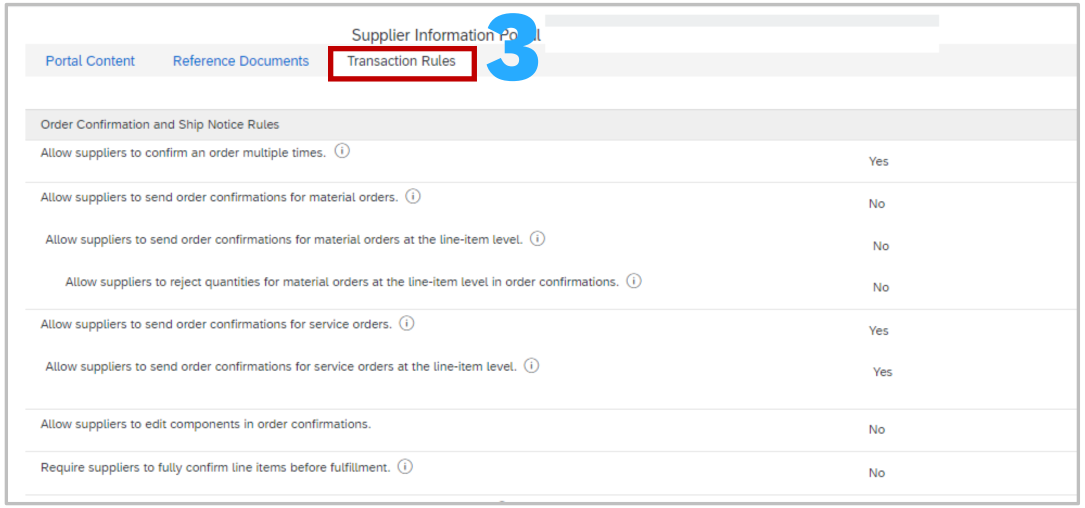
4. Click **ctrl** and **F**
5. Enter the term, for example, **Invoice**
6. The number of items for the search term is displayed and all instances of the term highlighted

Note: You can not modify or change the transaction rules as these are controlled by the Buyer



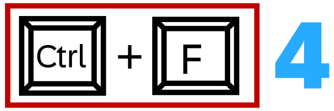


☐	Customer	Network ID	Relationship Type	Approved Date	Supplier Information Portal	Routing Type	Actions
☐	Name of Buyer	AN0101203	Trading	22 Dec 2021	↗	Default	Actions ▾
☐	Name of Buyer	AN0105557	Trading	22 Dec 2021	↗	Default	Actions ▾



Order Confirmation and Ship Notice Rules

Allow suppliers to confirm an order multiple times.	Yes
Allow suppliers to send order confirmations for material orders.	No
Allow suppliers to send order confirmations for material orders at the line-item level.	No
Allow suppliers to reject quantities for material orders at the line-item level in order confirmations.	No
Allow suppliers to send order confirmations for service orders.	Yes
Allow suppliers to send order confirmations for service orders at the line-item level.	Yes
Allow suppliers to edit components in order confirmations.	No
Require suppliers to fully confirm line items before fulfillment.	No



General Invoice Rules

Allow suppliers to send invoices to this account.	Yes
Allow suppliers to send summary invoices to this account.	No
Allow suppliers to send invoices with service information.	No

Accessing a Buyer (SIP) – Sub Users or those without Customer Relationship Permissions

The **Buyer-Supplier Information Portal** is a way Buyers can communicate with their supplier's System Administrator with the information they need to transact using the SAP Business Network. However, only System Administrators or those with the applicable "Customer Relationships" permission can access this section

General Access to the Supplier Information Portal should be done via the Support function. Refer to Accessing Buyer Suppliers Information Portals for all Buyers transacting on this account.

Note: A user ***must*** be logged on to access specific Buyer Supplier Information Portal/s.

To access all Buyer Supplier Information Portals you are transacting with on an account (both Standard & Enterprise Accounts)

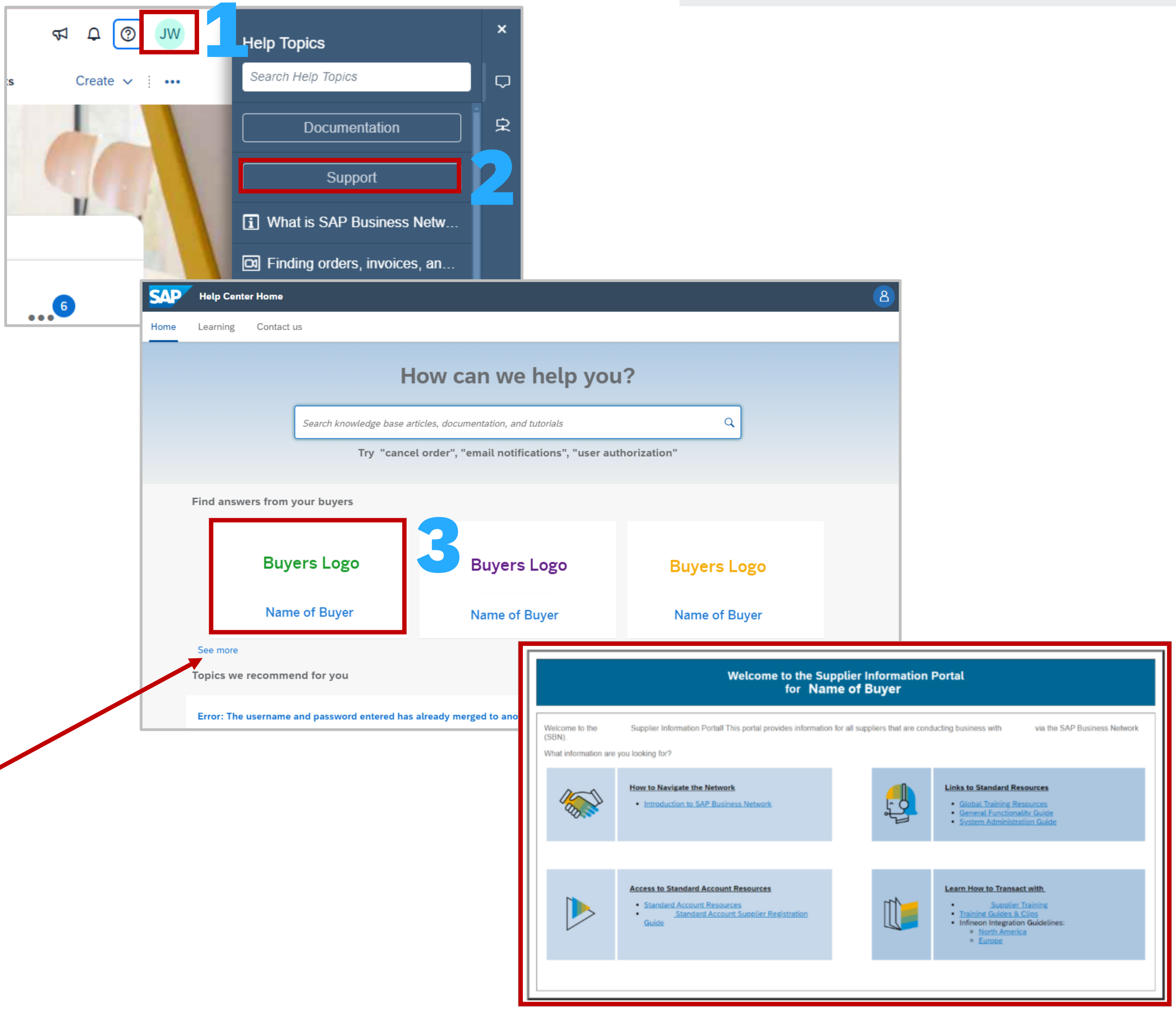
1. Login and from the Home page, click on your **initials**
2. Click on **Support**

The SAP Help Centre Home page is displayed, and a list of all of the Buyers you are transacting with on this ANID is displayed

3. Click on the tile with the name of the **Buyer** you are looking for

Note: To view all Buyers on the ANID click on **See more….**

4. The selected Buyer Supplier Information Portal (SIP) is shown



How can we help you?

Try "cancel order", "email notifications", "user authorization"

Find answers from your buyers

Topics we recommend for you

Error: The username and password entered has already merged to ano

Welcome to the Supplier Information Portal for Name of Buyer

Welcome to the Supplier Information Portal! This portal provides information for all suppliers that are conducting business with via the SAP Business Network (SBN).

What information are you looking for?

How to Navigate the Network
- Introduction to SAP Business Network

Links to Standard Resources
- Global Training Resources
- General Functionality Guide
- System Administration Guide

Access to Standard Account Resources
- Standard Account Resources
- Standard Account Supplier Registration Guide

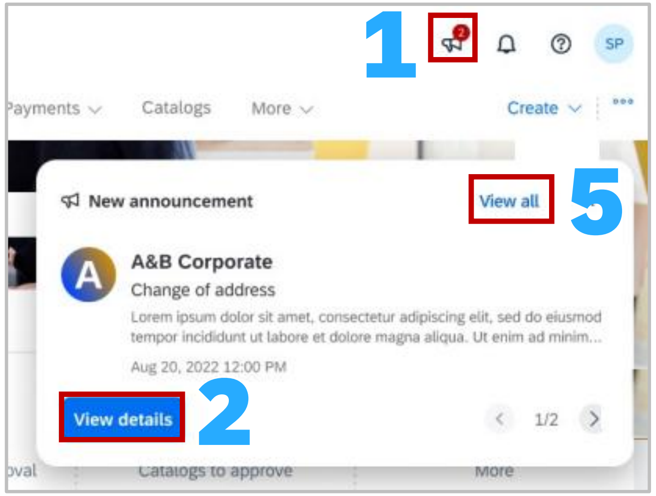
Learn How to Transact with
- Supplier Training
- Training Guides & Clips
- Infineon Integration Guidelines:
  - North America
  - Europe

Buyer Announcements

Some Buyers may have Buyer Announcements activated in the Buyer SAP Business Network. Buyers will be able to send timely announcements to their Suppliers.

Suppliers can filter on Unread/Total announcements. Blue Dots show unread announcements and to open a Suppliers click on the announcement and it will change from unread to read

1. New Announcements will be highlighted by a **Red circle**, which may contain a number indicating the number of new messages that are unread - Click on the **Announcement** icon on the shelshell barlbar to view all announcements
2. Click on **View Details** to see a specific announcement,
3. If there is more than 1 announcement they will appear in a drop-down list
4. Clicking on an announcement will take Suppliers to the Announcements Detail Page
5. **View All** will take you to the announcements page
6. All items with a **Blue Dot** indicate an unread message



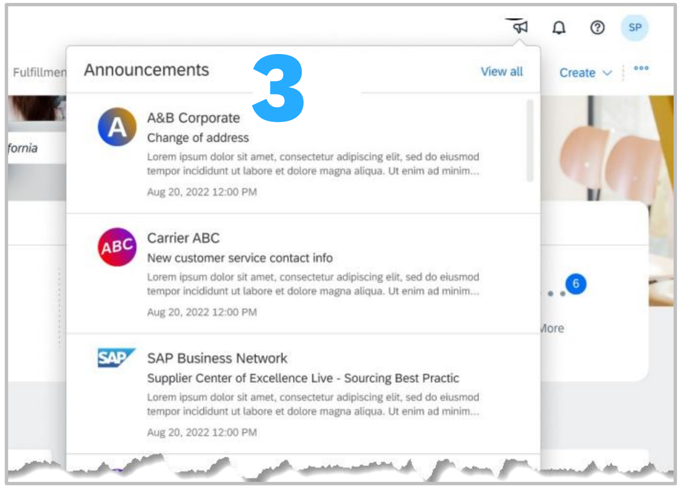
New announcement

A&B Corporate

Change of address

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim...

Aug 20, 2022 12:00 PM



Announcements

A&B Corporate

Change of address

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim...

Aug 20, 2022 12:00 PM

Carrier ABC

New customer service contact info

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim...

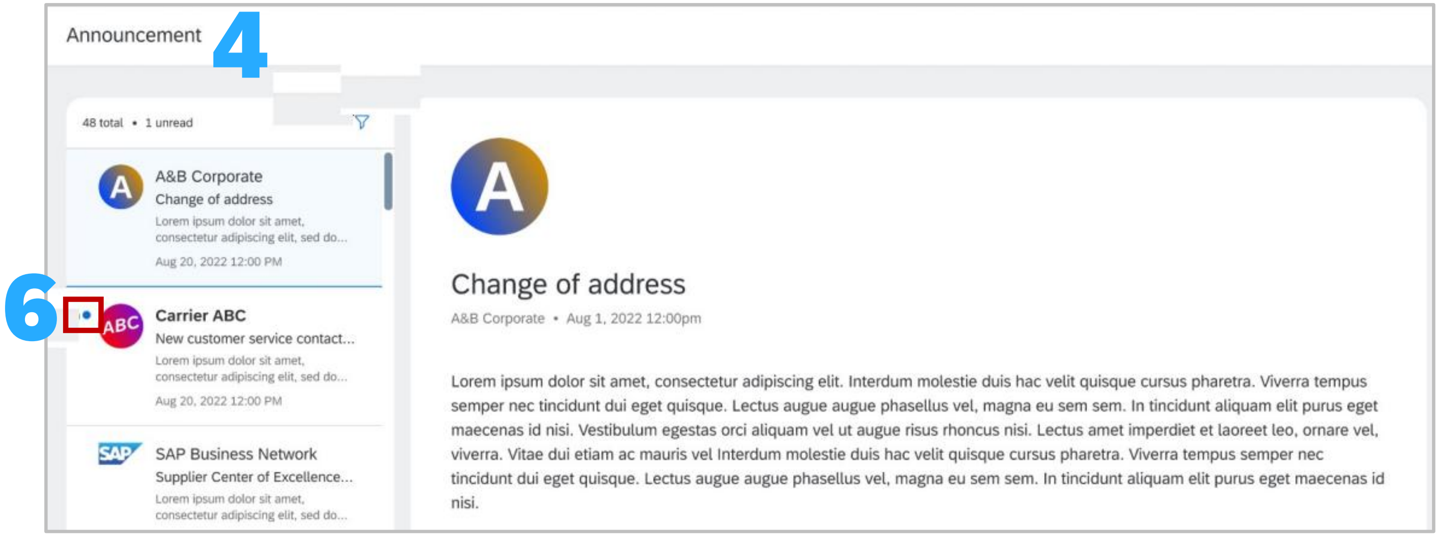
Aug 20, 2022 12:00 PM

SAP Business Network

Supplier Center of Excellence Live - Sourcing Best Practic

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim...

Aug 20, 2022 12:00 PM



Announcement

48 total • 1 unread

A&B Corporate

Change of address

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do...

Aug 20, 2022 12:00 PM

Carrier ABC

New customer service contact...

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do...

Aug 20, 2022 12:00 PM

SAP Business Network

Supplier Center of Excellence...

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do...

Change of address

A&B Corporate • Aug 1, 2022 12:00pm

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Interdum molestie duis hac velit quisque cursus pharetra. Viverra tempus semper nec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi. Vestibulum egestas orci aliquam vel ut augue risus rhoncus nisi. Lectus amet imperdiet et laoreet leo, ornare vel, viverra. Vitae dui etiam ac mauris vel Interdum molestie duis hac velit quisque cursus pharetra. Viverra tempus semper nec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi.

Unsubscribe from Communications from SAP

Suppliers can unsubscribe from receiving news about SAP Products and Services or SAP Newsletters –

[Click Here to Unsubscribe](https://www.sap.com/profile/unsubscribe.html)

(https://www.sap.com/profile/unsubscribe.html)

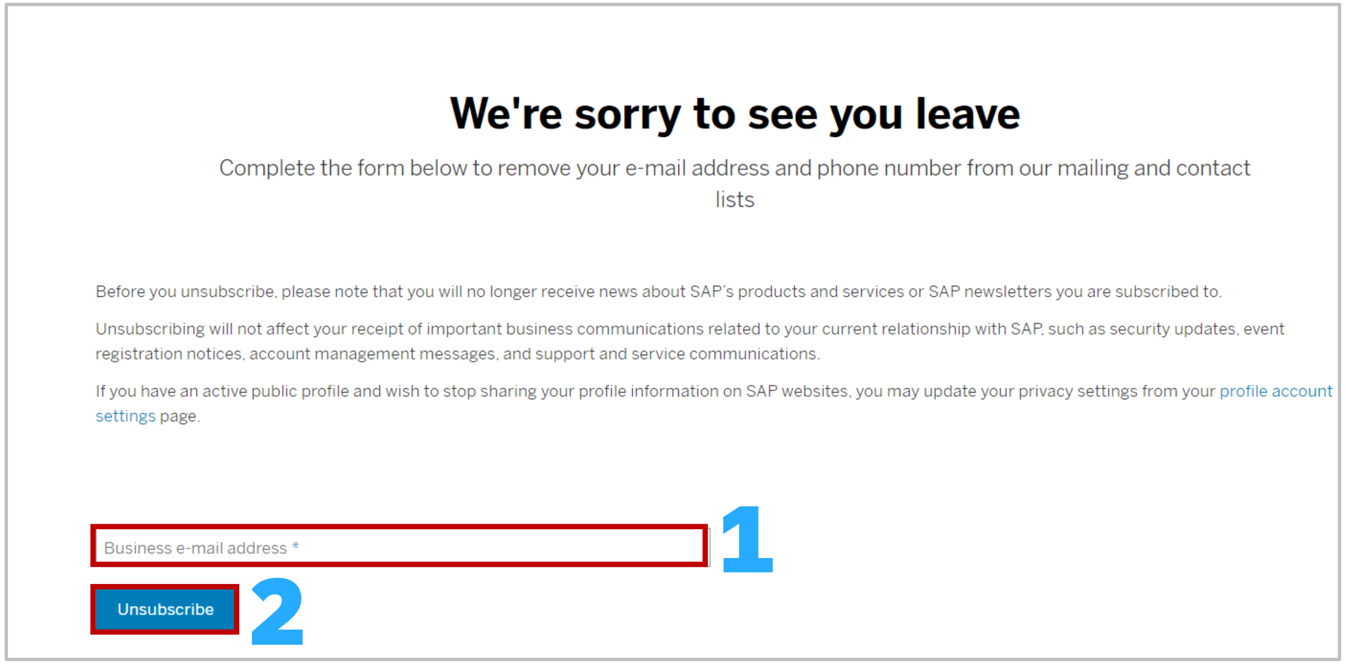
Unsubscribing will not affect the receipt of important business communications related to your current relationship with SAP this includes:

- Security Updates
- Event Registration notices
- Account Management Messages
- Support and Service Communications

If you have an active public profile and wish to stop sharing your profile information on SAP sites, update the privacy settings in profile settings

Open a Web Browser by using the link or copy and pasting the link into your browser

1. Enter your **Business Email Address**
2. Click on **Unsubscribe**
3. You will see a **Thank You** Pop up message



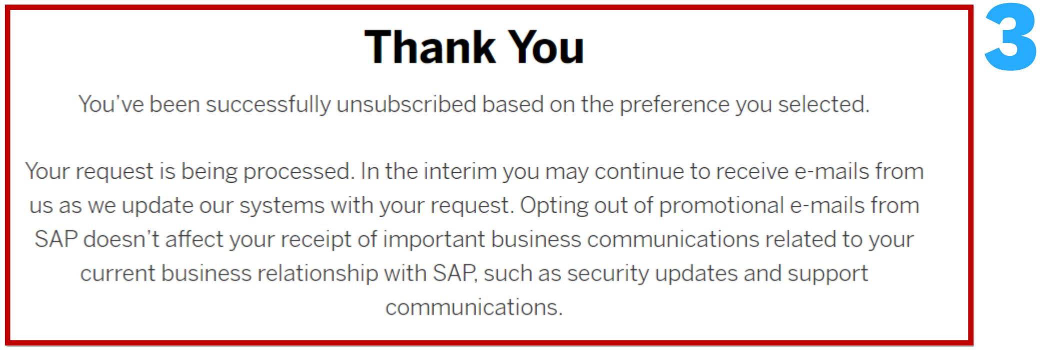
We're sorry to see you leave

Complete the form below to remove your e-mail address and phone number from our mailing and contact lists

Before you unsubscribe, please note that you will no longer receive news about SAP's products and services or SAP newsletters you are subscribed to.

Unsubscribing will not affect your receipt of important business communications related to your current relationship with SAP, such as security updates, event registration notices, account management messages, and support and service communications.

If you have an active public profile and wish to stop sharing your profile information on SAP websites, you may update your privacy settings from your profile account settings page.



Thank You

You've been successfully unsubscribed based on the preference you selected.

Your request is being processed. In the interim you may continue to receive e-mails from us as we update our systems with your request. Opting out of promotional e-mails from SAP doesn't affect your receipt of important business communications related to your current business relationship with SAP, such as security updates and support communications.

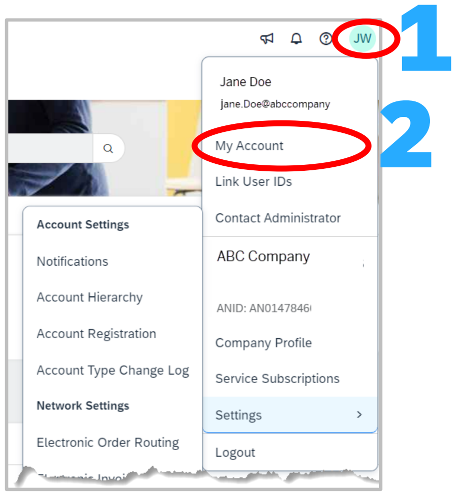
Set Time zone and Currency

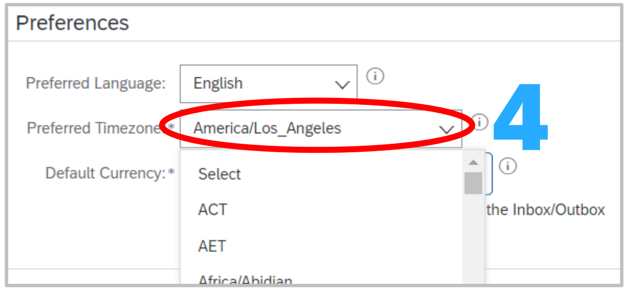
Suppliers can set up accounts to reflect the currency and time zone they are in. If you are using a generic login that has many users the changes will impact all users using the same credentials.

The inbox represents documents that are sent from the Buyer/Customer to the Supplier, such as Purchase Orders and The outbox represents documents sent from the Supplier to the Buyer such as Invoices

1. **Sign in** to the SAP Business Network and click on your **initials** at the top of the screen
2. Select **My Account**
3. The My Account screen is displayed, locate **Preferences**
4. To change the Time zone, click on the **Preferred Timezone** down arrow and select the required time zone from the list
5. To change the currency, click on **Select Currency**, select the currency required from the drop-down list
6. Determine whether you require the preferences to be saved for the **Inbox/Outbox**, and select (if required)
7. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

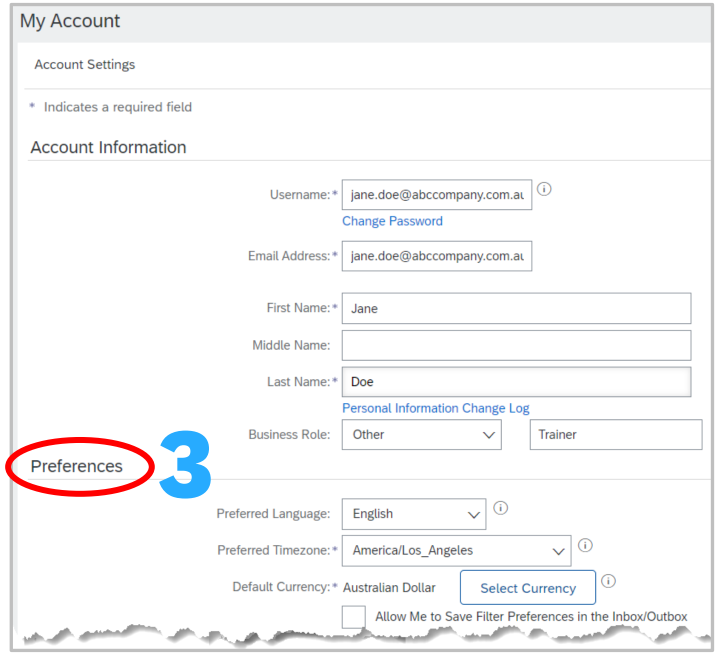




Preferred Language: English

Preferred Timezone: America/Los_Angeles

Default Currency:*



* Indicates a required field

Username:* jane.doe@abccompany.com.au

Email Address:* jane.doe@abccompany.com.au

First Name:* Jane

Middle Name:

Last Name:* Doe

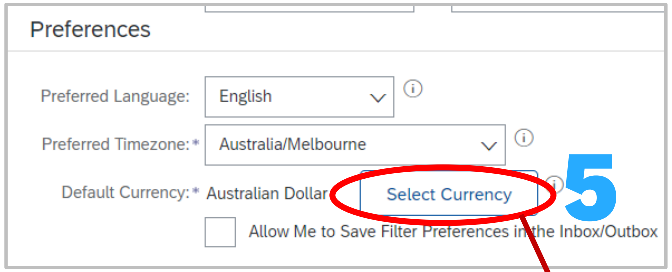
Business Role: Other Trainer

Preferred Language: English

Preferred Timezone:* America/Los_Angeles

Default Currency:* Australian Dollar

☐ Allow Me to Save Filter Preferences in the Inbox/Outbox

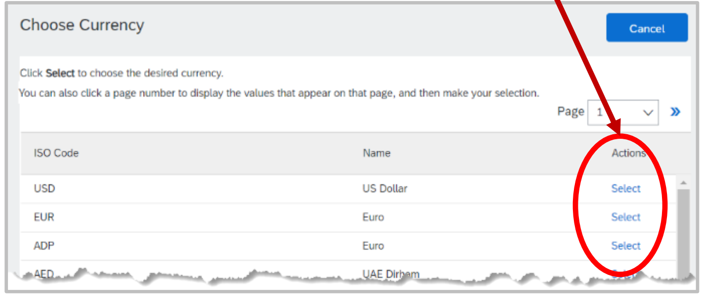


Preferred Language: English

Preferred Timezone:* Australia/Melbourne

Default Currency:* Australian Dollar

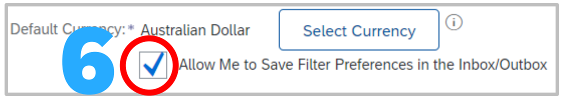
☐ Allow Me to Save Filter Preferences in the Inbox/Outbox



Click **Select** to choose the desired currency.

You can also click a page number to display the values that appear on that page, and then make your selection.

ISO Code	Name	Actions
USD	US Dollar	Select
EUR	Euro	Select
ADP	Euro	Select
AED	UAE Dirham	



Default Currency:* Australian Dollar

☑ Allow Me to Save Filter Preferences in the Inbox/Outbox

Routing Processes

Electronic Order Routing Options- Information

- There are a number of Electronic Order Routing Options, ensure that you select the correct routing type
- In most instances the System Administrators email will auto-populate most fields
- An Email must be provided in all fields with an asterisk, however until the option is selected by placing a tick in the associated box it will not activate
- Up to 5 email addresses can be entered into each field separated by a comma only, do not include spaces or use other separators
- Using emails and selecting to attach a copy of the Purchase Order means that Suppliers can view what their Buyers require prior to logging into the SAP Business Network – SAP Ariba
- Email addresses can include distribution lists, generic email boxes or specific people's email addresses
    - **Online** –This means that the Purchase Order is sent to the SAP Business Network but no email notifications will be sent to advise there is a new purchase order from your Buyer/s
    - **Email** – This is the default setting and means that an email will be sent to advise that a new purchase order/s is in the SAP Business Network from your Buyer/s
    - **cXML/EDI** – Only used when system integration is set up
- This document only directs suppliers to complete the mandatory fields required for the initial set-up, however, there are many other fields that can be activated to send emails for other document types (default is set to online)

Electronic Order Routing – New Orders

Electronic Order Routing is where suppliers can set up the preferred method for transacting with your customer, the information entered affects all users on your SAP Business Network

Where a Supplier is transacting with multiple Buyers on the SAP Business Network, separate routing for each different Buyer cannot occur.

Also, ensure that all fields with asterisks have an email address entered, only when there is a tick next to the option does it become active.

Open **Network Settings** by, clicking on your **Initials** at the top right of your screen, selecting **Settings**

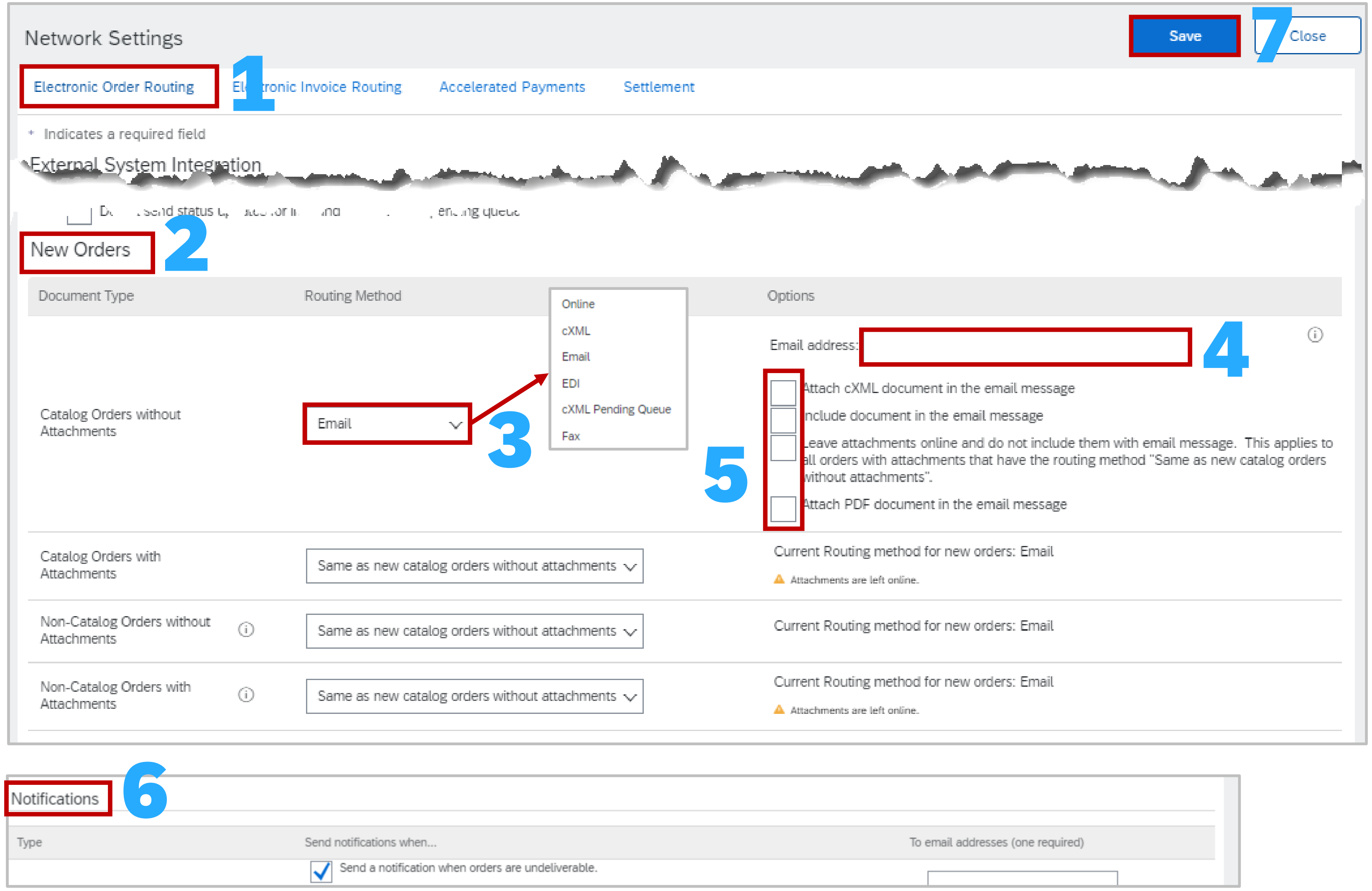
1. Click on **Electronic Order Routing** under Network Settings
2. Locate **New Orders**
3. Select the **Routing Method** (the default is Email)
4. Confirm or enter up to 5 emails **into Email Address,**

To add more emails only use a comma, no spaces or dashes

5. Select the required option/s from (Enterprise Accounts only):
   - Attach cXML document in the email message
   - Include document in the email message
   - Leave attachments online and do not include then with email messages etc.
   - Attach PDF document in the email message
   - All other New Order routing methods will reflect the choice made for Catalog Orders without Attachments

6. Scroll down to **Notifications**

Refer to **Electronic Order Routing - Notifications**



* Indicates a required field

External System Integration

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	Email address: ☐ Attach cXML document in the email message ☐ Include document in the email message ☐ Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments". ☐ Attach PDF document in the email message
Catalog Orders with Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Email ⚠ Attachments are left online.
Non-Catalog Orders without Attachments ⓘ	Same as new catalog orders without attachments	Current Routing method for new orders: Email
Non-Catalog Orders with Attachments ⓘ	Same as new catalog orders without attachments	Current Routing method for new orders: Email ⚠ Attachments are left online.

Notifications

Type	Send notifications when...	To email addresses (one required)
	☑ Send a notification when orders are undeliverable.	

Electronic Order Routing - Notifications

Suppliers can identify when they require to be notified about a document by ticking in the applicable **Send Notifications when…**

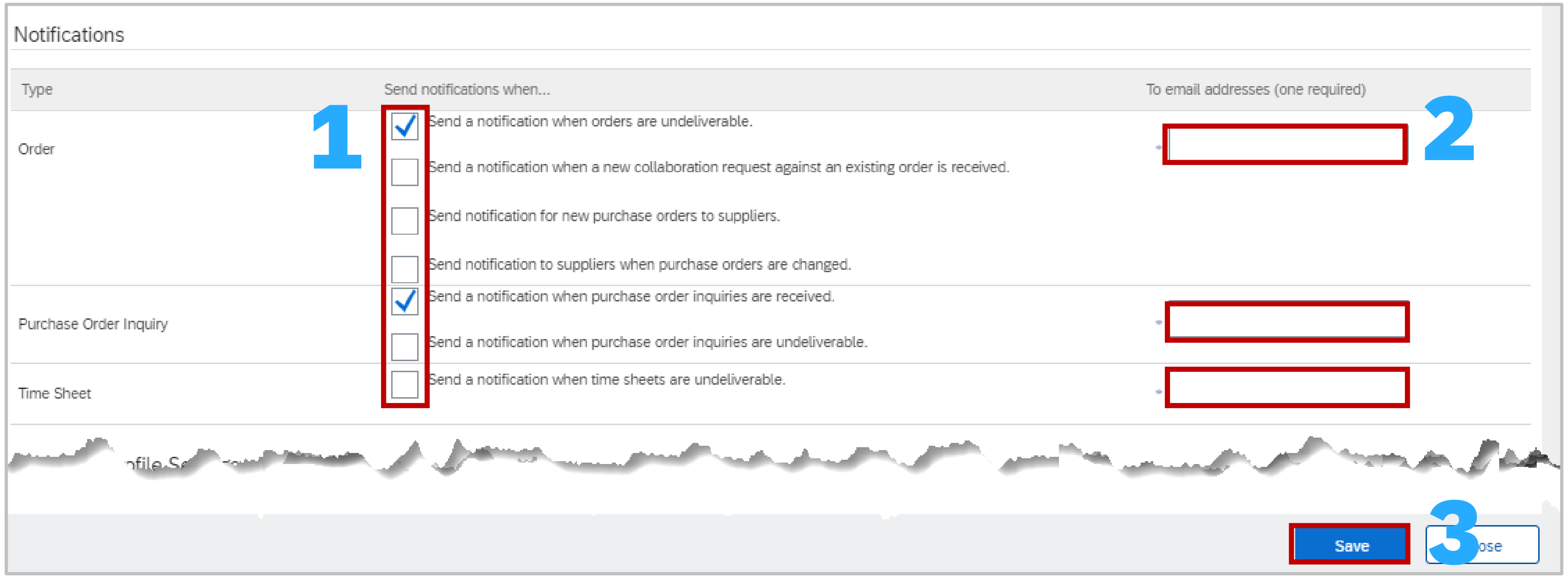
At lease one email address must be in the To email addresses and the System Administrator email may already be displayed

1. Select the required **Send notifications when…,** putting a tick in the associated box activates the selection
2. Confirm or enter the **To email addresses** applicable email address
3. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

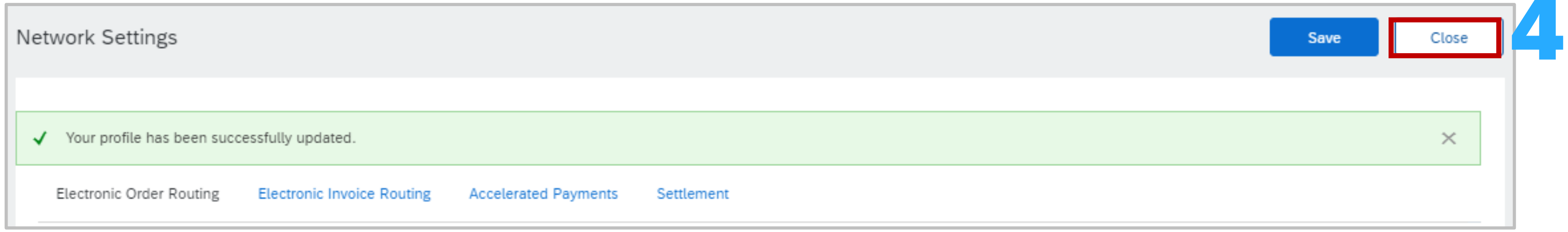
4. Click on **Close** to exit or select the next tab required

- Even if none of the selections are chosen there must be an email address in the fields with an asterisk



Notifications

Type	Send notifications when...	To email addresses (one required)
Order	☑ Send a notification when orders are undeliverable. ☐ Send a notification when a new collaboration request against an existing order is received. ☐ Send notification for new purchase orders to suppliers. ☐ Send notification to suppliers when purchase orders are changed.	*
Purchase Order Inquiry	☑ Send a notification when purchase order inquiries are received. ☐ Send a notification when purchase order inquiries are undeliverable.	*
Time Sheet	☐ Send a notification when time sheets are undeliverable.	*



Network Settings

✓ Your profile has been successfully updated.

Electronic Invoice Routing and Notifications

The Electronic Invoice Routing activity is required only for Notifications

- Do not change the Routing Method for Invoices and Customer Invoices unless advised to do so from an SAP Ariba Representative

1. Select the required **Send notifications when…,** putting a tick in the **Send a notification when invoices are undeliverable or rejected**

Note: Selecting Send a notification when invoice status changes generates an email for each process associated with the invoice and may trigger large quantities of emails

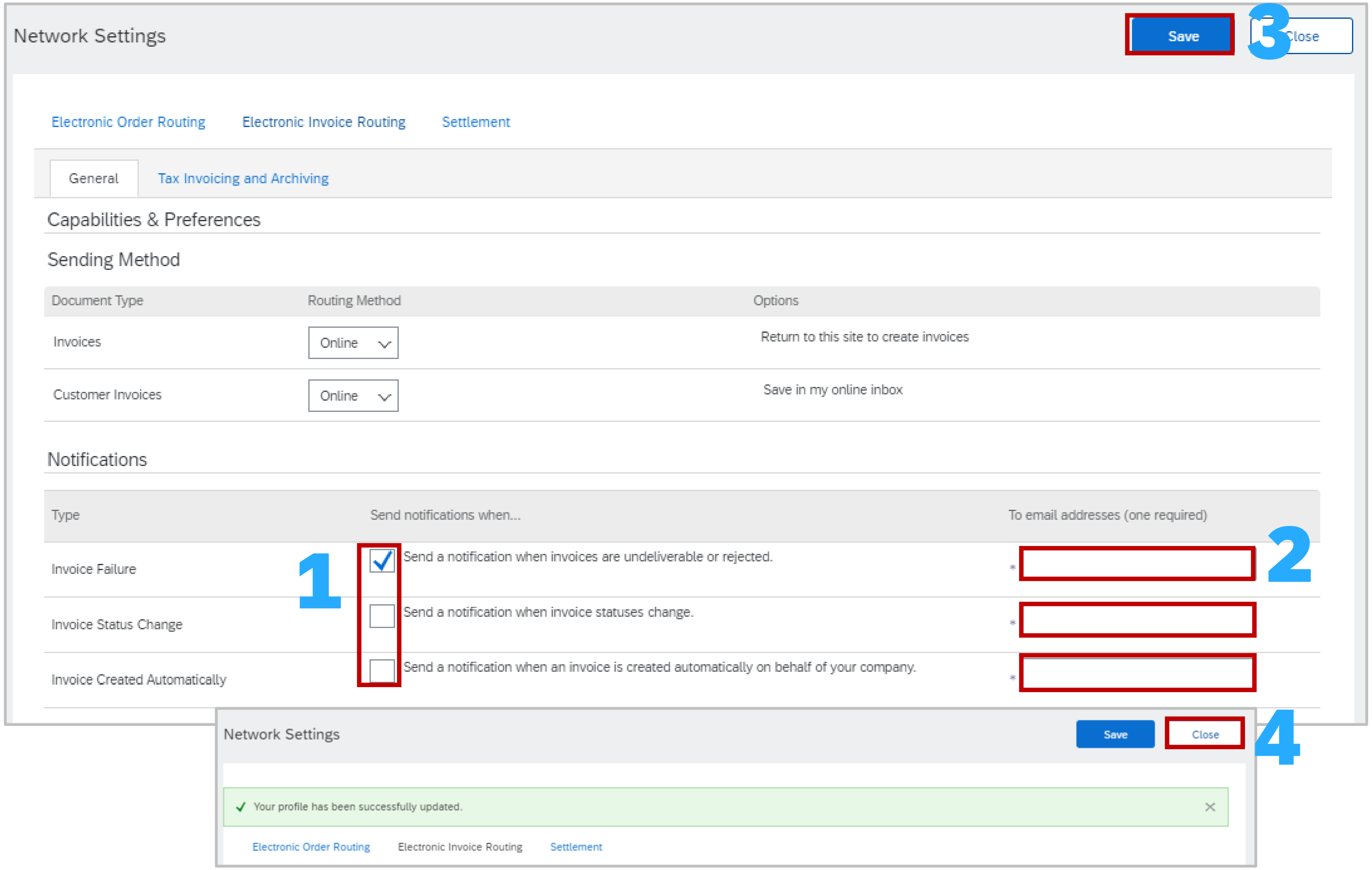
2. Confirm or enter the **To email addresses** applicable email address

3. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

4. Click on **Close** to exit or select the next tab required

Even if none of the selections are chosen there must be an email address in the fields with an asterisk



Capabilities & Preferences

Sending Method

Document Type	Routing Method	Options
Invoices	Online	Return to this site to create invoices
Customer Invoices	Online	Save in my online inbox

Notifications

Type	Send notifications when...	To email addresses (one required)
Invoice Failure	☑ Send a notification when invoices are undeliverable or rejected.	*
Invoice Status Change	☐ Send a notification when invoice statuses change.	*
Invoice Created Automatically	☐ Send a notification when an invoice is created automatically on behalf of your company.	*

✓ Your profile has been successfully updated.

Electronic Invoice Routing – Tax Invoicing and Archiving

The Electronic Invoice Routing activity is required only for Notifications

- Do not change the Routing Method for Invoices and Customer Invoices unless advised to do so from an SAP Ariba Representative

1. Select the required **Send notifications when…,** putting a tick in the **Send a notification when invoices are undeliverable or rejected**

Note: Selecting Send a notification when invoice status changes generates an email for each process associated with the invoice and may trigger large quantities of emails

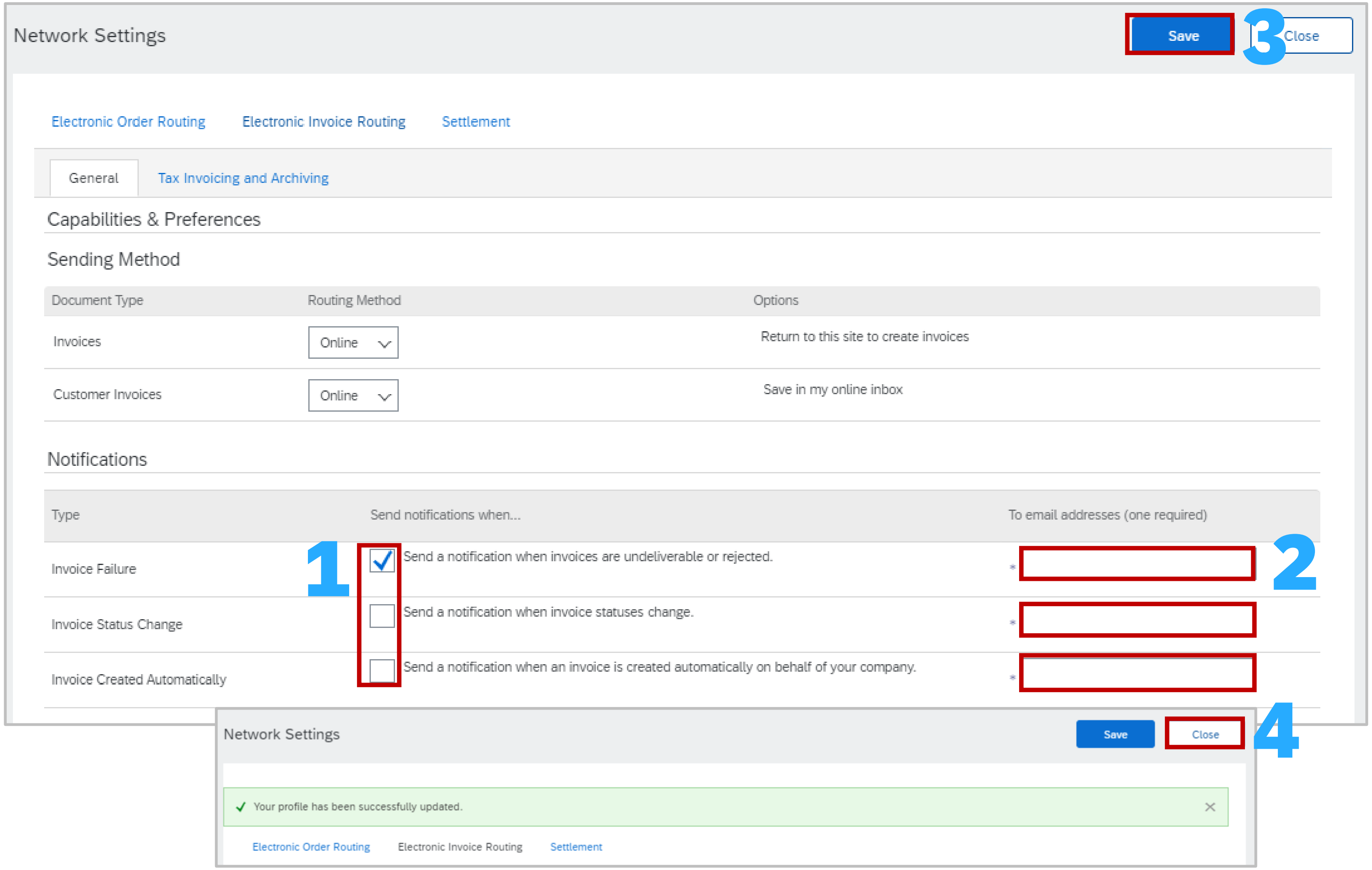
2. Confirm or enter the **To email addresses** applicable email address

3. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

4. Click on **Close** to exit or select the next tab required

Even if none of the selections are chosen there must be an email address in the fields with an asterisks



Capabilities & Preferences

Sending Method

Document Type	Routing Method	Options
Invoices	Online	Return to this site to create invoices
Customer Invoices	Online	Save in my online inbox

Notifications

Type	Send notifications when…	To email addresses (one required)
Invoice Failure	☑ Send a notification when invoices are undeliverable or rejected.	*
Invoice Status Change	☐ Send a notification when invoice statuses change.	*
Invoice Created Automatically	☐ Send a notification when an invoice is created automatically on behalf of your company.	*

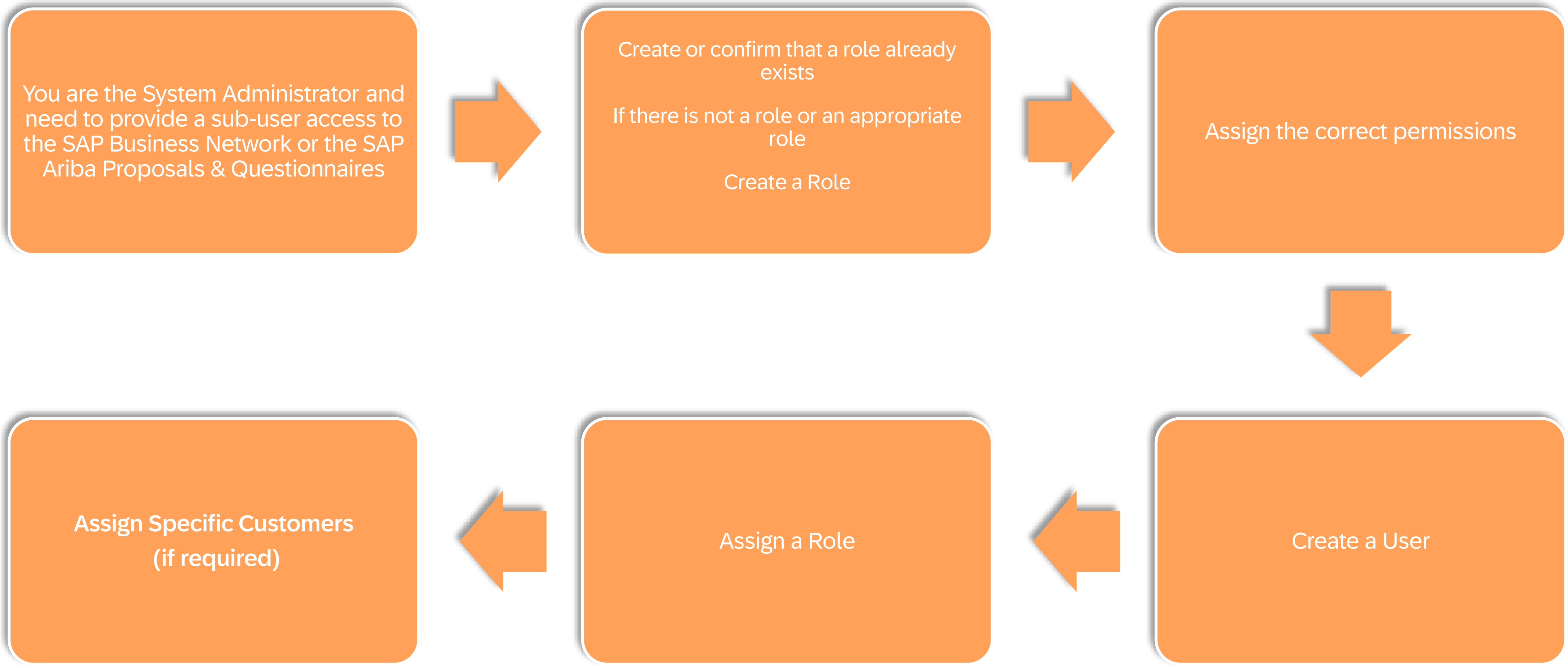
Network Settings

✓ Your profile has been successfully updated.

Roles, Users and Network Permissions

New Roles, Users and Permissions Flow

- A Role must be available or created before adding a user, many users can be associated with a particular role. Roles can be named using your businesses terminology and permissions can be added or removed when required



You are the System Administrator and need to provide a sub-user access to the SAP Business Network or the SAP Ariba Proposals & Questionnaires

Create or confirm that a role already exists

If there is not a role or an appropriate role

Create a Role

Assign the correct permissions

Create a User

Assign a Role

Assign Specific Customers (if required)

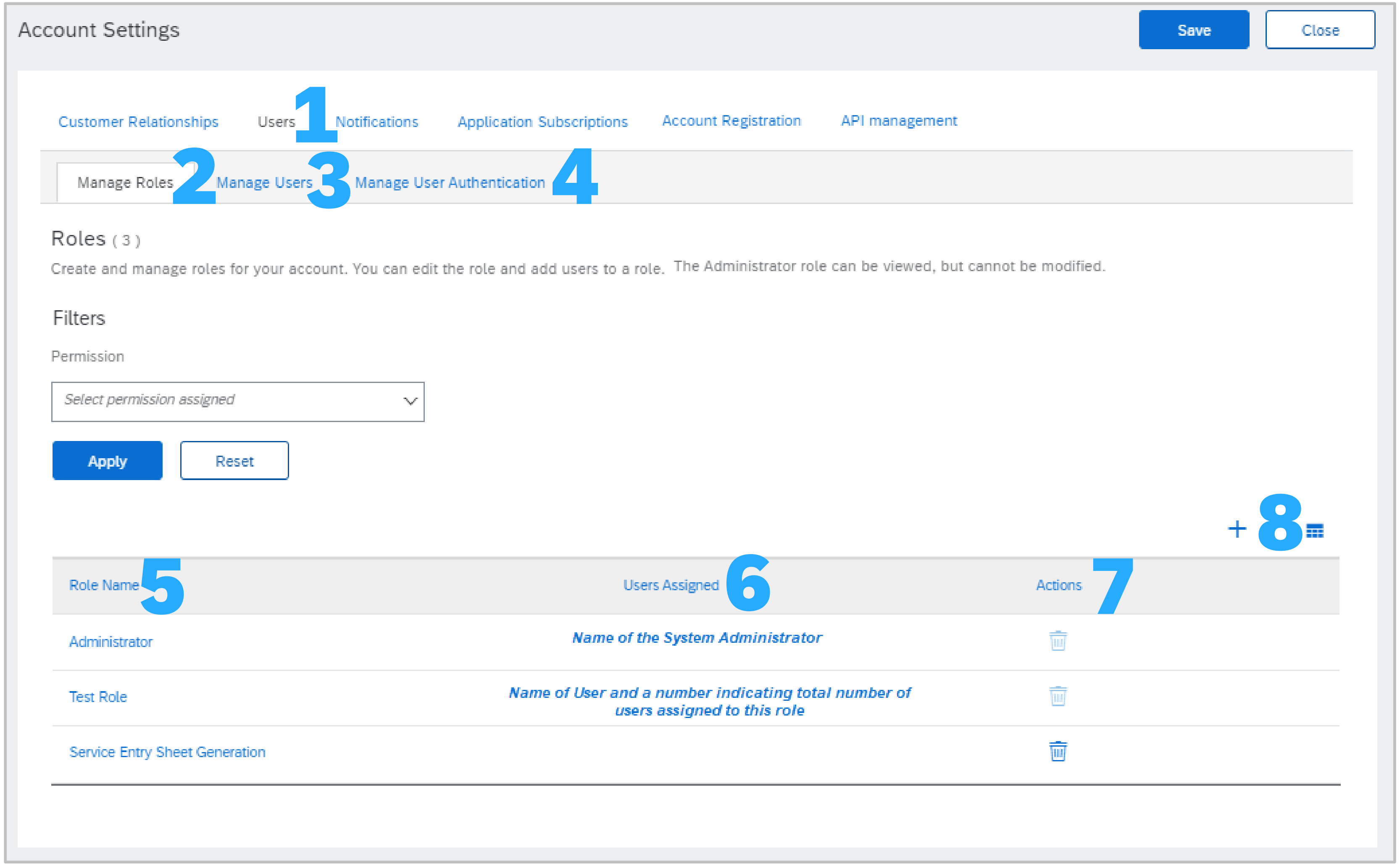
Account Settings – Users Tab Information

The Users tab/selection is only available to the System Administrator, use this tab to maintain users for the SAP Business Network for:

- Creating Roles
- Creating Users
- Maintaining Users
- Assigning permissions
- Resetting passwords
- Assign the System Administrator role to another user

1. **Users** – The tab accessed by the System Administrator to create, update and maintain users
2. **Manage Roles** – Roles must be created prior to creating users, roles are created based on the functions/roles within the supplier organisation
3. **Manage Users** – Used to add, delete, update and maintain both users and specific permissions of users
4. **Manage User Authentication** – Used to increase system security
5. **Role Name** – The name of the function/role added by the System Administrator, users are then assigned a role based on the permissions required to perform their job
6. **Users Assigned** – Indicates the number of users assigned to the Role
7. **Actions** – The actions allowed, the System Administrator role cannot be deleted, there is only 1 System Administrator at any one time

8. + - Used to Add Roles



Roles (3)

Create and manage roles for your account. You can edit the role and add users to a role. The Administrator role can be viewed, but cannot be modified.

Filters

Permission

Select permission assigned

Apply Reset

Role Name	Users Assigned	Actions
Administrator	*Name of the System Administrator*	🗑
Test Role	*Name of User and a number indicating total number of users assigned to this role*	🗑
Service Entry Sheet Generation		🗑

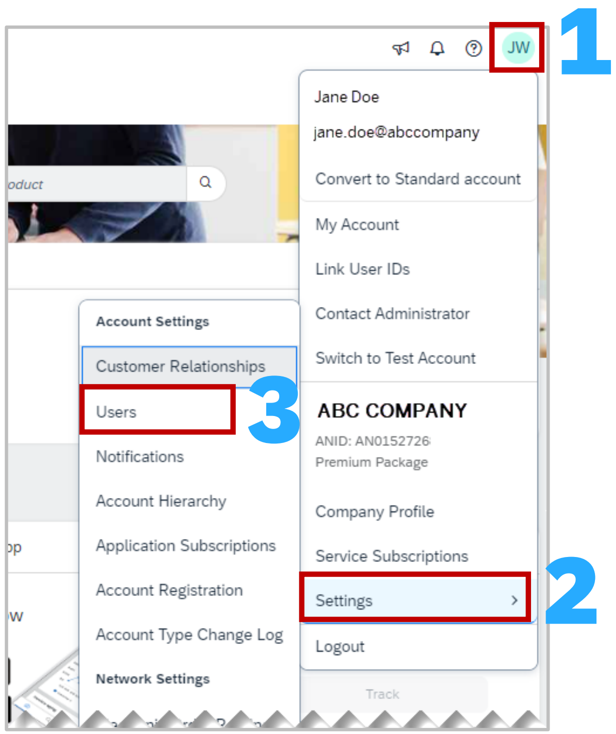
Checking there is Roles

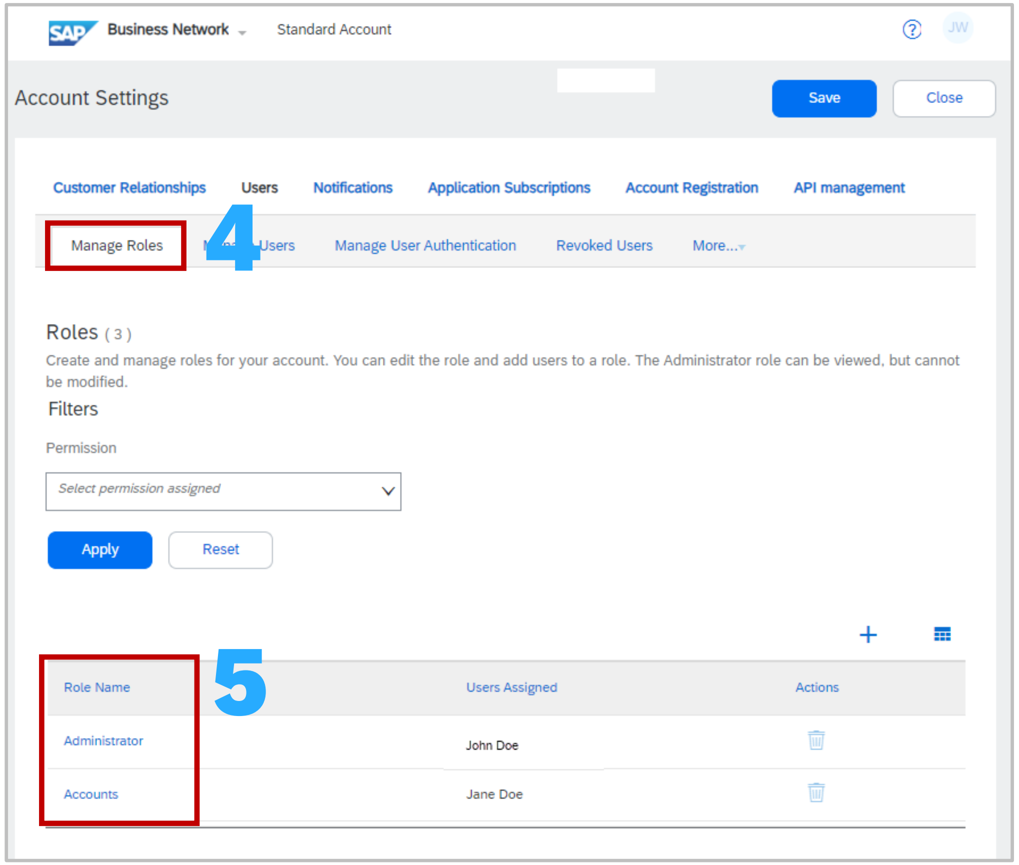
Only the System Administrator can manage roles, add users and control permissions. Even selecting all available permissions will not provide access to the Users section of the SAP Business Network.

Roles should reflect the job roles within your organisation, particularly those that need to interact with the SAP Business Network.

Roles are then assigned permissions so that sub-users are able to access the network and perform the tasks required.

1. Sign in to the SAP Business Network, click on your **initials**
2. Select **Settings**
3. Select **Users**
4. Confirm you are on the **Manage Roles** tab
5. Locate **Role Names** and determine whether you need to add, edit or update permissions on an existing role





Roles (3)

Create and manage roles for your account. You can edit the role and add users to a role. The Administrator role can be viewed, but cannot be modified.

Role Name	Users Assigned	Actions
Administrator	John Doe	🗑
Accounts	Jane Doe	🗑

Adding a Role

Permissions are assigned by the System Administrator based on the Role responsibilities, refer to **Permissions**.

A new role does not need to be created if adjusting permissions, refer to editing permissions.

1. Sign in to the SAP Business Network, click on your **initials**
2. Select **Settings**
3. Select **Users**
4. Confirm you are on the **Manage Roles** tab
5. Click on the **+**
6. Add the name of the **role**
7. Scroll down to see available permissions, and select all applicable permissions, use **Page** to review more permissions

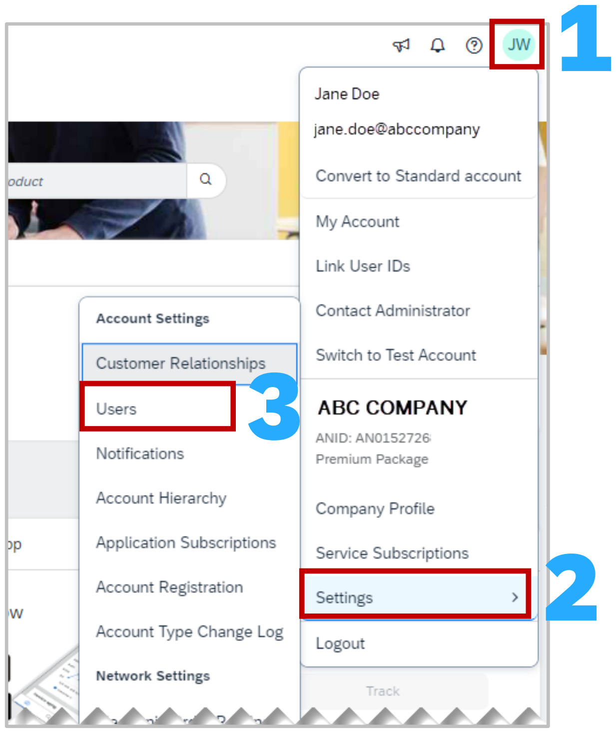
Note: Standard Account Suppliers do not have the same number of available permissions,

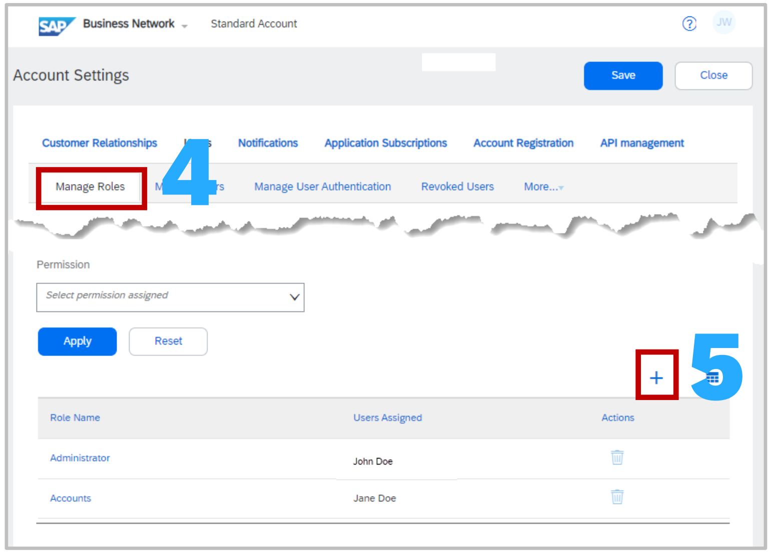
8. To select all permissions select **Permission**
9. Once completed, click on **Save**

The screen will revert back to the Manage Roles Tab

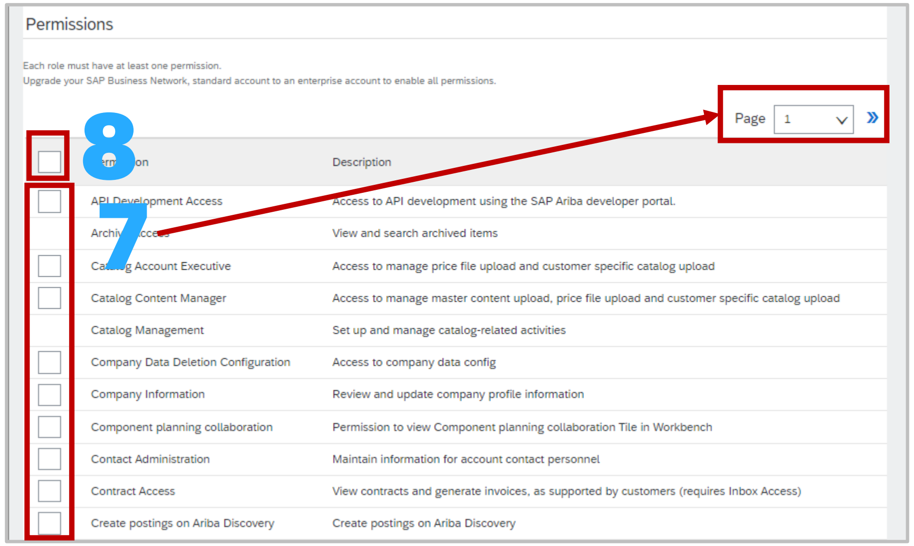
10. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save



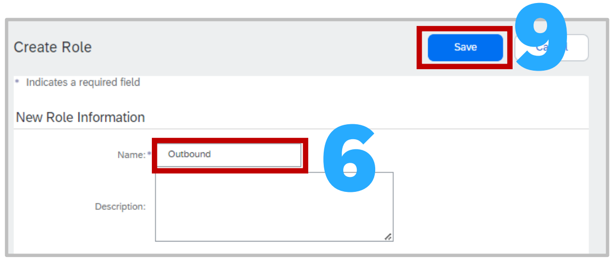


Role Name	Users Assigned	Actions
Administrator	John Doe	🗑
Accounts	Jane Doe	🗑



Each role must have at least one permission.
Upgrade your SAP Business Network, standard account to an enterprise account to enable all permissions.

☐	Permission	Description
☐	API Development Access	Access to API development using the SAP Ariba developer portal.
	Archive Access	View and search archived items
☐	Catalog Account Executive	Access to manage price file upload and customer specific catalog upload
☐	Catalog Content Manager	Access to manage master content upload, price file upload and customer specific catalog upload
	Catalog Management	Set up and manage catalog-related activities
☐	Company Data Deletion Configuration	Access to company data config
☐	Company Information	Review and update company profile information
☐	Component planning collaboration	Permission to view Component planning collaboration Tile in Workbench
☐	Contact Administration	Maintain information for account contact personnel
☐	Contract Access	View contracts and generate invoices, as supported by customers (requires Inbox Access)
☐	Create postings on Ariba Discovery	Create postings on Ariba Discovery

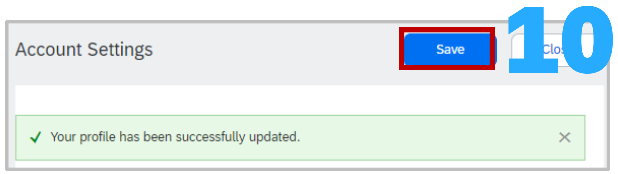


* Indicates a required field

New Role Information

Name:* Outbound

Description:



✓ Your profile has been successfully updated.

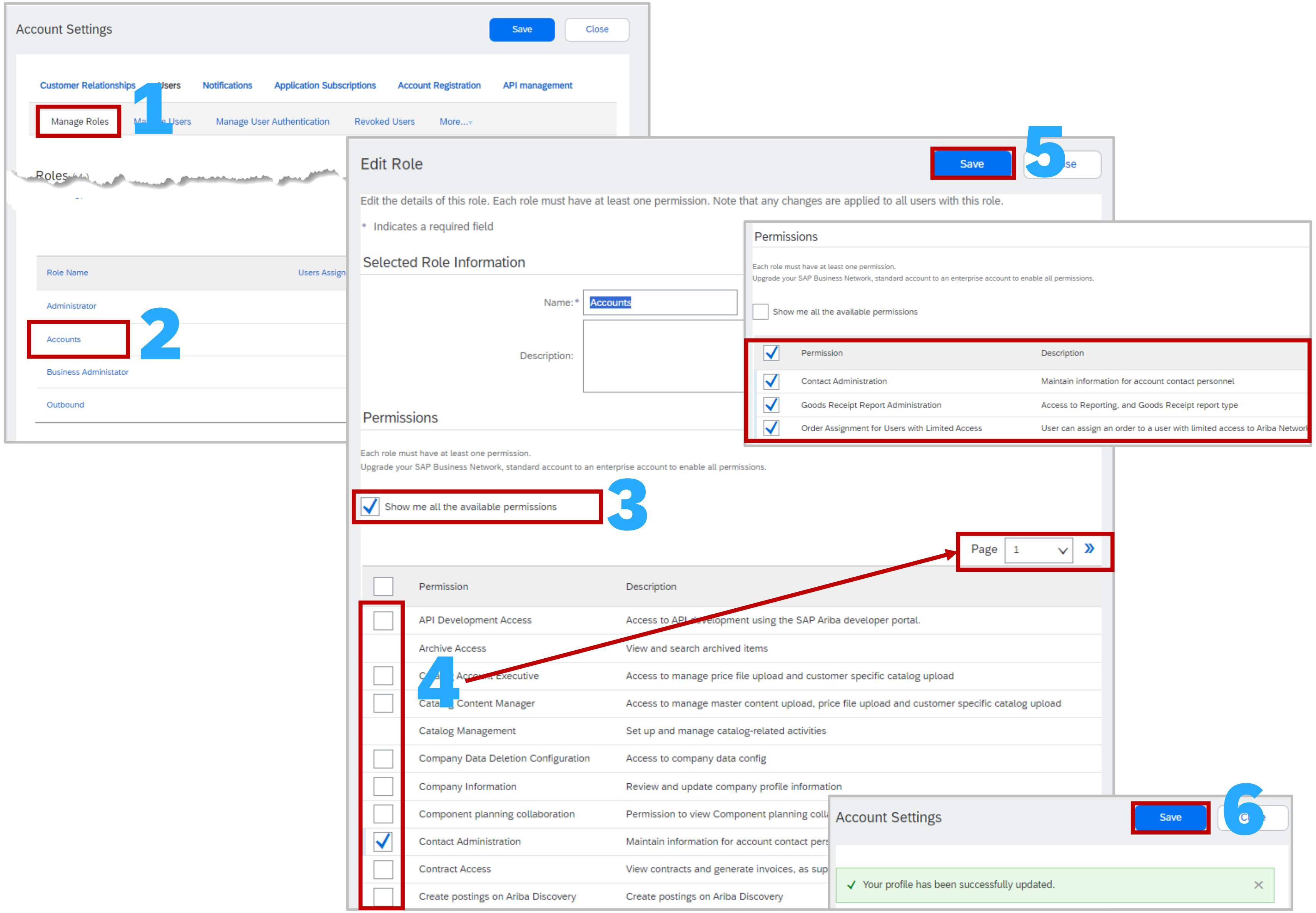
Editing a Role

Existing Roles can be edited, including:

- Changing the name of the Role
- Removing permissions
- Adding Permissions
- Identifying Assigned Users
- Moving Assigned Users to another role

1. Display the **Manage Roles** Tab
2. Click on the name of the role you need to modify
3. The Edit Role screen is displayed, the active permissions are shown, to view other available permissions, click on **Show me all the available permissions**
4. Review and select other permissions this role should have (review other pages)
5. Click on **Save**
6. Screen returns to the Manage Roles tab, click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save



Edit the details of this role. Each role must have at least one permission. Note that any changes are applied to all users with this role.

* Indicates a required field

Permissions

Each role must have at least one permission.
Upgrade your SAP Business Network, standard account to an enterprise account to enable all permissions.

☐ Show me all the available permissions

☑ Permission	Description
☑ Contact Administration	Maintain information for account contact personnel
☑ Goods Receipt Report Administration	Access to Reporting, and Goods Receipt report type
☑ Order Assignment for Users with Limited Access	User can assign an order to a user with limited access to Ariba Network

Each role must have at least one permission.
Upgrade your SAP Business Network, standard account to an enterprise account to enable all permissions.

☑ Show me all the available permissions

☐ Permission	Description
☐ API Development Access	Access to API development using the SAP Ariba developer portal.
Archive Access	View and search archived items
☐ C Account Executive	Access to manage price file upload and customer specific catalog upload
☐ Cata Content Manager	Access to manage master content upload, price file upload and customer specific catalog upload
Catalog Management	Set up and manage catalog-related activities
☐ Company Data Deletion Configuration	Access to company data config
☐ Company Information	Review and update company profile information
☐ Component planning collaboration	Permission to view Component planning coll
☑ Contact Administration	Maintain information for account contact pers
☐ Contract Access	View contracts and generate invoices, as sup
☐ Create postings on Ariba Discovery	Create postings on Ariba Discovery

Account Settings

✓ Your profile has been successfully updated.

Identifying Assigned Users to a Role and Moving users to another Role

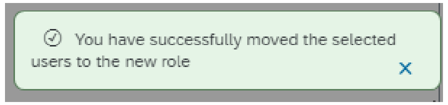
Only the System Administrator can manage roles, add users and control permissions. Even selecting all

1. Display the **Manage Roles** Tab
2. Scroll down to **Assigned Users**
3. The **Users** assigned to this **Role** will be displayed
4. To Move a User to a different Role, select the affected **user**
5. Click on **Move to another role**
6. The Move Users to Another Role pop-up box is displayed, click on the **Select Role** down arrow

Note: The System Administrator role is not available, to change the System Administrator refer to Change Administrator

7. Click on **Move and Save**

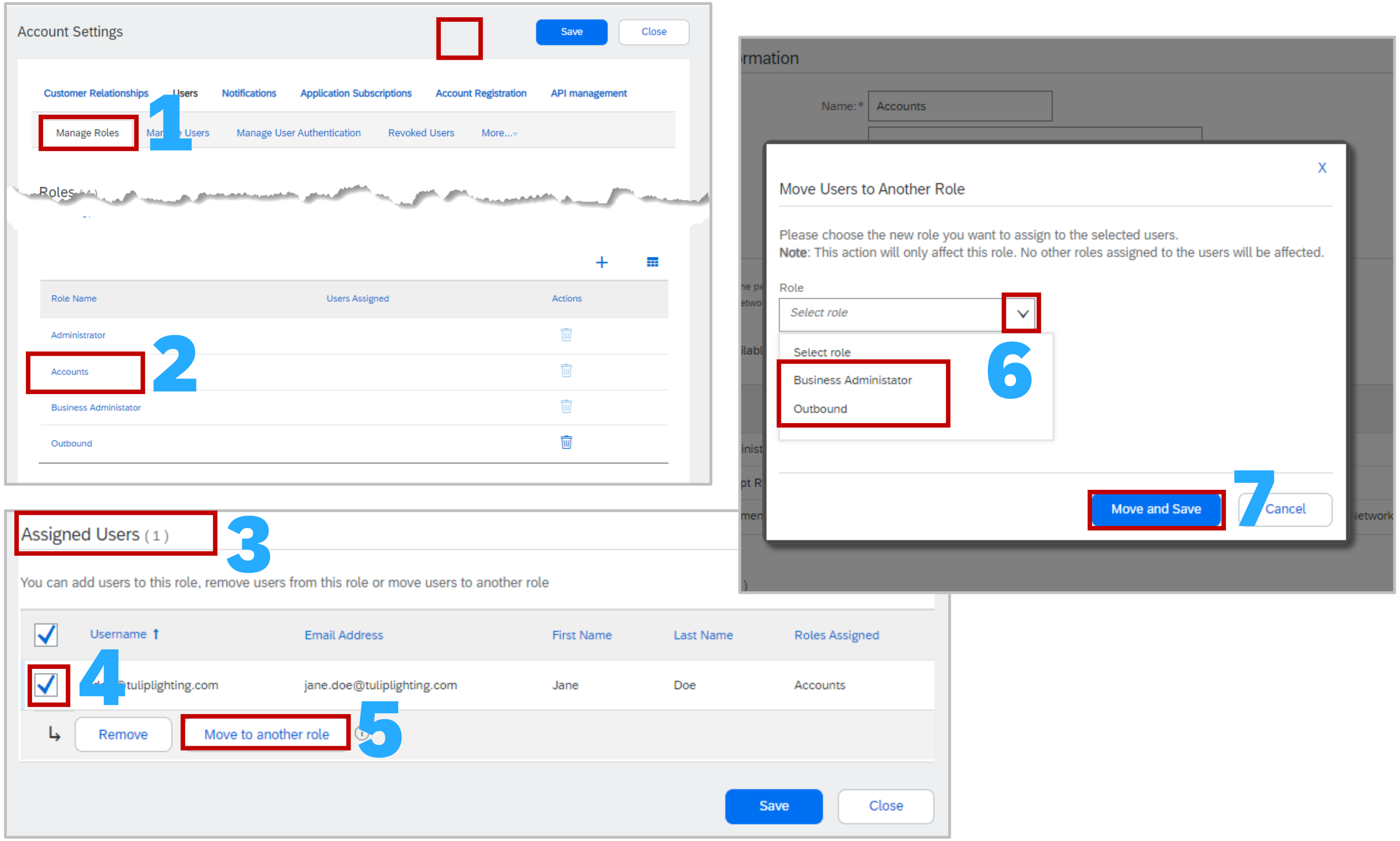
Note: A screen pop up confirms the move



You have successfully moved the selected users to the new role

8. Screen returns to the Manage Roles tab, click on **Save**

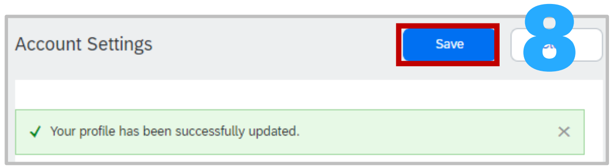
A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save



You can add users to this role, remove users from this role or move users to another role

Username	Email Address	First Name	Last Name	Roles Assigned
☑ @tuliplighting.com	jane.doe@tuliplighting.com	Jane	Doe	Accounts

Please choose the new role you want to assign to the selected users.
Note: This action will only affect this role. No other roles assigned to the users will be affected.



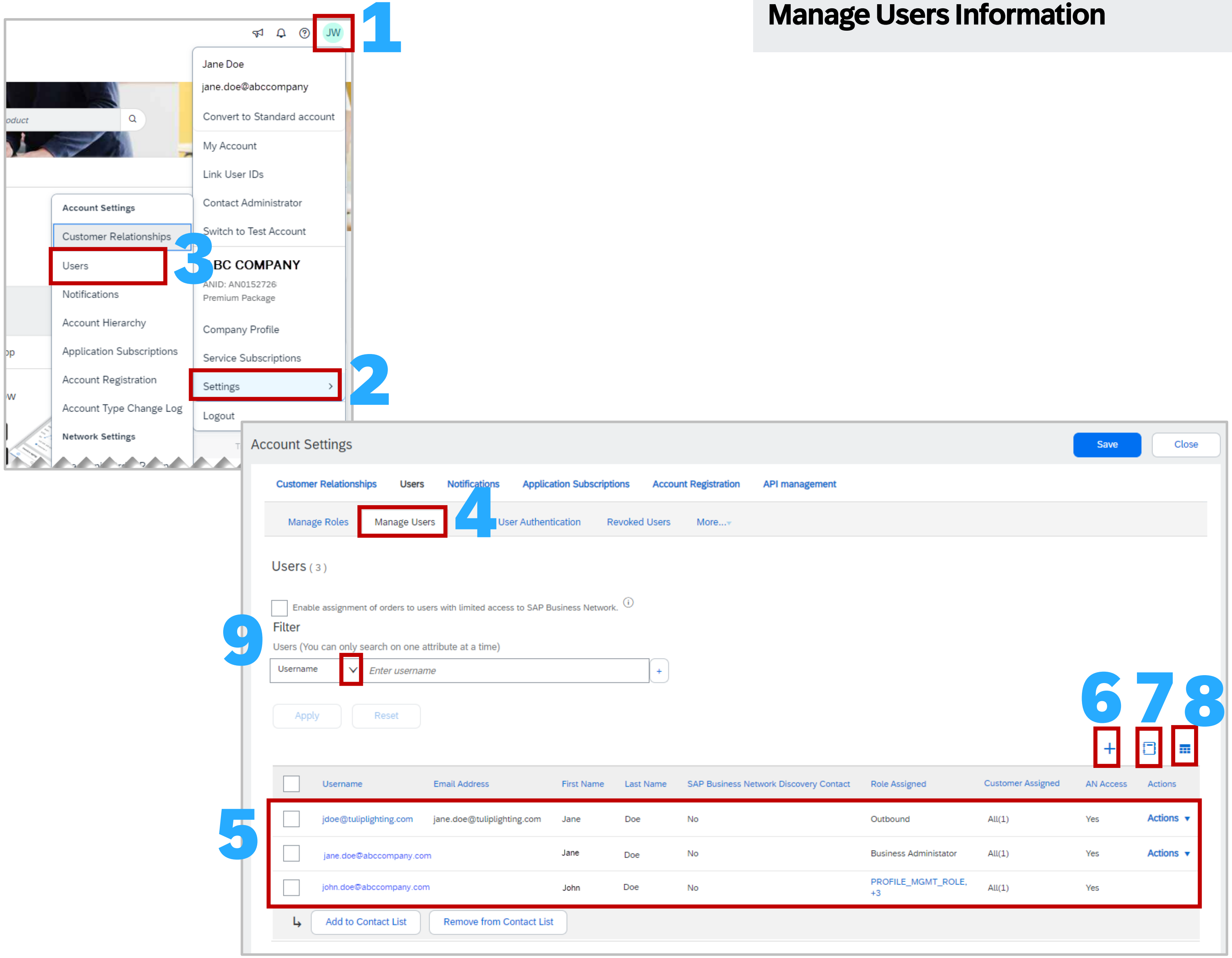
Your profile has been successfully updated.

Getting to the Manage User Tab - Manage Users Information

Only the System Administrator can manage sub-users, assign a new System Administrator and control permissions.

Accessing the Manage Users Tab

1. Sign in to the SAP Business Network, click on your **initials**
2. Select **Settings**
3. Select **Users**
4. Confirm you are on the **Manage Users** tab
5. The list of users is displayed
6. Click on + to add users
7. Click on ▭ to export contacts list
8. Click on ▦ for the Table Options Menu
9. The Filter allows for a search based on the criteria selected, use the drop down to select the criteria, enter the information, click on the + then click on Apply. The info will be displayed



☐ Enable assignment of orders to users with limited access to SAP Business Network.

Users (You can only search on one attribute at a time)

Username | Enter username

☐	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	Customer Assigned	AN Access	Actions
☐	jdoe@tuliplighting.com	jane.doe@tuliplighting.com	Jane	Doe	No	Outbound	All(1)	Yes	Actions ▾
☐	jane.doe@abccompany.com		Jane	Doe	No	Business Administator	All(1)	Yes	Actions ▾
☐	john.doe@abccompany.com		John	Doe	No	PROFILE_MGMT_ROLE, +3	All(1)	Yes	

Users – Create Users/Assign Roles/Assign Customers

After Roles have been created or added as required, **Users** can be created

To Create a User:

1. Click on the **Manage Users** tab
2. Click on the **PLUS** button
3. The Create User Screen is displayed, enter a **User name**

Note: The User name can be the email address of the User or it can be created, however it must be in an email format, for example jane@abc.com

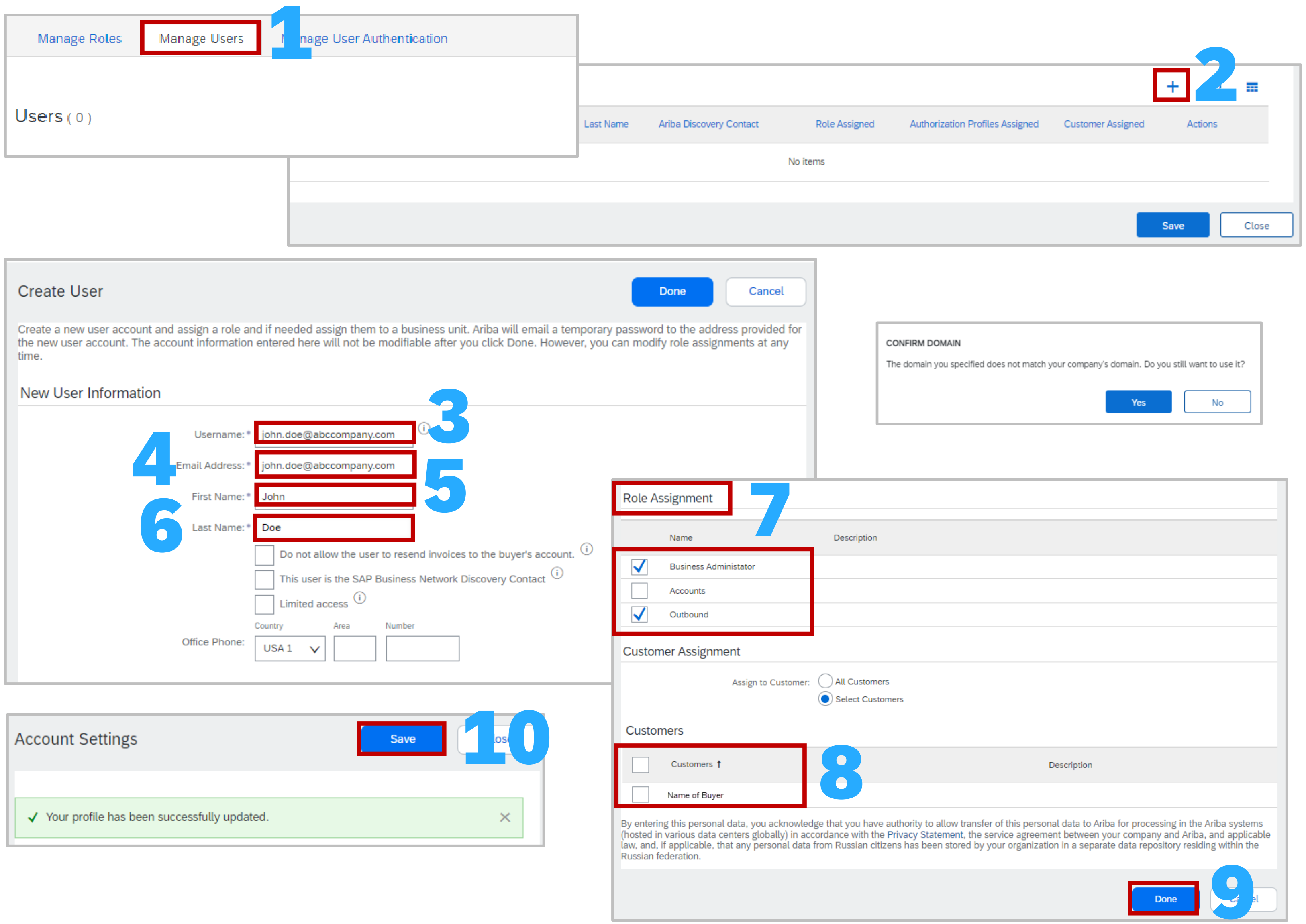
4. Enter the **Email Address** of the User
5. Enter the User's **First Name**
6. Enter the User's **Last Name**

There is no requirement to add information without an Asterisk

7. Scroll down to **Role Assignment**, select the **Role/s** that suits the needs of the Sub-user

Note: Users can be assigned more than one Role

8. Scroll down to **Customer Assignment**, and identify whether the user works specifically on one or more Customers (only customers with a relationship will appear)
9. Click on **Done** (you may get a Confirm Domain message particularly if you have not used the actual email address of the user for the Username, click **Yes**)
10. Click on **Save**



Create a new user account and assign a role and if needed assign them to a business unit. Ariba will email a temporary password to the address provided for the new user account. The account information entered here will not be modifiable after you click Done. However, you can modify role assignments at any time.

Username:* john.doe@abccompany.com

Email Address:* john.doe@abccompany.com

First Name:* John

Last Name:* Doe

☐ Do not allow the user to resend invoices to the buyer's account.

☐ This user is the SAP Business Network Discovery Contact

☐ Limited access

The domain you specified does not match your company's domain. Do you still want to use it?

☑ Business Administator

☐ Accounts

☑ Outbound

Assign to Customer: ○ All Customers ● Select Customers

☐ Name of Buyer

By entering this personal data, you acknowledge that you have authority to allow transfer of this personal data to Ariba for processing in the Ariba systems (hosted in various data centers globally) in accordance with the Privacy Statement, the service agreement between your company and Ariba, and applicable law, and, if applicable, that any personal data from Russian citizens has been stored by your organization in a separate data repository residing within the Russian federation.

✓ Your profile has been successfully updated.

Manage User Deletion and Delete a User

Only the System Administrator can manage roles, add users and control permissions. Even selecting all available permissions will not provide access to the Users section of the SAP Business Network.

Prior to deleting Users from accessing the SAP Business Network, confirm that a retention period has been entered. Retention periods are done in “months”.

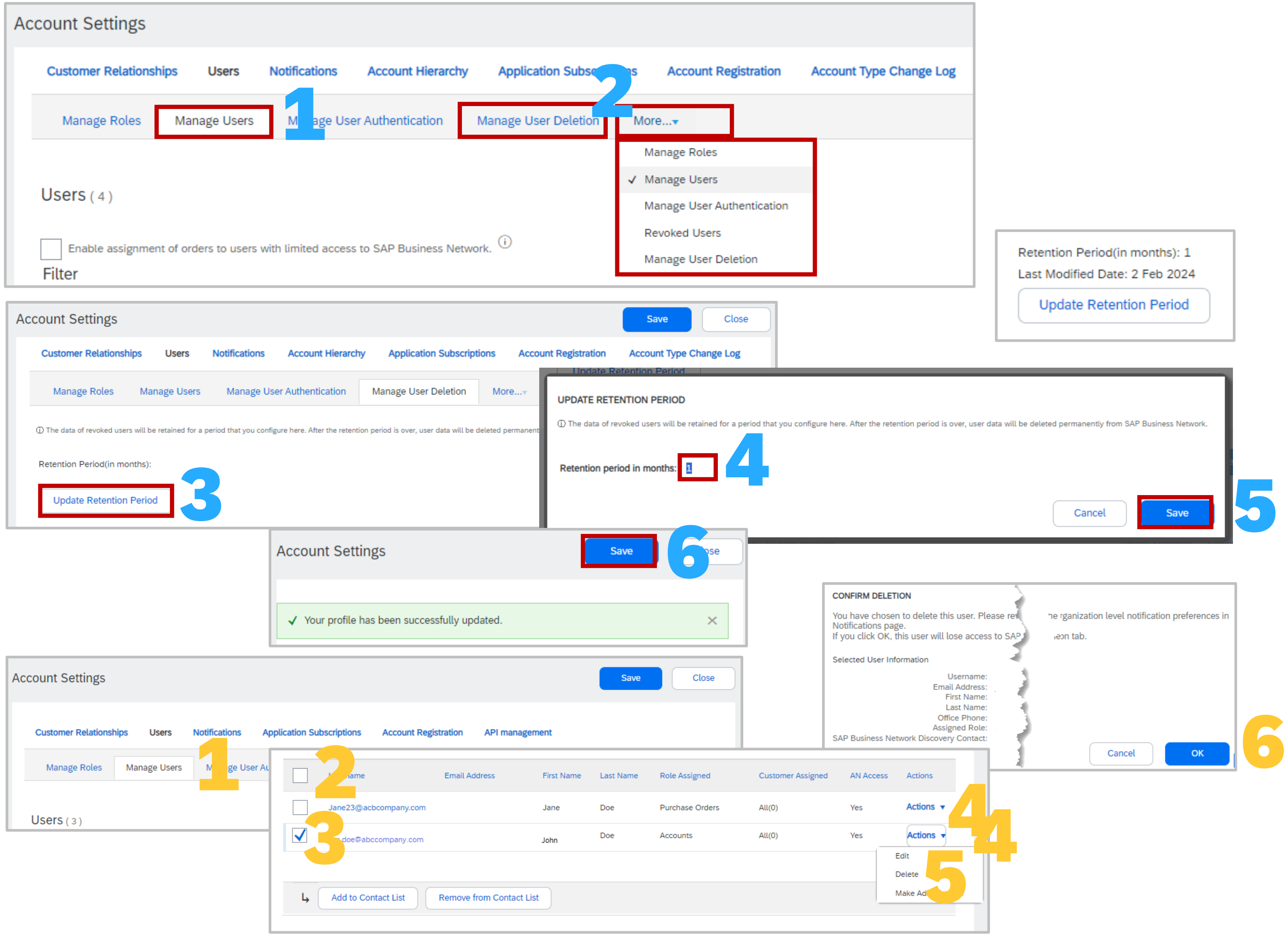
To access the Deletion Retention period:

1. Display the Account Settings screen with the Manage Users tab selected
2. **EITHER** – Click on the **Manage User Deletion** tab
   Or Click on **More** and select the **Manage User Deletion** from the drop-down list
3. To add or change the retention period, click on **Update Retention Period**
4. Enter a number between 1 and 12
5. Click on **Save**
6. The Retention Period is shown with the date the retention period was modified

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

To Delete a User: (numbers in orange)

1. Display the **Manage Users Tab**
2. Scroll down to the **list of users**
3. Select the **User** you need to delete
4. Click on **Actions**
5. Select **Delete** from the drop-down list
6. The details of the user are shown, click on **OK**



☐ Enable assignment of orders to users with limited access to SAP Business Network.

The data of revoked users will be retained for a period that you configure here. After the retention period is over, user data will be deleted permanently from SAP Business Network.

Retention Period(in months):

UPDATE RETENTION PERIOD

Retention period in months: 1

Retention Period(in months): 1
Last Modified Date: 2 Feb 2024

✓ Your profile has been successfully updated.

	Email Address	First Name	Last Name	Role Assigned	Customer Assigned	AN Access	Actions
☐	Jane23@acbcompany.com	Jane	Doe	Purchase Orders	All(0)	Yes	Actions
☑	doe@abccompany.com	John	Doe	Accounts	All(0)	Yes	Actions

CONFIRM DELETION

You have chosen to delete this user. Please rev ne rganization level notification preferences in Notifications page.
If you click OK, this user will lose access to SAP ıeon tab.

Selected User Information

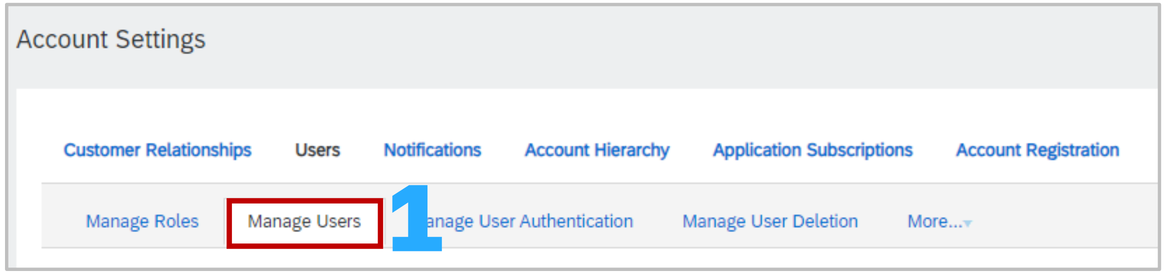
Username:
Email Address:
First Name:
Last Name:
Office Phone:
Assigned Role:
SAP Business Network Discovery Contact:

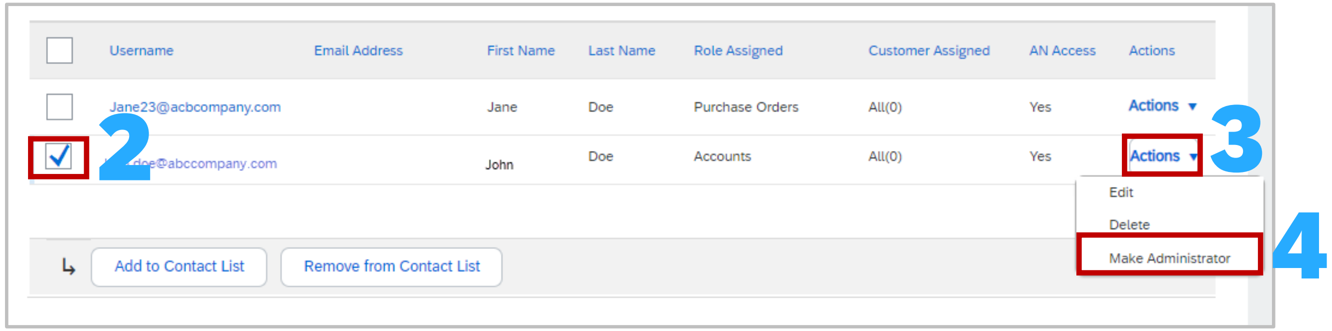
Updating the System Administrator

Where the Administrator is still working in the business but no longer is the designated SAP Business Network System Administrator. Ensure that the new administrator has a Username and Permissions already assigned to an existing role.

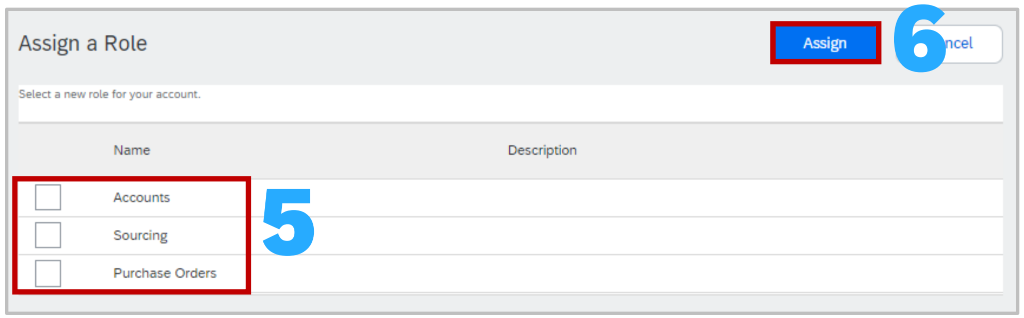
1. Display Account Settings and select the **Manage Users** tab
2. Scroll down to **Users or** use filters to search for a specific user, select the **User** that is the new designated administrator
3. Click on **Actions**
4. Select **Make Administrator**
5. Select the **role/s** being assigned to the existing administrator
6. Click on **Assign**
7. A screen message will confirm that the new administrator is being assigned

Note: The new system administrator will receive and email advising they are now the new administrator and the previous system administrator will be logged out, the Username and password remain the same for both the old and new administrators



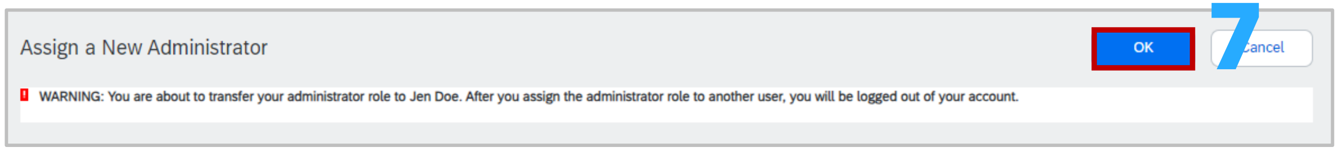


☐	Username	Email Address	First Name	Last Name	Role Assigned	Customer Assigned	AN Access	Actions
☐	Jane23@acbcompany.com		Jane	Doe	Purchase Orders	All(0)	Yes	Actions ▾
☑	doe@abccompany.com		John	Doe	Accounts	All(0)	Yes	Actions ▾

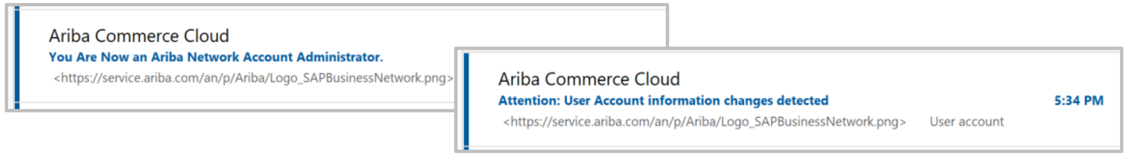


Select a new role for your account.

	Name	Description
☐	Accounts	
☐	Sourcing	
☐	Purchase Orders	



WARNING: You are about to transfer your administrator role to Jen Doe. After you assign the administrator role to another user, you will be logged out of your account.



Ariba Commerce Cloud
You Are Now an Ariba Network Account Administrator.
<https://service.ariba.com/an/p/Ariba/Logo_SAPBusinessNetwork.png>

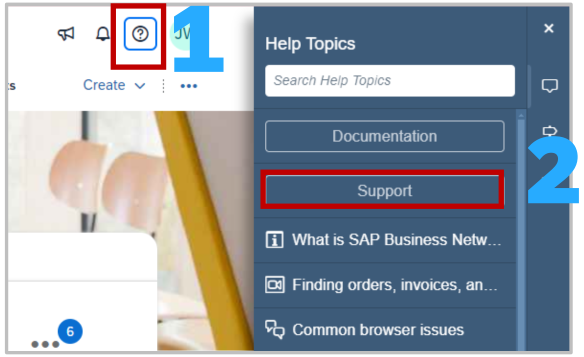
Ariba Commerce Cloud
Attention: User Account information changes detected **5:34 PM**
<https://service.ariba.com/an/p/Ariba/Logo_SAPBusinessNetwork.png> User account

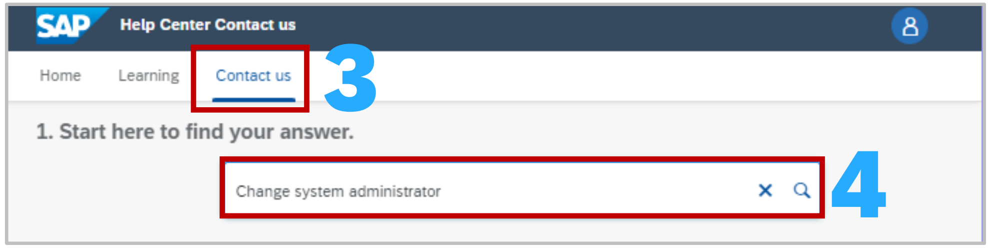
What to do if the System Administrator has Left and you have a username and password

Where the System Administrator has left the business but a sub-user has a username and password, you need to assign a new System Administrator you will need to log a support request. Creating a case while logged in will update the ANID of the account you are using

1. Sign in to the SAP Business Network AND Click on the ?
2. Select **Support**
3. The SAP Help Centre Home is displayed and click on **Contact Us**
4. Enter **Change System Administrator**
5. Scroll down to **Choose from the below to continue**
6. Click on **Yes**
7. Click **No**, for the current administrator is still with the business/company
8. Click **No**, that you do not have access to the listed administrator email
9. Ensure you have the information listed
10. Click on **Create a Case** at the bottom of the screen

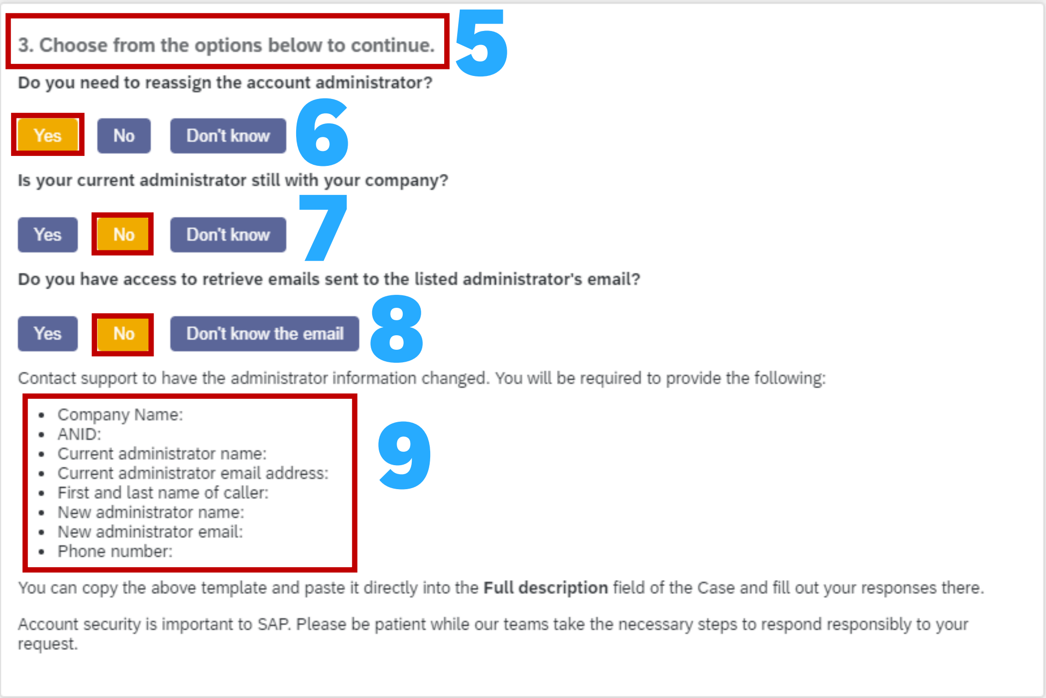
Refer to [Create a Case]()





1. Start here to find your answer.

Change system administrator



3. Choose from the options below to continue.

Do you need to reassign the account administrator?

Is your current administrator still with your company?

Do you have access to retrieve emails sent to the listed administrator's email?

Contact support to have the administrator information changed. You will be required to provide the following:

- Company Name:
- ANID:
- Current administrator name:
- Current administrator email address:
- First and last name of caller:
- New administrator name:
- New administrator email:
- Phone number:

You can copy the above template and paste it directly into the **Full description** field of the Case and fill out your responses there.

Account security is important to SAP. Please be patient while our teams take the necessary steps to respond responsibly to your request.

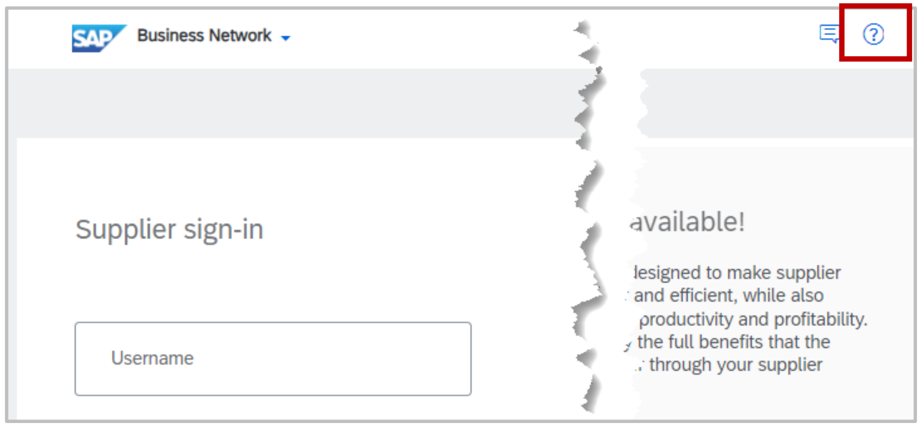
Can't find what you're looking for?

What to do if the System Administrator has Left and you do not have a username and password

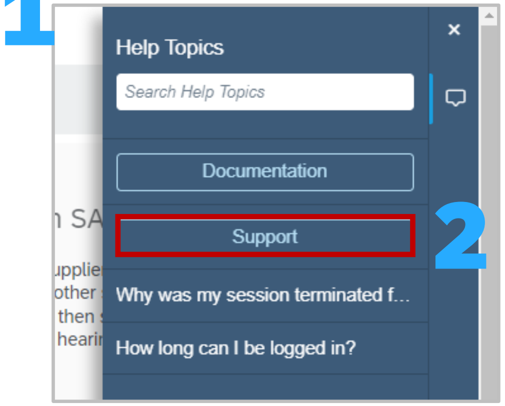
Where the System Administrator has left the business and you need to assign a new System Administrator you will need to log a support request. If you do not have access to the network and no other sub-user has a username or password follow this process.

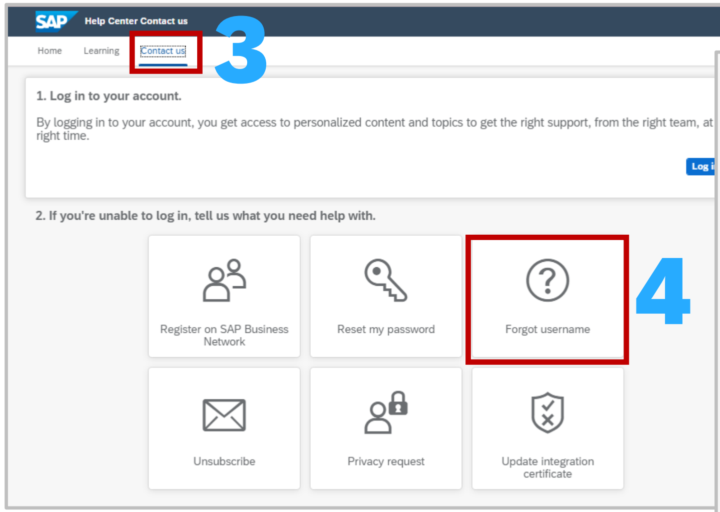
1. From the **SAP Business Network Sign-in Page** (https://service.ariba.com) and click on the ⓘ ? the top corner of the screen
2. Click on **Support**
3. The SAP Help Centre Home is displayed and click on **Contact Us**
4. Click on **Forgot username**
5. Scroll down to **Choose from the below to continue**
6. Click on **Yes**
7. Click **No**, for the current administrator is still with the business/company
8. Click **No**, that you do not have access to the listed administrator email
9. Ensure you have the information listed
10. Click on **Create a Case** at the bottom of the screen

Refer to [Create a Case](#)



1

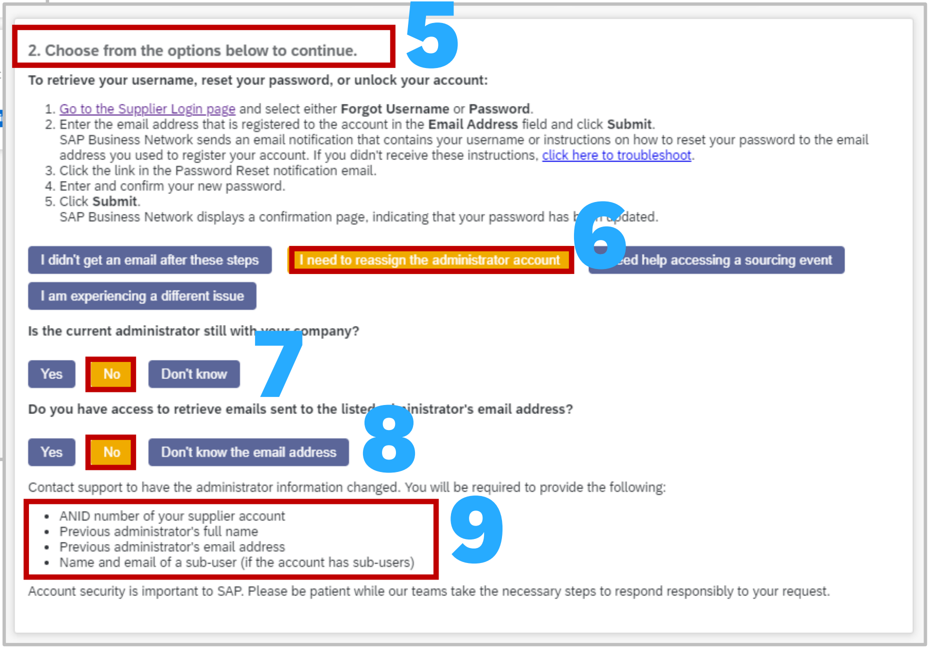




1. Log in to your account.

By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at right time.

2. If you're unable to log in, tell us what you need help with.



2. Choose from the options below to continue.

To retrieve your username, reset your password, or unlock your account:

1. Go to the Supplier Login page and select either **Forgot Username** or **Password**.
2. Enter the email address that is registered to the account in the **Email Address** field and click **Submit**.
   SAP Business Network sends an email notification that contains your username or instructions on how to reset your password to the email address you used to register your account. If you didn't receive these instructions, click here to troubleshoot.
3. Click the link in the Password Reset notification email.
4. Enter and confirm your new password.
5. Click **Submit**.
   SAP Business Network displays a confirmation page, indicating that your password has b updated.

Is the current administrator still with company?

Do you have access to retrieve emails sent to the liste inistrator's email address?

Contact support to have the administrator information changed. You will be required to provide the following:

- ANID number of your supplier account
- Previous administrator's full name
- Previous administrator's email address
- Name and email of a sub-user (if the account has sub-users)

Account security is important to SAP. Please be patient while our teams take the necessary steps to respond responsibly to your request.

Can't find what you're looking for?

10

Self-Service Account Deletion

Information

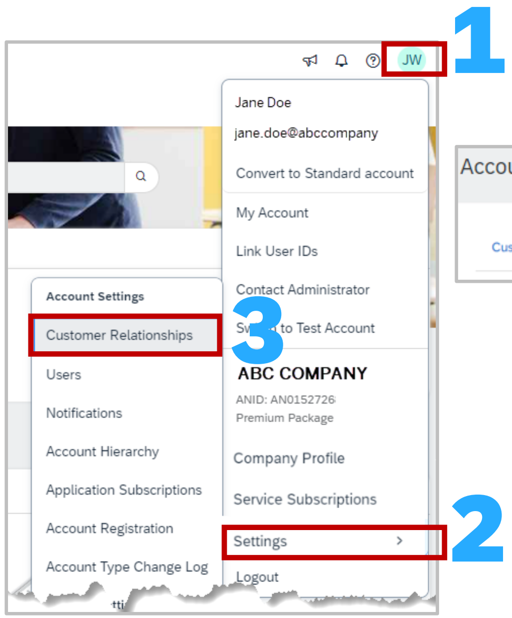
- The feature allows users to delete their SAP Business Network account
- Where a Supplier proceeds with the account deletion, ALL associated accounts get deleted
- Once a Supplier submits an account deletion request, there is a 90 grace period in which the account can be restored, however, this will require the Supplier to Create a Case or contact Customer Support
- Once the grace period has lapsed the account is permanently deleted and cannot be retrieved
- Only Standard Accounts can be deleted
- If a Supplier wishes to delete an Enterprise Account they will need to first downgrade the account using the **Self Downgrade Process**
- Suppliers must initiate the account deletion from a Parent account
- Enterprise Account Suppliers must download archived invoices first
- Where a System Administrator deletes an account, note that none of the users will be able to access the accounts
- Suppliers will lose access to all company relationships, documents and configuration
- Confirm that an account is NOT being used for RFXs as they will be deleted where the ANID is the same

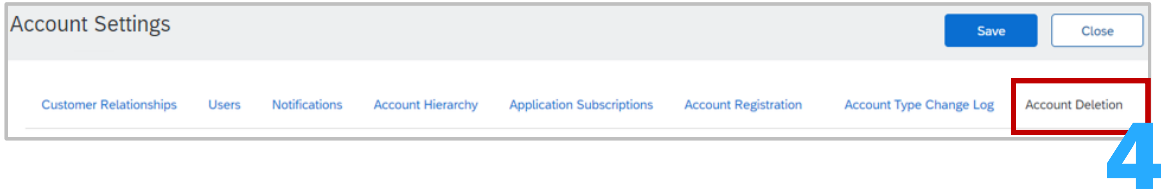
NOTE: Open Purchase Orders are ***NOT***, accounts can be deleted even if there are open Purchase Orders

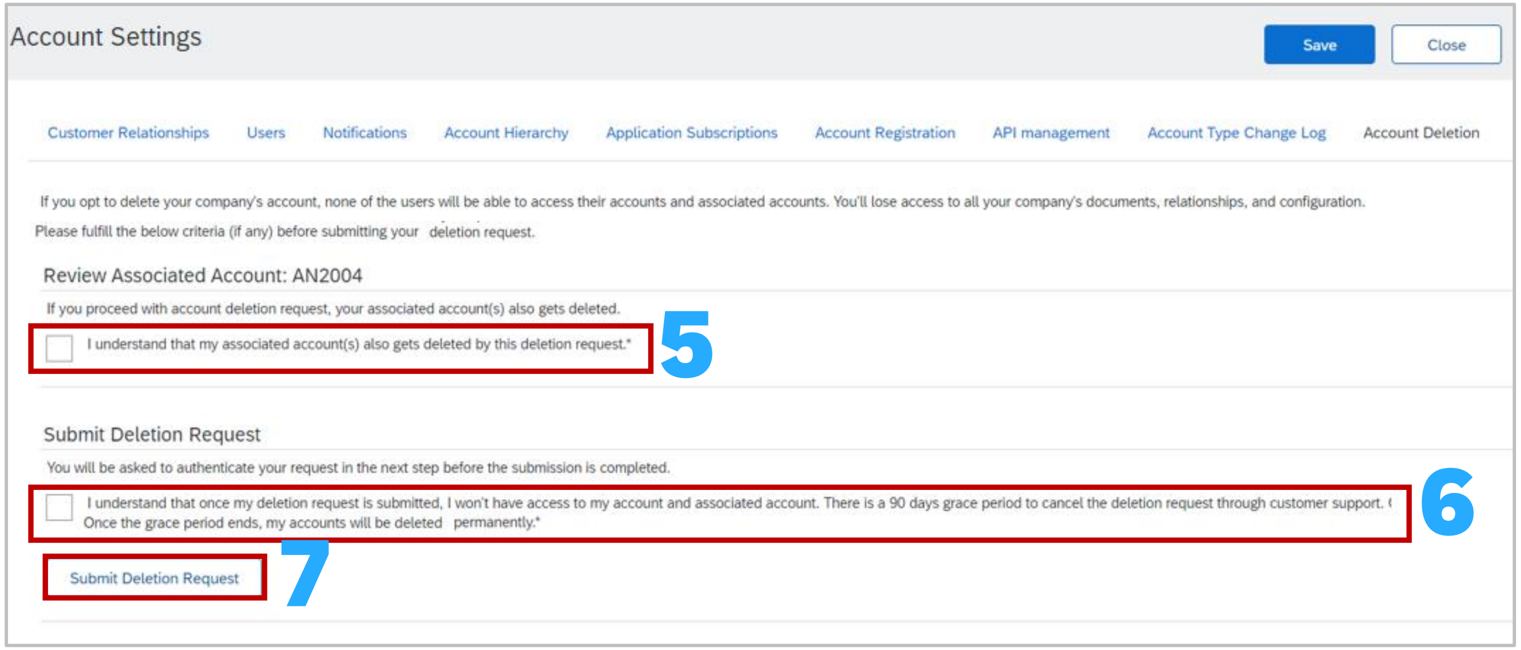
Delete an Account Process

The ***System Administrator*** is the only User with the Option to perform self-service account deletion. Currently, supplier will need to access a listed option until the account tab is updated.

1. Sign in to the account and click on your initials in the top right corner
2. Select **Settings**
3. Select **Customer Relationships**
4. Click on the **Account Deletion** tab
5. Read the information under Review Associated Account and your ANID displayed on the screen and if you wish to proceed, put a tick in the **“I understand that my associated accounts(s) also get deleted by this deletion request”**
6. Read the information under the Submit Deletion Request, and if you still wish to proceed put a tick in the **“I Understand that once my deletion request is submitted…….”**
7. Click on **Submit Deletion Request**







If you opt to delete your company's account, none of the users will be able to access their accounts and associated accounts. You'll lose access to all your company's documents, relationships, and configuration.

Please fulfill the below criteria (if any) before submitting your deletion request.

Review Associated Account: AN2004

If you proceed with account deletion request, your associated account(s) also gets deleted.

☐ I understand that my associated account(s) also gets deleted by this deletion request.*

Submit Deletion Request

You will be asked to authenticate your request in the next step before the submission is completed.

☐ I understand that once my deletion request is submitted, I won't have access to my account and associated account. There is a 90 days grace period to cancel the deletion request through customer support.
Once the grace period ends, my accounts will be deleted permanently.*

Deletion Confirmation Notification

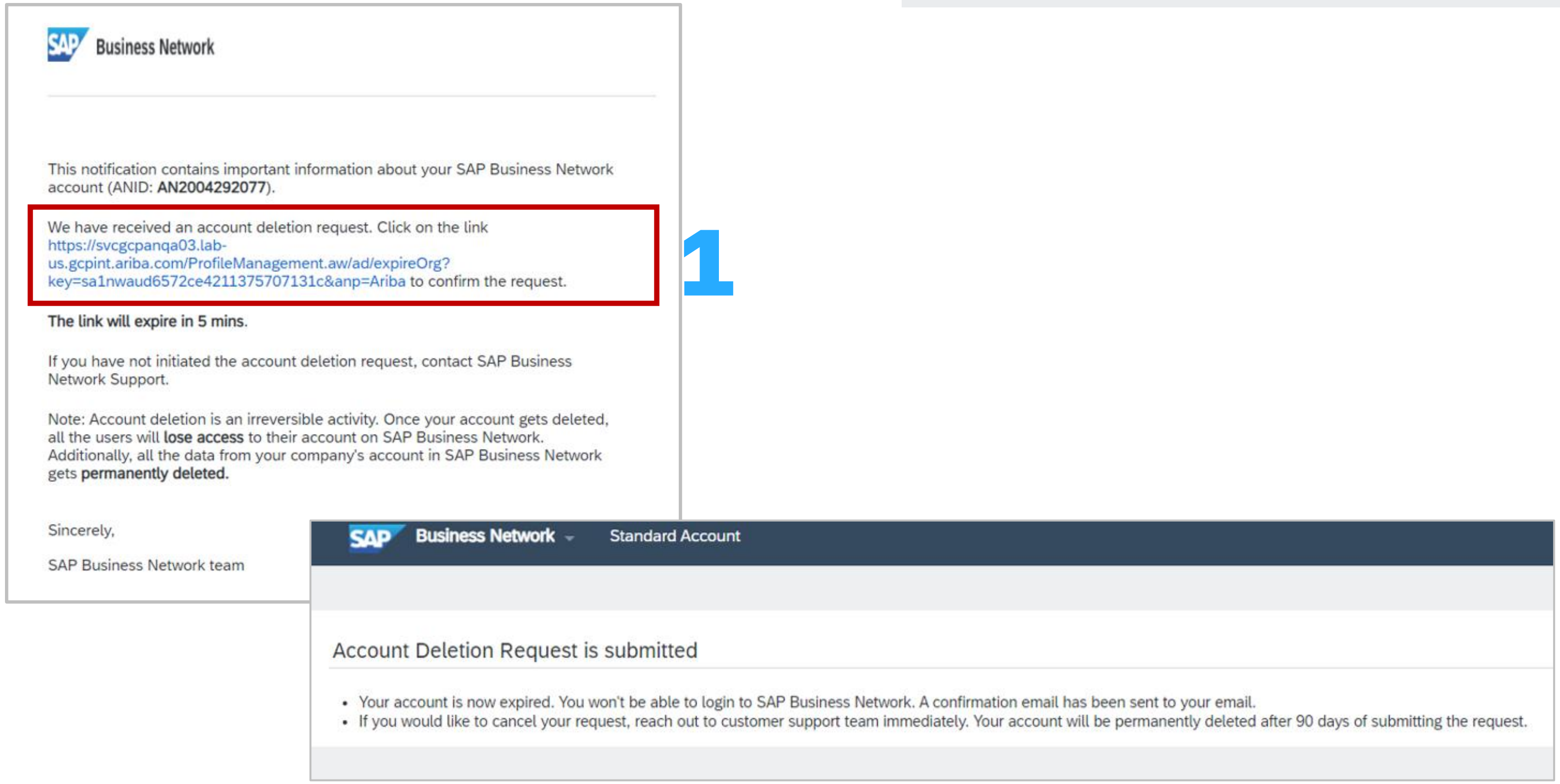
The ***System Administrator*** is the only User with the Option to perform self-service account deletion.
You need to confirm the Account Deletion via an SAP Business Network Account deletion notification

A deletion confirmation notification will be sent to the supplier with a confirmation link which will complete the request to delete the account. A final confirmation email will be sent after the account is deleted.

The Email Authentication Required screen is displayed, Go to your email and locate the SAP Business Network Notification Email

NOTE: the link in the email will expire in 5 minutes

1. Click on the Link in the email to confirm the request
2. If you did not receive the email click on the Resend Button in the Email Authentication Required screen box
3. Click on **Close**



This notification contains important information about your SAP Business Network account (ANID: **AN2004292077**).

We have received an account deletion request. Click on the link https://svcgcpanqa03.lab-us.gcpint.ariba.com/ProfileManagement.aw/ad/expireOrg?key=sa1nwaud6572ce4211375707131c&anp=Ariba to confirm the request.

The link will expire in 5 mins.

If you have not initiated the account deletion request, contact SAP Business Network Support.

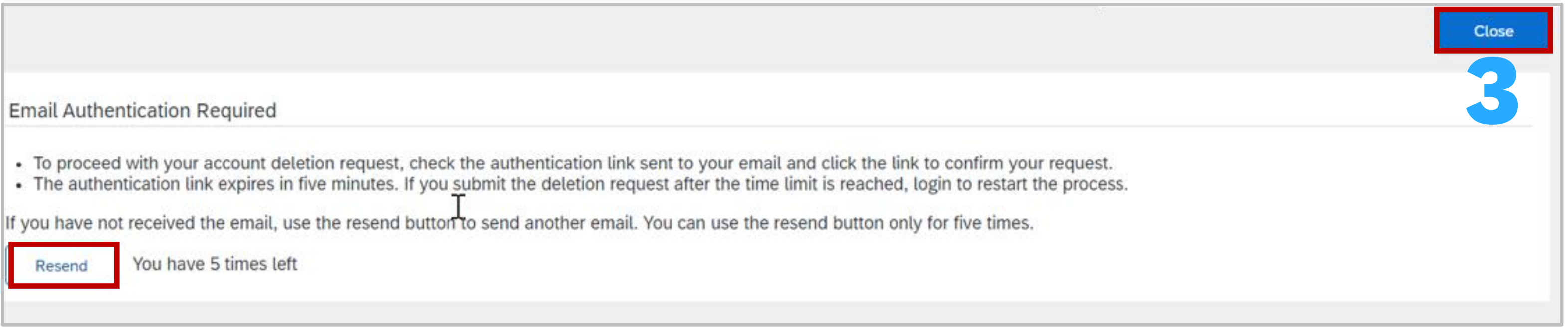
Note: Account deletion is an irreversible activity. Once your account gets deleted, all the users will **lose access** to their account on SAP Business Network. Additionally, all the data from your company's account in SAP Business Network gets **permanently deleted.**

Sincerely,

SAP Business Network team

Account Deletion Request is submitted

- Your account is now expired. You won't be able to login to SAP Business Network. A confirmation email has been sent to your email.
- If you would like to cancel your request, reach out to customer support team immediately. Your account will be permanently deleted after 90 days of submitting the request.



Email Authentication Required

- To proceed with your account deletion request, check the authentication link sent to your email and click the link to confirm your request.
- The authentication link expires in five minutes. If you submit the deletion request after the time limit is reached, login to restart the process.

If you have not received the email, use the resend button to send another email. You can use the resend button only for five times.

You have 5 times left

2

Multi-Factor Authentication

Configure Multifactor Authentication Information

- Multifactor Authentication increases a business SAP Business Network security
- Only the System Administrator can manage, update and maintain multifactor authentication processes
- There are different levels of multifactor authentication that can be attached to specific users or all users of the SAP Business Network, they are:
  - **Time Allowed to skip multi-factor authentication attempts allowed** – the maximum number of days the user can skip the multifactor authentication setup, the default value is 5 days
  - **Number of invalid multi-factor authentication attempts allowed** – the maximum number of invalid multifactor authentication attempts that a user can make, the default is 5 attempts. After the number of invalid attempts specified in the field the user account is locked, only the System Administrator can unlock this account
  - **Retry period for locked out users** – After the number of minutes shown (default 120 minutes) the user account is automatically unlocked and can be reused, if it occurs a second time the default is 240 mins and the user is unlocked after that time. If the User gets locked a 3rd time the user account is locked and only the System Administrator can unlock the account
  - **Enable the Remember me option** – a user can select this option for multifactor authentication in the one-time password input screen, this opens a Remember Device for selection
  - **Remember device for** – specifies the maximum number of days the user's device and browser will be remembered, during which they will not be promoted for the multifactor authentication passcode during login, the default is 5 days

User Notifications of Multifactor Authentication Information

When this notification is sent to a User	Notification Text
When you have not set up multi-factor authentication even after you receive an email from your SAP Business Network administrator	Your action is required. This is a reminder to set up Multi-factor authentication which is due in 5 days. Multi-factor authentication is an additional layer of security to prevent unauthorized access to your account and protect the data. This does not affect your log in into SAP Ariba applications. Once you successfully log in with your credentials, you will be shown instructions to set up multi-factor authentication. It is highly recommended that you set up this feature immediately.
When you exhaust the limit set by your SAP Business Network administrator for invalid passcode entries	You have been locked out of your account for providing invalid passcode. Please wait while your account is reactivated. You may also reach out to your administrator and request your account to be unlocked.
When: Your SAP Business Network administrator has reset multi-factor authentication for your user account. You have requested a reset of multi-factor authentication for your user account.	Multi-factor authentication has been reset and a new security code has been generated for you. Once you successfully log in with your credentials, you will be shown instructions to set up multi-factor authentication. It is highly recommended that you set up this feature immediately

Enable Multifactor Authentication for Login - Users

Only the System Administrator can enable Multifactor Authentication requirements

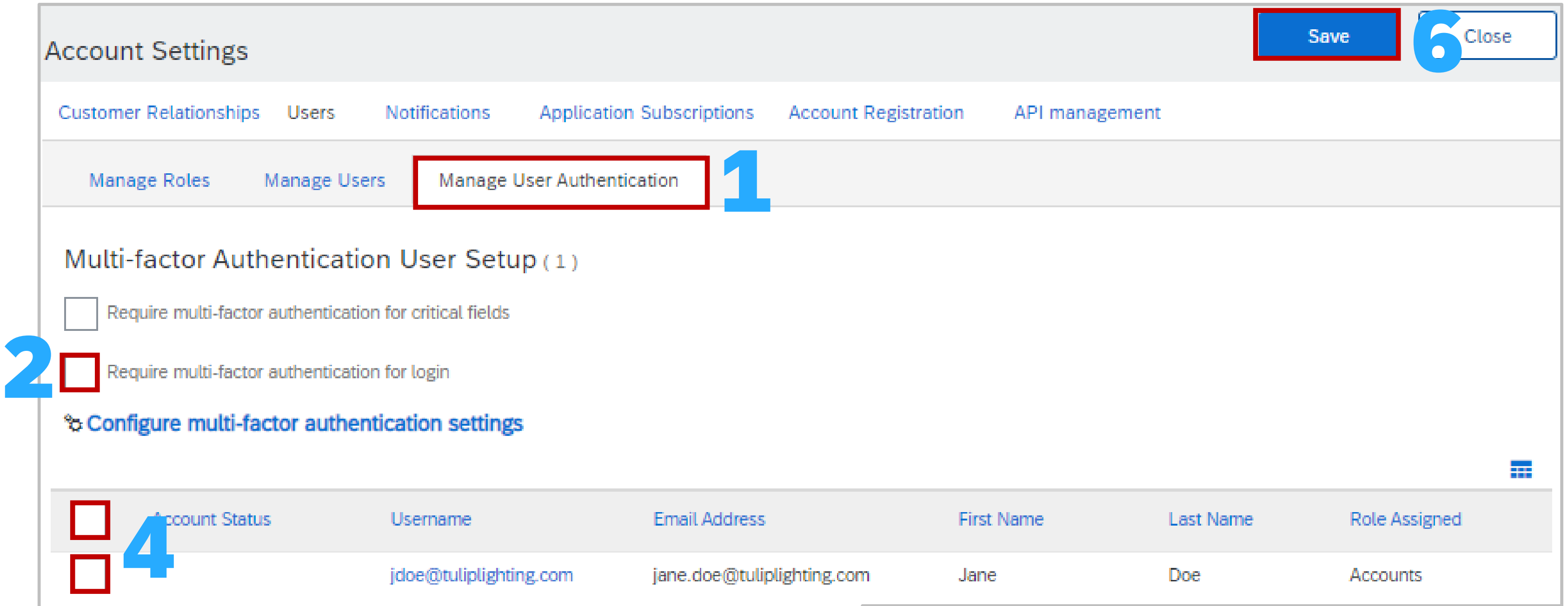
With Multifactor Authentication enabled for login, users are required to perform the two-step verification process to log in to the SAP Business Network

To enable multifactor authentication for login:

1. Select the **Manage User Authentication** tab
2. Select the box **Require multi-factor authentication for login**
3. Click on **Yes** in the dialogue box
4. Select the users by checking the boxes against their names from the table or the box in the blue ribbon as it will select ***ALL*** users
5. Click on **Apply**
6. Click on **Save**

Note: If you do not select specific Users none of the Users in your business will be enabled for multifactor authentication

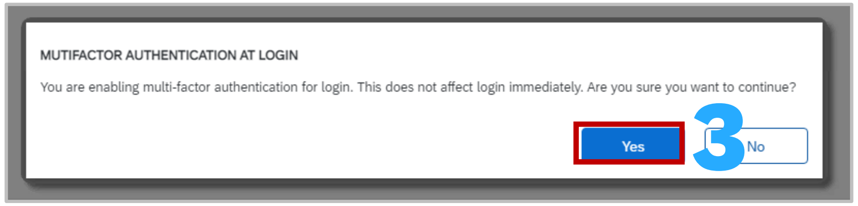
To **Disable Multi-Factor Authentication**, select the box with a tick, a dialogue box will indicate you are disabling the multifactor authentication at login, click **Yes**



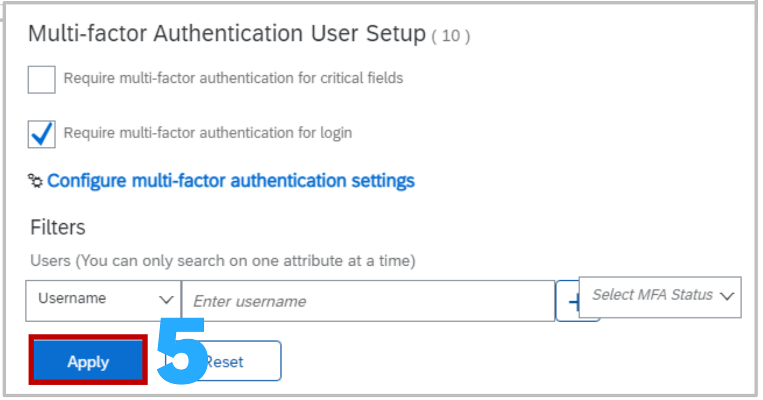
☐ Require multi-factor authentication for critical fields

☐ Require multi-factor authentication for login

☐	Account Status	Username	Email Address	First Name	Last Name	Role Assigned
☐		jdoe@tuliplighting.com	jane.doe@tuliplighting.com	Jane	Doe	Accounts



You are enabling multi-factor authentication for login. This does not affect login immediately. Are you sure you want to continue?



☐ Require multi-factor authentication for critical fields

☑ Require multi-factor authentication for login

Users (You can only search on one attribute at a time)

Users – Enable Multifactor Authentication for Critical Fields

Only the System Administrator can enable Multifactor Authentication requirements

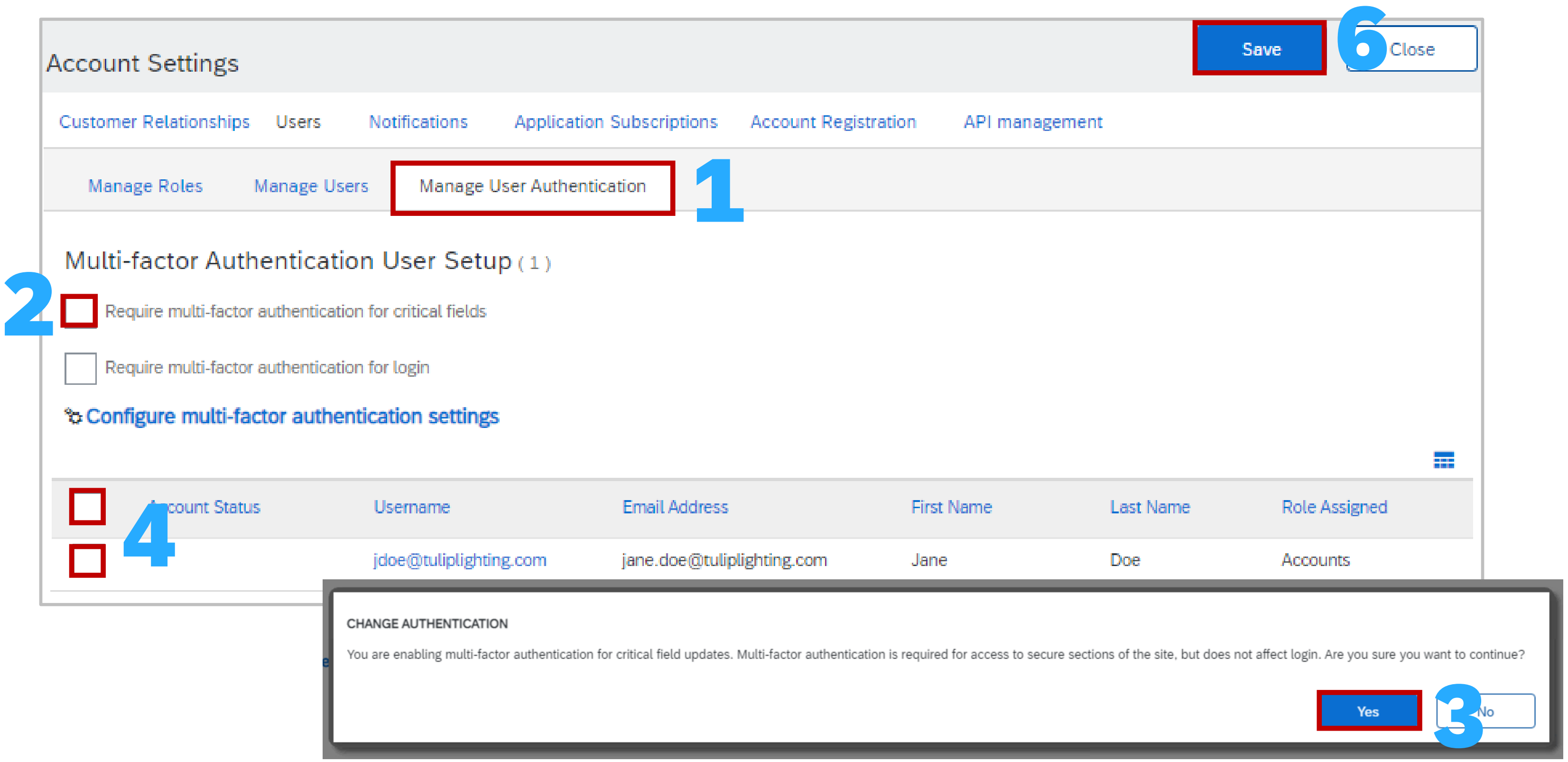
With Multifactor Authentication enabled for login, users are required to perform the two-step verification process to log in to the SAP Business Network

To enable multifactor authentication for login:

1. Select the **Manage User Authentication** tab
2. Select the box **Require multi-factor authentication for critical fields**
3. Click on **Yes** in the dialogue box
4. Select the users by checking the boxes against their names from the table or the box in the blue ribbon as it will select ***ALL*** users
5. Click on **Apply**
6. Click on **Save**

Note: If you do not select specific Users none of the Users in your business will be enabled for multifactor authentication

To **Disable Multi-Factor Authentication**, select the box with a tick, a dialogue box will indicate you are disabling the multifactor authentication at login, click **Yes**



Multi-factor Authentication User Setup (1)

☐ Require multi-factor authentication for critical fields

☐ Require multi-factor authentication for login

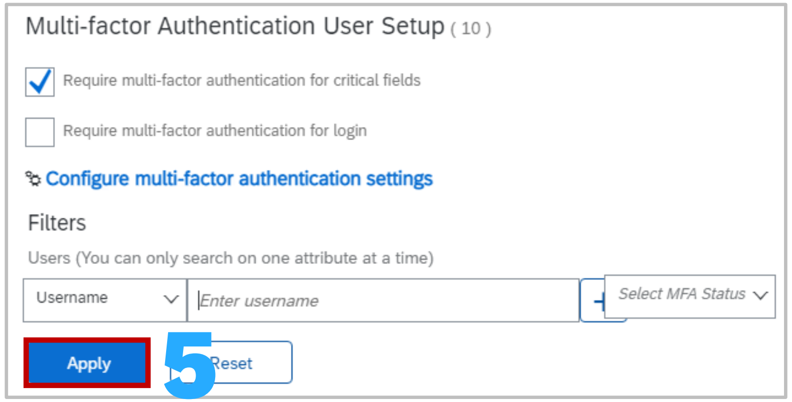
Configure multi-factor authentication settings

	Account Status	Username	Email Address	First Name	Last Name	Role Assigned
☐		jdoe@tuliplighting.com	jane.doe@tuliplighting.com	Jane	Doe	Accounts

CHANGE AUTHENTICATION

You are enabling multi-factor authentication for critical field updates. Multi-factor authentication is required for access to secure sections of the site, but does not affect login. Are you sure you want to continue?

Yes No



Multi-factor Authentication User Setup (10)

☑ Require multi-factor authentication for critical fields

☐ Require multi-factor authentication for login

Configure multi-factor authentication settings

Filters

Users (You can only search on one attribute at a time)

Username | Enter username | Select MFA Status

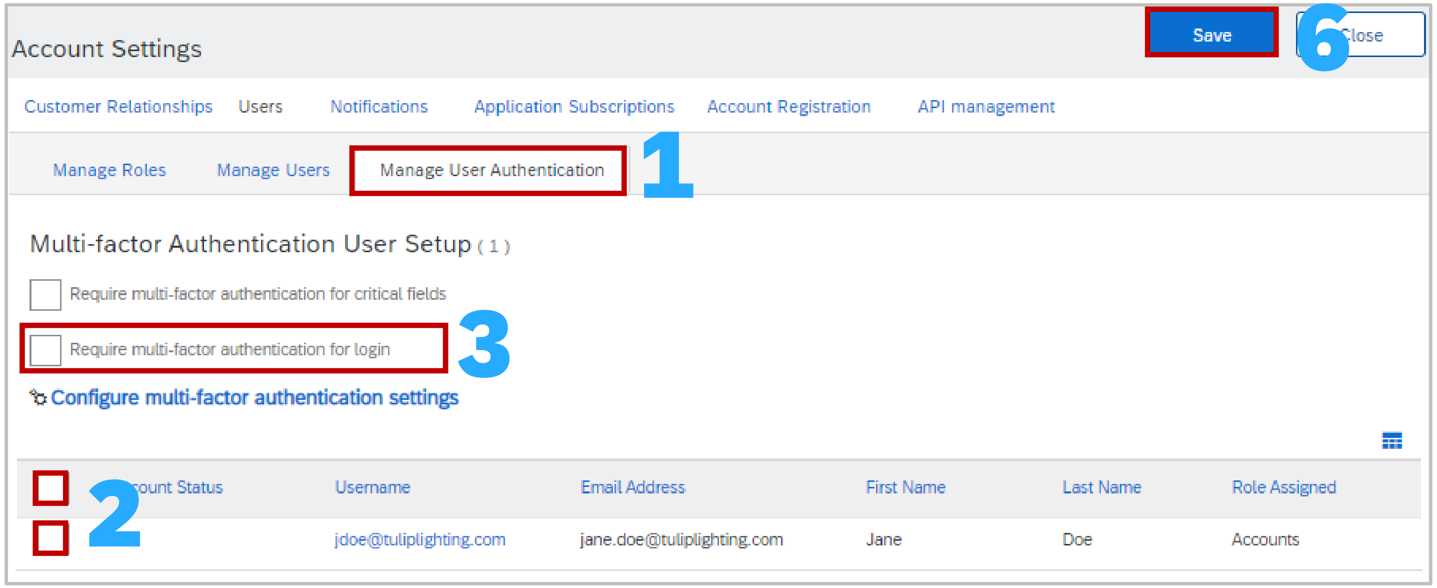
Users – Configure Multifactor Authentication Settings

Multifactor Authentication settings can be configured to provide parameters for login functionality and other options supporting greater security

To configure multifactor authentication settings:

1. Click on **the Manage User Authentication tab**
2. Select the users by checking the boxes against their names from the table or the box in the blue ribbon as it will select ***ALL*** users
3. Click on Configure multi-factor authentication settings, the window opens
4. Select the required option/s and update (if required):
   - **Time Allowed to skip multi-factor authentication attempts allowed**
   - **Number of invalid multi-factor authentication attempts Retry period for locked out users**
   - **Enable the Remember me option**
   - **Remember device for**
5. After selecting and/or updating multifactor authentication information, click on **Save**
6. Click on **Save** to exit the screen

Note: Click on the ⓘ to get further information on what the field means

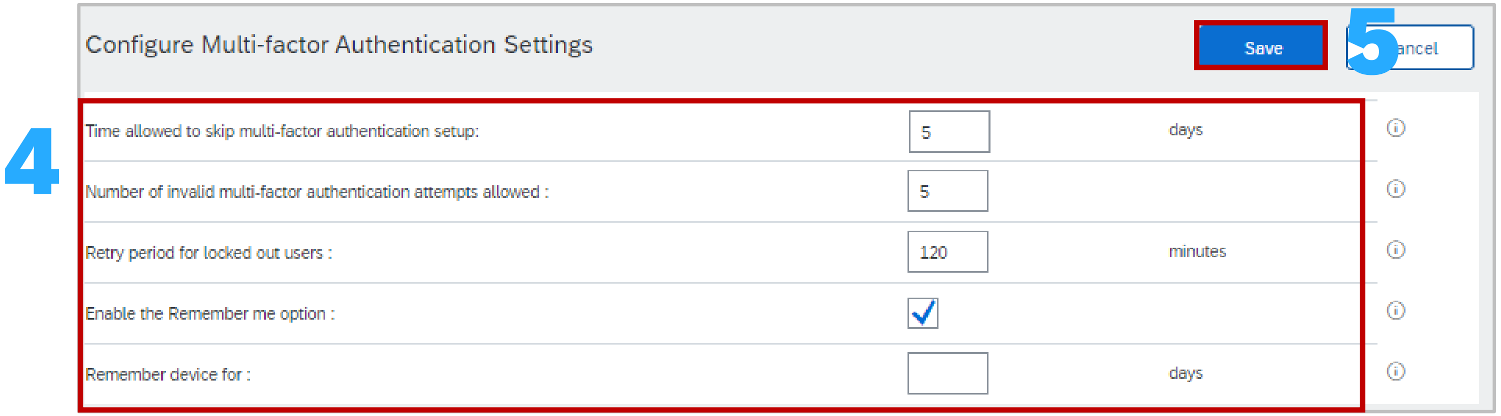


Multi-factor Authentication User Setup (1)

☐ Require multi-factor authentication for critical fields

☐ Require multi-factor authentication for login

☐ Account Status	Username	Email Address	First Name	Last Name	Role Assigned
☐	jdoe@tuliplighting.com	jane.doe@tuliplighting.com	Jane	Doe	Accounts



Time allowed to skip multi-factor authentication setup:	5	days
Number of invalid multi-factor authentication attempts allowed :	5	
Retry period for locked out users :	120	minutes
Enable the Remember me option :	☑	
Remember device for :		days

Test Accounts

Information

- Only the System Administrator can create the test account and use the Switch to Test ID selection, users must be added as users
- The same credentials cannot be used to access the Test and Production account
- For Suppliers that will be integrating, a Test Account will be needed to ensure documents are flowing correctly from your ordering system or ERP through Ariba and to your Buyer
- Roles, Users and Permissions must be created for users in the test environment as their production account will not give them access unless a specific test log in is created
- Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production
- The Network will always display which mode you are logged into, (Production or Test). Your Test account ID has the suffix “-T” appended to your SAP Business Network ID (ANID)

Test Account Creation

The ***System Administrator*** is the only User with the Option to Switch to the Test Account

- The System Administrator will need to create Test Account User ID's before users can access Test.

To Create a **Test Account**:

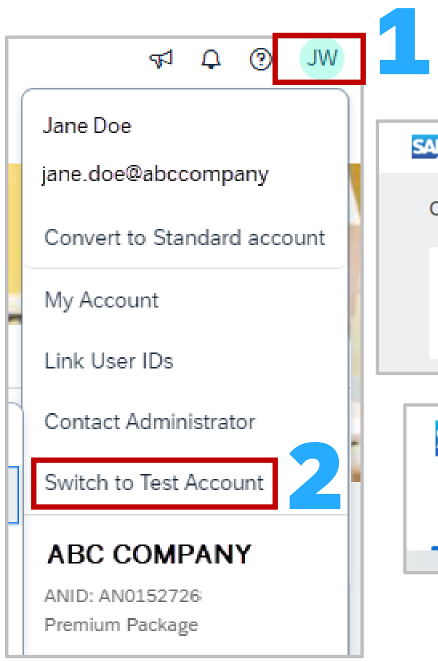
1. Click on your initials in the top right corner
2. Select **Switch to Test Account**
3. Click **OK** when the SAP Business Network displays a warning indicating You are about to switch to Test Mode.

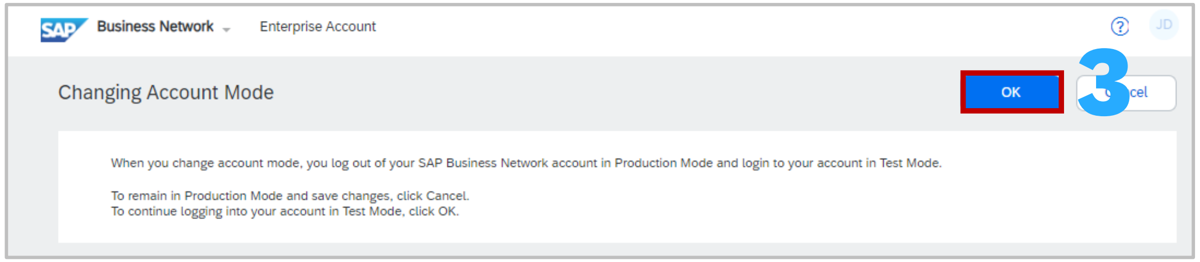
Note: A Test Admin Username will be autogenerated, the System Administrator can either use this or create a new one, it cannot be the same as the login for the Production Account

4. Create a **Username**
5. Create a **Password**
6. Re-enter the password into **Confirm Password**
7. Click **OK**

You will be transferred to your test account. Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production.

Test Mode will be displayed in Red at the top of the screen to identify you are working in a Test account

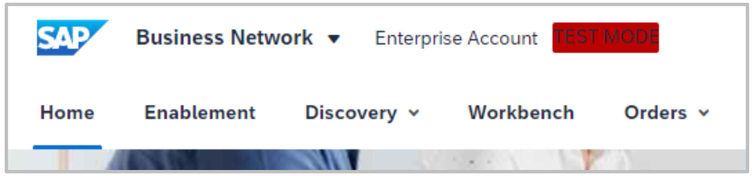


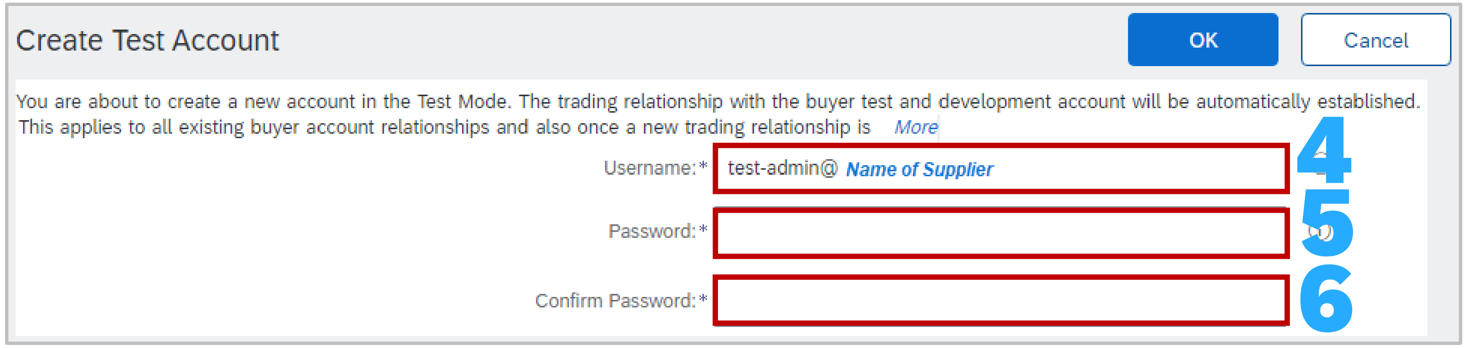


Changing Account Mode

When you change account mode, you log out of your SAP Business Network account in Production Mode and login to your account in Test Mode.

To remain in Production Mode and save changes, click Cancel.
To continue logging into your account in Test Mode, click OK.





Create Test Account

You are about to create a new account in the Test Mode. The trading relationship with the buyer test and development account will be automatically established. This applies to all existing buyer account relationships and also once a new trading relationship is

Username:* test-admin@ *Name of Supplier*

Password:*

Confirm Password:*

Auto-Invoice Against Goods Receipts (GRN)

Information

- The Automatic Invoice Creation process authorizes the Buyer to use the SAP Business Network functionality to create and submit invoices based on the receipts generated by the Buyer
- Each time the SAP Business Network receives a receipt that applies to a single order from the Buyer, the system will use the information from the receipt and the corresponding order to automatically create and submit an Invoice
- When using this process the information entered into the Purchase Order and then confirmed is the document that the invoice is created from
- Only Buyers who use Automatic Invoice Creation will have an Actions button available and Automatic Invoice Creation a selection
- When the Automatic Invoice Creation has been triggered the Response Status will be either Rejected (not active) or Accepted (active)
- A Supplier can change the response at any time however be aware that receipts prior to changing will be automatically created

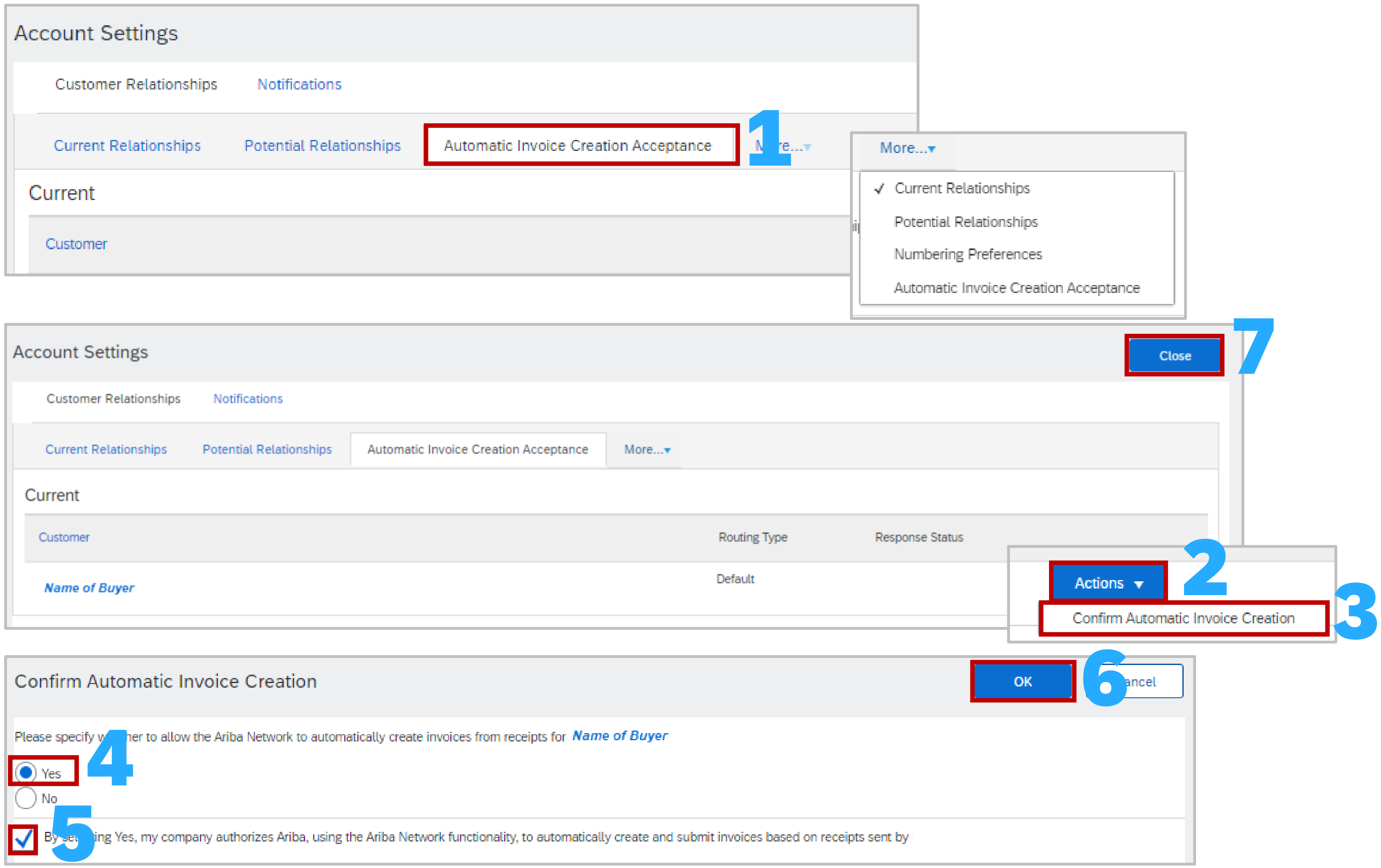
Activate Goods Receipt Notice (GRN) Process and Information

To request consent from your Buyer that they agree to participate in this process

Open the [Customer Relationships](#) screen

1. Click on the **Automatic Invoice Creation Acceptance** tab
   - **Note:** If the Automatic Invoice Creation tab is not displayed, click on More. If it is not available for selection it indicates this is not a process your Buyer/s use
2. Click on **Actions**
3. Select **Confirm Automatic Invoice Creation**
4. Click **Yes**
5. Agree to the terms and conditions by clicking in the box
6. Click **OK**
7. Click on **Close** to exit the screen

Note: To turn the Auto-invoice process off select No in step 3



Please specify w… her to allow the Ariba Network to automatically create invoices from receipts for *Name of Buyer*

By se… ing Yes, my company authorizes Ariba, using the Ariba Network functionality, to automatically create and submit invoices based on receipts sent by

Customer Relationships

Manage Customer Relationships

Suppliers may receive requests from other businesses to create a relationship

To manage Customer Relationships:

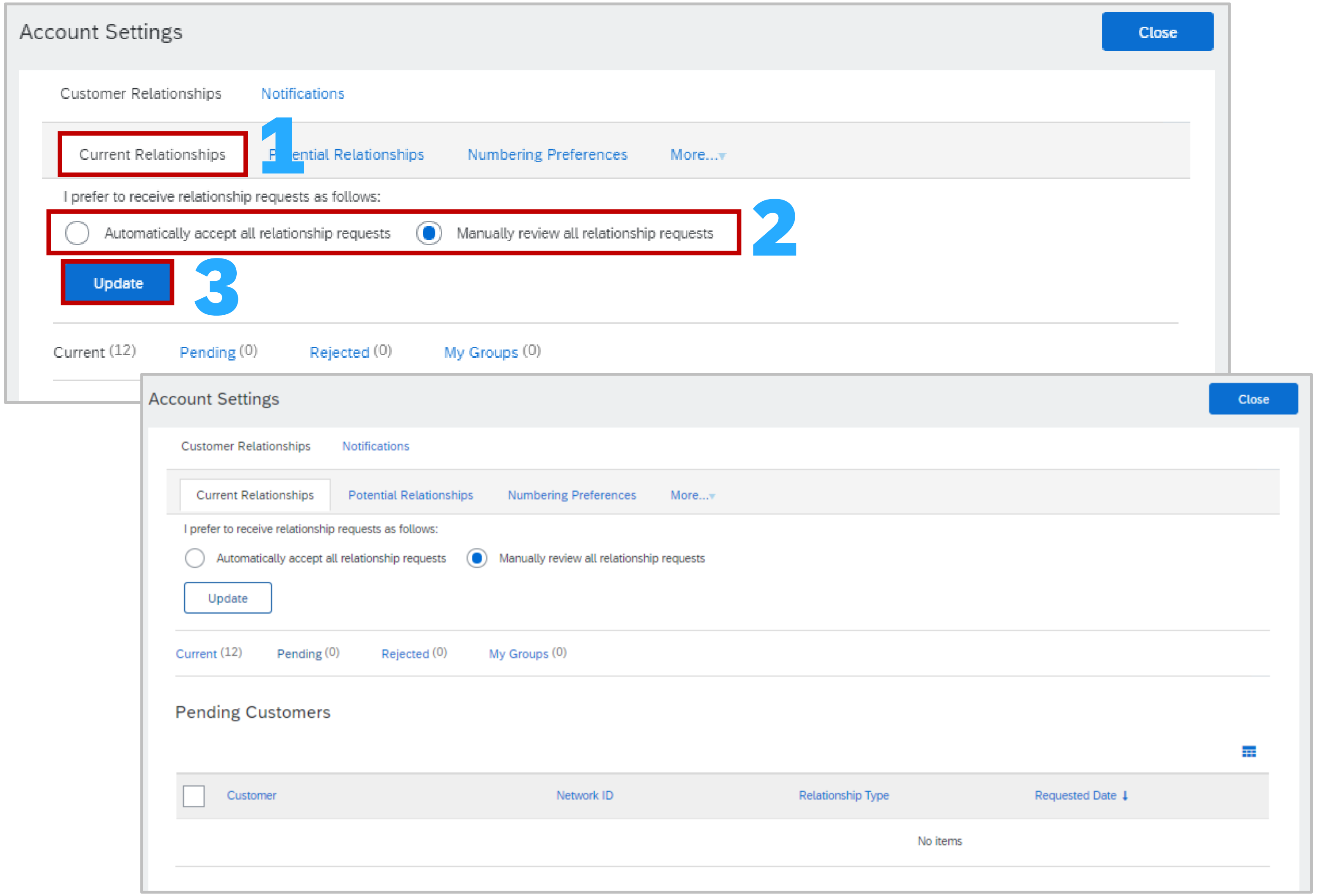
Open the **Customer Relationships** screen

1. Select **Current Relationships**
2. Identify and select whether you with to accept new customer relationships either **Automatically** or **Manually**
3. Click **Update**

The Tabs indicate how many customers are:

- Current
- Pending
- Rejected
- My Groups

Review, update and confirm customer relationships as required



Account Settings

Close

Customer Relationships | Notifications

Current Relationships | Potential Relationships | Numbering Preferences | More...

I prefer to receive relationship requests as follows:

○ Automatically accept all relationship requests ● Manually review all relationship requests

Update

Current (12) | Pending (0) | Rejected (0) | My Groups (0)

Account Settings

Close

Customer Relationships | Notifications

Current Relationships | Potential Relationships | Numbering Preferences | More...

I prefer to receive relationship requests as follows:

○ Automatically accept all relationship requests ● Manually review all relationship requests

Update

Current (12) | Pending (0) | Rejected (0) | My Groups (0)

Pending Customers

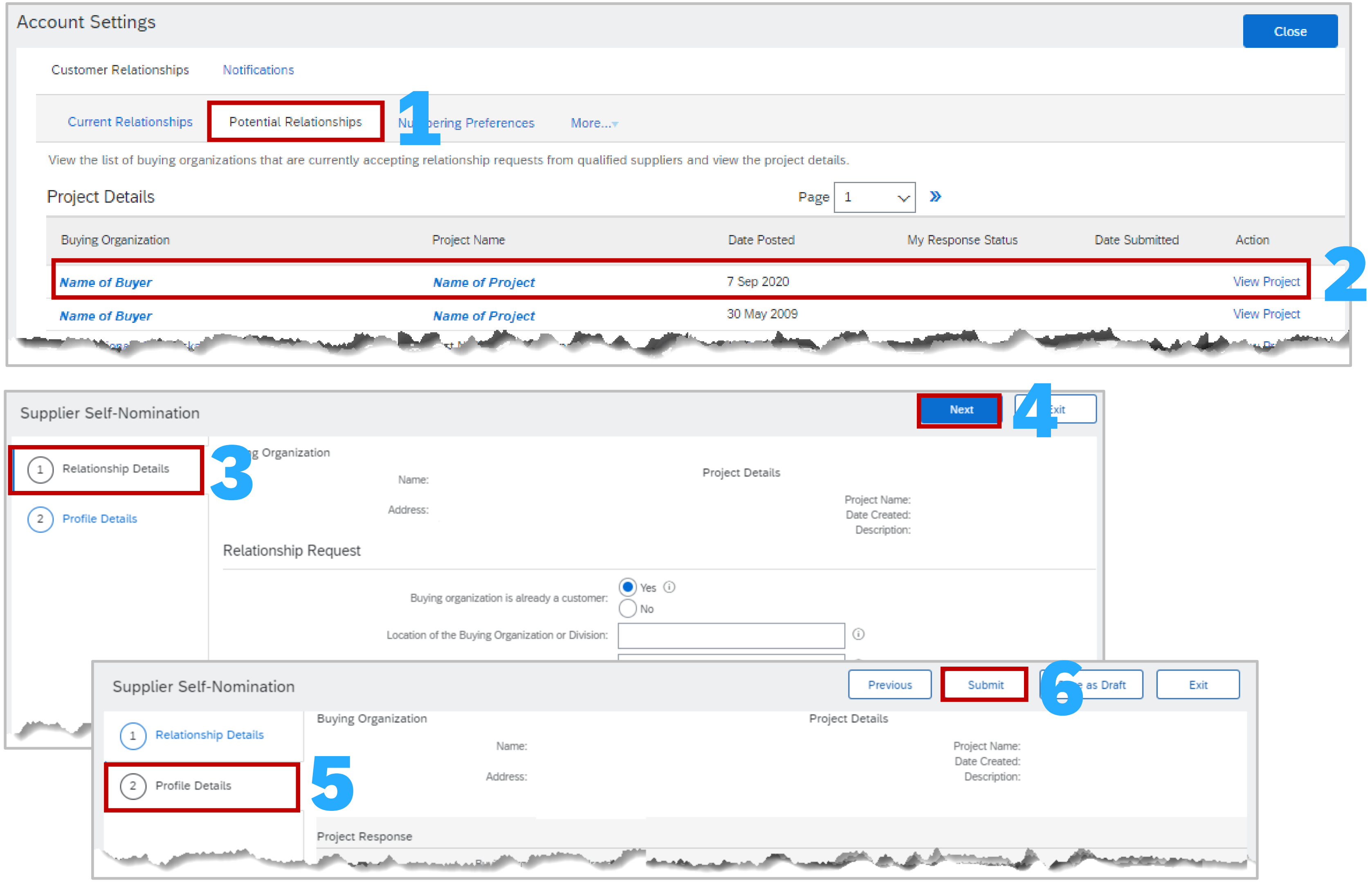
☐	Customer	Network ID	Relationship Type	Requested Date ↓

No items

Managing Potential Relationships

To Manage Potential Customer Relationships:

1. Select **Potential Relationships**
2. Click on **View Project** next to the relationship you wish to view
3. Review the information on the **Relationship Details Tab**, enter information into all fields with an asterisks
4. Click on **Next**
5. Review the information on the **Profile Details** tab
6. Click on **Submit**



View the list of buying organizations that are currently accepting relationship requests from qualified suppliers and view the project details.

Buying Organization	Project Name	Date Posted	My Response Status	Date Submitted	Action
Name of Buyer	*Name of Project*	7 Sep 2020			View Project
Name of Buyer	*Name of Project*	30 May 2009			View Project

Buying organization is already a customer: ● Yes ○ No

Managing My Groups

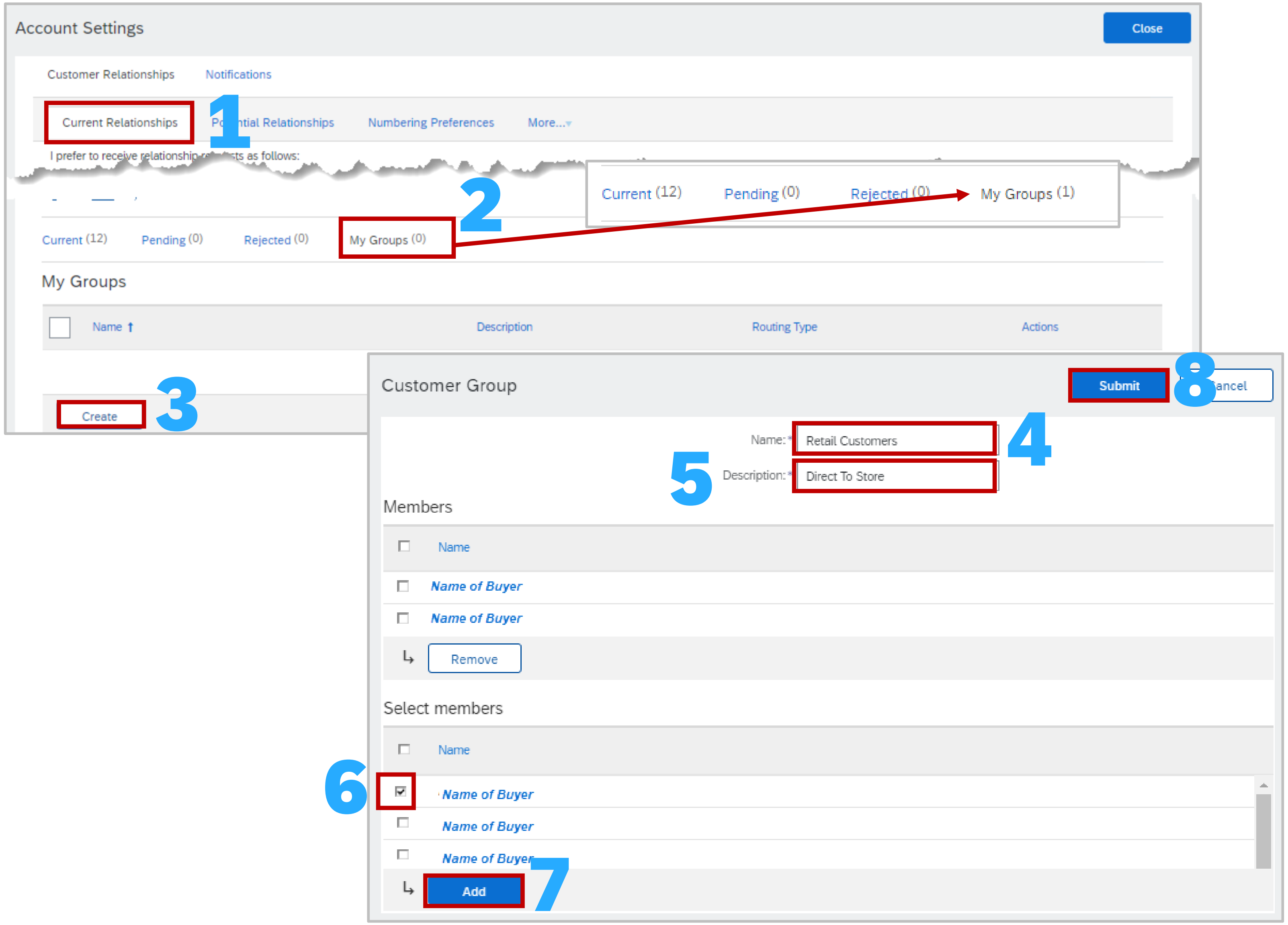
Suppliers can group their customers into defined groups

To do this:

Open the [Customer Relationships](#) screen

1. Select **Current Relationships**
2. Select the **My Groups** tab
3. Click **Create**
4. Enter the Name of the group you wish to create
5. Enter a Description of the group
6. Click in the box next to the Buyer/s you wish to add to this group
7. Click on Add, the names of the Buyers will appear under Members
8. Once all members have been added click on **Submit,** the name of the group is displayed

To create more groups, repeat this process



Name:* Retail Customers

Description:* Direct To Store

Archiving Invoicing Enterprise Accounts Only

Invoice Archival Process

Configuring invoice Archiving allows you to specify the frequency, immediacy and delivery of zipped invoice archives

Suppliers can determine the frequency that invoices can be archived by choosing either Twice Daily, Daily, Weekly, Biweekly or Monthly

To do this:

Open the [Electronic Invoice Routing](#) screen

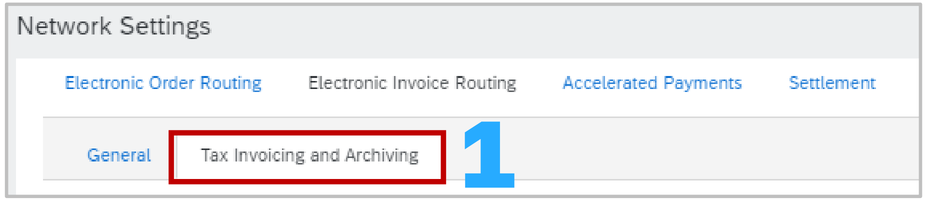
1. Select **Tax Invoicing and Archiving**
2. Scroll down to Invoice Archival, click on **Configure Invoice Archival**
3. Select the **Frequency**

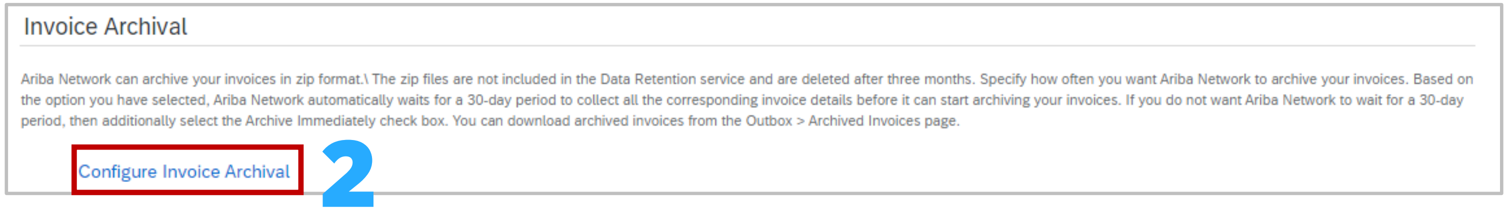
Note: Select Archive Immediately if required, after Archive Immediately starts you can either Stop it or Update the frequency as required

4. Click on **Start**
5. Determine the **Send Requirement**:
   - Click on **Send Archived invoice files to the pending queue for download**

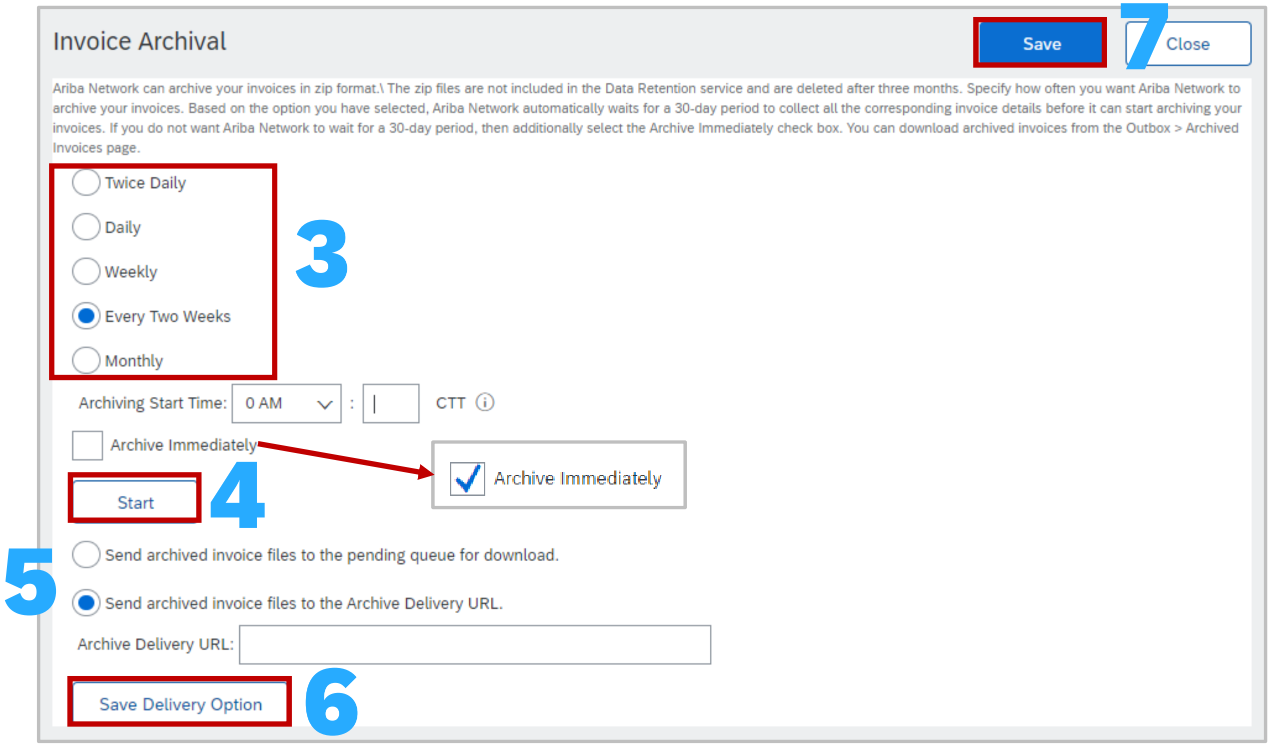
   OR

   - Click on **Send archived invoice files to the Archive Delivery URL**, then enter the **Archive Delivery URL**
6. Click on **Save Delivery Option**
7. Click on **Save**





Ariba Network can archive your invoices in zip format.\ The zip files are not included in the Data Retention service and are deleted after three months. Specify how often you want Ariba Network to archive your invoices. Based on the option you have selected, Ariba Network automatically waits for a 30-day period to collect all the corresponding invoice details before it can start archiving your invoices. If you do not want Ariba Network to wait for a 30-day period, then additionally select the Archive Immediately check box. You can download archived invoices from the Outbox > Archived Invoices page.



Ariba Network can archive your invoices in zip format.\ The zip files are not included in the Data Retention service and are deleted after three months. Specify how often you want Ariba Network to archive your invoices. Based on the option you have selected, Ariba Network automatically waits for a 30-day period to collect all the corresponding invoice details before it can start archiving your invoices. If you do not want Ariba Network to wait for a 30-day period, then additionally select the Archive Immediately check box. You can download archived invoices from the Outbox > Archived Invoices page.

○ Twice Daily
○ Daily
○ Weekly
● Every Two Weeks
○ Monthly

Archiving Start Time: 0 AM : | CTT

☐ Archive Immediately

☑ Archive Immediately

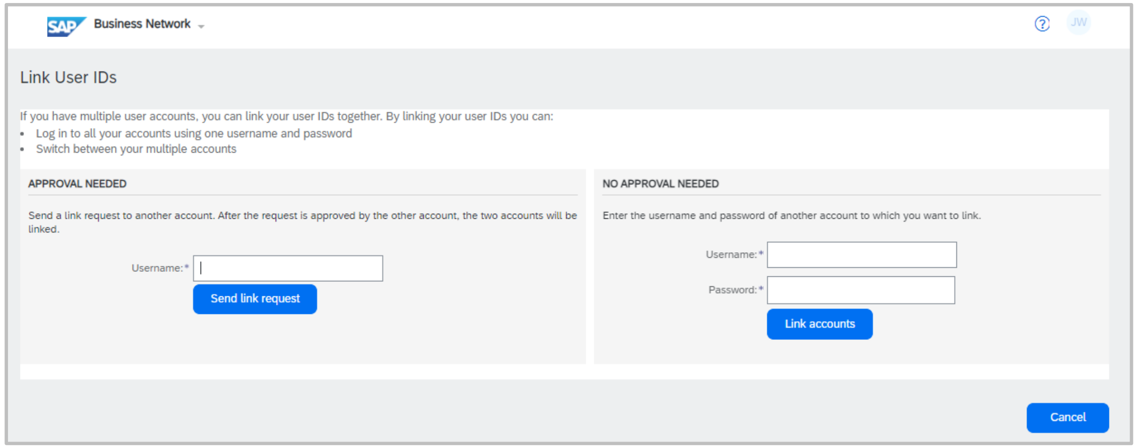
○ Send archived invoice files to the pending queue for download.
● Send archived invoice files to the Archive Delivery URL.

Archive Delivery URL:

Linking User ID’s

Information

- A production account User ID can not be connected with a Test Account User ID
- There is no option to un-link a linked user id, only the System Administrator can delete the User Name from the Manage Users section in the native account, however it will not be removed from the switch account section on the linked account
- All Users have link User IDs in their Account Settings by default
- There are two options:
    - Approval Needed
    - No Approval Needed
- You cannot link a test account to a Production Account



If you have multiple user accounts, you can link your user IDs together. By linking your user IDs you can:

- Log in to all your accounts using one username and password
- Switch between your multiple accounts

Send a link request to another account. After the request is approved by the other account, the two accounts will be linked.

Username:*

Enter the username and password of another account to which you want to link.

Username:*

Password:*

- When a user uses the **Approval Needed** option and sends a link request from the user account to the account administrator, the user will see whether the request is successful or not right away
- The account administrator will receive an email notification for the request to take action
- While the user's request is pending, they will be able to see the pending request in the supplier account and will have a chance to cancel the request if necessary
- The supplier account administrator will log in to the Ariba account, open Account Settings -> Link User IDs -> locate Received Link Requests -> click on the Actions dropdown to approve or decline the request
- When you use the **No Approval Needed** option, enter your user ID and password for another account, the linkage will occur momentarily

Linking User Id's

When you link user IDs from between two accounts, both will inherit already linked user IDs prior to this linkage

Once accounts are linked, you can log in to any one of them and switch to the other/s

Link User Id's to access more than one account without having to log out of one to log into another account you have credentials for

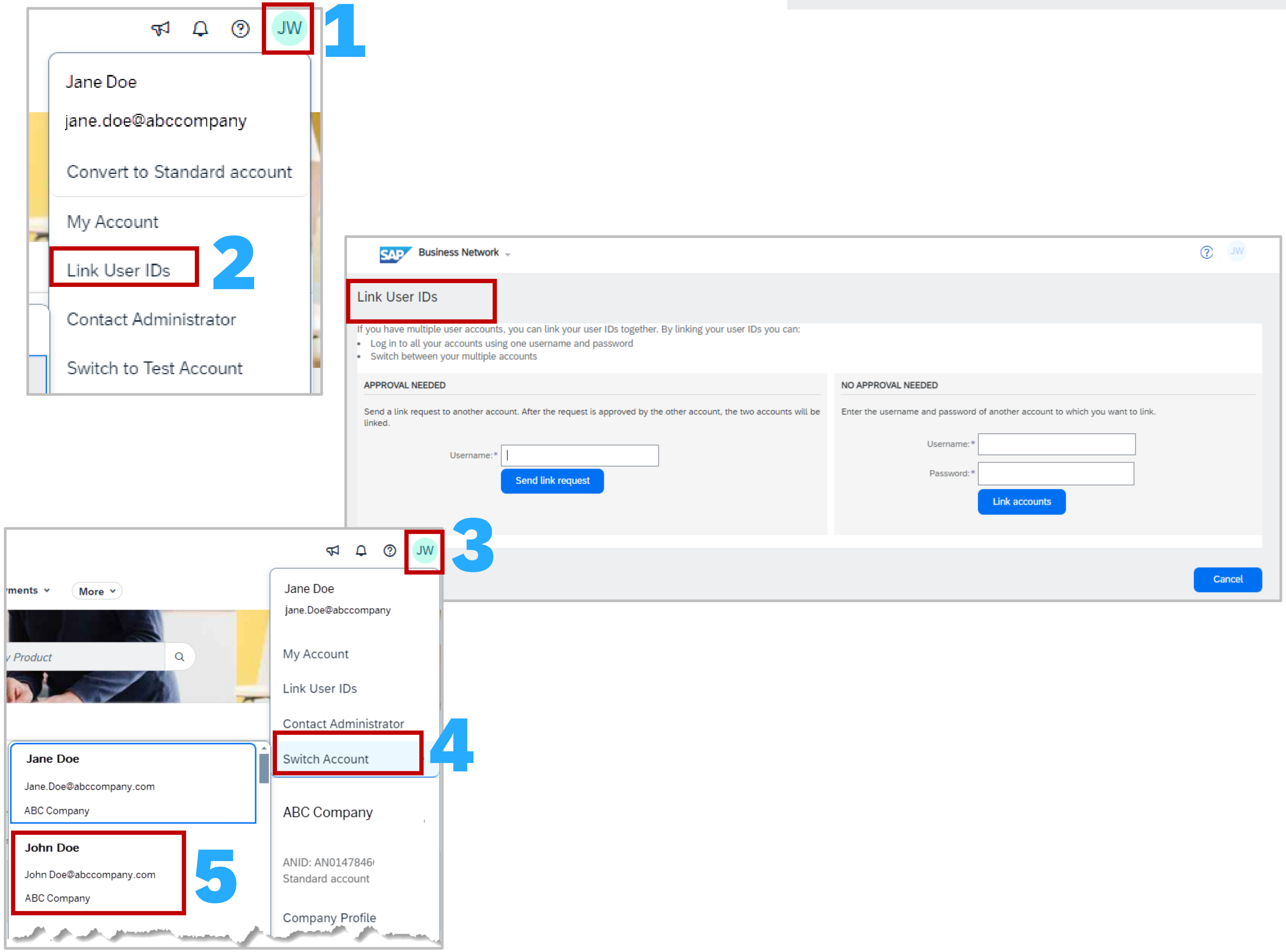
To do this:

1. Sign in to the SAP Business Network and click on **the initials at the top of the screen**
2. Select **Link User ID's**

Note: There are two options for Link User ID's. **Approval Needed** is used when you don't have a specific login for another account **No Approval Needed** is when you have a log in for the other account.

To accessed linked accounts:

3. Click on your **Initials**
4. Select **Switch Account**
5. Select the Account to switch to in the drop down list



If you have multiple user accounts, you can link your user IDs together. By linking your user IDs you can:

- Log in to all your accounts using one username and password
- Switch between your multiple accounts

APPROVAL NEEDED

Send a link request to another account. After the request is approved by the other account, the two accounts will be linked.

Username:*

NO APPROVAL NEEDED

Enter the username and password of another account to which you want to link.

Username:*

Password:*

Setting Up an Account Hierarchy

Information

- An Account Hierarchy is used for multiple SAP Business Network accounts
- The Account Hierarchy Administration and Child Account Access permissions enable users to automatically sign on to a child account without having to enter a username and password
- Account Hierarchy and Link User IDs are two separate processes – Link User ID’s can be actioned by all users, however only the System Administrator can define parent and child accounts
- Creating an Account Hierarchy makes it easier to manage by reducing the maintenance required to update duplicated accounts (where the profiles are synced)
- The Account Administrator has the permission’s to create a hierarchy, however, users can send a request to the parent account administrator to approve the creation of a parent-child hierarchy. Send a request to the parent administrator and add a child account to the parent account on their own but a user cannot have any visibility to or awareness of their existing account hierarchy
- Account Hierarchy is a pre-requisite for a Multi-Org consolidation within a supplier account
- Multi-Org Consolidation is for Billing Purposes
- An Account Hierarchy is not available to create between production and test accounts
- Can be used for both Enterprise and Standard Account users

Administrator Parent Accounts

- The Administrator of the parent account can unlink accounts, unlink company profiles and sign onto child accounts and back to the parent account by default
- As the administrator of a parent account, you can automatically sign on to a child account
- You can create an account hierarchy between an Enterprise account (parent) and a Standard Account (child) and visa versa
- However, the parent account type is dominant when the account profiles are linked.
- Be aware of an automatic account upgrade when you try to create a hierarchy between an Enterprise account (parent) and a Standard account (child) or an automatic account downgrade when you try to create a hierarchy between a Standard account (parent) and an Enterprise account (child) while choosing to synchronize, i.e. linking the company profiles
- The administrator of the parent account **CAN**:
  - Log in to the child account
  - Change the setting on the child account and complete the company profile
  - Publish catalogs
  - Check the status of any subscription or transaction fees
- The administrator of a parent account **CANNOT**:
  - View buyers on the Child account
  - Create any documents (PO confirmation, Ship Notices, Invoices)
  - Run Reports

Administrator Child Accounts

- Manage links to Child Accounts and sign on to Child Accounts to manage SAP Business Network processes
- The Account Hierarchy Administration permission allows users to manage links to child accounts and sign on to child accounts without a username and password
- The Child Account Access permission enables a user to sign on to child accounts
- The Account Hierarchy Administration permission allows a user to manage links to child accounts and sign on to child accounts without a username and password
- Other users can also sign on to child accounts, but require the Child Account Access permission to sign on to child accounts
- Administrators can control the visibility of accounts to potential business partners
- By default, both the parent and child accounts are visible to potential business partners when they perform a search for you on SAP URL Business Network using Allow buyer organizations to search this account setting. When this setting is enabled, business partners can search for both parent and child accounts on SAP URL Business Network. When this setting is unchecked, business partners can search and view only the parent accounts on SAP URL Business Network
- The administrator for a parent account can work with SAP Business Network Help Centre to manage services for child accounts.
- This includes subscribing to, updating, renewing, and cancelling services on behalf of the child accounts
- If an administrator chooses to align subscription terms for multiple child accounts, and one or more of the child accounts have already subscribed to services on their own, the SAP URL Business Network Customer Support team cancels the existing subscriptions and begins a new subscription on the date specified by the parent account administrator

Administrator Child Accounts cont.

- Manage links to Child Accounts and sign on to Child Accounts to manage SAP URL Business Network services
- The administrator of the Child account can unlink accounts by default
- A child account administrator cannot link or unlink account profiles whether the accounts are synchronized or unsynchronized
- If you choose to link company profiles while establishing a parent-child hierarchy:
  - The administrator of the Child account **CAN** log into the child account and take the following actions:
  - In the Account Hierarchy section
    - View parent account information
    - View parent account users name and username In the Settings
    - Change notifications in the Settings
    - Change electronic order routing and invoice routing
    - View buyers on the Child account
    - Create roles, users, and remittance info in the Settings In the Company Profile
    - Change or add certifications to the Company Profile
    - Add documents to the Additional Documents in the Company Profile
  - The administrator of the Child account **CAN NOT** take the following actions:
    - Change Basic, Business, and Marketing information and Contacts in the Company Profile because they are greyed out

Multi-Org Consolidation Information

- The SAP Business Network offers invoice consolidation and synchronization for customers with several accounts
- When the parent account administrator creates a parent-child hierarchy, it does NOT automatically translate into a consolidated billing
- After the administrator creates a hierarchy, they need to submit a Customer Support ticket to consolidate the billing. In other words, the parent account administrator needs to make sure they have set up a parent-child hierarchy before filing a Support ticket
- The accounts continue to transact as they are today in a multi-org but the billing will be consolidated onto one invoice while they are separated by child account/s and their relationships
- The parent account determines the fee currency
- The transaction currency is defined by the child account preferences/location
- Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group
- The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts
- This consolidation is related only to invoices issued by SAP Business Network to the supplier, the business operations of each account are still independent
- A Multi-Org is **NOT**: -
    - A way to merge accounts
    - A way to get a discount on Transaction Fees

Setting Up an Account Hierarchy

Only the System Administrator and sub-users with the applicable permissions can access the Account Hierarchy process.

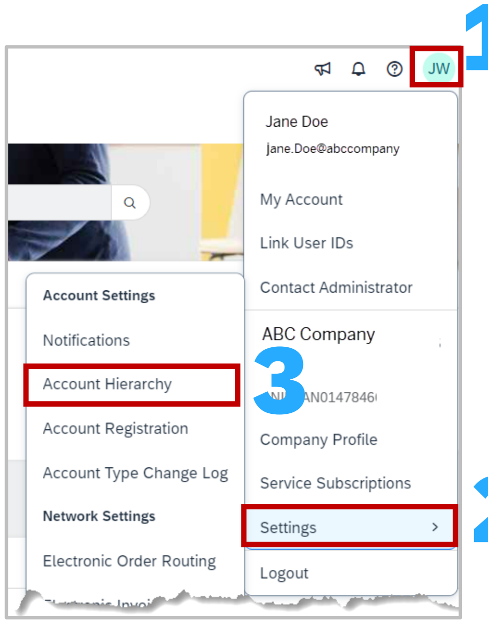
When linking accounts it must be a System Administration Account you cannot link sub-user account to an account Hierarchy, refer to Link Account process to access sub-accounts – Refer to Linking User IDs

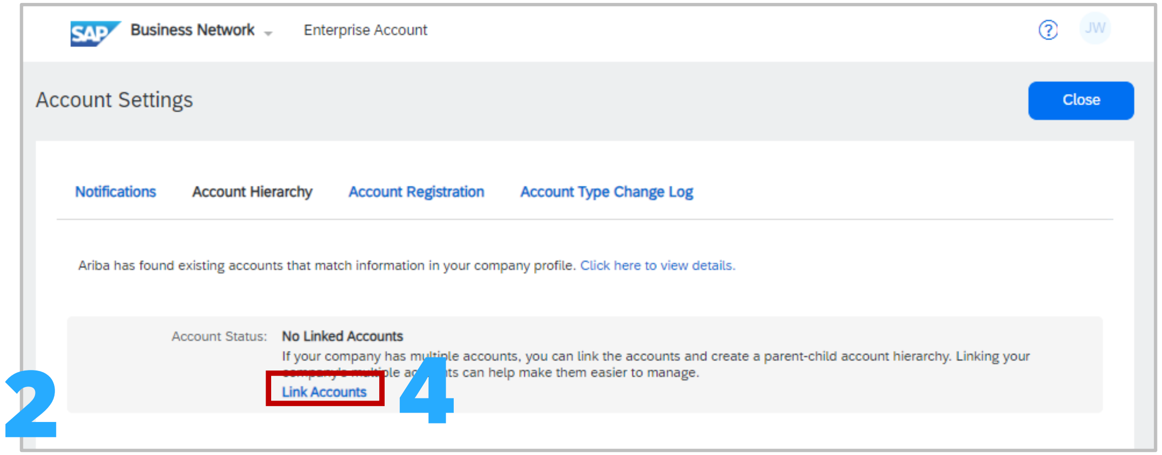
Sign in to the SAP Business Network:

1. Click on the **initials** at the top of the page
2. Select **Settings**
3. Select **Account Hierarchy**

Note: You may get a system message identifying that there are other accounts that match your company profile, Refer to **Reviewing Existing Account**

4. Click on **Link Accounts**
5. The Link Account Screen is displayed you have two options:
6. If you are **not** the System Administrator of the account you wish to add to the Account Hierarchy, click on **Request link with Other Accounts**
7. If you **are** the System Administrator for the account you wish to link to, enter the Username of the other account and the Password for the other account, then click on Link Accounts
8. Click on **Link Accounts**, respond to system message

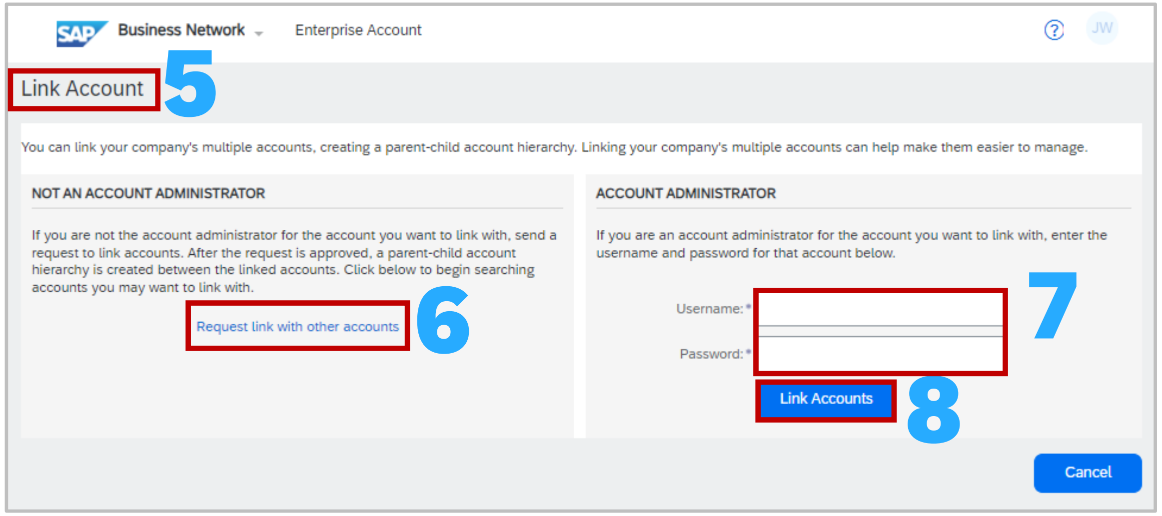




Ariba has found existing accounts that match information in your company profile. Click here to view details.

Account Status: **No Linked Accounts**

If your company has multiple accounts, you can link the accounts and create a parent-child account hierarchy. Linking your company's multiple accounts can help make them easier to manage.



You can link your company's multiple accounts, creating a parent-child account hierarchy. Linking your company's multiple accounts can help make them easier to manage.

If you are not the account administrator for the account you want to link with, send a request to link accounts. After the request is approved, a parent-child account hierarchy is created between the linked accounts. Click below to begin searching accounts you may want to link with.

If you are an account administrator for the account you want to link with, enter the username and password for that account below.

Reviewing Existing Accounts

From the Account Hierarchy Account Settings screen, all of the accounts are associated with the business information entered during the registration process.

The Actions column provides access to a particular account or information about the account such as the account is expired.

Display the Account Setting Screen

1. Select **Account Hierarchy**
2. Click on "**Click here to view details**"

The screen displays a list of the accounts

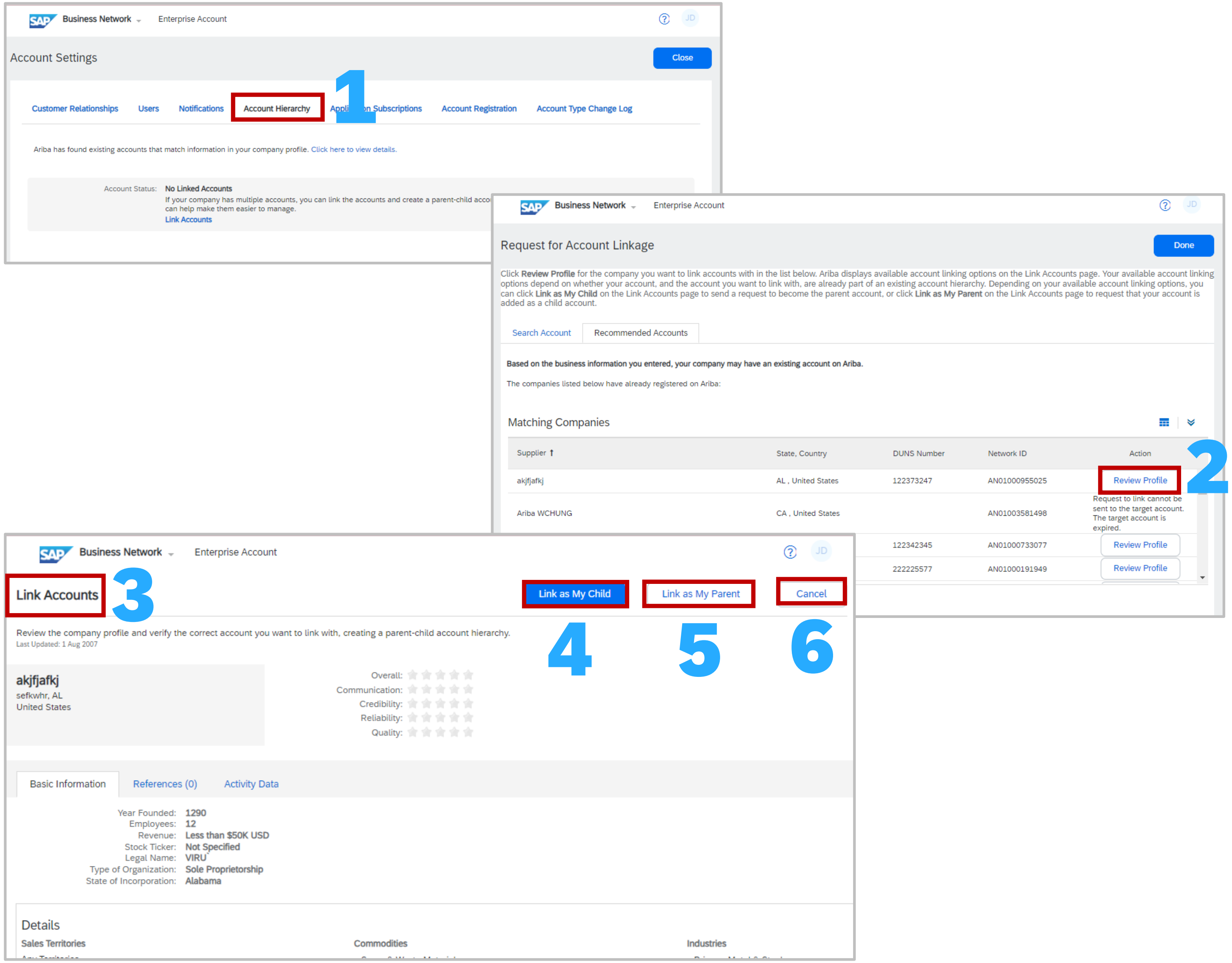
3. To review a profile, click on the **Review Profile** under the **Action** column

The Account information is displayed

4. If you wish to link this account as a **Child** click on **Link as My Child**
5. If you wish to link this account and make it a **Parent** Account, click on **Link as My Parent**
6. To exit click on **Cancel**

The screen displays the Request for Account Linkage

7. Continue to review as required



Account Settings

Ariba has found existing accounts that match information in your company profile. Click here to view details.

Account Status: No Linked Accounts

If your company has multiple accounts, you can link the accounts and create a parent-child acco
can help make them easier to manage.

Request for Account Linkage

Click **Review Profile** for the company you want to link accounts with in the list below. Ariba displays available account linking options on the Link Accounts page. Your available account linking options depend on whether your account, and the account you want to link with, are already part of an existing account hierarchy. Depending on your available account linking options, you can click **Link as My Child** on the Link Accounts page to send a request to become the parent account, or click **Link as My Parent** on the Link Accounts page to request that your account is added as a child account.

Based on the business information you entered, your company may have an existing account on Ariba.

The companies listed below have already registered on Ariba:

Matching Companies

Supplier ↑	State, Country	DUNS Number	Network ID	Action
akjfjafkj	AL , United States	122373247	AN01000955025	Review Profile
Ariba WCHUNG	CA , United States		AN01003581498	Request to link cannot be sent to the target account. The target account is expired.
		122342345	AN01000733077	Review Profile
		222225577	AN01000191949	Review Profile

Link Accounts

Review the company profile and verify the correct account you want to link with, creating a parent-child account hierarchy.

Last Updated: 1 Aug 2007

akjfjafkj
sefkwhr, AL
United States

Overall: ☆☆☆☆☆
Communication: ☆☆☆☆☆
Credibility: ☆☆☆☆☆
Reliability: ☆☆☆☆☆
Quality: ☆☆☆☆☆

Year Founded: 1290
Employees: 12
Revenue: Less than $50K USD
Stock Ticker: Not Specified
Legal Name: VIRU`
Type of Organization: Sole Proprietorship
State of Incorporation: Alabama

Details

Sales Territories

Commodities

Industries

Subscription and Transaction Fees – What you need to know

Calculating Fee Information

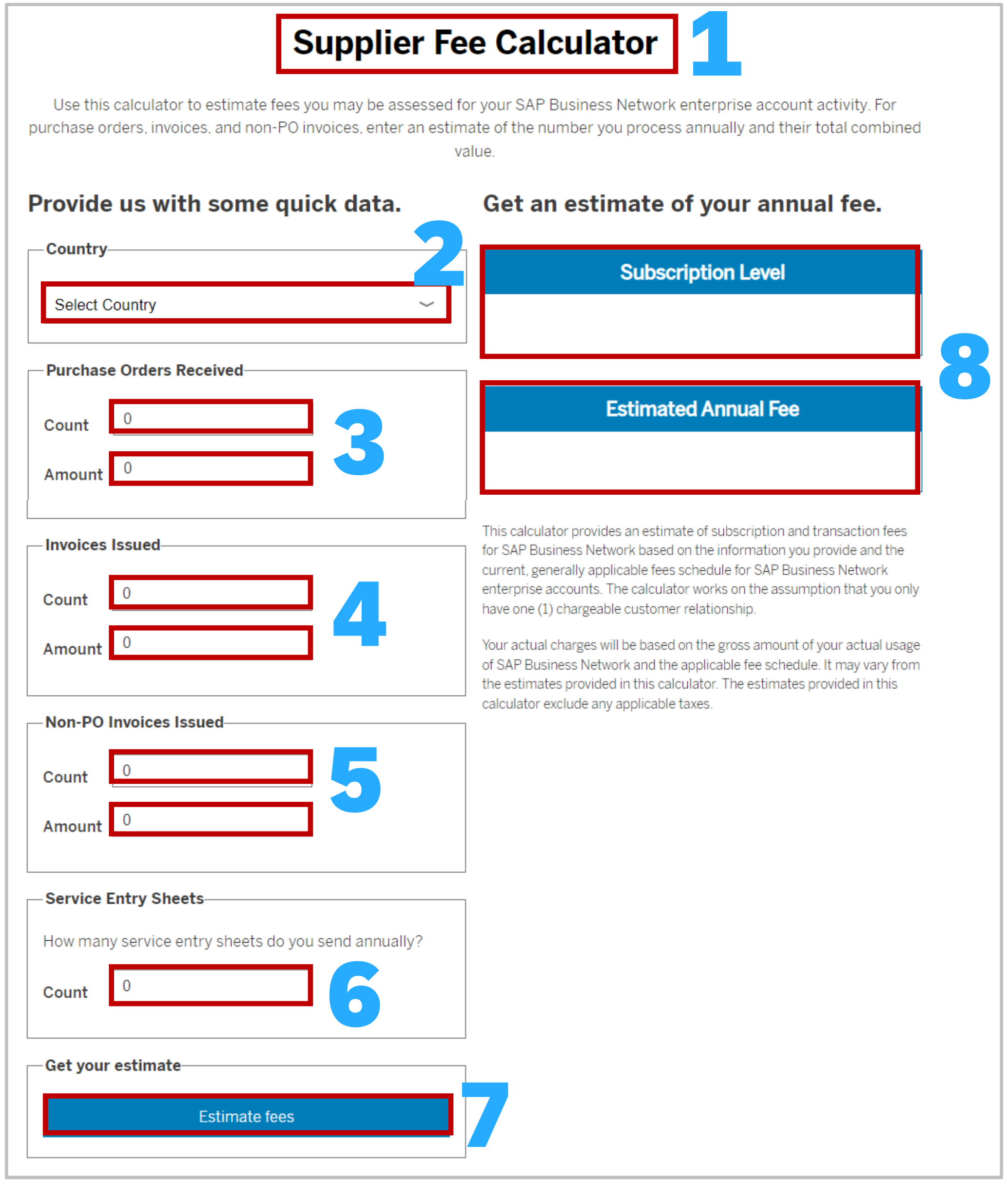
- Enterprise account subscription levels and fees are determined by the number of documents and volume of transactions your business runs through the SAP Business Network
- As your transaction level on SAP Business Network increases, the value your business receives will also rise, and your fees will adjust accordingly
- Use this calculator to estimate fees you may be assessed for your SAP Business Network (SBN) enterprise account activity
- For purchase orders, invoices, and non-PO invoices, enter an estimate of the number you process annually and their total combined value
- This calculator provides an estimate of subscription and transaction fees for SAP Business Network based on the information you provide and the current, generally applicable fees schedule for SAP Business Network enterprise accounts
- Your actual charges will be based on your actual usage of SAP Business Network services and the applicable fee schedule and may vary from the estimates provided in this calculator
- The value you receive from being an SAP Business Network supplier will always be greater than the fees you incur

Estimating Subscription and Transacting Fees

To access the fees calculator:

1. Click https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing, scroll down to **Supplier Fee Calculator** is shown
2. Select the **Country** you are in using the drop-down list
3. Enter the number of **Purchase Orders** Received in **Count** and the dollar value into the **Amount**
4. Enter the number of **Invoices** Issued in **Count** and the dollar value into the **Amount**
5. If Known - Enter the number **Non-Purchase Orders Invoices Issued** in **Count** and the dollar value into the **Amount**
6. If Known - Enter the number of **Service Entry Sheets** you would send to the Buyer annually
7. Click **Estimate Fees**
8. The Subscription Level and Estimated Annual fee are shown.

Note: These are estimates only and are based on the information entered



Supplier Fee Calculator

Use this calculator to estimate fees you may be assessed for your SAP Business Network enterprise account activity. For purchase orders, invoices, and non-PO invoices, enter an estimate of the number you process annually and their total combined value.

Provide us with some quick data.

Country: Select Country

Purchase Orders Received
Count: 0
Amount: 0

Invoices Issued
Count: 0
Amount: 0

Non-PO Invoices Issued
Count: 0
Amount: 0

Service Entry Sheets
How many service entry sheets do you send annually?
Count: 0

Get your estimate
Estimate fees

Get an estimate of your annual fee.

Subscription Level

Estimated Annual Fee

This calculator provides an estimate of subscription and transaction fees for SAP Business Network based on the information you provide and the current, generally applicable fees schedule for SAP Business Network enterprise accounts. The calculator works on the assumption that you only have one (1) chargeable customer relationship.

Your actual charges will be based on the gross amount of your actual usage of SAP Business Network and the applicable fee schedule. It may vary from the estimates provided in this calculator. The estimates provided in this calculator exclude any applicable taxes.

Accessing your SAP Business Network (Ariba) Subscription and Transaction Fee Invoice

Suppliers should raise a dispute if they believe that they are being incorrectly Charged Subscriptions or Transaction Fees.

Only Open Bills can be disputed

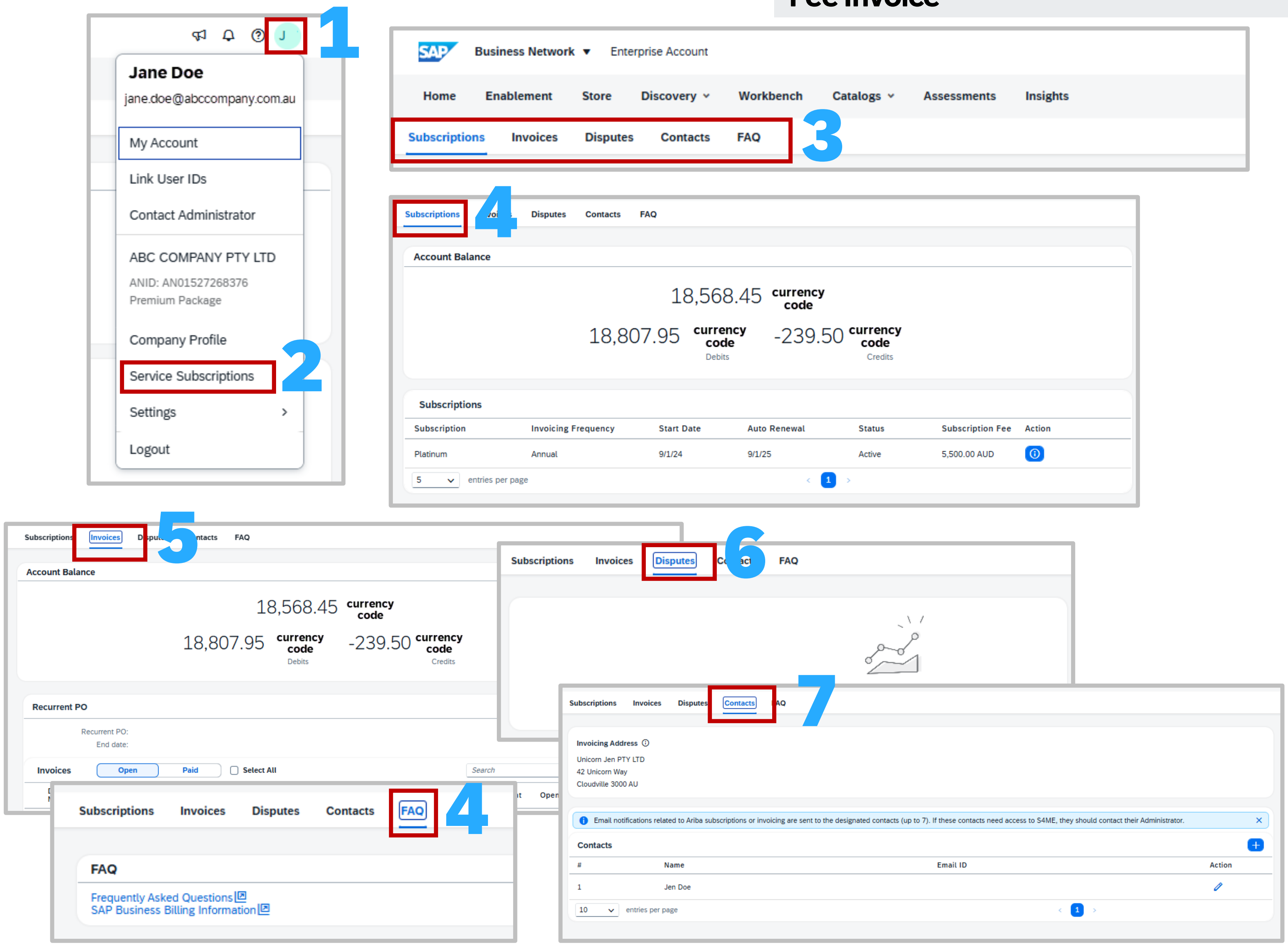
Note: The Acceptance of the Terms of Use clearly indicates that creating an Enterprise Account may incur fees.

Click Here to review Terms of Use

1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**. This screen may take a few seconds to open
3. The Subscription tab options are displayed

There are 5 Options:

4. **Subscriptions** – Refer to the Subscriptions screen information – Click Here
5. **Invoices** – Refer to the Invoices screen information – Click Here
6. **Disputes** – Refer to the Disputes screen information – Click Here
7. **Contacts** – Refer to the Contacts screen information – Click Here
8. **FAQ** – Refer to the FAQ screen information – Click Here



Account Balance

18,568.45 currency code

18,807.95 currency code Debits

-239.50 currency code Credits

Subscriptions

Subscription	Invoicing Frequency	Start Date	Auto Renewal	Status	Subscription Fee	Action
Platinum	Annual	9/1/24	9/1/25	Active	5,500.00 AUD	ⓘ

5 entries per page

Recurrent PO:
End date:

Invoicing Address
Unicorn Jen PTY LTD
42 Unicorn Way
Cloudville 3000 AU

Email notifications related to Ariba subscriptions or invoicing are sent to the designated contacts (up to 7). If these contacts need access to S4ME, they should contact their Administrator.

Contacts

#	Name	Email ID	Action
1	Jen Doe		✎

10 entries per page

Subscription Screen Information

The Subscription screen identifies the subscription level.

Subscription fees are based on the previous year's document flow, then applied, refer to **Subscription** information – Click Here

Subscription fees are a per annum (yearly) cost.

1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**. This screen may take a few seconds to open
3. The **Subscription** Screen is displayed

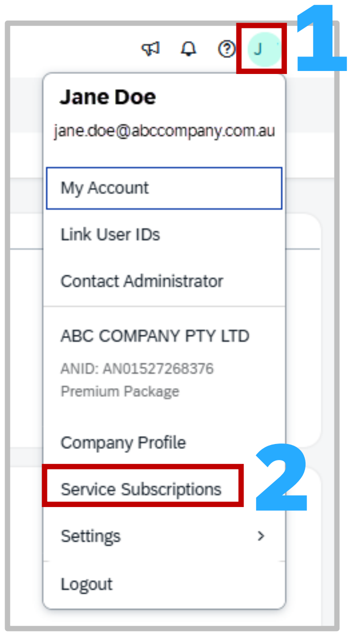
ⓘ Clicking on this icon provides more information

Debits = are the amount of money owed by the supplier to SAP

Credits = are applied when a dispute has been proven or an adjustment has been made to the charges by SAP and are shown as a negative, as it is fees owed to the supplier

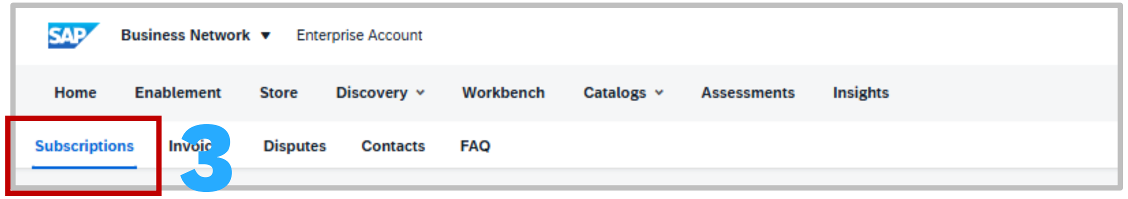
Each heading provides information specific to Subscription fees.

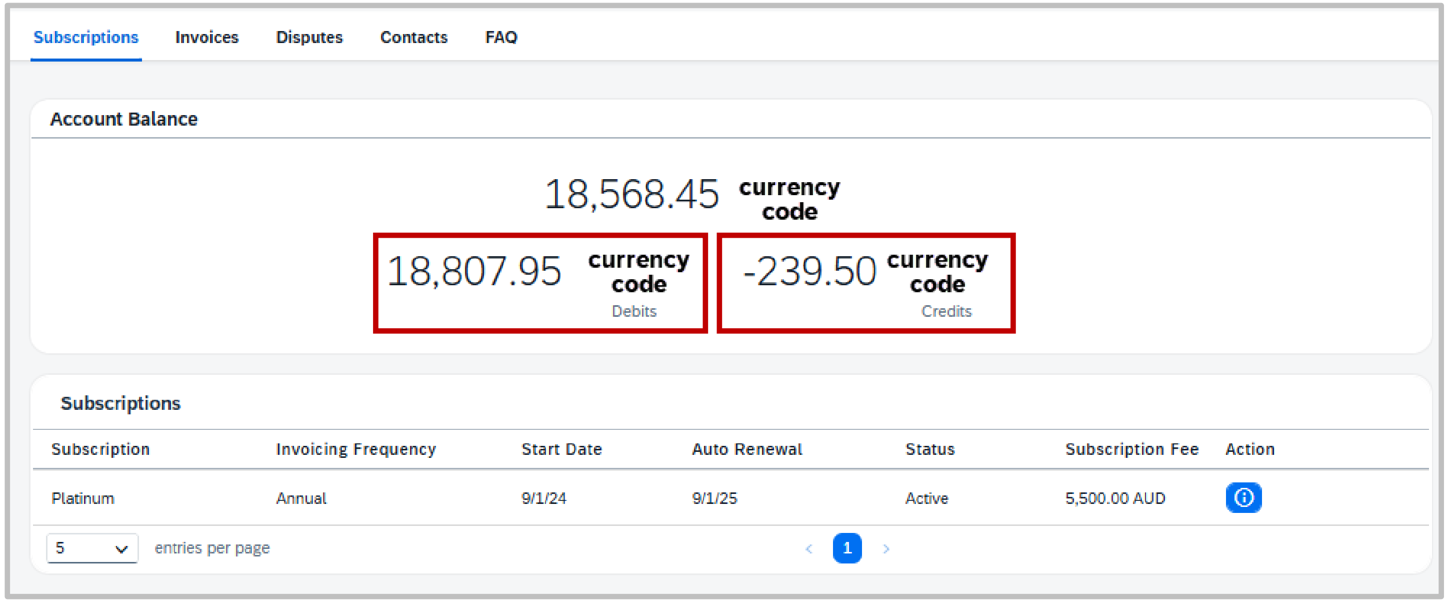
For more information about Subscription fees and the thresholds – Click Here



Jane Doe
jane.doe@abccompany.com.au

ABC COMPANY PTY LTD
ANID: AN01527268376
Premium Package





Account Balance

18,568.45 **currency code**

18,807.95 **currency code**
Debits

-239.50 **currency code**
Credits

Subscriptions

Subscription	Invoicing Frequency	Start Date	Auto Renewal	Status	Subscription Fee	Action
Platinum	Annual	9/1/24	9/1/25	Active	5,500.00 AUD	ⓘ

5 ˅ entries per page ‹ 1 ›

Invoices Screen Information

The Invoices tab screen provides suppliers with different layers of information.

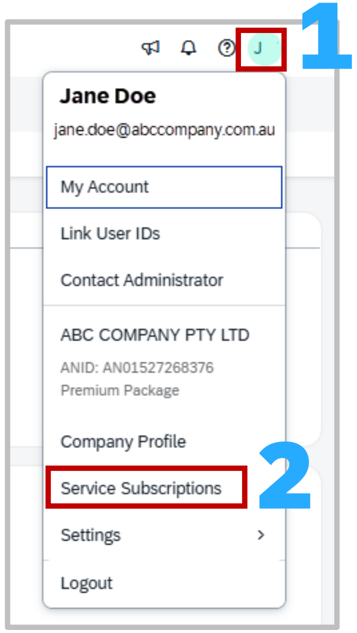
Suppliers can:

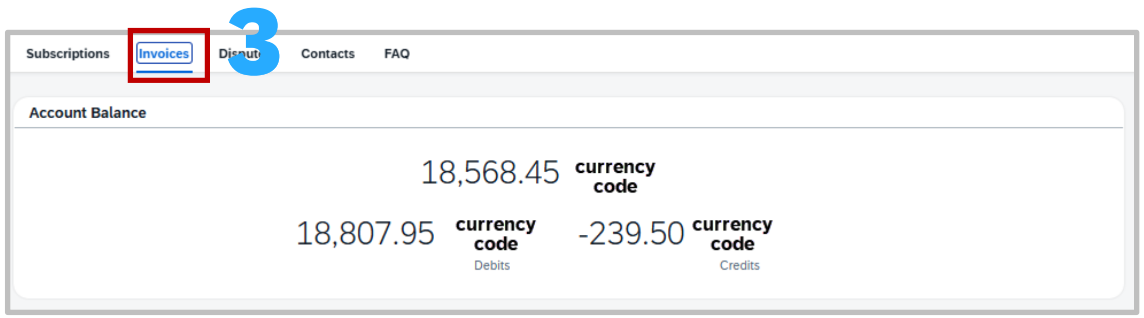
- Set up Recurrent PO's
- Identify any other subscriptions you are participating in
- Generate an Adjustment Report
- View Recurring Payments
- View Open and Paid Invoices
- Create a Dispute
- View Open and Applied credits

To Access the Invoice Screen:

1. Sign In to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions.** This screen may take a few seconds to open
3. Select **Invoices**
4. **Recurrent Purchase Order (PO)** – is used to automate the billing and invoicing process for ongoing subscription-based services.
5. **Invoices "Open" —**This section shows all invoices that are either "Open" or in an "Overdue" status. The posting date is the date it was issued, along with the due date and the total of each invoice.
6. **Invoices "Paid"** – all subscription and transaction fee invoices that have been paid are listed; you cannot raise a dispute on a paid invoice

••• ⌄ - The drop-down menu provides other options based on the tab or sub tab you are in





Account Balance

18,568.45 currency code

18,807.95 currency code Debits

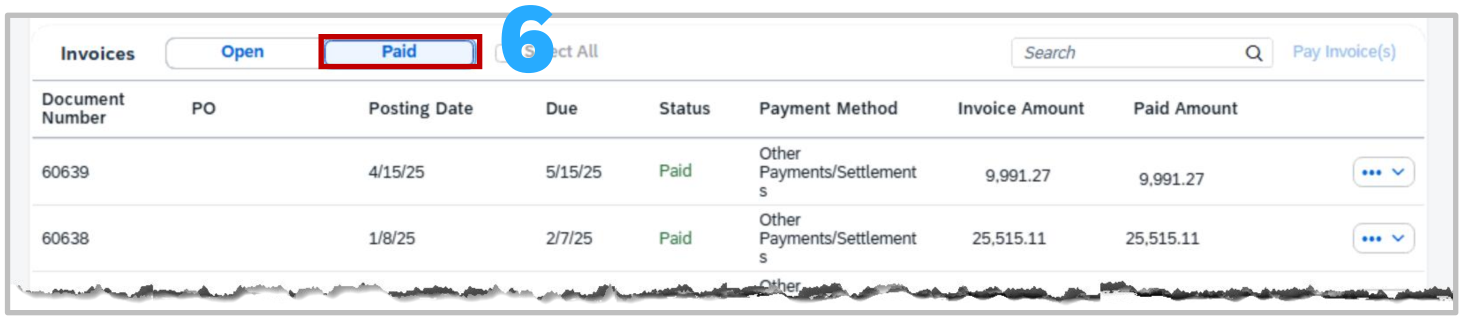
-239.50 currency code Credits

Recurring Payments

Subscription	Invoicing Frequency	Start Date	Auto Renewal	Subscription Fee	Payment Method	Action
Platinum	Annual	10/1/24	10/1/25	5,500.00 AUD		⊕

5 entries per page 1

	Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Open Amount	
☐	606600	9103533799	5/21/25	6/20/25	Open	Other Payments/Settlements	11,186.58 AUD	11,186.58 AUD	••• ⌄



Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Paid Amount	
60639		4/15/25	5/15/25	Paid	Other Payments/Settlements	9,991.27	9,991.27	••• ⌄
60638		1/8/25	2/7/25	Paid	Other Payments/Settlements	25,515.11	25,515.11	••• ⌄

Invoices Screen Information cont.

Scrolling down the screen display:

- Credits
- Adjustment Report Generation option
- Payment Methods

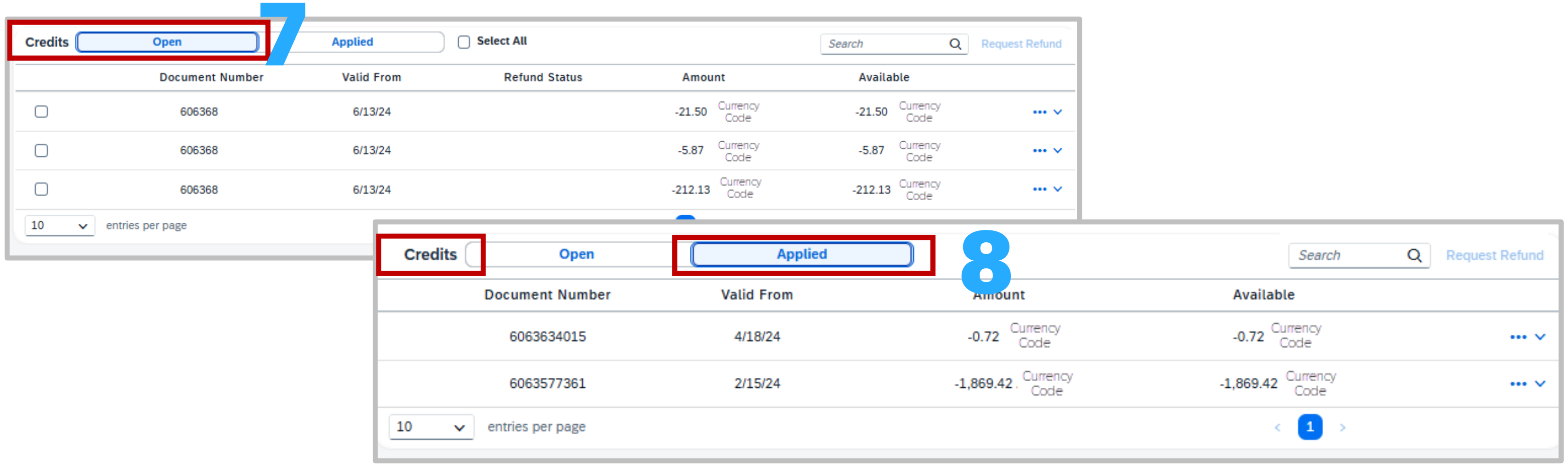
7. **Credits "Open"** – Any credits that have been applied will appear in this section. Credit values here are not "refunded" unless requested by the supplier but rather are applied against upcoming invoices

8. **Credits "Applied"** – Credits that have been applied against other invoices are shown with the document number of the impacted credit is shown

9. **Credits "Request Refund"** – The request refund option does not activate until the documents are selected and available for refund. A Refund can only happen with "Open" credits. To access, click on the credits you wish to be refunded for and select "Request refund".

10. **Adjustment Report** – an adjustment report shows any adjustments made because of overcharging that was highlighted when a dispute was created or an accounting issue identified by SAP Billing

11. **Payment Methods** – a list of payment methods is displayed when a credit card is added (this will become mandatory for all enterprise accounts). To add a Credit Card, refer to **Adding a Credit Card – Click Here**

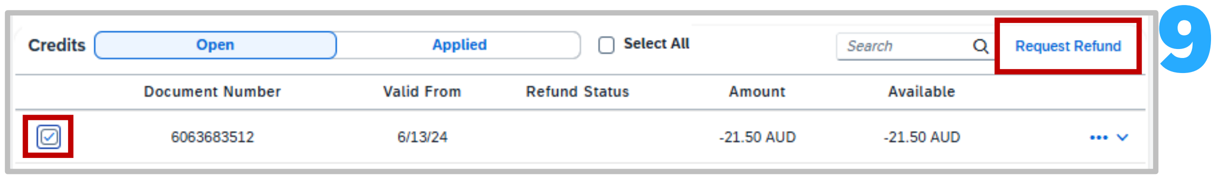


Document Number	Valid From	Refund Status	Amount	Available	
☐ 606368	6/13/24		-21.50 Currency Code	-21.50 Currency Code	••• ⌄
☐ 606368	6/13/24		-5.87 Currency Code	-5.87 Currency Code	••• ⌄
☐ 606368	6/13/24		-212.13 Currency Code	-212.13 Currency Code	••• ⌄

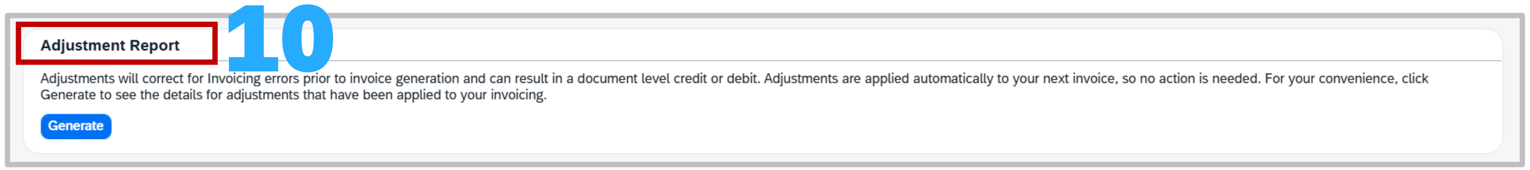
10 entries per page

Document Number	Valid From	Amount	Available	
6063634015	4/18/24	-0.72 Currency Code	-0.72 Currency Code	••• ⌄
6063577361	2/15/24	-1,869.42 Currency Code	-1,869.42 Currency Code	••• ⌄

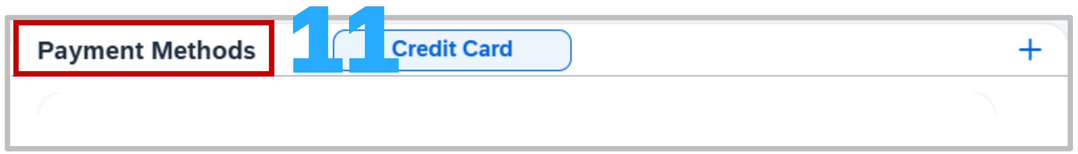
10 entries per page 1



Document Number	Valid From	Refund Status	Amount	Available	
☑ 6063683512	6/13/24		-21.50 AUD	-21.50 AUD	••• ⌄



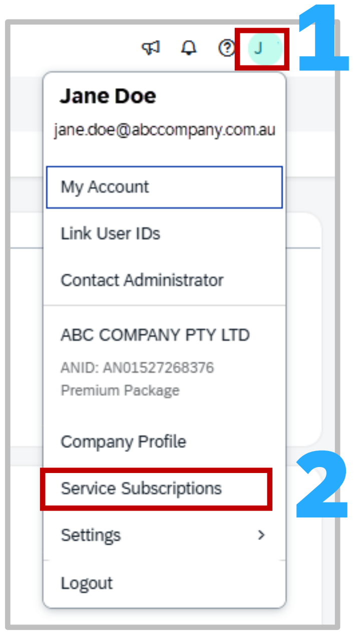
Adjustments will correct for Invoicing errors prior to invoice generation and can result in a document level credit or debit. Adjustments are applied automatically to your next invoice, so no action is needed. For your convenience, click Generate to see the details for adjustments that have been applied to your invoicing.

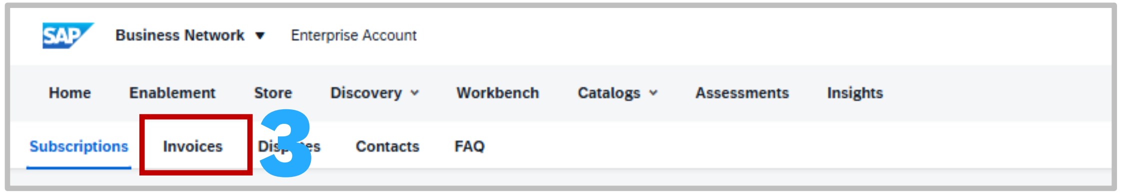


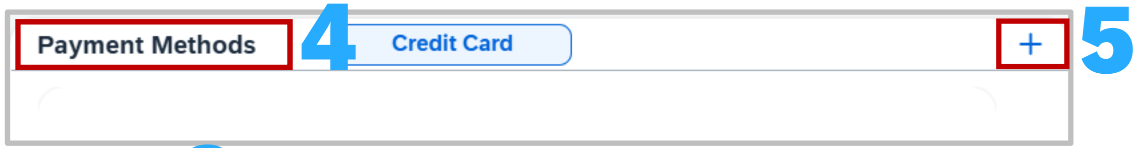
Adding a Credit Card

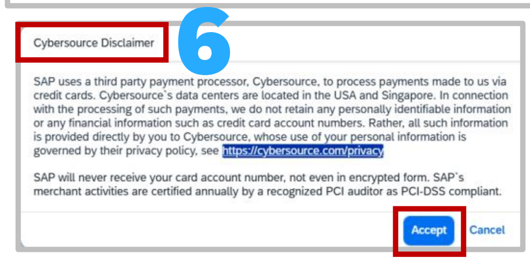
To add a Credit Card as a payment method -

1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**. This screen may take a few seconds to open
3. The **Invoices** Screen is displayed
4. Scroll down and locate **Payment Methods**
5. Click on the +
6. Read the **Cybersource Disclaimer**, then select **Accept** if you agree and add a credit card your network account may be suspended, raise a dispute case for disagreement
7. The **Add Credit Card** form is displayed
8. Complete all fields with an asterisk as these are mandatory
9. Scroll down to **Payment Details**
10. Complete all fields
11. Click on **Save**



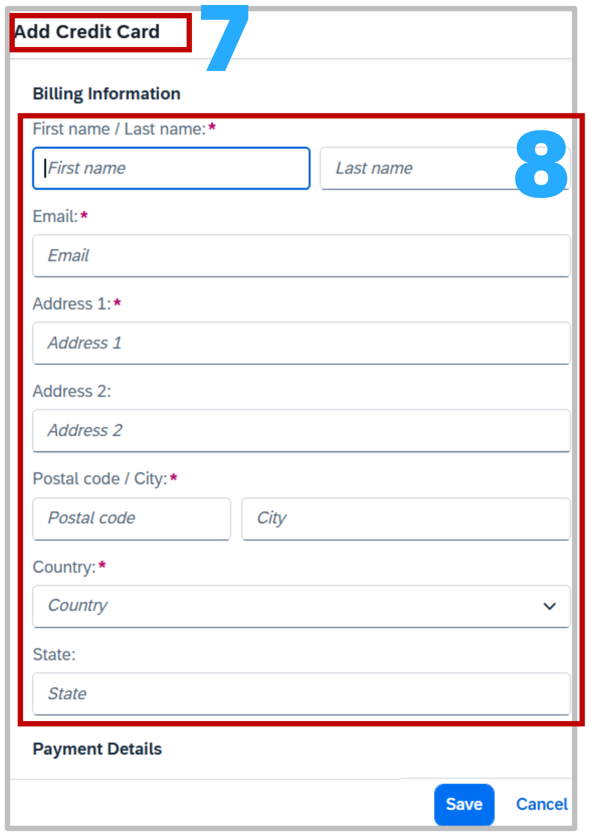


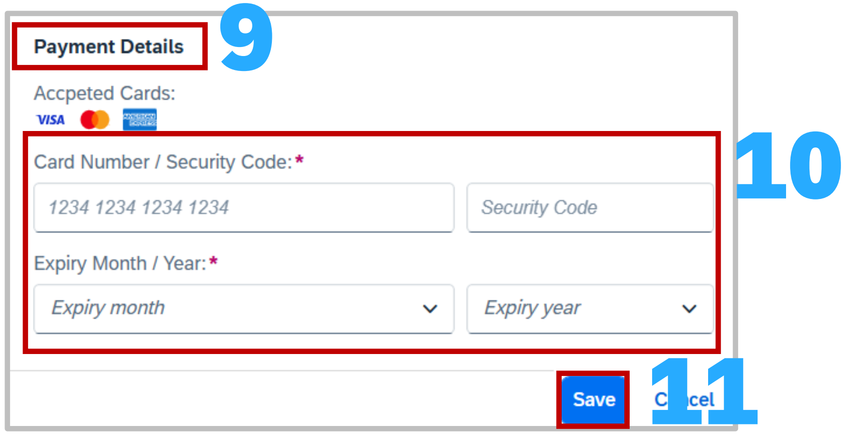




SAP uses a third party payment processor, Cybersource, to process payments made to us via credit cards. Cybersource`s data centers are located in the USA and Singapore. In connection with the processing of such payments, we do not retain any personally identifiable information or any financial information such as credit card account numbers. Rather, all such information is provided directly by you to Cybersource, whose use of your personal information is governed by their privacy policy, see https://cybersource.com/privacy

SAP will never receive your card account number, not even in encrypted form. SAP`s merchant activities are certified annually by a recognized PCI auditor as PCI-DSS compliant.





Paying an Invoice

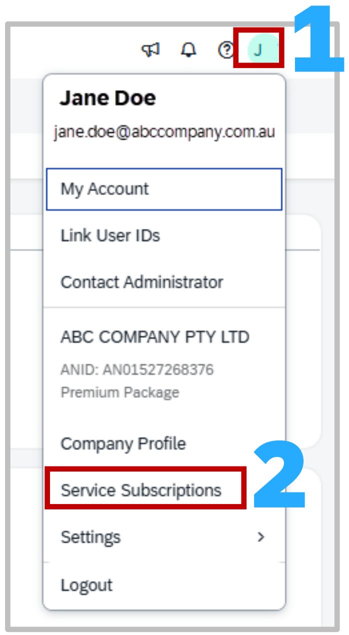
Fees can only be paid using a Credit Card unless otherwise indicated.

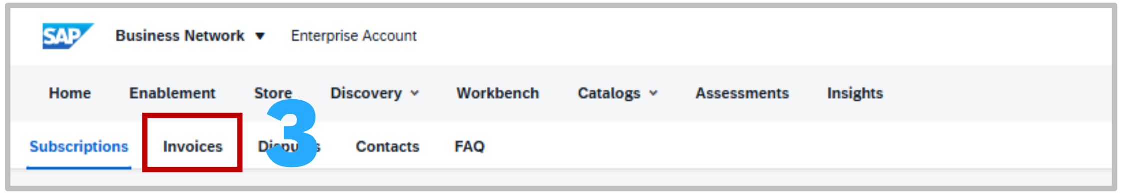
To pay an Invoice:

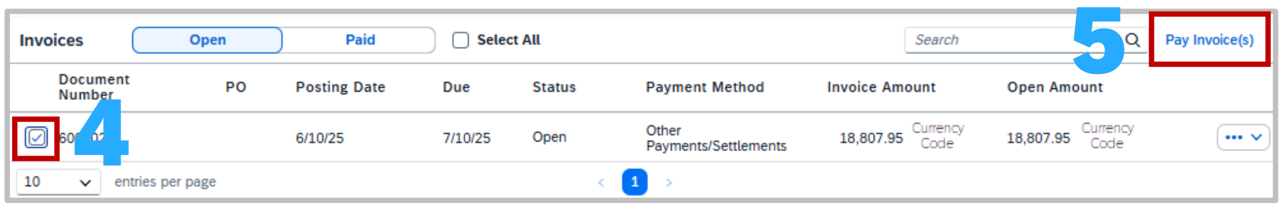
1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Click on **Invoices**
4. Locate the **Bill** you wish to pay and tick the associated box

Note: A select all is available that can select multiple invoices

5. Click on **Pay Invoice(s)**
6. The **Pay Invoices** pop-up window appears and displays the invoices selected for payment
7. If there is a **Payment Method**, confirm and click on Pay
8. If there is no **Payment Method**, click on Add to add a Credit card or other option if available
9. Enter the information, ensuring that all fields with an asterisks and follow the prompts

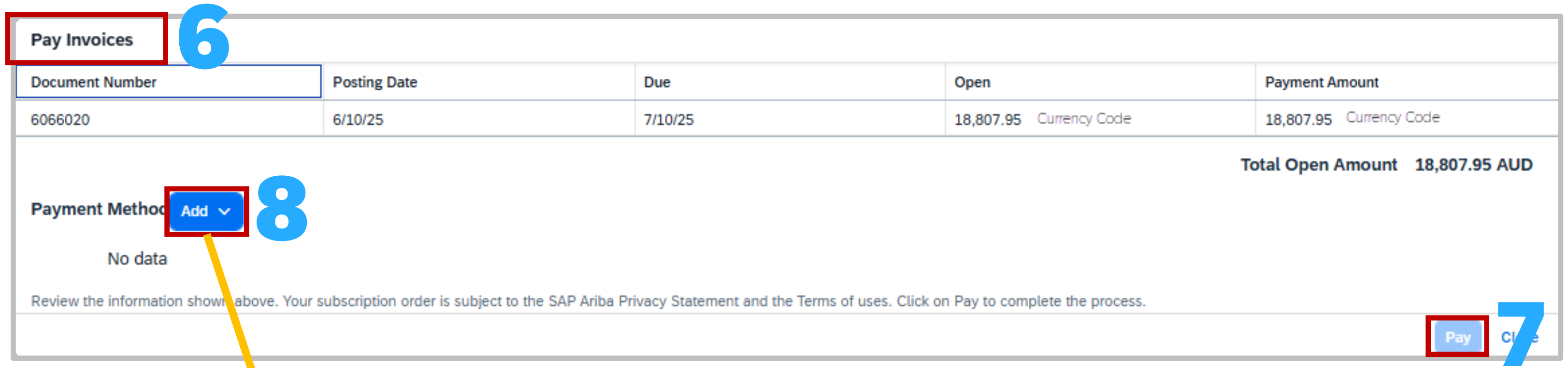






Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Open Amount
☑		6/10/25	7/10/25	Open	Other Payments/Settlements	18,807.95 Currency Code	18,807.95 Currency Code

10 entries per page 1



Pay Invoices

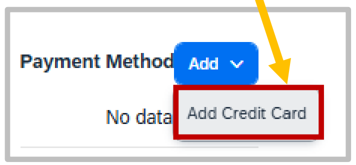
Document Number	Posting Date	Due	Open	Payment Amount
6066020	6/10/25	7/10/25	18,807.95 Currency Code	18,807.95 Currency Code

Total Open Amount 18,807.95 AUD

Payment Method Add

No data

Review the information shown above. Your subscription order is subject to the SAP Ariba Privacy Statement and the Terms of uses. Click on Pay to complete the process.

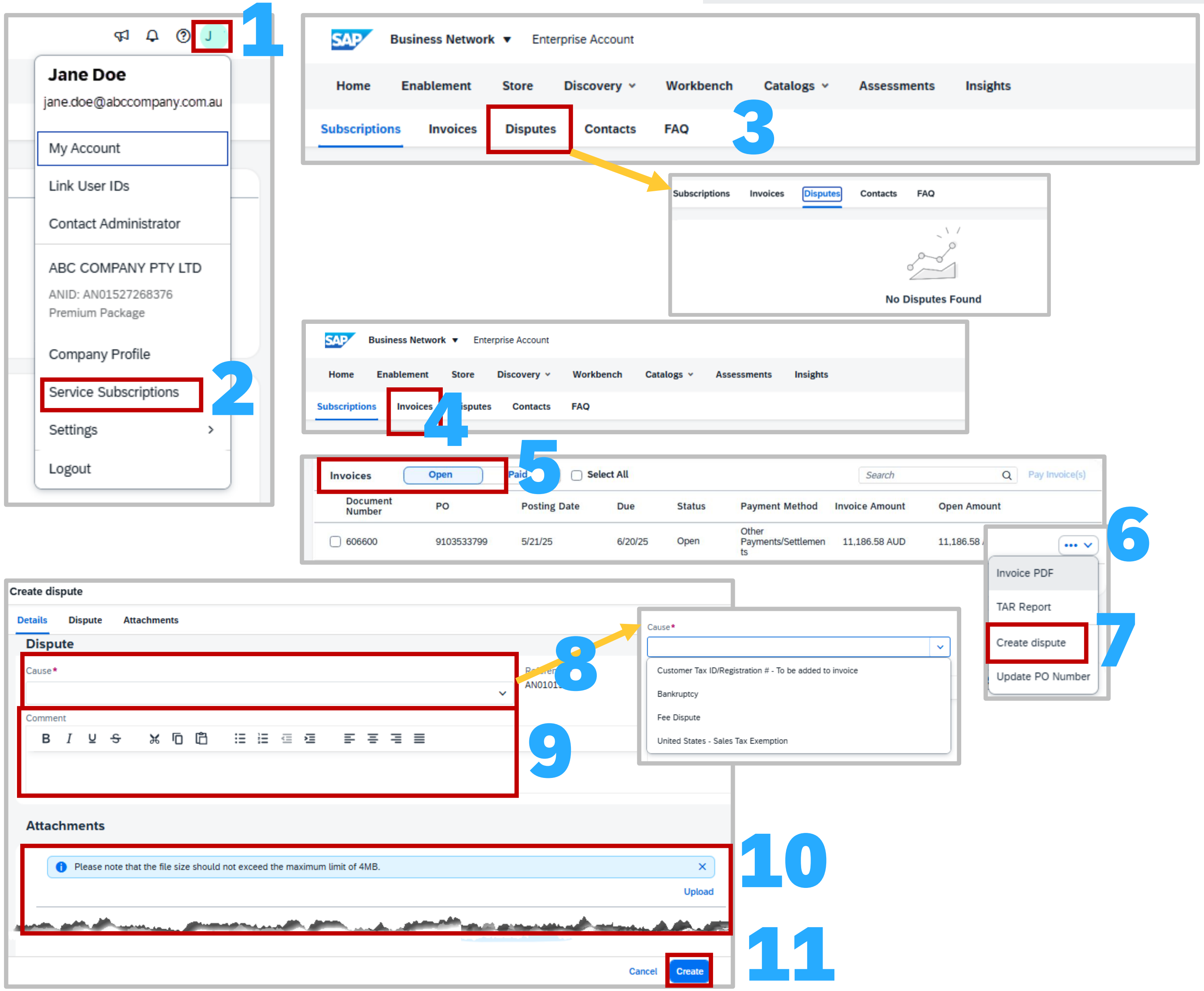


Raising a Dispute

Disputes can only be created on a specific open invoice and any open disputes will be displayed under the disputes tab

1. Sign In to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Click on **Disputes** to identify or review any open disputes
4. To create a **Dispute,** click on **Invoices**
5. Scroll down and locate **Invoices,** and confirm the **Open** tab information is displayed
6. Click on the corresponding invoice ••• ⌄
7. Select **Create Dispute**
8. Click on the **Cause** down arrow and select the reason from the drop-down
9. Add a **comment** if required
10. Add **Attachments** if required
11. Click on **Create**

The created dispute will appear in the **Disputes** tab



Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Open Amount
606600	9103533799	5/21/25	6/20/25	Open	Other Payments/Settlements	11,186.58 AUD	11,186.58

Please note that the file size should not exceed the maximum limit of 4MB.

Contacts Screen Information

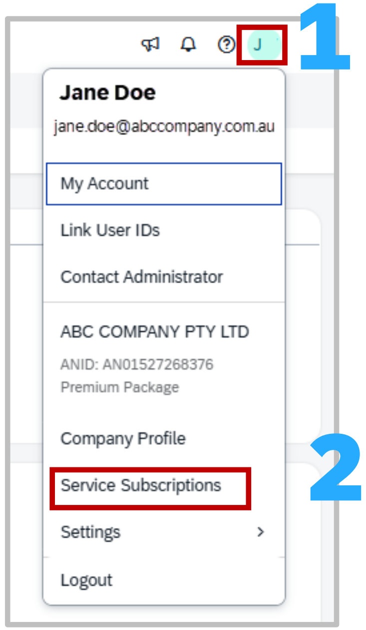
Email notifications for subscription and transaction fees will be sent to the contacts displayed in the Contact sub-tab.

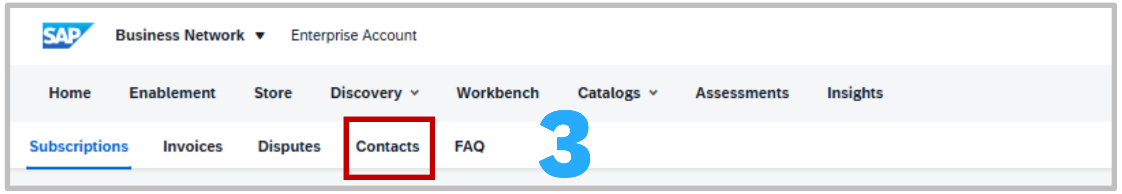
Ensure that those in the list have added SAP to receive emails. They will be notified when an invoice is due for payment and when an account is overdue.

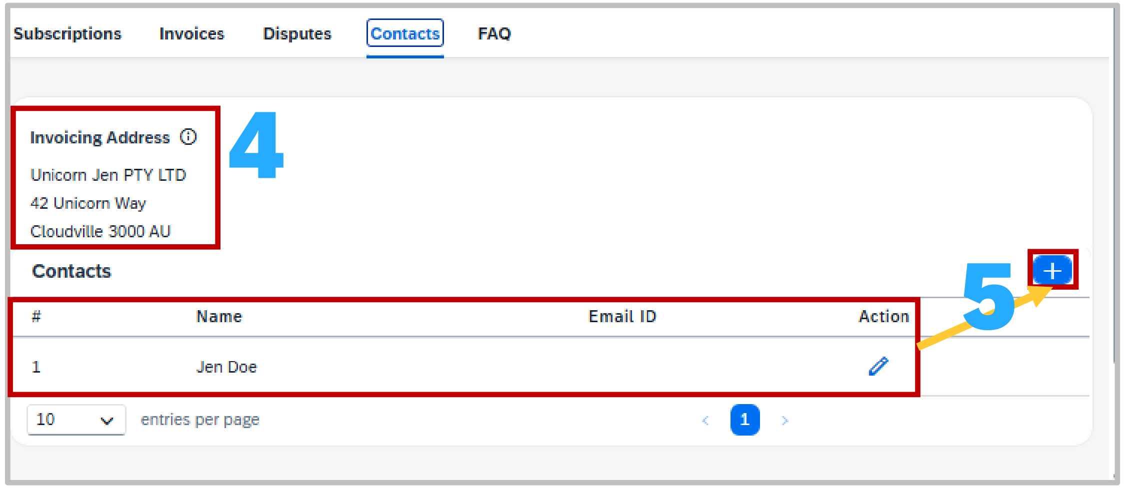
The System Administrator is automatically added as a contact.

To access contacts and add Contacts:

1. Sign In to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Select **Contracts**
4. The **Invoicing Address** is shown; if this is incorrect, please update via the Company Profile > Address
5. Review the contacts listed, to ***add*** more contacts (up to 7 can be added), click on + or click on ✎ to ***edit*** existing contact information
6. Complete all fields with an asterisk in the **Create Contact** pop-up box
7. Click on **Confirm**



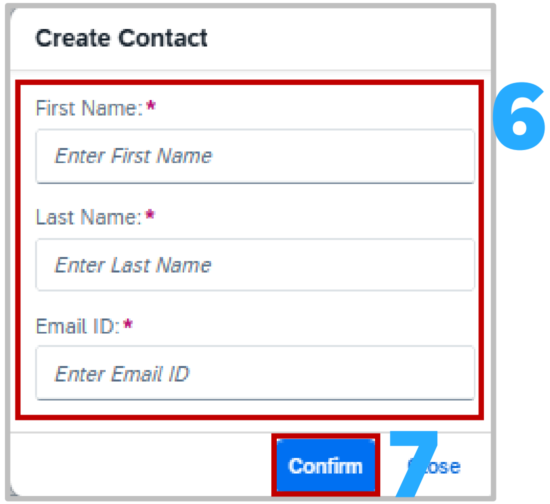




Invoicing Address
Unicorn Jen PTY LTD
42 Unicorn Way
Cloudville 3000 AU

Contacts

#	Name	Email ID	Action
1	Jen Doe		✎



First Name: *
Enter First Name

Last Name: *
Enter Last Name

Email ID: *
Enter Email ID

FAQ Screen Information

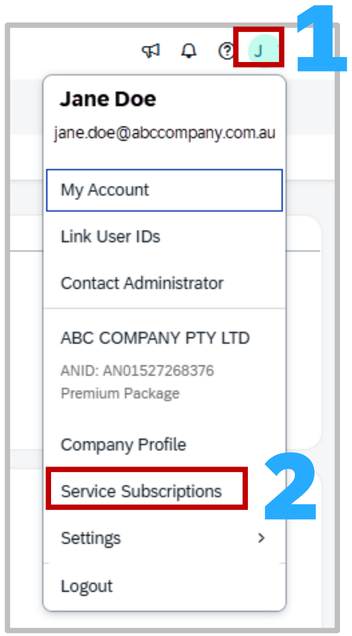
The FAQ tab provides Suppliers with information about Subscription and Transaction billing.

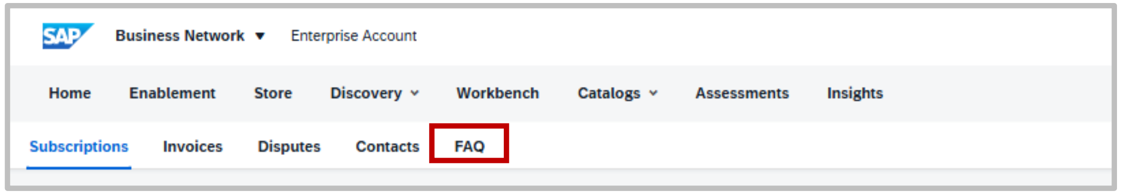
To access FAQs:

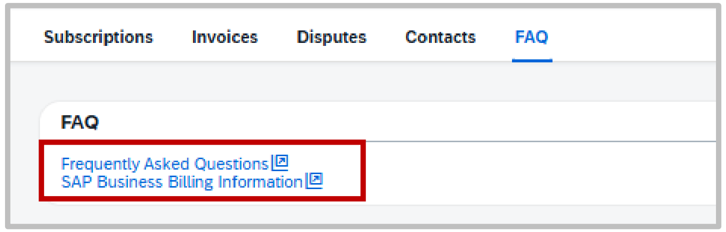
1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Click on **FAQ**
4. **Select the required option:**
    - **Frequently Asked Questions**

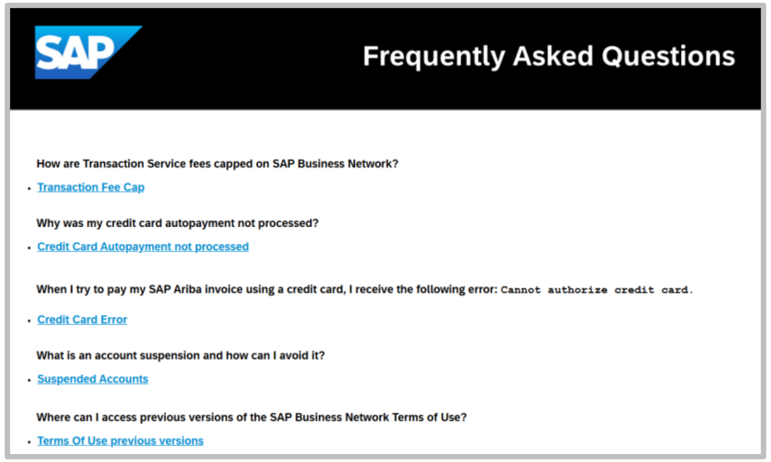
      Or
    - **SAP Business Billing Information**

Either option opens a separate "window" and users need to identify and click on the link associated with the applicable option required.









How are Transaction Service fees capped on SAP Business Network?

- Transaction Fee Cap

Why was my credit card autopayment not processed?

- Credit Card Autopayment not processed

When I try to pay my SAP Ariba invoice using a credit card, I receive the following error: `Cannot authorize credit card.`

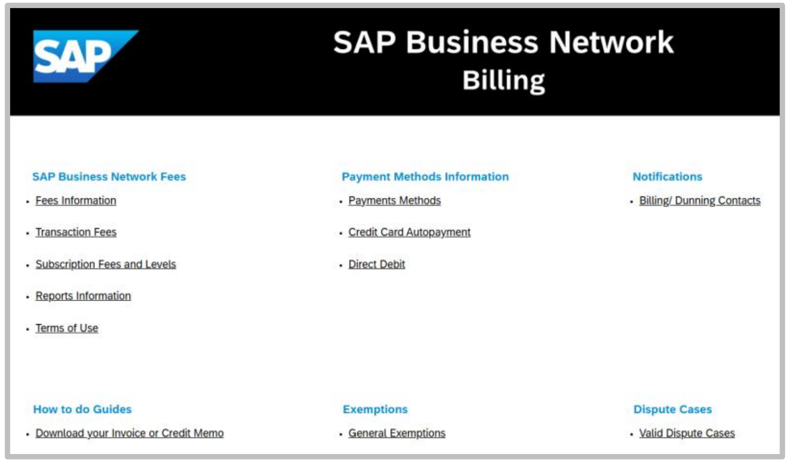
- Credit Card Error

What is an account suspension and how can I avoid it?

- Suspended Accounts

Where can I access previous versions of the SAP Business Network Terms of Use?

- Terms Of Use previous versions



SAP Business Network Fees

- Fees Information
- Transaction Fees
- Subscription Fees and Levels
- Reports Information
- Terms of Use

Payment Methods Information

- Payments Methods
- Credit Card Autopayment
- Direct Debit

Notifications

- Billing/ Dunning Contacts

How to do Guides

- Download your Invoice or Credit Memo

Exemptions

- General Exemptions

Dispute Cases

- Valid Dispute Cases

Access Billing Reports

Reports can be accessed using the Invoices tab.

Invoices “**Open**” provides access to:

- Invoice PDF – PDF of the Billing Invoice
- TAR Report – Transaction Activity Report

Invoices “**Paid**” provides access to:

- Invoice PDF
- TAR Report

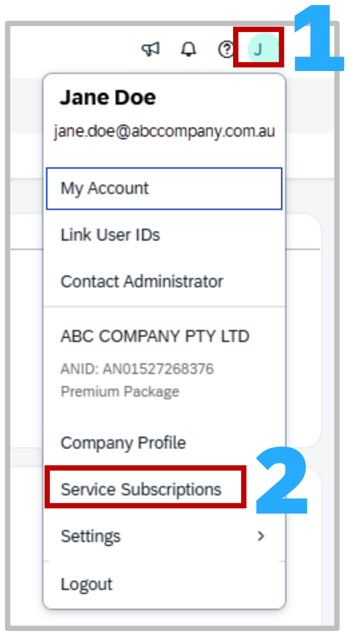
Credits “**Open**” provides access to:

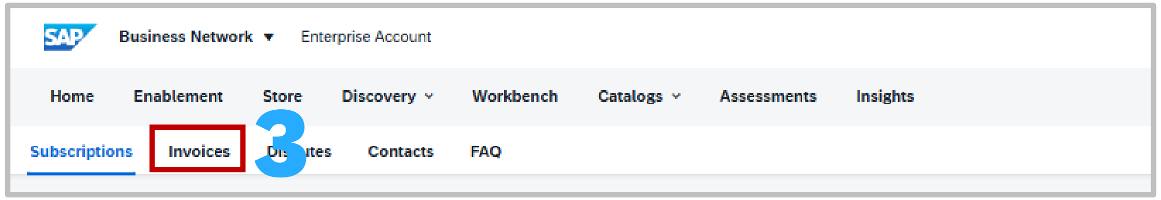
- Invoice PDF
- TAR Report

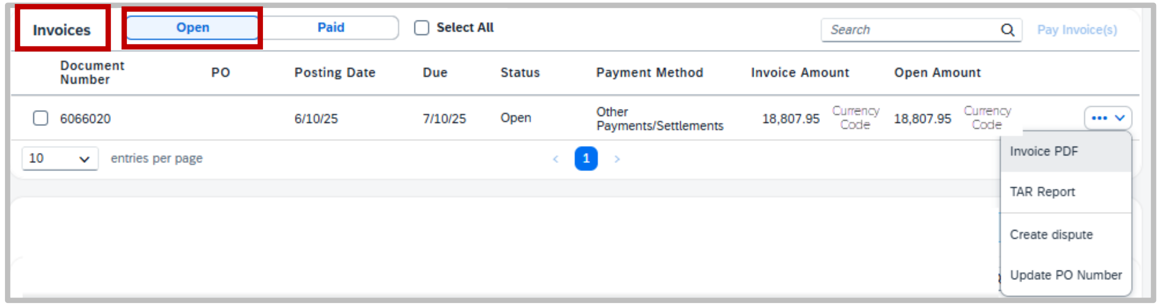
Credits “**Applied**” provides access to:

- Invoice PDF

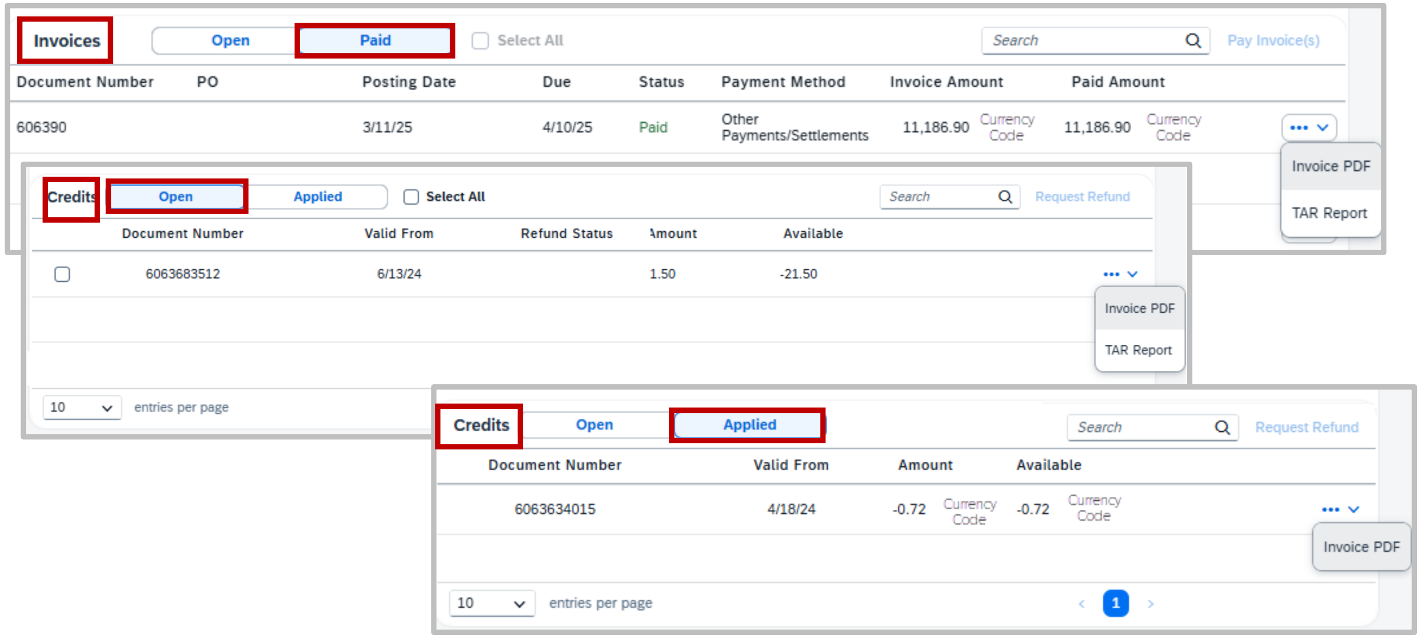
1. Sign in to the **SAP Business Network**, click on your applicable option required.
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Click on **Invoices**
4. To access the PDF invoice report, go to the specific Invoice or Credit sub-tab and select the applicable invoice and click on the drop-down and select Invoice PDF
5. Save to a location on your computer, this is the same invoice sent from the Billing System
6. To access the TAR report, go to the specific Invoice or Credit sub-tab (where available) and select the applicable invoice and click on the drop-down and select TAR, refer to [TAR Information](#) – [Click Here](#)







	Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount		Open Amount	
☐	6066020		6/10/25	7/10/25	Open	Other Payments/Settlements	18,807.95	Currency Code	18,807.95	Currency Code



Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount		Paid Amount	
606390		3/11/25	4/10/25	Paid	Other Payments/Settlements	11,186.90	Currency Code	11,186.90	Currency Code

	Document Number	Valid From	Refund Status	Amount	Available
☐	6063683512	6/13/24		1.50	-21.50

Document Number	Valid From	Amount		Available	
6063634015	4/18/24	-0.72	Currency Code	-0.72	Currency Code

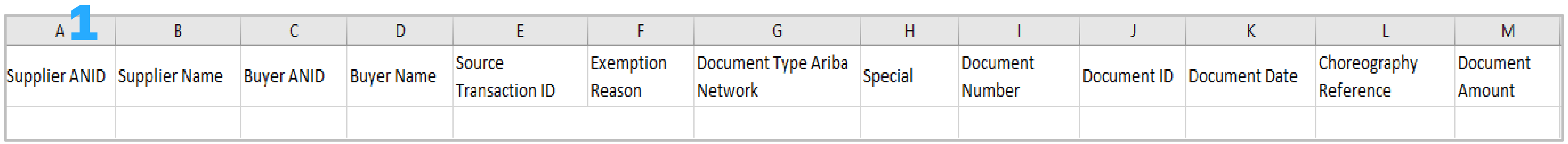
The Transaction Activity Report (TAR) Information

- This report provides detailed information about your transaction volume and documents for ALL of your Buyer relationships.
- The Transaction Activity Report (TAR) is available in the SAP Business Network after the subscription invoice is generated, usually 24 hours after.
- Use the TAR to reconcile your business transaction volume and document count with your subscription fees.
- Transaction fees are invoiced based on the Choreography of the documents in the network. Choreography is the sequence of related documents sent between each Buyer and Supplier which are assigned a specific choreography number for identification.
- The choreography is billed based on Purchase Order OR invoice volume depending on which is greater.

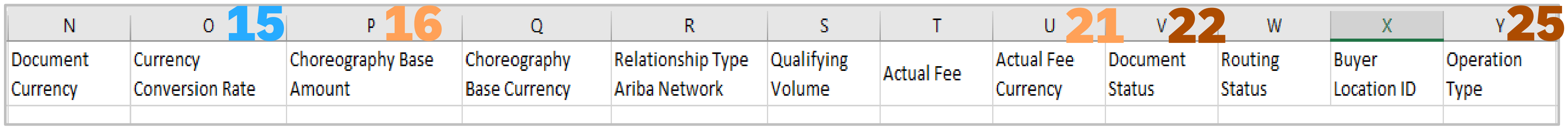
Columns numbered 1 to 15 provide general information about your customers and the documents you have sent and received.

Columns numbers 16 to 21 provide the status information about each of the documents listed in the report.

Columns 22 To 25 provide status information about each of the documents listed in the report.



A	B	C	D	E	F	G	H	I	J	K	L	M
Supplier ANID	Supplier Name	Buyer ANID	Buyer Name	Source Transaction ID	Exemption Reason	Document Type Ariba Network	Special	Document Number	Document ID	Document Date	Choreography Reference	Document Amount



N	O	P	Q	R	S	T	U	V	W	X	Y
Document Currency	Currency Conversion Rate	Choreography Base Amount	Choreography Base Currency	Relationship Type Ariba Network	Qualifying Volume	Actual Fee	Actual Fee Currency	Document Status	Routing Status	Buyer Location ID	Operation Type

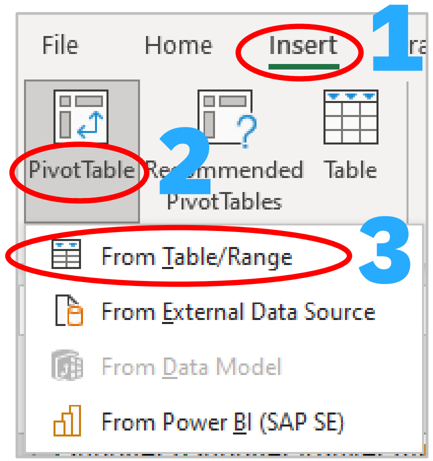
Creating an Excel Spreadsheet to view charges – Using the Transaction Activity Report and Choreography

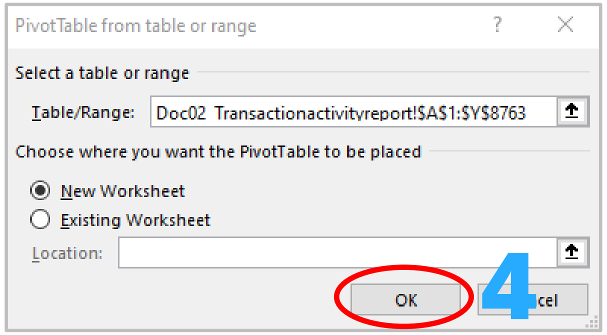
Creating an Excel Spreadsheet should be done using the Choreography line and not the Customer and Document information.

The information allows a view to determine which documents have been charged, which have been credited and others with no charge associated. This document was created to assist suppliers who may be unfamiliar with Pivot tables and provides a starting point for suppliers to identify what documents attracted fees or credits.

With the Transaction Activity Report Displayed:

1. Click on the **Insert** tab
2. Select **Pivot Table**
3. Select **From Table/Range**
4. The Pivot table from the table or range box is displayed, click on **OK**
5. The PivotTable Fields box is displayed, locate "**Choreography Reference**"
6. Right-click and drag to the **Rows** box on the bottom right of the screen
7. Next locate "**Document Type Ariba Network**"
8. Right click and drag to the **Rows** box on the bottom right of the screen
9. Next locate "**Actual Fee**"
10. Right click and drag to the **Values** Box on the Bottom right of the screen
11. The Results of the information are displayed, review the data




PivotTable from table or range

Select a table or range

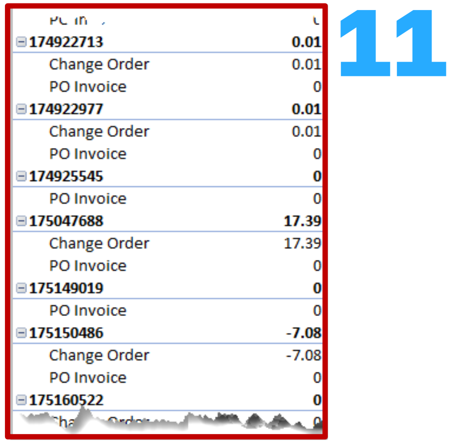
Table/Range: Doc02 Transactionactivityreport!$A$1:$Y$8763

Choose where you want the PivotTable to be placed

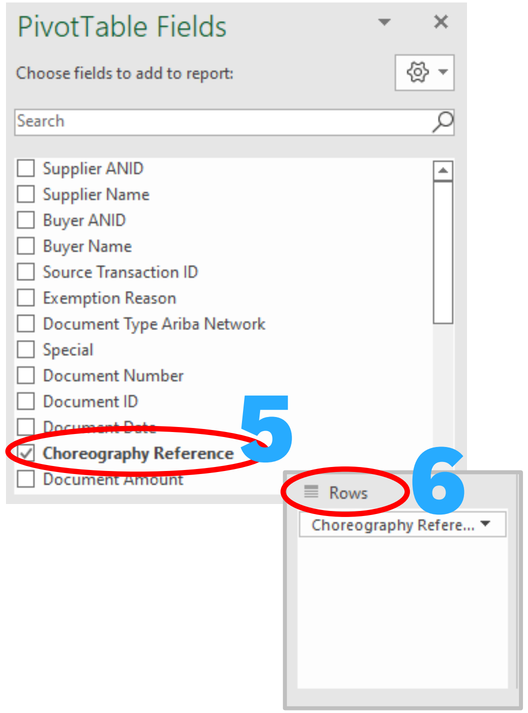
● New Worksheet

○ Existing Worksheet

Location:



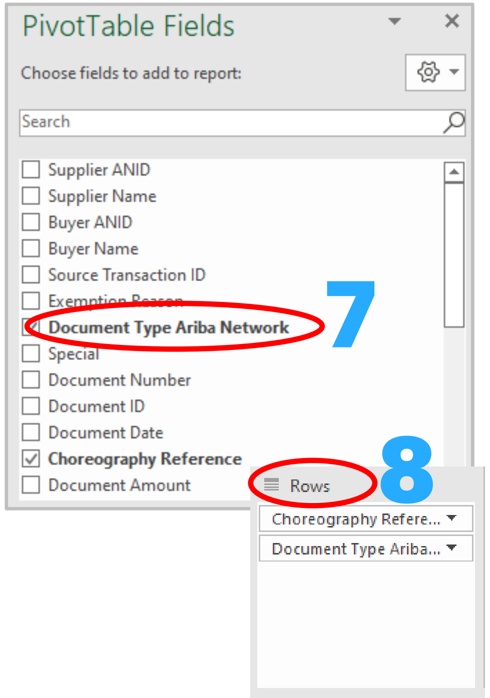
⊟ 174922713	0.01
Change Order	0.01
PO Invoice	0
⊟ 174922977	0.01
Change Order	0.01
PO Invoice	0
⊟ 174925545	0
PO Invoice	0
⊟ 175047688	17.39
Change Order	17.39
PO Invoice	0
⊟ 175149019	0
PO Invoice	0
⊟ 175150486	-7.08
Change Order	-7.08
PO Invoice	0
⊟ 175160522	0


PivotTable Fields

Choose fields to add to report:

☐ Supplier ANID
☐ Supplier Name
☐ Buyer ANID
☐ Buyer Name
☐ Source Transaction ID
☐ Exemption Reason
☐ Document Type Ariba Network
☐ Special
☐ Document Number
☐ Document ID
☐ Document Date
☑ Choreography Reference
☐ Document Amount

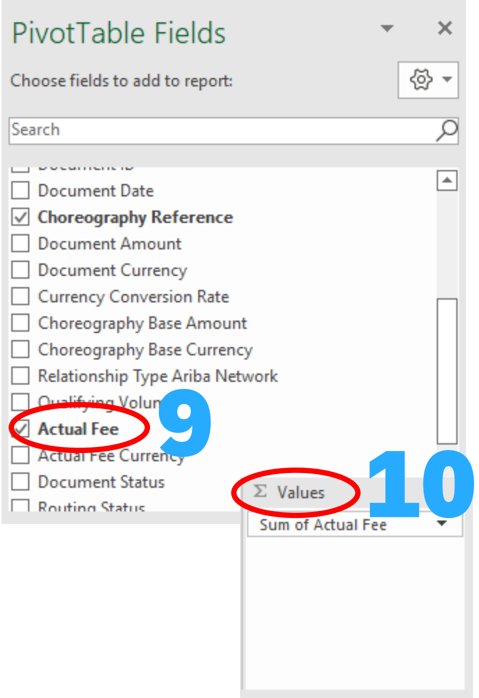
Rows: Choreography Refere...


PivotTable Fields

Choose fields to add to report:

☐ Supplier ANID
☐ Supplier Name
☐ Buyer ANID
☐ Buyer Name
☐ Source Transaction ID
☐ Exemption Reason
☑ Document Type Ariba Network
☐ Special
☐ Document Number
☐ Document ID
☐ Document Date
☑ Choreography Reference
☐ Document Amount

Rows: Choreography Refere... / Document Type Ariba...


PivotTable Fields

Choose fields to add to report:

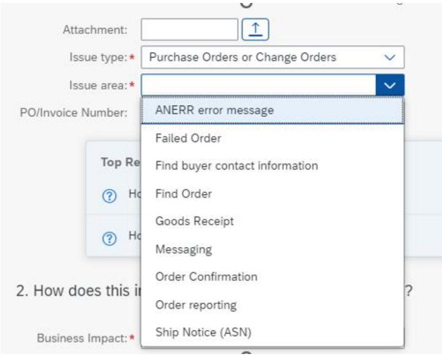
☐ Document Date
☑ Choreography Reference
☐ Document Amount
☐ Document Currency
☐ Currency Conversion Rate
☐ Choreography Base Amount
☐ Choreography Base Currency
☐ Relationship Type Ariba Network
☐ Qualifying Volume
☑ Actual Fee
☐ Actual Fee Currency
☐ Document Status
☐ Routing Status

Σ Values: Sum of Actual Fee

Logging a Support Request (SR)

Information

- Create a case when there is an issue that cannot be rectified
- Standard Accounts can only access the Help Centre when they have a technical issue or need to change the contact details of the System Administrator
- Suppliers that use Supply Chain Collaboration processes such as scheduling, forecasting or quality (to name a few) should indicate that their issue is related to a Supply Chain Collaboration Account
- All fields with Asterisks must be completed and you will not be able to progress to the next step while there is a field not completed
- All Cases submitted will be displayed under the Contact Us tab in the SAP Help Center
- Standard Account users only have access via email
- Suppliers do not need to Sign in to the SAP Business Network to access the SAP Help Center
- Ensure that the correct information is selected from drop-down list



Attachment:

Issue type:* Purchase Orders or Change Orders

Issue area:*

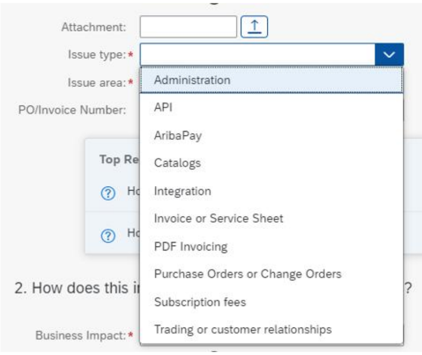
PO/Invoice Number:

ANERR error message
Failed Order
Find buyer contact information
Find Order
Goods Receipt
Messaging
Order Confirmation
Order reporting
Ship Notice (ASN)

Top Re

2. How does this i

Business Impact:*



Attachment:

Issue type:*

Issue area:*

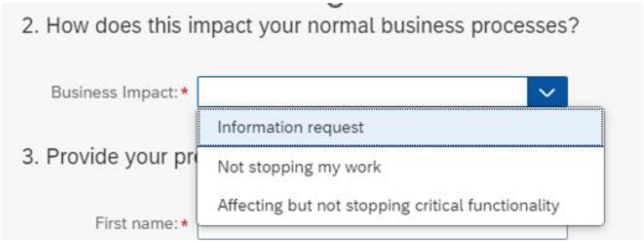
PO/Invoice Number:

Administration
API
AribaPay
Catalogs
Integration
Invoice or Service Sheet
PDF Invoicing
Purchase Orders or Change Orders
Subscription fees
Trading or customer relationships

Top Re

2. How does this i

Business Impact:*



2. How does this impact your normal business processes?

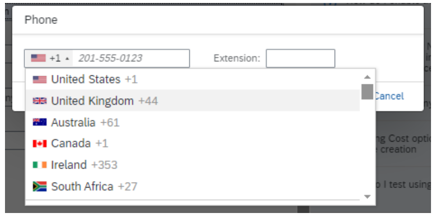
Business Impact:*

Information request
Not stopping my work
Affecting but not stopping critical functionality

3. Provide your pr

First name:*

- When entering the phone number select the Country code first



Phone

+1 201-555-0123 Extension:

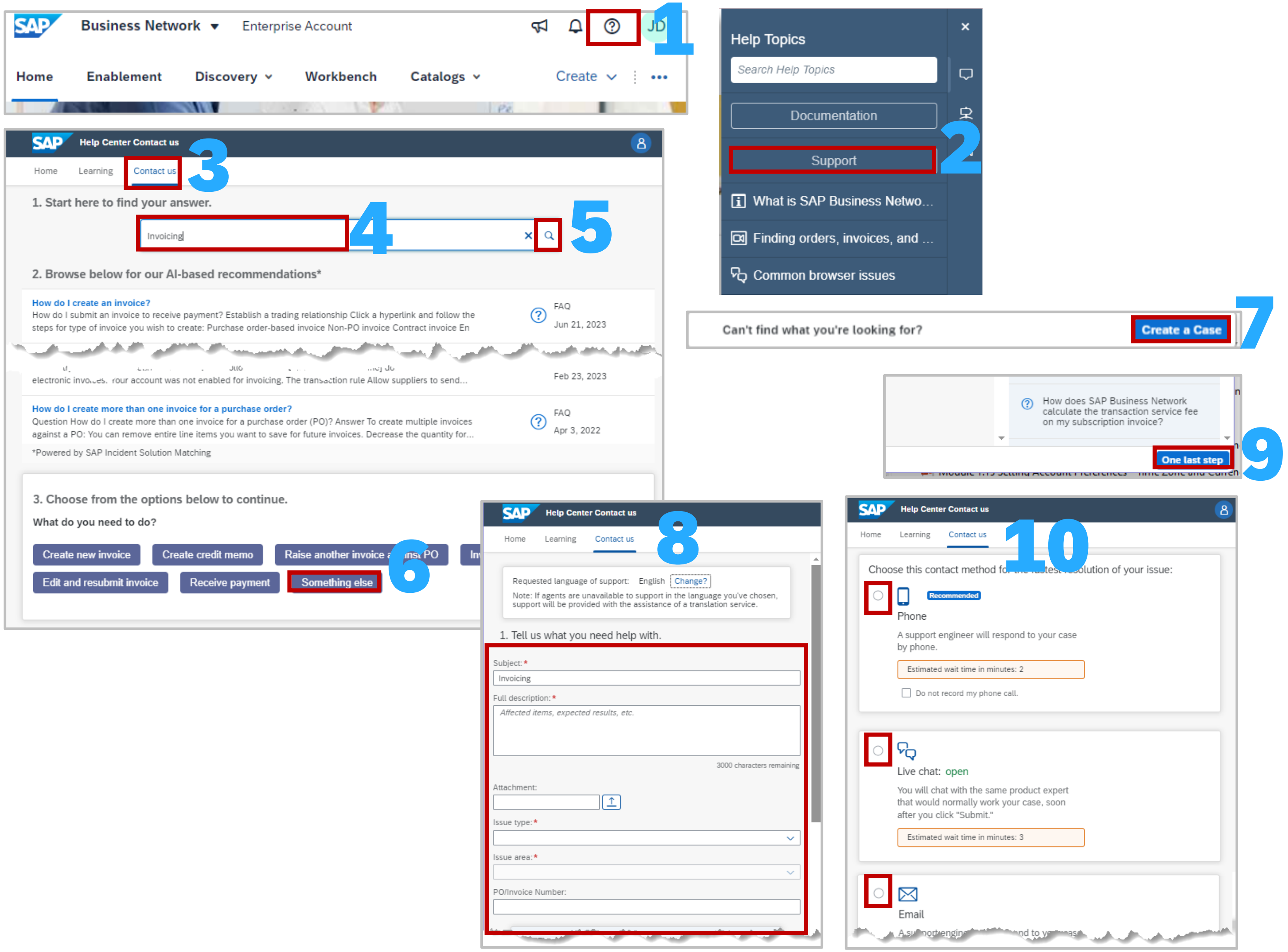
United States +1
United Kingdom +44
Australia +61
Canada +1
Ireland +353
South Africa +27

Create a Case

Create a case when you are unable to identify how to rectify an issue or query.

Sign into you SAP Business Network

1. Click on the ?
2. The Help Topics pane is shown, select **Support**
3. The Help Centre Home page is displayed, click on **Contact Us**
4. Enter what information you require
5. Click on 🔍
6. Identify if any of the AI information shown provides an answer, however, to create a case click on **Something Else**
7. Click on **Create a Case** (bottom right of the screen)
8. Complete all fields with Asterisks and select the correct information from the drop-down lists
9. then click on **One Last Step** (bottom right of the screen)
10. Select the radio button of the preferred contact option, then click on **Submit**



1. Start here to find your answer.

2. Browse below for our AI-based recommendations*

How do I create an invoice?
How do I submit an invoice to receive payment? Establish a trading relationship Click a hyperlink and follow the steps for type of invoice you wish to create: Purchase order-based invoice Non-PO invoice Contract invoice En

Jun 21, 2023

electronic invoices. Your account was not enabled for invoicing. The transaction rule Allow suppliers to send...

Feb 23, 2023

How do I create more than one invoice for a purchase order?
Question How do I create more than one invoice for a purchase order (PO)? Answer To create multiple invoices against a PO: You can remove entire line items you want to save for future invoices. Decrease the quantity for...

Apr 3, 2022

*Powered by SAP Incident Solution Matching

3. Choose from the options below to continue.

What do you need to do?

Can't find what you're looking for?

How does SAP Business Network calculate the transaction service fee on my subscription invoice?

Requested language of support: English Change?

Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject: *
Invoicing

Full description: *
Affected items, expected results, etc.

3000 characters remaining

Attachment:

Issue type: *

Issue area: *

PO/Invoice Number:

Choose this contact method for the fastest resolution of your issue:

○ Phone
A support engineer will respond to your case by phone.
Estimated wait time in minutes: 2
☐ Do not record my phone call.

○ Live chat: open
You will chat with the same product expert that would normally work your case, soon after you click "Submit."
Estimated wait time in minutes: 3

○ Email

Create a Case without Signing in

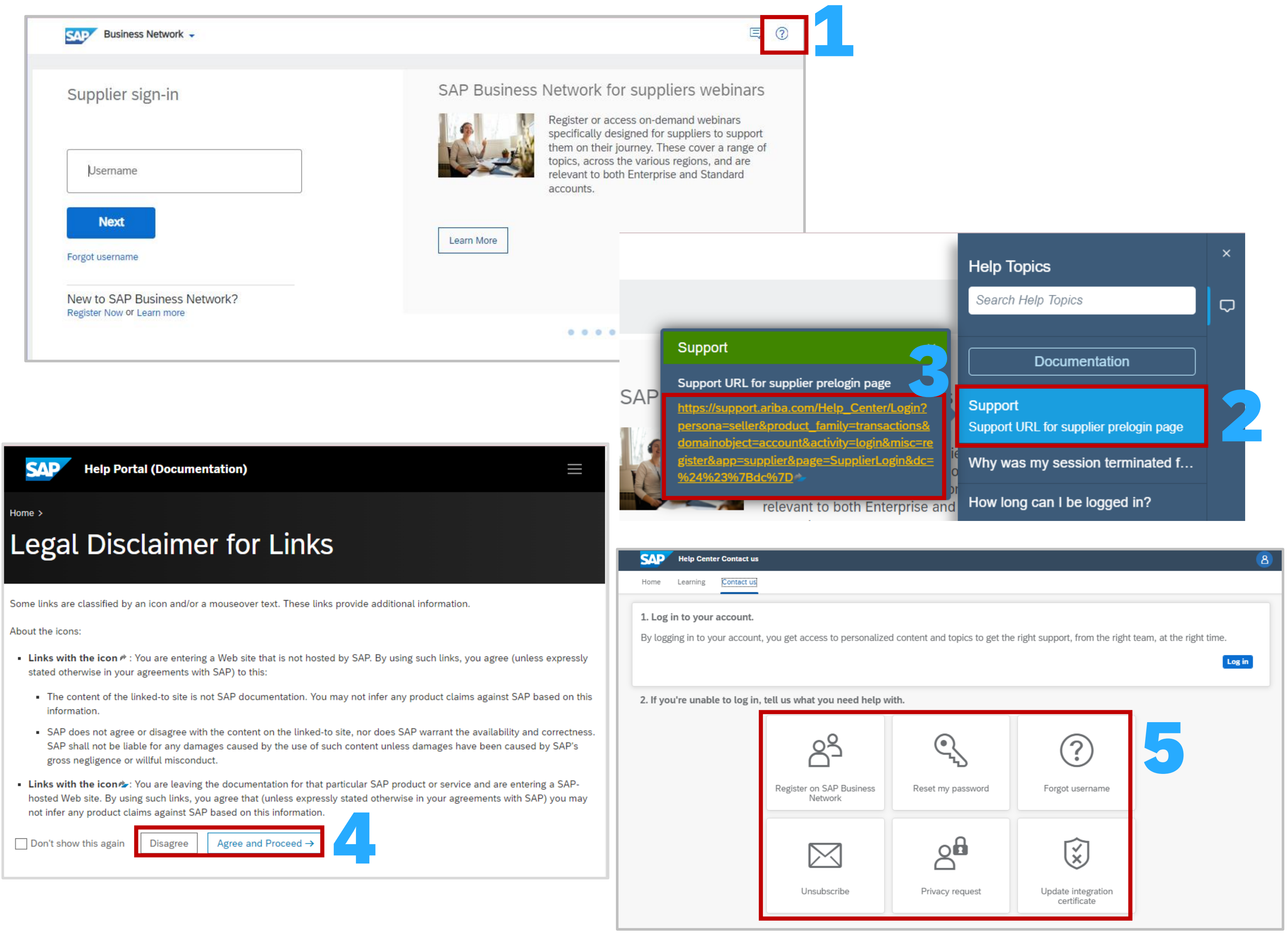
Display the SAP Business Network Supplier Sign-In screen

1. Click on the **Question Mark**
2. Select **Support**
3. Click on the Link
4. Respond to the **Legal Disclaimer for Links,** clicking on **Agreed and Proceed** implies acceptance of the Disclaimer. Clicking on **Disagree** will close options to continue
5. Click on **Contact** to open the Help Centre Home page

AI Options will be displayed, select the option that meets your needs, and use **Something Else** to generate other options

Refer to Create a Case to complete the form to gain assistance

Note that anything with an Asterisks must be completed.



Register or access on-demand webinars specifically designed for suppliers to support them on their journey. These cover a range of topics, across the various regions, and are relevant to both Enterprise and Standard accounts.

Support

Support URL for supplier prelogin page

https://support.ariba.com/Help_Center/Login?persona=seller&product_family=transactions&domainobject=account&activity=login&misc=register&app=supplier&page=SupplierLogin&dc=%24%23%7Bdc%7D

Legal Disclaimer for Links

Some links are classified by an icon and/or a mouseover text. These links provide additional information.

About the icons:

- Links with the icon : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:
  - The content of the linked-to site is not SAP documentation. You may not infer any product claims against SAP based on this information.
  - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.
- Links with the icon : You are leaving the documentation for that particular SAP product or service and are entering a SAP-hosted Web site. By using such links, you agree that (unless expressly stated otherwise in your agreements with SAP) you may not infer any product claims against SAP based on this information.

1. Log in to your account.

By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.

2. If you're unable to log in, tell us what you need help with.

Permissions, Seller Dashboard, General Terms and Glossary

Account Permissions

- The below shows role permissions, their line of Business usage and a brief description (where available)
- The following table provides users with information about the tab, field or selection option:

Permissions	Area	Description/Use	Permissions	Area	Description/Use
API Development Access	*API / Integration*	Access to API development using the SAP URL Business Network developer portal	**Purchase Order Report Administration**	*Reporting*	Access to Reporting, Purchase Order and Order Summary report types
Account Hierarchy Administration	*Account Administration*	Manage your accounts to link and sign on to a child account	**Service Sheet Report Administration**	*Reporting*	Access to Reporting and Service Sheet Report types
Child Account Access	*Account Administration*	Sign on to access a child account	**Tax Book Report Administration**	*Reporting*	Access to Reporting, and Tax Book Report type
Order Assignment for Users with Limited Access	*Account Administration*	User can assign an order to a user with limited access to SAP Business Network Network	**Time Sheet Report Administration**	*Reporting*	Access to Reporting, and Time Sheet Report type
Contact Administration	*Account Administration*	Maintain information for account contact personnel	**Supplier Discount Management Program Administrator**	*Account Administration*	Access to discount program offers and the definition of early payment requests
Goods Receipt Report Administration	*Reporting*	Access to Reporting, and Goods Receipt report type	**Archive Access**	*Account Administration*	View and search archived items
Invoice Report Administration	*Reporting*	Access to Reporting, and Invoice Report type	**Customer Administration**	*Account Administration*	Manage customer relationships

Account Permissions cont.

Permissions	Area	Description/Use	Permissions	Area	Description/Use
Catalog Management	*Catalog*	Set up and manage catalog-related activities	**DPP_Audit_Logs_View**		
Catalog Account Executive	*Catalog*	Access to manage price file upload and customer specific catalog upload	**Company Data Deletion Configuration**	*Account Administration*	Access to company data configuration
Catalog Content Manager	*Catalog*	Access to manage master content upload, price file upload and customer specific catalog upload	**DPP_Data_Deletion_Access**		
Payment Profile	*Account Administration*	Configure your payment profile	**DPP_Delete_Users**		
cXML Configuration	*Account Administration*	Configure account for cXML transactions	**Transaction Data Export for Deleted Data**	*Account Administration*	Access for transaction data export for deleted data
Company Information	*API / Integration*	Review and update company profile information	**DPP_Download_Audit_Logs**		
PCard Configuration and Notifications	*Account Administration*	Configure PCard account and maintain notification email addresses	**DPP_PII_Data_Retrieval**		
Transaction Configuration	*Account Administration*	Configure account for electronic transactions	**ID Registration Access**	*Account Administration*	Register unique identifiers, like email domains
Customer Relationships	*Account Administration*	View customer relationships	**Fulfillment Invitation Account Merge**	Account Administration	Allows the assigned user to transfer a fulfillment related invitation into his existing SAP Business Network Account

Account Permissions cont.

Permissions	Area	Description/Use	Permissions	Area	Description/Use
Cloud Integration Gateway Configuration	*API / Integration*	Create, modify, and maintain projects on the Ariba Integration Gateway	**Invoice Generation**	*Document Processing*	Generate invoices, as supported by customers (requires Inbox and Outbox Access)
Cloud Integration Gateway Access	*API / Integration*	View and search projects on the Ariba Integration Gateway	**Logistics Access**	*Document Processing*	Perform Logistics actions with limited access to transactions information
Planning Collaboration Visibility	*Account Administration*	Access to planning collaboration visibility	**Outbox Access**	*Document Processing*	View and search documents in Outbox and take actions based on your role
Create and manage postings on Ariba Discovery	*Discovery*	Create postings on Ariba Discovery	**Services Access**	*Document Processing*	Perform Services actions with limited access to transactions information
Respond to postings on Ariba Discovery	*Discovery*	Respond to postings on Ariba Discovery	**Timestamp verification**	*Document Processing*	Verify timestamp token on invoices
Contract Access	*Contracts*	View contracts and generate invoices, as supported by customers (requires Inbox Access)	**Payment Activities**	*Payments*	Manage your payment activities
Inbox and Order Access	*Document Processing*	View and search documents in Inbox and take actions based on your role	**Premium Membership and Services Management**	*Account Administration*	Manage your premium service subscriptions
Folio Management	*Document Processing*	Create, activate and delete folio ranges used for tax invoicing	**Proof Of Service Create Access**	*Document Processing*	Allows users to create a proof of service

Account Permissions cont.

Permissions	Area	Description/Use	Permissions	Area	Description/Use
Proof Of Service Create On Behalf Access	Document Processing	Allows user to create a proof of service on behalf of another user	**Quality Review Creation**	Quality Document Processing	Access to create quality review documents
Proof Of Service Report Access	Reporting	Allows user to create and run Proof Of Service reports	**Receivables Upload**	Quality Document Processing	Select receivables for auction
Proof Of Service Review Access	Document Processing	Allows users to review and assign a PO to a proof of service	**Access Proposals and Contracts**	Contracts	View your organization's Ariba Sourcing events and Ariba Contract Management contracts, documents, and tasks. This permission grants access to the Proposals and Contracts properties. Individual users must be approved by Ariba Sourcing buyers before they can view or participate in events or contract tasks
Quality Inspection Access	Quality Document Processing	Access to view quality inspection documents			
Quality Inspection Creation	Quality Document Processing	Access to create quality inspection documents	**Credit Card Number Access**	Supplier Treasury Agent	Manage the display of credit card numbers on purchase orders
Quality Inspection Signature	Quality Document Processing	Allows electronic signature of quality inspection results	**Supplier Treasury Agent**	Payments	View buyer-initiated early payment offers
Quality Notification Access	Quality Document Processing	Access to view quality notification documents	**Time & Expense Sheet Management**	Document Processing	Review and update Time and Expense sheets
Quality Notification Creation	Quality Document Processing	Access to create quality notification documents	**Supply Chain Financing Provider Portal Access**	Account Administration	Access to the Supply Chain Financing provider portal to trade eligible documents.
Quality Review Access	Quality Document Processing	Access to view quality review documents			

General Terms

Name of Item	Description/Use	Name of Item	Description/Use
ANID	The ANID is the SAP Business Network Network Identification number, this number is unique for each SAP Business Network Network whether a Buyer or Supplier Network	Credit Memo	A Credit Memo is a credit against a Purchase Order and at header level. For example use a Credit Memo when there has been an overcharge on shipping costs or the wrong Tax rate has been selected
ERS	Evaluated Recipient Settlement indicates that the Buyer will create the Invoice on behalf of the Supplier	Line Item Credit Memo	A Line Item Credit memo is a credit against an Invoice and is when a credit is required for damaged good or return of goods that where not fit for purpose
ERP	Enterprise Resource Planning is the integrated management of business processes such as Ordering and Invoicing	Rejected Invoice/ Edit & Resubmit	When an Invoice is rejected by the Buyer it will create a rejection, locate and open the Invoice and use Edit and Resubmit, correct the error based on the Buyer requirements and resubmit
Purchase Order	A Purchase Order is your document of truth, it is the source document from which all other documents will flow from, only the Buyer can change or update a Purchase Order	SAP Business Network Discovery	Only used by Buyers and Suppliers that use SAP Business Network Discovery to Request for Quote (RFQ) on goods or services
Invoice	An invoice is the document used to pay a supplier for goods or services provided based on the Purchase Order	SAP Business Network Questionnaire and Proposals	Supplier Lifecycle Performance (SLP) is a process used by Buyers. Questionnaires are sent to a supplier from a Buyer and can be a Registration or Purchasing Questionnaire based on the Buyers requirements
Table Options Menu	Table Options menu allow suppliers to change the view of the screen to display different heading or information	Search Filters	Search filters provide users with the ability to narrow search options to locate specific types or documents in their SAP Business Network Network
SAP Business Network Sourcing	SAP Business Network Sourcing is used as part of Direct Materials sourcing, it is a solution for managing sourcing and suppliers across all spend categories	Documents	A Document is the information sent and received via the SAP Business Network Network
Active Buttons	Active Buttons are blue and can be selected to perform a task or process, greyed out buttons indicate that it is a process not used by a Buyer or requires another process to occur prior to activating	Fulfillment	The name of a tab that includes orders, order confirmations, ship notices, Services entry sheets, extended collaboration, product replenishment, drafts, extended collaboration and receipts
Order Confirmation	An Order Confirmation provides a Buyer with confirmation that good or services requested can be delivered or provided based on the information within the Purchase Orders	Opportunities	These represent collaboration requests
Ship Notice	A ship notice also known as an Advanced Ship Notice provides the Buyer with information about the goods arriving to their premises	Drafts	Documents can be saved as a draft for completion at a later point

Order Status Descriptions

Name of Item	Description/Use	Name of Item	Description/Use
New	Initial state. You have not updated the order status.	Partially Confirmed	The order is in progress and some of the ordered quantities have been confirmed
Changed	Your customer canceled or replaced the order by a sending a subsequent (changed) order.	Partially Shipped	If you partially confirmed an order and then you partially ship either the previously confirmed order line or a different order line, the purchase order status is set to **Partially Shipped.** You can still continue to confirm order line items regardless of the shipping status until you have confirmed all order lines.
Confirmed	You agreed to ship all line items and/or agree to the pricing, delivery of services and requirements listed in the Purchase Order	Partially Serviced	For service orders, you can continue to create service sheets for unplanned service lines up to their hidden maximum amounts (which might be larger than their subtotals) or planned service lines up to their subtotals. The service order status is set to **Partially Serviced** until all of the service lines are serviced
Confirmed with New Date	The order confirmation has a different **Start Date** or **End Date** than the order, but no other change	Partially Invoiced	Some of the ordered quantities have been invoiced
Confirmed with Changes	The order confirmation has a different **Expected Value** than the order, and also has a different **Start Date**, **End Date**, or both	Partially Rejected	Some or the ordered quantities have been rejected
Shipped	Final state. You shipped the entire order	Serviced	The order is fully serviced. You cannot create any more service sheets for any more service lines in the order
Invoiced	The order is fully invoiced. The **Amount Invoiced** column shows how much money you have invoiced or charged against the purchase order. For older purchase orders, displays **Yes** to indicating that you have submitted invoices	Received	Statuses for receipts that are sent by the buyer from their ERP system. The purchase order status is updated based on this information
Obsoleted	Purchase order that has been replaced by a subsequent (changed) order	Partially Received	Only some of the goods received have been receipted into the Buyers ordering system or ERP.
Cancelled	A cancelled Purchase Order means it can no longer be used, where a Buyer cancels a Purchase Order and then re-instates it the balance tracking will not carry forward	Returned	Specific to Supply Chain Customers using returns
Failed	experienced a problem routing the order to your account. You can resend failed orders.		

Routing Status

Name of Item	Description/Use
Accepted	SAP Business Network accepted the purchase order from your customer or from the catalog tester
Order Queued	SAP Business Network Queued the purchase order from cXML processing
Sent	SAP Business Network successfully converted the purchase order from cXML to EDI and has forwarded it to your VAN in an interchange
Acknowledged	SAP Business Network received a positive functional acknowledgment from you
Failed	SAP Business Network could not route the purchase order and it lists the reason for the failure

Follow us

www.sap.com/contactsap

© 2025 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.