SAP Business Network

Supplier System Administration Process Guide

Version 4.0 - 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

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Index cont.

Accessing the Help Centre and how to get Help

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

Yes

Click on the identified link from within the Invitation

Select Sign/Log In

Continue to Sign In

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

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

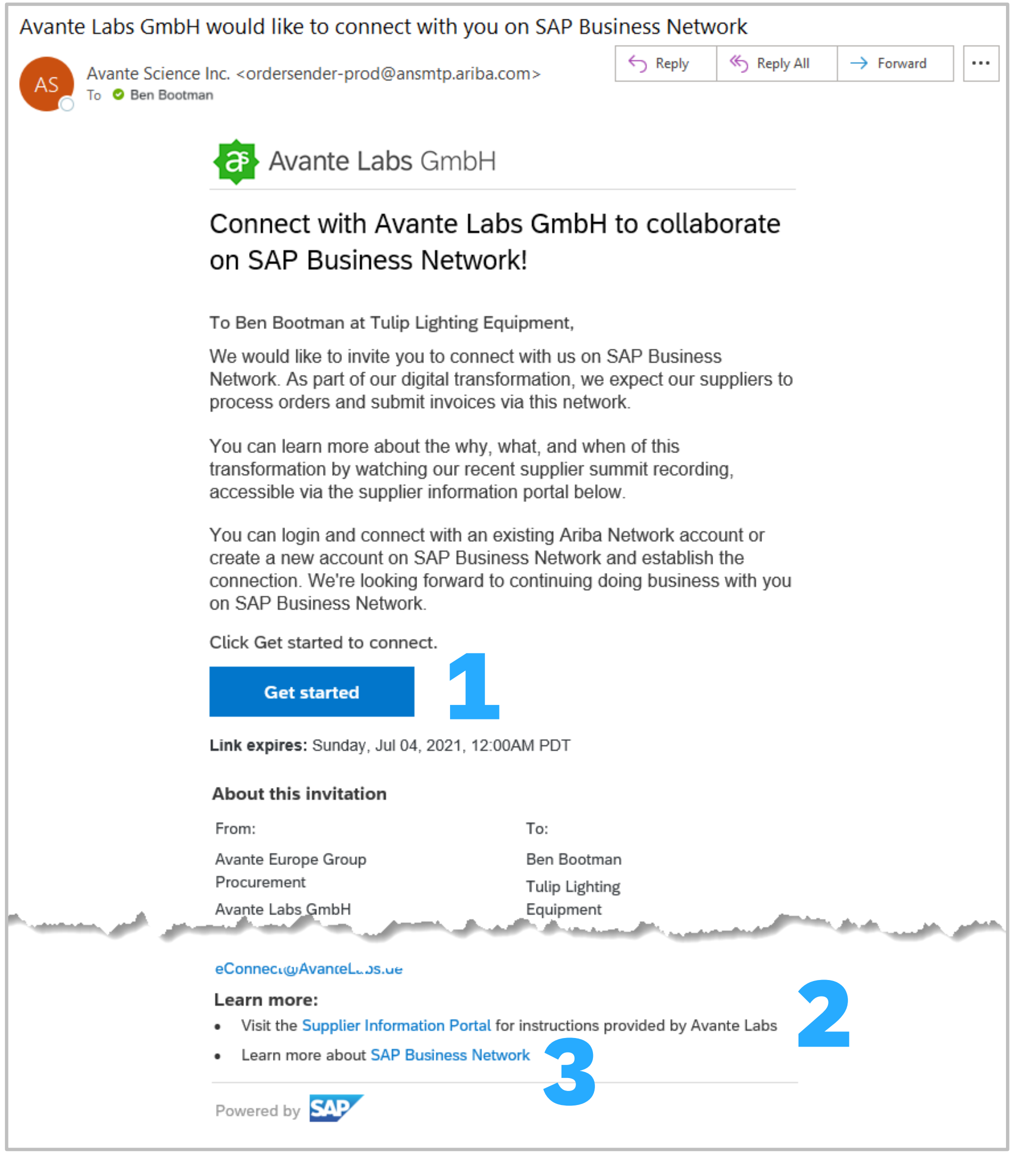
Your Buyer has decided to transact with their suppliers using the SAP Business Network and has sent you a Trading Relationship Request (TRR)

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

AS Avante Science Inc. <ordersender-prod@ansmtp.ariba.com>

To Ben Bootman

Reply | Reply All | Forward | ...

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 1

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 2
- Learn more about SAP Business Network 3

Powered by SAP

Accepting the Transacting Relationships Request (TRR) – Get Started

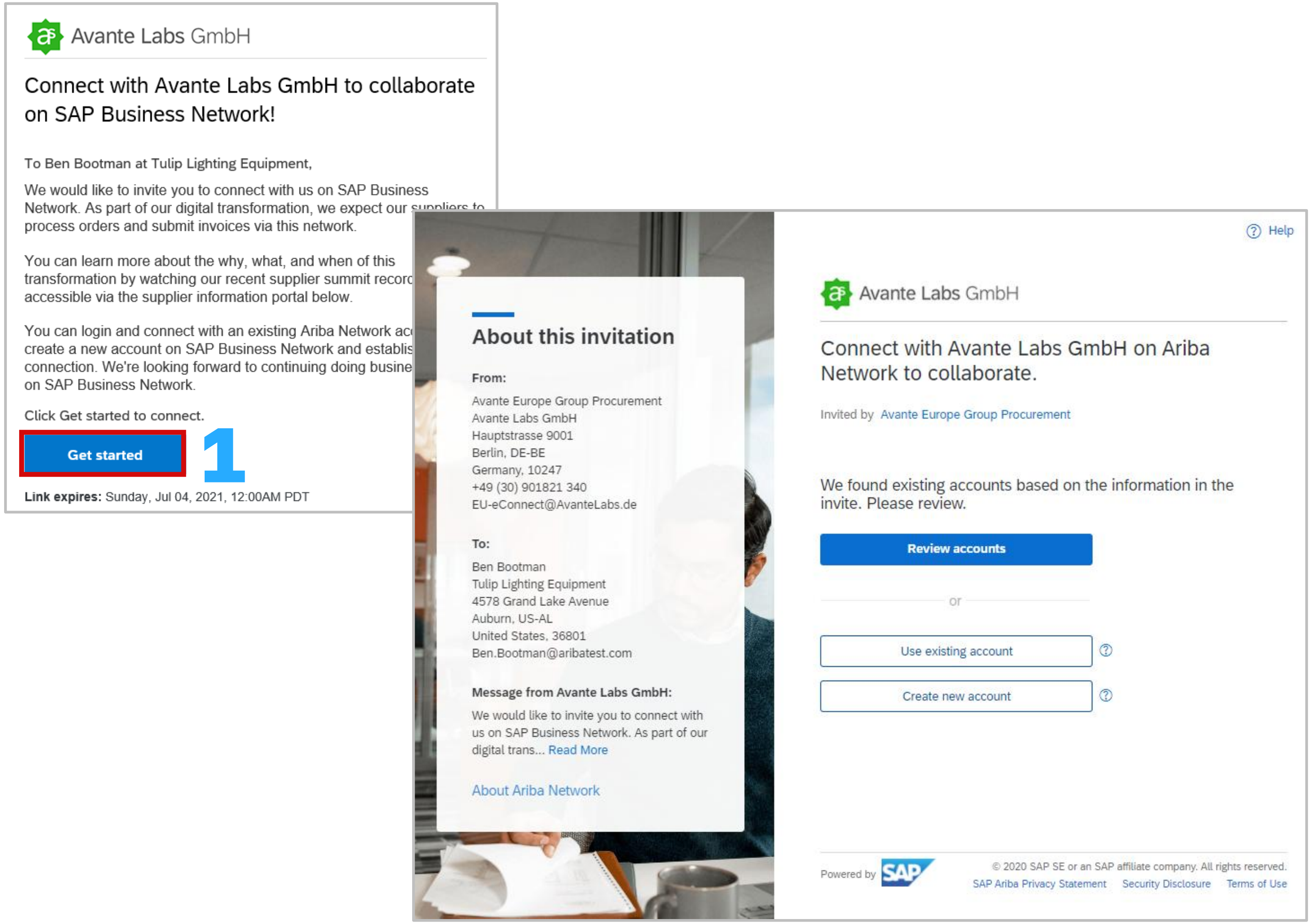
Ensure you are the required person to accept the relationship from your Buyer

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



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

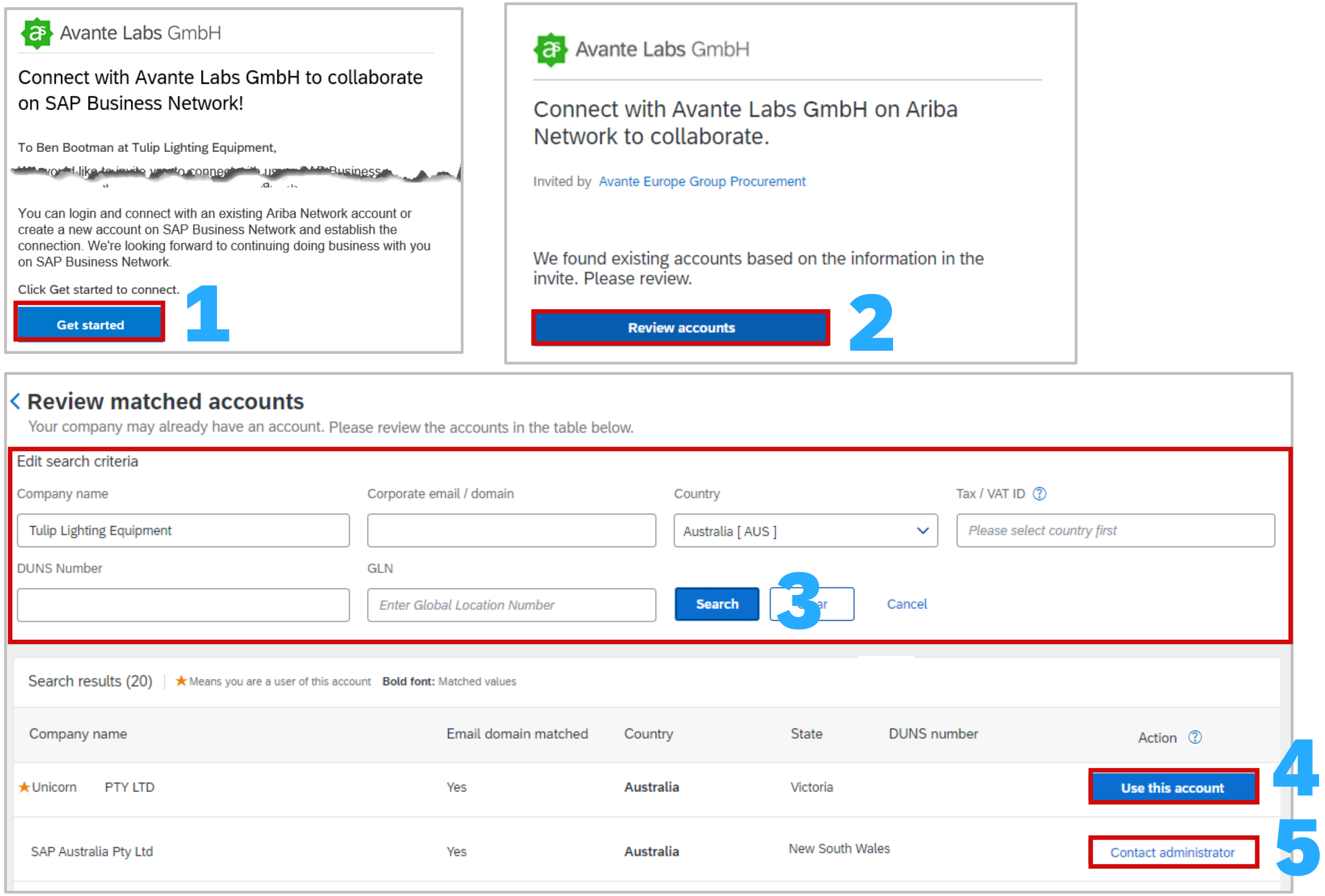
❖ **Note:** If the Review accounts button is not activated it indicates there are no other accounts associated to the business email domain

❖ 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



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

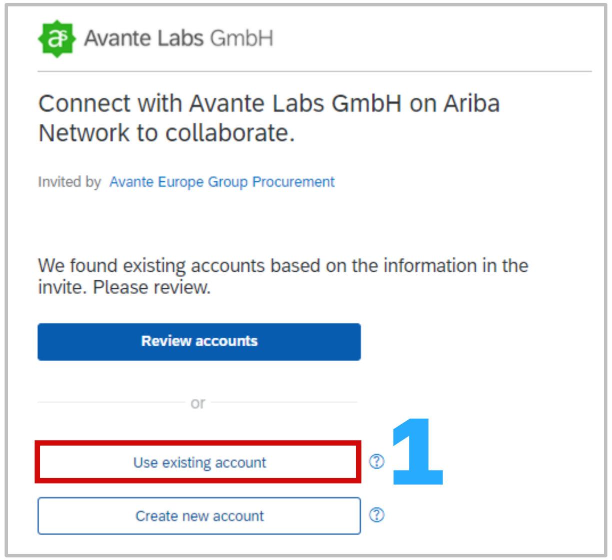
1. Click on **Use Existing Account**
2. Enter the **Username** and the **Password** for the account you wish to use
3. Click on **Connect**

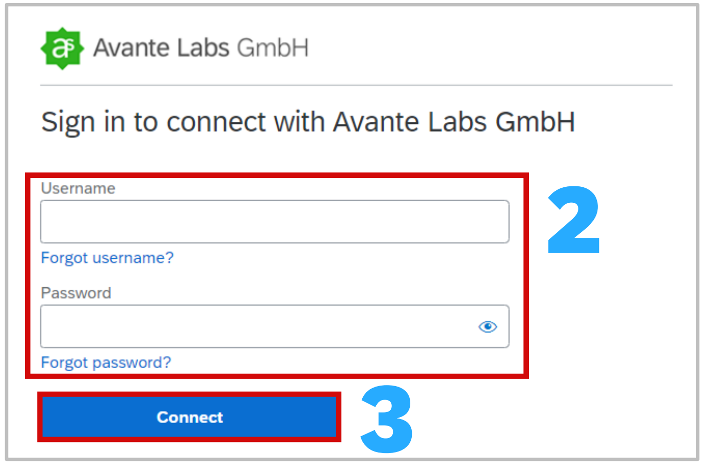
- Complete the details on the screen

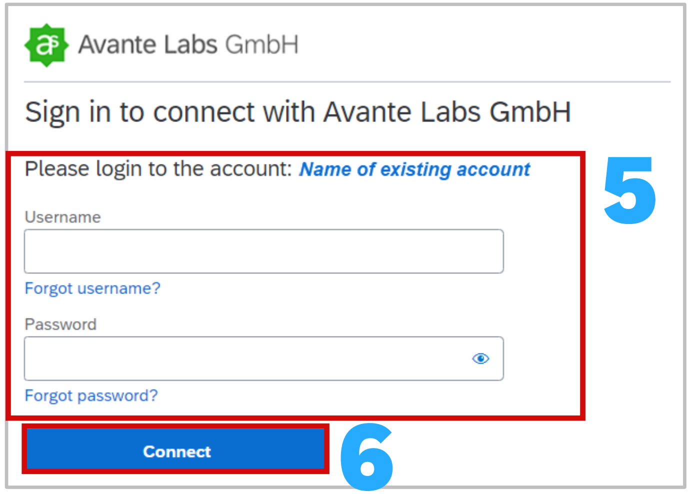
From the Review accounts screen

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







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**

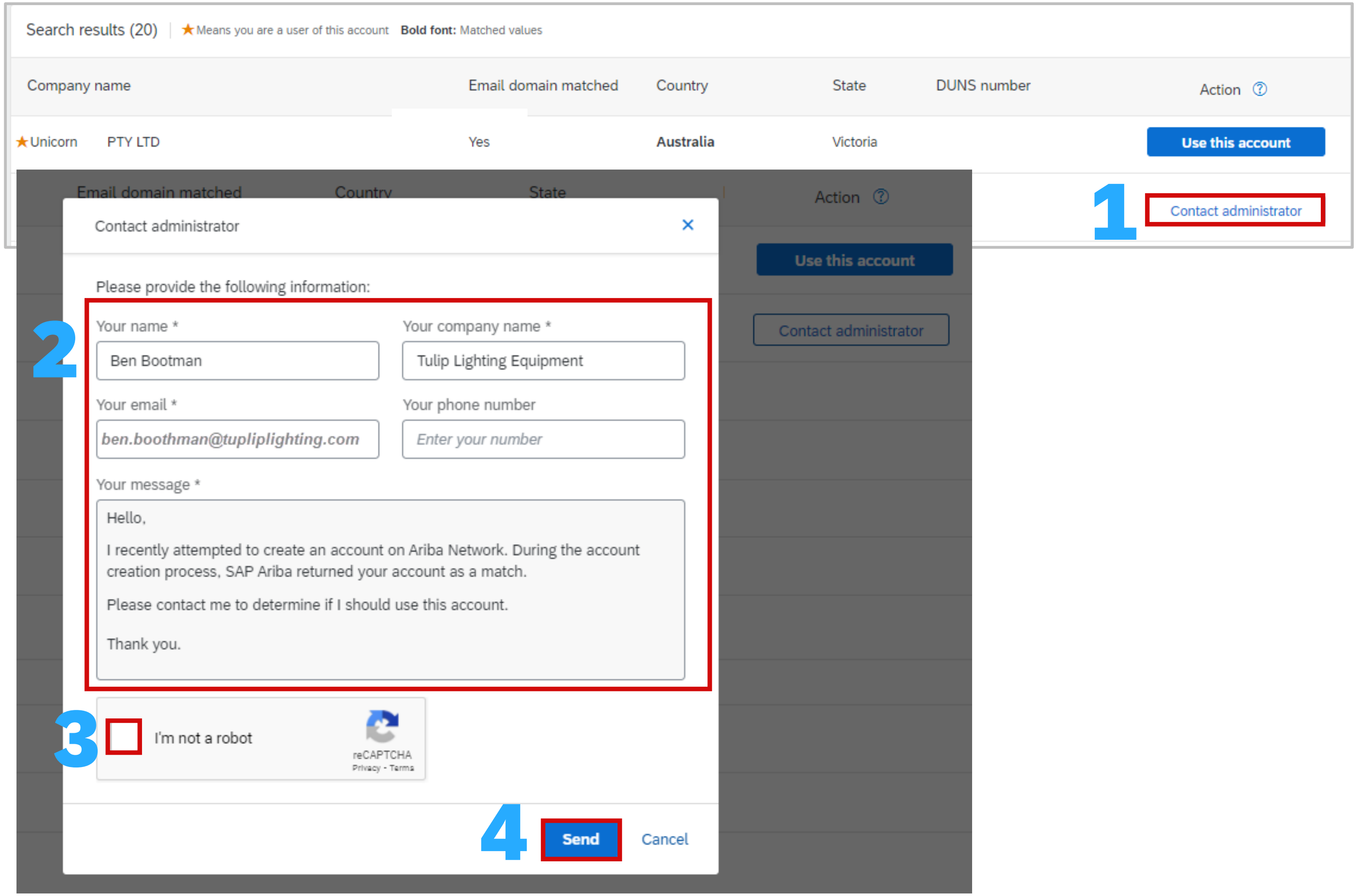
   - The Contact Administrator popup box appears

   - 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



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

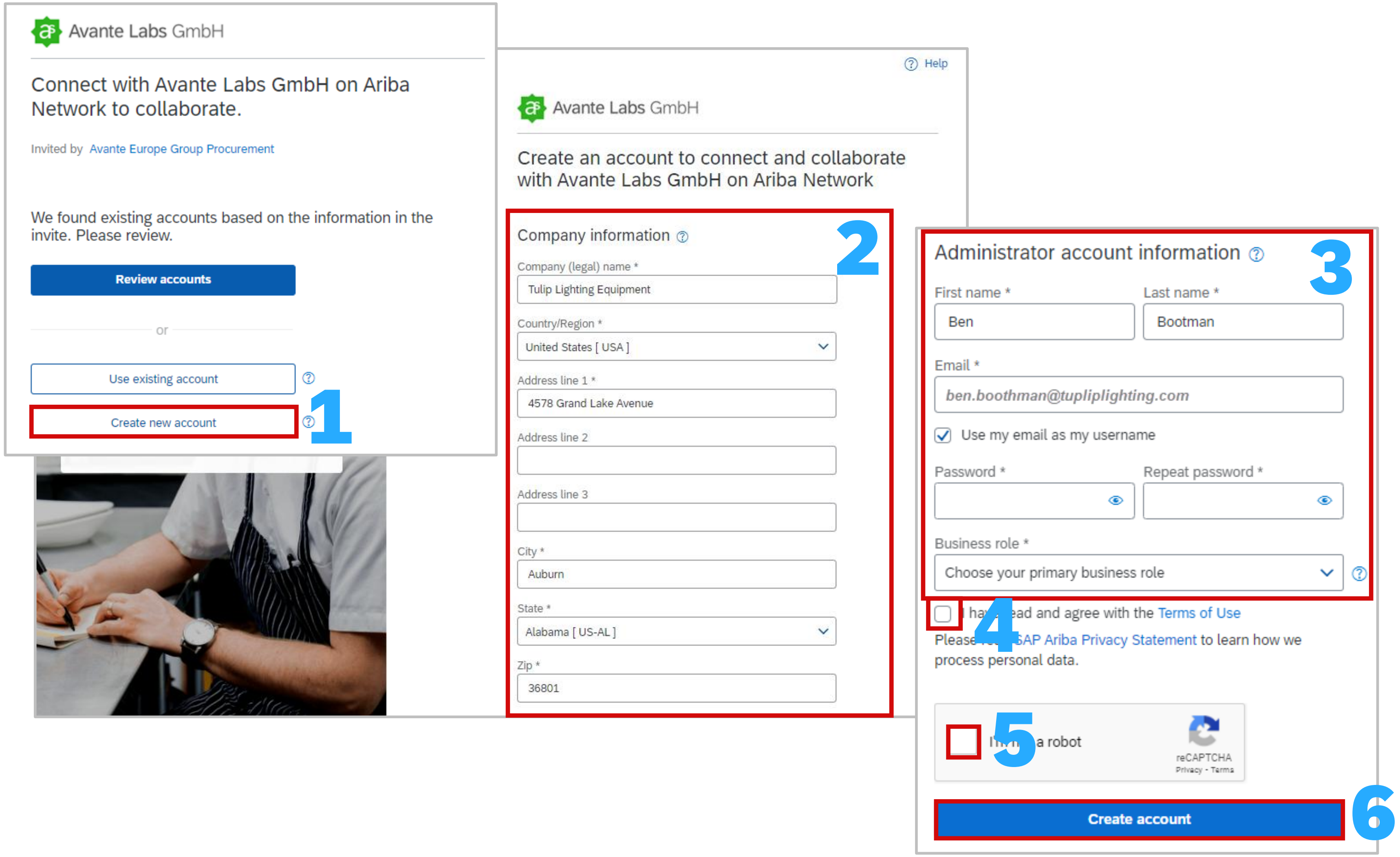
1. Confirm or update the **Administrator account information**

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**



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 pa you can transfer the administrator role at any time to another perso 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

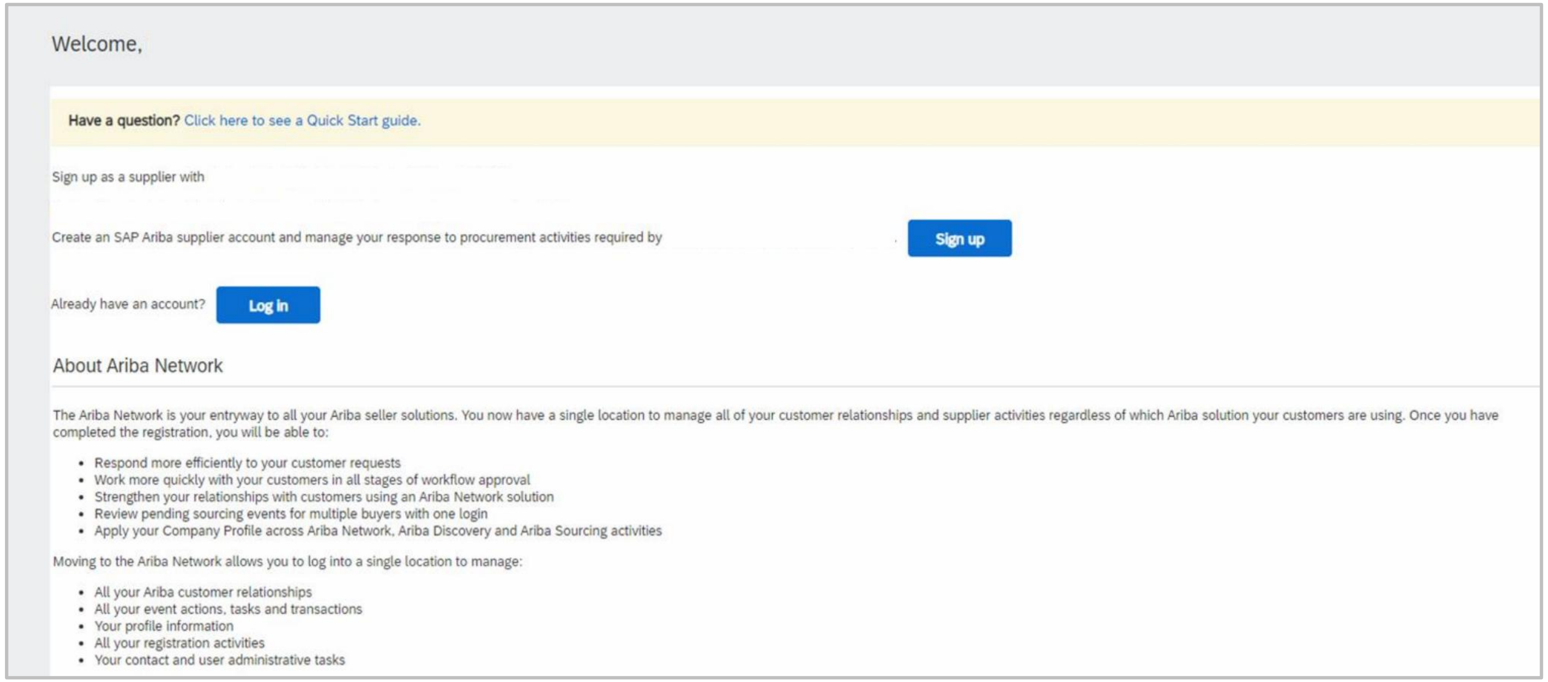
After clicking on the link from within the SAP Ariba Sourcing (Proposals and Questionnaires) Account, you need to determine whether you need to:

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



Temporary Account Information

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

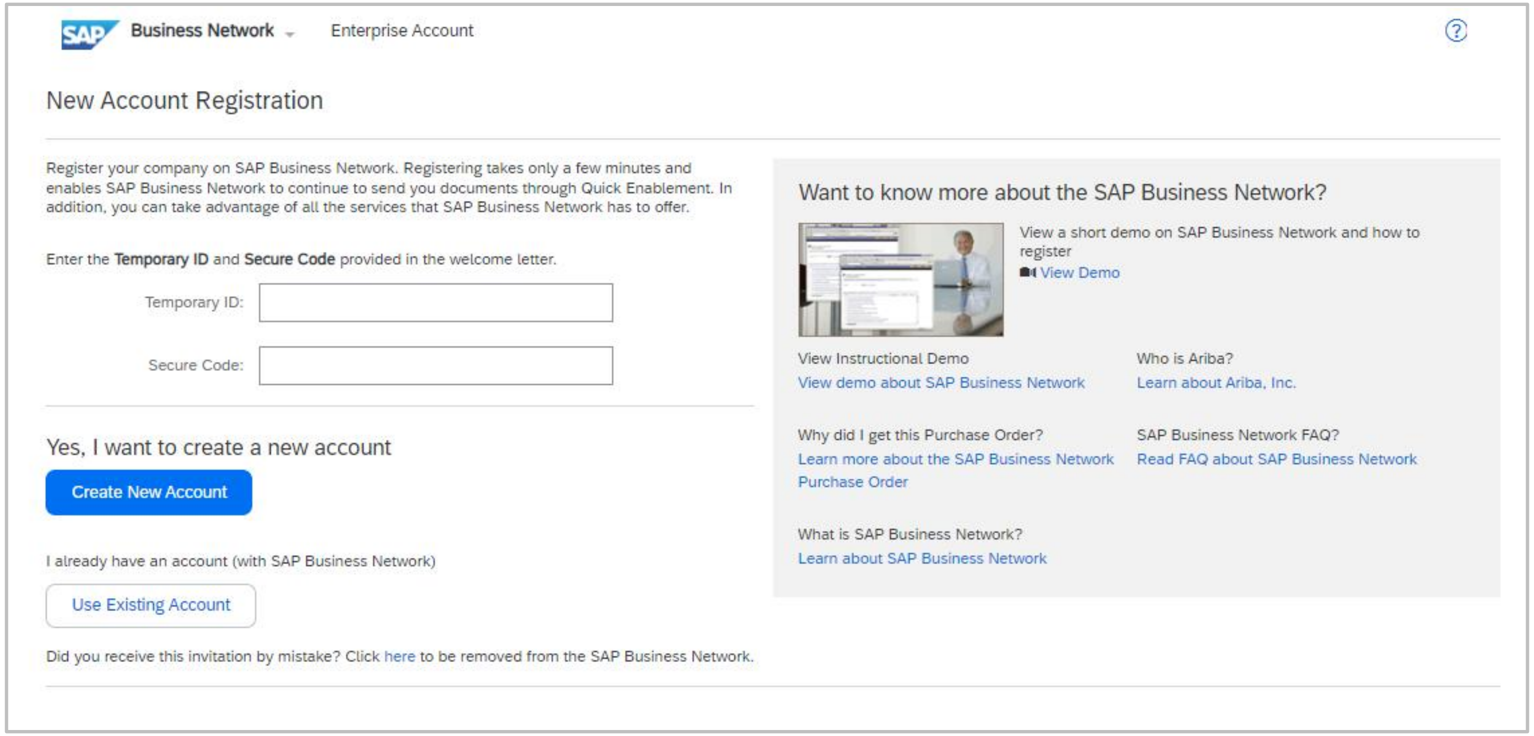
The invitation or interactive document will provide a Temporary ID and Secure code for Supplier to enter to access and complete the task requested by the Buyer.

Suppliers can also elect to:

Create a New Account

OR

Use and Existing Account



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:

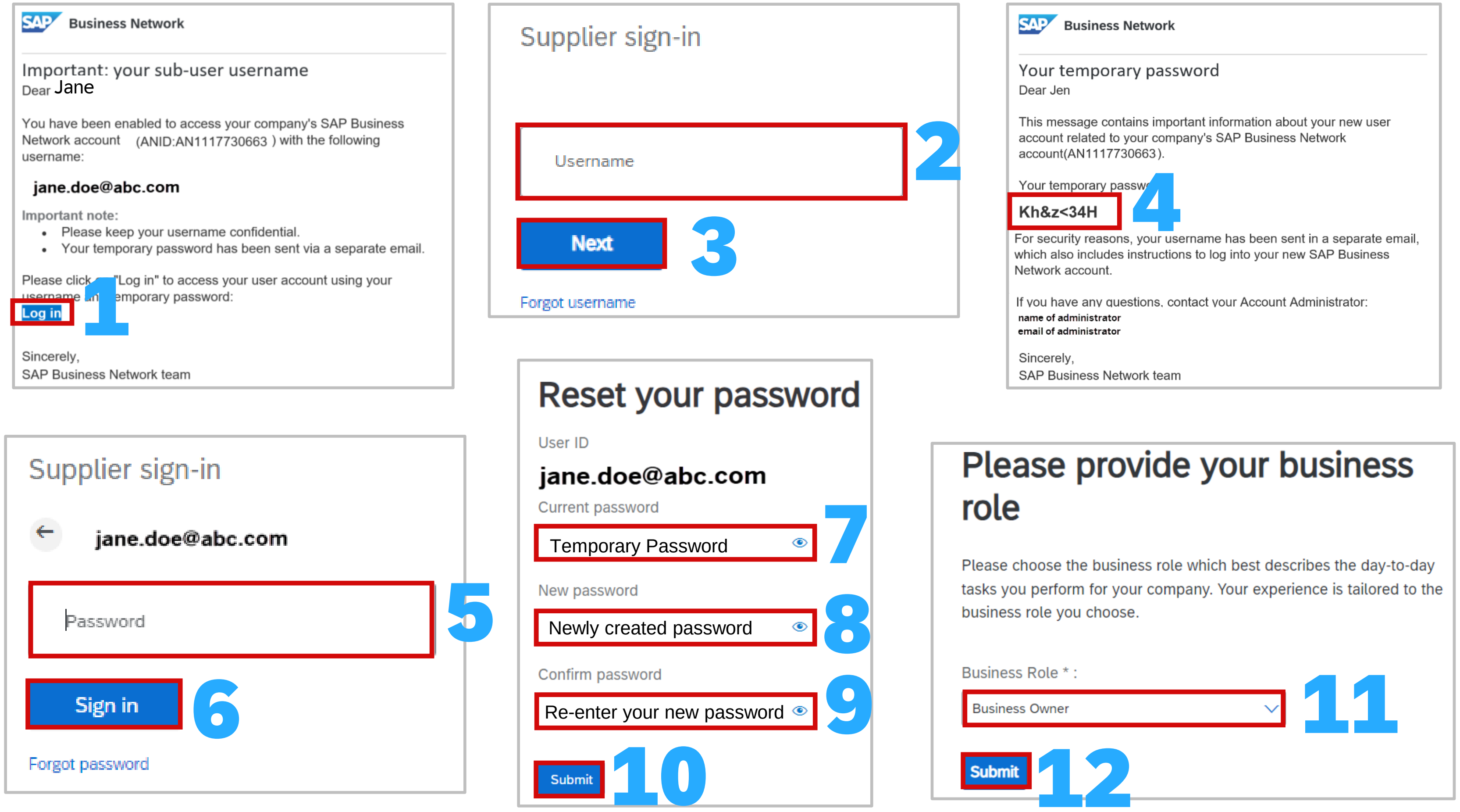
1. Open the Username email and click on **Log In**
2. Enter the **Username** shown in the email,
3. Click on **Next**
4. Open the temporary password email and copy the **Temporary password**
5. Enter or paste the temporary password
6. Click on **Sign in**

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**



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**

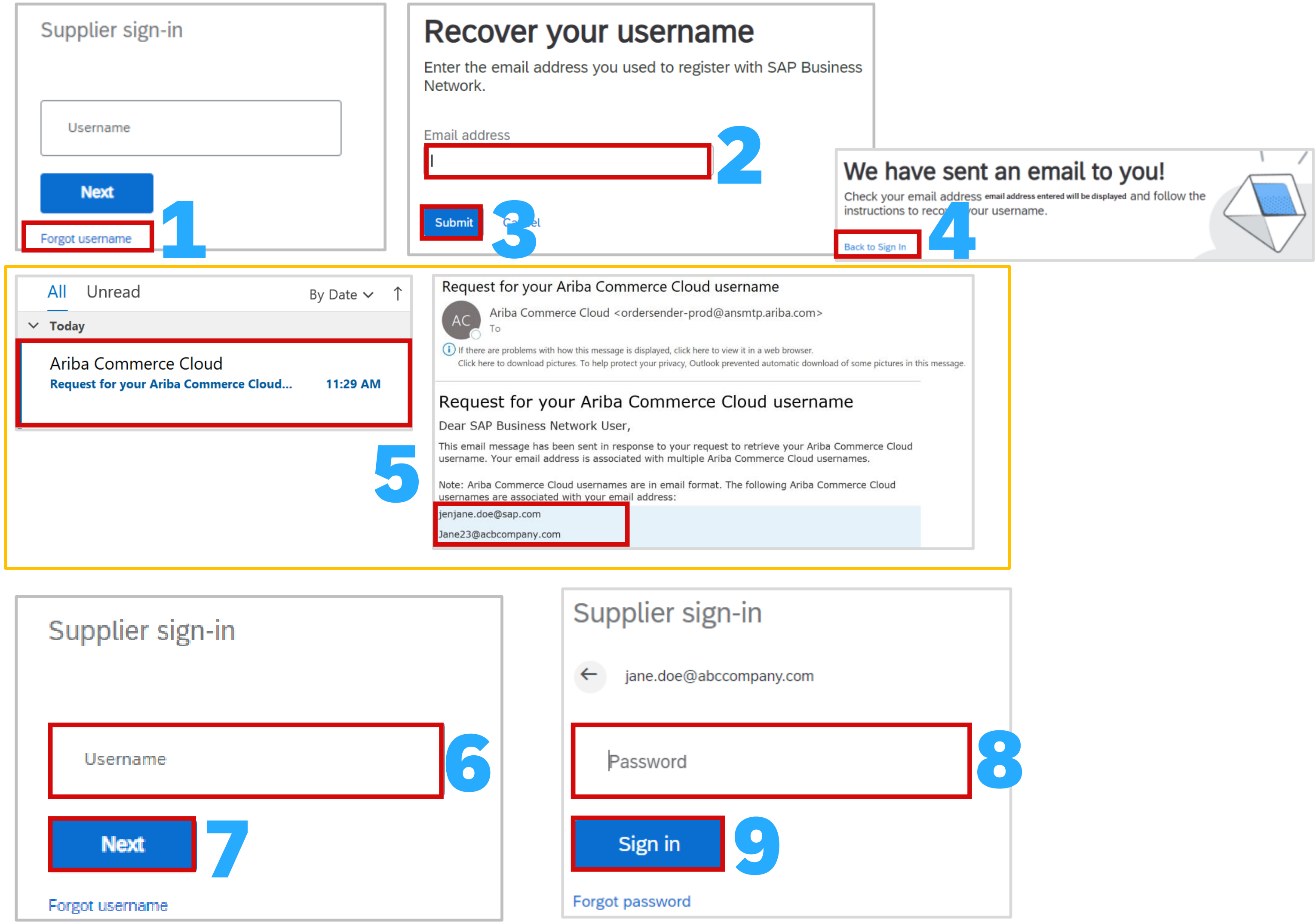
Note: This may or may not be the username as those with many accounts may have different usernames BUT the email address linked to each will be your actual email

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**



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**

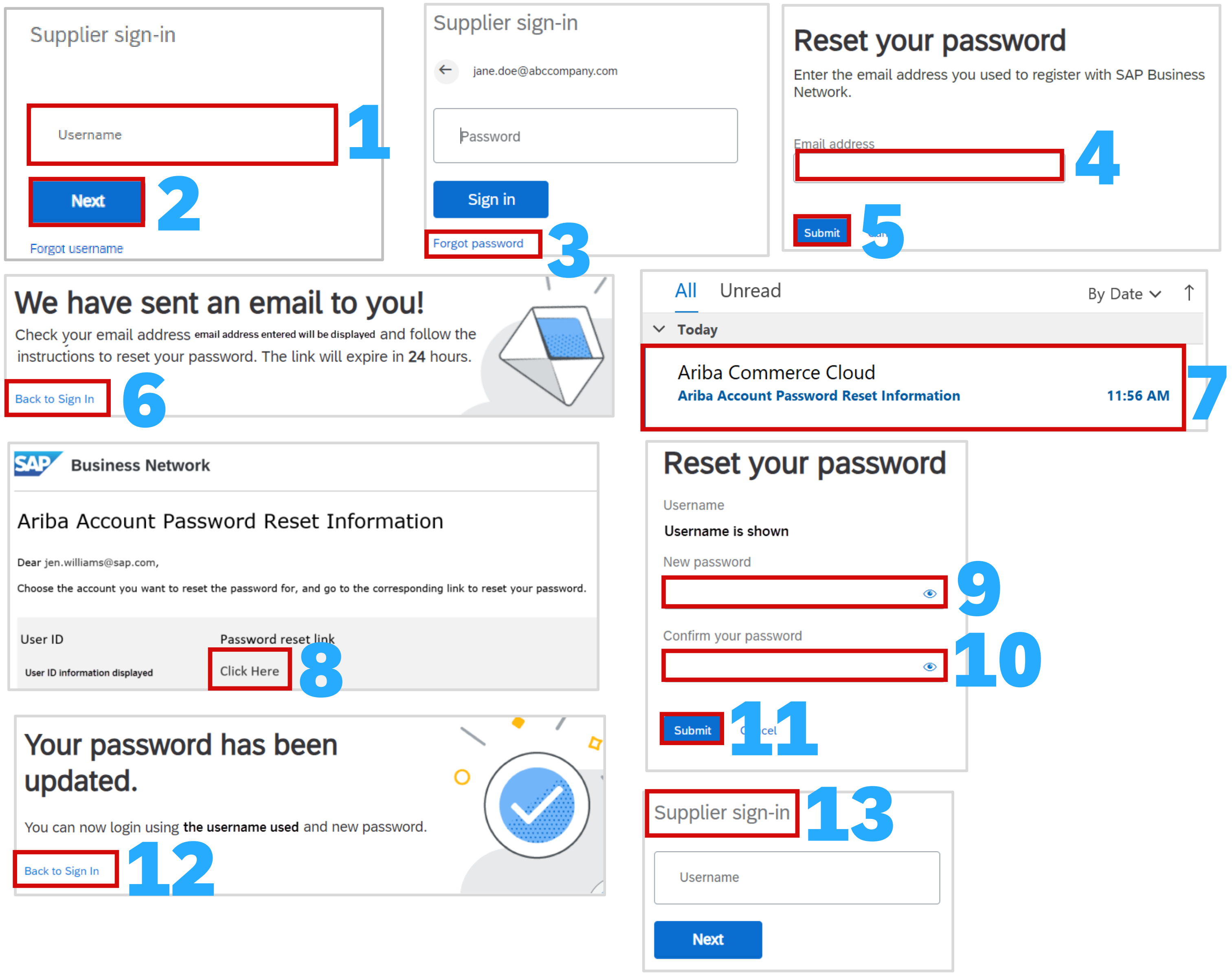
6. Click on **Back to Sign-in**
7. Locate the Ariba Commerce Cloud email – **Ariba Account Password Reset Information,**
8. Open the email, Identify the username that you have forgotten the password for, then click on **Click Here** next to the username

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



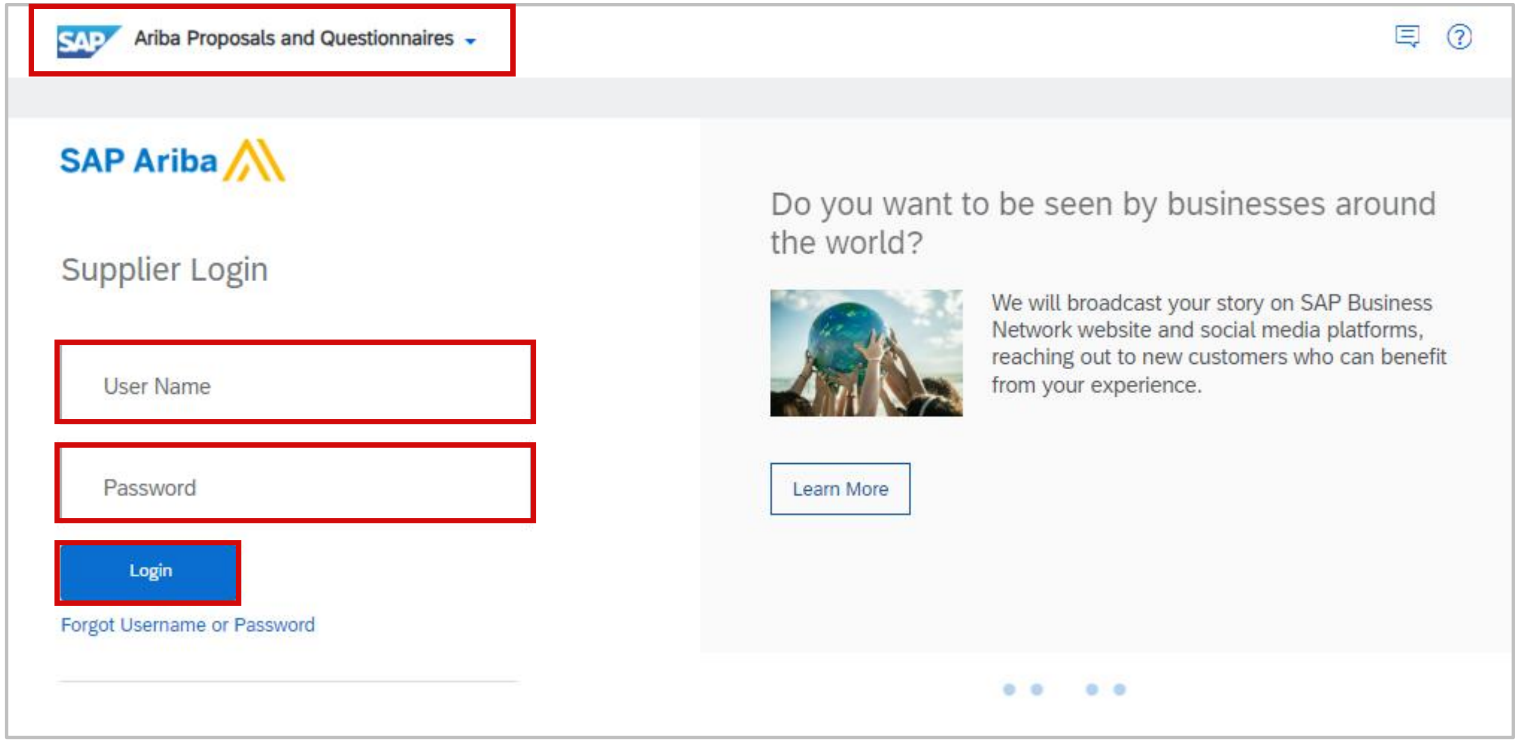
Log In to SAP Ariba Proposals & Questionnaires - Sourcing Account

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**



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](#))

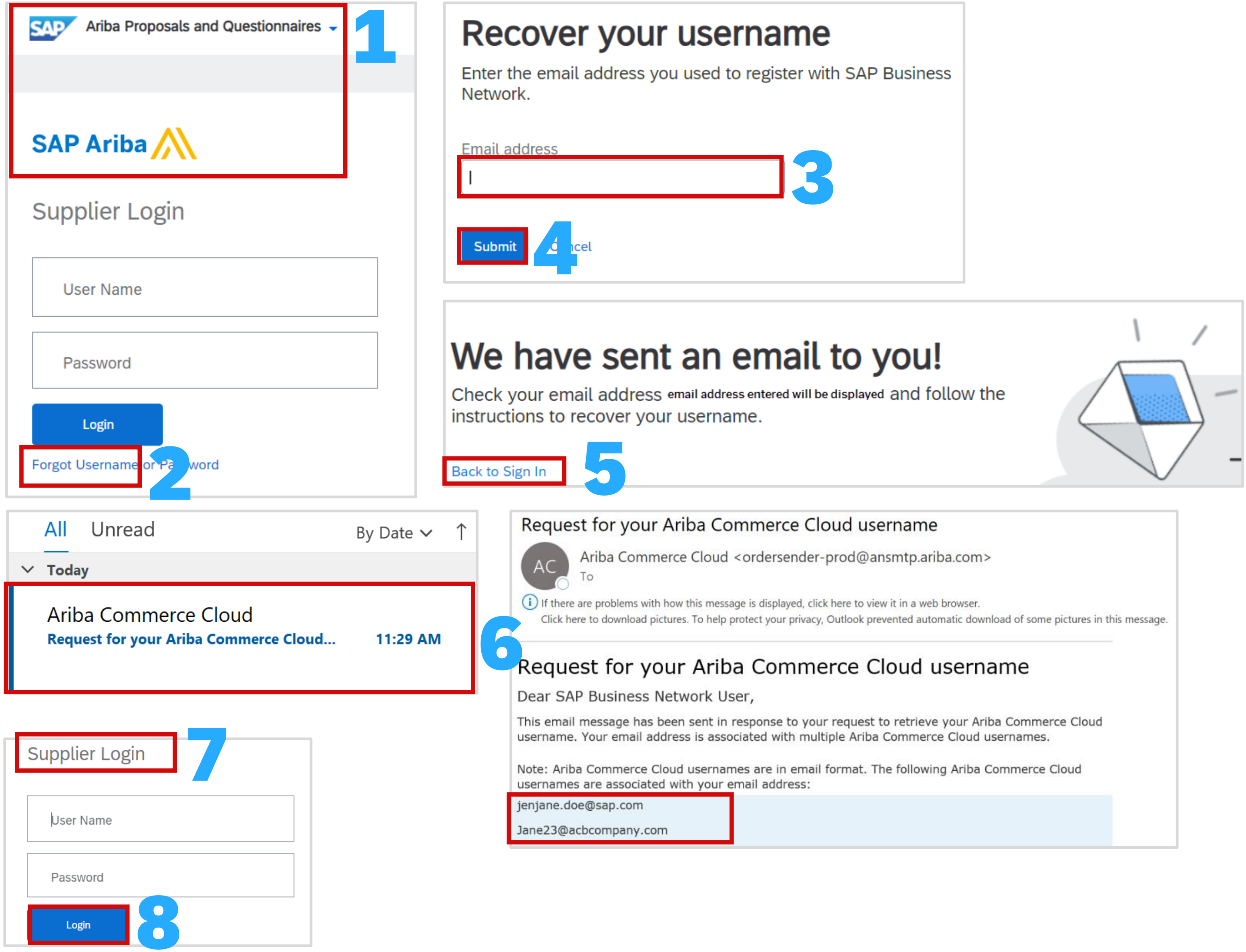
1. Display the SAP Ariba log-in screen
2. Click on **Forgot username**
3. Enter your **Email Address**

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**



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**

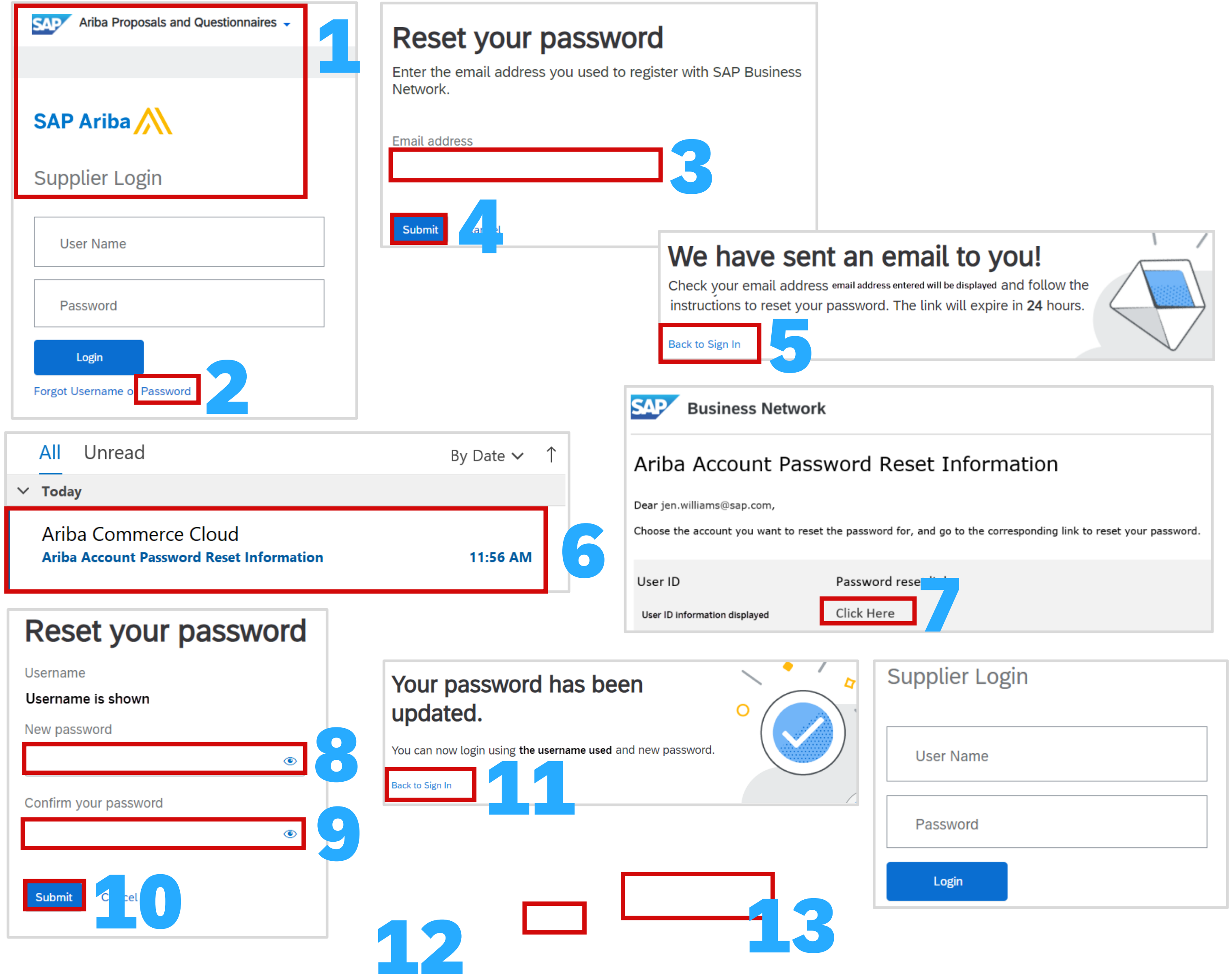
6. Click on **Back to Sign in**
7. Locate the Ariba Commerce Cloud email – **Ariba Account Password Reset Information,**
8. Open the email, Identify the username that you have forgotten the password for, then click on **Click Here** next to the username

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



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

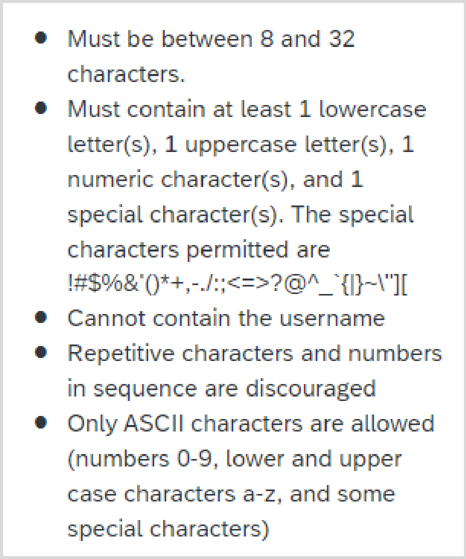
As you create a password:

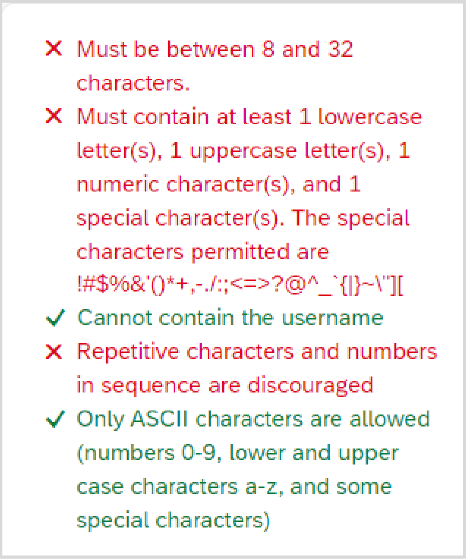
Green indicates that you have met the criteria

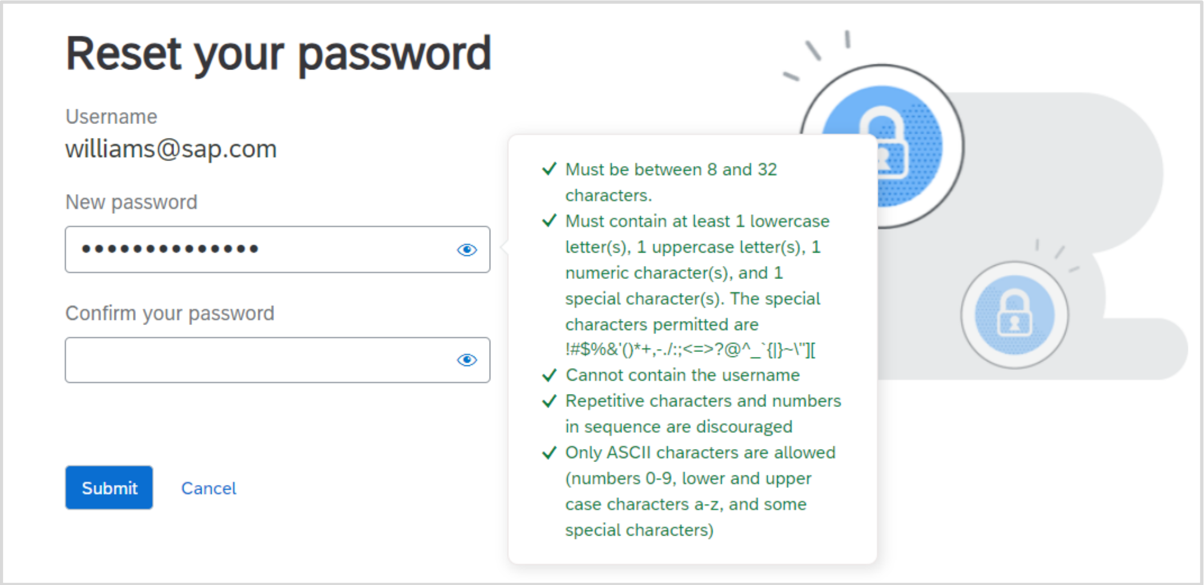
Red indicates that you have not yet met the requirements of the password

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







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

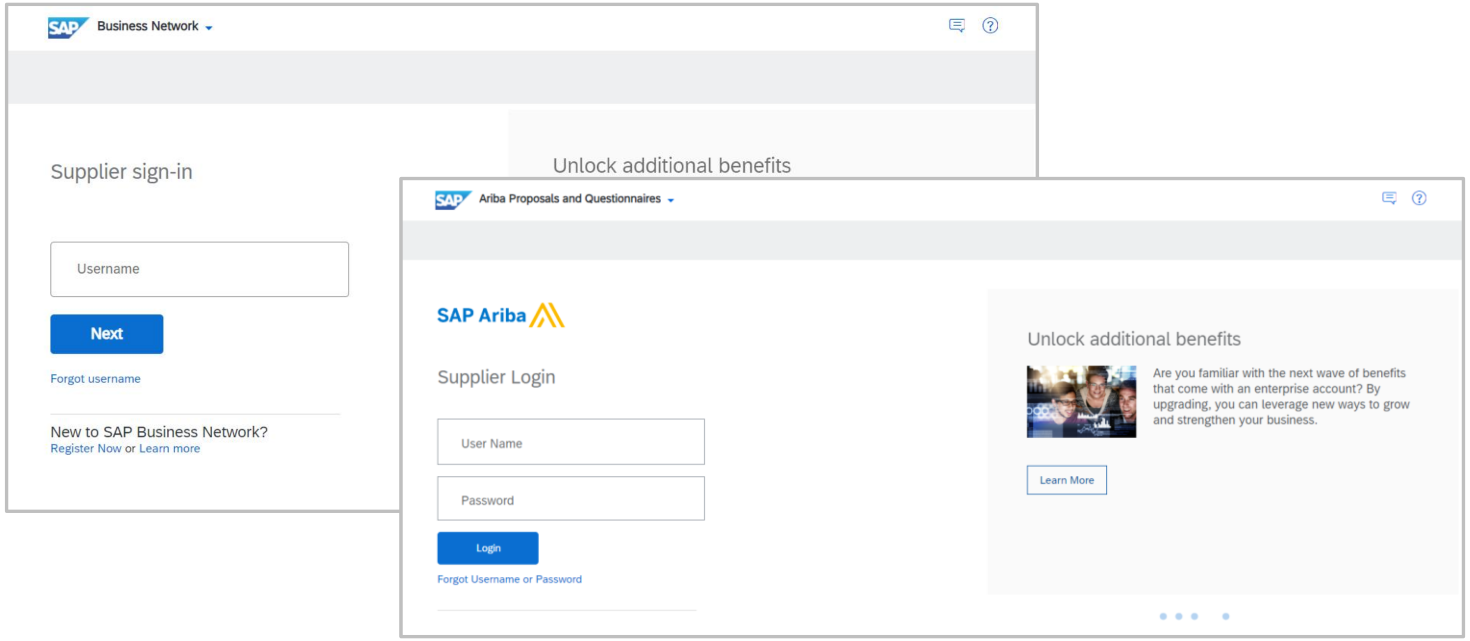
There are two types of Accounts:

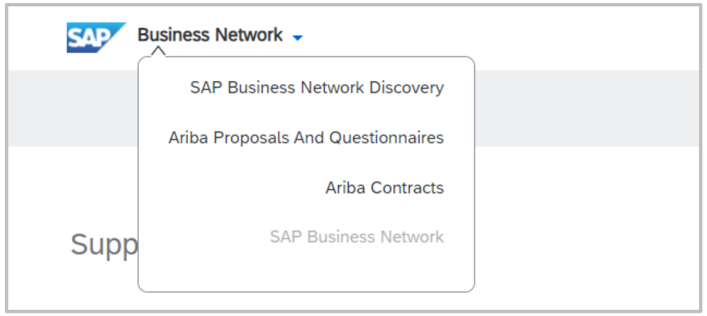
- Enterprise Accounts – Attracts Subscription and Transaction Fees but delivers a higher degree of options
- Standard Accounts – Does NOT attract fees
- Proposals and Questionnaires – Both Enterprise and Standard accounts do not attract any fees as this is used for responding to surveys, questionnaires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

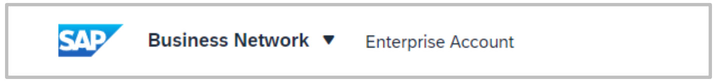
Test Accounts are identified by the inclusion of a TEST MODE heading

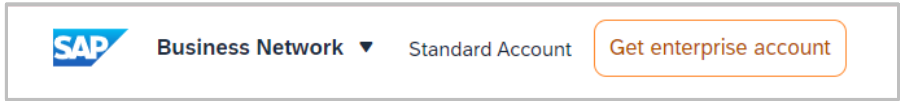
Standard accounts contain an option to Upgrade to an Enterprise Account

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.









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:

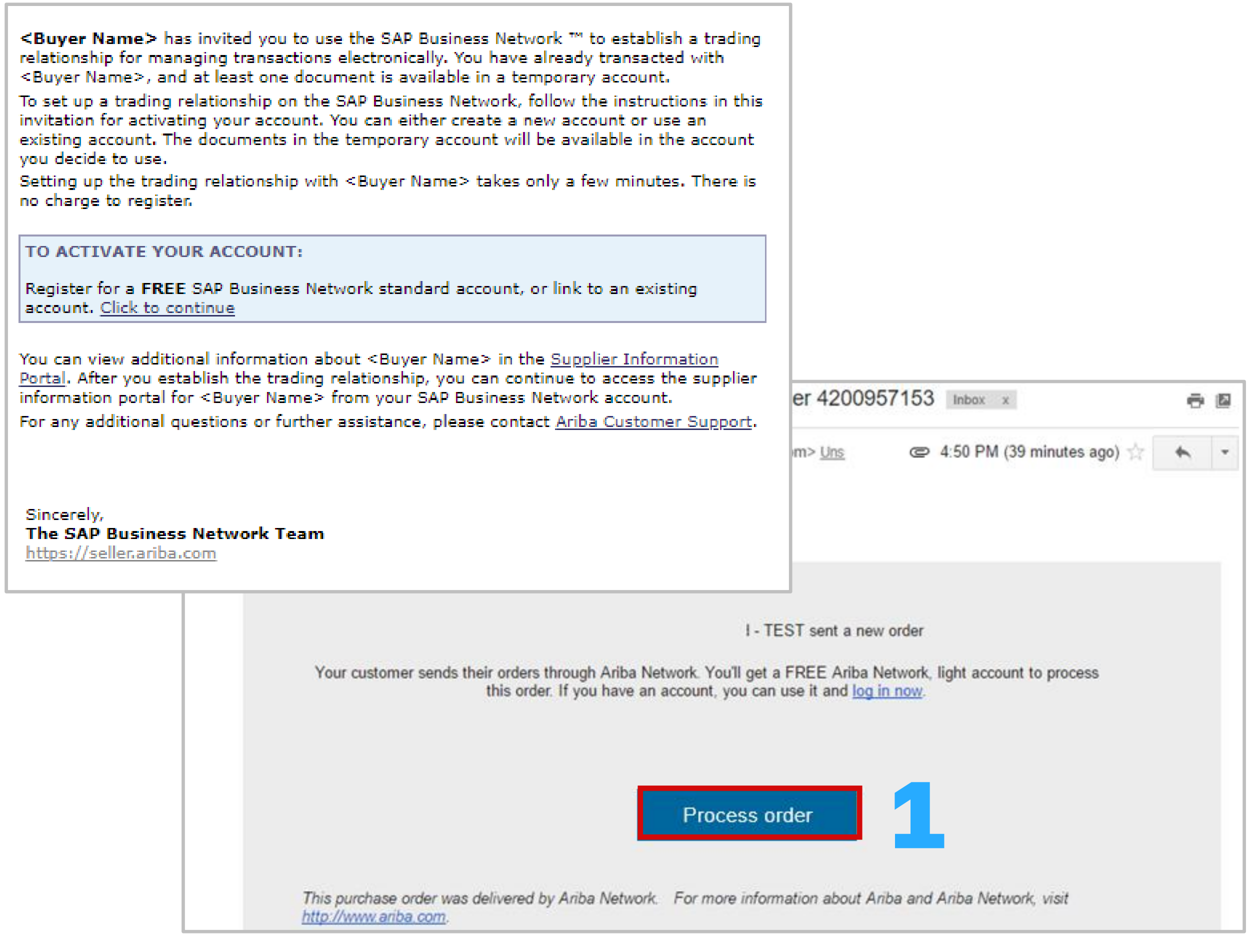
With the Purchase Order Open

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

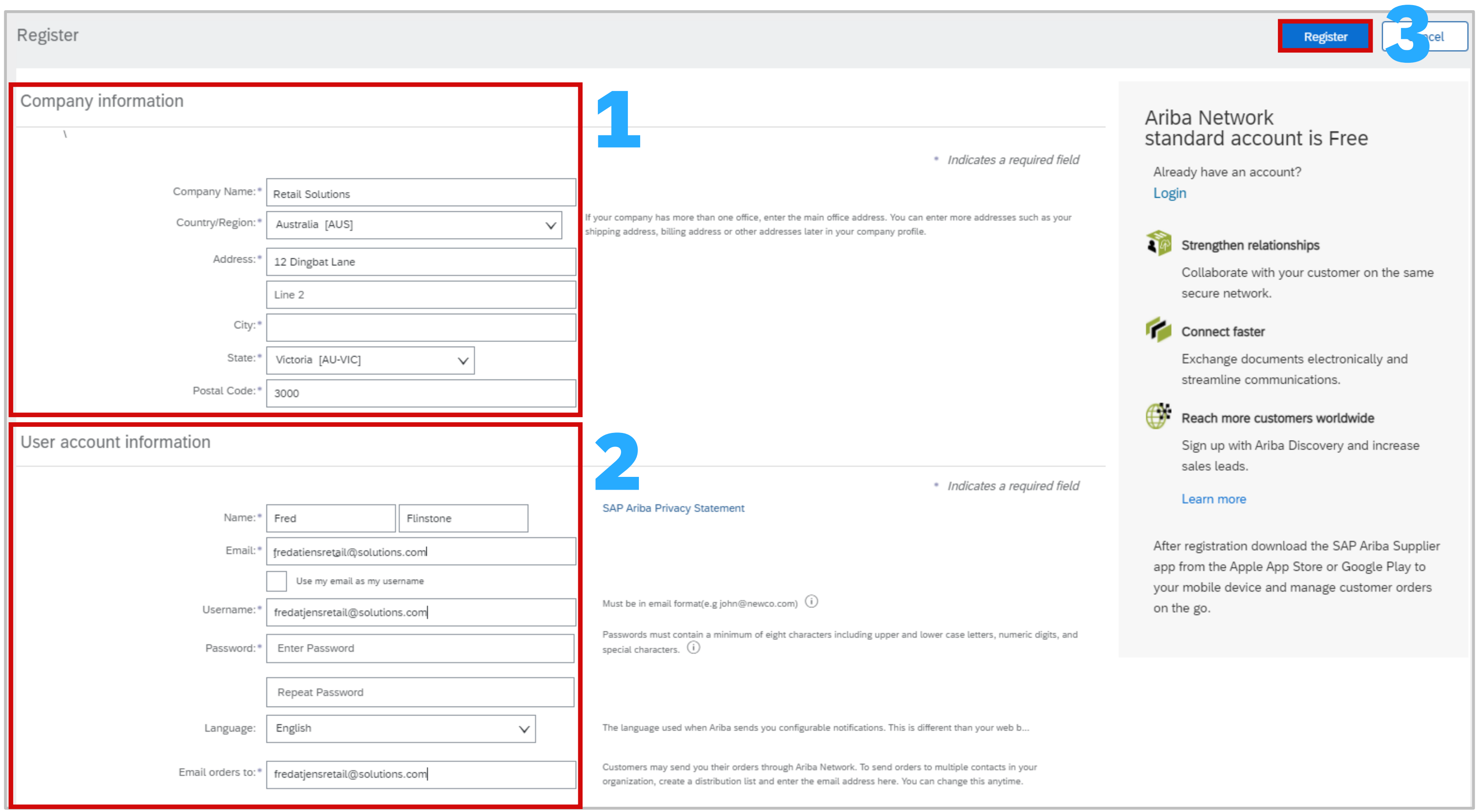
- An Upgrade option is available, however, Suppliers should ensure they are aware that upgrading from a Standard to an Enterprise Account may attract fees.



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

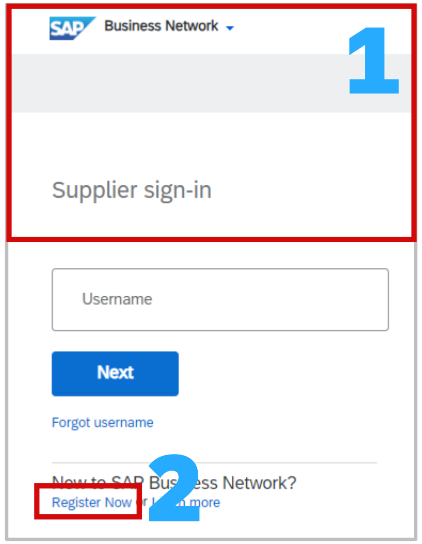
Walk up Registration

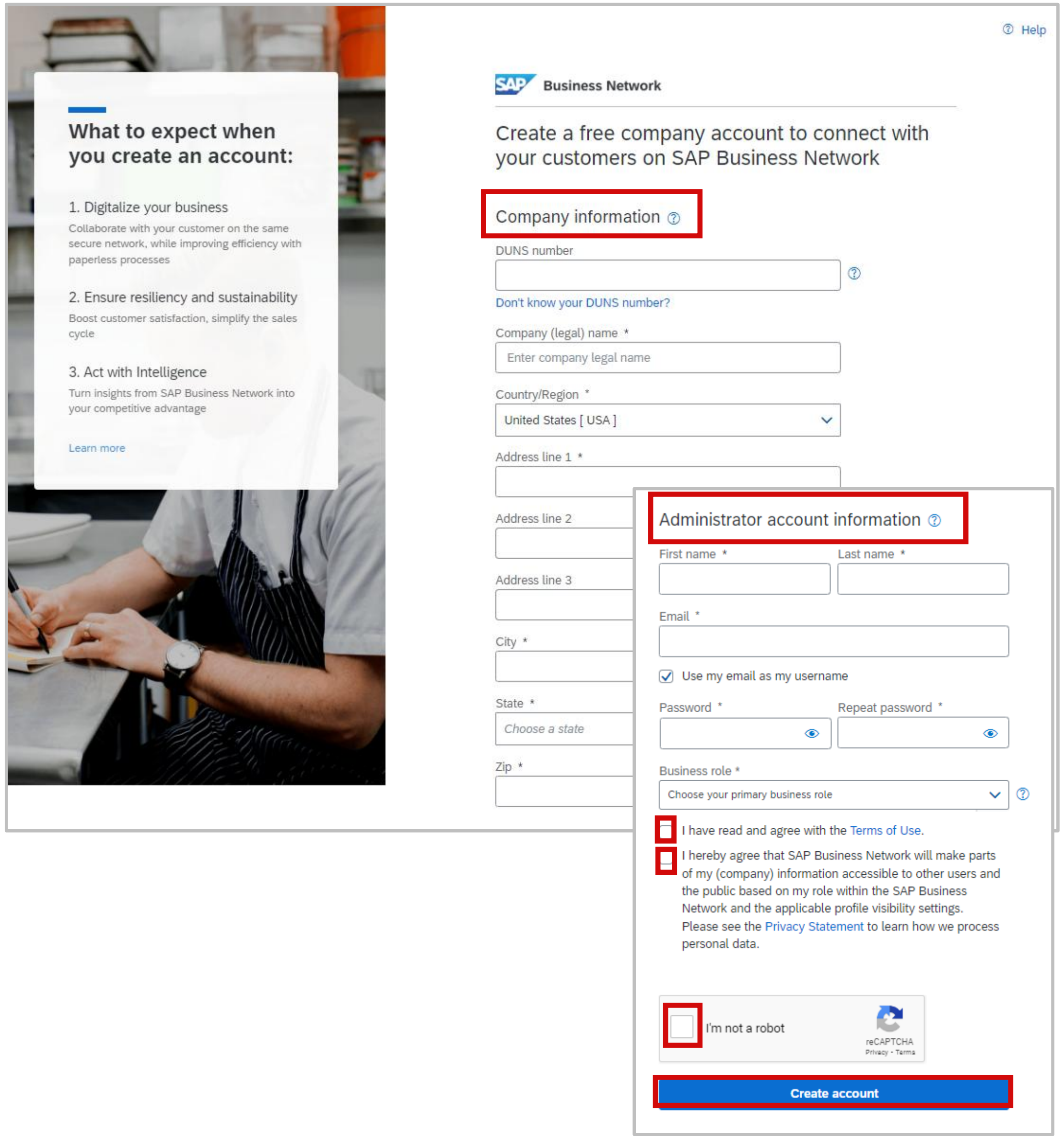
Suppliers can perform a walk up registration process in preparation for accepting Buyer Initiations or processing documents. Note that Suppliers cannot invite a Buyer to form a relationship ONLY the Buyer can invite or create a relationship between them and their Suppliers.

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





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.

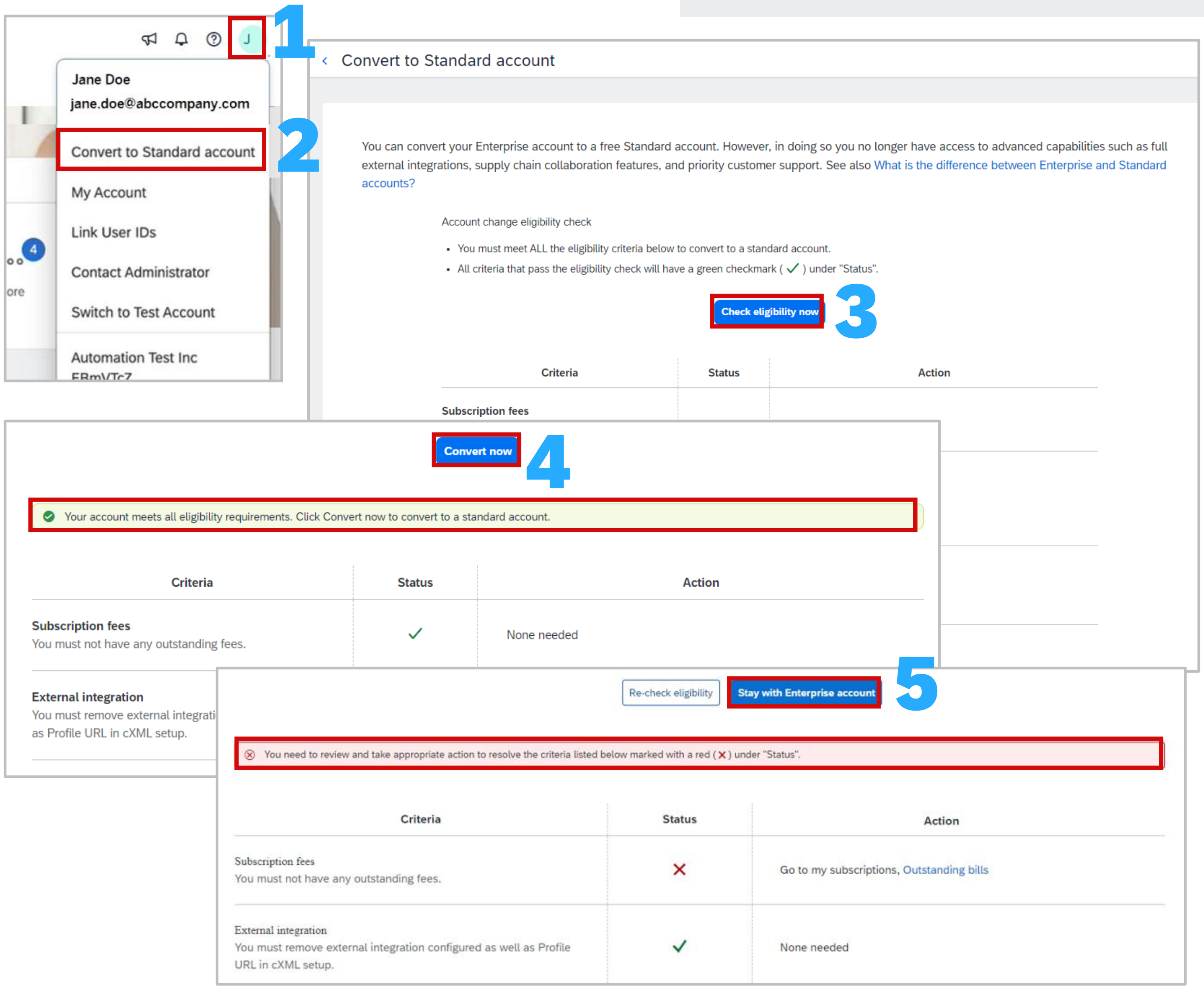
Sign In using your Credentials

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

The Convert to Standard Account Screen is displayed

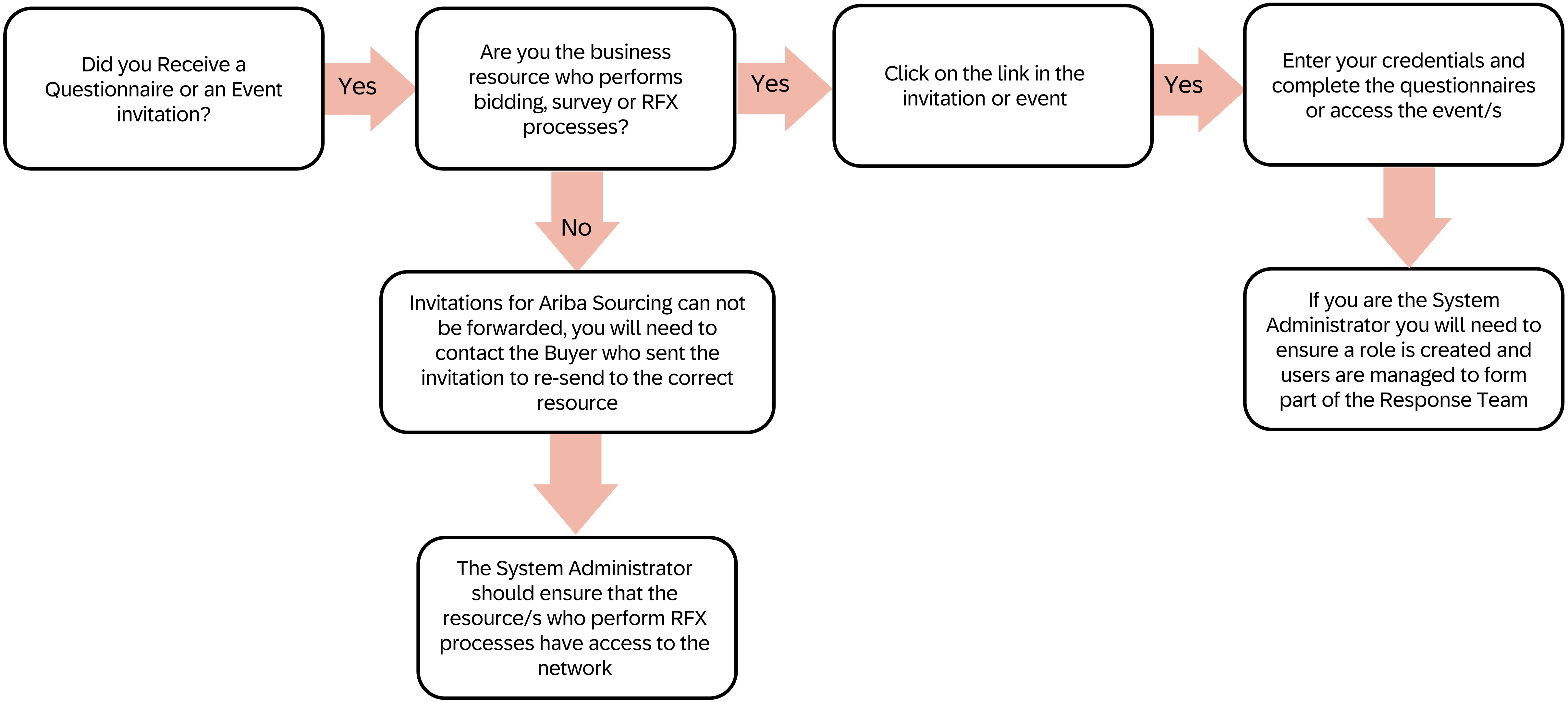
3. Click on **Check Availability**
4. A **Green** ribbon indicates that a conversion to Standard Account can be actioned, Click on **Convert Now**
5. A **Red** ribbon indicates that the conversion cannot occur until items marked with an **x** are rectified, click on **Stay with Enterprise Account,**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

Follow the Action information to correct any requirements



SAP Ariba Sourcing – Proposals & Questionnaires

SAP Ariba Proposals & Questionnaires (Sourcing) Flow



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

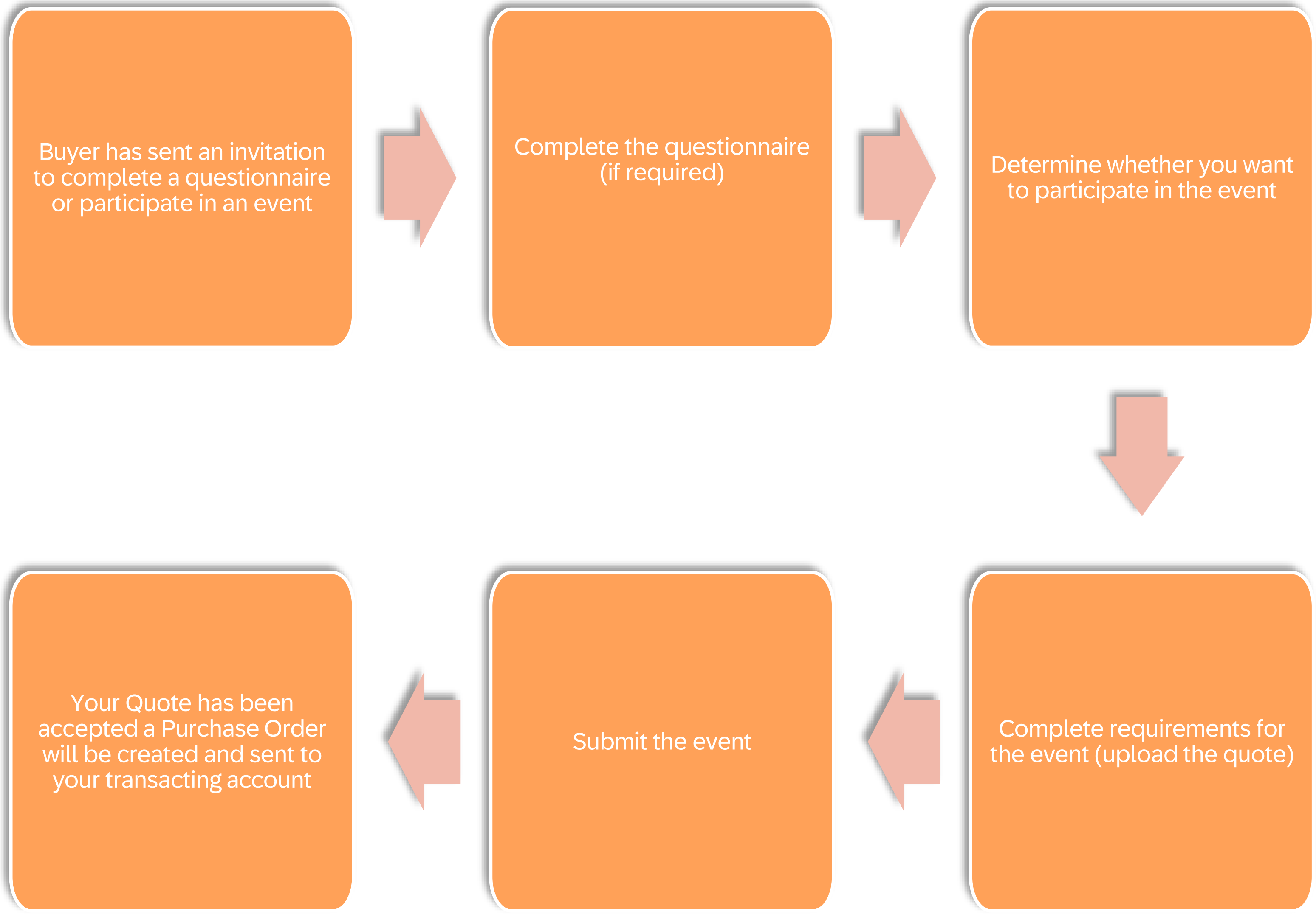
SAP Ariba Proposals & Questionnaires (Sourcing) Invitation Information and Flow

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

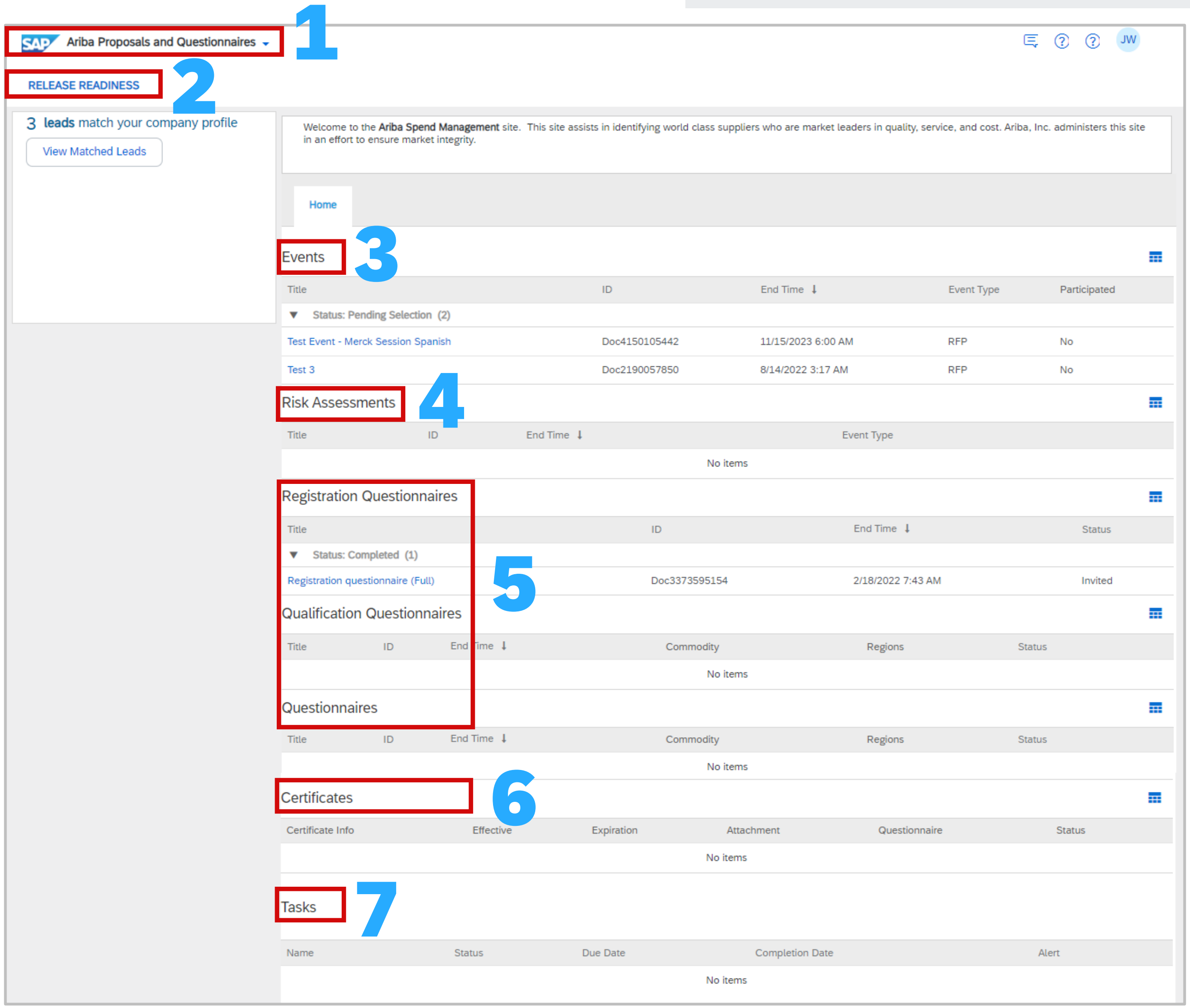


SAP Ariba Proposals and Questionnaires - Main Screen

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



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
- Keeping your Company Profile updated provides Buyers searching for goods or services with other options to increase their Supplier Base
- Supplier can further increase their visibility by paying for a **promote** subscription that moves verified Suppliers to the beginning of searches performed by Buyers – for more information on **promote**, **CLICK HERE** or click on the Store tab
- **Reminder** – **promote** is a paid-for subscription and can be used with either a standard or enterprise SAP Business Network Account
- Suppliers will receive reminders to complete the company profile

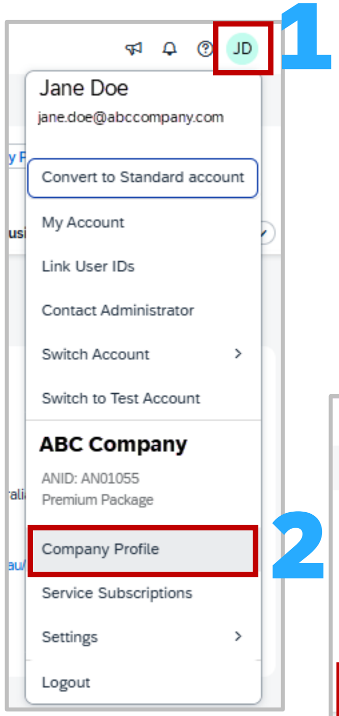
Accessing the Company Profile Screen

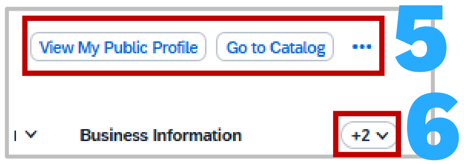
The Company profile provides basic information about your business and provides information to Buyers performing a search in the Buyer SAP Business Network

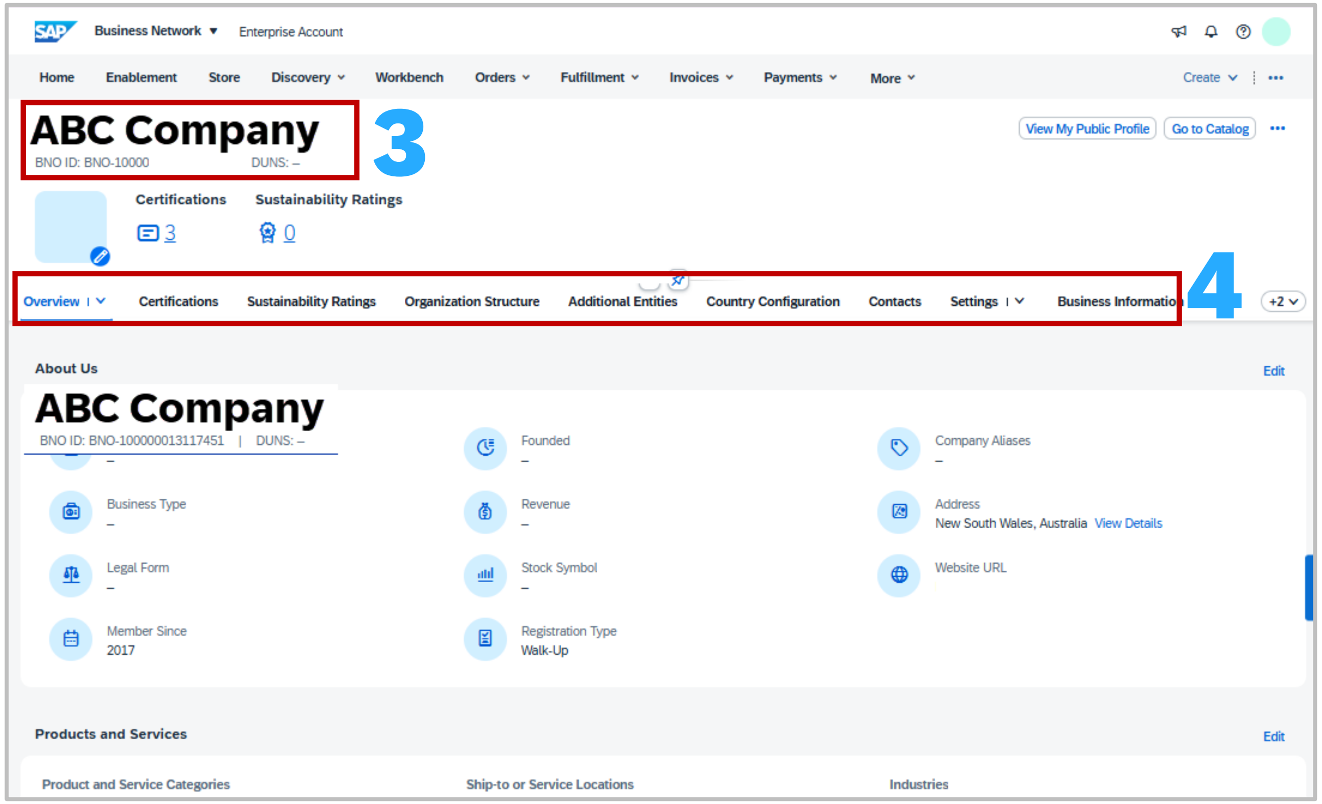
1. Click on your **initials** at the top of the page
2. Select **Company Profile**
3. The **Company Profile** is displayed
4. There are several sections in the company profile:
   - Overview
   - Certifications
   - Sustainability Ratings
   - Organization Structure
   - Additional Entities
   - Country Configuration
   - Contacts
   - Settings
   - Additional Documents
   - Customer Requested
   - Business Information

As the System Administrator, the level of information completed is based on the needs of your business and the level of exposure you have to potential buyers.

5. There are other options:
   - View my Profile
   - Go to Catalog
   - . . .
6. Where a +2 ⌄ is displayed, it indicates the number of other menu options not displayed along the selections pane that are not displayed



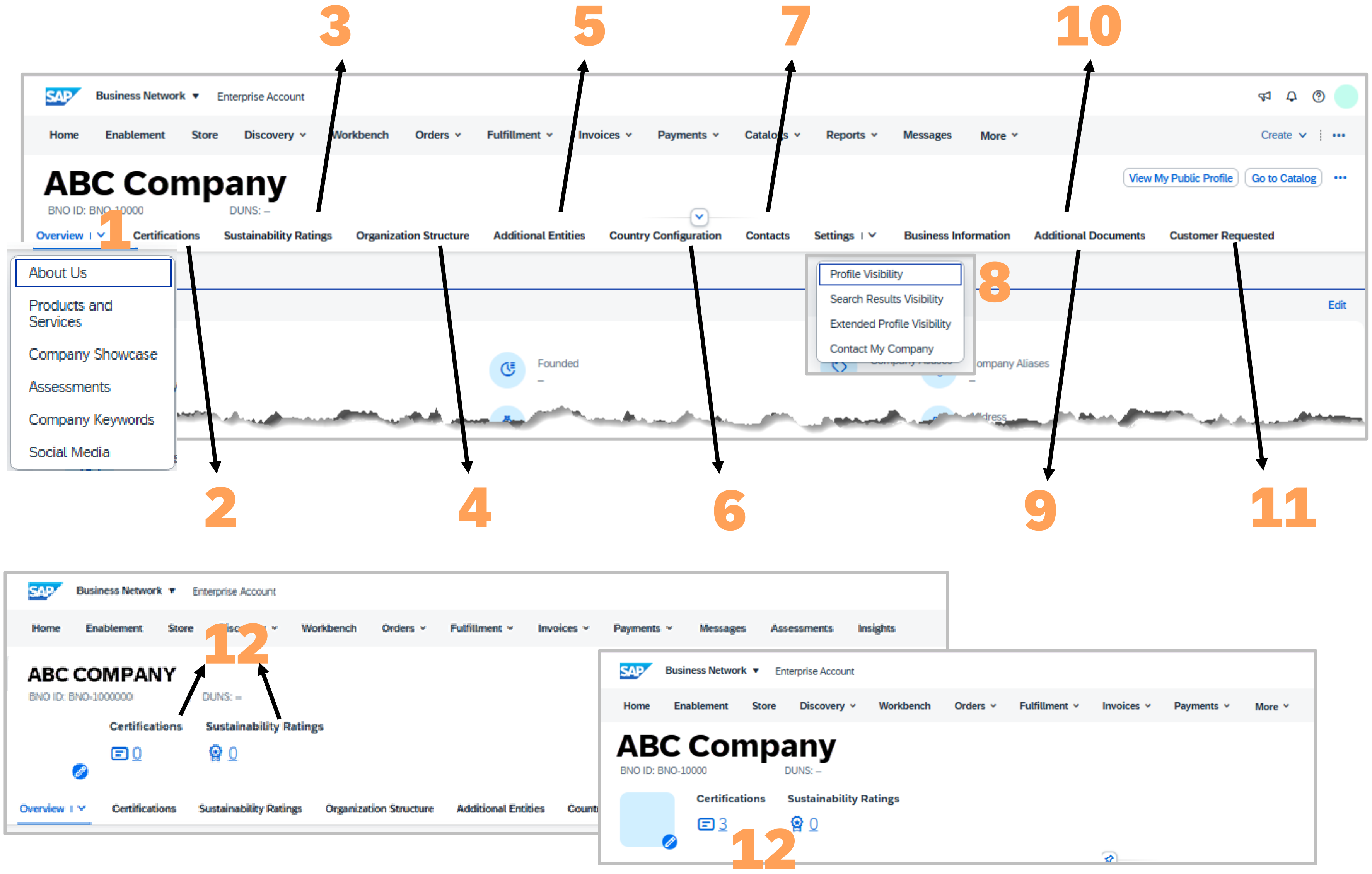




Selection Pane information

With the Company Profile Page Displayed:

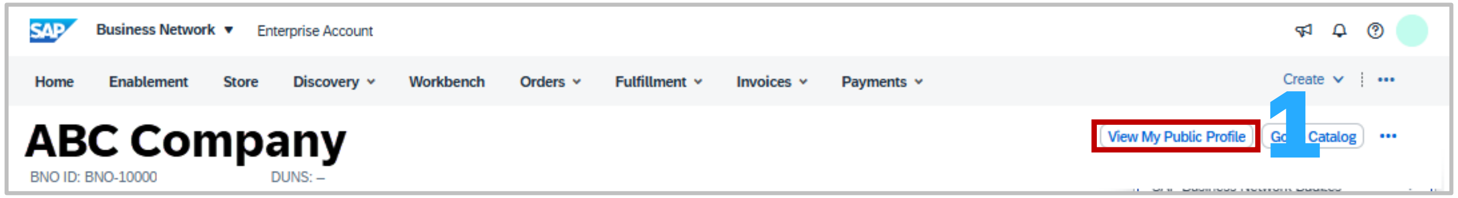
1. **Overview drop-down**
   - About Us
   - Products and Services
   - Company Showcase
   - Assessments
   - Company Keywords
   - Social Media
2. **Certifications**
3. **Sustainability Ratings**
4. **Organization Structure**
5. **Additional Entities**
6. **Country Configuration**
7. **Contacts**
8. **Settings drop-down-**
   Profile Visibility
   Search Results Visibility
   Extended Profile Visibility
   Contact My Company
9. **Business Information**
10. **Additional Documents**
11. **Customer Requested**
12. **Certification and Sustainability Ratings** as a total

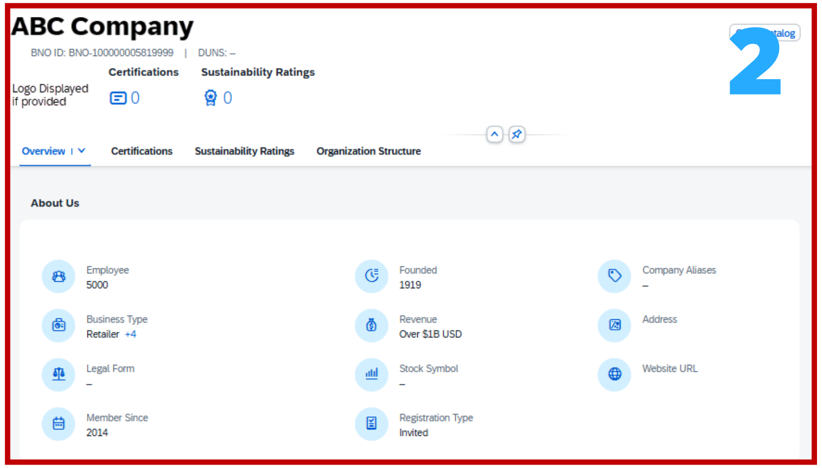


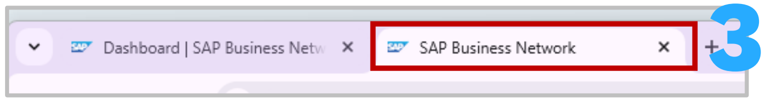
View my Public Profile and . . . Selections

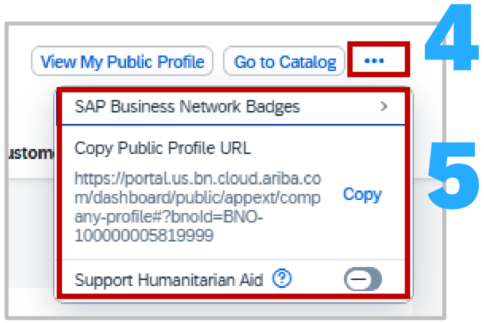
With the Company Profile Page Displayed:

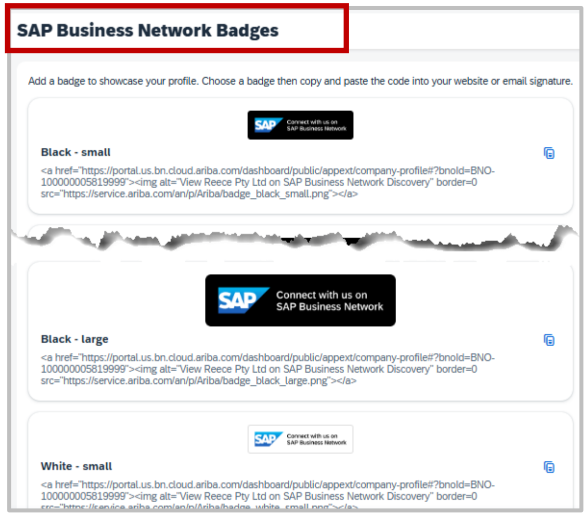
1. From the Company Profile page, click on **View my Public Profile**
2. The information shown is what potential buyers see when searching for an existing supplier or a potential supplier
3. To close the Public Profile screen, close the tab at the top of your screen. The **Overview** screen will be displayed
4. To open the **. . .** options click on **. . .**
5. There are 3 options:
   - ❖ **SAP Business Network Badges** – if you select SAP Business Network Badges, you will need to read and click on, **I accept**
   - ❖ **Copy Public Profile URL** – suppliers can send buyers their URL
   - ❖ **Support Humanitarian Aid** – toggle on to be considered for SAP Business Network Discovery postings seeking humanitarian aid or donations aid











Company Profile – Profile Settings

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

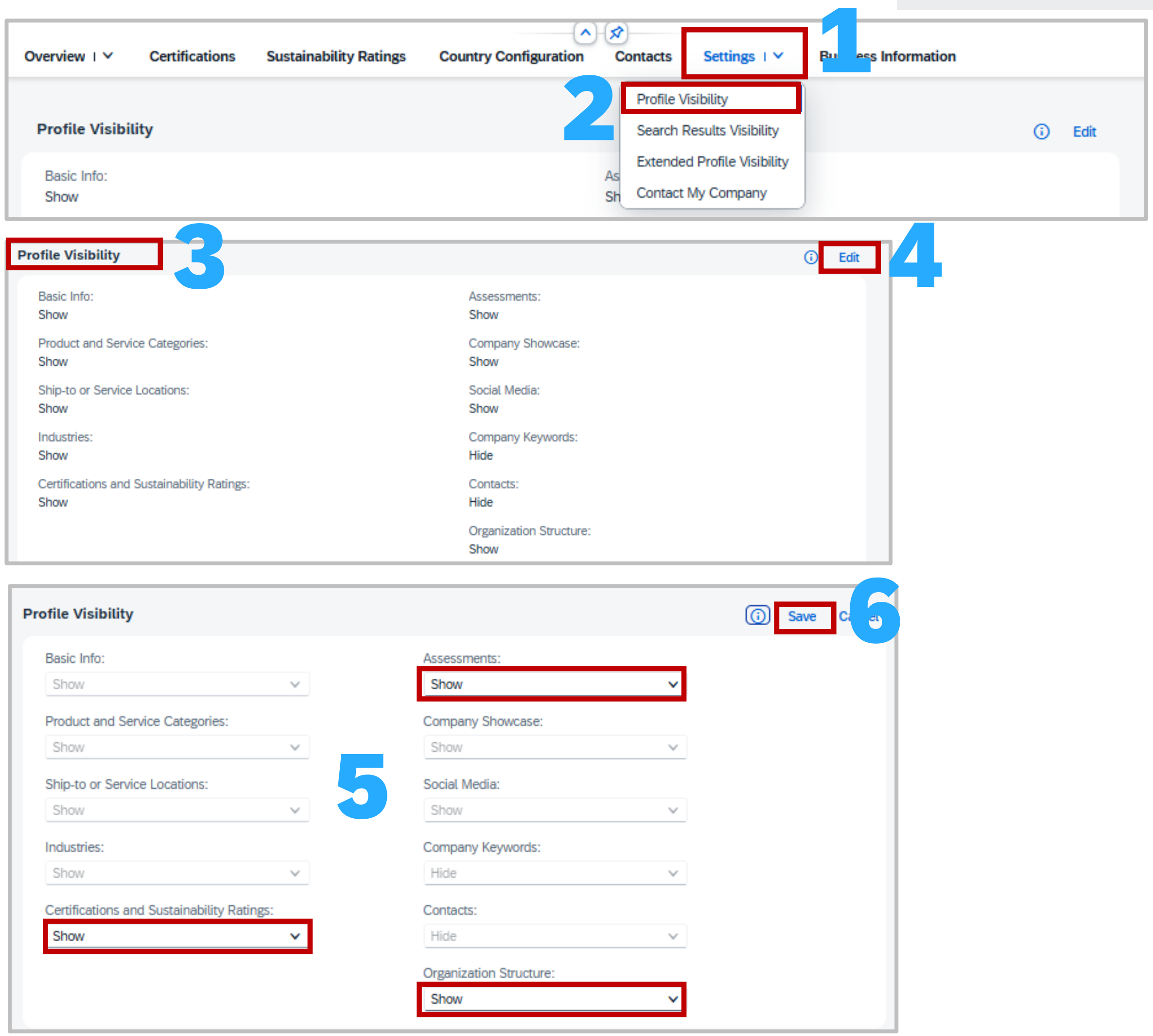
Please be aware that by default the business profile information is available to other users on the SAP Business Network. Manage your profile visibility settings to choose which information you want to share and who can search for and contact you.

1. Click on the **Settings** to open the drop-down
2. Select **Profile Visibility**
3. To edit your Profile Visibility, click on **Edit**

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

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

4. Use the drop-down options to determine the level of visibility
5. Click on **Save**



Company Profile – Search Results Visibility

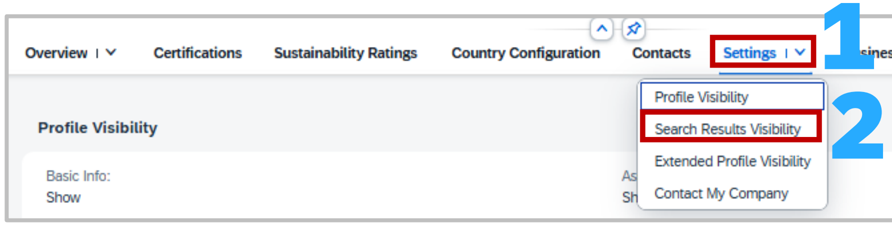
Manage whether your company appears in search results on SAP Business Network. Enable "Show my profile in search results" to make your company discoverable for new business opportunities. If "Replicate to global regions of SAP Business Network" is enabled, your profile data will be available across global data centers and visible in those regions.

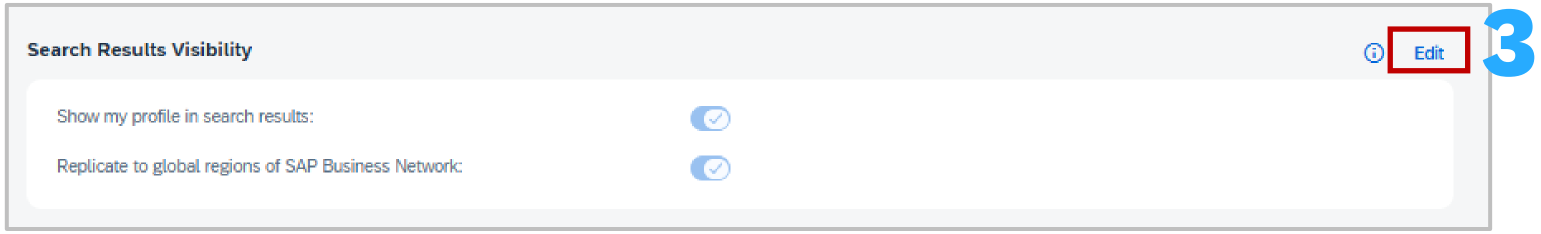
With the Company Profile Page Displayed:

1. Click on the **Settings** to open the drop-down
2. Select **Search Results Visibility**
3. To edit your Results Visibility, click on **Edit**

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

4. Toggle the **Show my profile in search results** to off or on
5. Click on **Save**





Company Profile - Extended Profile Visibility and Contact my Company

Extended Profile Visibility

Choose whether your extended profile is available to all buyers on SAP Business Network or only to those with an existing or pending relationship with your company. Your extended profile includes details such as invoicing capabilities, payment options, order processing capabilities, and catalog capabilities, which buyers can download for reference.

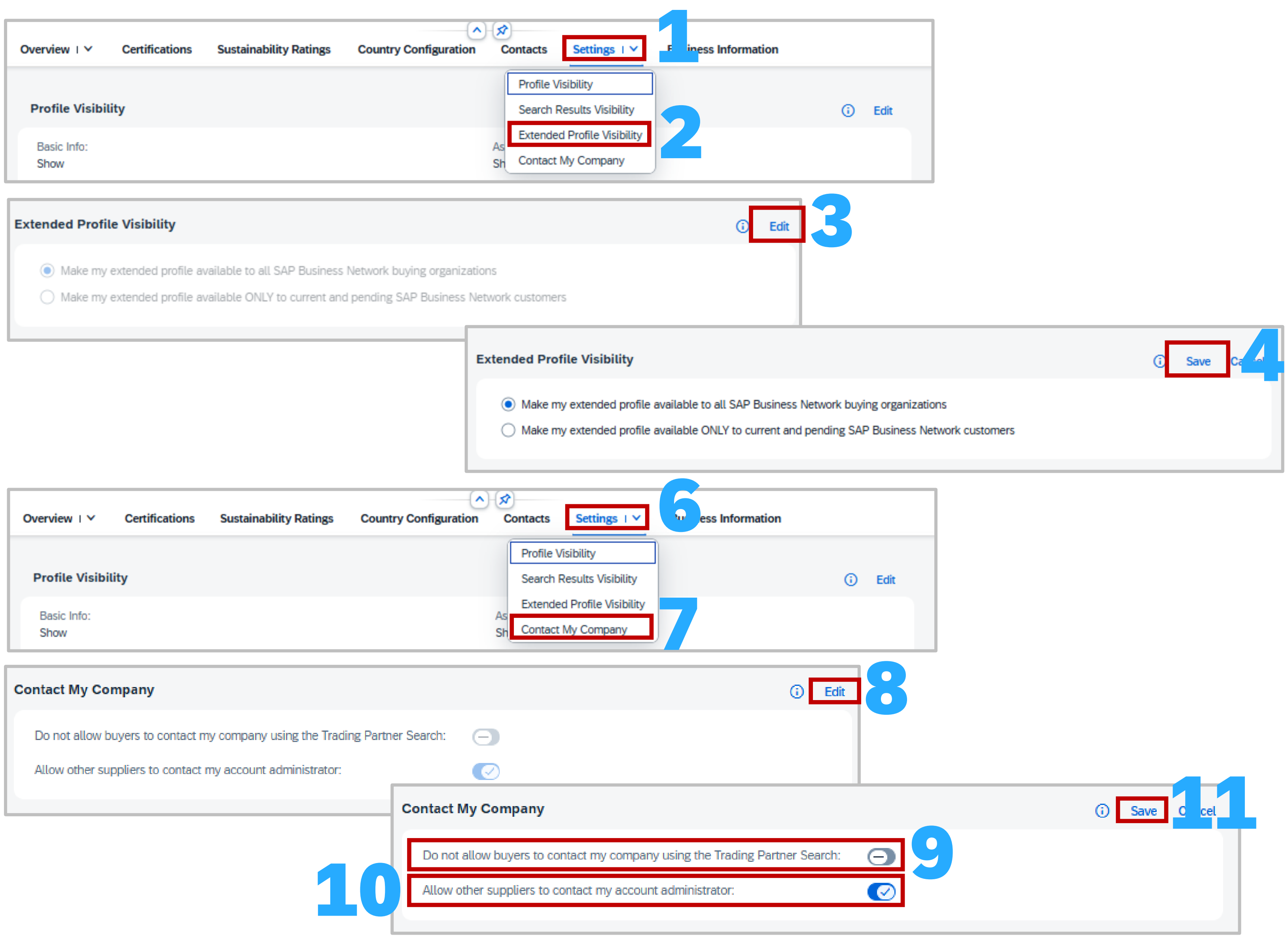
With the Company Profile Page Displayed:

1. Click on the **Settings** to open the drop-down
2. Select **Extended Profile Visibility**
3. To edit your **Extended Profile Visibility**, click on **Edit**
4. Only one selection can be made; select the required option
5. Click on **Save**

Contact my Company

Manage how buyers and suppliers can contact your company on SAP Business Network. Choose whether buyers can send direct messages through Trading Partner Search and whether suppliers can contact your account administrator during registration.

6. For **Contact my Company**, click on **Settings**
7. Select **Contact My Company**
8. Click on **Edit**
9. Toggle to either show or hide **Dont not allow buyers to contact my company using the Trading Partner Search**
10. Toggle to either show or hide **Allow other suppliers to contact my account administrator**
11. **Click on Save**



Update Logo

With the Company Profile Page Displayed:

1. Click on the

The Upload company logo pop-up box is displayed

2. Click on **See example**

Examples of how the logo should be positioned for maximum effect

3. Click on **Browse**

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

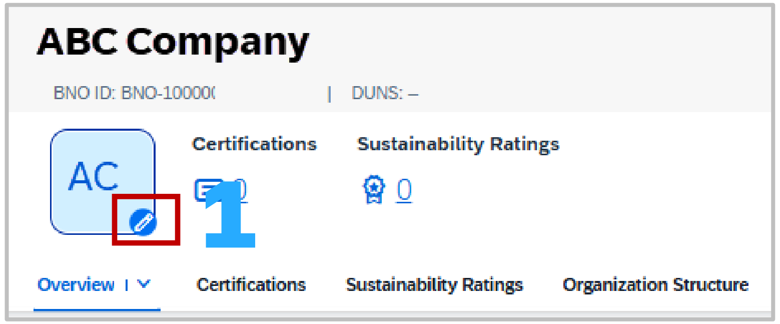
Logos must be less than 200KB

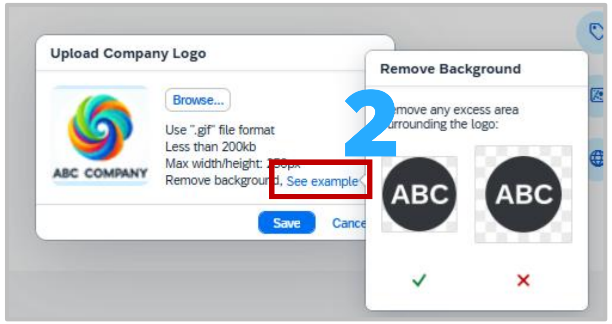
4. Click on **Save**

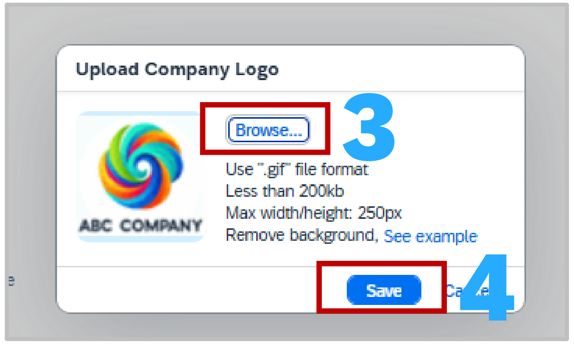
5. The Screen Returns to the Company Profile, and the logo will be displayed

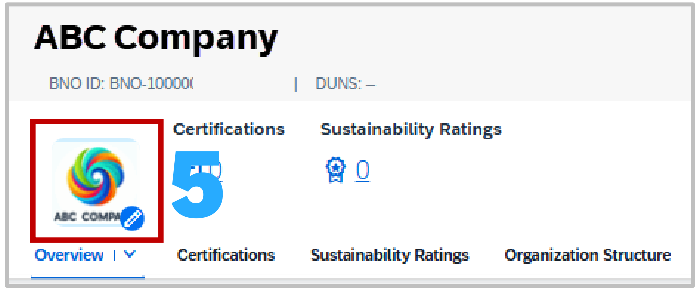
REMEMBER:

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









Completing Mandatory Company Profile Fields

Information provided in the Company Profile should reflect actual information about your business.

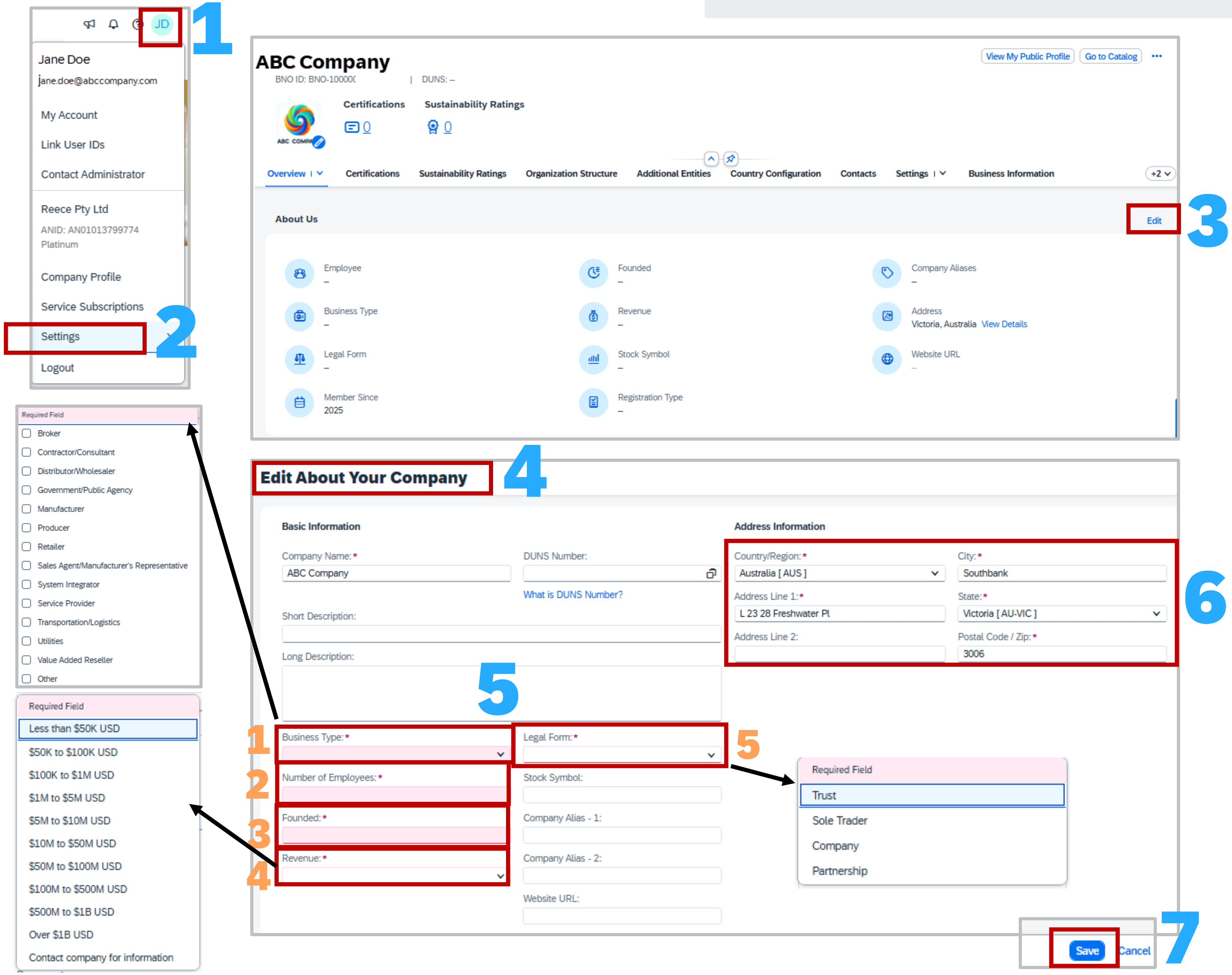
All fields highlighted with an asterisk indicate it is a mandatory field

All errors are highlighted in **red** -

Note: Where fields do not have an asterisk, such as the DUNS Number in the example, they are NOT mandatory.

To add/update or complete mandatory company information:

1. Click on your **Initials** at the top of the screen
2. Select **Company Profile**
3. The **Company Profile** is displayed, click on **Edit** in the **About Us** information field
4. The **Edit Company Information** screen is displayed
5. Enter or select information from the drop-down list in the fields with an asterisk :
    1. Select the **Business Type** from the dropdown list
    2. Enter the **Number of Employees**
    3. Enter the year **Founded**
    4. Select the **Revenue** from the dropdown list. There is an option **"To contact company for information"** if you do not wish to disclose this
    5. Select at least **Legal Form** from the available options in the dropdown list
6. Enter information in all asterisk fields in the **Address Information** section
7. Once all asterisk fields have been completed, click on **Save**



Company Profile – Overview Drop down – Products and Services

To add or edit your Company Information, access and display the

Company Profile

1. Click **Overview to display the drop-down list**
2. The **Product and Service Information** to edit, update or add Products and Services click on **Edit**

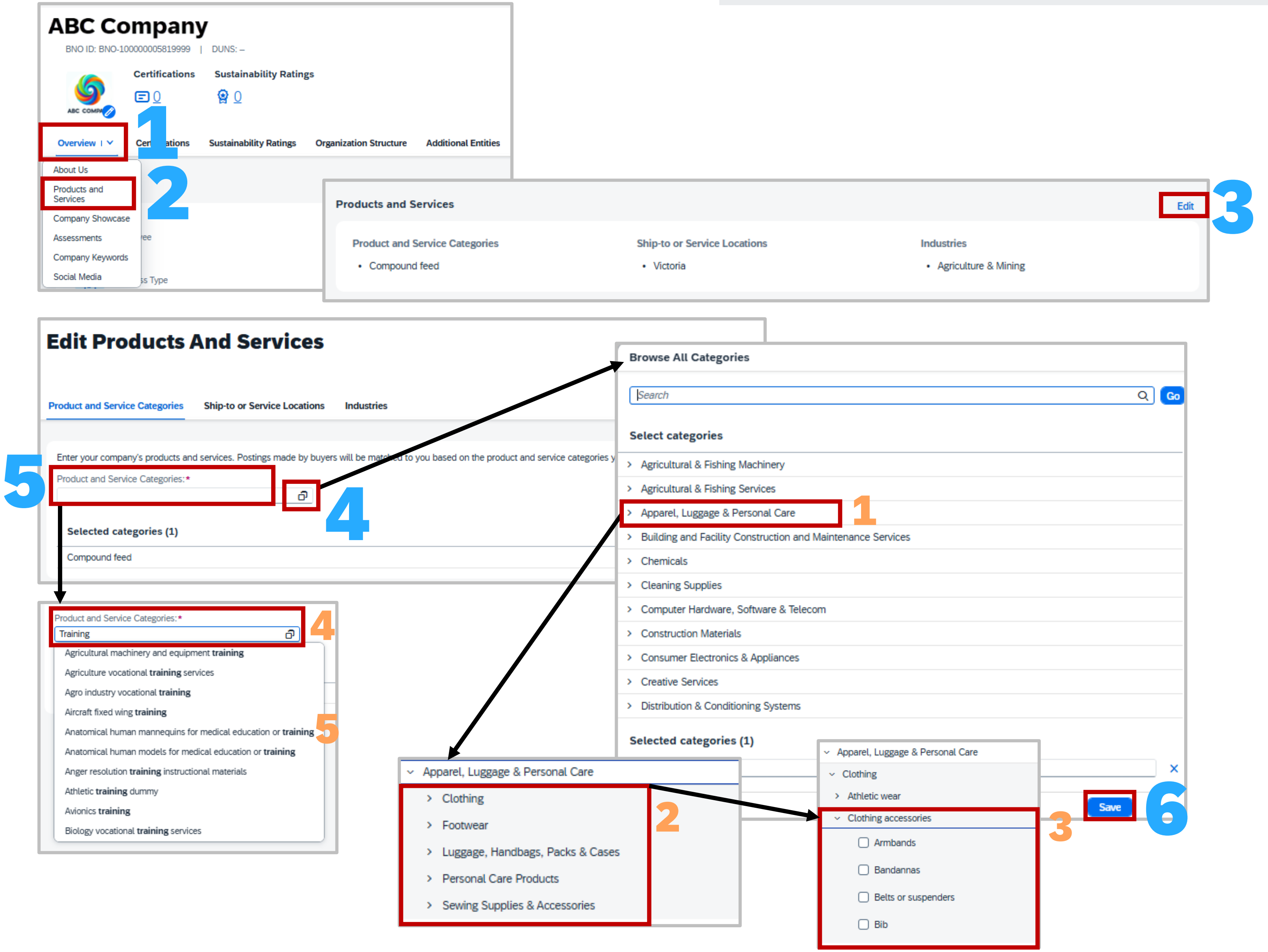
There are 3 tabs:

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

3. Click or [icon] in **Products and Services Categories to browse all Categories** or enter the **Product or Service Category**

4. You have clicked on [icon] -
   1. Either enter a term in search then Go select a **Category**
   2. When you click on a category and a list of sub-categories is displayed
   3. Continue to drill down into other categories until there are check boxes, then select the subcategory/subcategories
   4. Click on **Save**

5. You have entered a term into the **Products and Service Categories** field
   4. Enter the product or services your business performs
   5. A drop-down list appears; select the most suited category, press **Enter,** and the Product or service will be added
6. Repeat until all products or services your business provides have been entered
7. If you have completed all edits, click on **Save** or select **Ship-to or Service locations** or **Industries**



Company Profile – Ship-to or Service Locations

To add or edit your Company Information, access and display the **Company Profile**:

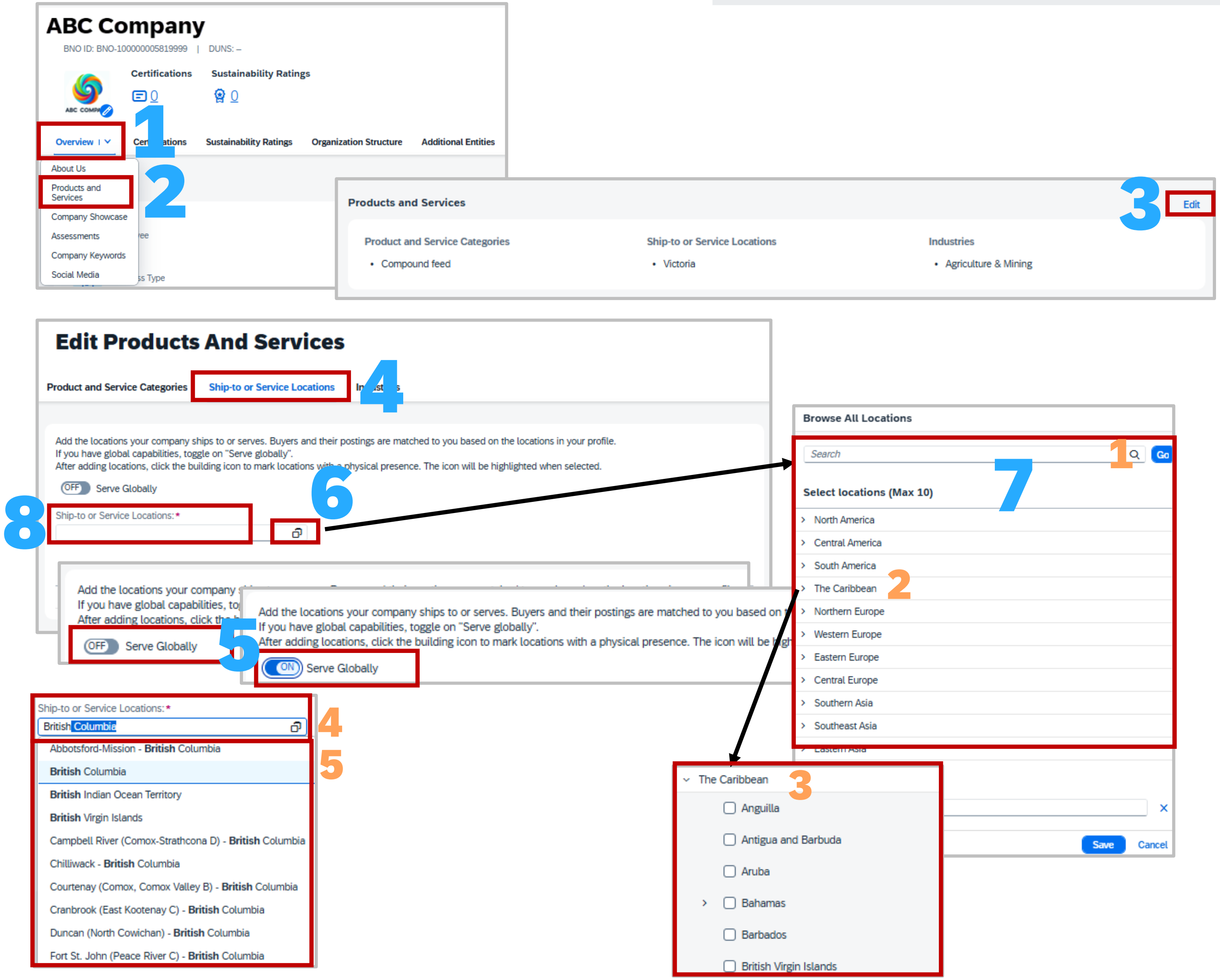
1. Click **Overview to display the drop-down list**
2. The **Product and Service Information** to edit, update or add Products and Services
3. Click on **Edit**

There are 3 tabs:

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

4. Click on **Ship-to or Services Locations**
5. If you are a global organisation, use the toggle to select or deselect **Serve Globally**
6. Click on in **Ship-to or Service Locations** field
7. You have clicked on -
   1. Either enter a **Location**
   2. Click on a location/s required, select the location from the list
   3. Continue until there are check boxes, then select the **Ship-to or Service Location** on **Save**
8. You have entered a term into the **Ship-to or Service Location** field
   4. Enter the location
   5. A drop-down list appears; select the location/s, press **Enter,** and the Product or service will be added

6. Repeat until all ship-to or service locations your business delivers or caters for
7. If you have completed all edits, click on **Save** or select [Products and Services](#) or [Industries](#)



Company Profile – Overview Drop down – Industries

Note that Industries is not a mandatory requirement; however, provides potential customers with an understanding of the Industries your business provide

To add or edit your Company Information, access and display the **Company Profile**:

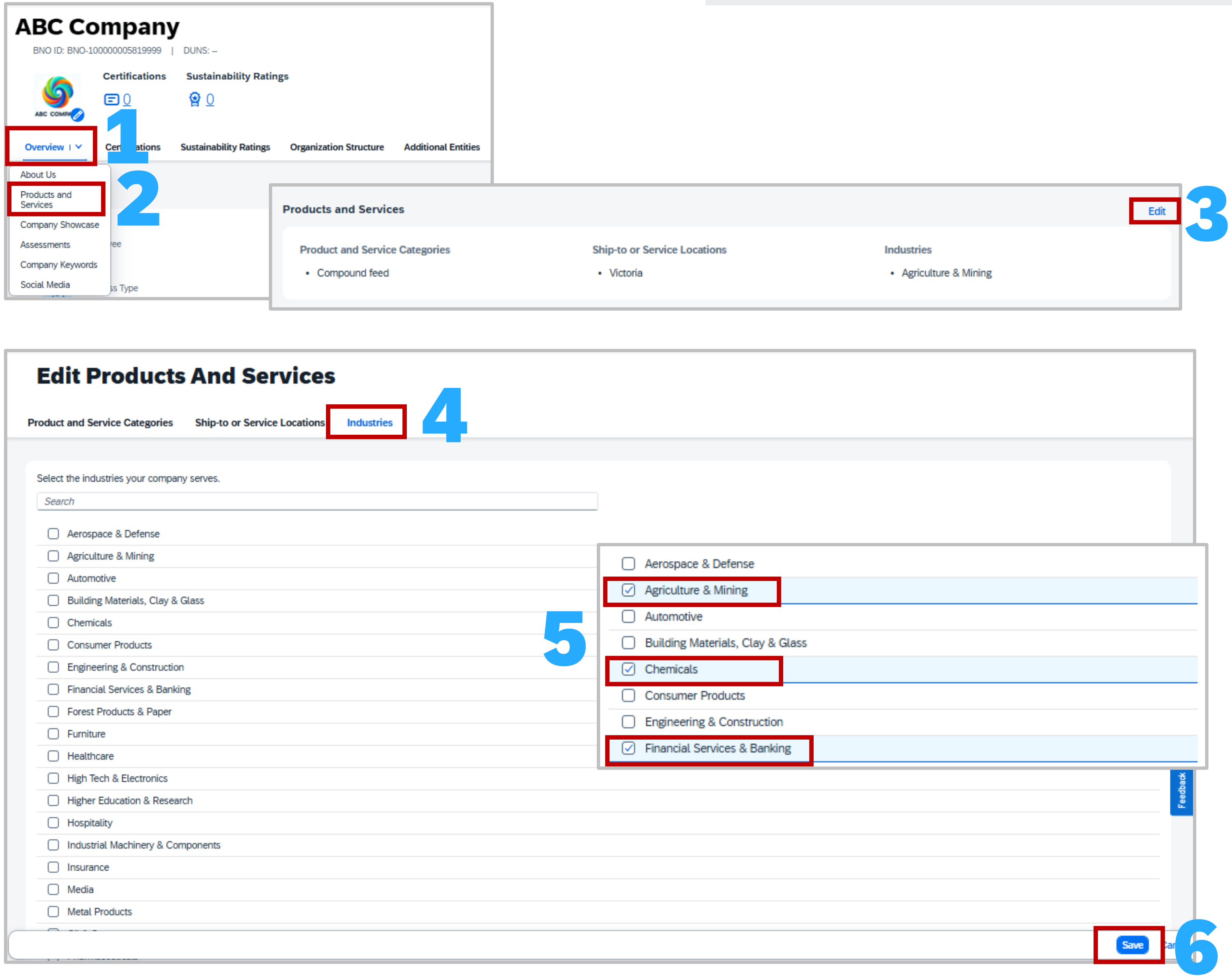
1. Click **Overview to display the drop-down list**

2. The **Product and Service Information** to edit, update or add Products and Services
3. Click on **Edit**

 There are 3 tabs:

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

4. Select **Industries**
5. Place a tick in each industry your company serves
6. Click on **Save**



Company Profile Credentials - Certifications

To add or edit your Company Information, access and display the **Company Profile**:

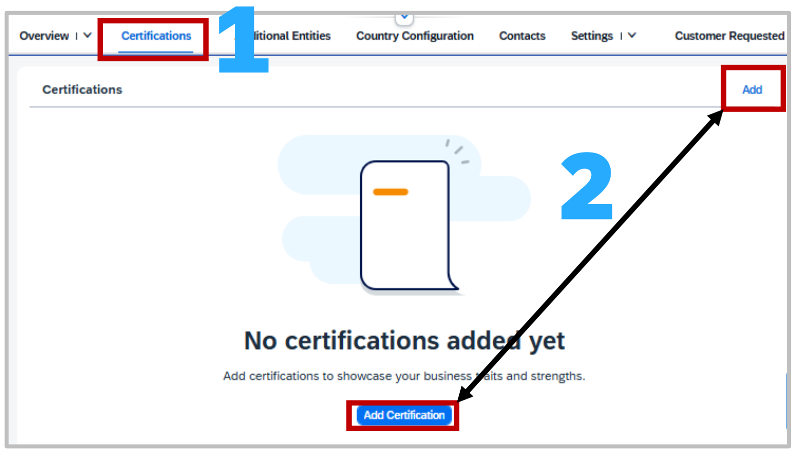
1. Click on **Certifications**
2. Click on **Add** or **Add Certification**
3. The **Add New Certification** form is displayed, click on the down arrow to show the list of certifications in the drop-down list
4. Select your **certification**
5. The form may change, either increasing or decreasing the fields based on the **Certification type** selected

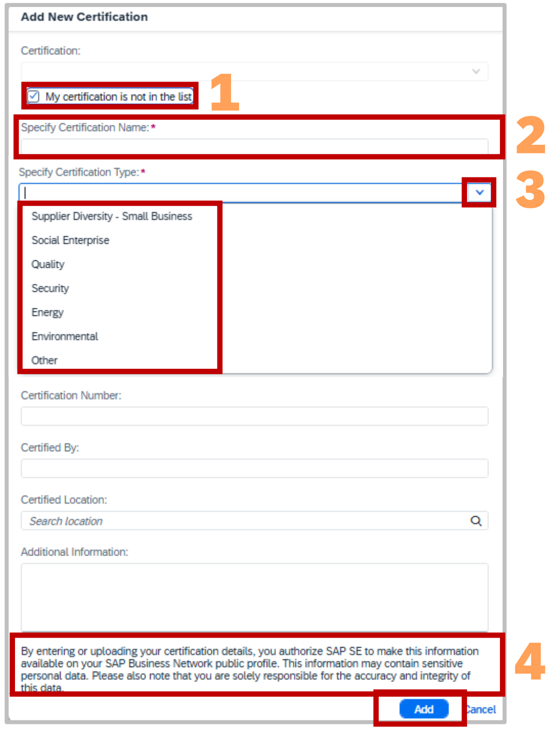
Note: Remember that fields with an asterisk are mandatory, so complete those first; the others can be left blank, or you can add the information based on the field description

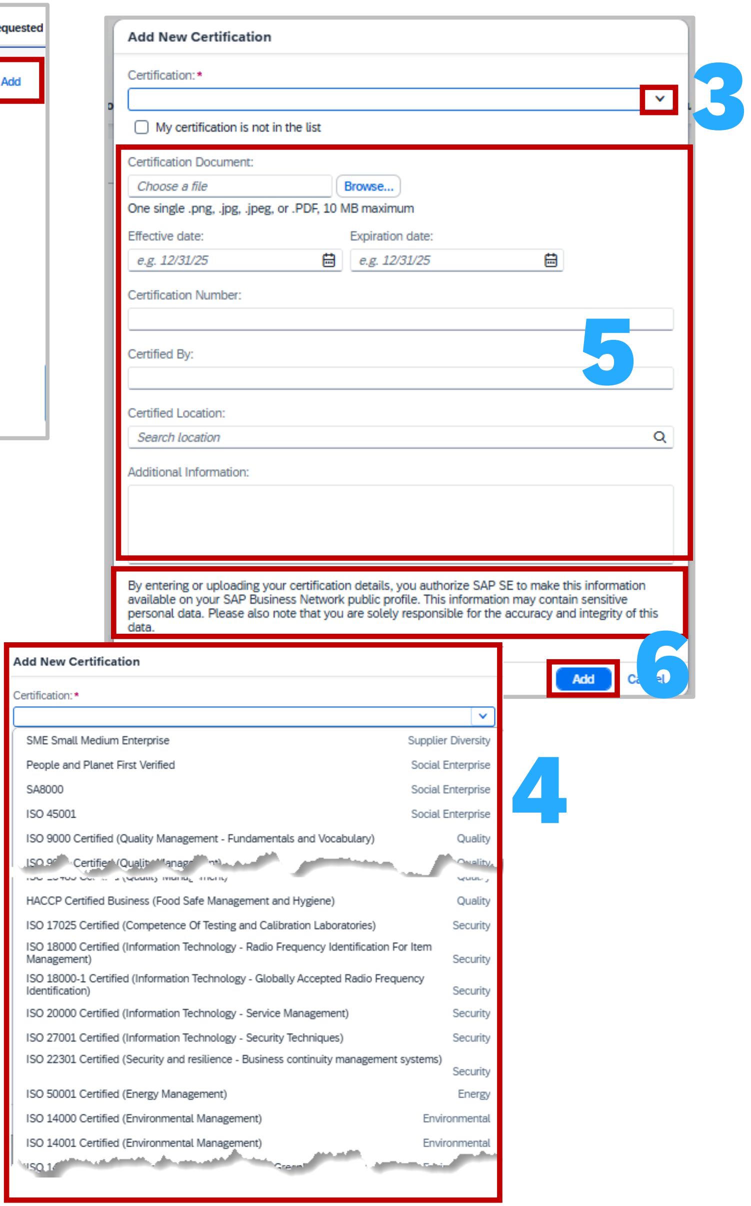
6. Once the information is entered, read the Authority and then click on **Add**

My **Certification is not in the list** option:

1. Tick the **My certification is not in the list**
2. Enter the name of the certification into the **Specify Certification Name field**
3. Use the drop-down to select the certification type in the **Specify Certification Type** field
4. Complete the fields with an asterisk, read the **Authority,** then click on **Add**







Company Profile - Sustainability Ratings

To your company, **Sustainability Ratings** access and display the **Company Profile**:

1. Click on **Sustainability Ratings**
2. Click on **Add and select** or click on **Enter rating** or **Import from EcoVardis** or click on the down arrow and select **Enter rating** or **Import from EcoVardis**

Import from EcoVardis option:

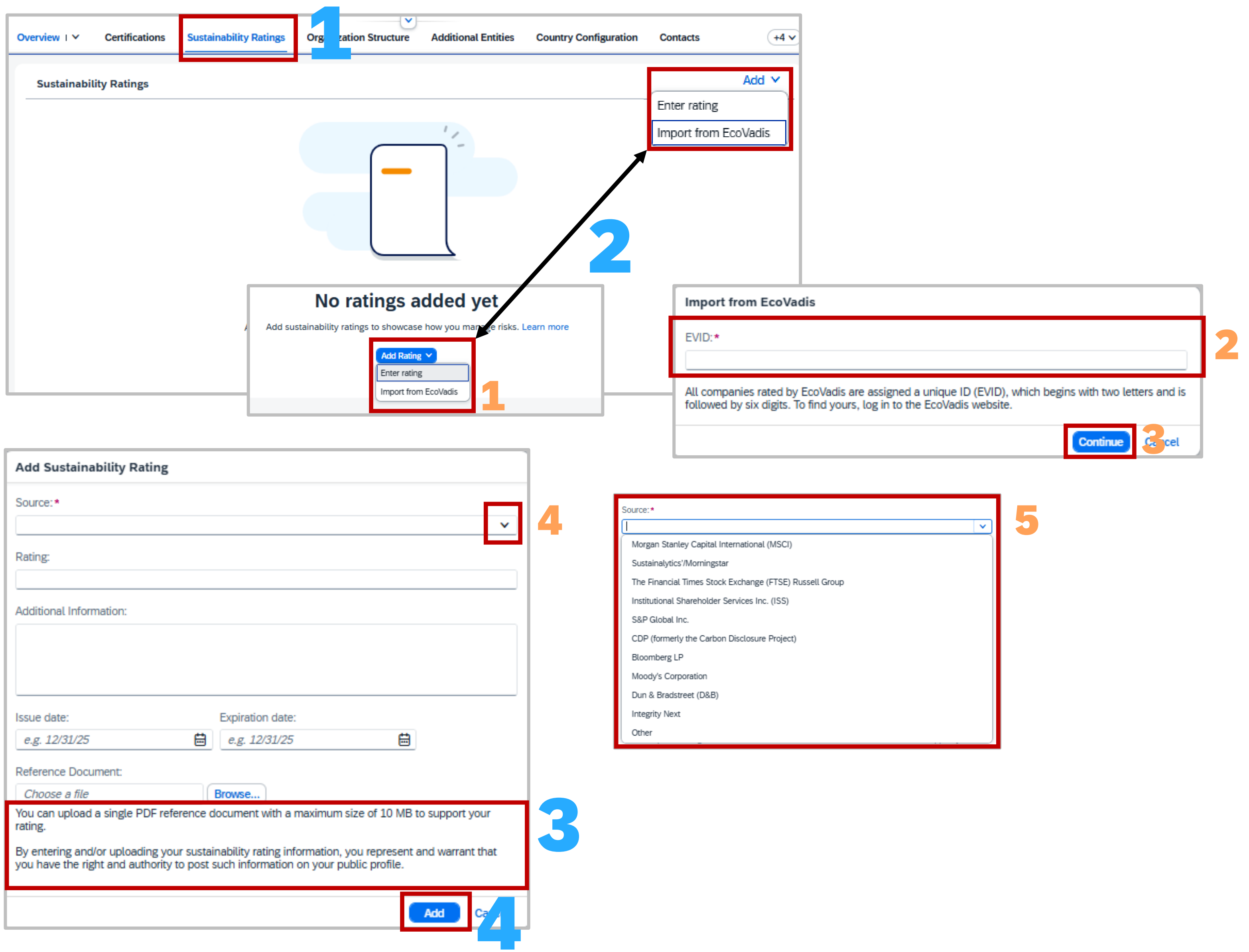
1. Select **Import from EcoVardis**
2. Enter your **EcoVardis EVID**
3. Click on **Continue** and respond to the questions

Note: Remember that all fields with an asterisk must be completed

Select **Add Ratings** option:

4. Select **Enter Ratings**
5. Select the **Source** from the dropdown arrow
6. Click on **Continue** and respond to the questions

Note: Remember that all fields with an asterisk must be completed



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

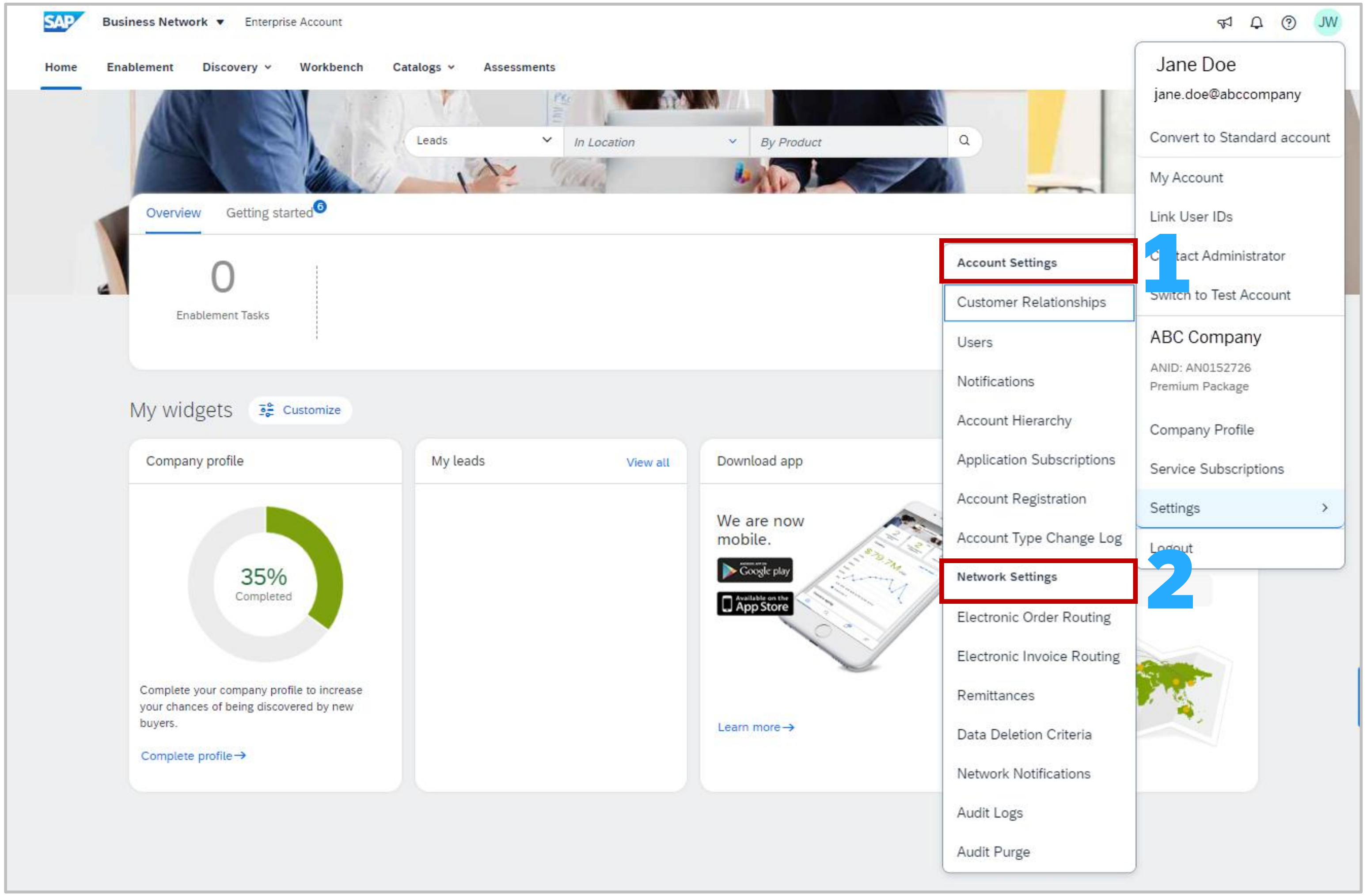
The Settings selection under your name initials on the top right-hand corner provides access to the Account Settings drop-down list

- 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

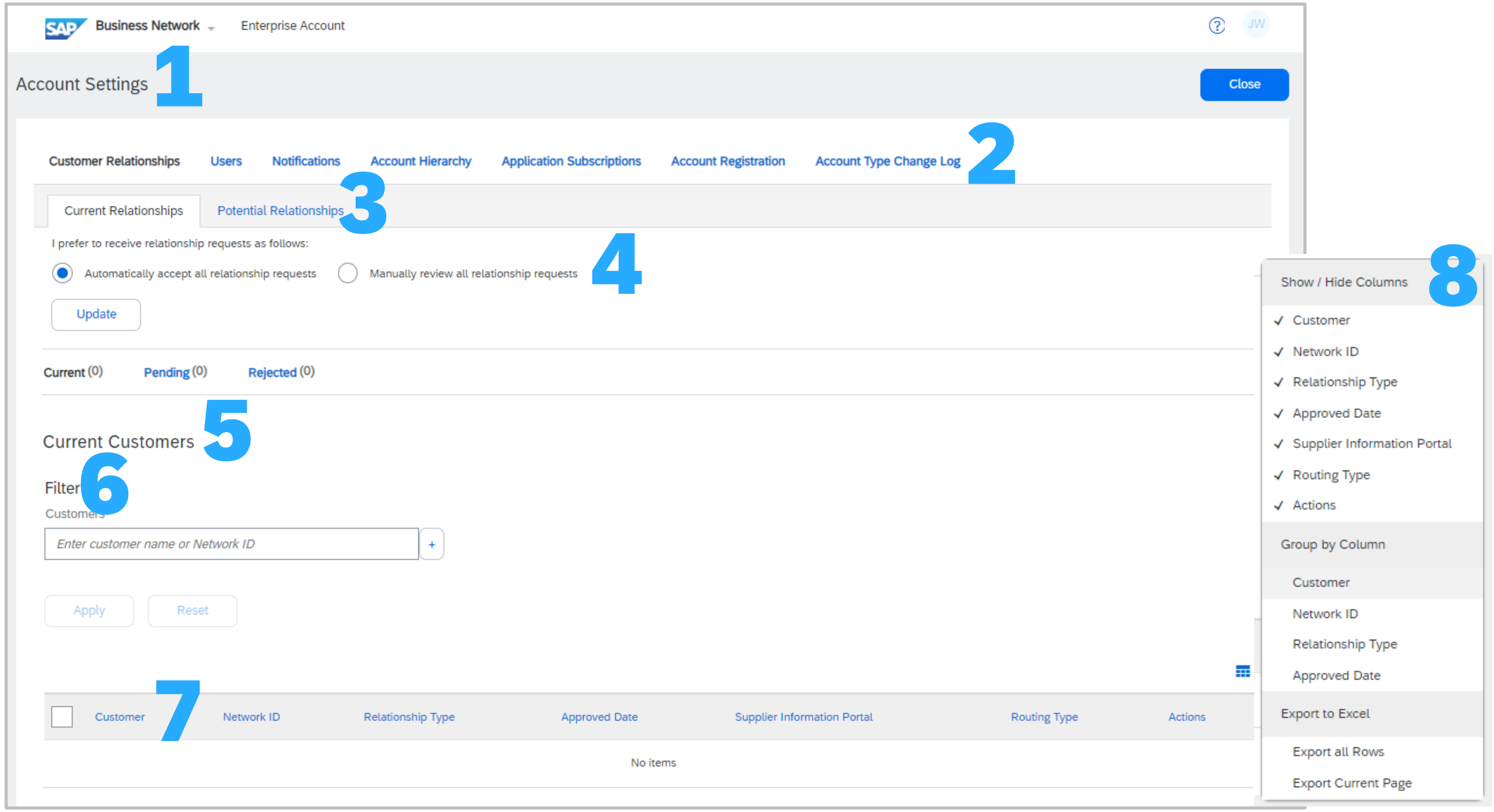
The System Administrator has access to all relevant tabs under Account Settings, however, users will only have access to the tabs based on the permissions set for each user

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

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

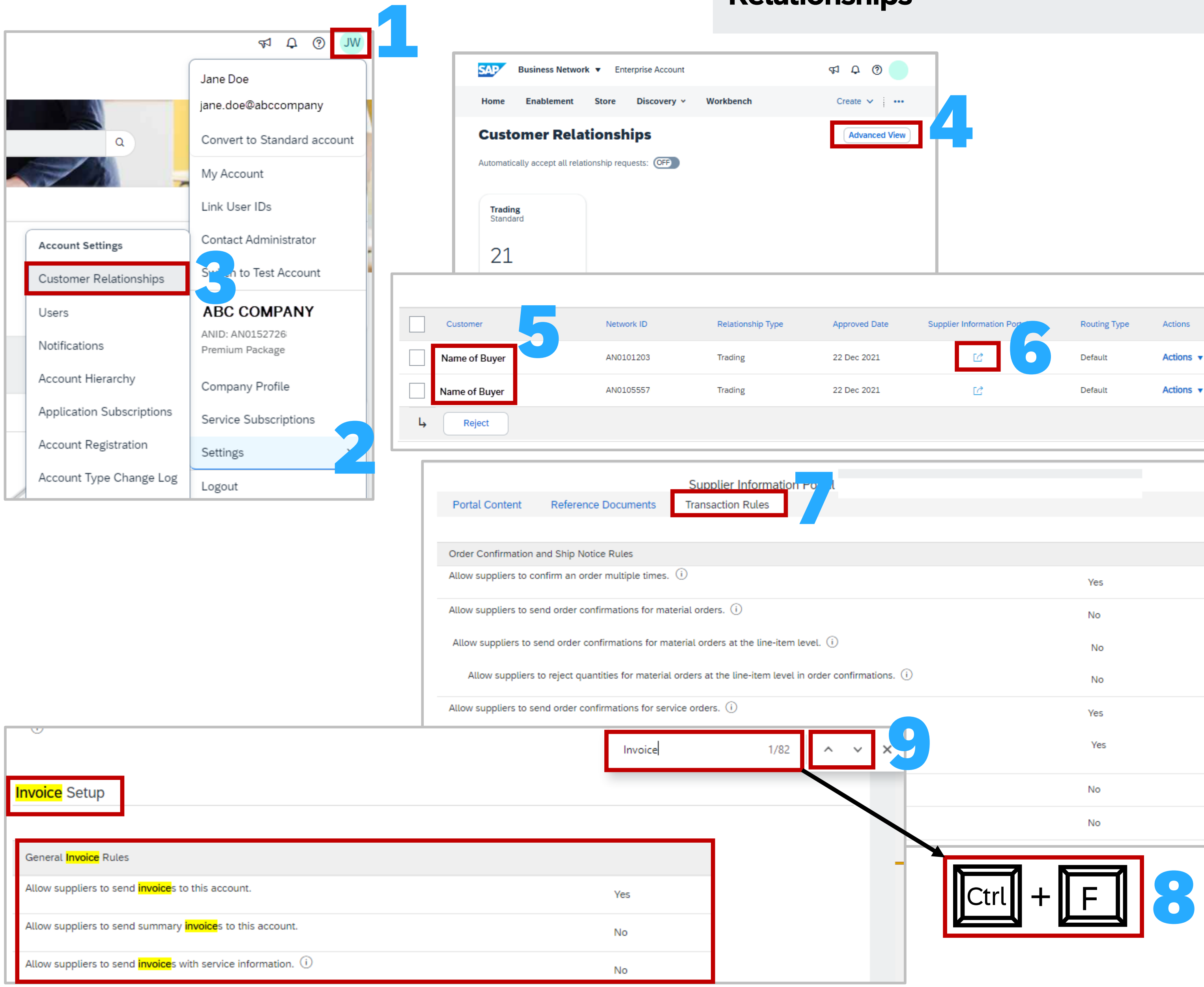


Transaction Rules via Customer Relationships

The buyer creates transaction rules, which determine what processes must be completed and what information is required on subsequent documents.

To update the profile:

1. Click on your **initials**
2. Select **Settings**
3. Select **Customer Relationships**
4. Click on **Advanced View**
5. The Account Settings screen is displayed, scroll down to the list of customers under the **Current Customers** tab and locate the **Supplier Information Portal column**
6. Click on the under the Supplier Information Portal heading associated with the Buyer you require information on
7. The **Supplier Information Portal of** the Buyer you selected will be displayed, select the **Transaction Rules Tab**
8. To search for a specific rule, type use **Ctrl+F** to open the search bar
9. The number of items with the search term in it will be displayed and highlighted. Use the arrow in the search bar to move the cursor to the next point



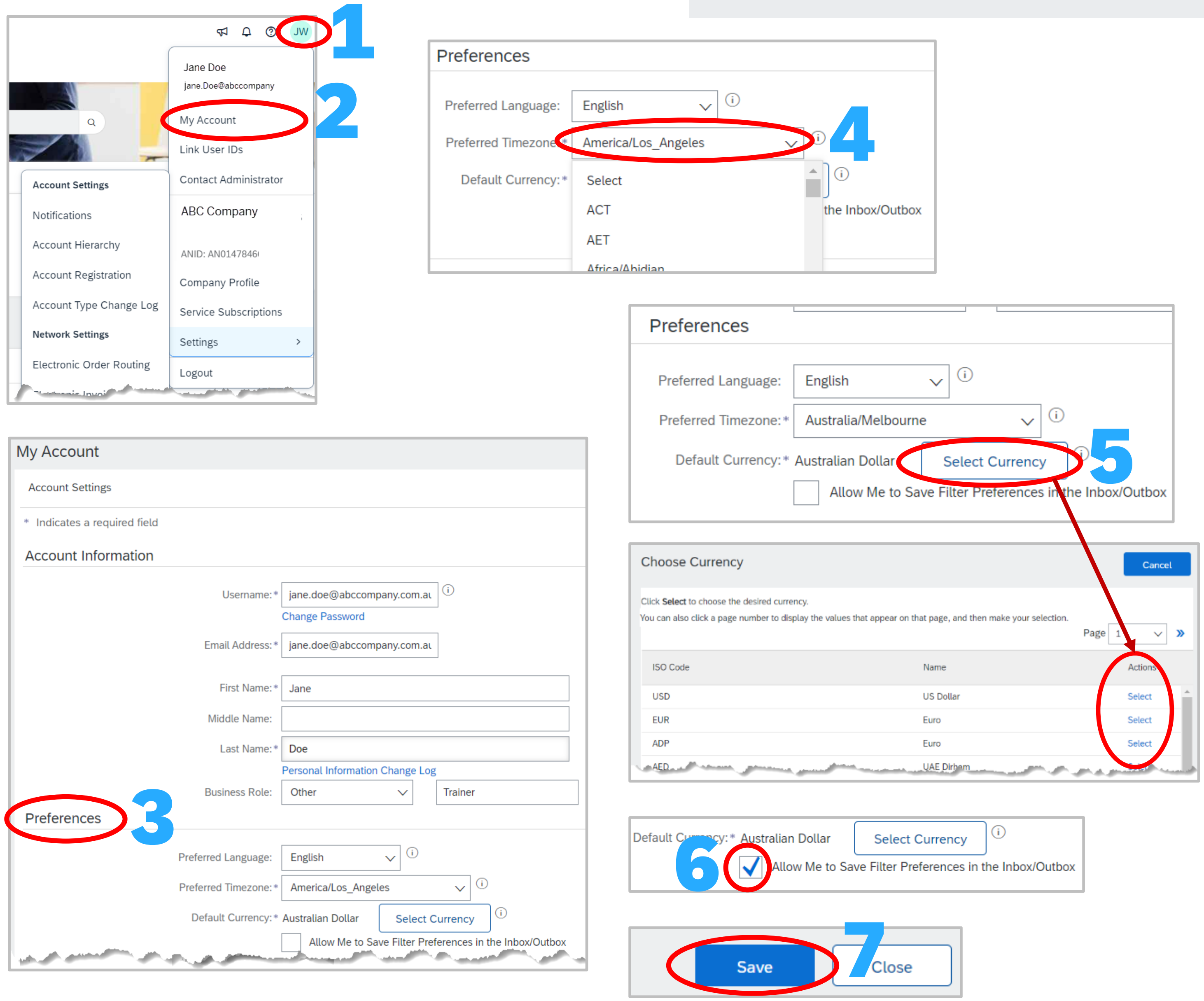
Set Time zone and Currency

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



Accessing the Help Centre and how to get Support

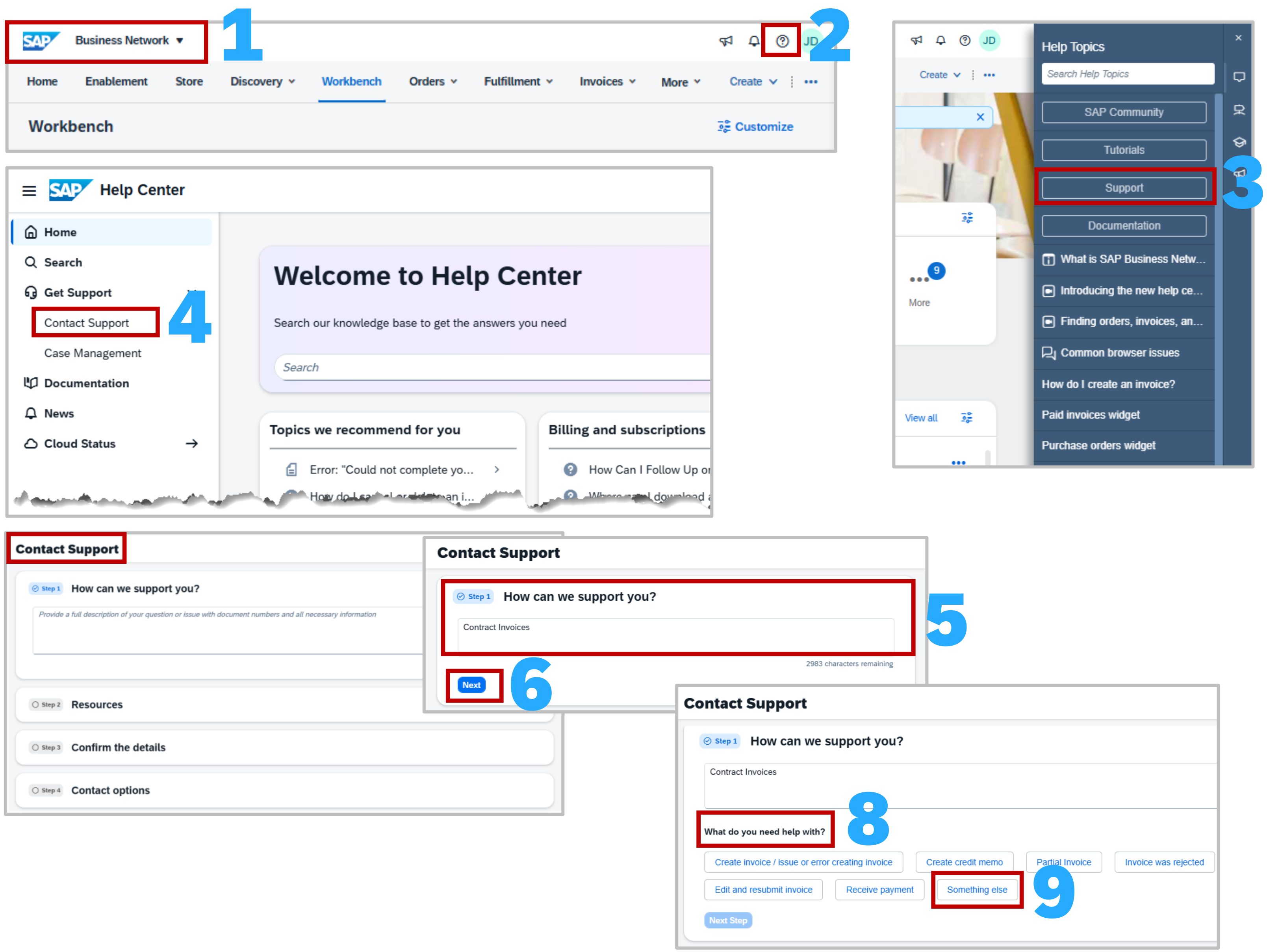
Get Support when Signed in – Contact Support

The Help Center allows Suppliers to view self-help content before taking the Supplier to complete the Webform for assistance.

Remember that if you click on the question mark and the Help Topics sidebar does not open, it will open via the Workbench, Orders, Fulfilment, or Invoices.

To Contact Support:

1. Sign in to the **SAP Business Network,**
2. Click on , the side pane, and it will open
3. Click on **Support.** You may need to wait a few seconds as it opens
4. Click on **Contact Support**
5. Enter your query into the **How can we support you?** Field
6. Click on **Next**
7. **Get Support when Signed in – Contact Support**
8. Where a request has been entered but may not indicate precisely what you require, further clarification is requested
9. Select an **option** or click on **Something Else** to continue to [Get Support when Signed in – Contact Support cont.](#)



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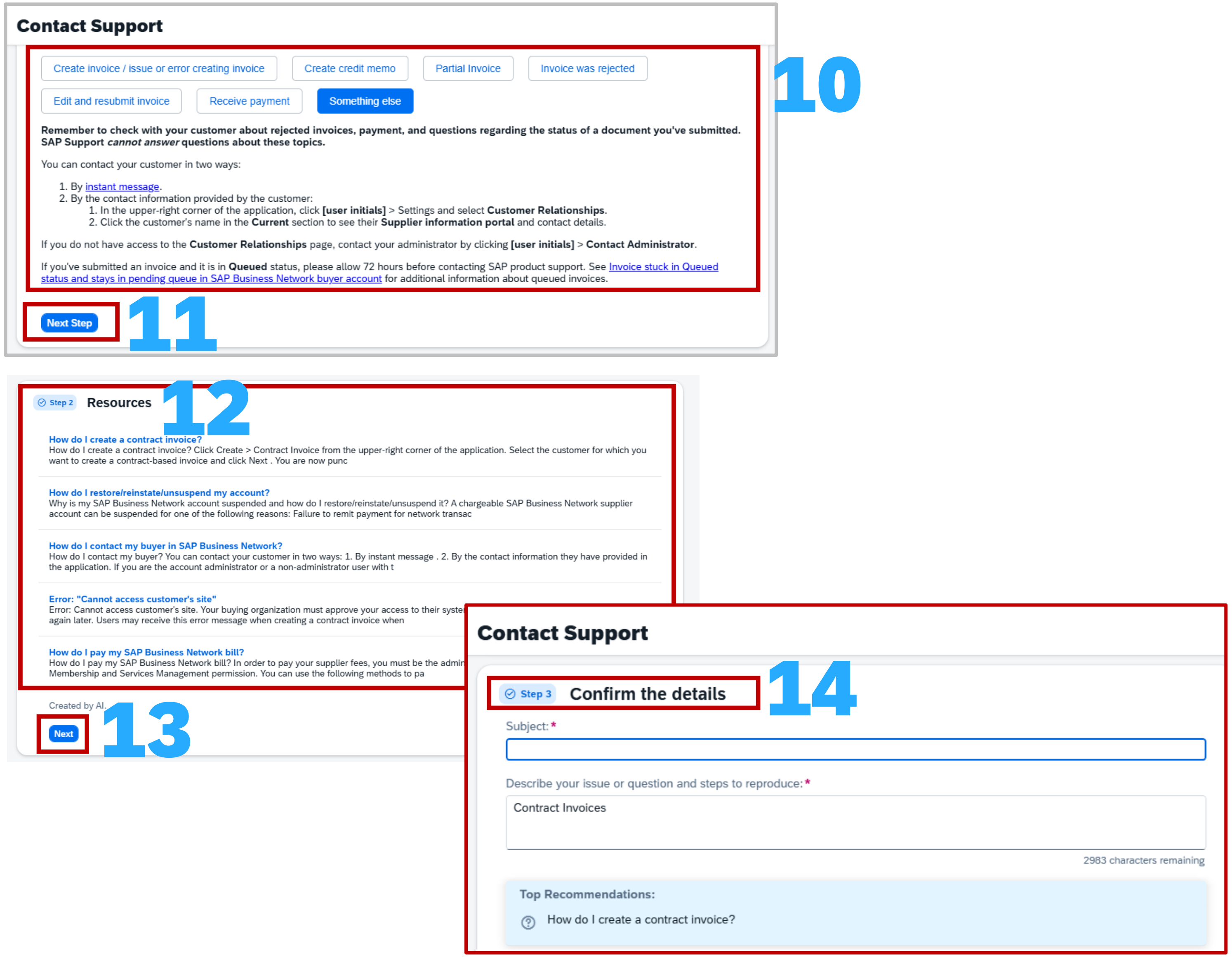
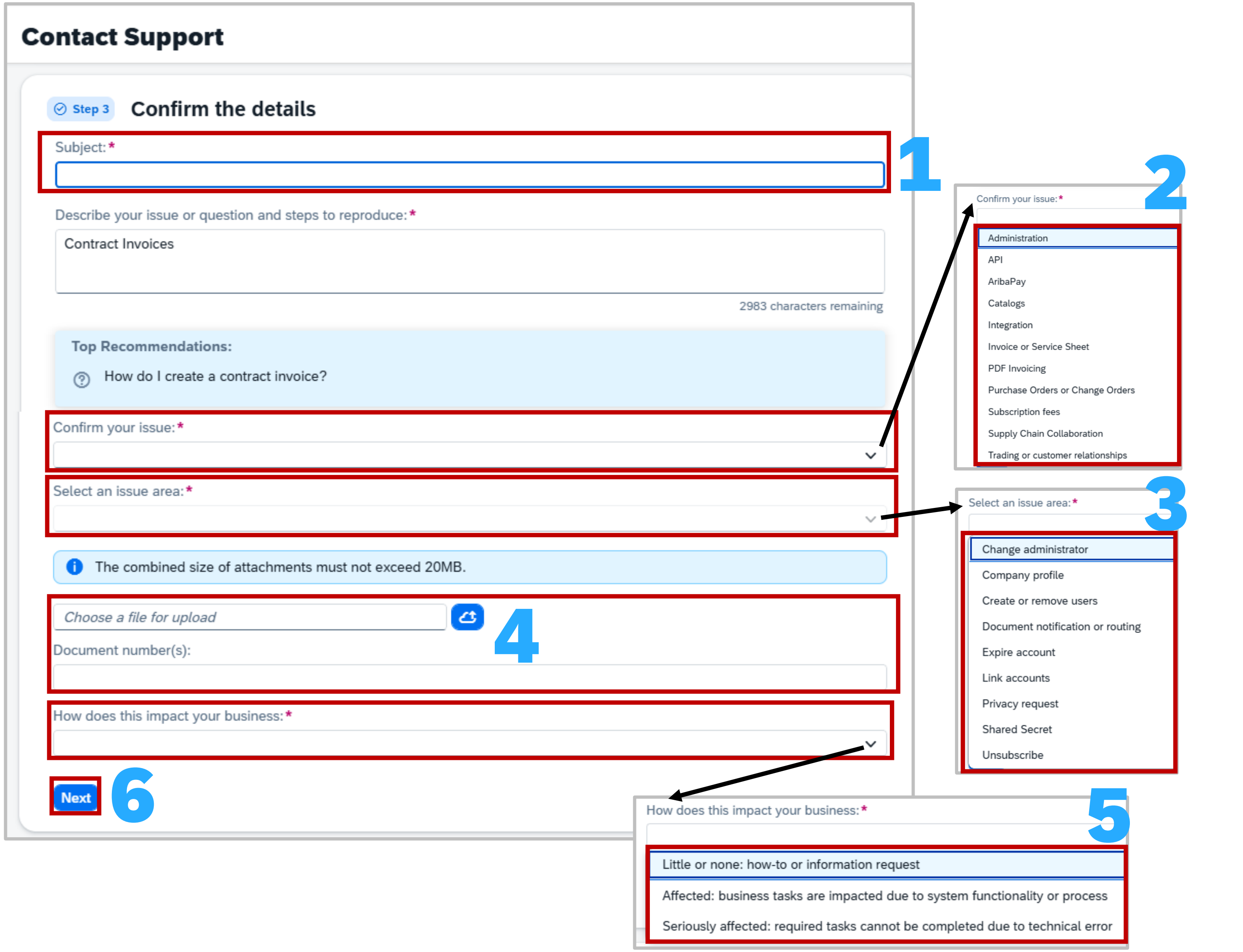
10. Information will be displayed based on the selection, whether it is an **option** or **Something Else**. Hyperlinks are displayed in blue
11. Click on **Next Step**
12. The **Resources** tab opens with AI-generated suggestions. Review the suggestions
13. Where the responses do not meet your requirements, click on **Next**,
14. The **Confirm the details screen** (Step 3) opens, go to [Completing the Confirm the details screen form](#) – [Click Here](#)



Completing the Confirm the details screen form

Keep in mind that all fields with an asterisk a mandatory field and you will not be able to advance unless you have completed all required fields.

1. Enter the **Subject** of your query
2. **Confirm your issue** by selecting the relevant option from the drop-down list
   Note: - the options in the drop-down may change based on our query
3. **Select an issue area** by selecting the relevant option from the drop-down list
   Note: - the options in the drop-down may change based on our query
4. Whilst not mandatory, suppliers can add attachments or provide document numbers
5. Provide the applicable response to How does this impact your business by selecting the relevant response from the drop-down list
6. Click on **Next**
7. The **Contact Options** are displayed. Refer to [Get Support – Contact Support Options](#) – [Click Here](#)



Get Support - Contact Support Options Information

The **Contact Options** are determined by :

- Support team member availability
- Type of account
- Type of assistance required

Select the option that best suits your needs and has been displayed as an option:

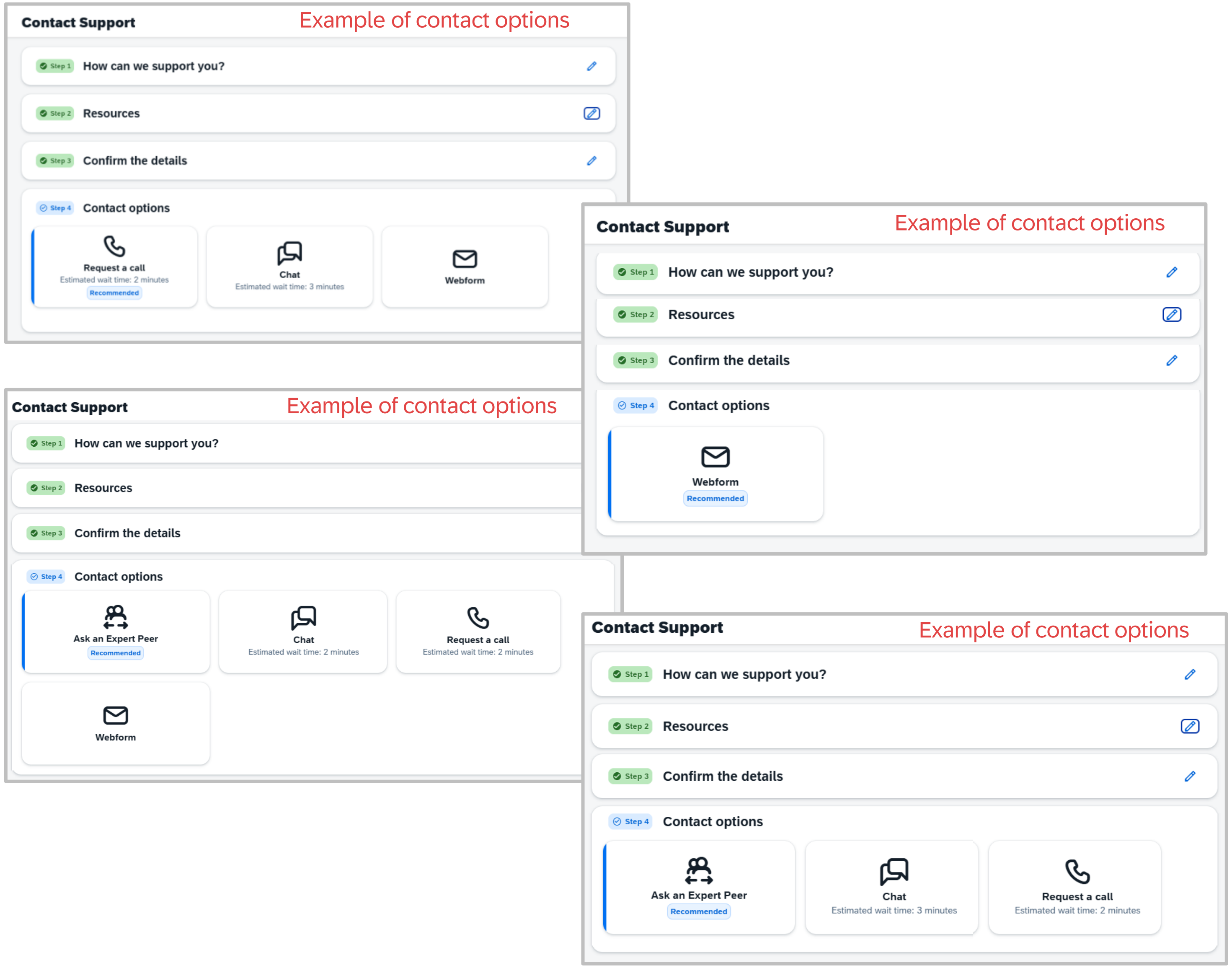
Request a Call - This option is a callback option as there is no direct phone number to contact support. The waiting time is displayed as an estimation. The relevant support person will call you back based on the information, including the phone number entered when completing the form for a call back. – Refer to Request a Call – Click Here

Note: - Suppliers can not use a 1800 or 1300 number; only mobile and landline numbers can be used

Chat—This option requires further information prior to opening a chat box on your screen, where you can provide the information, you require and receive a response. This option also has an estimated wait time. Refer to [Complete a Chat Form](#) – [Click Here](#)

Webform – This option requires further information to be entered into a Webform. Refer to [Complete a Webform](#) – [Click Here](#)

Ask an Expert Peer – This option allows customers to submit support-related questions via a chat widget.
Refer to [Ask an Expert Peer](#) – [Click Here](#)



Get Support – Completing the Webform

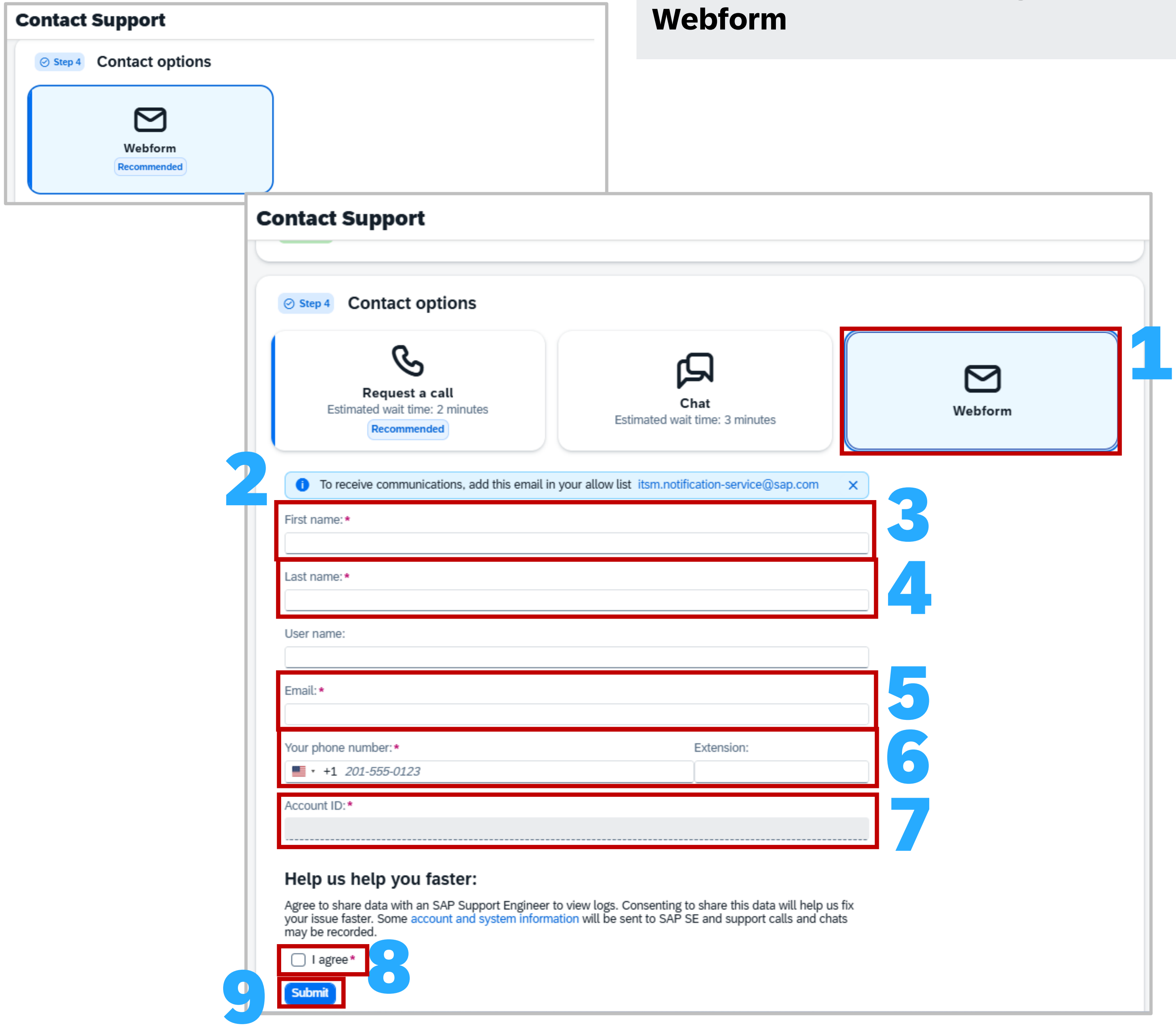
Where the Webform is the only option and recommended, you will be required to provide more information. If there are multiple options, and you prefer to complete the Webform, select Webform and enter the required information. Remember that all fields with an asterisk are mandatory, and you will not be able to proceed until you have entered the information.

Completing the Webform:

1. Click on the **Webform** tile
2. Ensure that – itsm-notification-service@sap.com is on the email allow list
3. Enter your **First Name**
4. Enter your **Last name**
5. Enter your **Email** address
6. Check that the **Country code** is correct, then enter your phone number
7. If you have logged in, the **ANID** (Ariba Network Identification ID) will be displayed; if you have not logged in, you will need to provide an **ANID**

Note: To locate the **ANID**, sign into your network, click on your initials, and the **ANID** will appear around halfway down the drop-down list

8. Read the **Help** us help you faster, click on I agree
9. Click on **Submit**



Get Support – Completing the Request a Call

Where the **Request a call** is the only option and recommended, you will be required to provide more information. Where there are multiple options, select the **Request a call** tile. The Request a call tile will display the "Estimated wait time: xx minutes" to indicate how long you may need to wait.

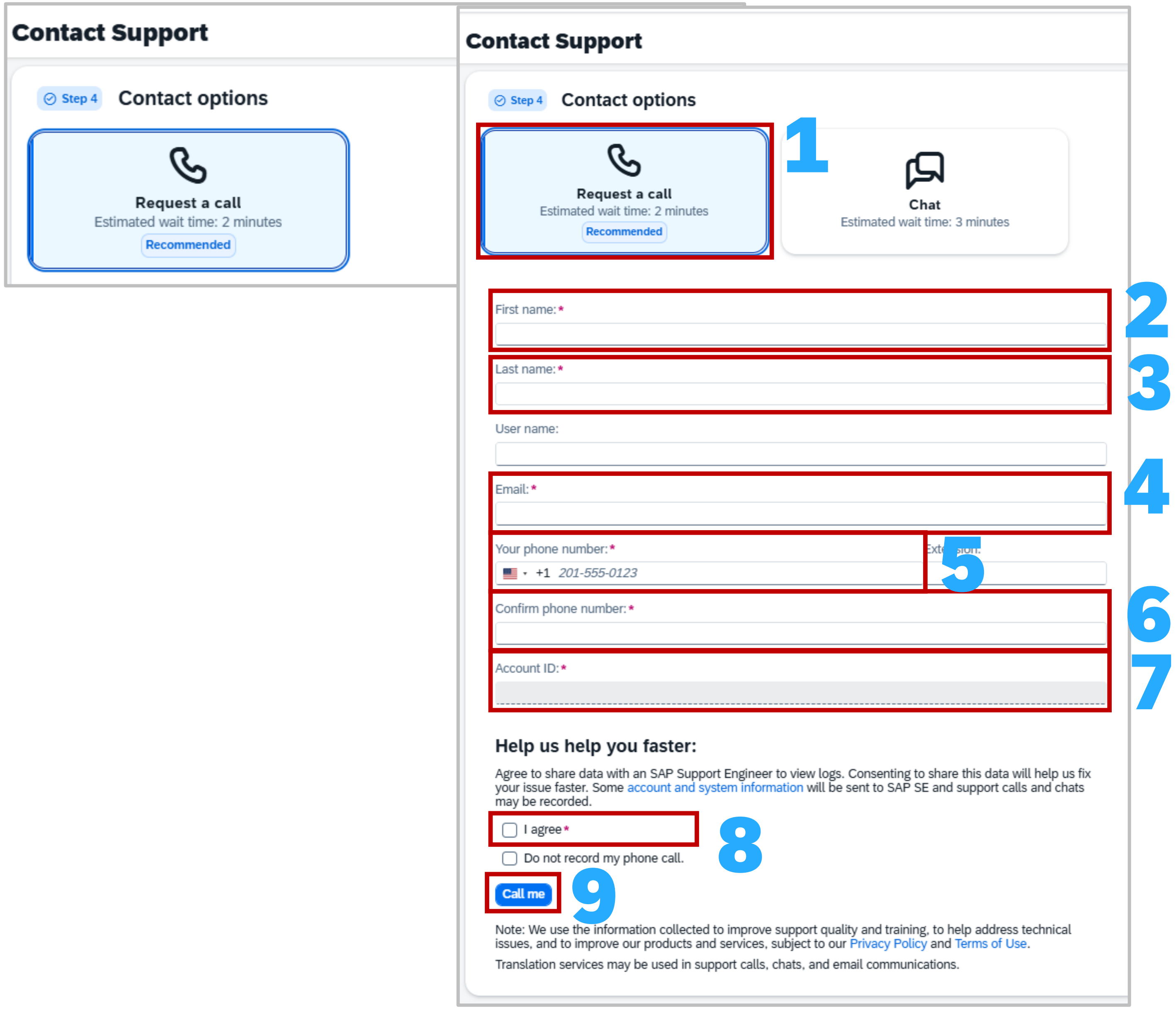
Remember that all fields with an asterisk are mandatory, and you cannot proceed until you have entered the information.

Completing the Request a call:

1. Click on the **Request a call** tile
2. Enter your **First Name**
3. Enter your **Last name**
4. Confirm or enter your **Email** address
5. Check that the **Country code** is correct, then enter your phone number (add extension if needed)
6. Re-enter the phone number into the **Reconfirm phone number** field. Ensure you add the country code
7. If you have logged in, the **ANID** (Ariba Network Identification ID) will be displayed; if you have not logged in, you will need to provide an **ANID**

Note: To locate the **ANID**, sign into your network, click on your initials, and the **ANID** will appear around halfway down the drop-down list

8. Read the **Help** us help you faster, click on **I agree.** Also note that you can request your phone call not to be recorded
9. Click on **Call me**



Where the **Ask an Expert Peer** is the only option and recommended, you will be required to provide more information. Where there are multiple options, select the **Request a call** tile. Ask an Expert Peer allows customers to submit support-related questions to an expert peer group via a chat widget.

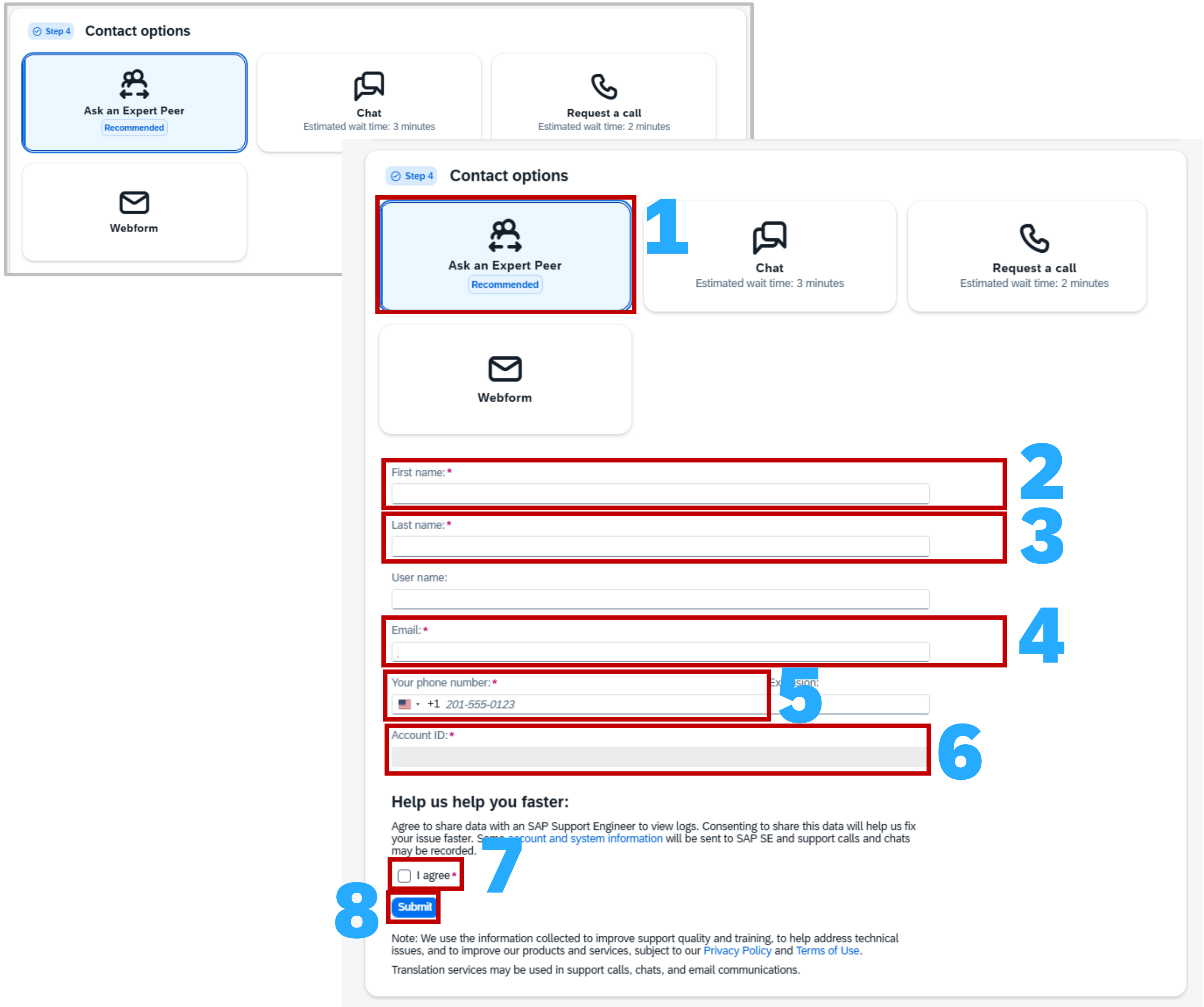
Remember that all fields with an asterisk are mandatory, and you cannot proceed until you have entered the information.

Completing the Ask an Expert Peer:

1. Click on the **Ask an Expert Peer** tile
2. Enter your **First Name**
3. Enter your **Last name**
4. Confirm or enter your **Email**
5. Check that the **Country code** is correct, then enter your phone number (add extension if needed)
6. If you have logged in, the **ANID** (Ariba Network Identification ID) will be displayed; if you have not logged in, you will need to provide an **ANID**

Note: To locate the **ANID**, sign into your network, click on your initials, and the **ANID** will appear around halfway down the drop-down list

8. Read the **Help** us help you faster, click on **I agree**
9. Click on **Submit**



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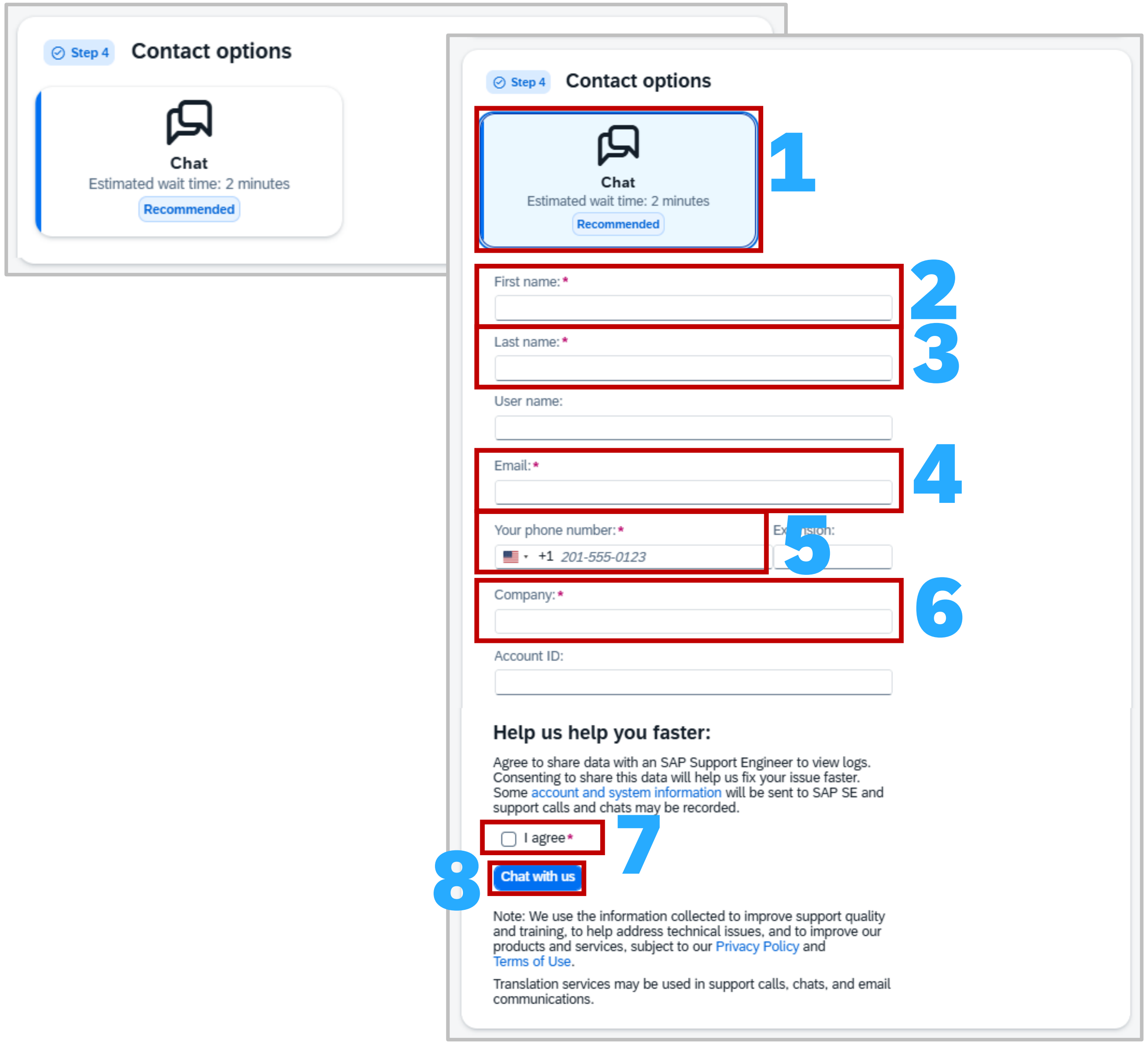
10. Information will be displayed based on the selection, whether it is an **option** or **Something Else**. Hyperlinks are displayed in blue
11. Click on **Next Step**
12. The **Resources** tab opens with AI-generated suggestions. Review the suggestions
13. Where the responses do not meet your requirements, click on **Next**,
14. The **Confirm the details screen** (Step 3) opens, go to the next page – Completing Confirm Details



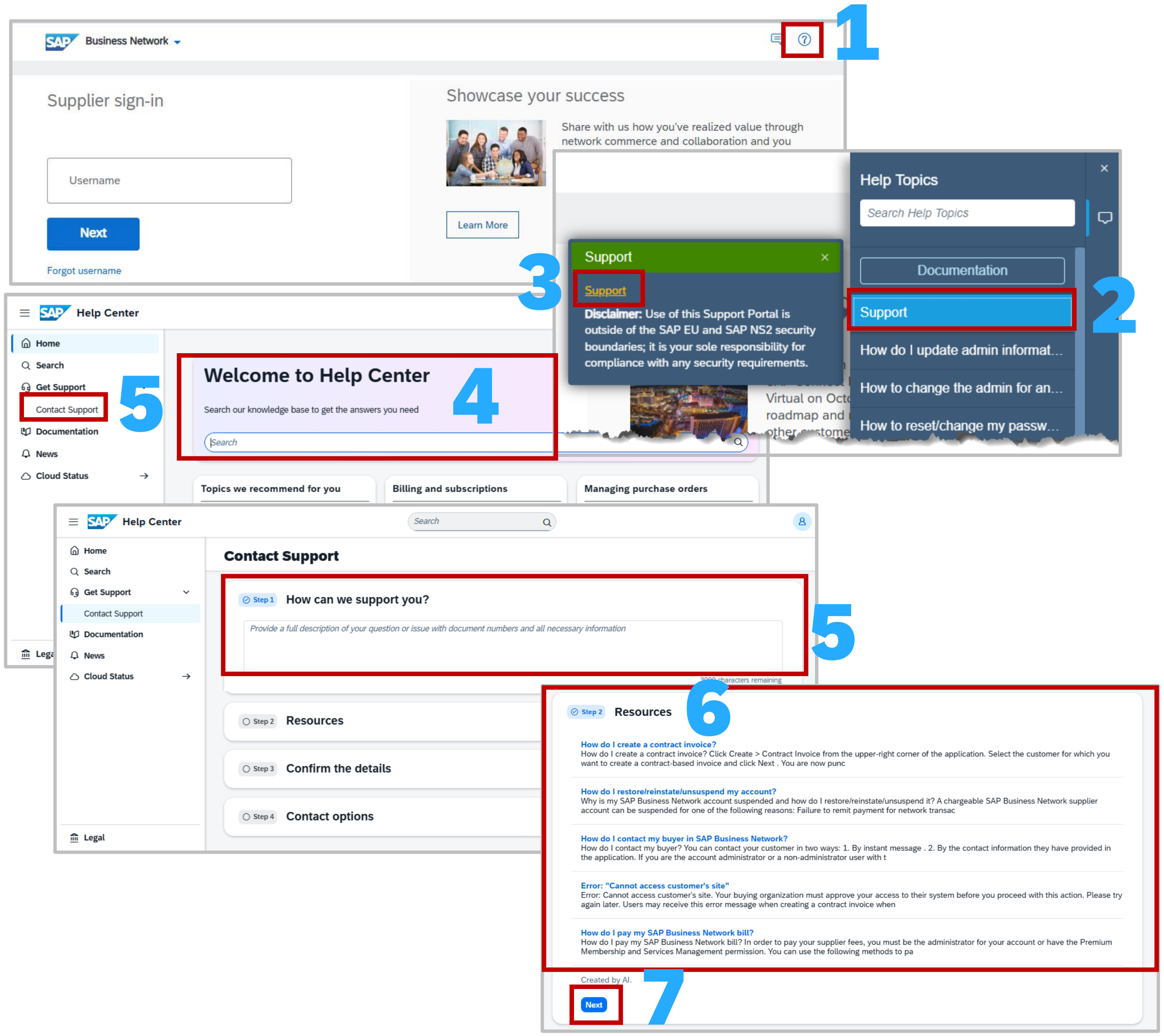
Get Support without Signing in to the SAP Business Network

Suppliers can access support without signing into the SAP Business Network.

Accessing Support without Sign-in Process:

1. Open your web browser and enter https://service.ariba.comw or open the sign-in page, then click on ⓘ, it may take a few seconds for the Help Topics pane to appear
2. Select **Support**
3. Select **Support** from the **Disclaimer message**
4. The **Welcome to Help Center screen** opens
5. Click on **Contact Support**
6. Enter your question or query into the **How can we support you?** Field
7. Review the responses provided by AI in **Resources**

Go to **Get Support without Signing in to the SAP Business Network cont.**



Get Support without Signing into the SAP Business Network cont.

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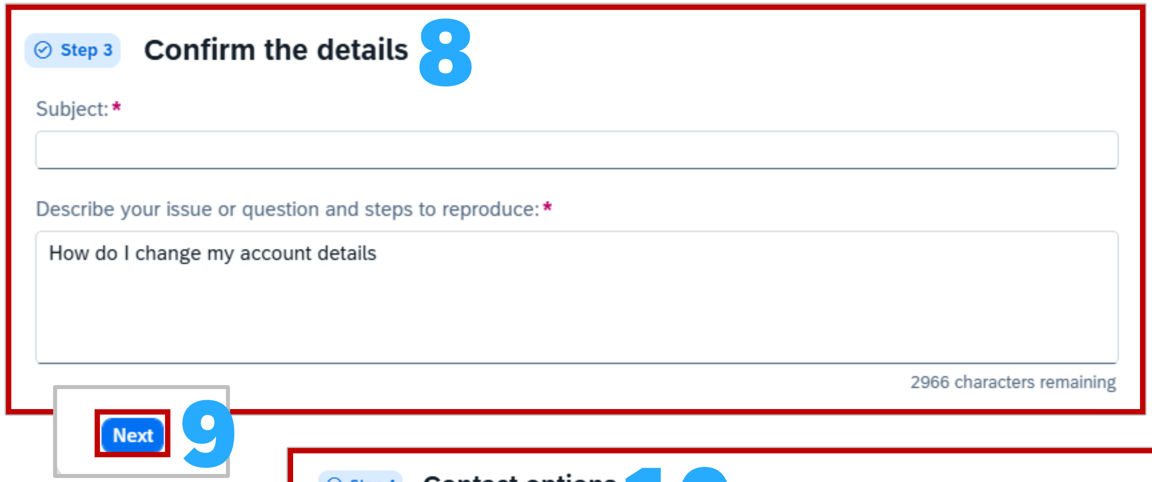
8. Complete the Confirm Details Form – [Refer to Complete Confirm the details]
9. Click on **Next**
10. The available **Contact Options** will be displayed

Where there is more than one option, click on the preferred contact option, complete the relevant form:

- [Completing the Webform]
- [Request a call]
- [Ask an Expert Peer]
- [Chat]

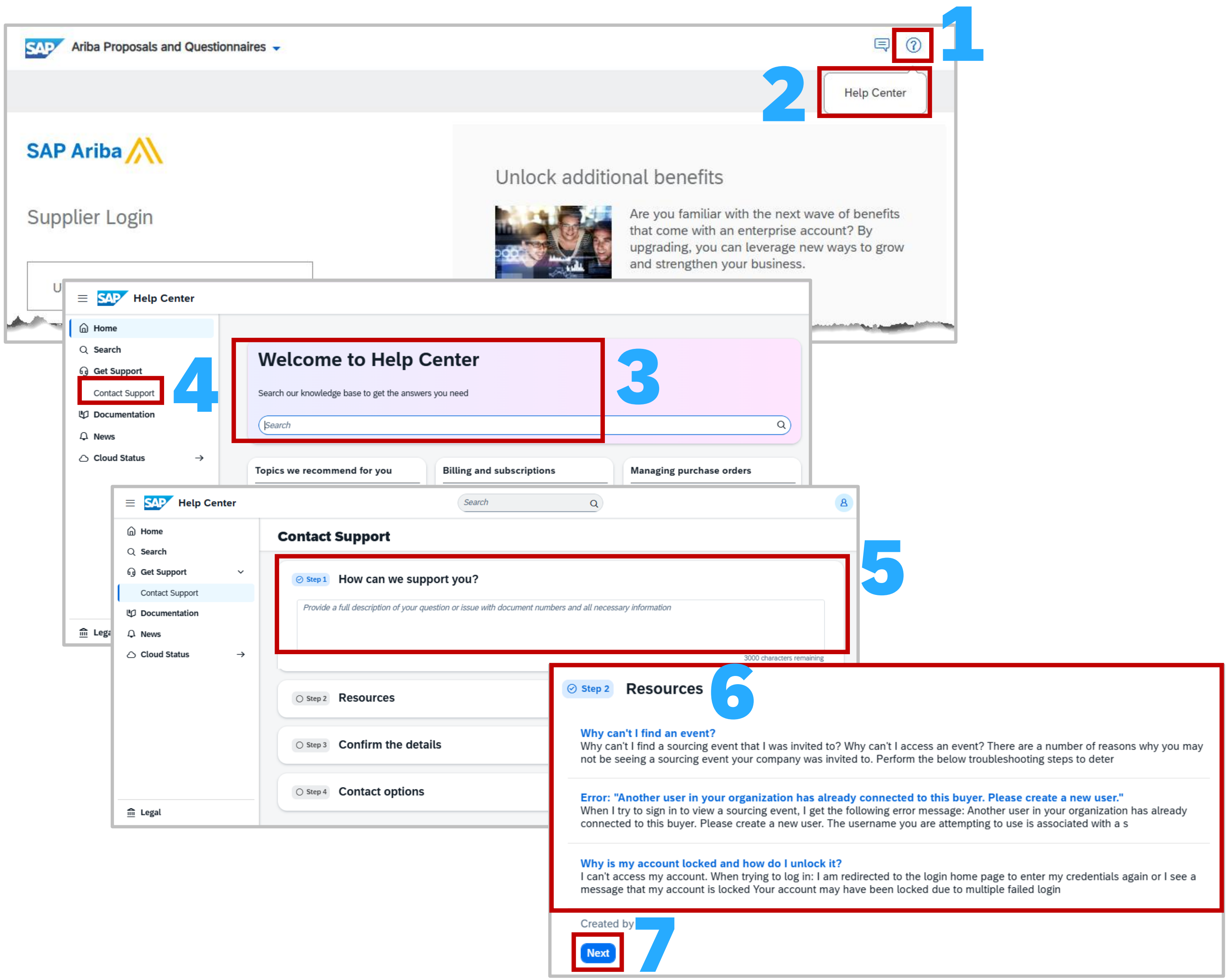


Get Support without Logging into SAP Ariba – Proposals and Questionnaires

Suppliers can access support without signing into the SAP Ariba – Proposals & Questionnaires.

Accessing Support without Sign-in Process:

1. Open your web browser and enter https://service.ariba.comw or open the sign-in page, then click on ,   , it may take a few seconds for the Help Topics pane to appear
2. Click on the ?
3. Click on **Help Center**
4. Click on Contact Support
5. Enter your requirement into **How can we support you?**
6. The **Resources** tab opens with AI-generated suggestions. Review the suggestions
7. Where the responses do not meet your requirements, click on **Next**,
8. The **Confirm the details screen** (Step 3) opens, go to the next page – Completing Confirm Details



Get Support without Logging into the SAP Ariba – Proposals and Questionnaires cont.

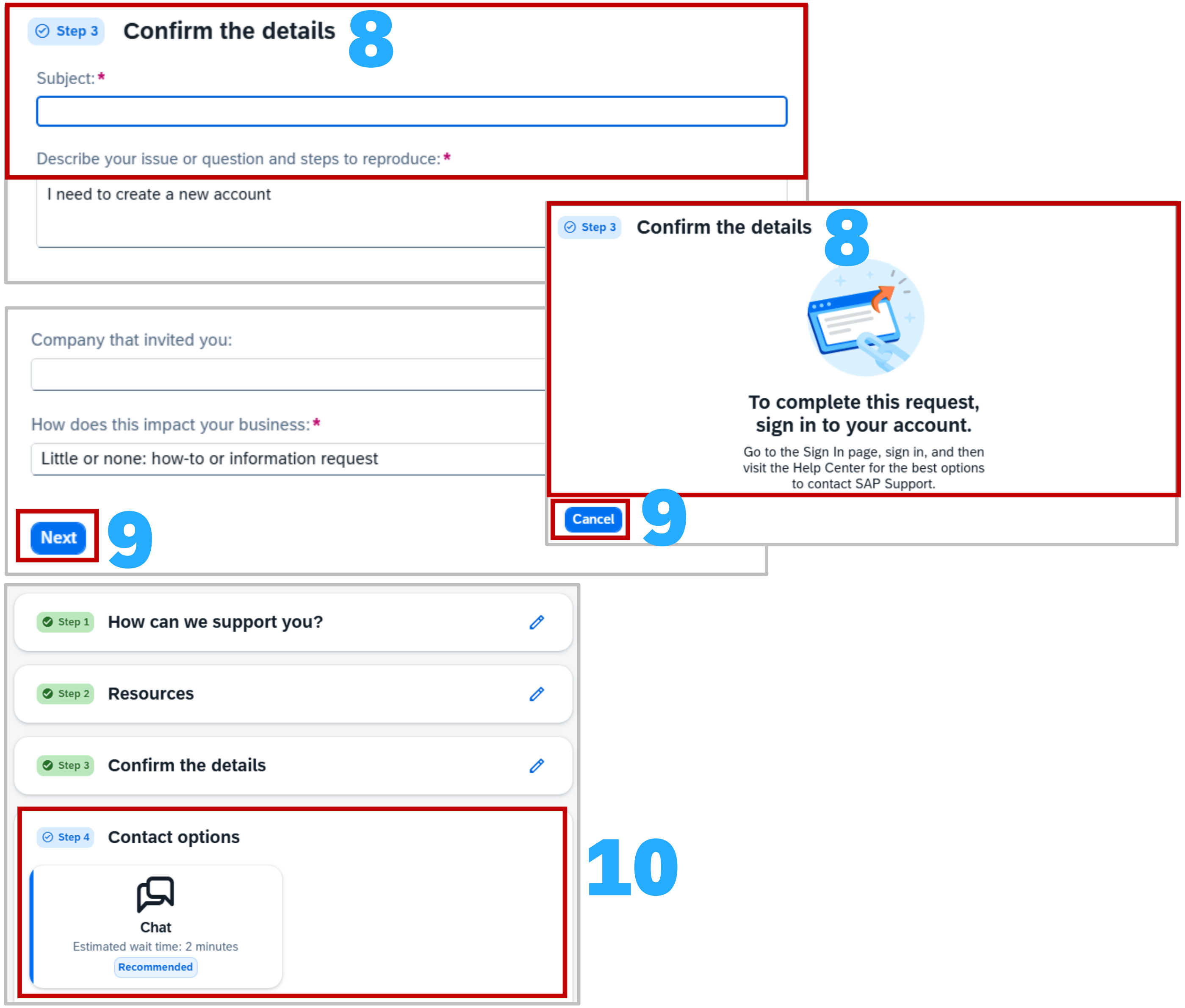
Suppliers can access support without signing into the SAP Ariba – Proposals & Questionnaires.

Accessing Support without Sign-in Process:

8. The Confirm the Details screen is displayed, you will either need to complete the **Confirm Details** form or refer to [Confirm Details]() or you may have a message "**To complete this request, sign in to your account".**
9. Click on **Next** if you have completed the **Confirm Details** form or **Cancel** to log in **to SAP Ariba – Proposals & Questionnaires**
10. Contact Options are displayed, where **Next** was selected

Where there is more than one option, click on the preferred contact option, complete the relevant form:

- [Completing the Webform]()
- [Request a call]()
- [Ask an Expert Peer]()
- [Chat]()



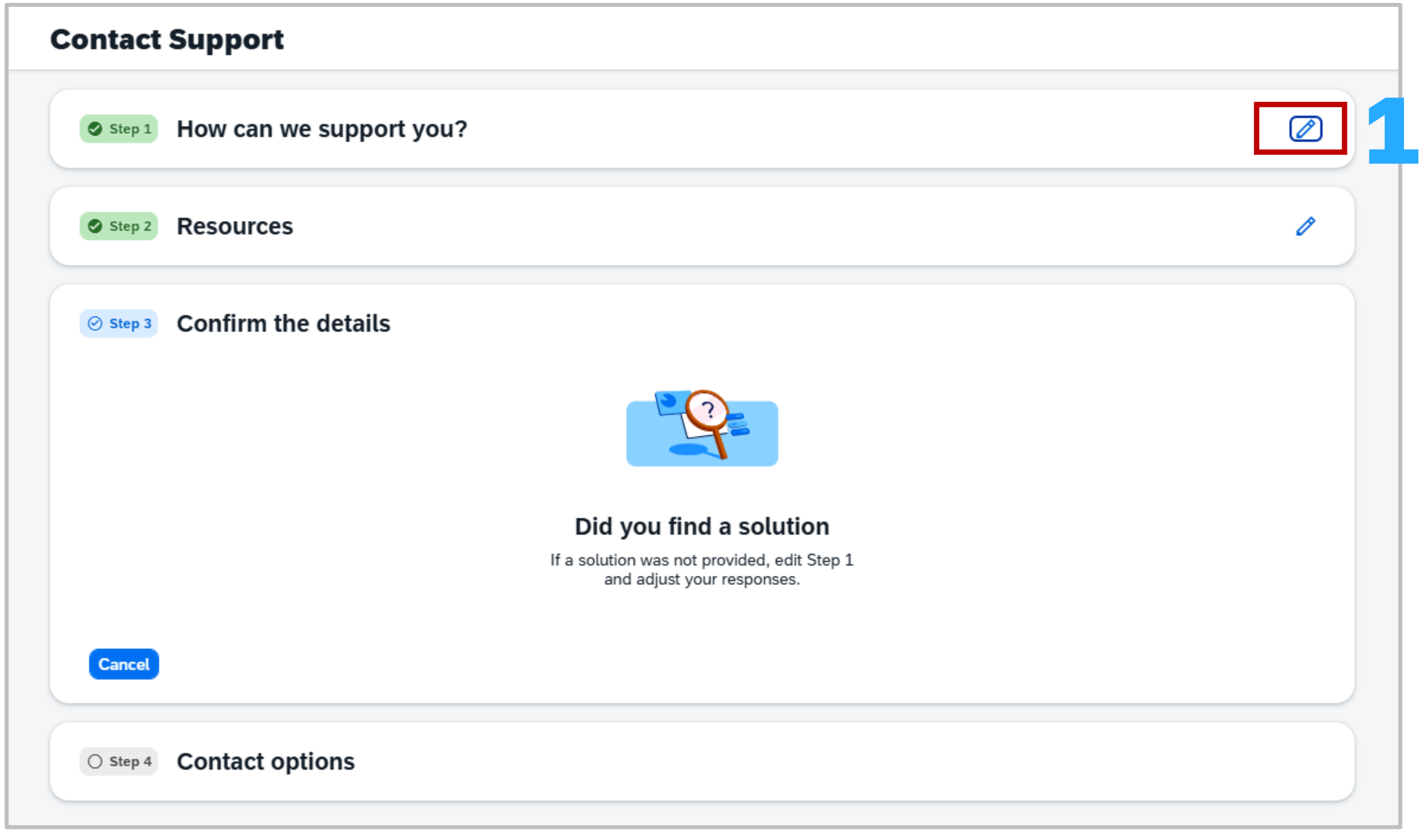
Solution not found

There may be instances where a solution is not available based on the responses provided, or there is no access to Contact Options due to time zones or account level.

Use the pencil at the end of either Step 1 to change the **How can we support you?** or to review the AI help provided.

There is no way to move to Contact options when this message appears.

1. Click on the and edit the question to adjust responses

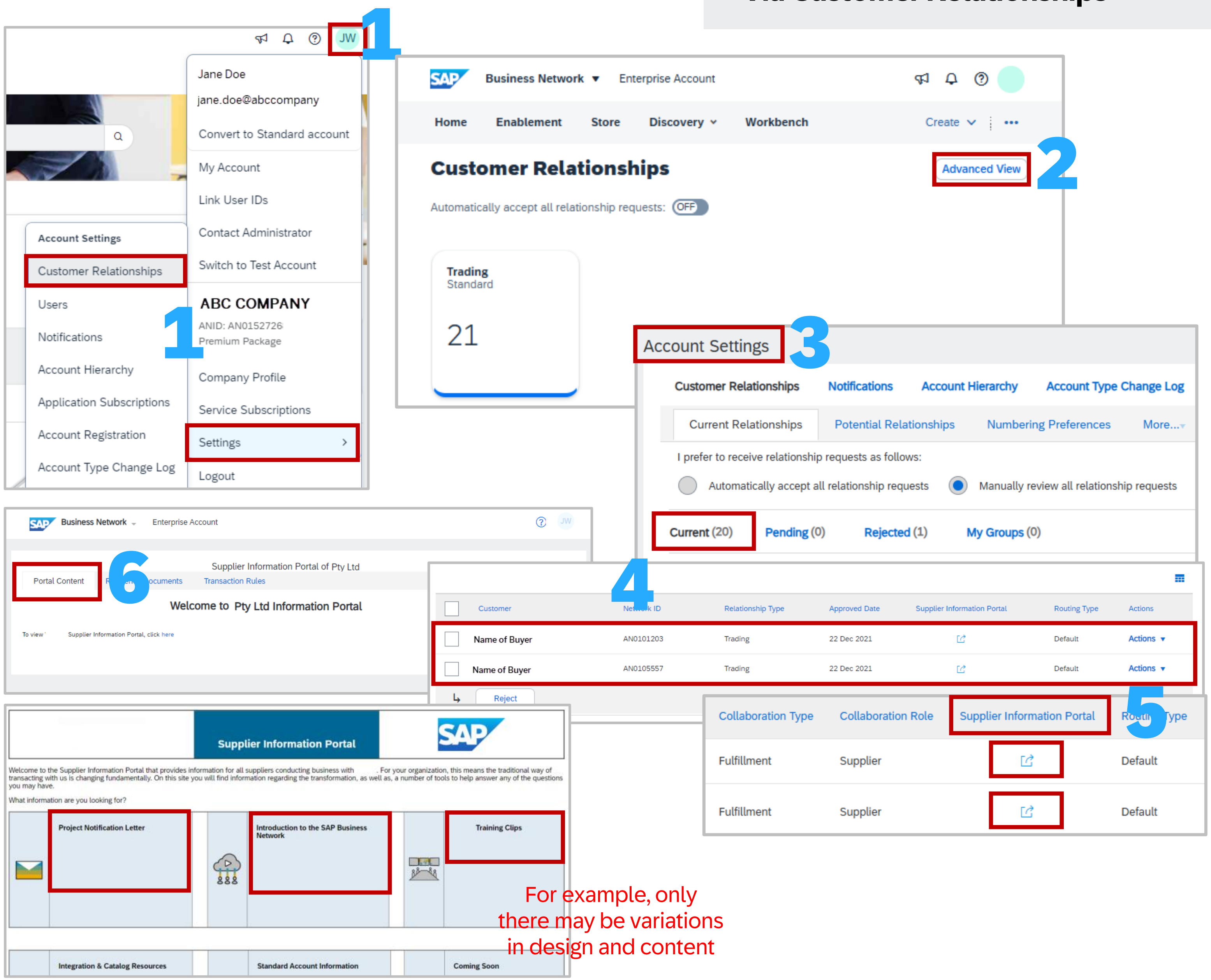


The Buyer-Supplier Information Portal – Via Customer Relationships

The **Buyer-Supplier Information Portal** is a way Buyer/s can communicate with their supplier's using Customer Relationships to access buyer specific content. Only users with Customer Relationships permissions can access the SIP using this method.

To access each tab in the Buyers Supplier Information Portal:

1. Sign in to the **SAP Business Network,** click on the initials at the top of the page, select **Settings,** then **Customer Relationships**
2. Click on **Advanced View**
3. The Account Settings screen is displayed, scroll down to the list of customers under the **Current Customers tab**
4. Locate the **Supplier Information Portal column**
5. Click on the under the Supplier Information Portal heading associated with the Buyer you require information on
6. The **Supplier Information Portal of** the Buyer you selected, with the Portal Content tab open
7. Click on the information that you wish to view



Accessing a Buyer (SIP) - All Users

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.

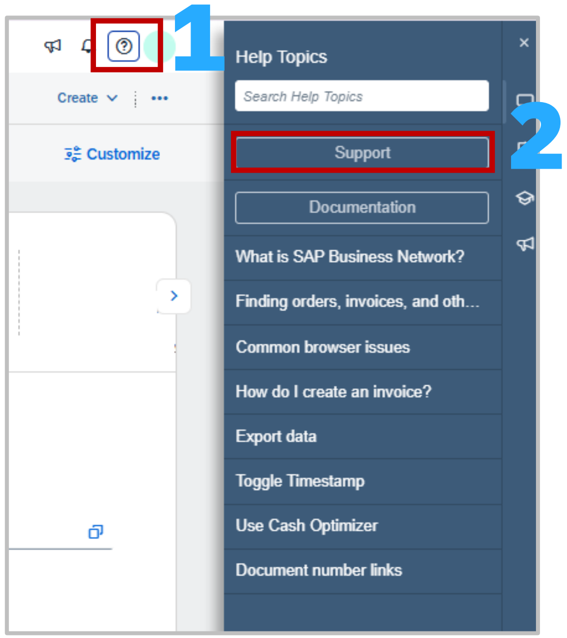
Note: A user ***must*** be logged on to access specific Buyer Supplier Information Portal/s.

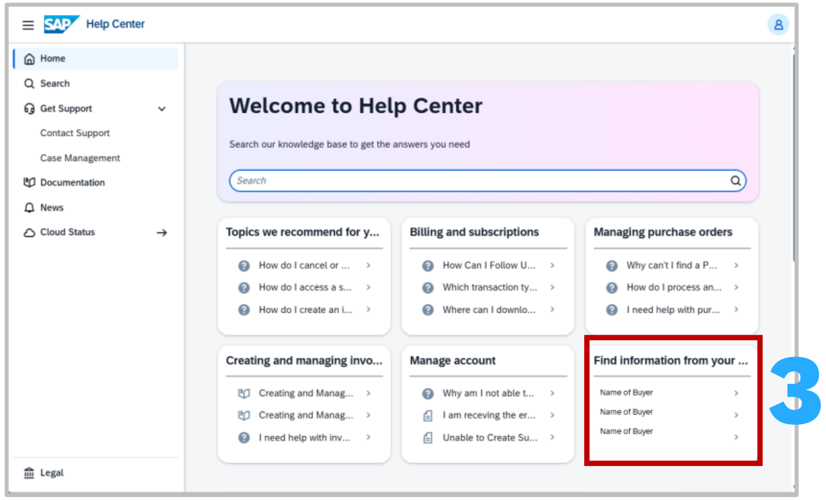
To access all Buyer Supplier Information Portals, you are transacting with on an account (both Standard & Enterprise Accounts)

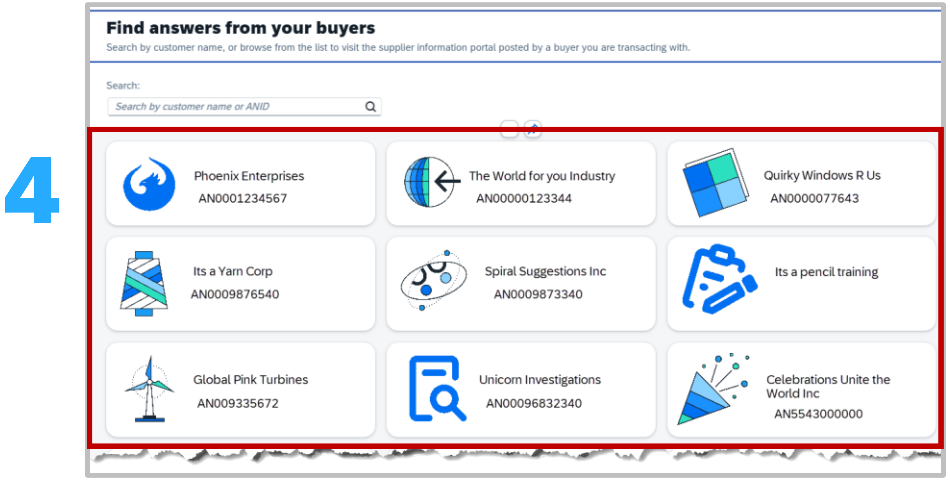
1. Login and from the Home page, click on your **initials**
2. Click on **Support**

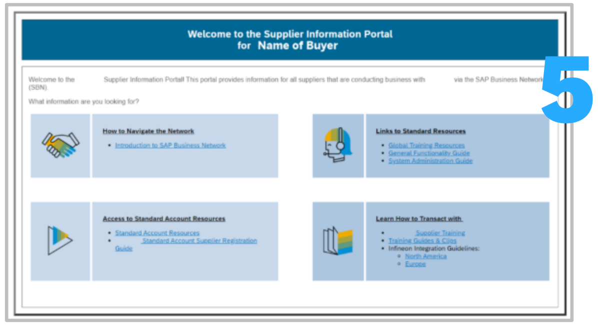
The **Welcome to Help Center Home** page is displayed.

3. Locate the "Find information from your Buyers " and click on the **Find Information from Your Buyes** tile
4. The screen will open and display all Buyer SIPs based on the relationships (connections) on that network ID, locate and select the required Buyers SIP
5. The SIP is displayed







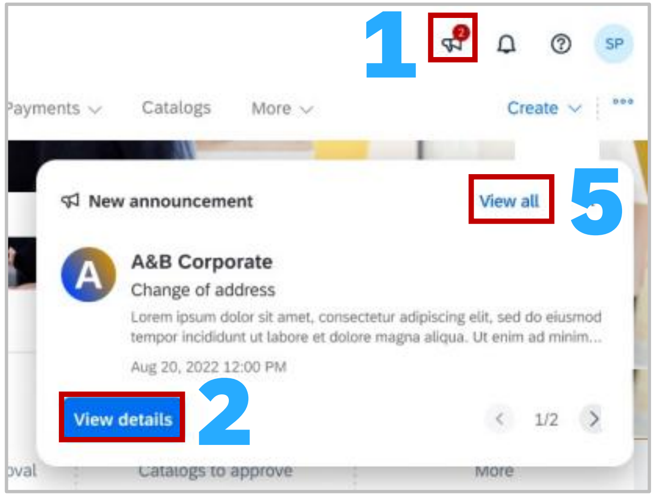


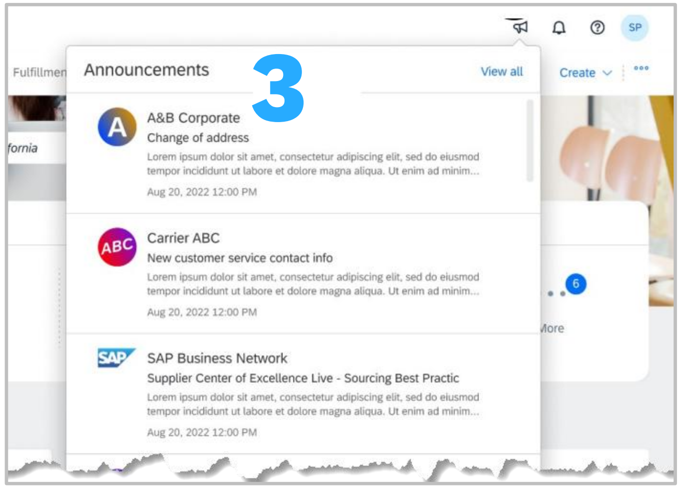
Buyer Announcements

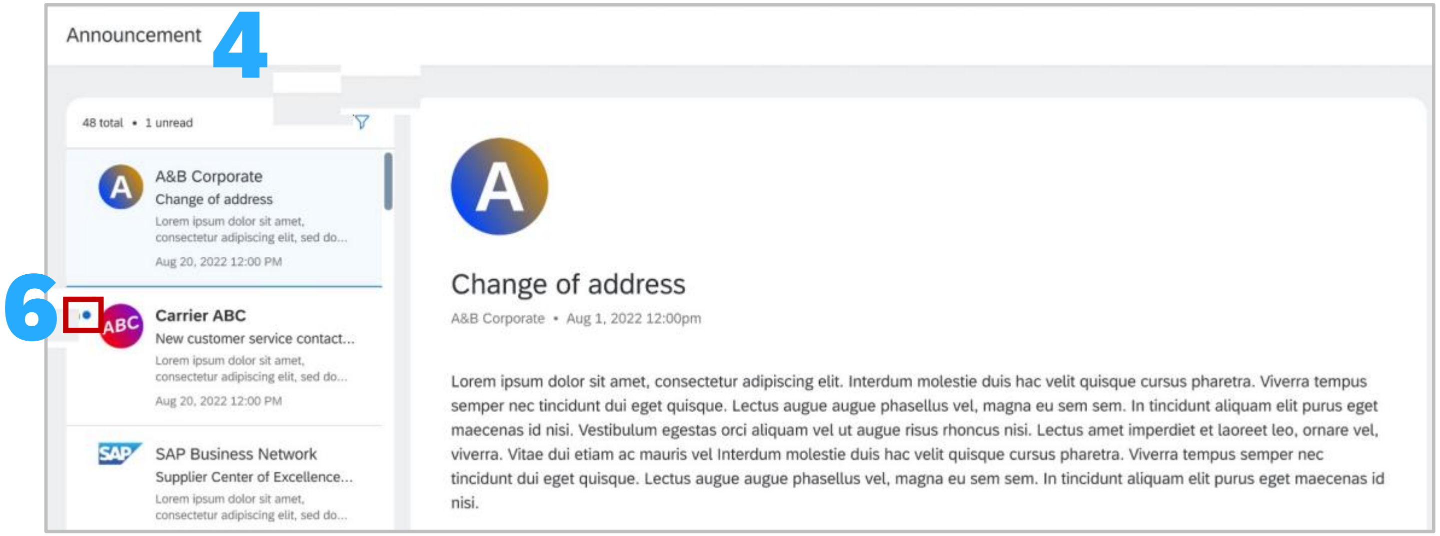
Some Buyers may have Buyer Announcements activated in the Buyer SAP Business Network. This will allow buyers to send timely announcements to their Suppliers.

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 side bar 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







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)

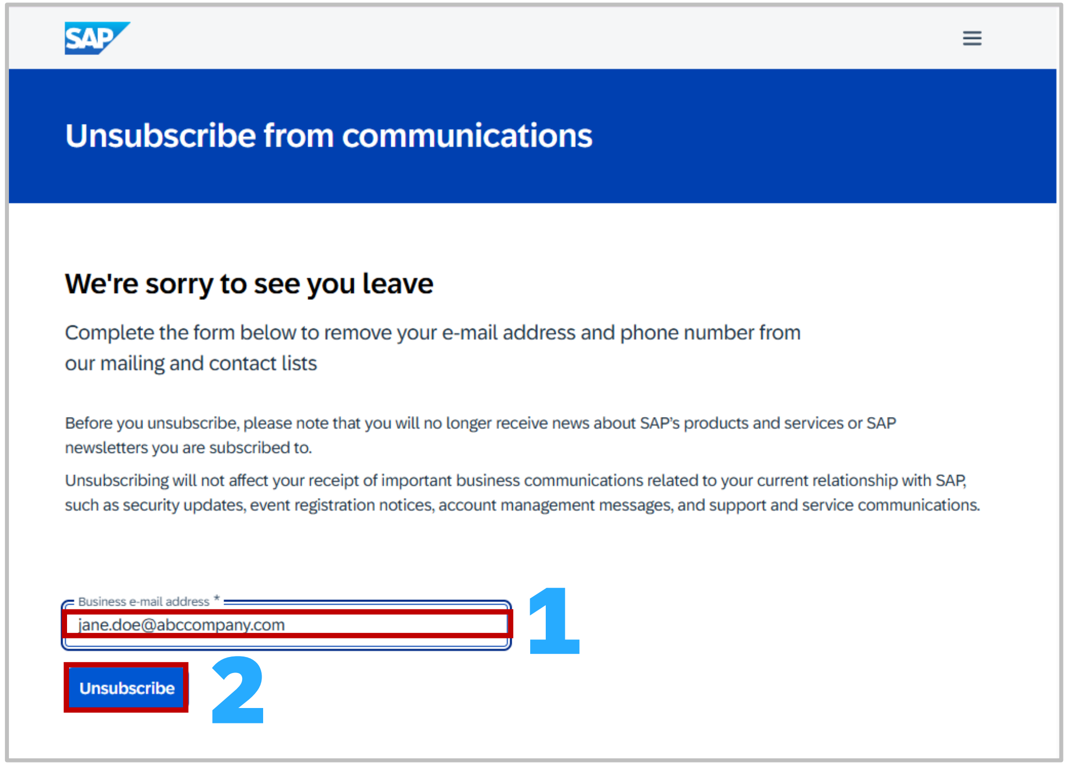
Unsubscribing will not affect the receipt of important business communications related to your current relationship with SAP this includes:

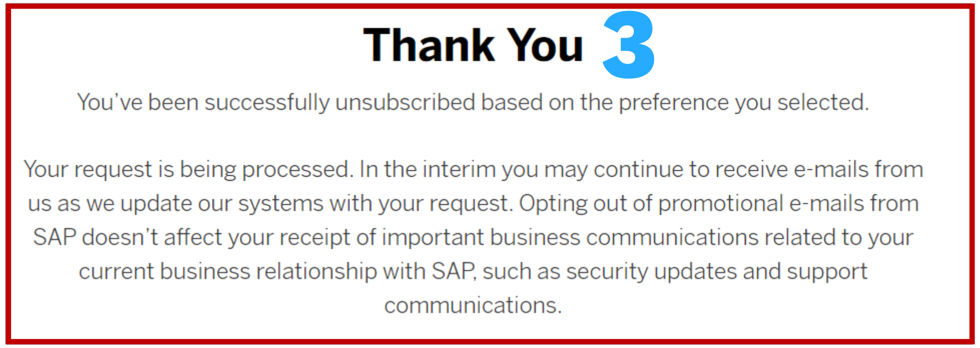
- Security Updates
- Event Registration notices
- Account Management Messages
- Support and Service Communications

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





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**

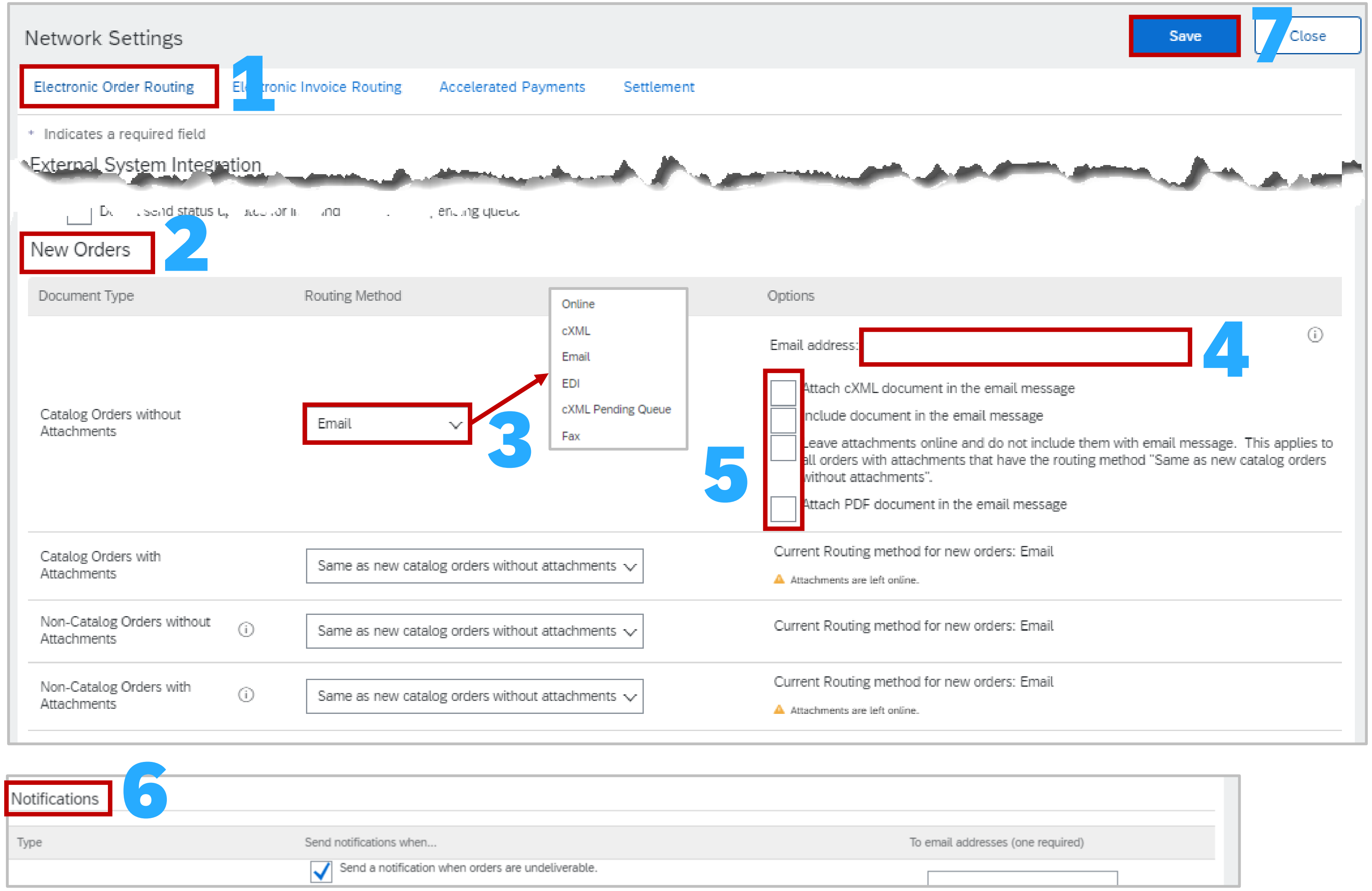
1. Click on **Electronic Order Routing** under Network Settings
2. Locate **New Orders**
3. Select the **Routing Method** (the default is Email)
4. Confirm or enter up to 5 emails **into Email Address,**

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**



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

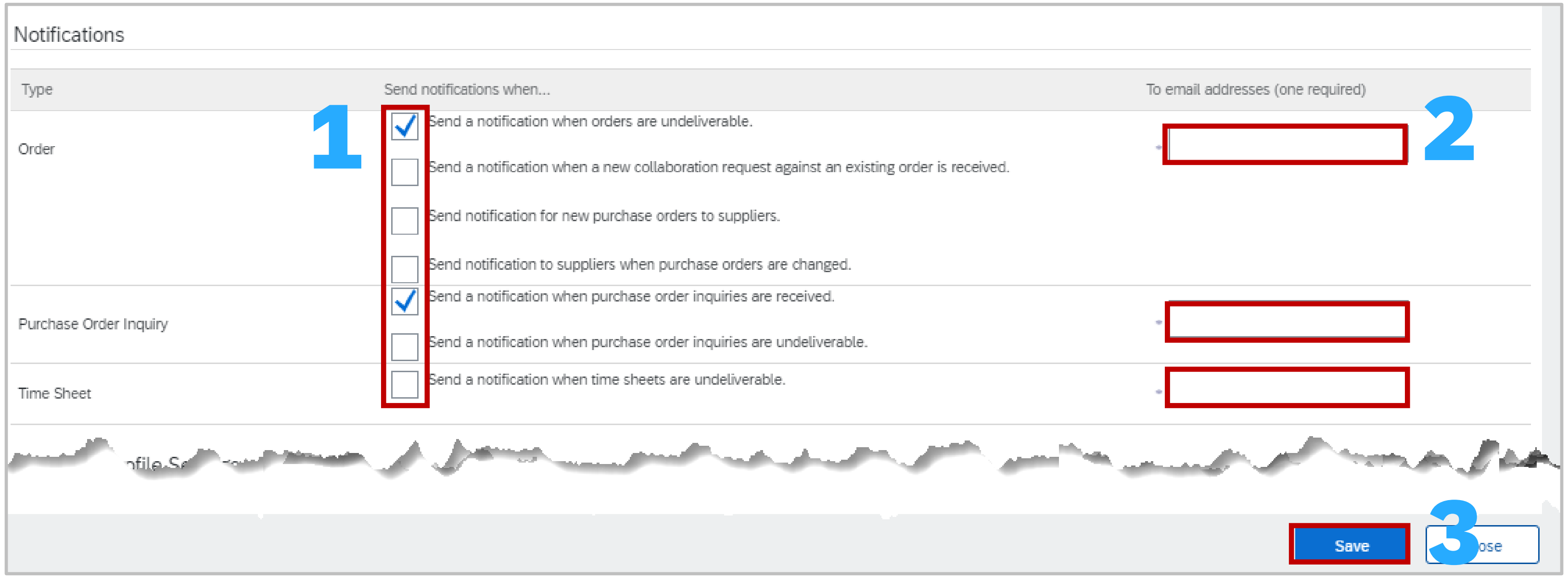
At lease one email address must be in the To email addresses and the System Administrator email may already be displayed

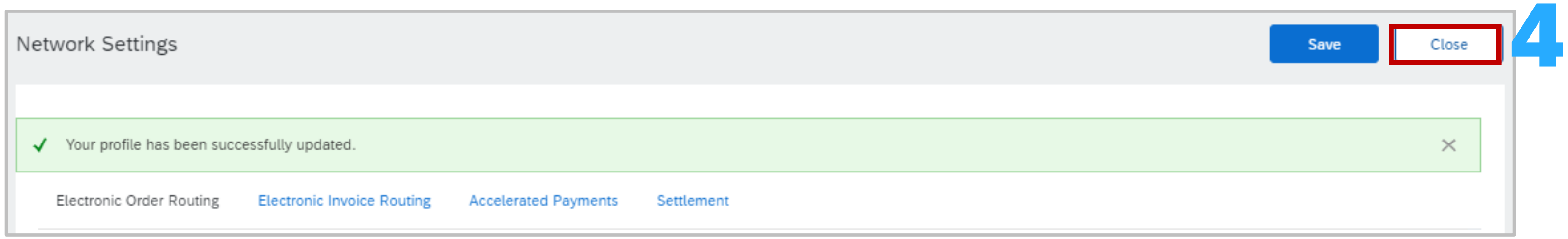
1. Select the required **Send notifications when…,** putting a tick in the associated box activates the selection
2. Confirm or enter the **To email addresses** applicable email address
3. Click on **Save**

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





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

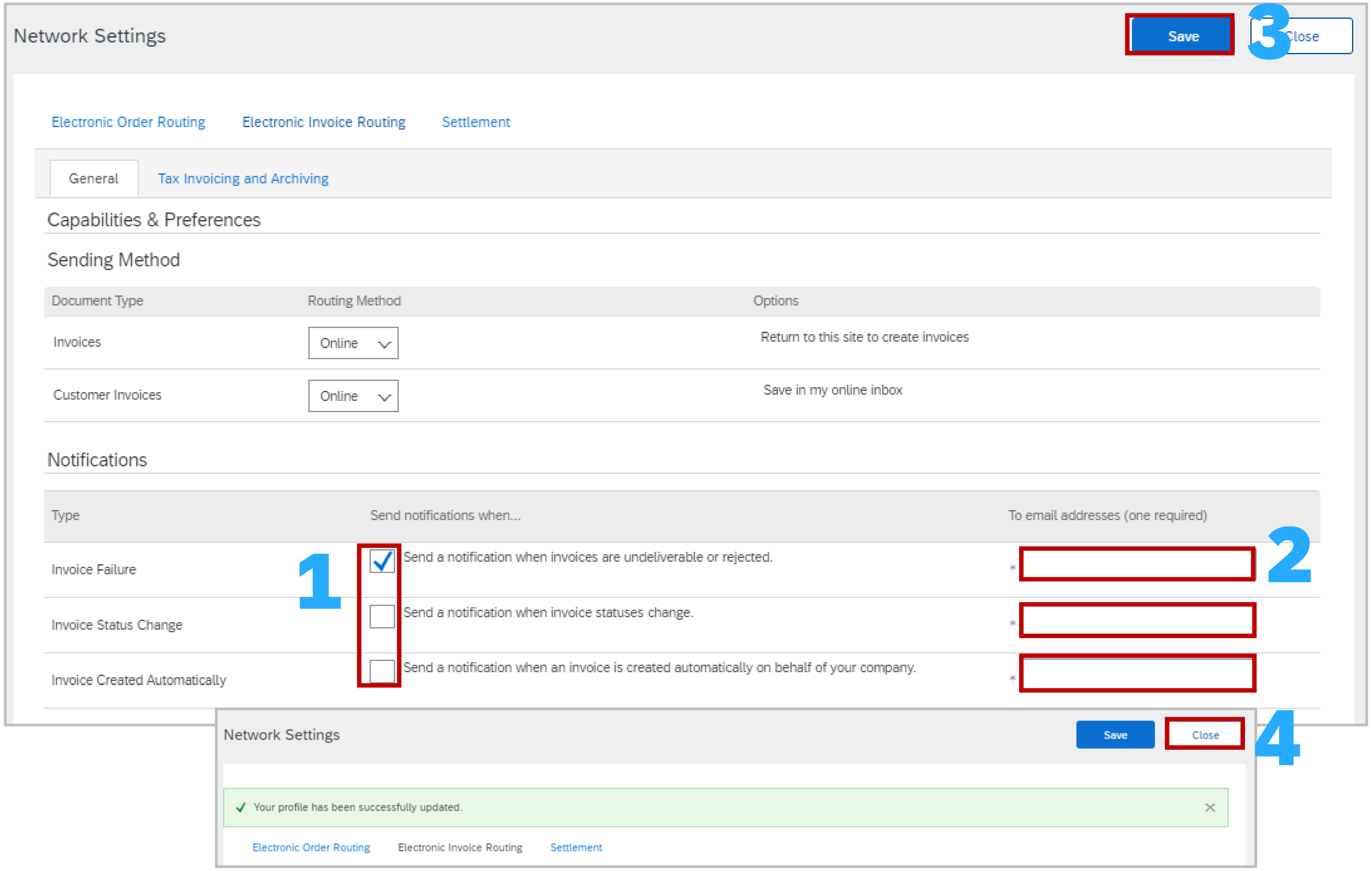
2. Confirm or enter the **To email addresses** applicable email address

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



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

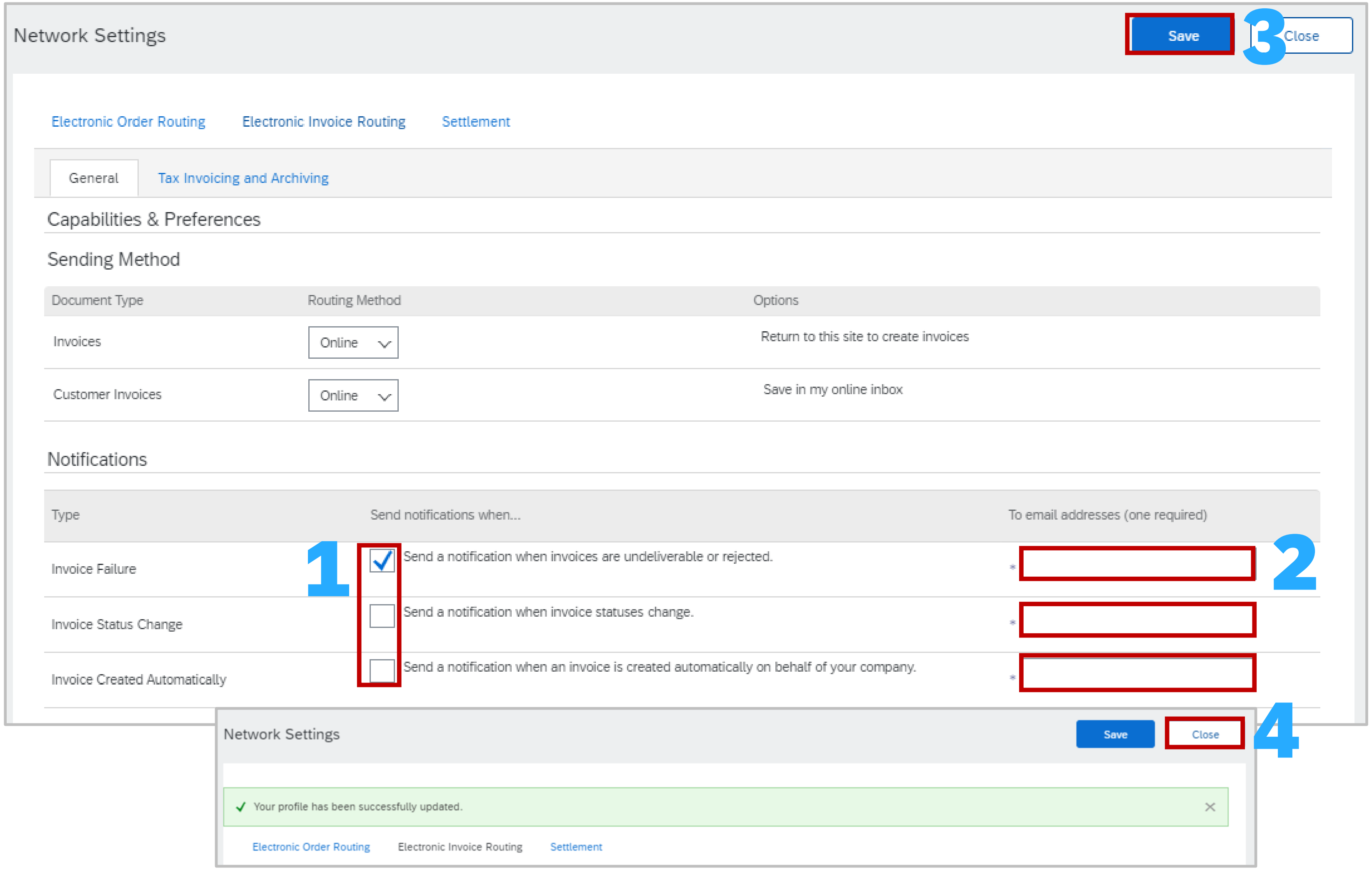
2. Confirm or enter the **To email addresses** applicable email address

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



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

1. You are the System Administrator and need to provide a sub-user access to the SAP Business Network or the SAP Ariba Proposals & Questionnaires
2. Create or confirm that a role already exists

   If there is not a role or an appropriate role

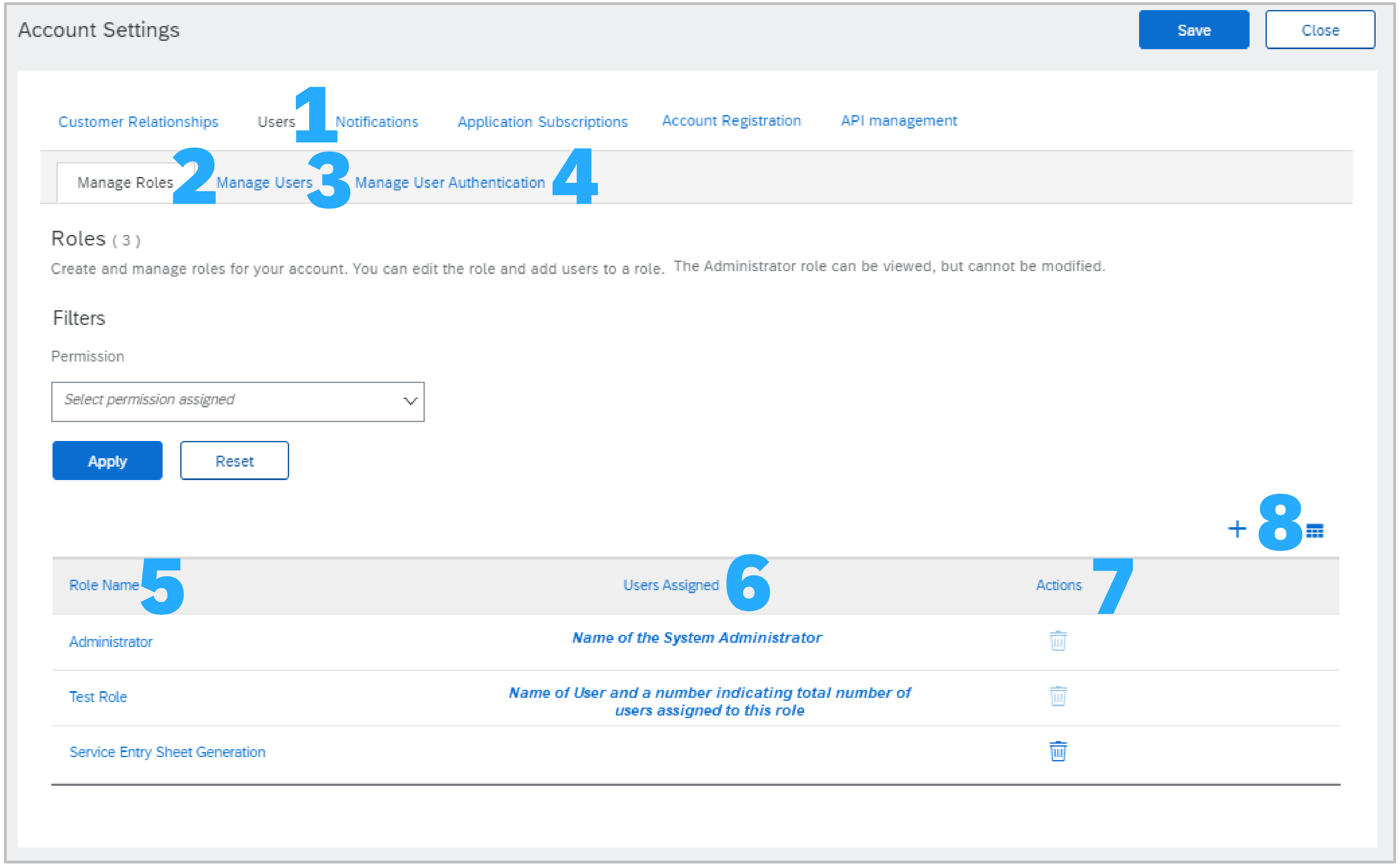
   Create a Role
3. Assign the correct permissions
4. Create a User
5. Assign a Role
6. **Assign Specific Customers (if required)**

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



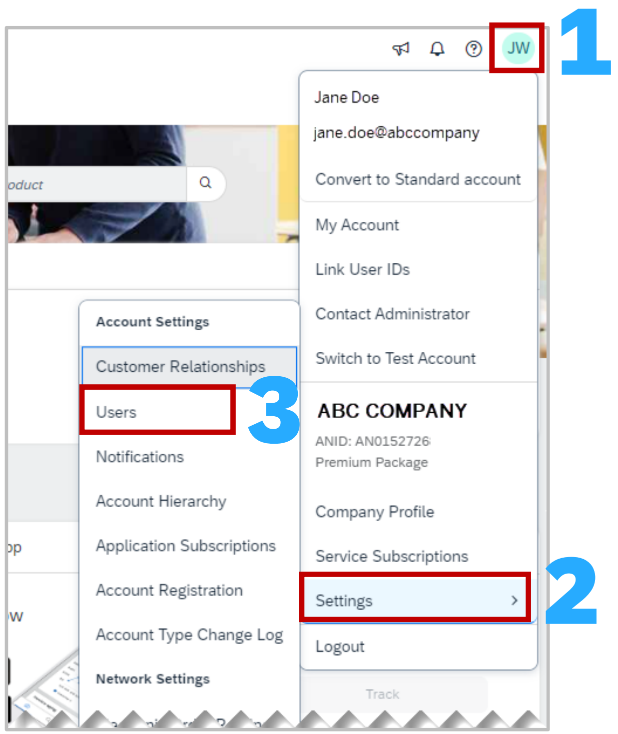
Checking there is Roles

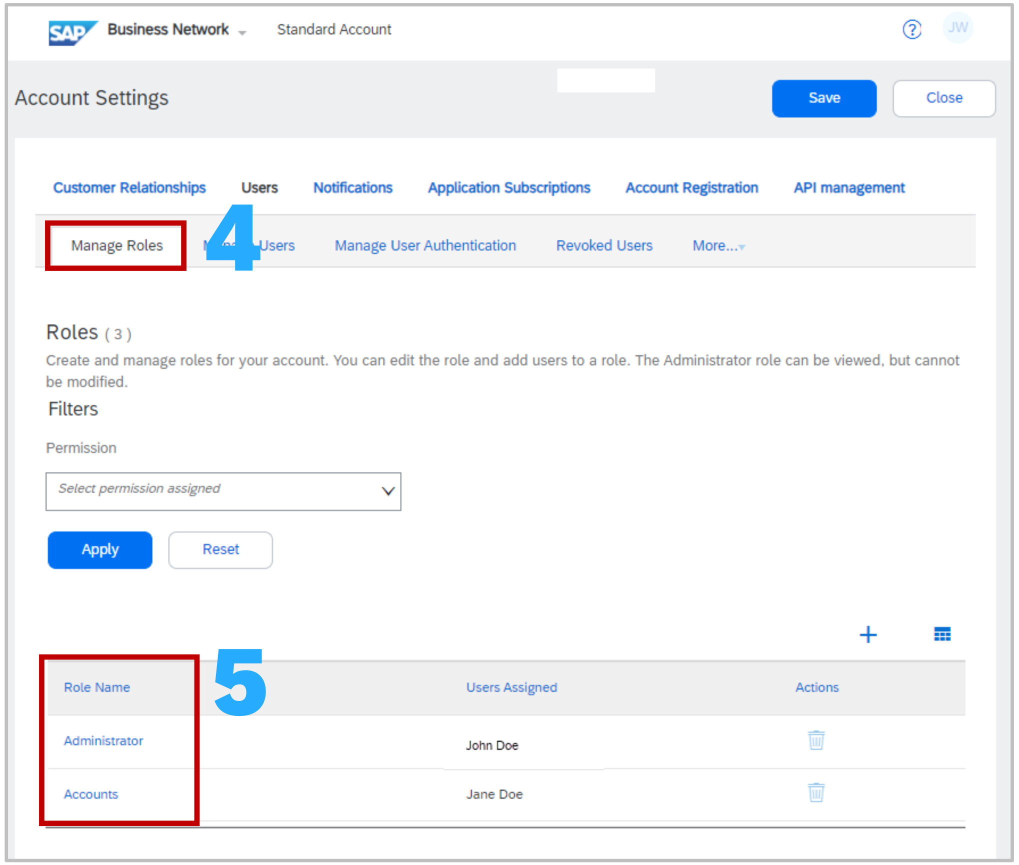
Only the System Administrator can manage roles, add users and control permissions. Even selecting all available permissions will not provide access to the Users section of the SAP Business Network.

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





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

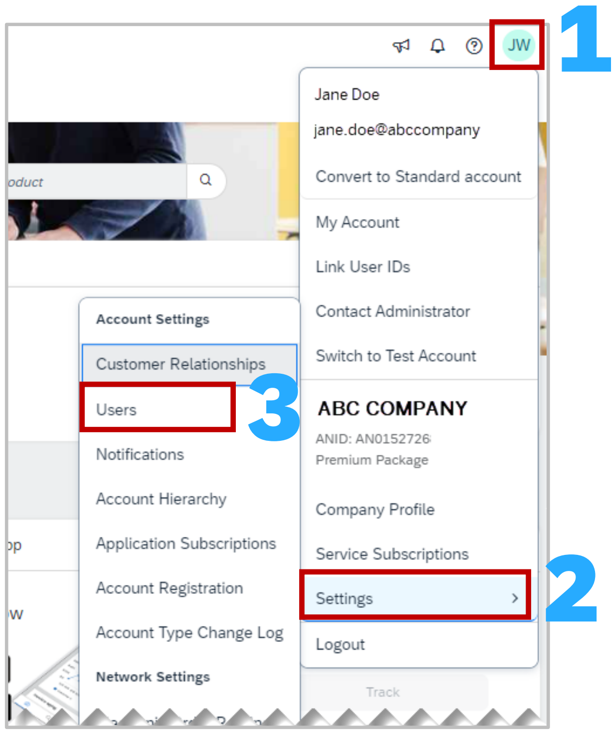
Note: Standard Account Suppliers do not have the same number of available permissions,

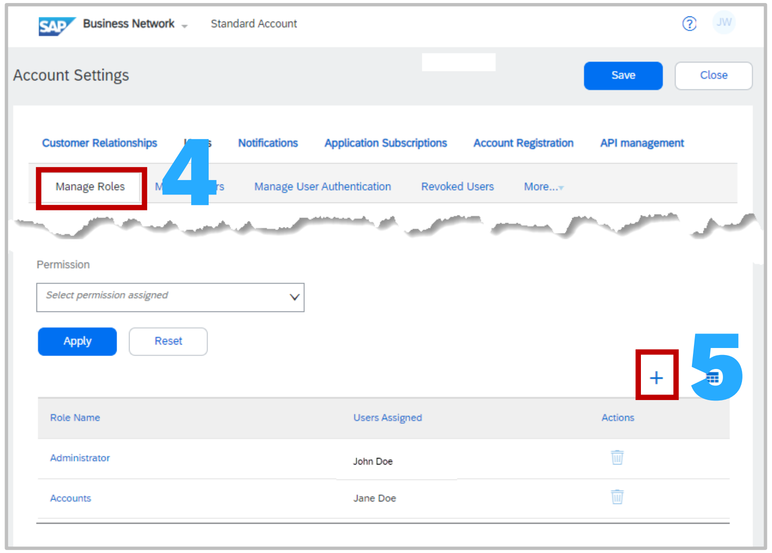
8. To select all permissions select **Permission**
9. Once completed, click on **Save**

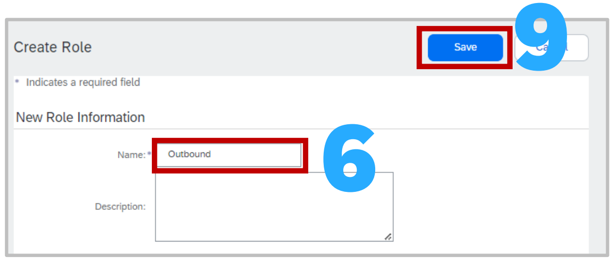
The screen will revert back to the Manage Roles Tab

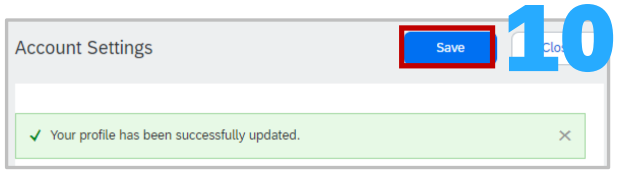
10. Click on **Save**

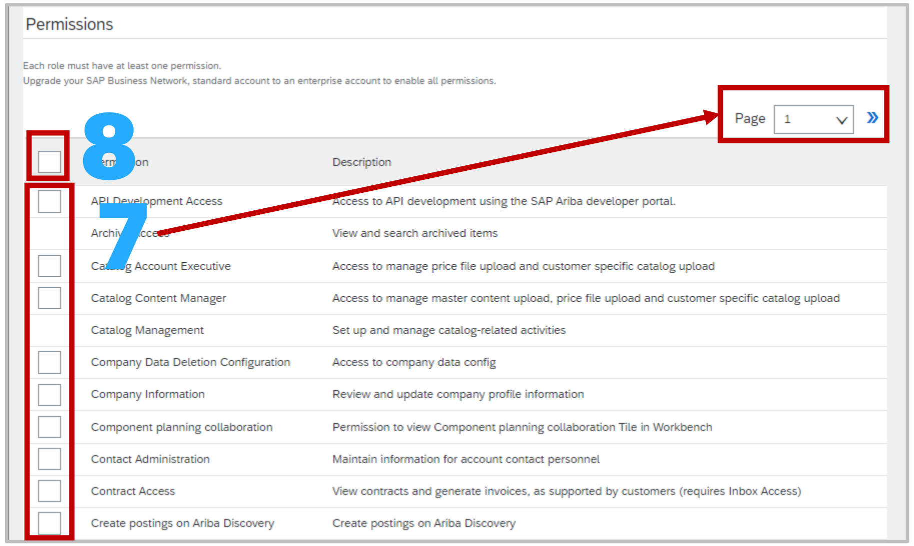
A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save











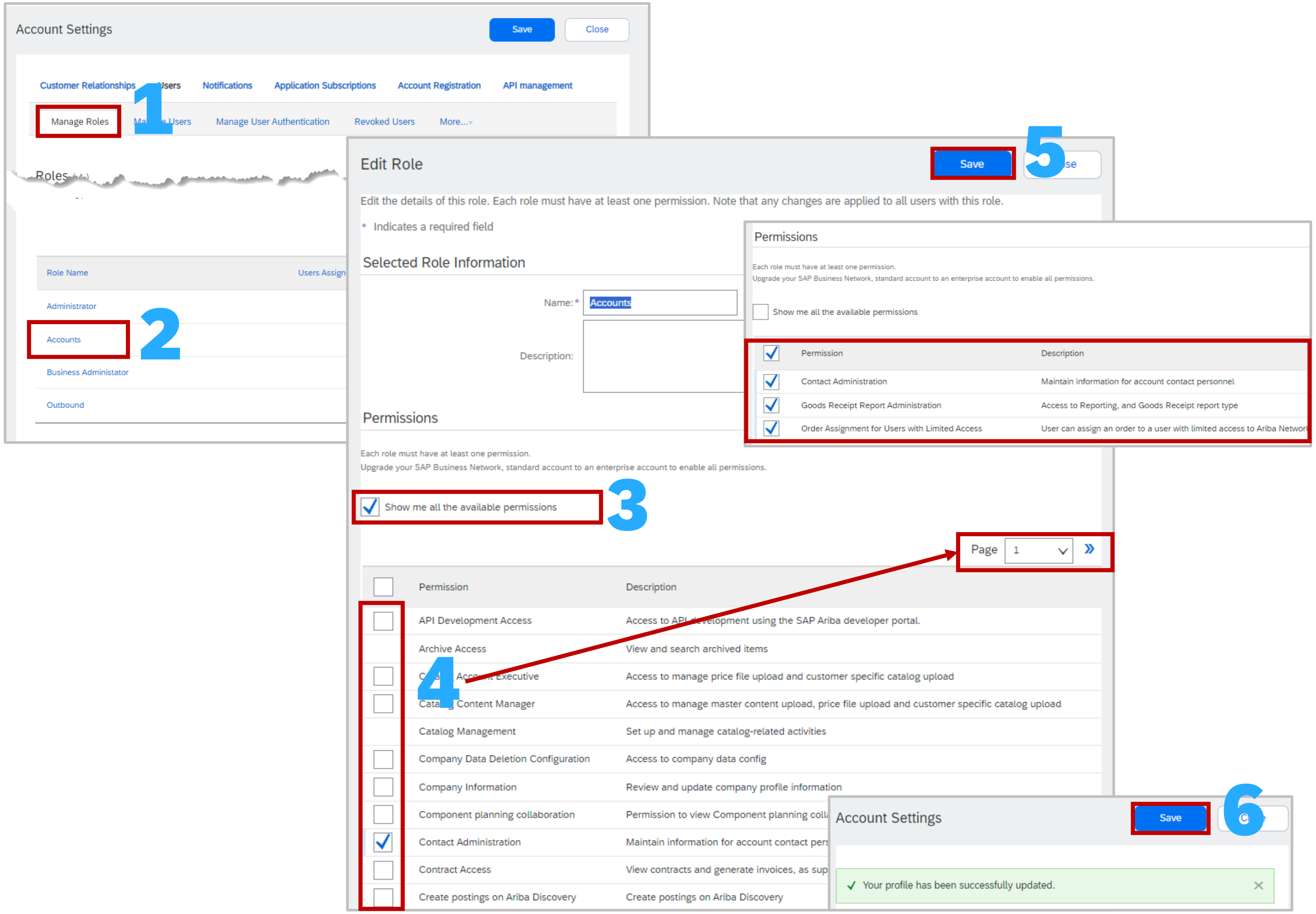
Editing a Role

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



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

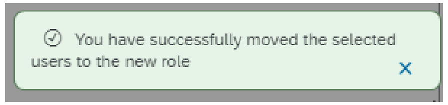
Only the System Administrator can manage roles, add users and control permissions. Even selecting all

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

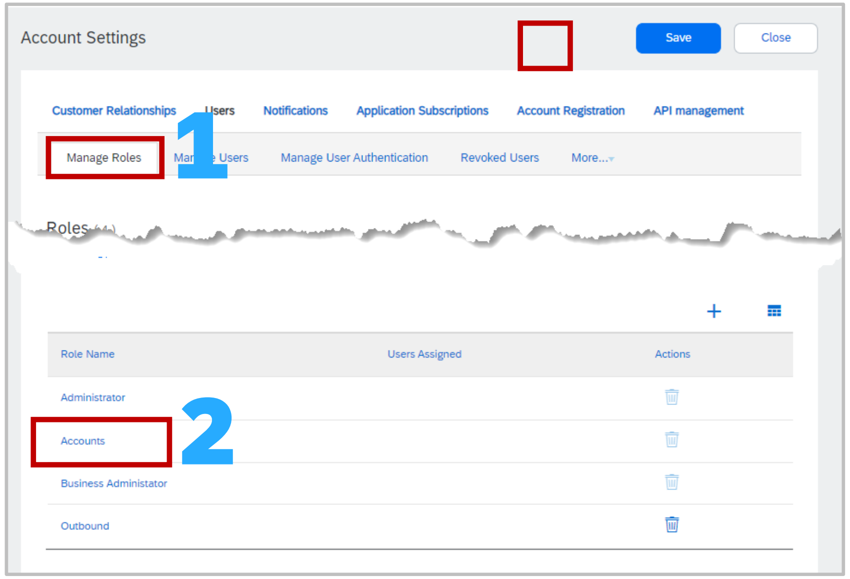
7. Click on **Move and Save**

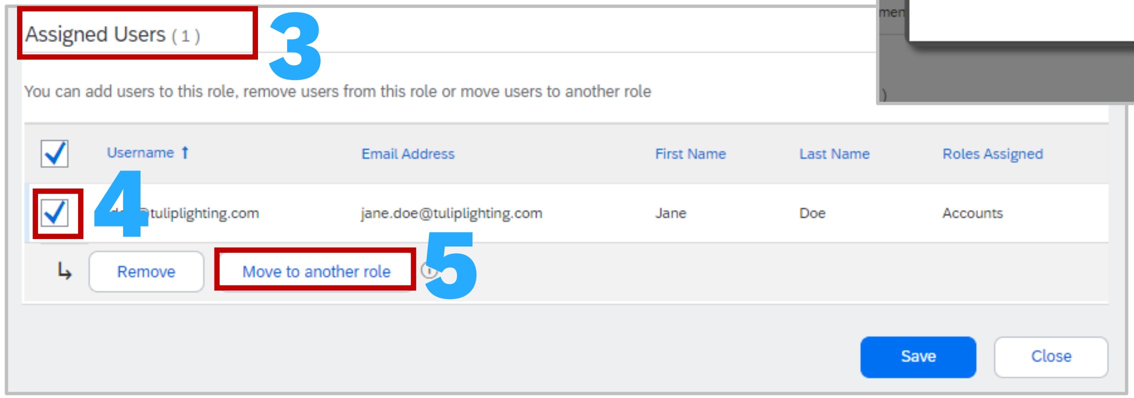
Note: A screen pop up confirms the move

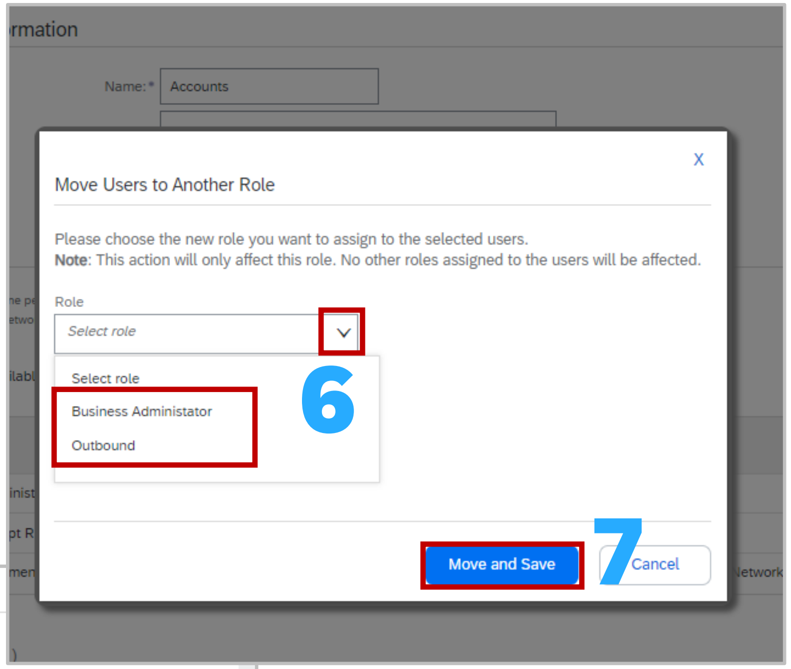


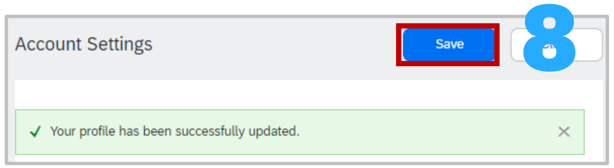
8. Screen returns to the Manage Roles tab, click on **Save**

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







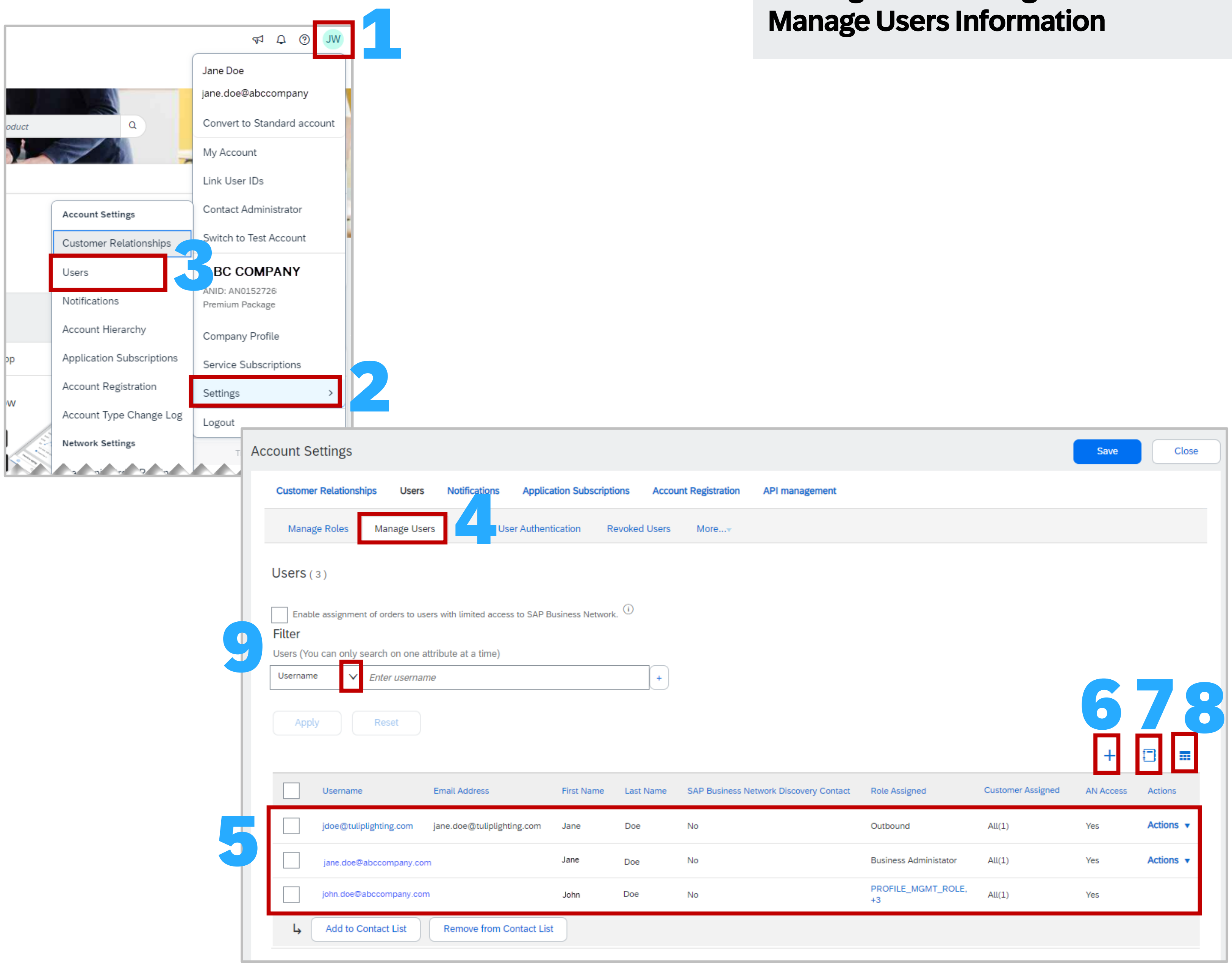


Getting to the Manage User Tab - Manage Users Information

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



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

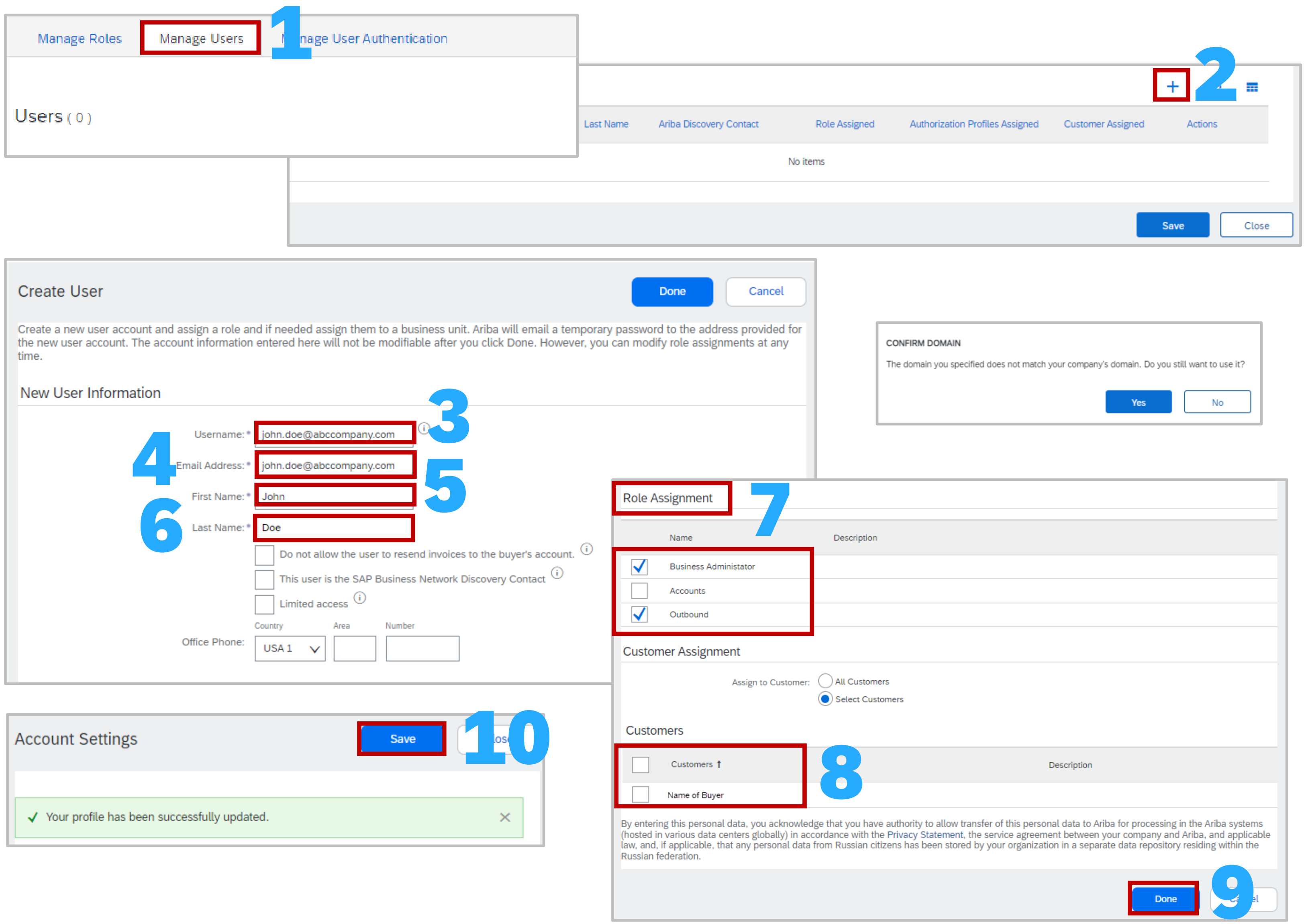
4. Enter the **Email Address** of the User
5. Enter the User's **First Name**
6. Enter the User's **Last Name**

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**



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".

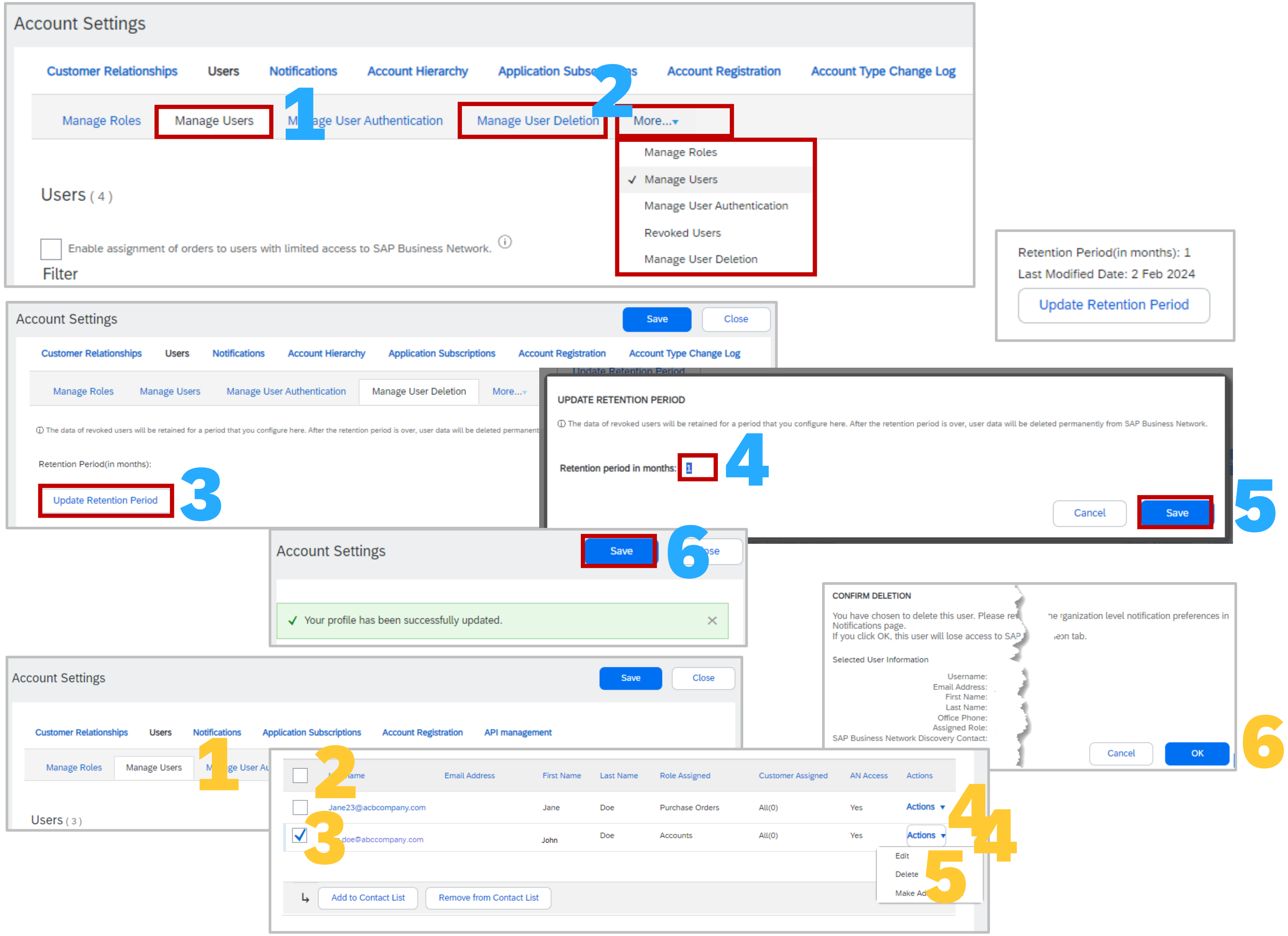
To access the Deletion Retention period:

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**

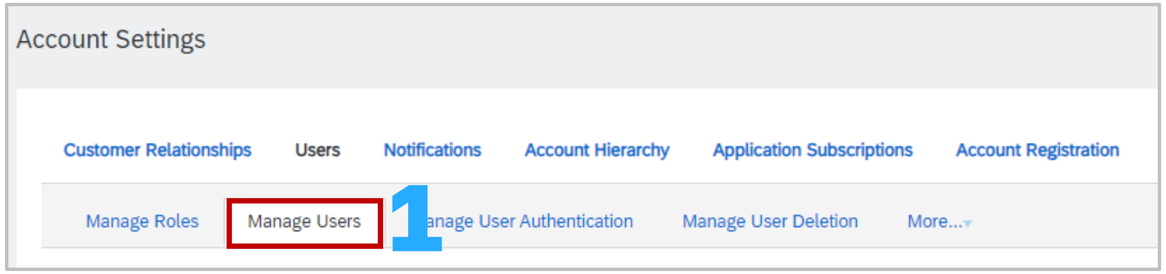


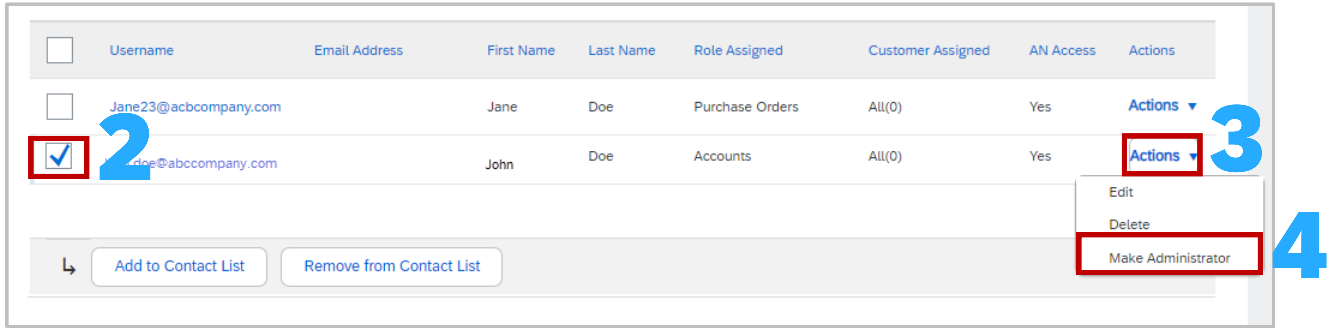
Updating the System Administrator

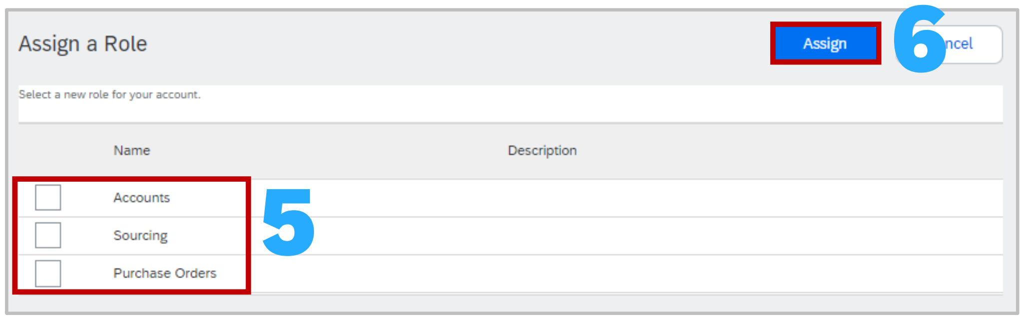
Where the Administrator is still working in the business but no longer is the designated SAP Business Network System Administrator. Ensure that the new administrator has a Username and Permissions already assigned to an existing role.

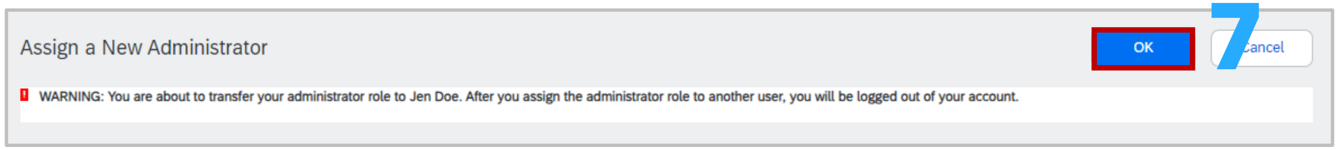
1. Display Account Settings and select the **Manage Users** tab
2. Scroll down to **Users or** use filters to search for a specific user, select the **User** that is the new designated administrator
3. Click on **Actions**
4. Select **Make Administrator**
5. Select the **role/s** being assigned to the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

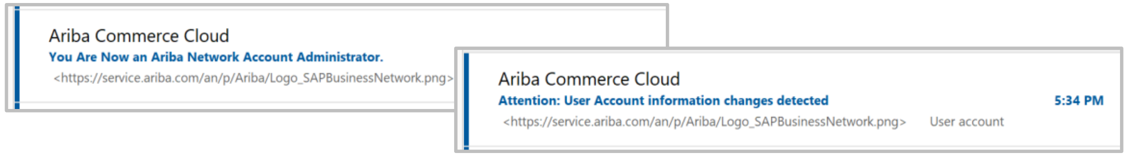
Note: The new system administrator will receive and email advising they are now the new administrator and the previous system administrator will be logged out, the Username and password remain the same for both the old and new administrators









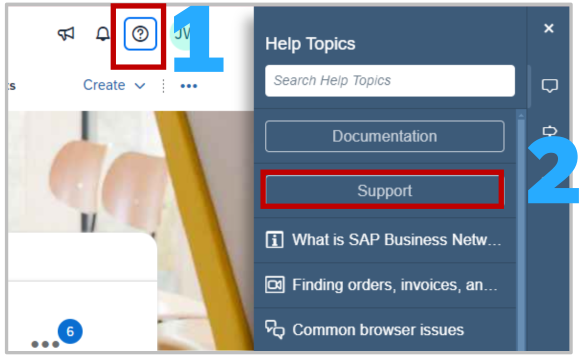


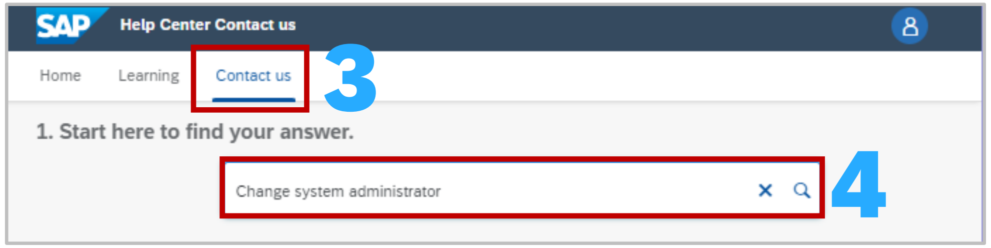
What to do if the System Administrator has Left and you have a username and password

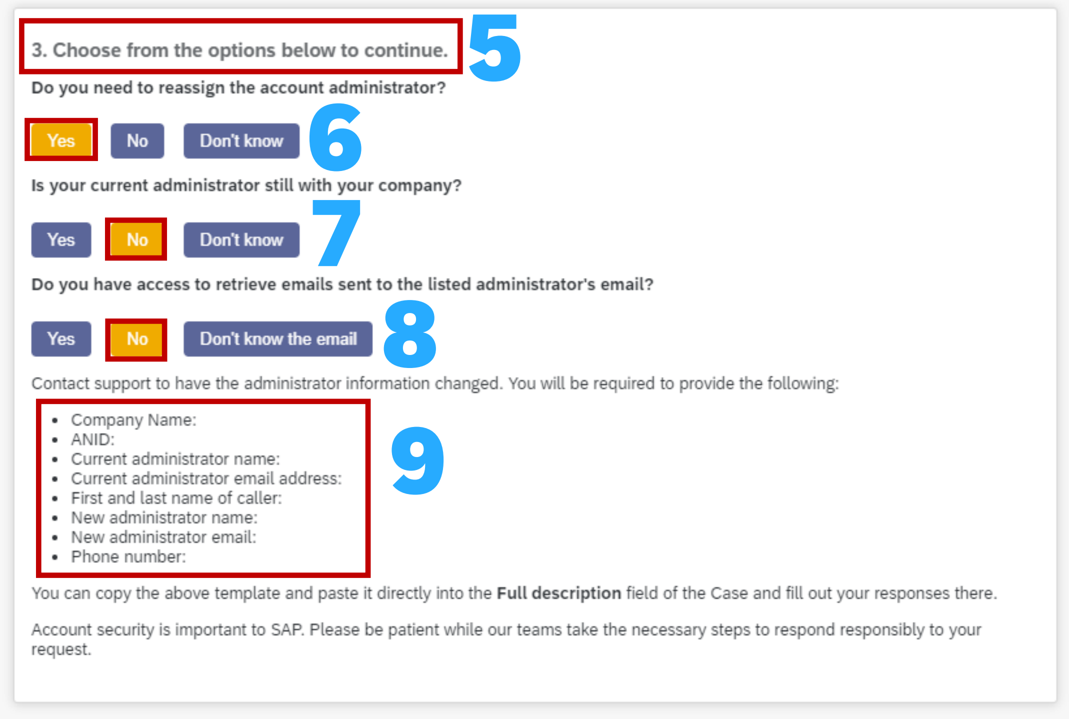
Where the System Administrator has left the business but a sub-user has a username and password, you need to assign a new System Administrator you will need to log a support request. Creating a case while logged in will update the ANID of the account you are using

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]





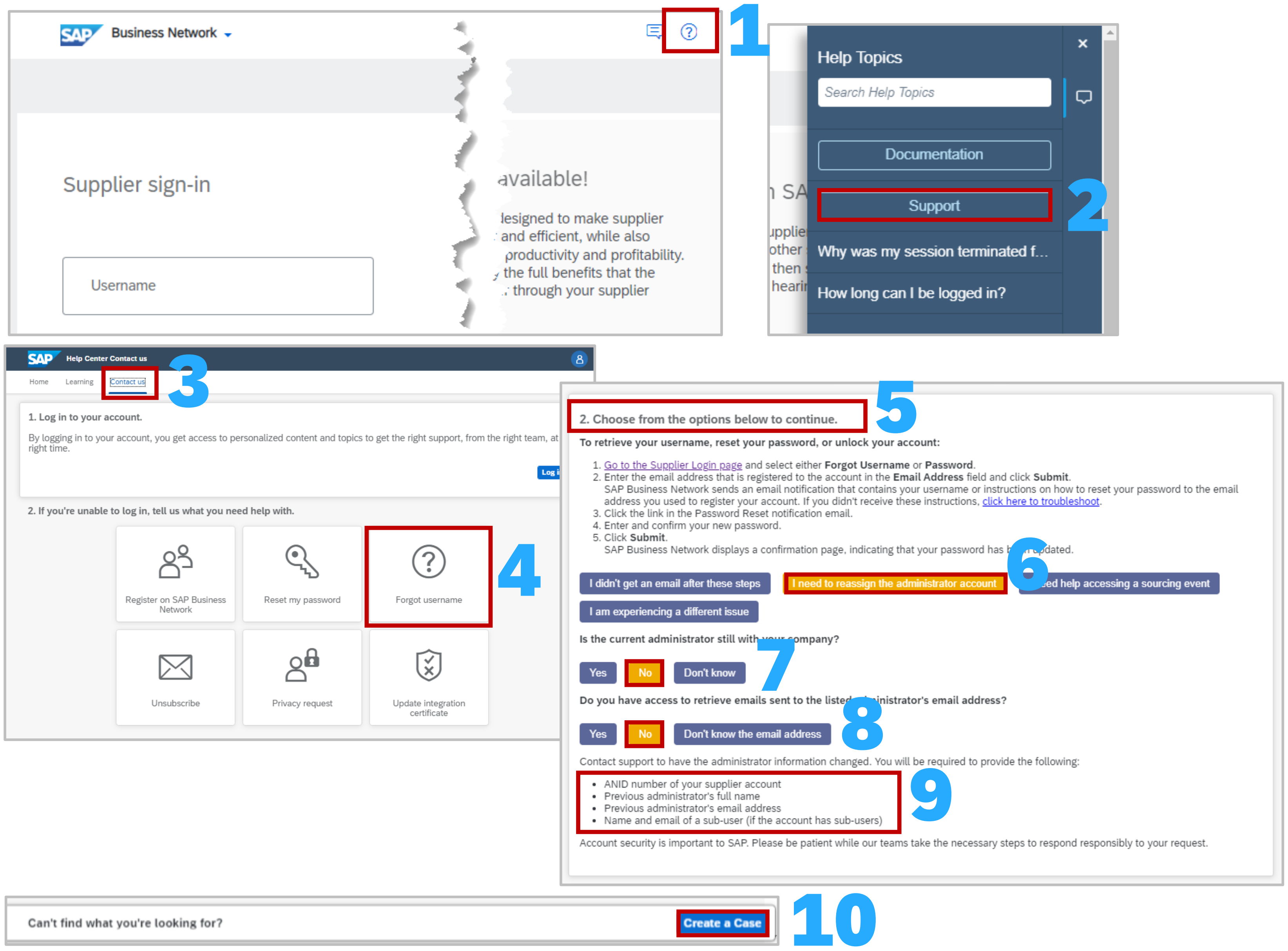


What to do if the System Administrator has Left and you do not have a username and password

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



Self-Service Account Deletion

Information

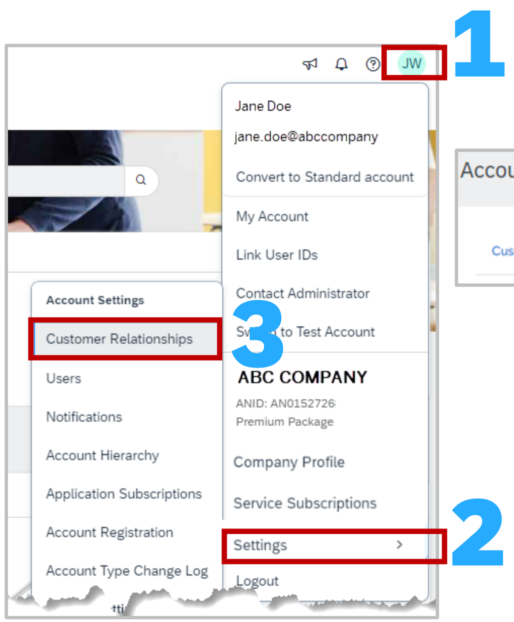
- The feature allows users to delete their SAP Business Network account
- Where a Supplier proceeds with the account deletion, ALL associated accounts get deleted
- Once a Supplier submits an account deletion request, there is a 90 grace period in which the account can be restored, however, this will 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

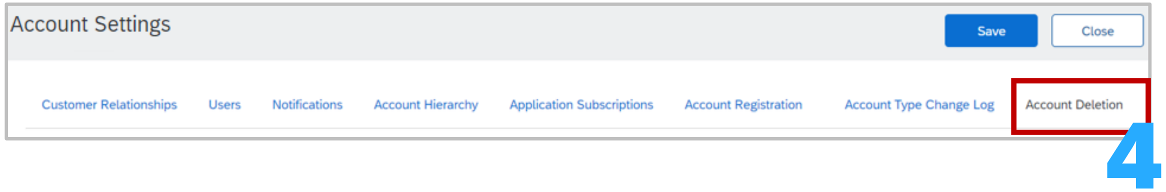
NOTE: Open Purchase Orders are ***NOT***, accounts can be deleted even if there are open Purchase Orders

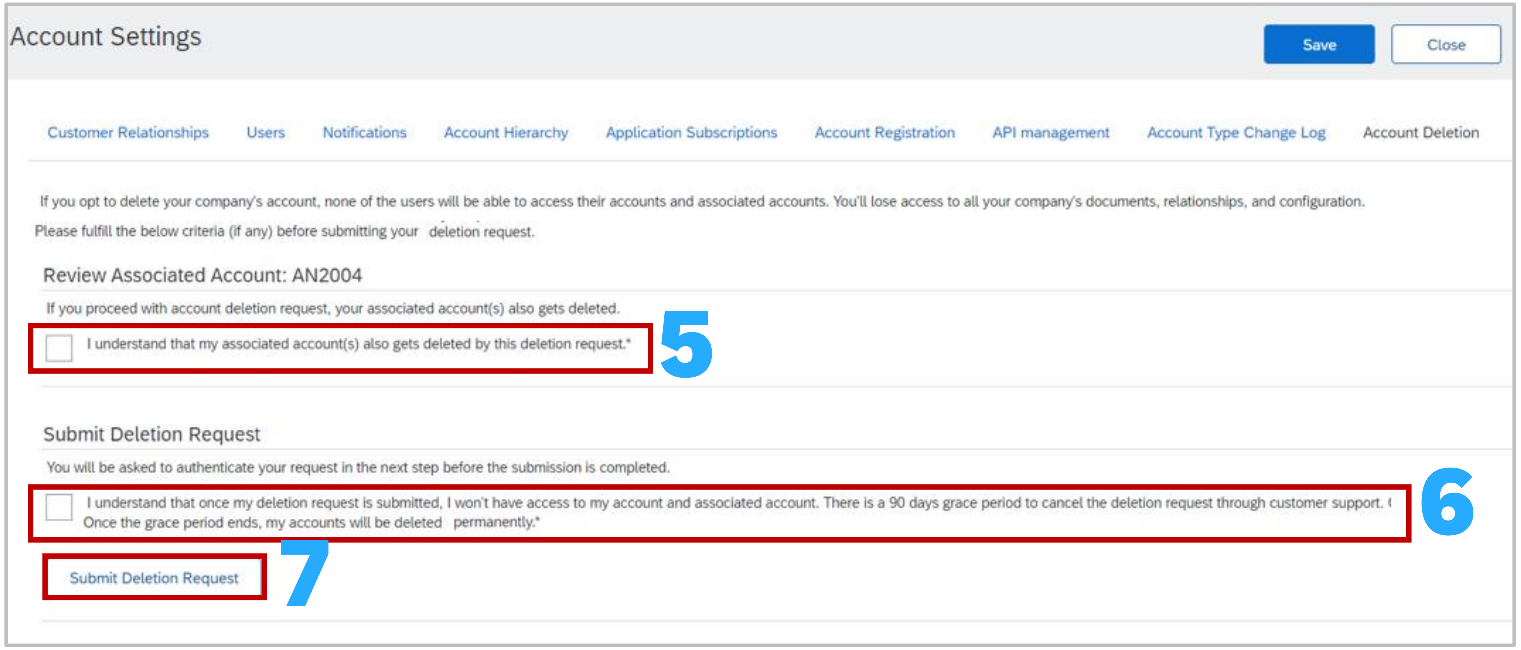
Delete an Account Process

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**







Deletion Confirmation Notification

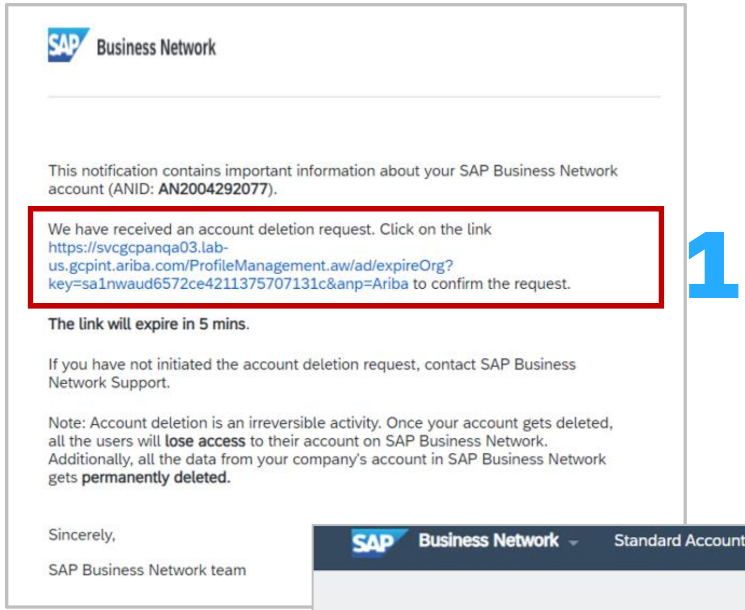
The ***System Administrator*** is the only User with the Option to perform self-service account deletion.
You need to confirm the Account Deletion via an SAP Business Network Account deletion notification

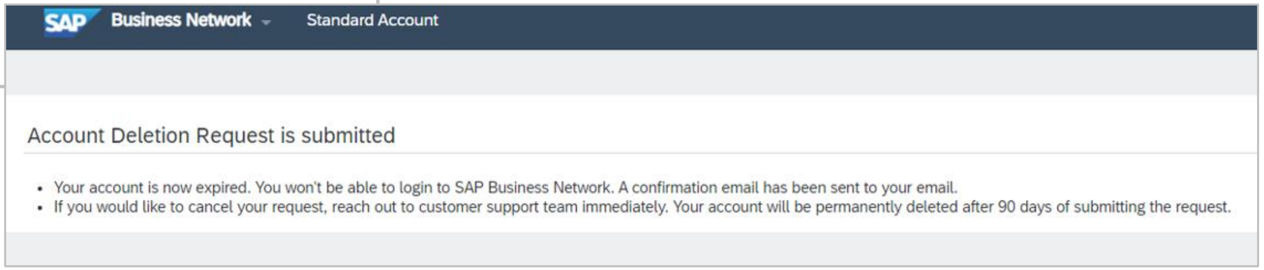
A deletion confirmation notification will be sent to the supplier with a confirmation link which will complete the request to delete the account. A final confirmation email will be sent after the account is deleted.

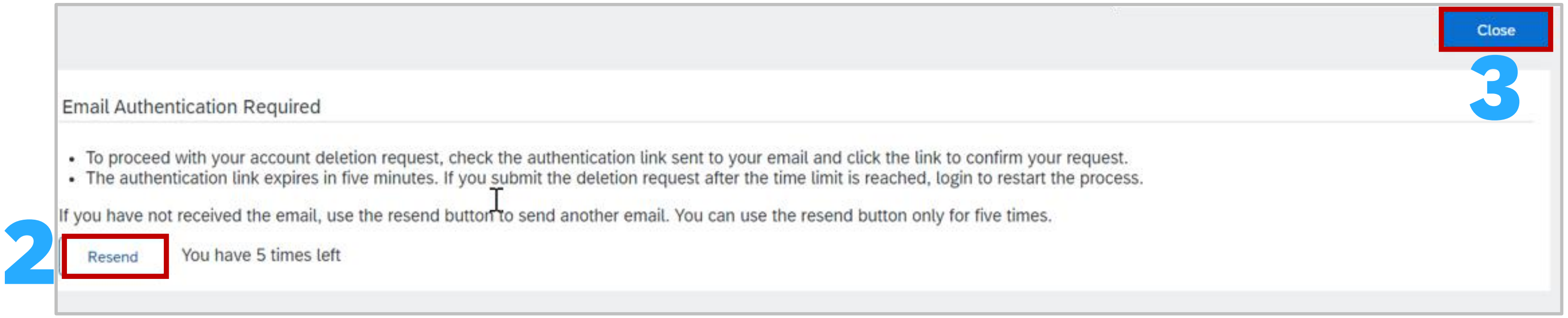
The Email Authentication Required screen is displayed, Go to your email and locate the SAP Business Network Notification Email

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**







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

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

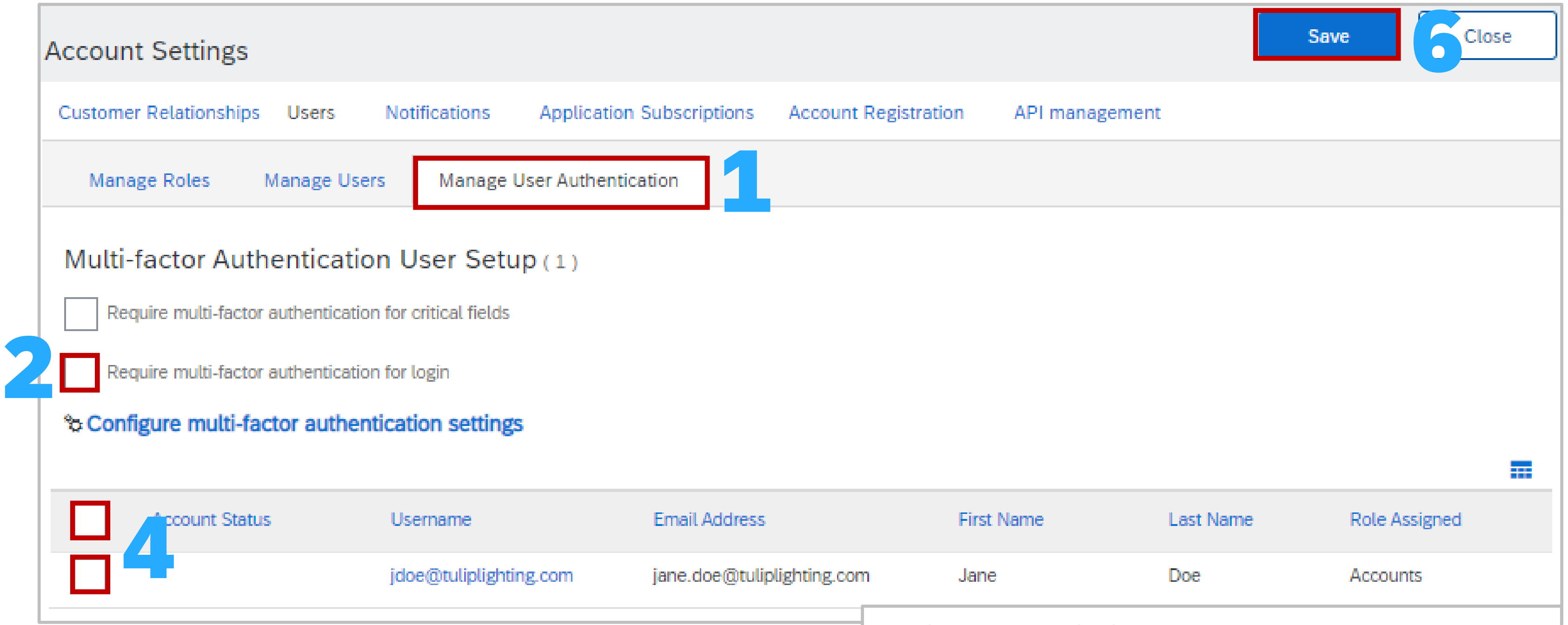
With Multifactor Authentication enabled for login, users are required to perform the two-step verification process to log in to the SAP Business Network

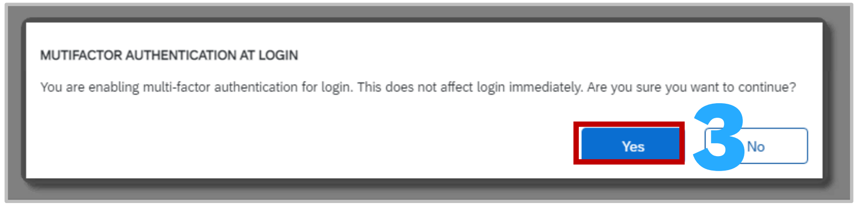
To enable multifactor authentication for login:

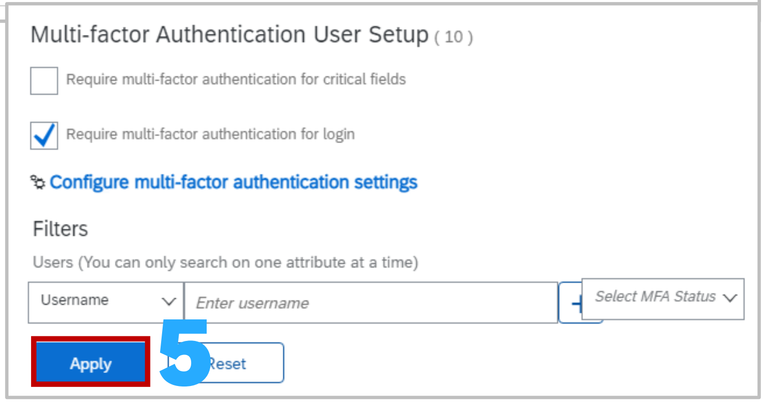
1. Select the **Manage User Authentication** tab
2. Select the box **Require multi-factor authentication for login**
3. Click on **Yes** in the dialogue box
4. Select the users by checking the boxes against their names from the table or the box in the blue ribbon as it will select ***ALL*** users
5.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







Users – Enable Multifactor Authentication for Critical Fields

Only the System Administrator can enable Multifactor Authentication requirements

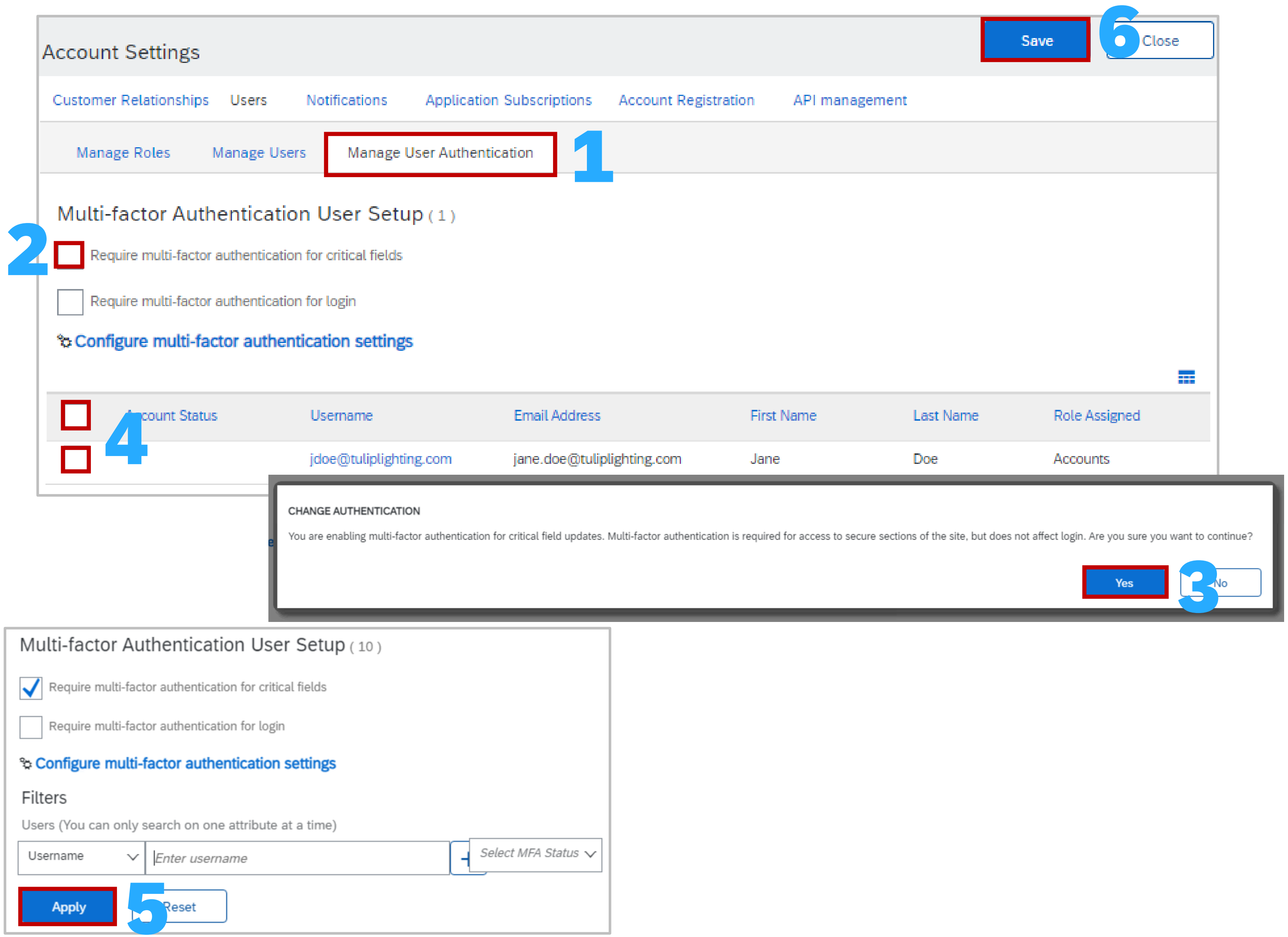
With Multifactor Authentication enabled for login, users are required to perform the two-step verification process to log in to the SAP Business Network

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**



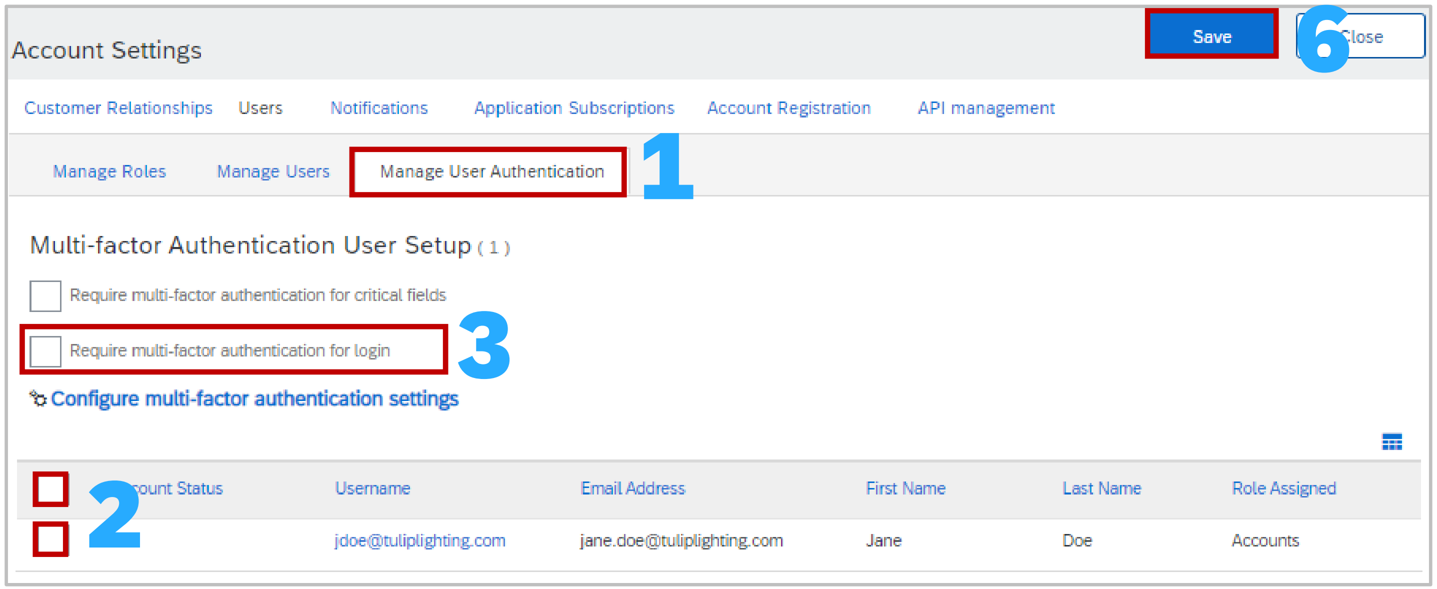
Users – Configure Multifactor Authentication Settings

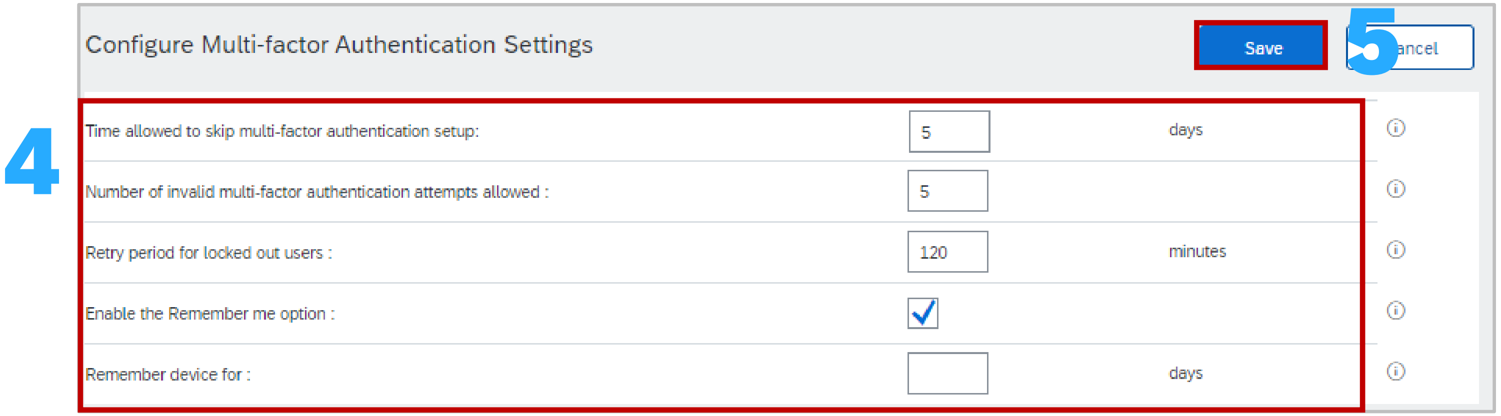
Multifactor Authentication settings can be configured to provide parameters for login functionality and other options supporting greater security

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





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**:

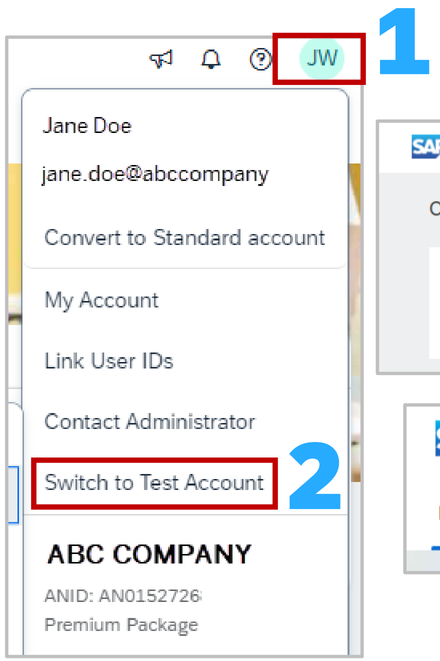
1. Click on your initials in the top right corner
2. Select **Switch to Test Account**
3. Click **OK** when the SAP Business Network displays a warning indicating You are about to switch to Test Mode.

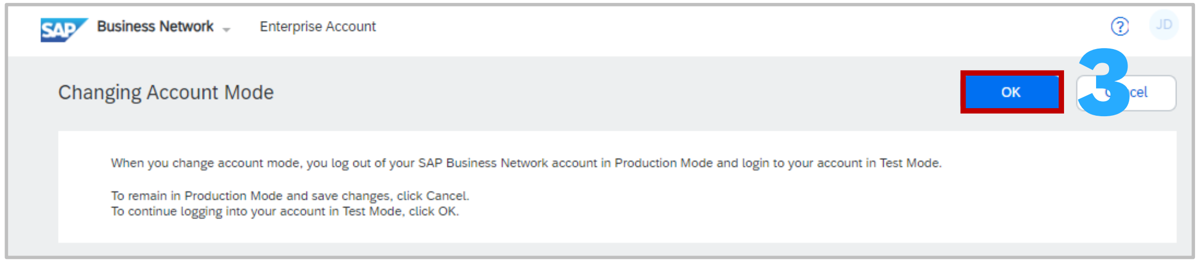
Note: A Test Admin Username will be autogenerated, the System Administrator can either use this or create a new one, it cannot be the same as the login for the Production Account

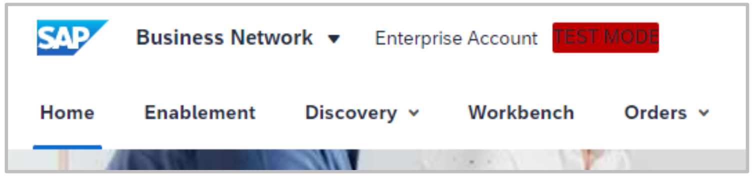
4. Create a **Username**
5. Create a **Password**
6. Re-enter the password into **Confirm Password**
7. Click **OK**

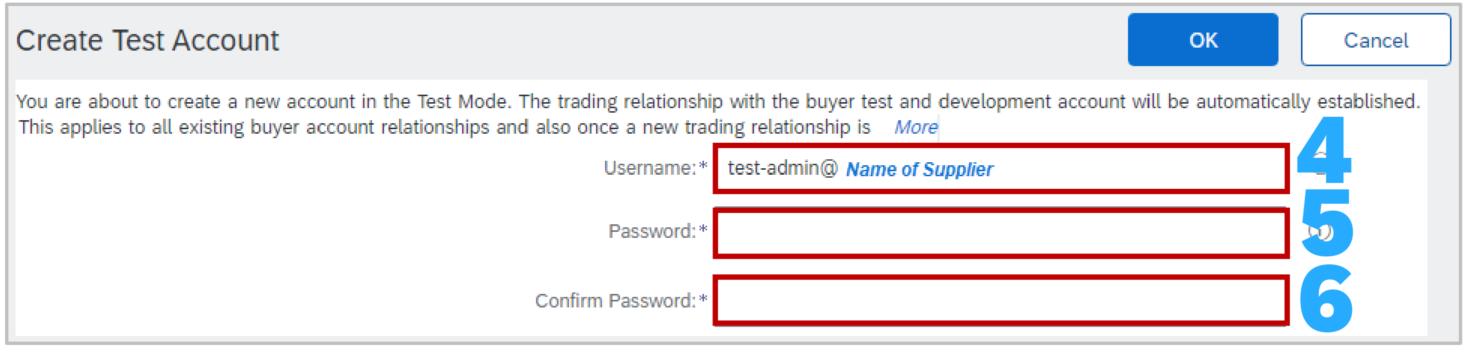
You will be transferred to your test account. Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production.

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









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

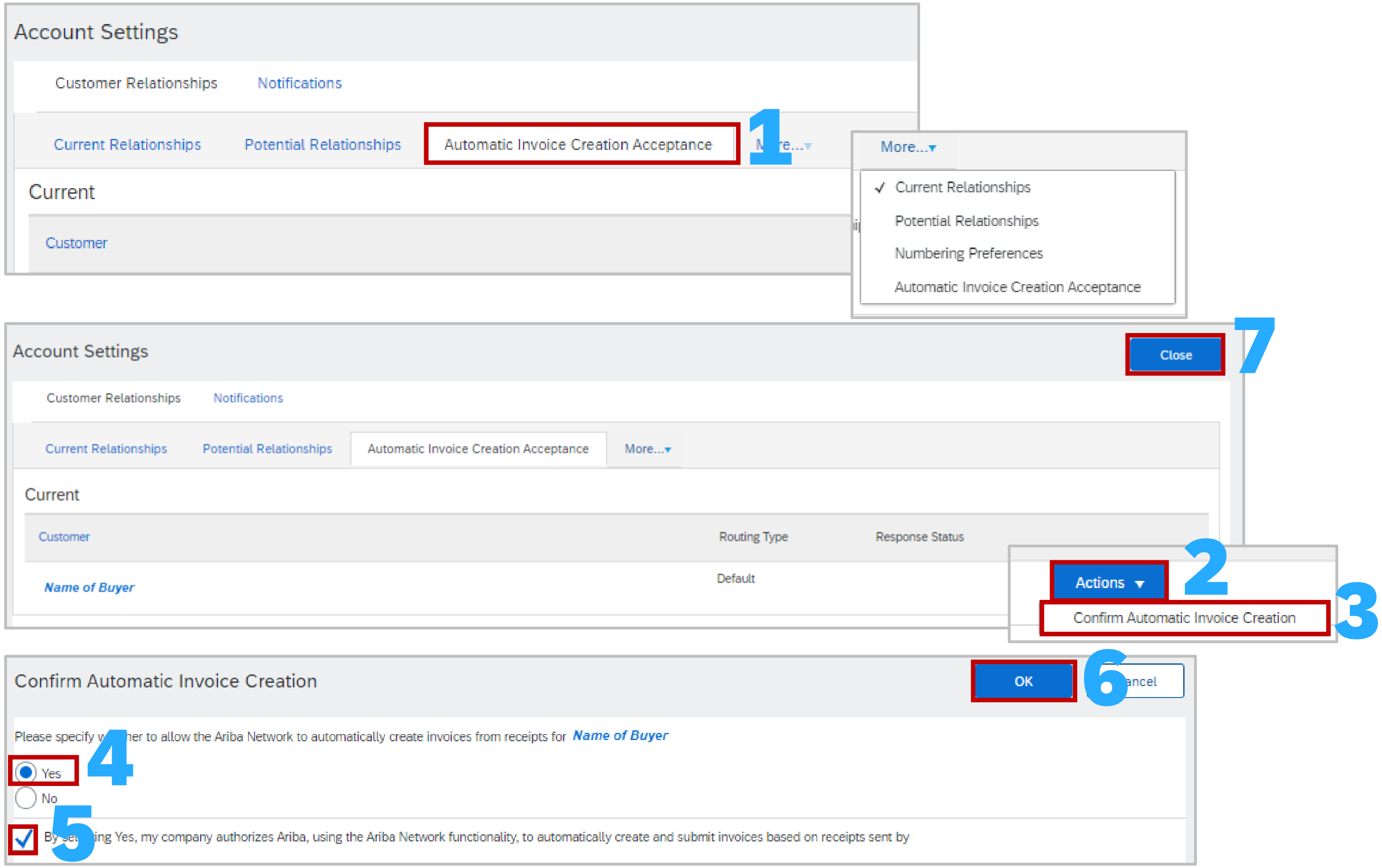
Activate Goods Receipt Notice (GRN) Process and Information

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



Customer Relationships

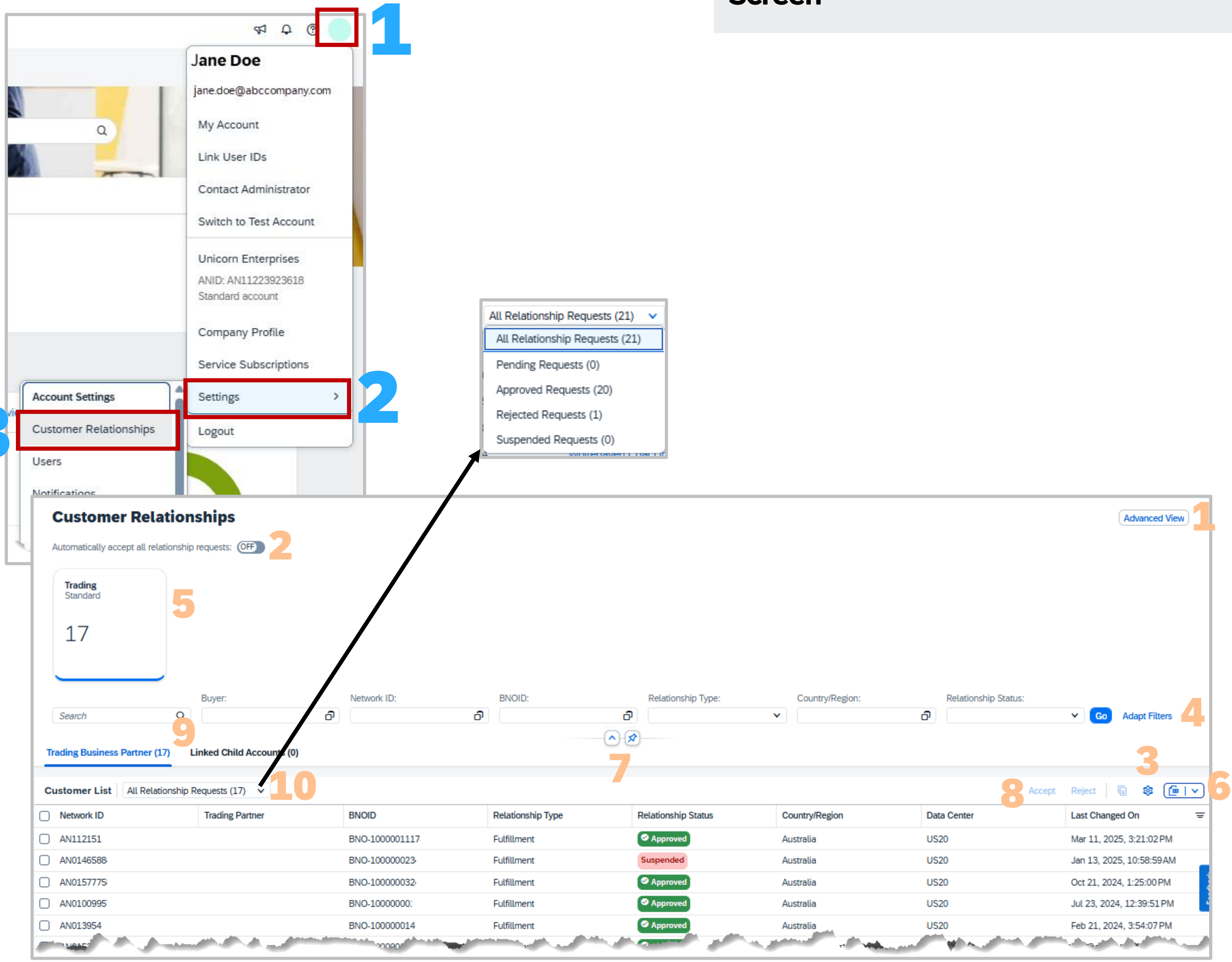
Accessing the Customer Relationships Screen

To Manage Potential Customer Relationships:

1. Click on your **Initials** at the top of the screen
2. Click on **Settings**
3. Select **Customer Relationships**
4. The **Customer Relationships** screen is displayed

Customer Relationships Screen sections

1. **Advanced View** – Provides Suppliers with access to the Supplier Information for each of the Buyers where it is available
2. **Automatically Accept all relationship** requests slide – When turned on accepts all Relationship Requests sent directly to this ANID account and is accepted. Off allows suppliers to determine which ANID account they want a specific Buyer to connect with
3. **Settings Cog** – allows suppliers to add other headings based on their requirements
4. **Adapt Filters** – allows suppliers to add other filtering option fields
5. **Number of Buyers on the Account** – Active relationships with Buyers
6. **Export Button** – Enables Supplier to
7. **Hide and Pin** options
8. **The Accept and Reject –** The buttons are greyed out based on what process is being done
9. **Trading Business Partner and Linked Child Accounts**
10. **All Relationship Requests dropdown**



Accessing a Specific Buyer's SIP via Customer Relationships

The Buyer's Supplier Information Portal provides information specific to the relationship between a buyer and supplier.

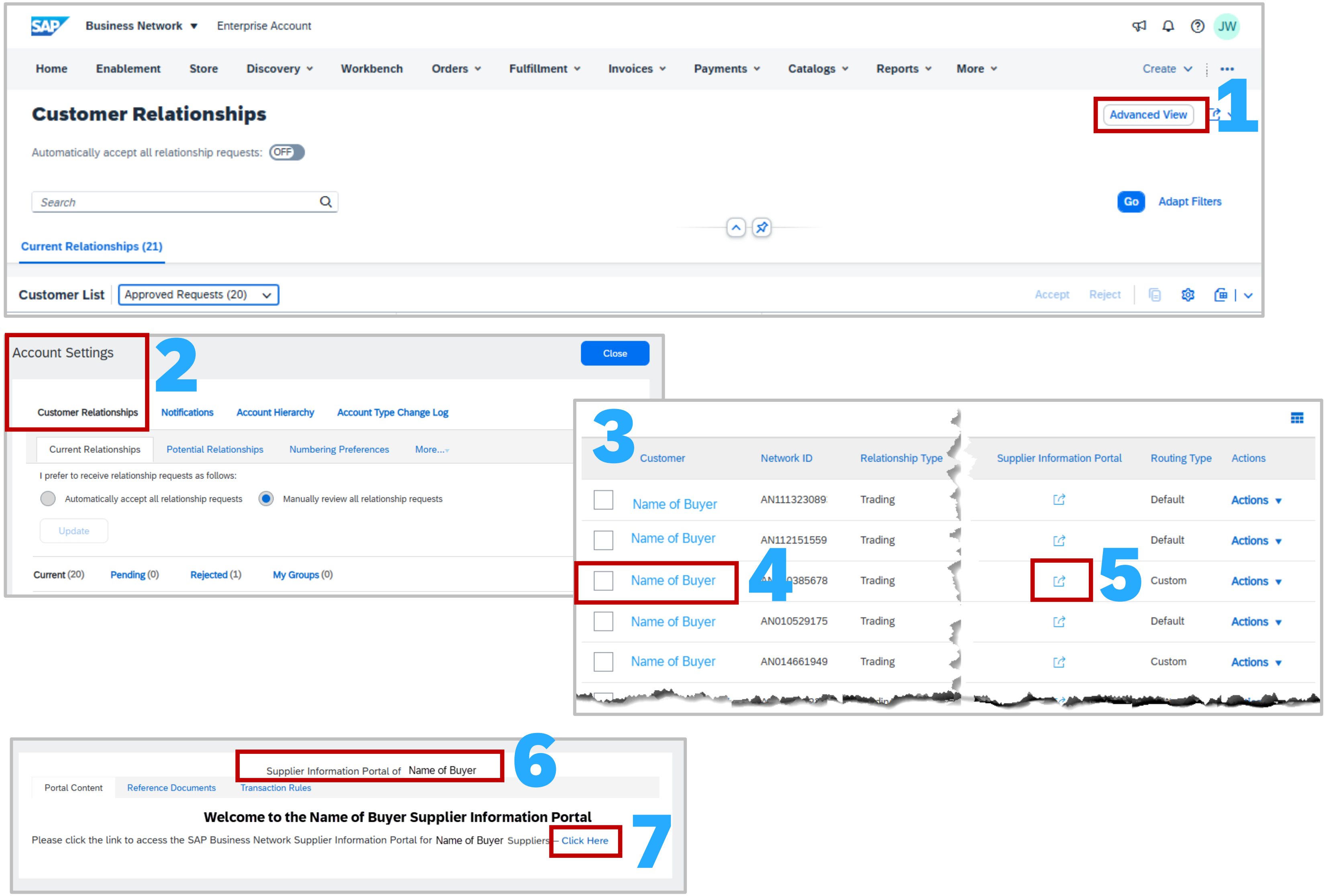
It may contain links to Buyer Help Forms or other items to assist Suppliers in transacting successfully.

The SAP-managed Supplier Information Portal link is also provided.

Note: It is quicker to access the Supplier Information Portal (SIP) for all the Buyers on one ANID by using the question mark Refer to **Accessing Buyer SIP for Sub Users for those without Customer Relationships Permissions**

Open and display the **Customer Relationships** screen

1. Click on **Advanced View**
2. The **Account Settings** screen with the **Customer Relationships** tab is displayed
3. Scroll down to **Current** relationships
4. Locate the name of the Buyer
5. Click on the under the **Supplier Information Portal** option
6. The **Supplier information Portal** link is displayed
7. Click on the **Link** required. Some portals will have more information or have the links to specific sites shown



Customer Relationships Information

The number displayed between the brackets indicates the number associated with the relationship type:

- All Relationship Requests
- Pending Requests
- Approved Requests
- Rejected Requests
- Suspended Requests

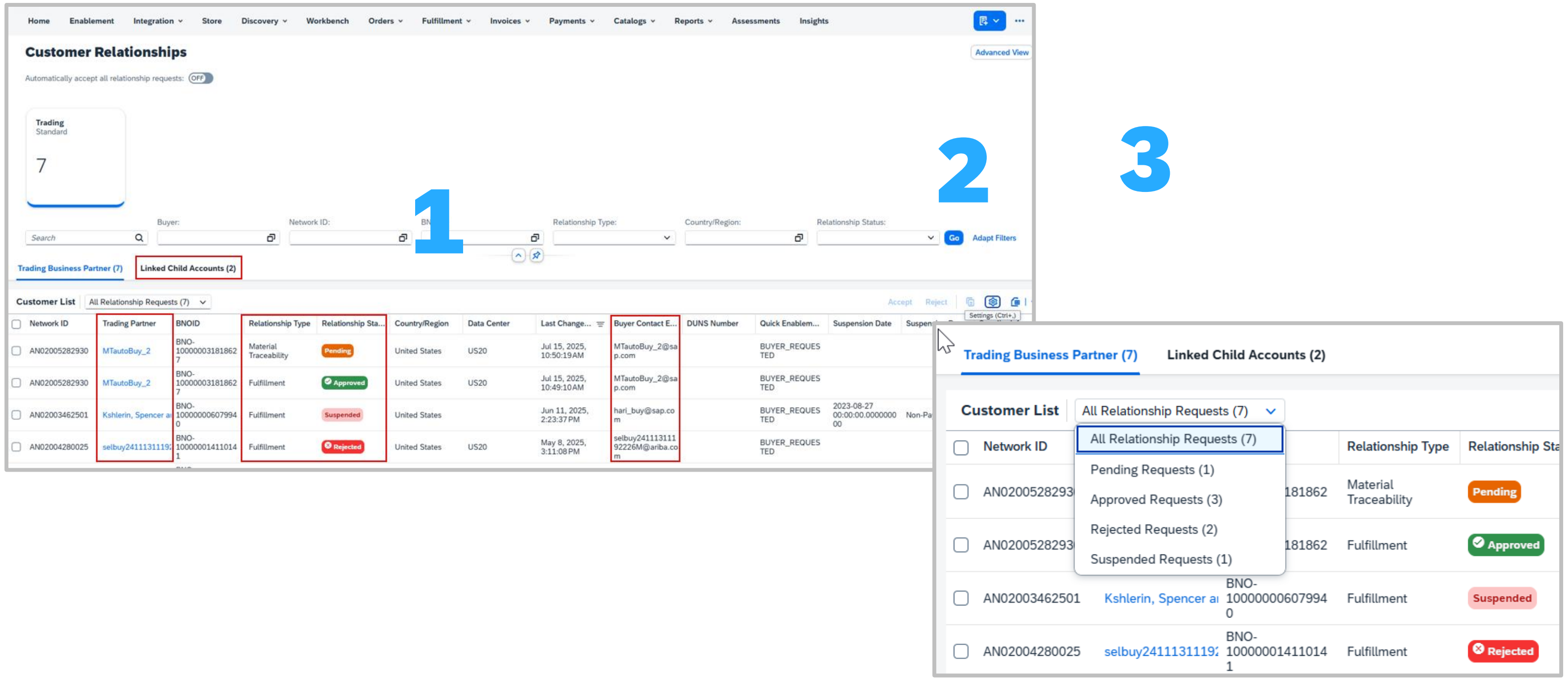
Columns displayed in the latest UI are:

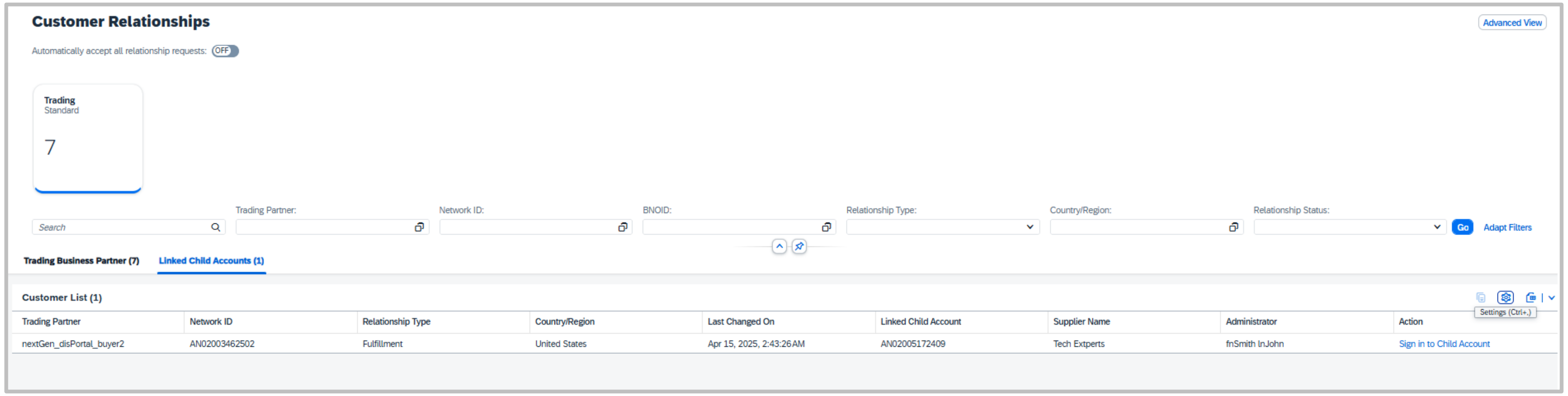
- Buyer name with Hyperlink
- Buyer Contact
- Relationship Status
- Relationship Type

Suppliers can now see what Child accounts are linked to a parent. Suppliers can log into a child account from accessing the Linked Child Account tab

Information about Trading Relationships Request (TRR) are provided including:

- TRR requested date
- TRR accepted date
- TRR rejection date





Accepting or rejecting a Customer Relationship

When the Automatically accept all relationship requests are turned off, Suppliers need to manually accept or reject relationship requests.

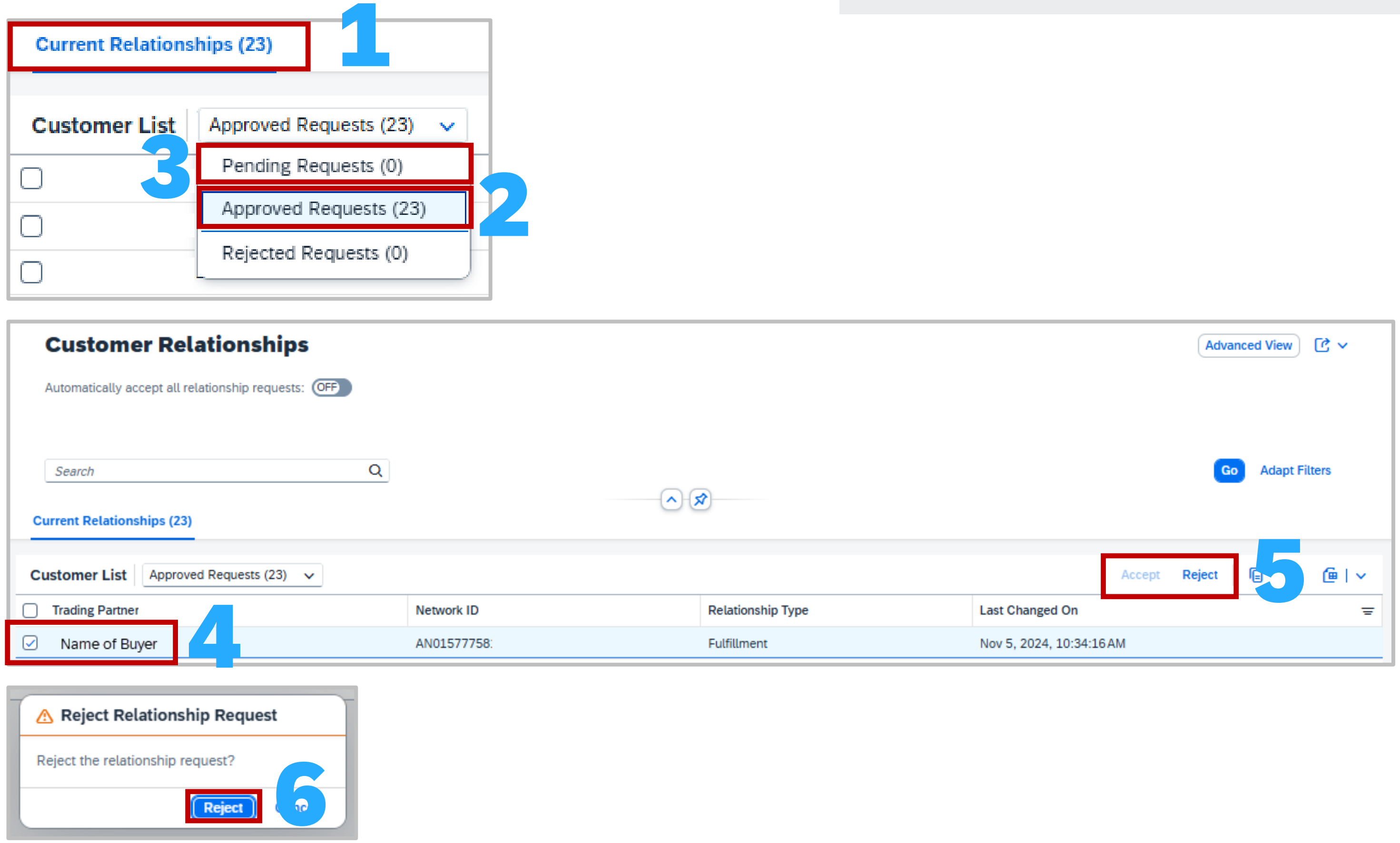
Important Note: Suppliers cannot reject relationships where there is a suspension.

Once a Supplier has rejected a Customer Relationship it cannot be undone unless the Buyer resends a new relationship request.

Only one Buyer action can occur at a time, you cannot select multiples and the accept or reject the relationships.

Open and display the [Customer Relationships](#) screen

1. Scroll down to **Current Relationships**
2. Select **Approved Requests** from the dropdown to Reject a relationship request
3. Select **Pending Request** from the dropdown to accept a relationship request
4. Place a tick in the box next to the Buyer you need to reject or approve a relationship
5. Click on either **Reject** or **Accept** (this depends on whether you are in approved or pending requests
6. Confirm the request selection



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

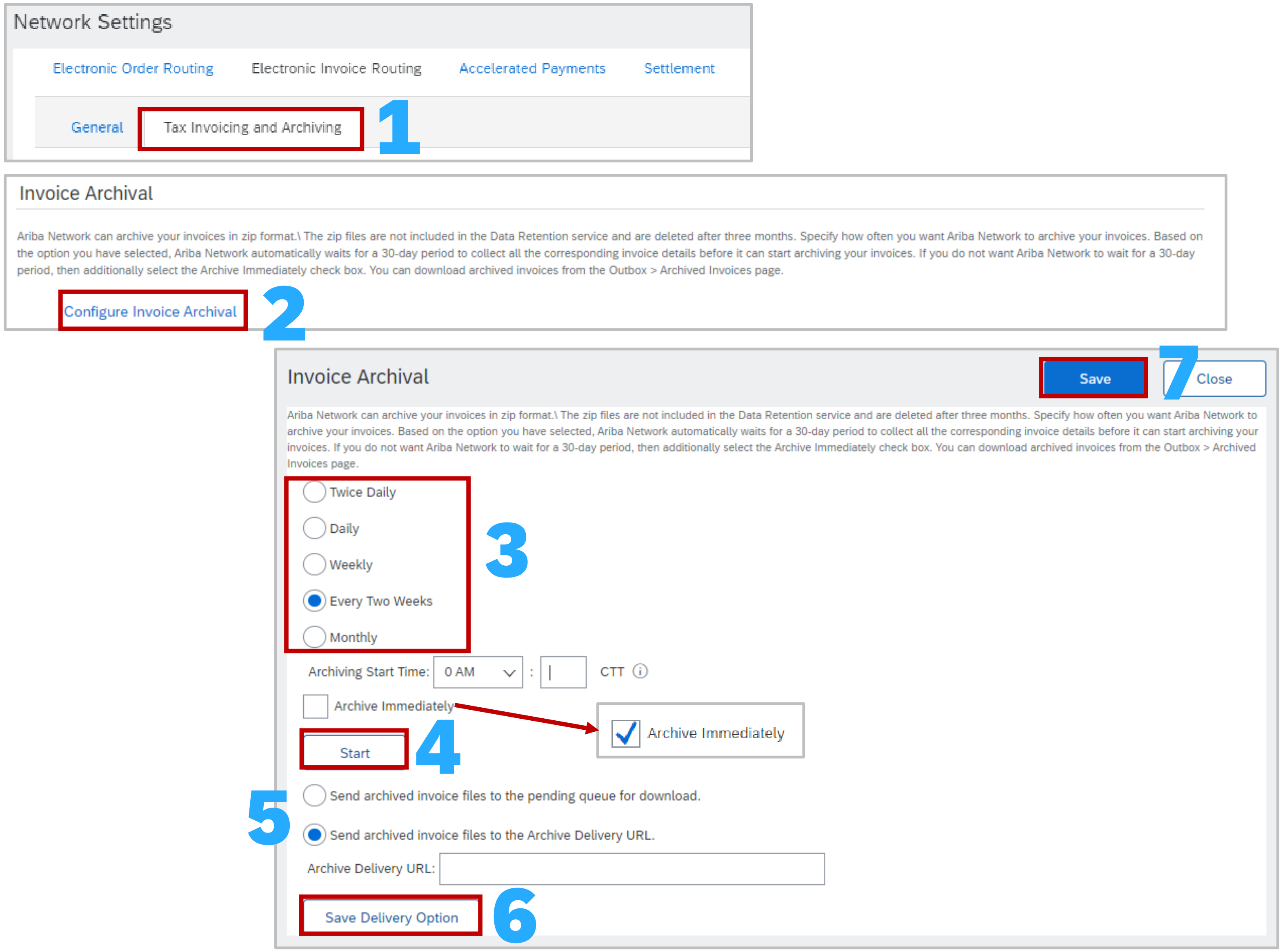
1. Select **Tax Invoicing and Archiving**
2. Scroll down to Invoice Archival, click on **Configure Invoice Archival**
3. Select the **Frequency**

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

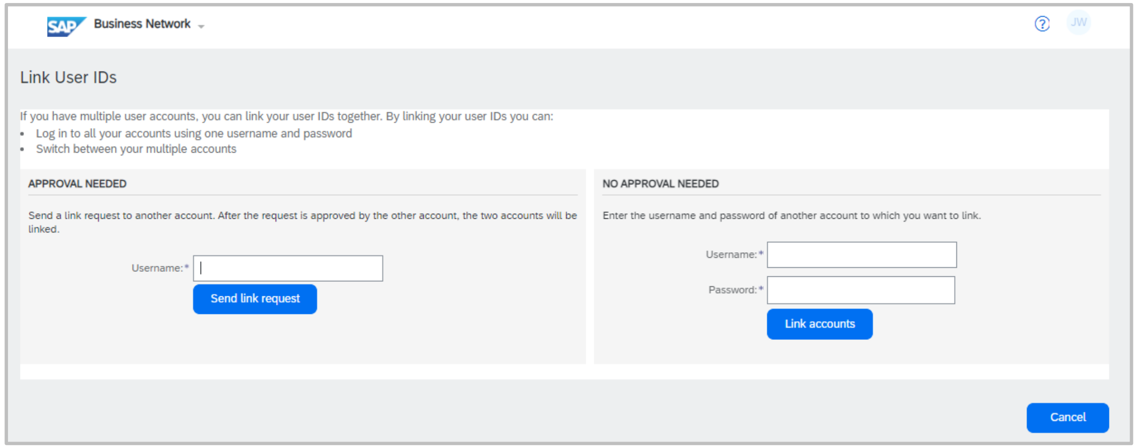
   - Click on **Send archived invoice files to the Archive Delivery URL**, then enter the **Archive Delivery URL**
6. Click on **Save Delivery Option**
7. Click on **Save**



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



- 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

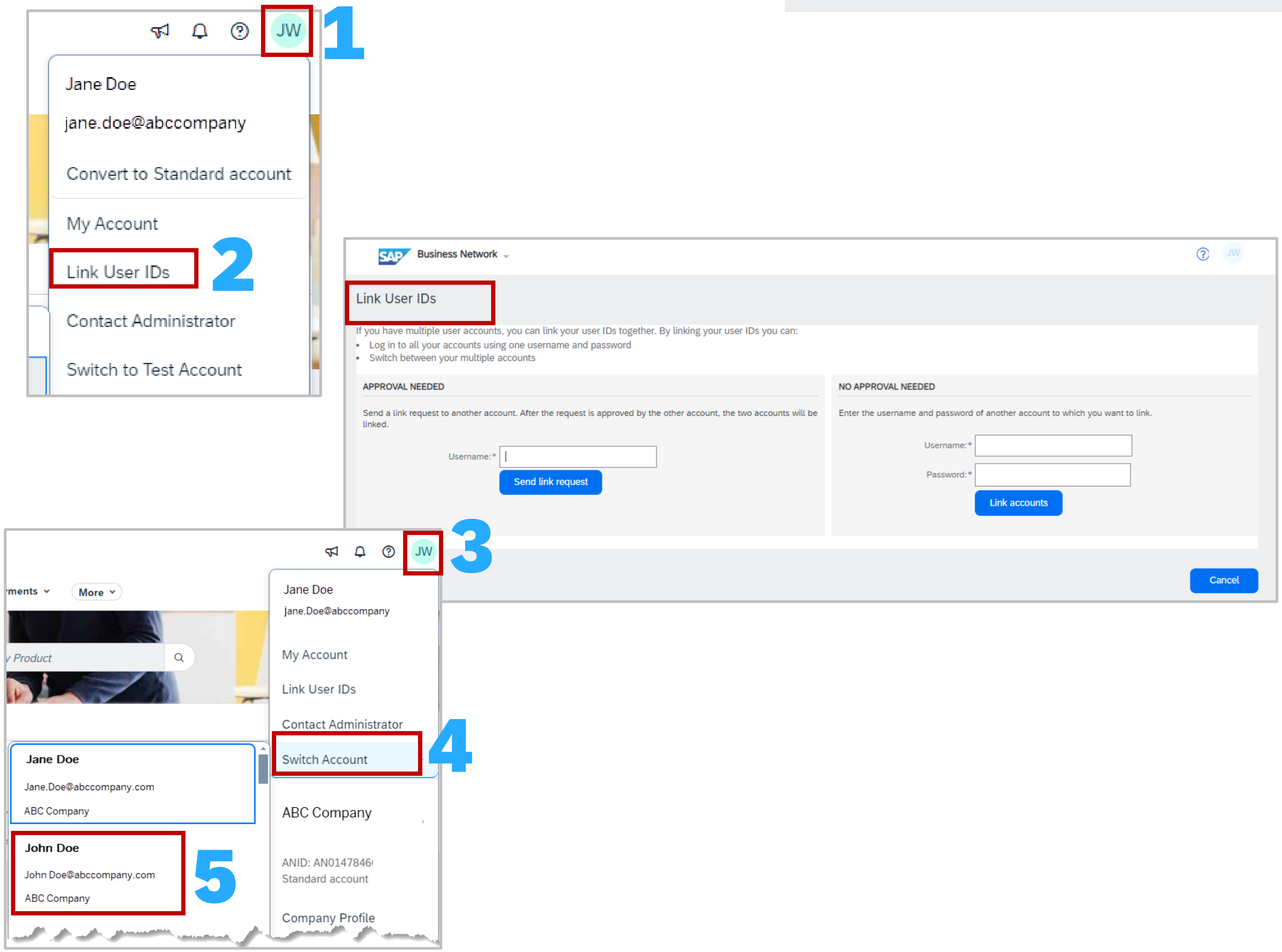
To do this:

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



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.

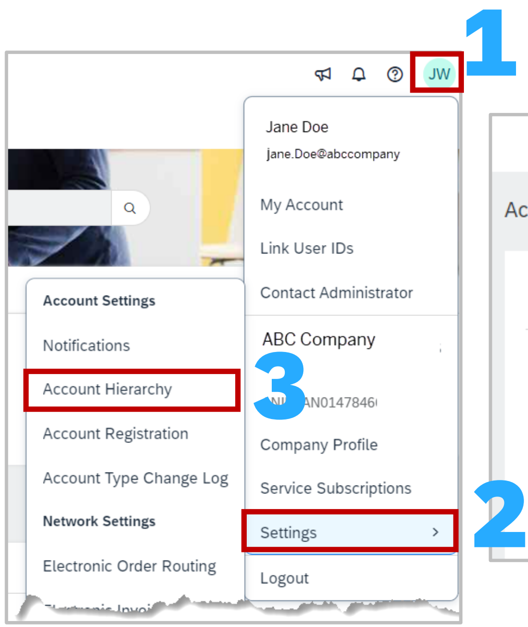
When linking accounts it must be a System Administration Account you cannot link sub-user account to an account Hierarchy, refer to Link Account process to access sub-accounts – Refer to [Linking User IDs]()

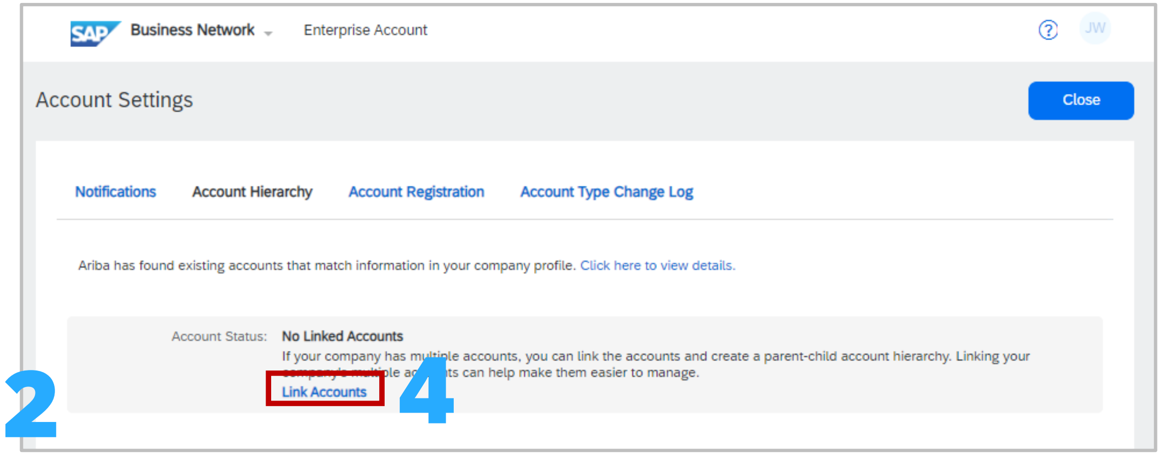
Sign in to the SAP Business Network:

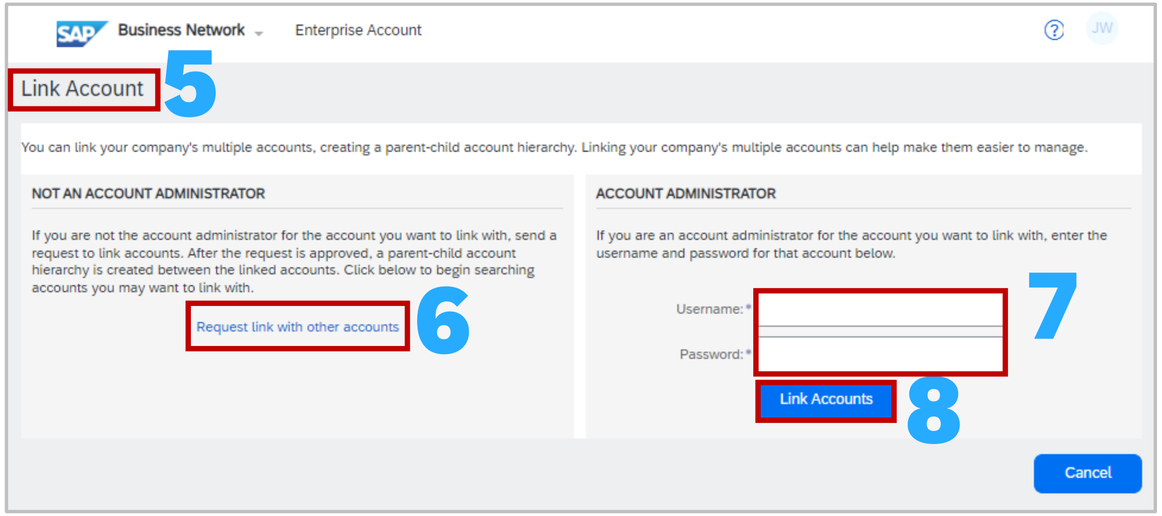
1. Click on the **initials** at the top of the page
2. Select **Settings**
3. Select **Account Hierarchy**

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







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

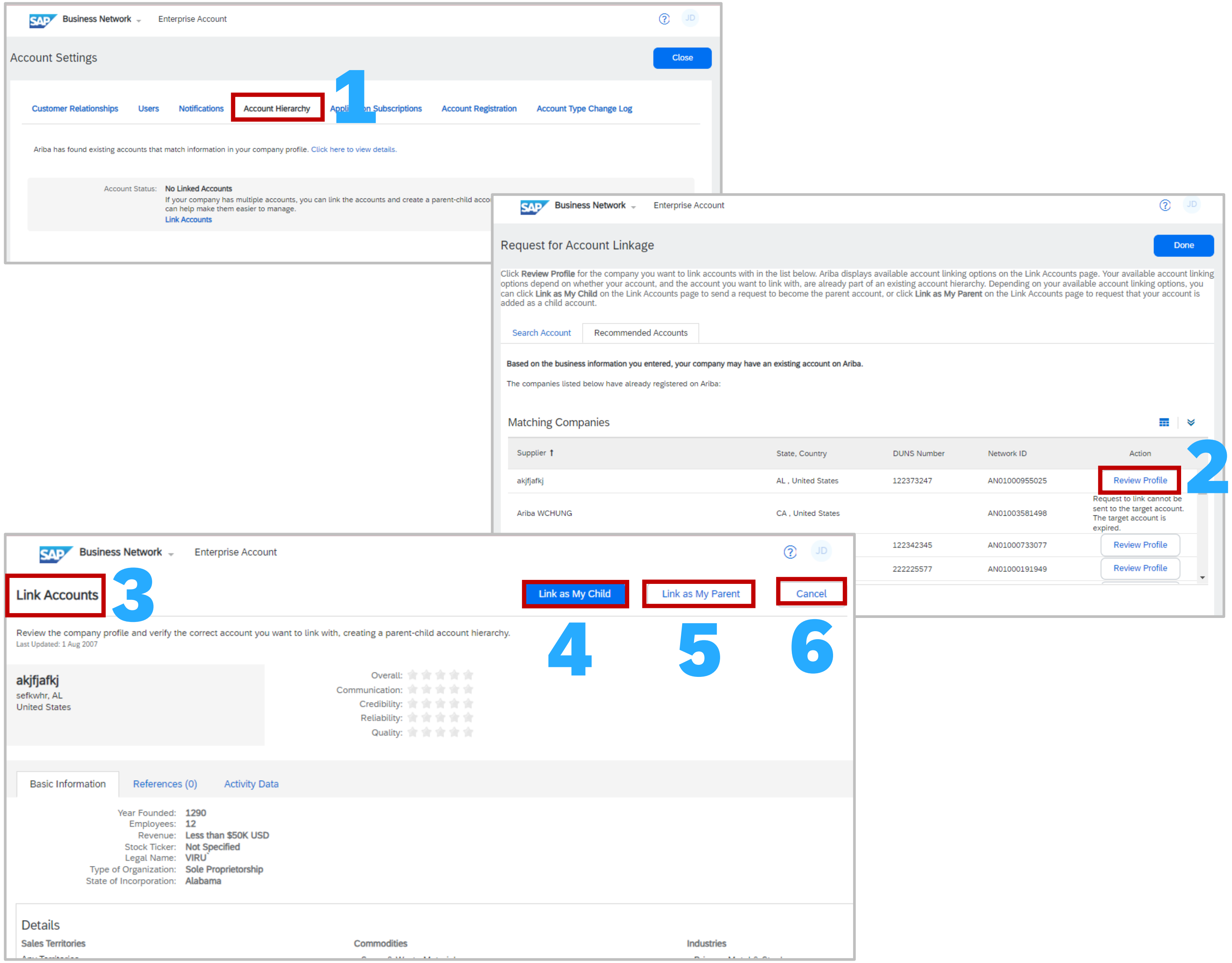
3. To review a profile, click on the **Review Profile** under the **Action** column

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



Subscription and Transaction Fees – What you need to know

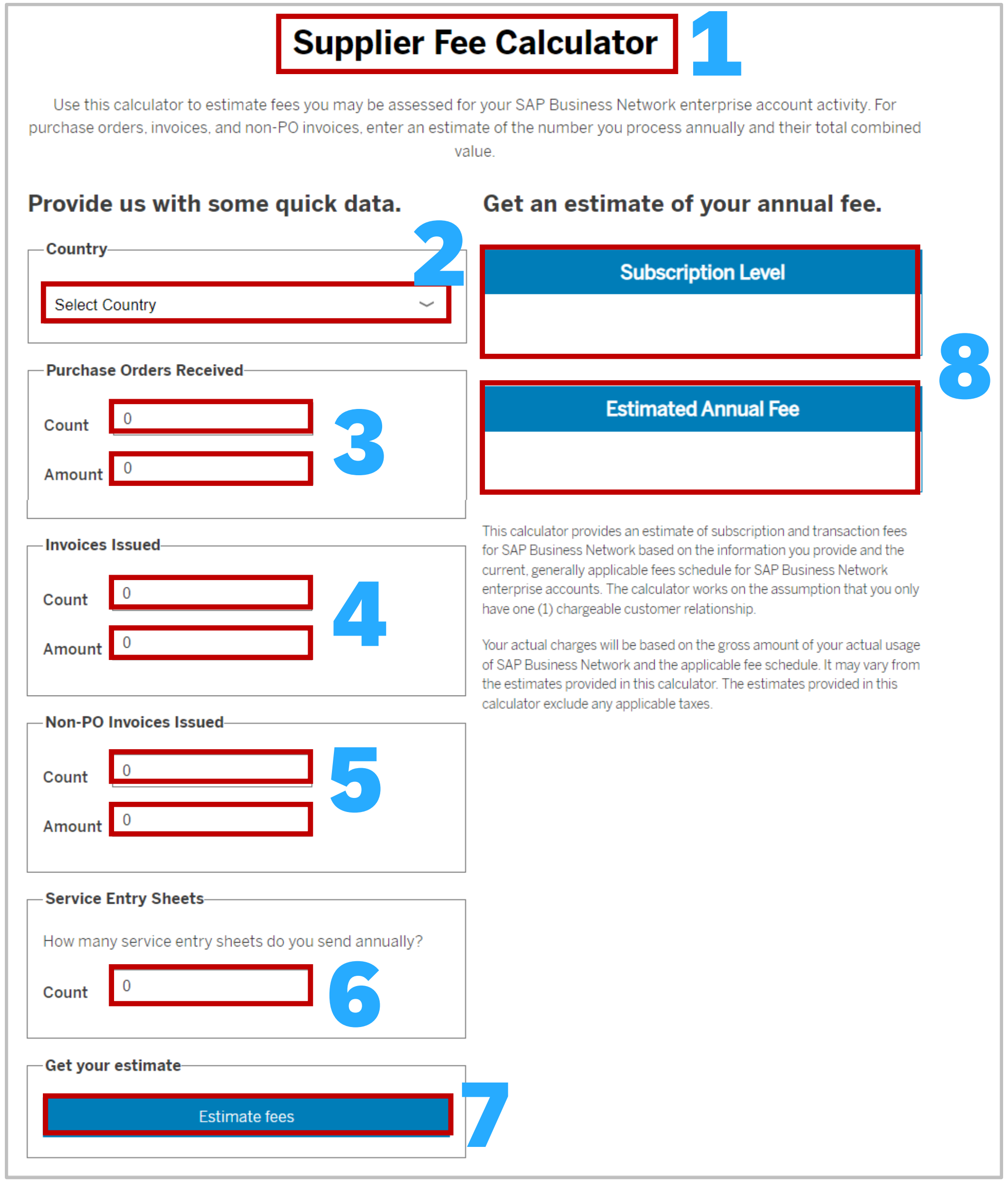
Calculating Fee Information

- 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

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



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:

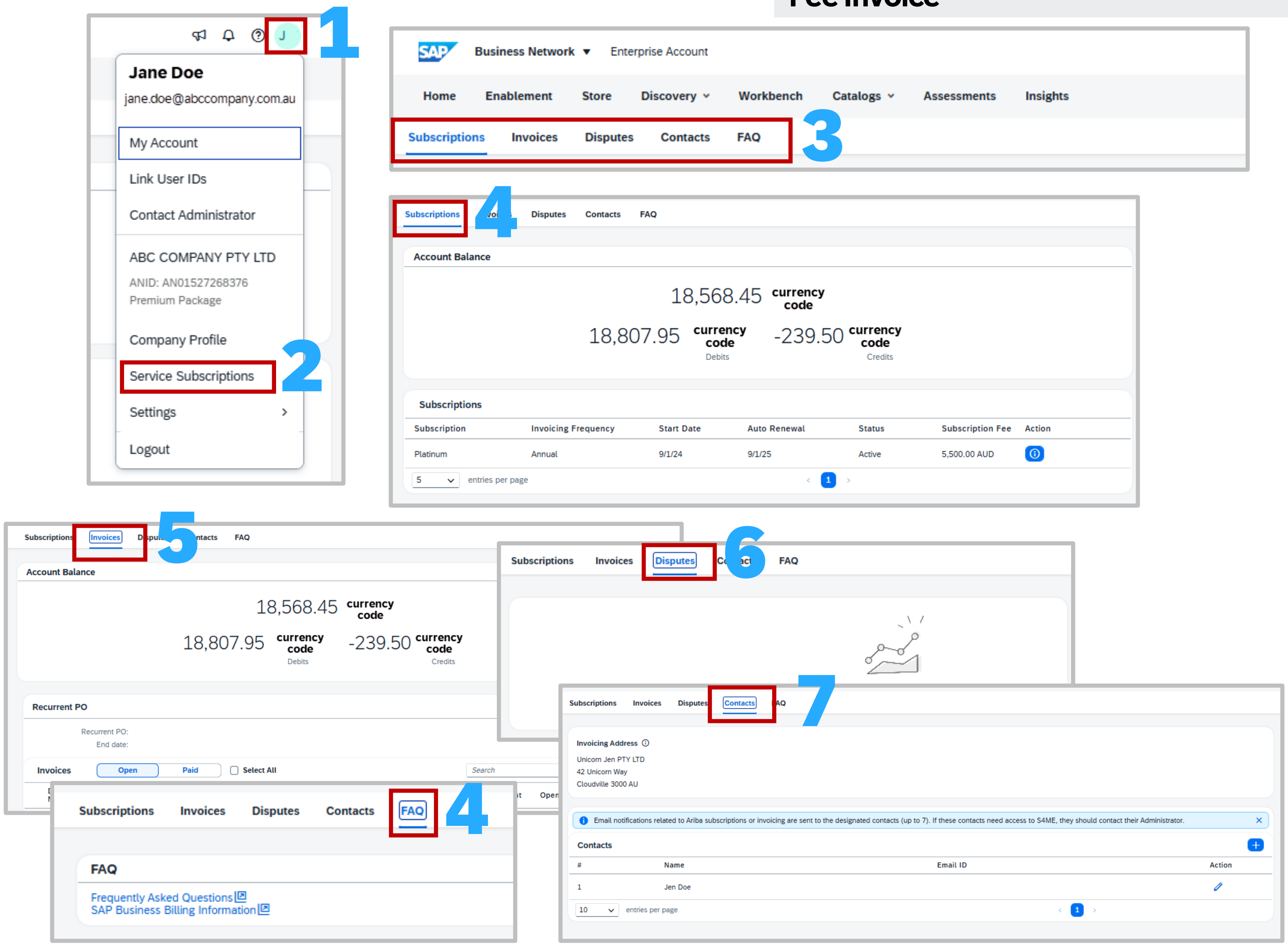
4. **Subscriptions** – Refer to the Subscriptions screen information – Click Here

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



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

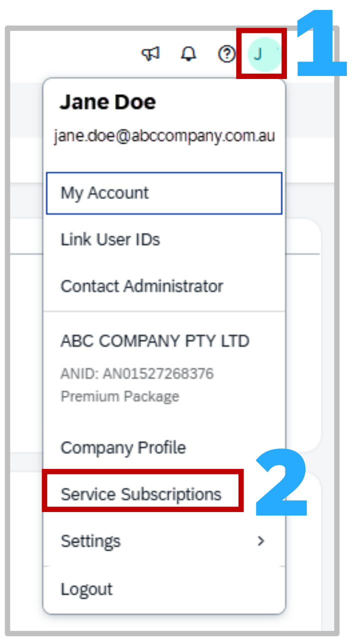
Clicking on this icon provides more information

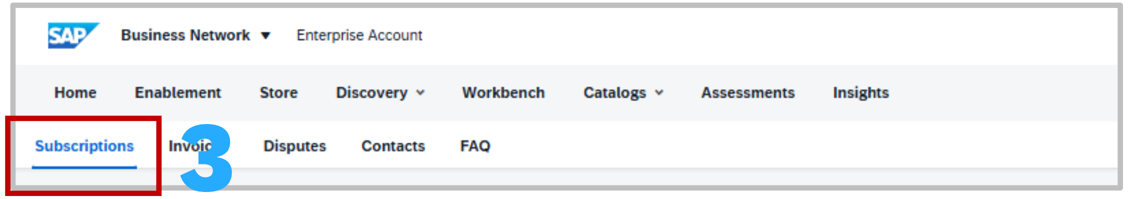
Debits = are the amount of money owed by the supplier to SAP

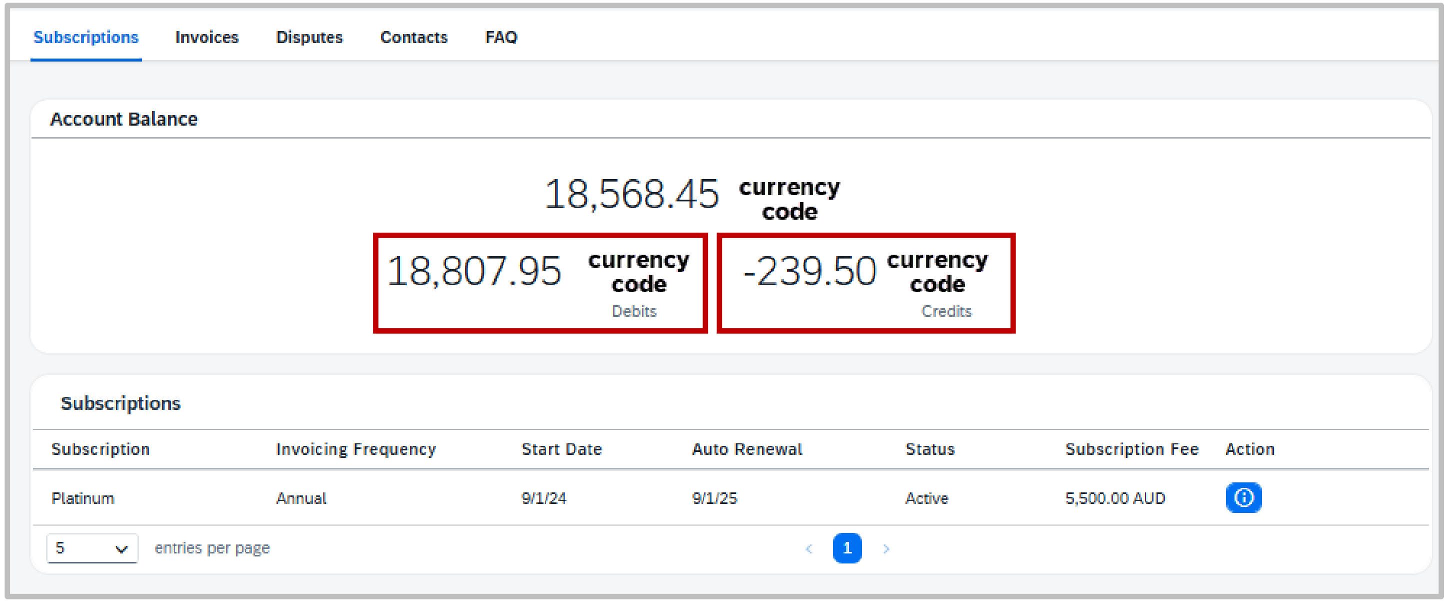
Credits = are applied when a dispute has been proven or an adjustment has been made to the charges by SAP and are shown as a negative, as it is fees owed to the supplier

Each heading provides information specific to Subscription fees.

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







Invoices Screen Information

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

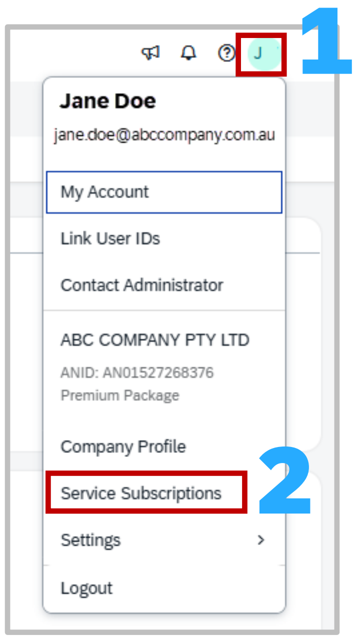
Suppliers can:

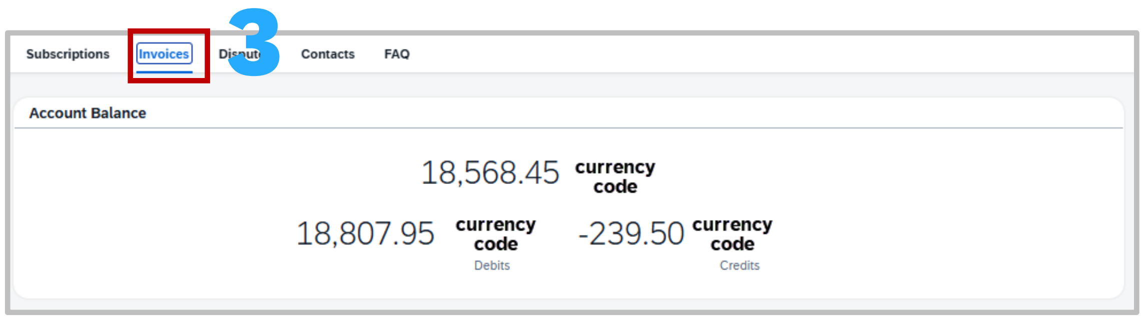
- Set up Recurrent PO's
- Identify any other subscriptions you are participating in
- Generate an Adjustment Report
- View Recurring Payments
- View Open and Paid Invoices
- Create a Dispute
- View Open and Applied credits

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





Invoices Screen Information cont.

Scrolling down the screen display:

- Credits
- Adjustment Report Generation option
- Payment Methods

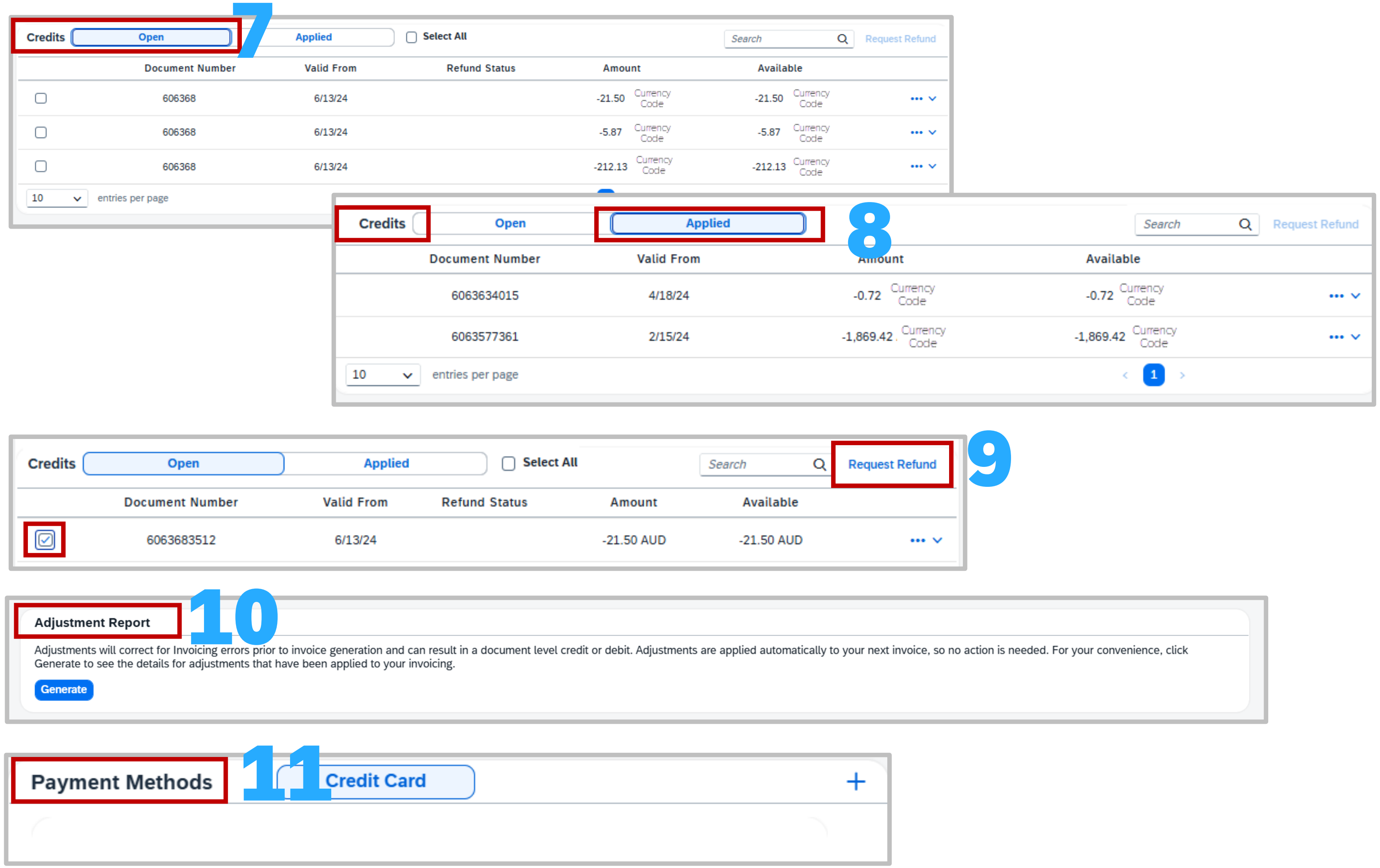
7. **Credits "Open"** – Any credits that have been applied will appear in this section. Credit values here are not "refunded" unless requested by the supplier but rather are applied against upcoming invoices

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

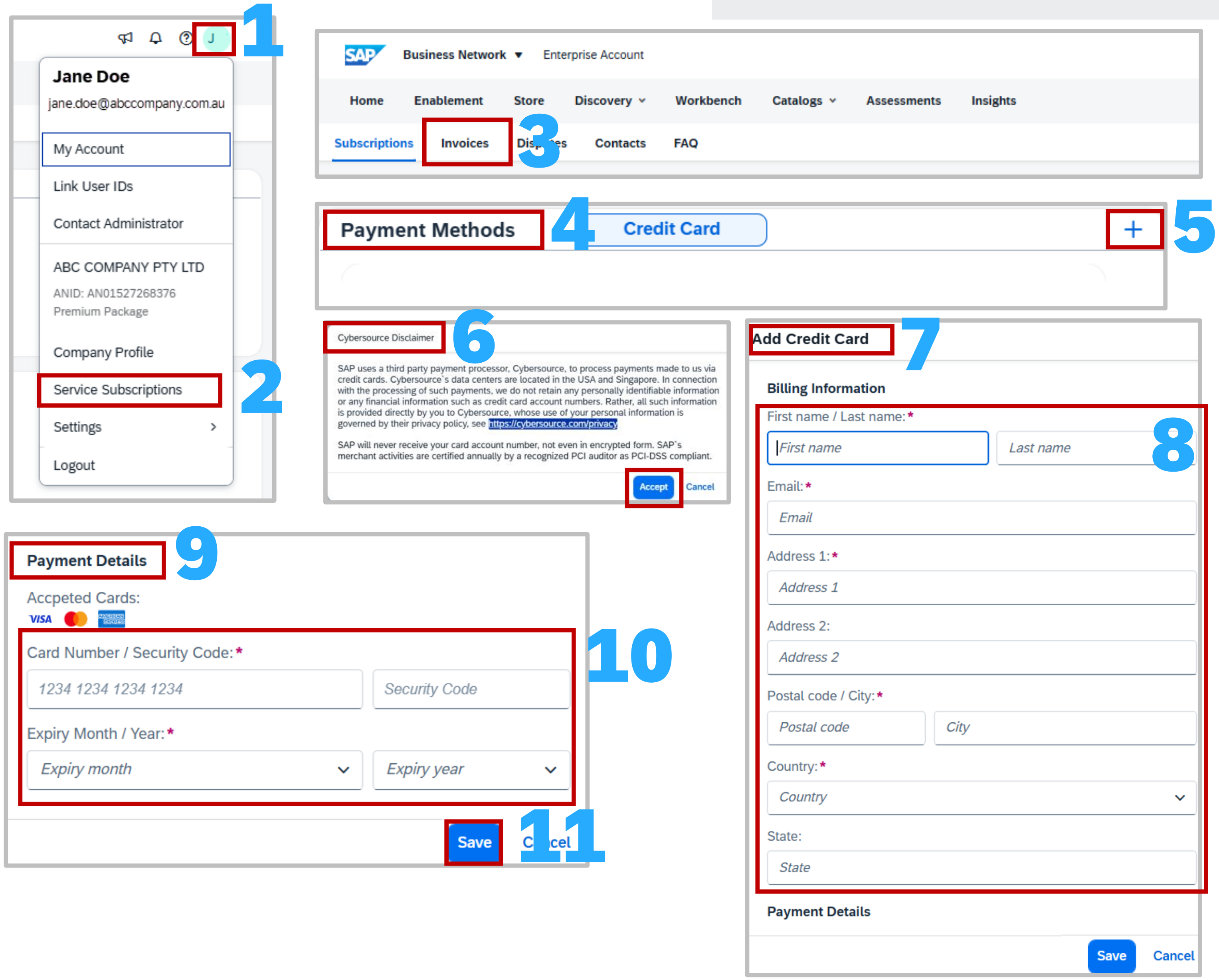
11. **Payment Methods** – a list of payment methods is displayed when a credit card is added (this will become mandatory for all enterprise accounts). To add a Credit Card, refer to **Adding a Credit Card – Click Here**



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**



Paying an Invoice

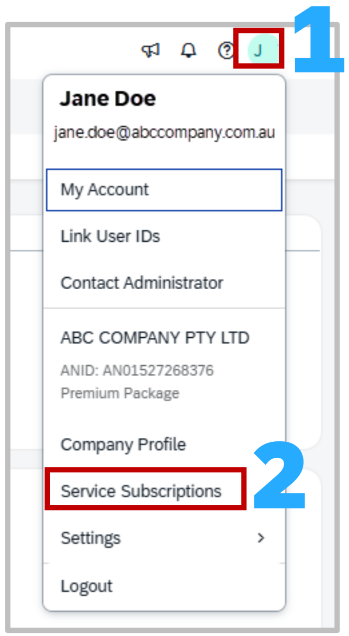
Fees can only be paid using a Credit Card unless otherwise indicated.

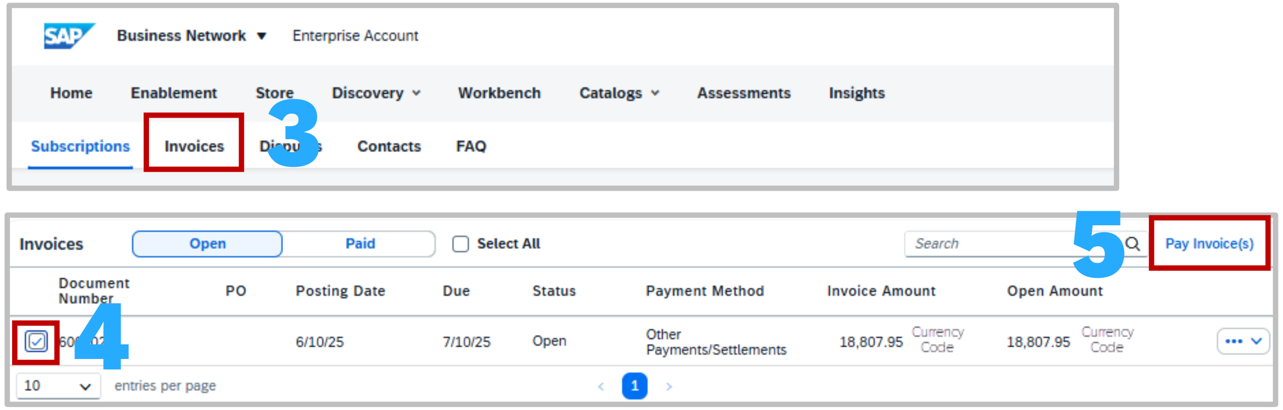
To pay an Invoice:

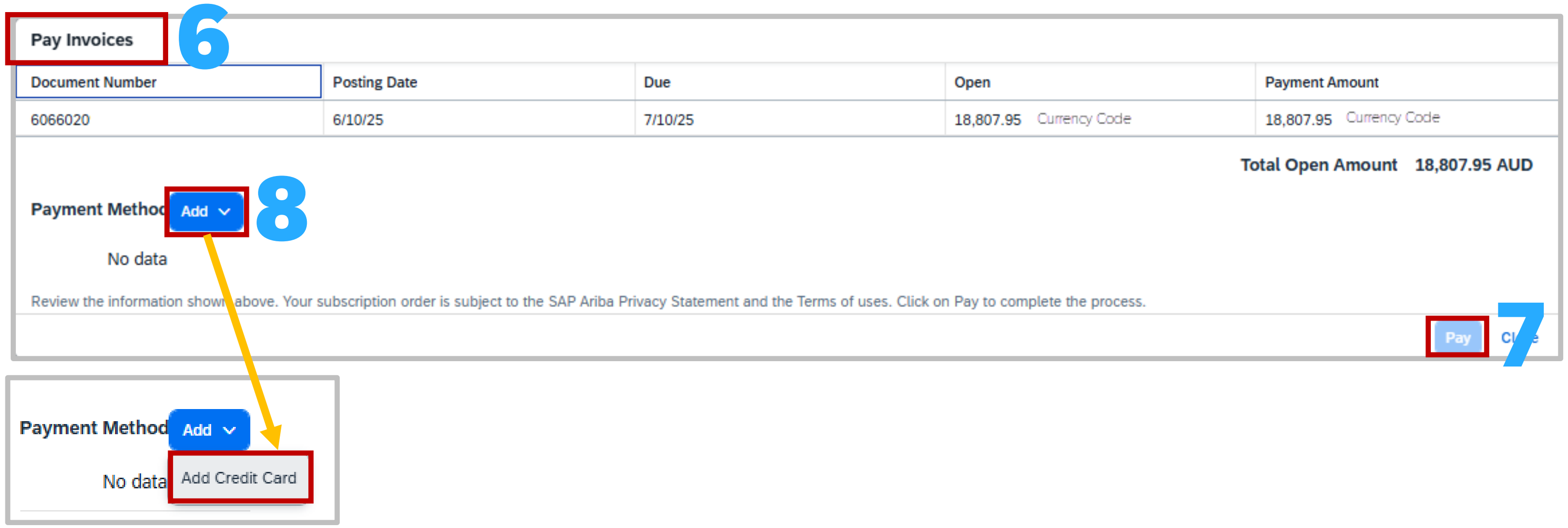
1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Click on **Invoices**
4. Locate the **Bill** you wish to pay and tick the associated box

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





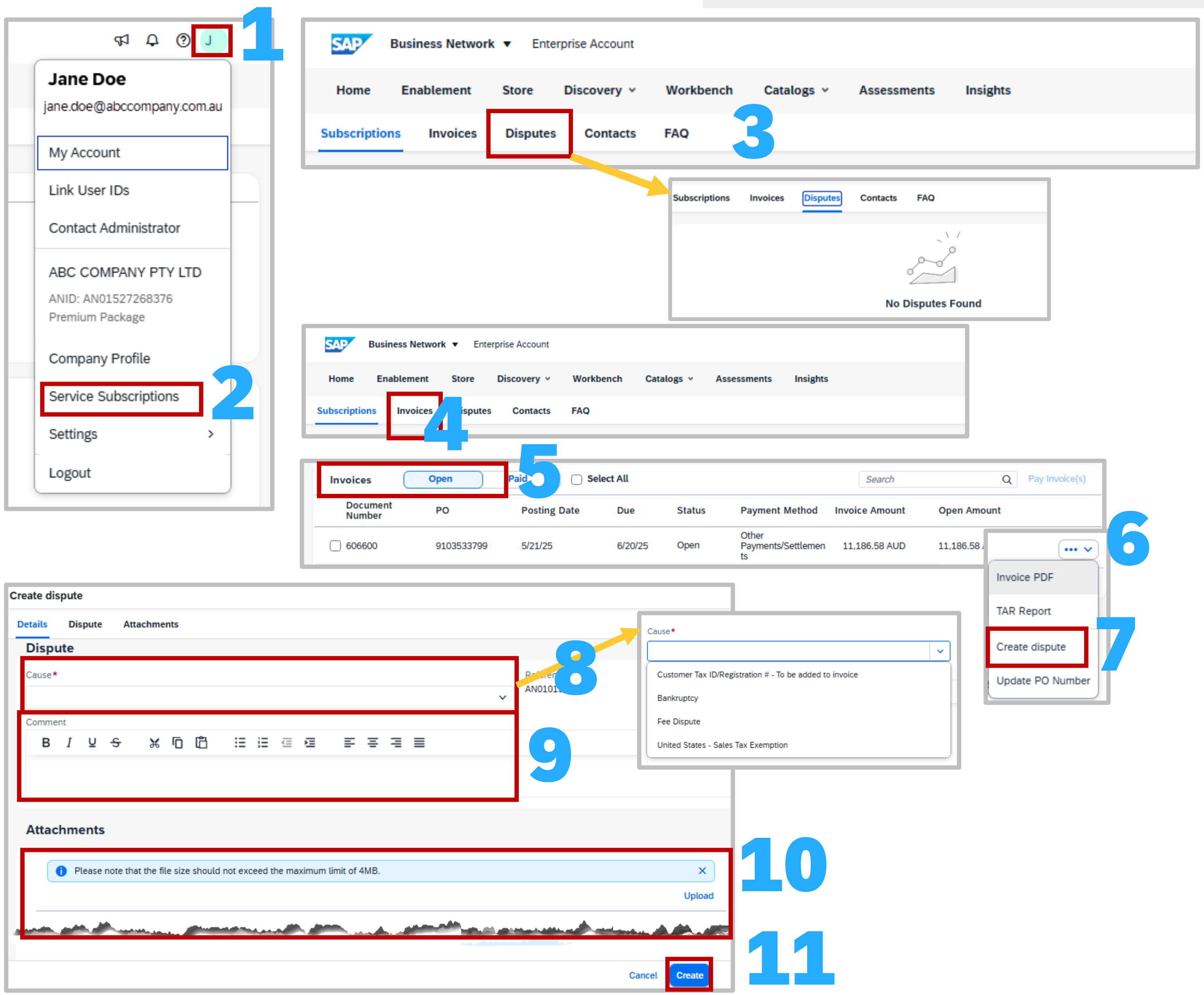


Raising a Dispute

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



Contacts Screen Information

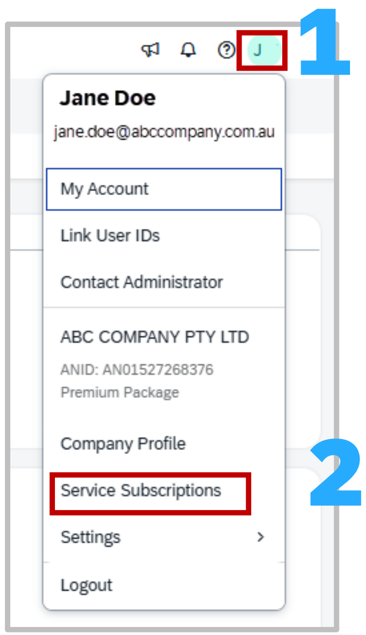
Email notifications for subscription and transaction fees will be sent to the contacts displayed in the Contact sub-tab.

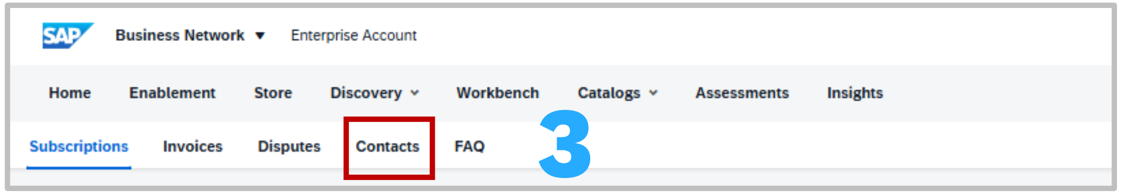
Ensure that those in the list have added SAP to receive emails. They will be notified when an invoice is due for payment and when an account is overdue.

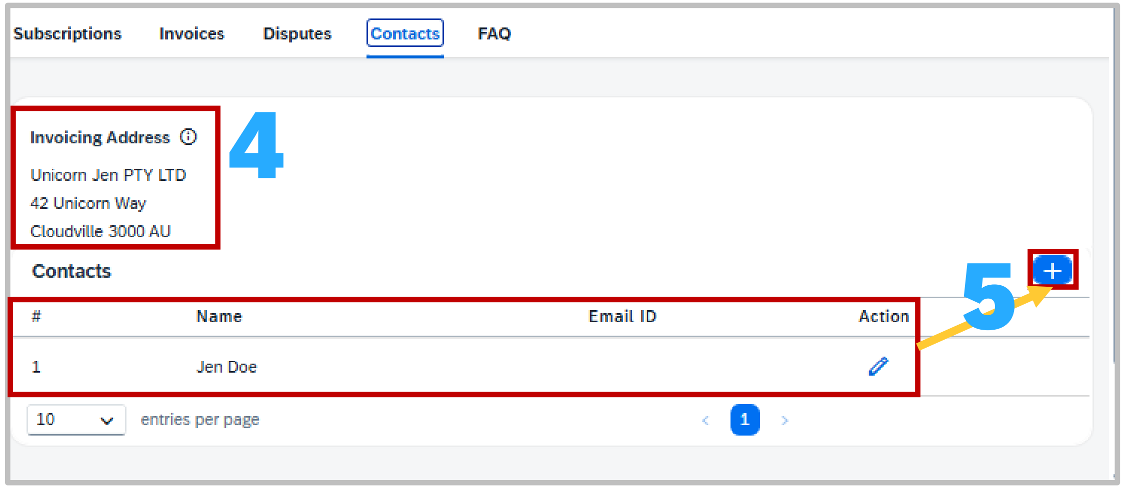
The System Administrator is automatically added as a contact.

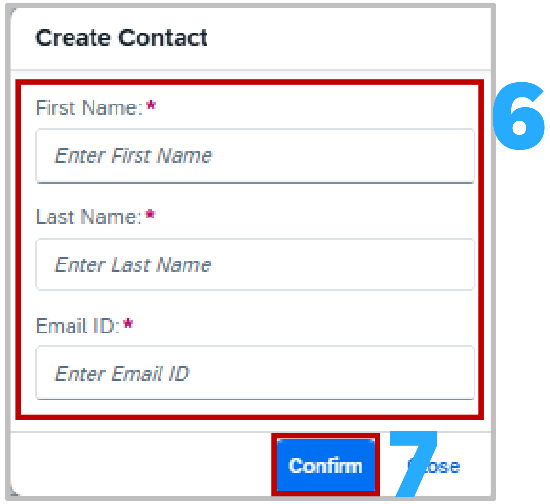
To access contacts and add Contacts:

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**









FAQ Screen Information

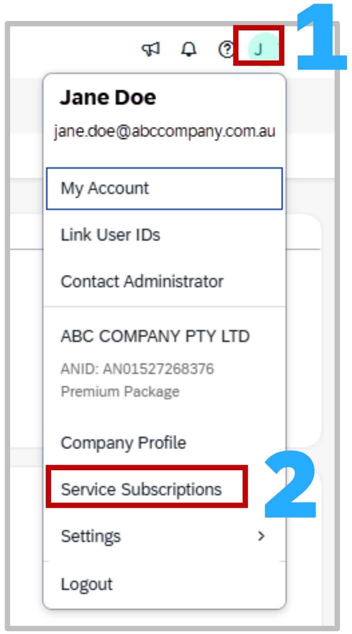
The FAQ tab provides Suppliers with information about Subscription and Transaction billing.

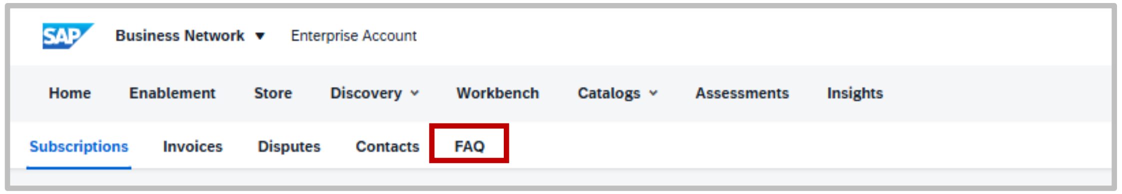
To access FAQs:

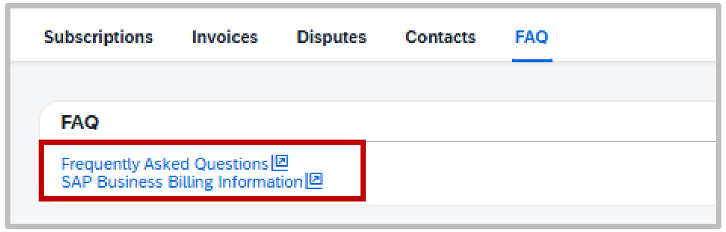
1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Click on **FAQ**
4. **Select the required option:**
   - **Frequently Asked Questions**

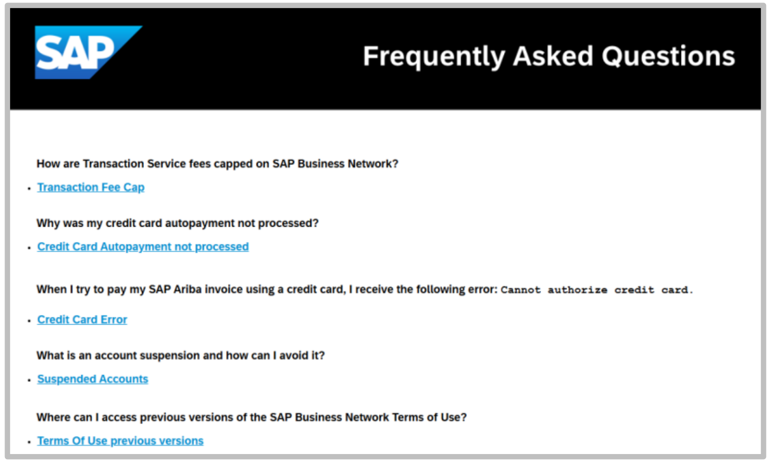
     Or
   - **SAP Business Billing Information**

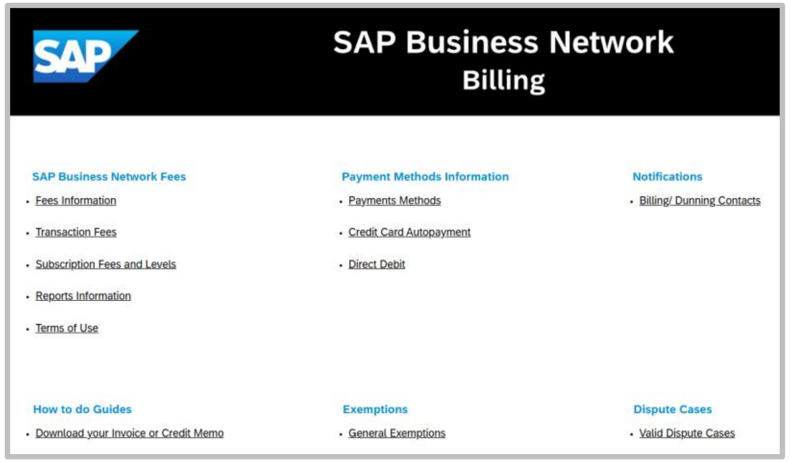
Either option opens a separate "window" and users need to identify and click on the link associated with the applicable option required.











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

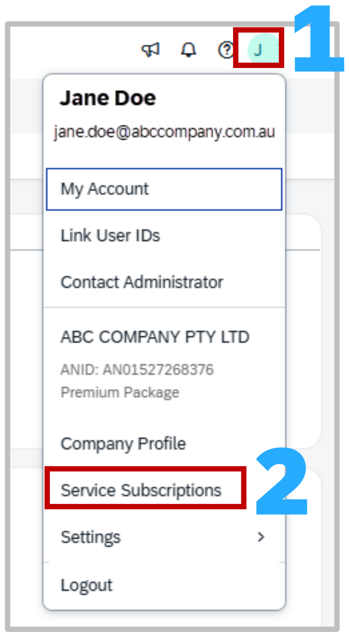
Credits “**Open**” provides access to:

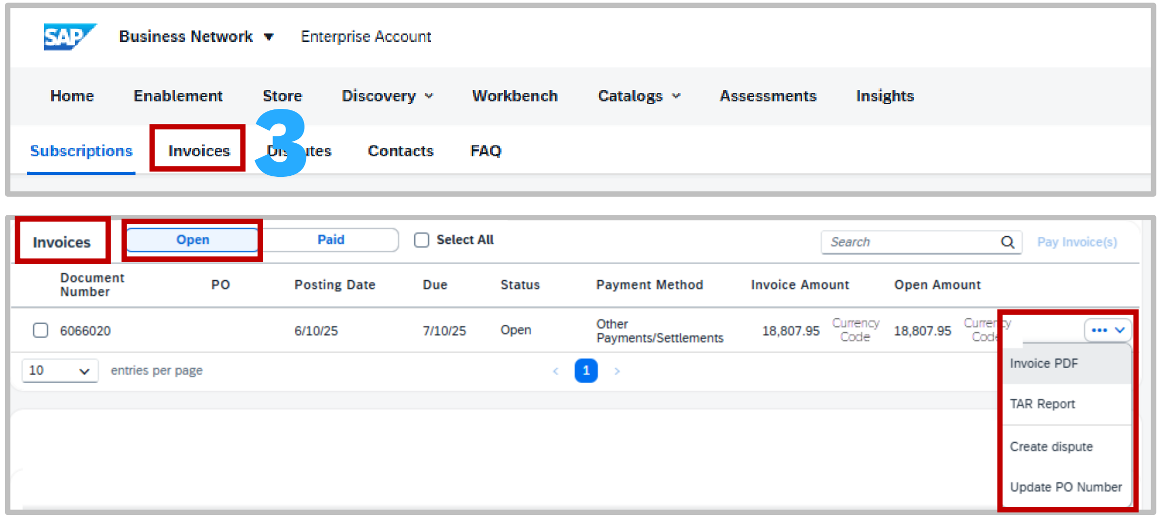
- Invoice PDF
- TAR Report

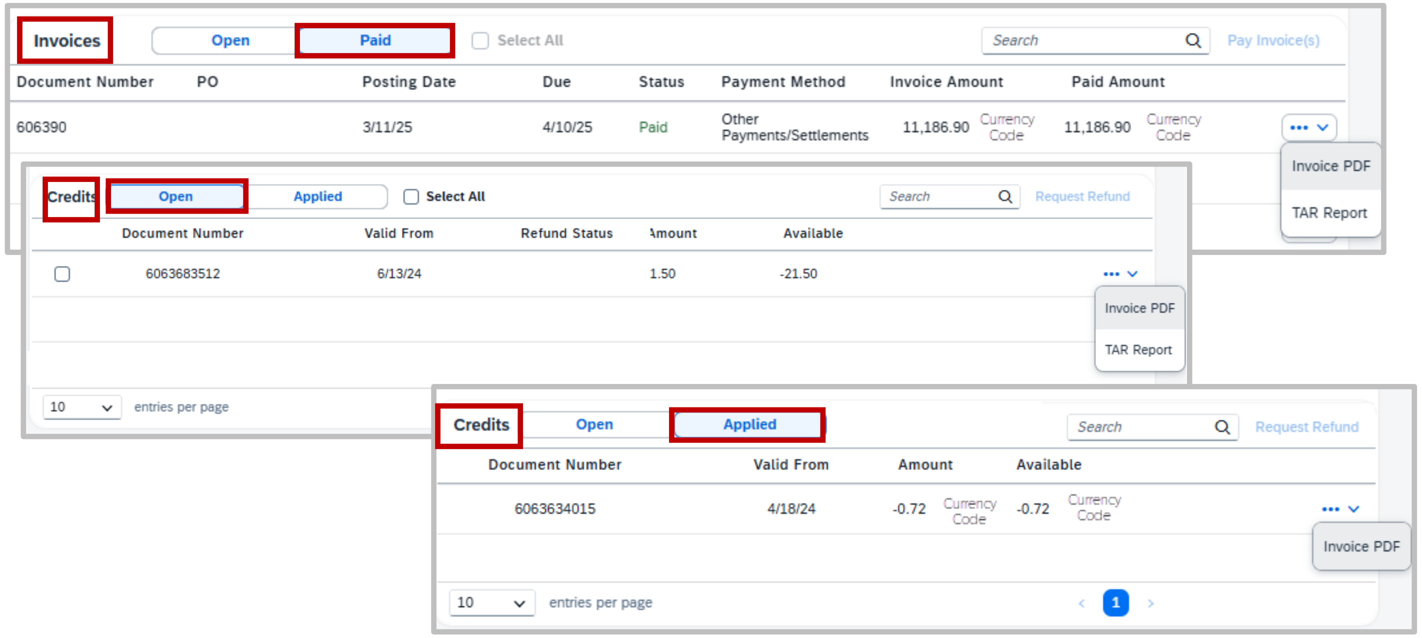
Credits “**Applied**” provides access to:

- 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](#)







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 1	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 15	P 16	Q	R	S	T	U 21	V 22	W	X	Y 25
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

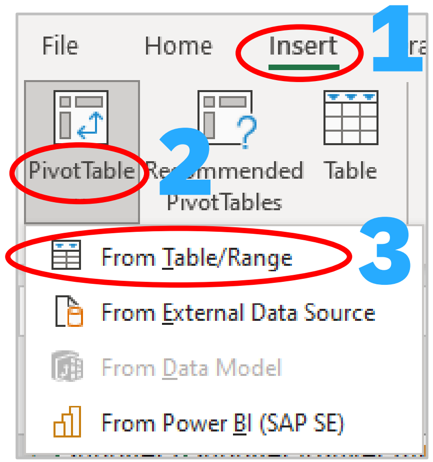
Creating an Excel Spreadsheet to view charges – Using the Transaction Activity Report and Choreography

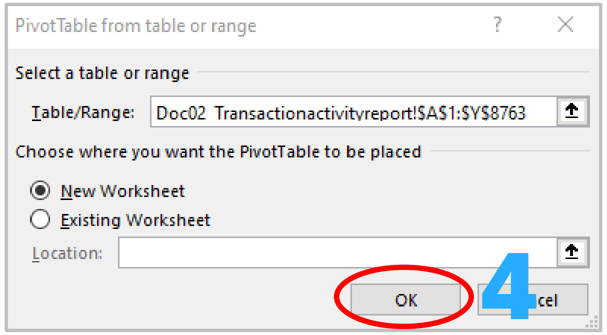
Creating an Excel Spreadsheet should be done using the Choreography line and not the Customer and Document information.

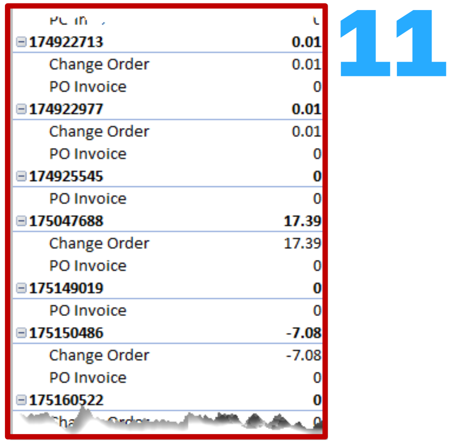
The information allows a view to determine which documents have been charged, which have been credited and others with no charge associated. This document was created to assist suppliers who may be unfamiliar with Pivot tables and provides a starting point for suppliers to identify what documents attracted fees or credits.

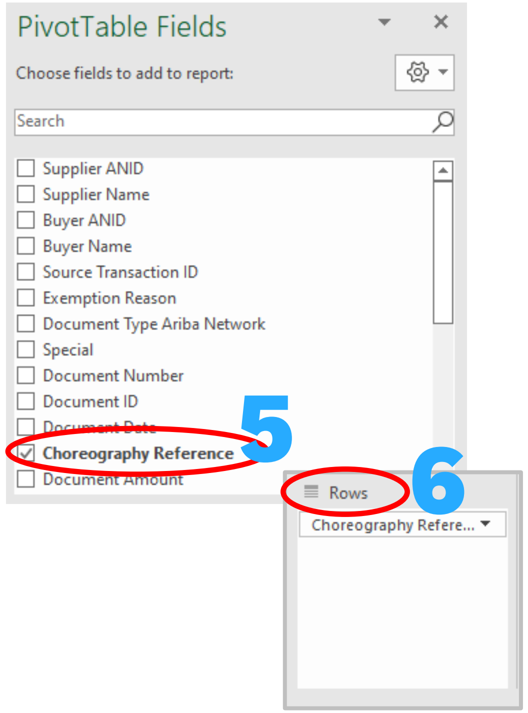
With the Transaction Activity Report Displayed:

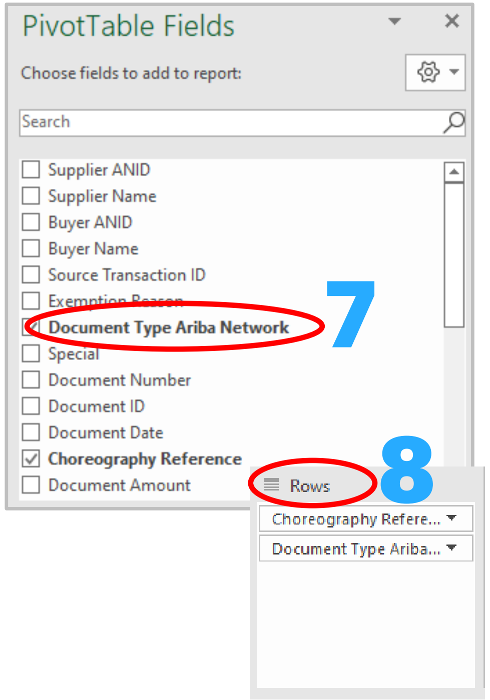
1. Click on the **Insert** tab
2. Select **Pivot Table**
3. Select **From Table/Range**
4. The Pivot table from the table or range box is displayed, click on **OK**
5. The PivotTable Fields box is displayed, locate "**Choreography Reference**"
6. Right-click and drag to the **Rows** box on the bottom 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

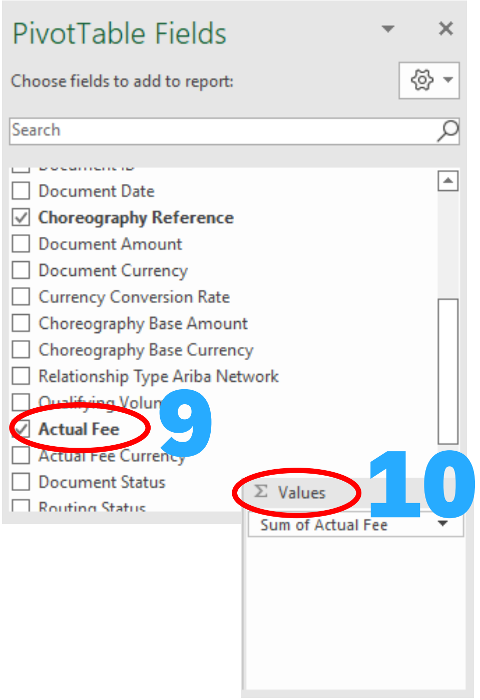












Extended Account & Network Settings

Information

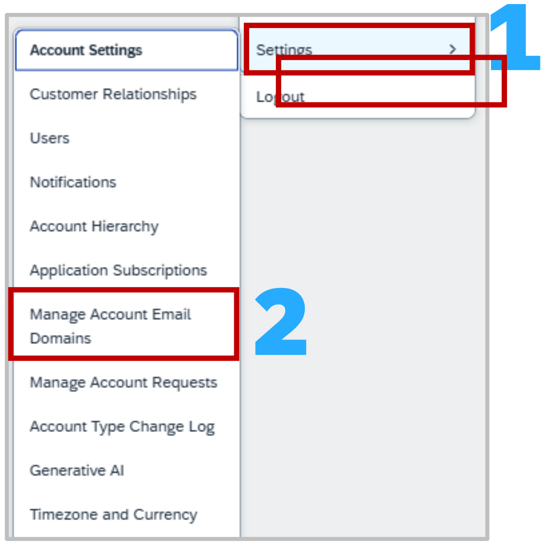
- The System Administrator has access to other options using **Settings**
- Standard Accounts do not allow access to some of the options:
  - Hhh
  - Gggg
  - iii
- There are 2 main Settings types, they are:
  - **Account Settings**
  - **Network Settings**
- All fields with Asterisks must be completed, and you will not be able to progress to the next step while there is a field not completed

Account Settings - Manage Account Email Domains

Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

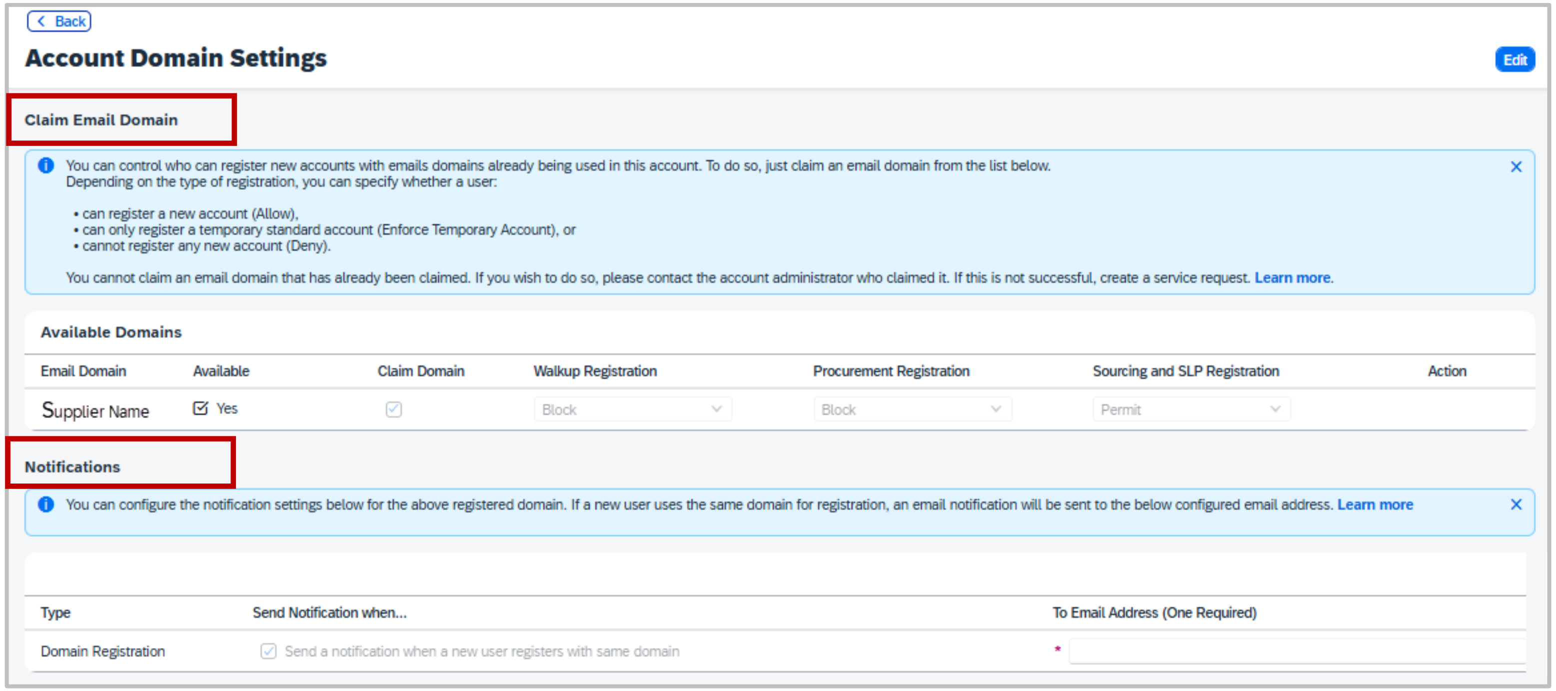
Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**



Claim Email Domain:

Account Domain settings allow System Administrators to



Account Settings - Manage Account Requests

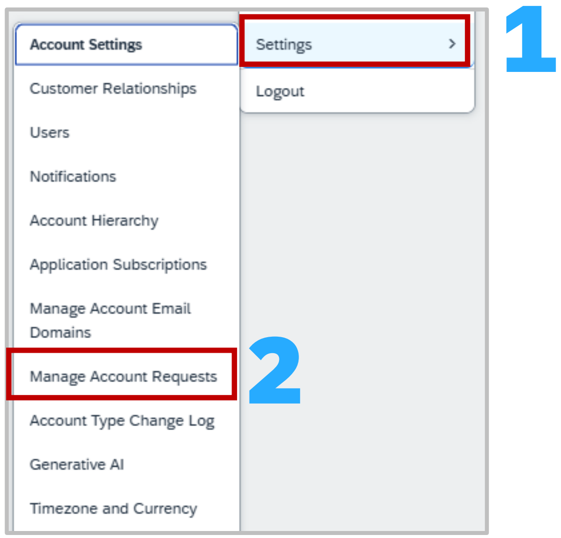
Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to



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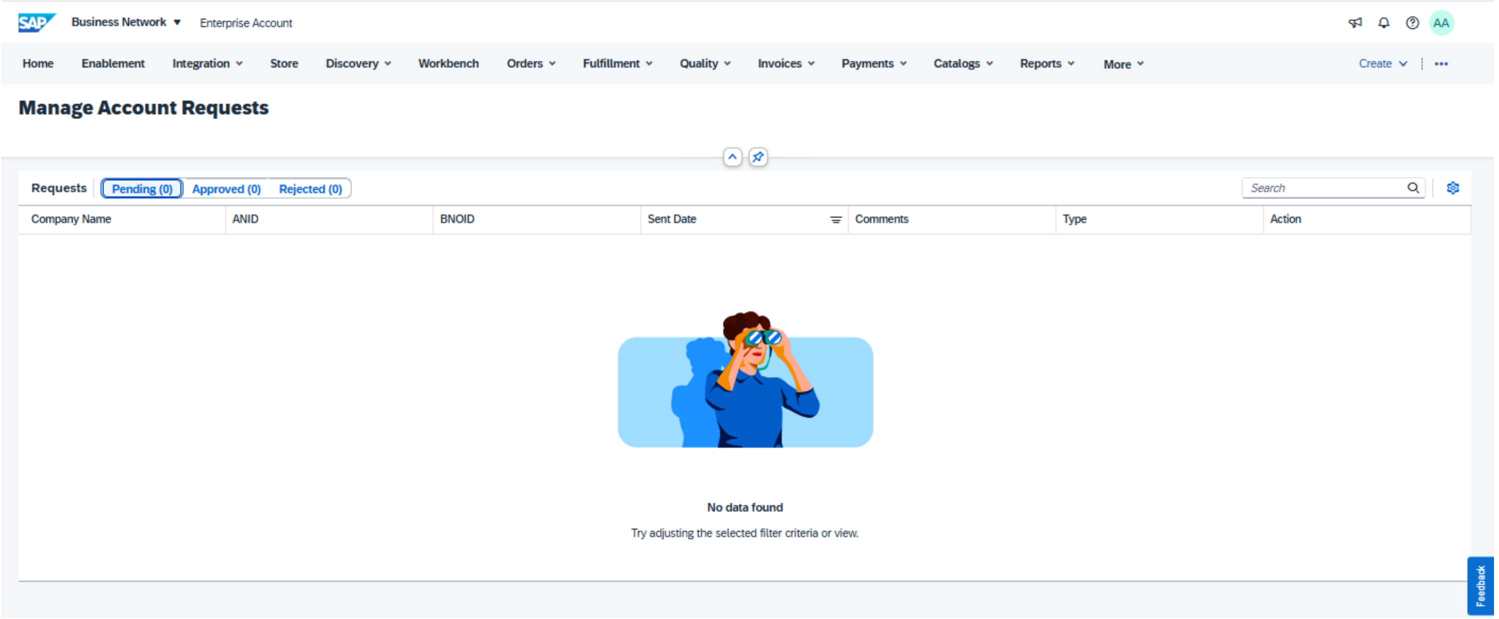


Account Settings - Account Type Change Log

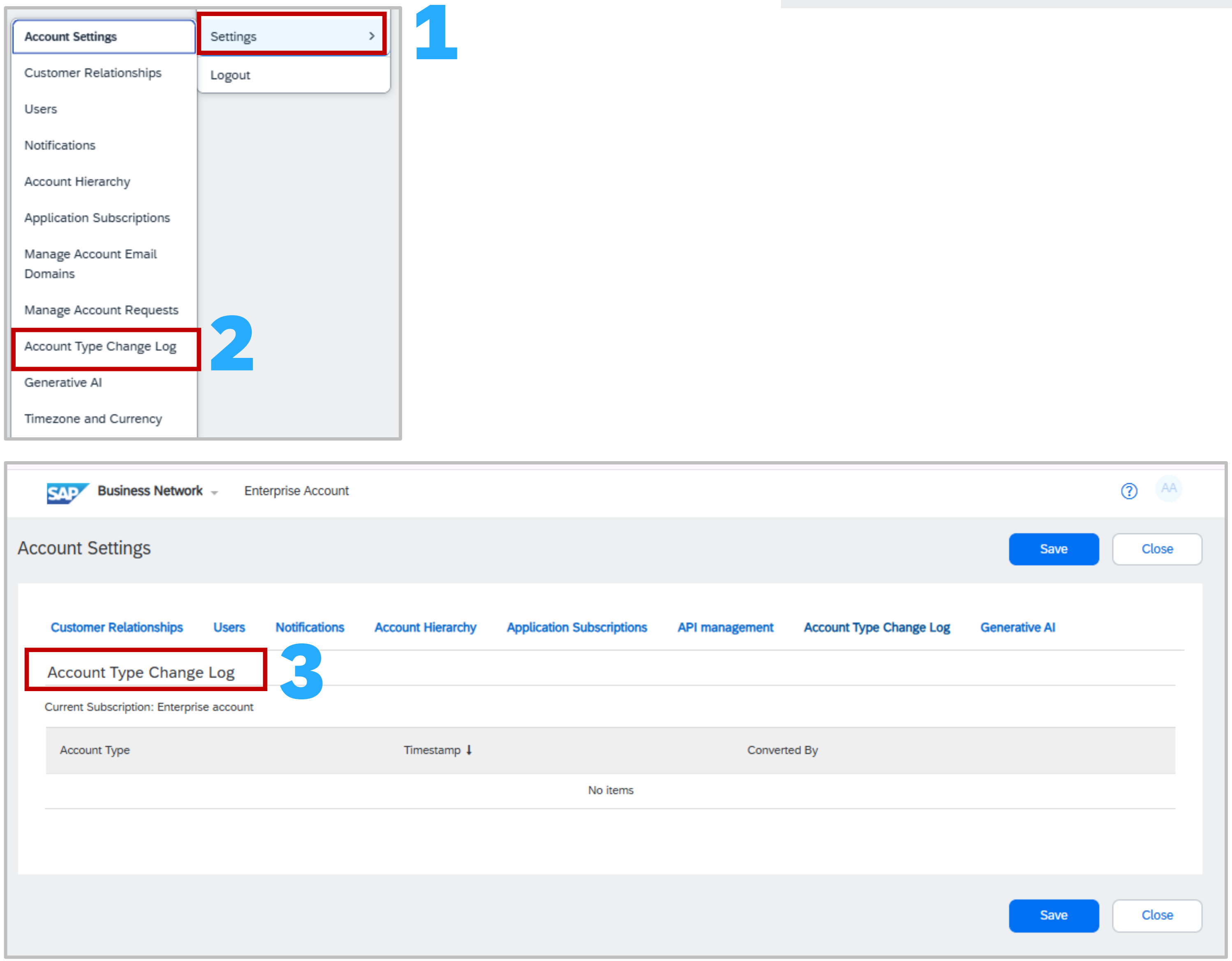
Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to

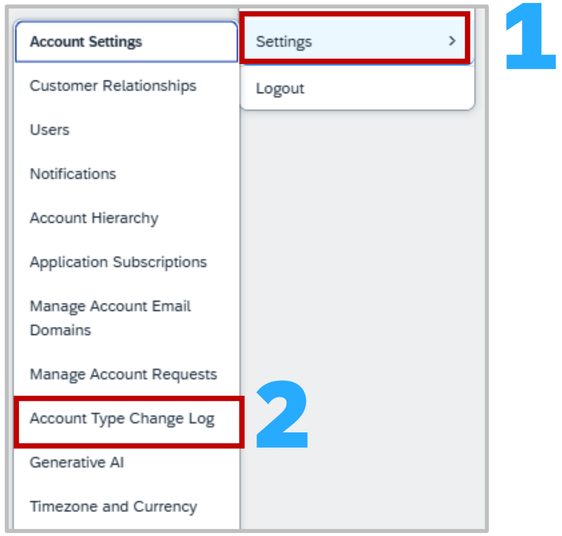


Accounts Settings - Generative AI

Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

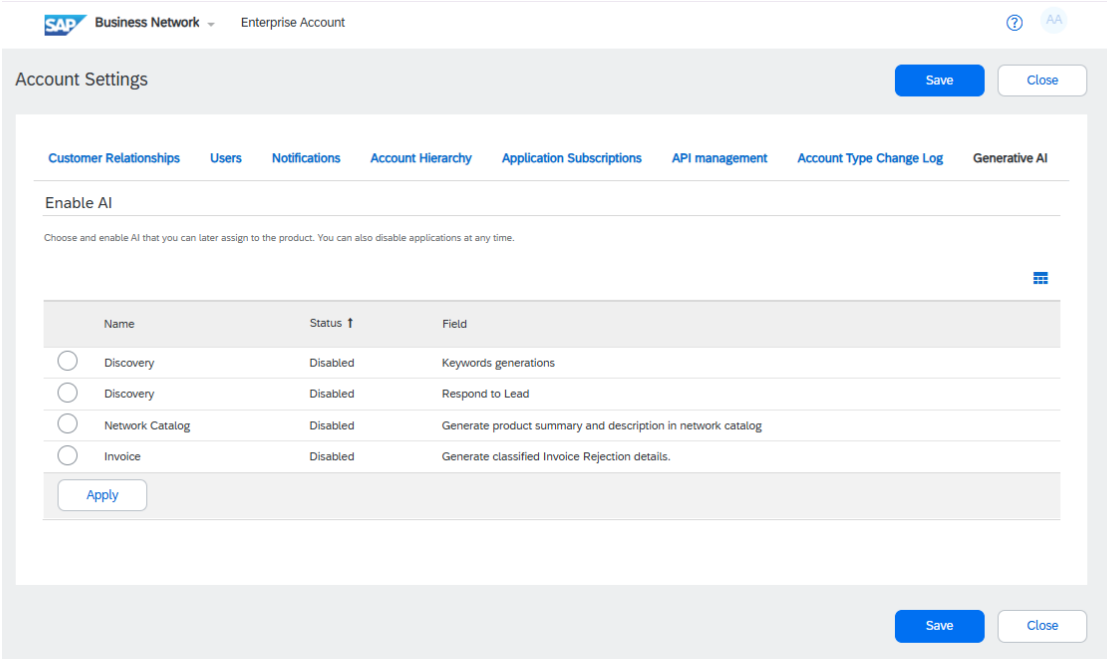
Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**



Claim Email Domain:

Account Domain settings allow System Administrators to



Network Settings -Data Deletion Criteria

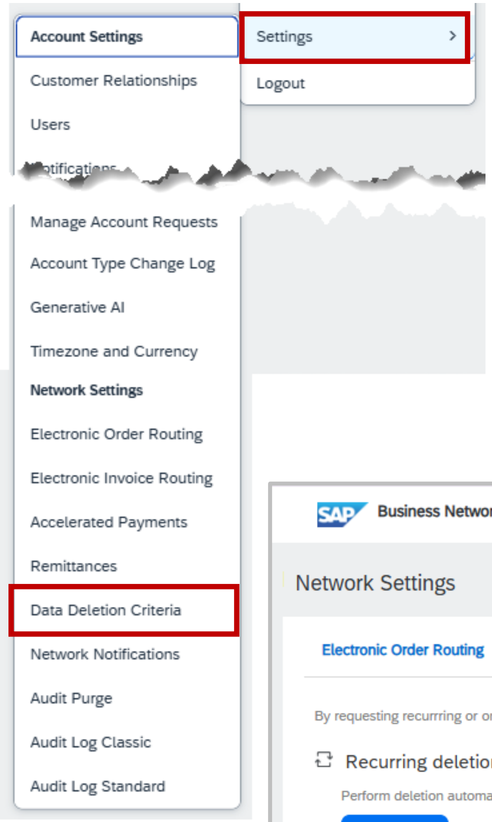
Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to



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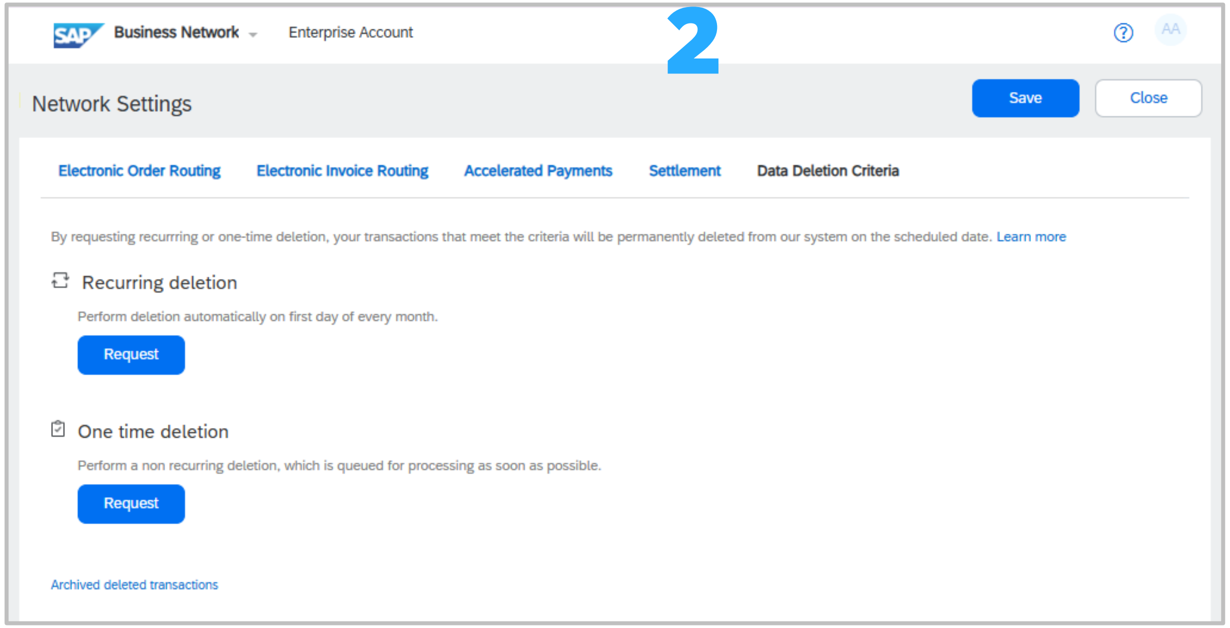
2



Network Settings – Data Deletion Criteria

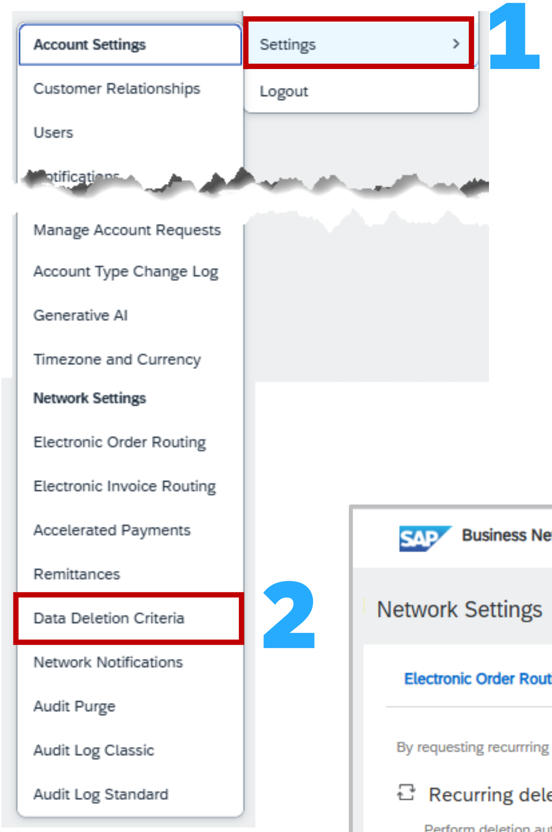
Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

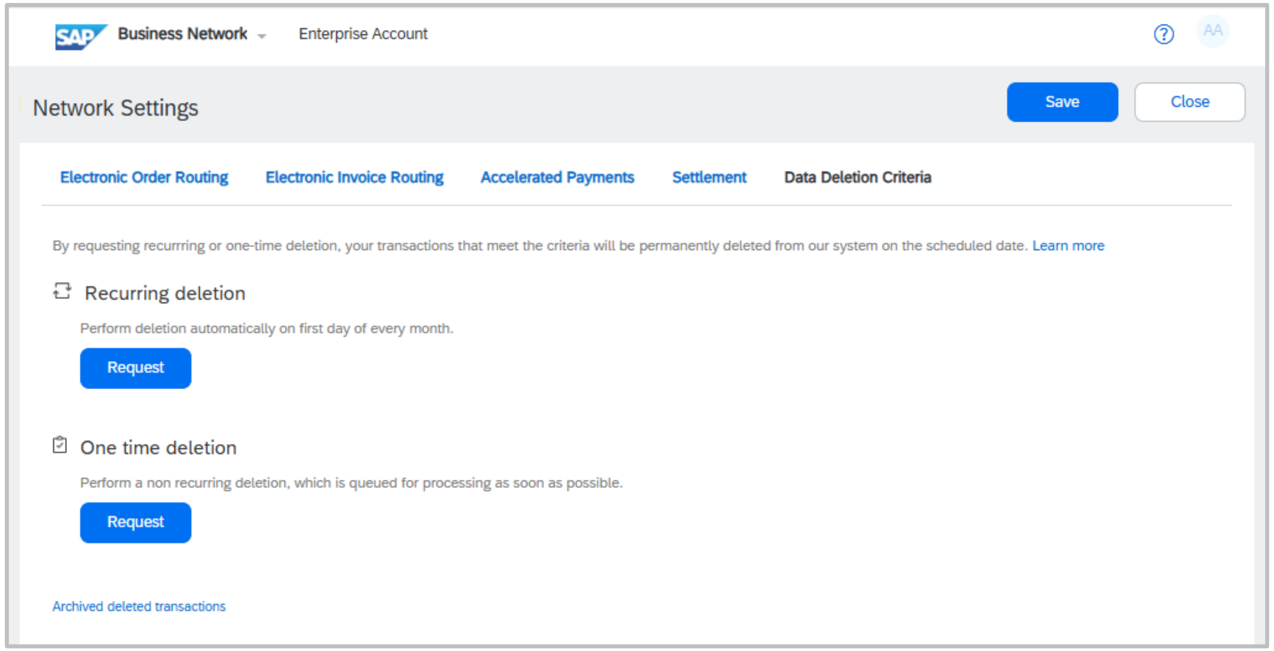
Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to



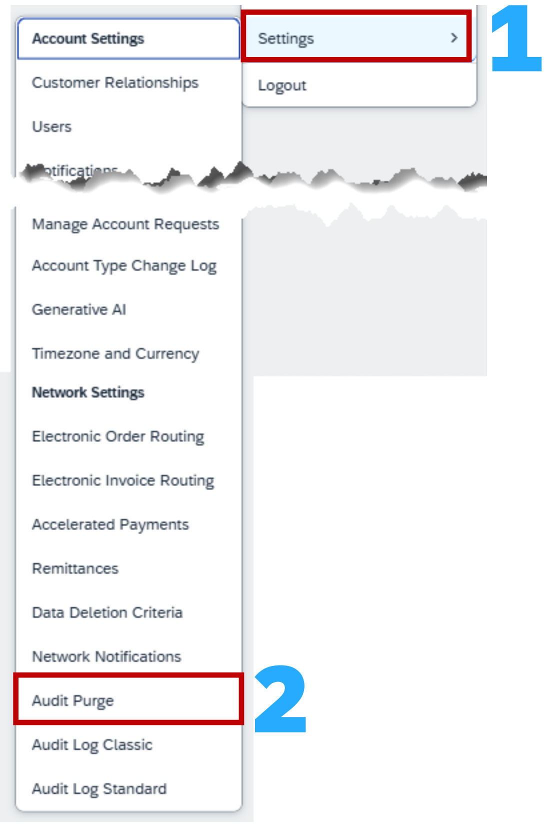


Network Settings – Audit Purge

Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**



Claim Email Domain:

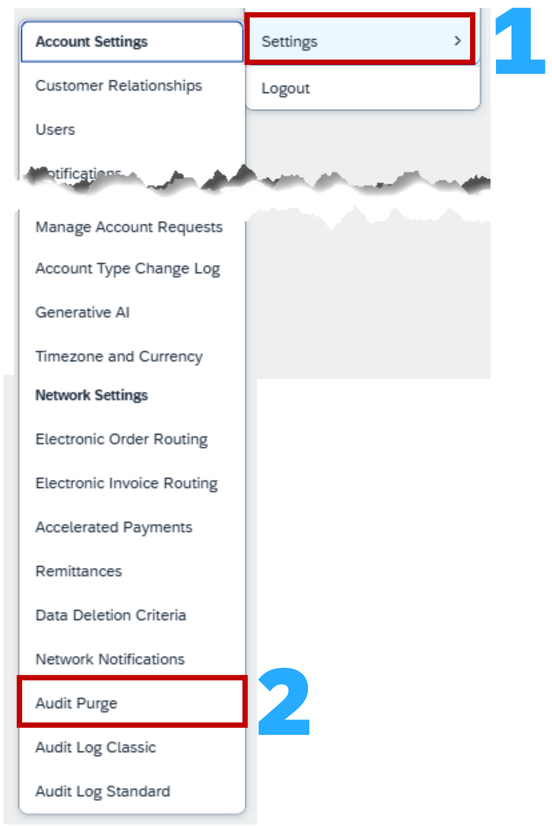
Account Domain settings allow System Administrators to

Network Settings – Audit Log Classic

Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**



1

Claim Email Domain:

Account Domain settings allow System Administrators to

Network Settings – Audit Log Standard

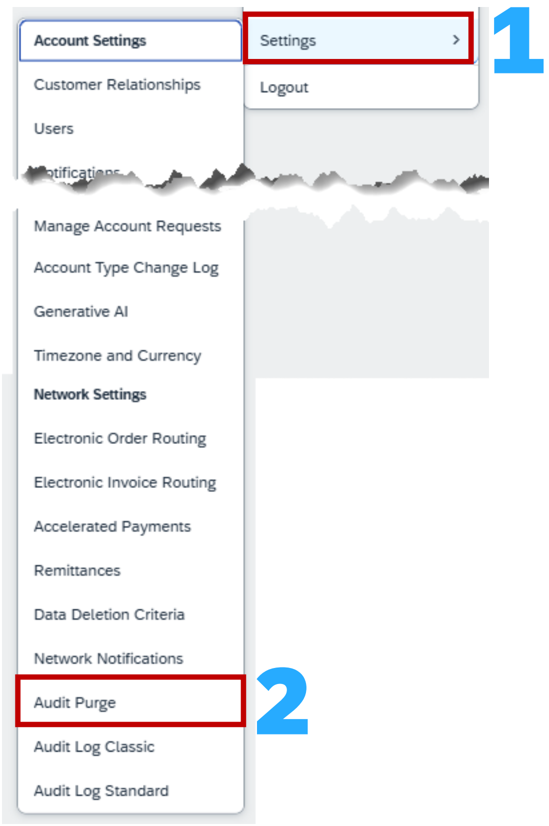
Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to

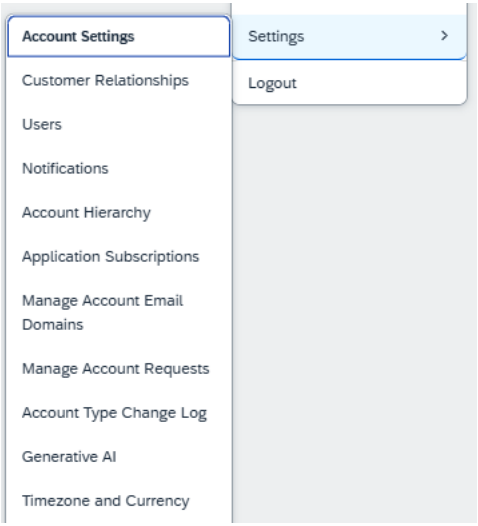


Customer Relationship Settings

Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

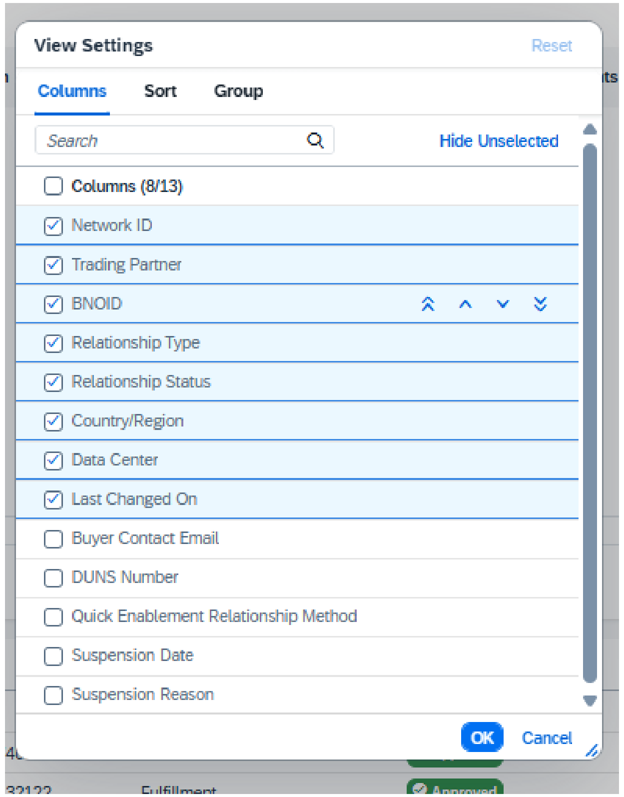
1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**



Claim Email Domain:

Account Domain settings allow System Administrators to

1



Customer Relationship Report

Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

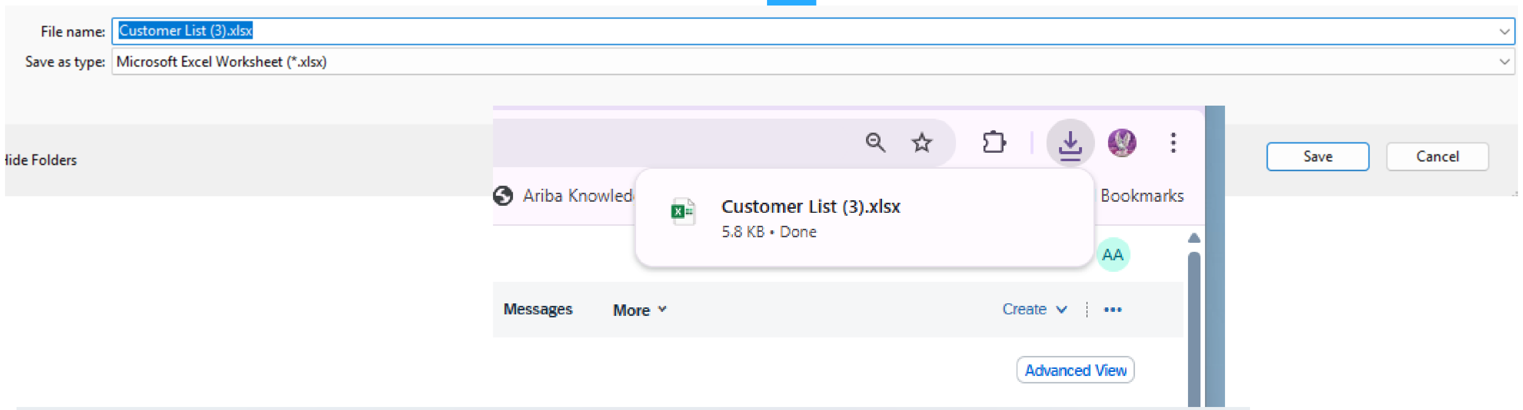
Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to

1



	A	B	C	D	E	F	G	H
1	Network ID	Trading Partner	BNOID	Relationship Type	Relationship Status	Country/Region	Data Center	Last Changed On
2	AN01577758158	Department of Defenc	BNO-100000	Fulfillment	Enabled	Australia	US20	2024-08-16T03:11:32Z
3	AN01001638440	Cisco	BNO-100000	Fulfillment	Enforced	Australia	US20	2024-02-22T02:09:13Z
4	AN01052029069	IAG	BNO-100000	Fulfillment	Enforced	Australia	US20	2023-12-19T03:03:36Z
5	AN01021618620	Woolworths Group Lir	BNO-100000	Fulfillment	Enabled	Australia	US20	2023-10-23T20:59:17Z
6	AN11060409701	CSIRO	BNO-100000	Fulfillment	Enforced	Australia	US20	2023-08-10T06:23:44Z
7	AN01044047598	Medibank Private Limi	BNO-100000	Fulfillment	Enforced	Australia	US20	2022-12-08T04:50:35Z
8	AN01493958963	Infosys Limited	BNO-100000	Fulfillment	Enabled	Australia	US20	2022-02-03T21:47:10Z
9	AN01454454130	DXC Technology Serv	BNO-100000	Fulfillment	Enforced	Australia	US20	2021-11-23T02:07:52Z
10	AN01394574986	NOKIA	BNO-100000	Fulfillment	Enabled	Australia	US20	2021-09-20T07:40:28Z
11	AN01394566704	AT&T Services, Inc.	BNO-100000	Fulfillment	Enabled	Australia	US20	2021-08-30T07:27:49Z
12	AN01025665008	Singtel Group (Singtel,	BNO-100000	Fulfillment	Enforced	Australia	US20	2020-06-01T04:05:06Z
13	AN01015189973	BHP Group Operation	BNO-100000	Fulfillment	Enforced	Australia	US20	2020-05-15T06:41:58Z
14	AN01059294194	IBM Corporation	BNO-100000	Fulfillment	Enabled	Australia	US20	2020-04-17T00:58:44Z
15	AN01424393282	NAB	BNO-100000	Fulfillment	Enabled	Australia	US20	2020-01-24T04:07:01Z
16	AN01433223922	Coles Group Limited	BNO-100000	Fulfillment	Enabled	Australia	US20	2019-10-27T22:56:15Z
17	AN01406140444	The University of Sydr	BNO-100000	Fulfillment	Enforced	Australia	US20	2019-08-23T06:57:10Z
18	AN01399975880	Fujitsu Australia & Nev	BNO-100000	Fulfillment	Enforced	Australia	US20	2019-04-24T01:27:24Z
19	AN01038304483	Transport for NSW	BNO-100000	Fulfillment	Enabled	Australia	US20	2019-03-14T00:48:46Z
20	AN01011241927	SAP	BNO-100000	Fulfillment	Rejected	Australia	US20	2019-01-23T03:34:54Z
21	AN01014368918	AusNet Services Ltd	BNO-100000	Fulfillment	Rejected	Australia	US20	2019-01-23T03:34:54Z
22	AN01044111254	Ventia	BNO-100000	Fulfillment	Rejected	Australia	US20	2019-01-23T03:34:53Z
23	AN01006913540	ANZ	BNO-100000	Fulfillment	Rejected	Australia	US20	2019-01-23T03:34:32Z
24	AN01000044609	DELL	BNO-100000	Fulfillment	Rejected	Australia	US20	2019-01-23T03:34:32Z
25	AN01001845101	Transport NSW- Lega	BNO-100000	Fulfillment	Rejected	Australia	US20	2019-01-23T03:34:32Z
26	AN01037391420	Hewlett Packard Enter	BNO-100000	Fulfillment	Rejected	Australia	US20	2019-01-23T03:31:18Z
27	AN01009088014	Western Power	BNO-100000	Fulfillment	Enforced	Australia	US20	2019-01-17T01:03:37Z
28	AN01001539524	AT&T - APAC	BNO-100000	Fulfillment	Enforced	Australia	US20	2018-12-10T14:19:54Z
29	AN01003886221	Rio Tinto	BNO-100000	Fulfillment	Enforced	Australia	US20	2018-11-19T04:48:27Z
30	AN01009124085	Commonwealth Bank	BNO-100000	Fulfillment	Enforced	Australia	US20	2012-11-15T23:32:16Z
31								

Permissions, Seller Dashboard, General Terms and Glossary

- 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

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

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