

SAP Business Network

Supplier System Administration Process Guide

Version 3.0 - 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 your 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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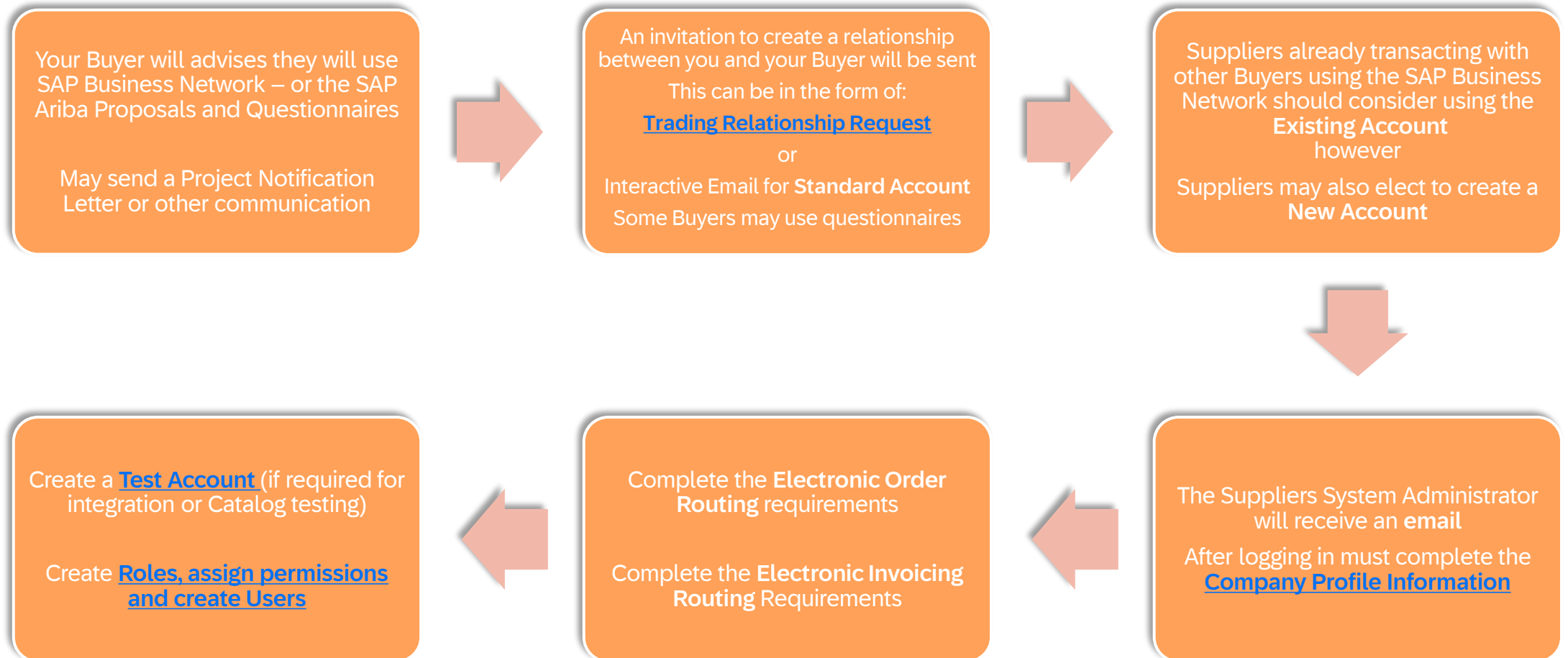
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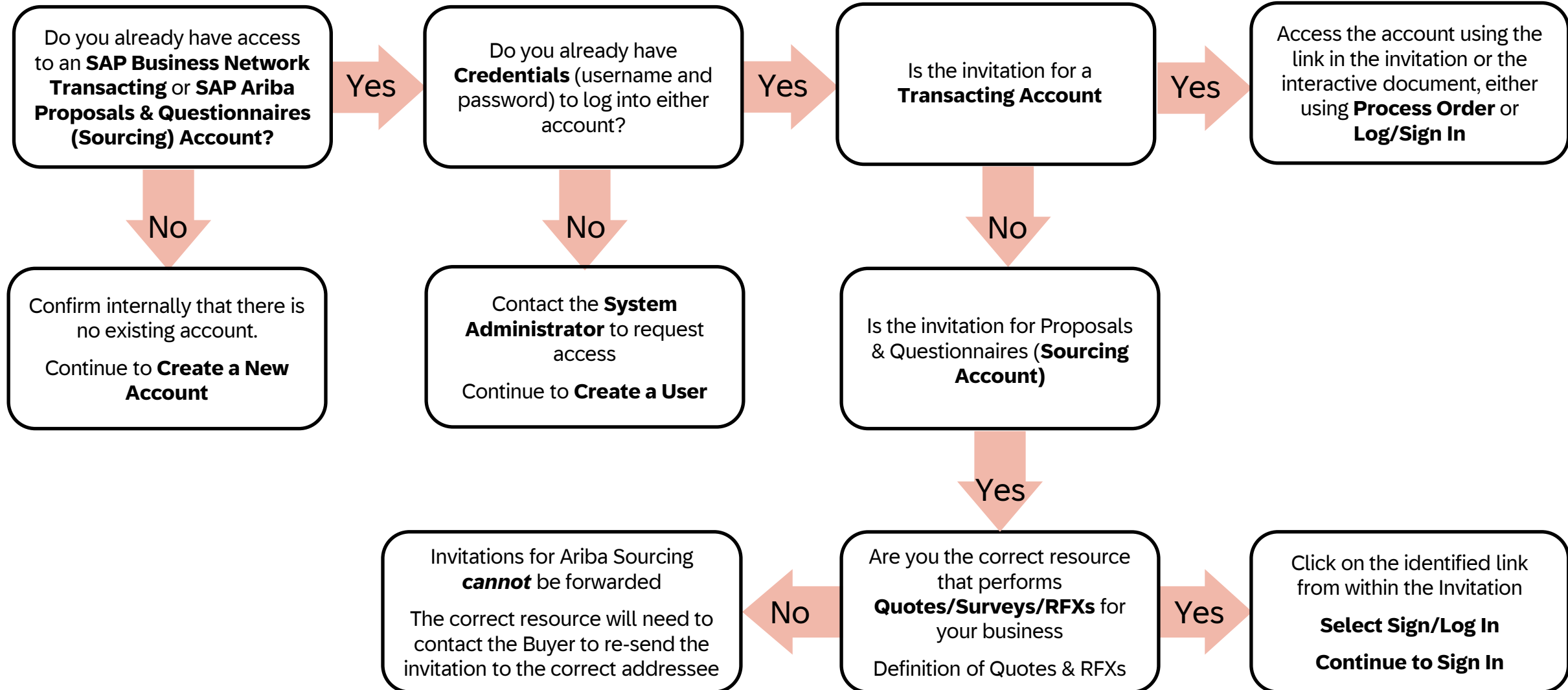
Getting Ready to Transact with your Buyer

– Initial Process

- ❖ 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



Accepting an Invitation to Join SAP Business Network



- ❖ 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

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

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	Ben Bootman
Procurement	Tulip Lighting
Avante Labs GmbH	Equipment

eConnect@AvanteLabs.us

Learn more:

- Visit the [Supplier Information Portal](#) for instructions provided by Avante Labs
- Learn more about [SAP Business Network](#)

2

3

Powered by



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

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

With the TRR email open

1. Click on **Get Started**

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

 Avante Labs GmbH

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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, create a new account on SAP Business Network and establish connection. We're looking forward to continuing doing business on SAP Business Network.

Click Get started to connect.

[Get started](#)

1

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

 Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by Avante Europe Group Procurement

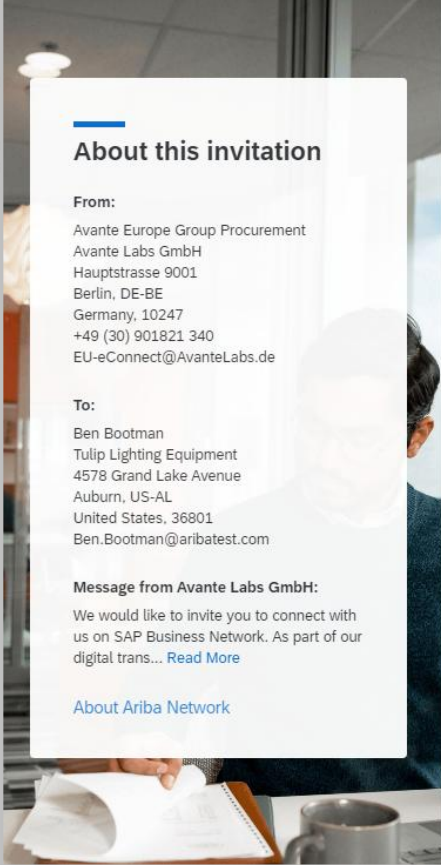
We found existing accounts based on the information in the invite. Please review.

[Review accounts](#)

or

[Use existing account](#)

[Create new account](#)



About this invitation

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

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

Message from Avante Labs GmbH:
We would like to invite you to connect with us on SAP Business Network. As part of our digital trans... [Read More](#)

[About Ariba Network](#)

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[SAP Ariba Privacy Statement](#) [Security Disclosure](#) [Terms of Use](#)

Accepting the Transacting Relationships Request (TRR) – Get Started



Review Account Information – Duplicate Account Process

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

With the invitation from you Buyer displayed:

1. Click on **Get Started**

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

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

❖ The Review matched accounts screen is displayed:

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

❖ Any Search results are displayed

4. If you identify an account you wish to use, Click on **Use this account**

5. If you are unsure about an account and want further clarification click on **Contact Administrator**

6. To **Create a new Account**, click on the back arrow to return to the Registration screen

Avante Labs GmbH

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To Ben Bootman at Tulip Lighting Equipment,

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

Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by Avante Europe Group Procurement

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

Review accounts 2

< Review matched accounts

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

Edit search criteria

Company name: Tulip Lighting Equipment

Corporate email / domain:

Country: Australia [AUS]

Tax / VAT ID: Please select country first

DUNS Number:

GLN: Enter Global Location Number

Search 3

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

Company name	Email domain matched	Country	State	DUNS number	Action
★ Unicorn PTY LTD	Yes	Australia	Victoria		Use this account 4
SAP Australia Pty Ltd	Yes	Australia	New South Wales		Contact administrator 5



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

Use this Account - Using an Existing Account

Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by Avante Europe Group Procurement

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

[Review accounts](#)

or

[Use existing account](#) 1

[Create new account](#)

Avante Labs GmbH

Sign in to connect with Avante Labs GmbH

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

[Forgot username?](#)

[Forgot password?](#)

[Connect](#) 3

Avante Labs GmbH

Sign in to connect with Avante Labs GmbH

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

[Forgot username?](#)

[Forgot password?](#)

[Connect](#) 3

Avante Labs GmbH

Sign in to connect with Avante Labs GmbH

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

[Forgot username?](#)

[Forgot password?](#)

[Connect](#) 3

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

The screenshot displays the SAP Contact Administrator interface. At the top, a search results table shows 20 results. The first result is for 'Unicorn PTY LTD' with a matched email domain, country (Australia), and state (Victoria). A blue button 'Use this account' is next to it. A red box highlights the 'Contact administrator' link in the table's action column, with a large blue number '1' next to it.

A modal popup titled 'Contact administrator' is open. It contains a form with the following fields:

- Your name ***: Ben Bootman
- Your company name ***: Tulip Lighting Equipment
- Your email ***: ben.boothman@tupliplighting.com
- Your phone number**: Enter your number
- Your message ***: A text area containing a pre-written message: 'Hello, I recently attempted to create an account on Ariba Network. During the account creation process, SAP Ariba returned your account as a match. Please contact me to determine if I should use this account. Thank you.'

 A red box highlights the entire form area, with a large blue number '2' next to it.

At the bottom of the popup, there is a checkbox labeled 'I'm not a robot' with a red box around it, and a reCAPTCHA logo. A large blue number '3' is next to it. Below the checkbox, there is a 'Send' button (highlighted with a red box and a large blue number '4') and a 'Cancel' button.

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

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

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

Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by [Avante Europe Group Procurement](#)

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

[Review accounts](#)

or

[Use existing account](#) [?]

[Create new account](#) [?] **1**

Company information [?] **2**

Company (legal) name *
Tulip Lighting Equipment

Country/Region *
United States [USA]

Address line 1 *
4578 Grand Lake Avenue

Address line 2

Address line 3

City *
Auburn

State *
Alabama [US-AL]

Zip *
36801

Administrator account information [?] **3**

First name *
Ben

Last name *
Bootman

Email *
ben.boothman@tupliplighting.com

☒ Use my email as my username

Password *

Repeat password *

Business role *
Choose your primary business role

☐ I have read and agree with the [Terms of Use](#) **4**

Please read the [SAP Ariba Privacy Statement](#) to learn how we process personal data.

☐ I'm not a robot **5**

[reCAPTCHA](#)
Privacy · Terms

[Create account](#) **6**



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

Email Confirmation of an SAP Business Network - Transacting Account

Welcome to the Ariba Commerce Cloud

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

Your organization's account ID: **Ariba Network Identification Number**

Your username: **jane.doe@abccompany.com**

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

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

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

You can immediately perform administrative and configuration tasks completing your company profile. If account administration is not par you can transfer the administrator role at any time to another person 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.



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

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

Dear, Jane Doe

Examples only

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:



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

Log In or Register – SAP Ariba Sourcing Account

Welcome,

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

Sign up as a supplier with

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

Sign up

Already have an account?

Log in

About Ariba Network

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

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

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

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



Temporary Account Information

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

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

Suppliers can also elect to:

Create a New Account

OR

Use and Existing Account

 **Business Network**

Enterprise Account

?

New Account Registration

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

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

Temporary ID:

Secure Code:

Yes, I want to create a new account

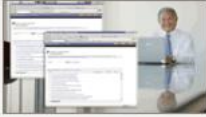
Create New Account

I already have an account (with SAP Business Network)

Use Existing Account

Did you receive this invitation by mistake? Click [here](#) to be removed from the SAP Business Network.

Want to know more about the SAP Business Network?



View a short demo on SAP Business Network and how to register
[View Demo](#)

[View Instructional Demo](#)
[View demo about SAP Business Network](#)

[Who is Ariba?](#)
[Learn about Ariba, Inc.](#)

[Why did I get this Purchase Order?](#)
[Learn more about the SAP Business Network Purchase Order](#)

[SAP Business Network FAQ?](#)
[Read FAQ about SAP Business Network](#)

[What is SAP Business Network?](#)
[Learn about SAP Business Network](#)



Sign in for the first time

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

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

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

1. Open the Username email and click on **Log In**

2. Enter the **Username** shown in the email,

3. Click on **Next**

4. Open the temporary password email and copy the **Temporary password**

5. Enter or paste the temporary password

6. Click on **Sign in**

The Reset your password screen is displayed

6. Re-Enter the Temporary Password

7. Create a New Password (refer to [Create a Password](#))

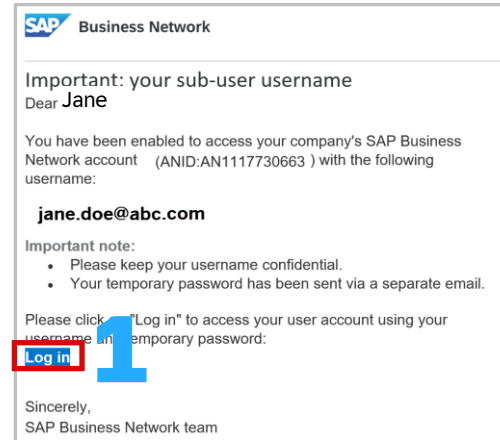
8. Re-enter the New Password

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

9. Click on **Submit**

10. Select the **Business Role**

11. Click on **Submit**



SAP Business Network

Important: your sub-user username
Dear Jane

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

jane.doe@abc.com

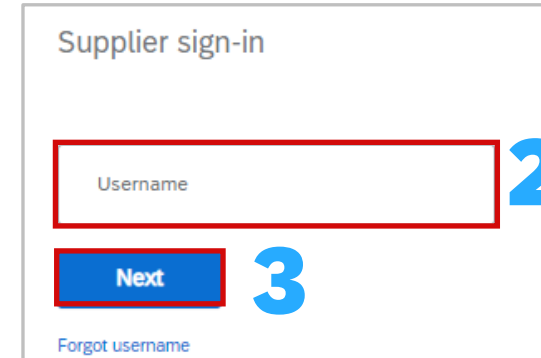
Important note:

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

Please click **Log in** to access your user account using your username and temporary password:

Log in

Sincerely,
SAP Business Network team

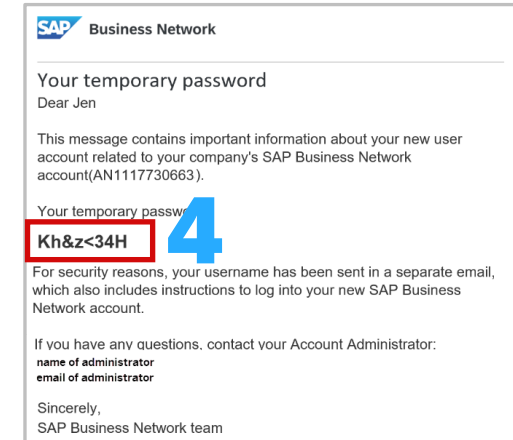


Supplier sign-in

Username

Next

[Forgot username](#)



SAP Business Network

Your temporary password
Dear Jen

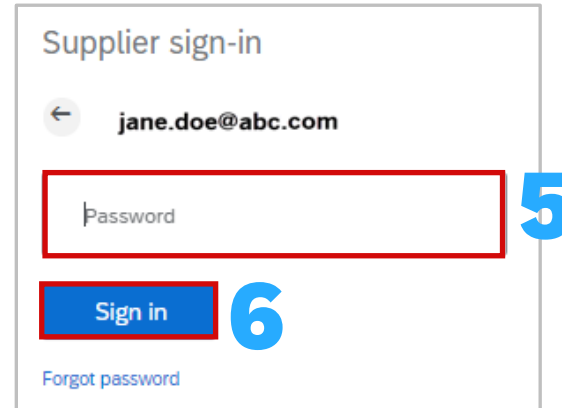
This message contains important information about your new user account related to your company's SAP Business Network account(AN1117730663).

Your temporary password
Kh&z<34H

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

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

Sincerely,
SAP Business Network team



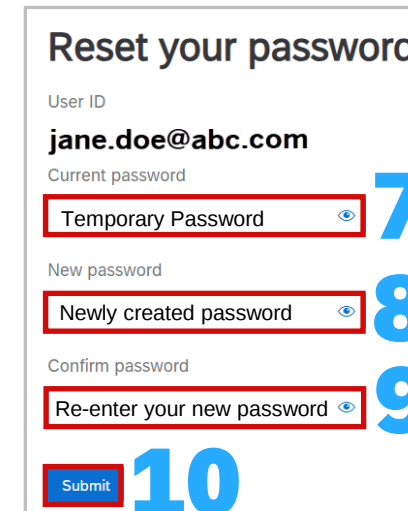
Supplier sign-in

 **jane.doe@abc.com**

Password

Sign in

[Forgot password](#)



Reset your password

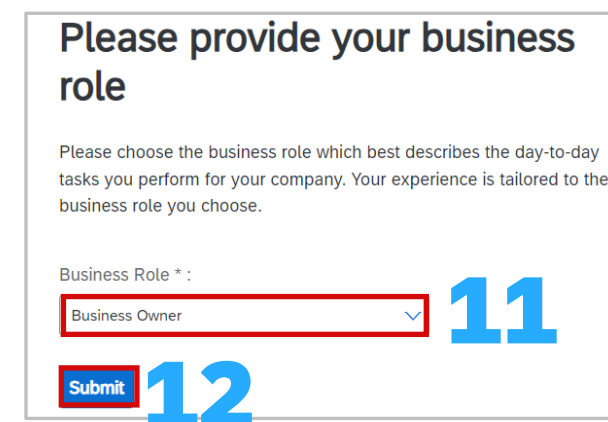
User ID
jane.doe@abc.com

Current password
Temporary Password

New password
Newly created password

Confirm password
Re-enter your new password

Submit



Please provide your business role

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

Business Role * :
Business Owner

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**

The screenshots show the following steps:

- Supplier sign-in**: Click on **Forgot username**.
- Recover your username**: Enter your email address and click **Submit**.
- We have sent an email to you!**: Click on **Back to Sign In**.
- Email inbox**: Locate the email titled **Request for your Ariba Commerce Cloud username**.
- Email content**: Review the email details, including the list of associated email addresses.
- Supplier sign-in**: Enter the identified username in the **Username** field and click **Next**.
- Supplier sign-in**: Enter your password in the **Password** field and click **Sign in**.



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

Sign in to Transacting Account – Forgot Password

Supplier sign-in

Username 1

Next 2

[Forgot username](#)

Supplier sign-in

← jane.doe@abccompany.com

Password

Sign in

[Forgot password](#) 3

Reset your password

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

Email address 4

Submit 5

We have sent an email to you!

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

[Back to Sign In](#) 6

SAP Business Network

Ariba Account Password Reset Information

Dear jen.williams@sap.com,

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

User ID	Password reset link
User ID information displayed	Click Here 8

Your password has been updated.

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

[Back to Sign In](#) 12

All Unread By Date 

▼ Today

Ariba Commerce Cloud 7

Ariba Account Password Reset Information

11:56 AM

Reset your password

Username

Username is shown

New password 9

Confirm your password 10

Submit 11

Supplier sign-in 13

Username

Next



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**

SAP Ariba Proposals and Questionnaires

SAP Ariba

Supplier Login

User Name

Password

Login

Forgot Username or Password

Recover your username

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

Email address

Submit

We have sent an email to you!

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

Back to Sign In

All Unread By Date

Today

Ariba Commerce Cloud
Request for your Ariba Commerce Cloud... 11:29 AM

Request for your Ariba Commerce Cloud username

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

To

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

Request for your Ariba Commerce Cloud username

Dear SAP Business Network User,

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

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

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

Supplier Login

User Name

Password

Login



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**

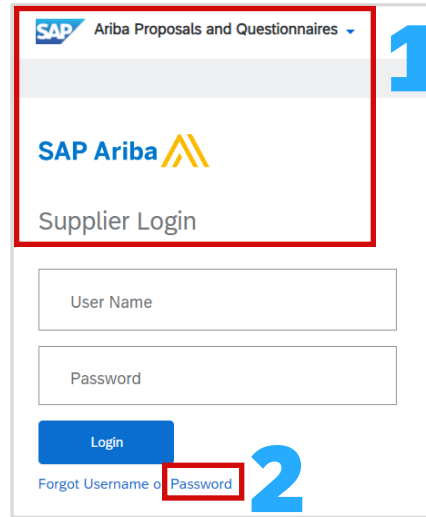
Note: Clicking on  displays what has been entered

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

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



1. SAP Ariba Proposals and Questionnaires

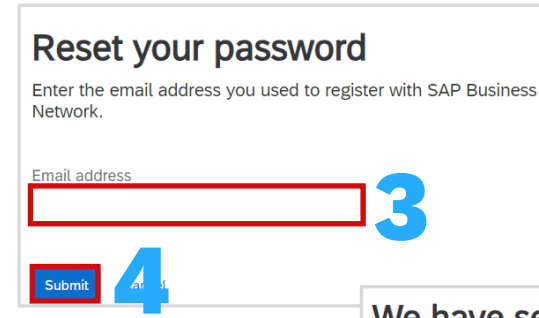
2. SAP Ariba Supplier Login

3. User Name

4. Password

5. Login

6. Forgot Username or Password

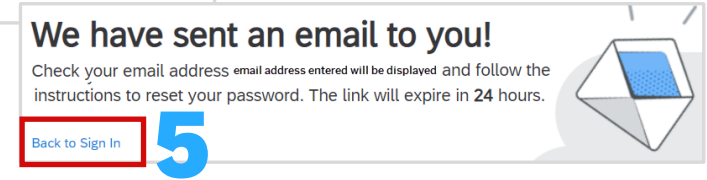


7. Reset your password

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

9. Email address

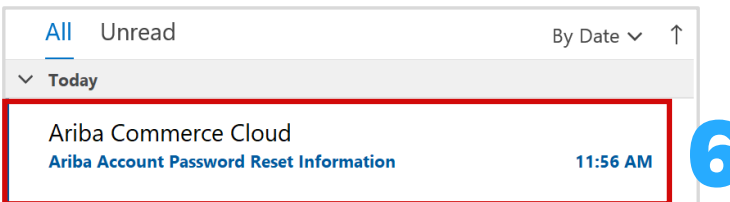
10. Submit



11. We have sent an email to you!

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

13. Back to Sign In



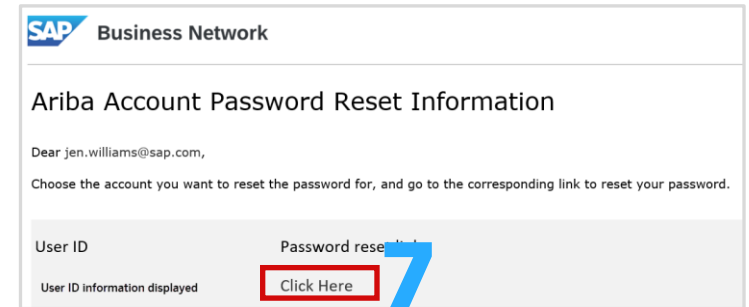
14. All Unread By Date

15. Today

16. Ariba Commerce Cloud

17. Ariba Account Password Reset Information

18. 11:56 AM



19. SAP Business Network

20. Ariba Account Password Reset Information

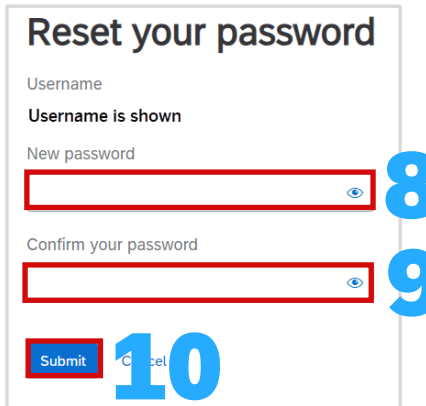
21. Dear jen.williams@sap.com,

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

23. User ID

24. Password reset link

25. Click Here



26. Reset your password

27. Username

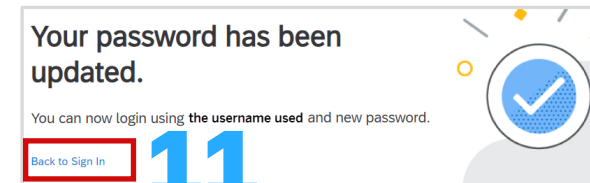
28. Username is shown

29. New password

30. Confirm your password

31. Submit

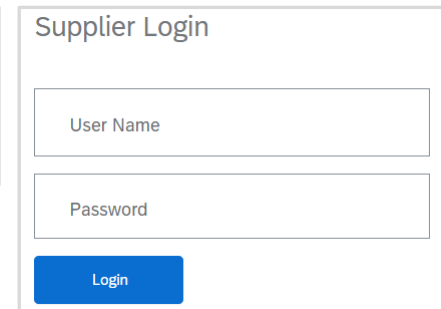
32. Cancel



33. Your password has been updated.

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

35. Back to Sign In



36. Supplier Login

37. User Name

38. Password

39. Login

12

13

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

The initial screen will display all information in black text

As you create a password:

Green indicates that you have met the criteria

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

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

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

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

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

Reset your password

Username
williams@sap.com

New password

••••••••••

👁

Confirm your password

👁

Submit

Cancel

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



Which Account are you using?

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

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

The account types available are:

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

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

There are two types of Accounts:

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

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

Standard accounts contain an option to Upgrade to an Enterprise Account

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

The image displays four screenshots of the SAP Business Network interface, illustrating different account types and their features:

- Supplier sign-in:** Shows a login form with fields for Username and a Next button. A link for "Forgot username" is provided. Below the form, it asks "New to SAP Business Network?" with links to "Register Now" or "Learn more".
- Supplier Login:** Shows a login form with fields for User Name and Password, and a Login button. A link for "Forgot Username or Password" is provided. To the right, there is a section titled "Unlock additional benefits" with a "Learn More" button.
- Account Type Selection:** Shows a dropdown menu for "Business Network" with options: SAP Business Network Discovery, Ariba Proposals And Questionnaires, Ariba Contracts, and SAP Business Network.
- Enterprise Account:** Shows the "Business Network" dropdown with "Enterprise Account" selected.
- Enterprise Account (TEST MODE):** Shows the "Business Network" dropdown with "Enterprise Account" selected, and a red "TEST MODE" label.
- Standard Account:** Shows the "Business Network" dropdown with "Standard Account" selected, and a button labeled "Get enterprise account".

Standard Accounts

- ❖ 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](#)

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:

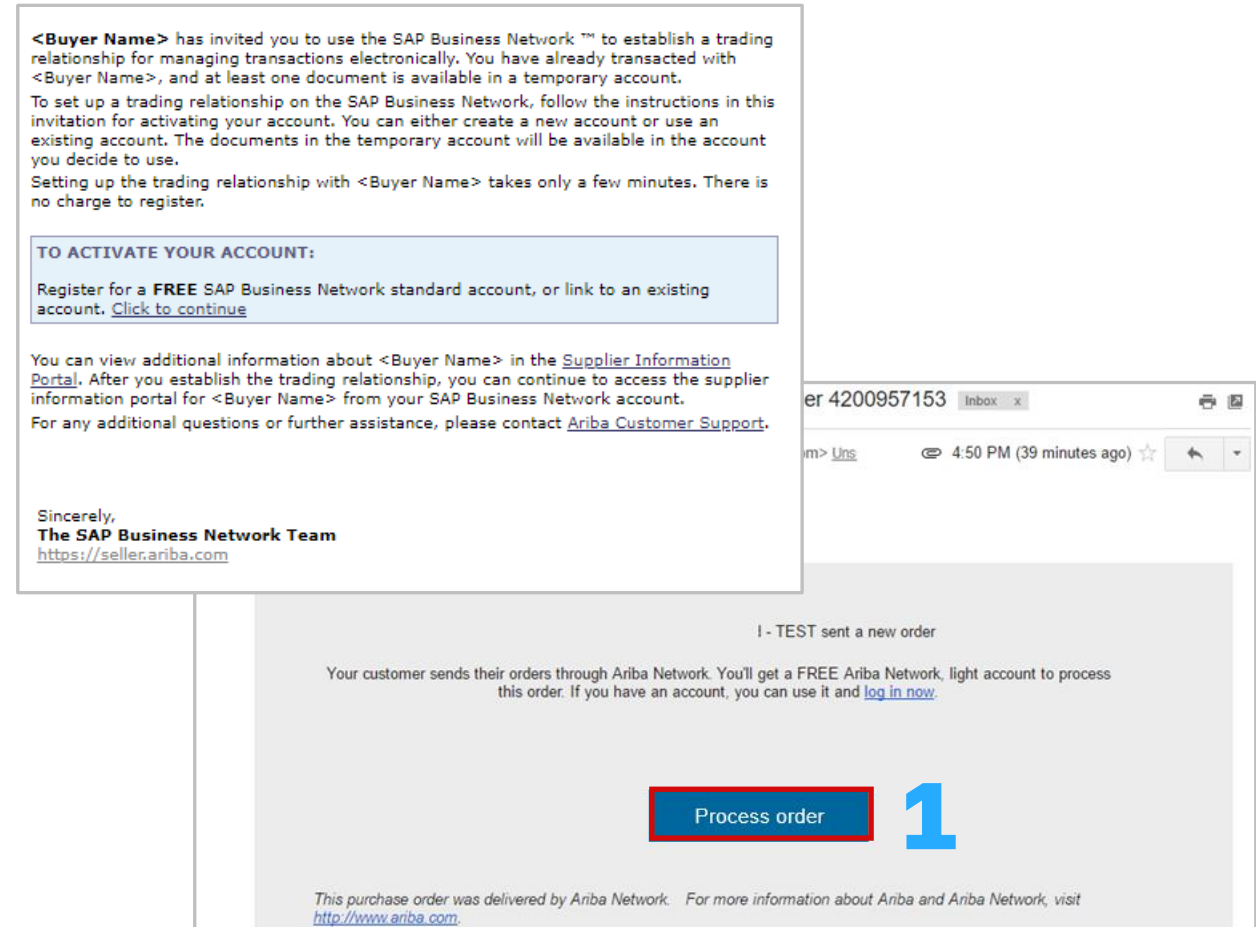
With the Purchase Order Open

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.



The image shows two screenshots. The top screenshot is an email invitation from SAP Business Network. It states: "<Buyer Name> has invited you to use the SAP Business Network™ to establish a trading relationship for managing transactions electronically. You have already transacted with <Buyer Name>, and at least one document is available in a temporary account. To set up a trading relationship on the SAP Business Network, follow the instructions in this invitation for activating your account. You can either create a new account or use an existing account. The documents in the temporary account will be available in the account you decide to use. Setting up the trading relationship with <Buyer Name> takes only a few minutes. There is no charge to register." Below this, there is a blue box with the text: "TO ACTIVATE YOUR ACCOUNT: Register for a **FREE** SAP Business Network standard account, or link to an existing account. [Click to continue](#)". Further down, it says: "You can view additional information about <Buyer Name> in the [Supplier Information Portal](#). After you establish the trading relationship, you can continue to access the supplier information portal for <Buyer Name> from your SAP Business Network account. For any additional questions or further assistance, please contact [Ariba Customer Support](#)." The email is signed "Sincerely, The SAP Business Network Team" with the URL <https://seller.ariba.com>.

The bottom screenshot shows a message in the Ariba Network interface. It says: "I - TEST sent a new order". Below this, it states: "Your customer sends their orders through Ariba Network. You'll get a FREE Ariba Network, light account to process this order. If you have an account, you can use it and [log in now](#)." At the bottom right, there is a blue button labeled "Process order" with a large blue number "1" next to it. At the very bottom, it says: "This purchase order was delivered by Ariba Network. For more information about Ariba and Ariba Network, visit <http://www.ariba.com>."

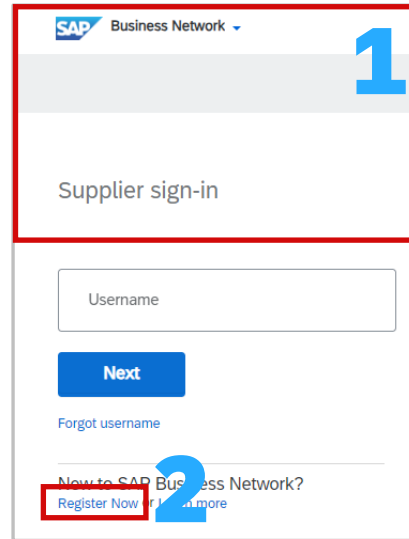


Suppliers can perform a walk up registration process in preparation for accepting Buyer Initiations or processing documents. Note that Suppliers cannot invite a Buyer to form a relationship ONLY the Buyer can invite or create a relationship between them and their Suppliers.

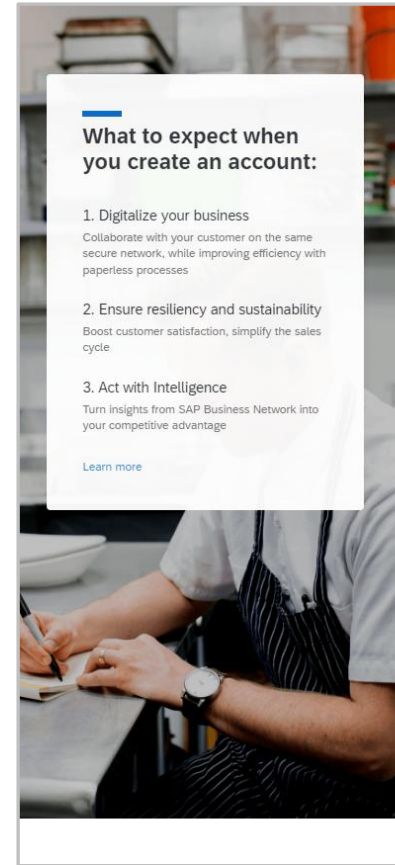
Keep in mind that processing documents or creating Catalogs cannot occur until there is a Customer Relationship associated to the account.

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

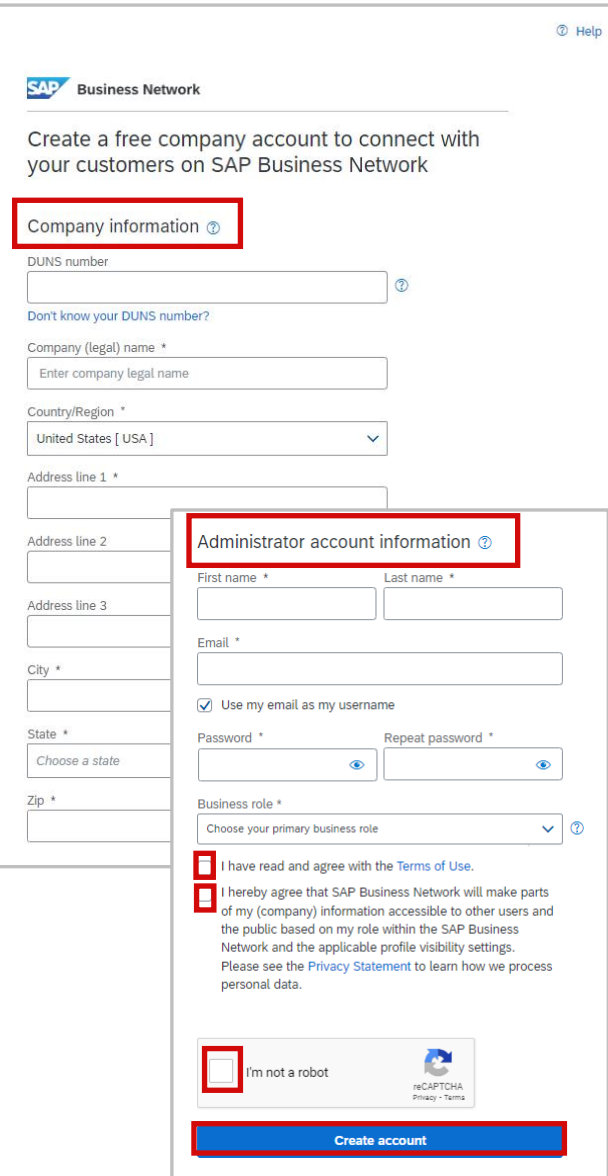
Note: Click on this  to access more information about a field



The screenshot shows the SAP Business Network Supplier sign-in screen. A red box highlights the top header area containing the SAP logo and 'Business Network' text, with a large blue number '1' next to it. Below the header, the text 'Supplier sign-in' is centered. There is a 'Username' input field, a blue 'Next' button, and a link for 'Forgot username'. At the bottom, there is a section for 'New to SAP Business Network?' with a red box around the 'Register Now' link and a large blue number '2' next to it.



Walk up Registration



The screenshot shows the SAP Business Network registration form. The header includes the SAP logo and 'Business Network'. The main heading is 'Create a free company account to connect with your customers on SAP Business Network'. A red box highlights the 'Company information' section, which includes fields for 'DUNS number', 'Company (legal) name', 'Country/Region' (set to 'United States [USA]'), and 'Address line 1'. Below this is the 'Administrator account information' section, also highlighted with a red box. It includes fields for 'First name', 'Last name', 'Email', 'Password', and 'Repeat password'. There is a checkbox for 'Use my email as my username' and a 'Business role' dropdown menu. At the bottom, there are two checkboxes: 'I have read and agree with the Terms of Use.' and 'I hereby agree that SAP Business Network will make parts of my (company) information accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings. Please see the Privacy Statement to learn how we process personal data.' Below these is a reCAPTCHA 'I'm not a robot' checkbox and a blue 'Create account' button.

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

The screenshot shows the 'Convert to Standard account' process in SAP. It includes a user profile dropdown, an eligibility check section, and two tables showing the status of various criteria.

Step 1: Click on your Initials (J).

Step 2: Select **Convert to Standard account** from the drop-down list.

Step 3: Click on **Check eligibility now**.

Step 4: A **Green** ribbon indicates that a conversion to Standard Account can be actioned, Click on **Convert Now**.

Step 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.

Account change eligibility check:

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

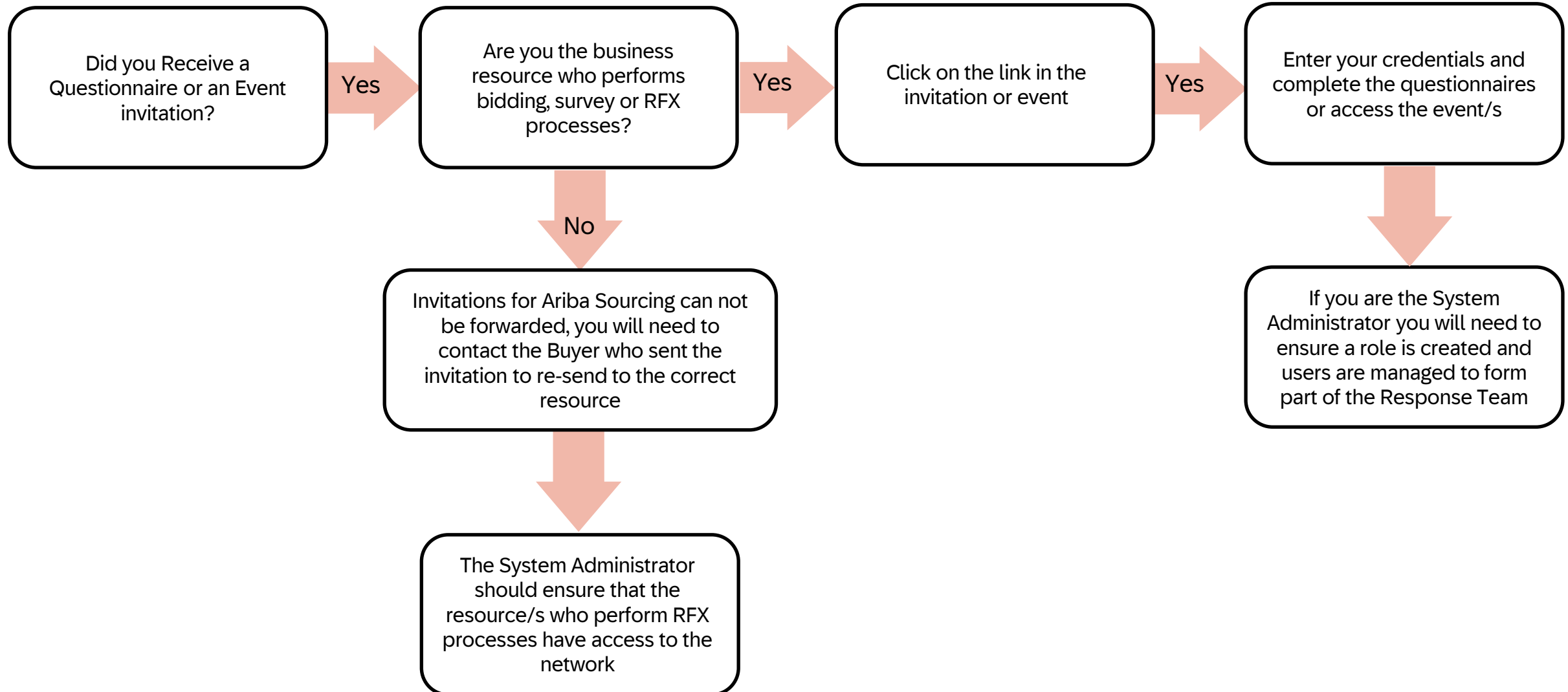
Criteria Table 1 (Successful Conversion):

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

Criteria Table 2 (Failed Conversion):

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

SAP Ariba Sourcing – Proposals & Questionnaires



- ❖ SAP Ariba Proposals 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 Sourcing 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 Request 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

- ❖ 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 an 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



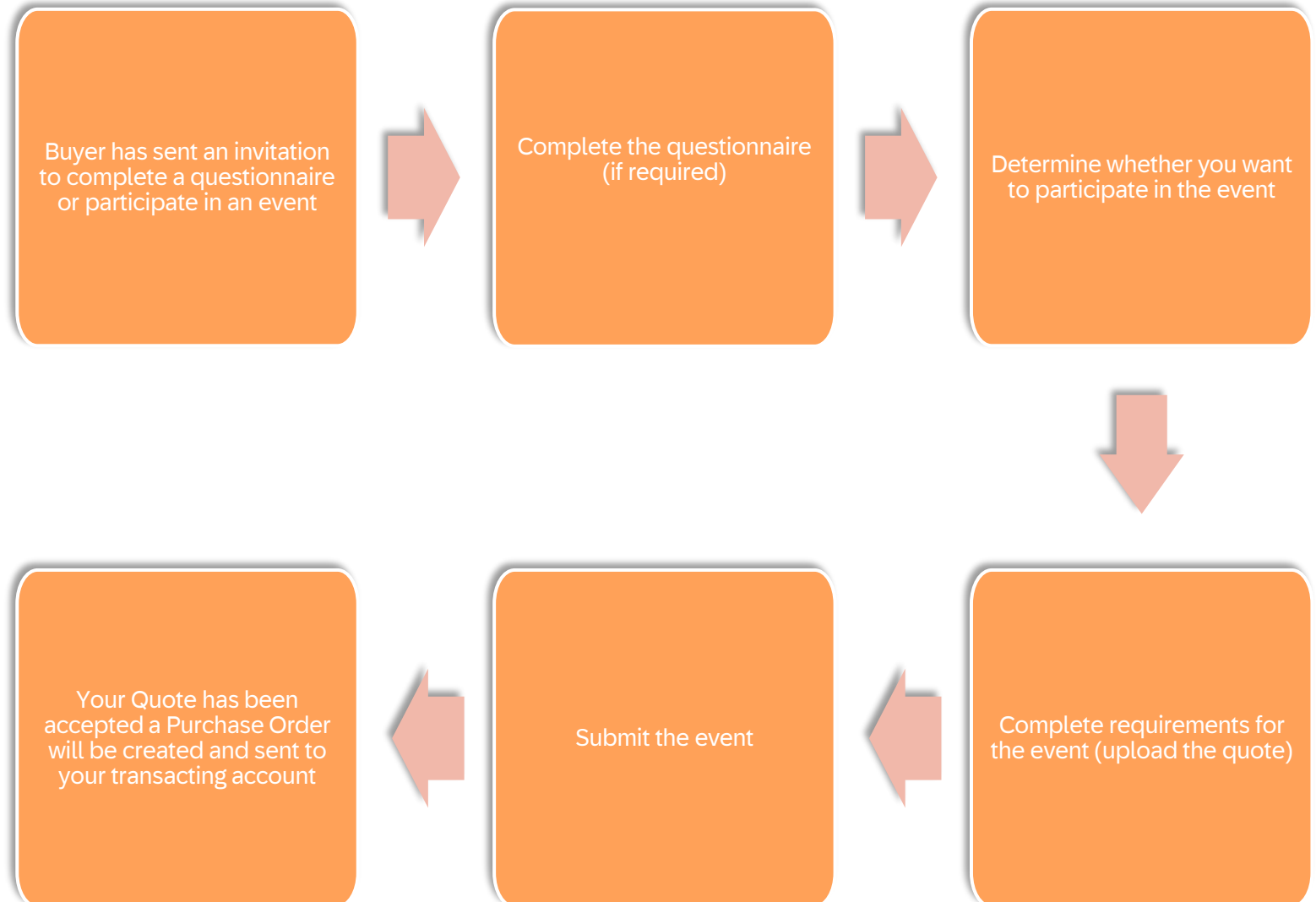
SAP Ariba Proposals & Questionnaires (Sourcing) Invitation Information and Flow

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 and 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

The screenshot displays the SAP Ariba Proposals and Questionnaires main screen. The interface includes a top navigation bar with the SAP logo and the text 'Ariba Proposals and Questionnaires'. Below this is a 'RELEASE READINESS' button. The main content area is divided into several sections, each with a title and a list of items. The sections are: '3 leads match your company profile' (with a 'View Matched Leads' button), 'Events' (with a table of events), 'Risk Assessments' (with a table of risk assessments), 'Registration Questionnaires' (with a table of registration questionnaires), 'Qualification Questionnaires' (with a table of qualification questionnaires), 'Questionnaires' (with a table of questionnaires), 'Certificates' (with a table of certificates), and 'Tasks' (with a table of tasks). The tables are organized into columns with headers such as 'Title', 'ID', 'End Time', 'Event Type', 'Participated', 'Status', 'Commodity', 'Regions', 'Attachment', 'Questionnaire', and 'Alert'. The interface also includes a 'Home' button and a 'Welcome to the Ariba Spend Management site' message.

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

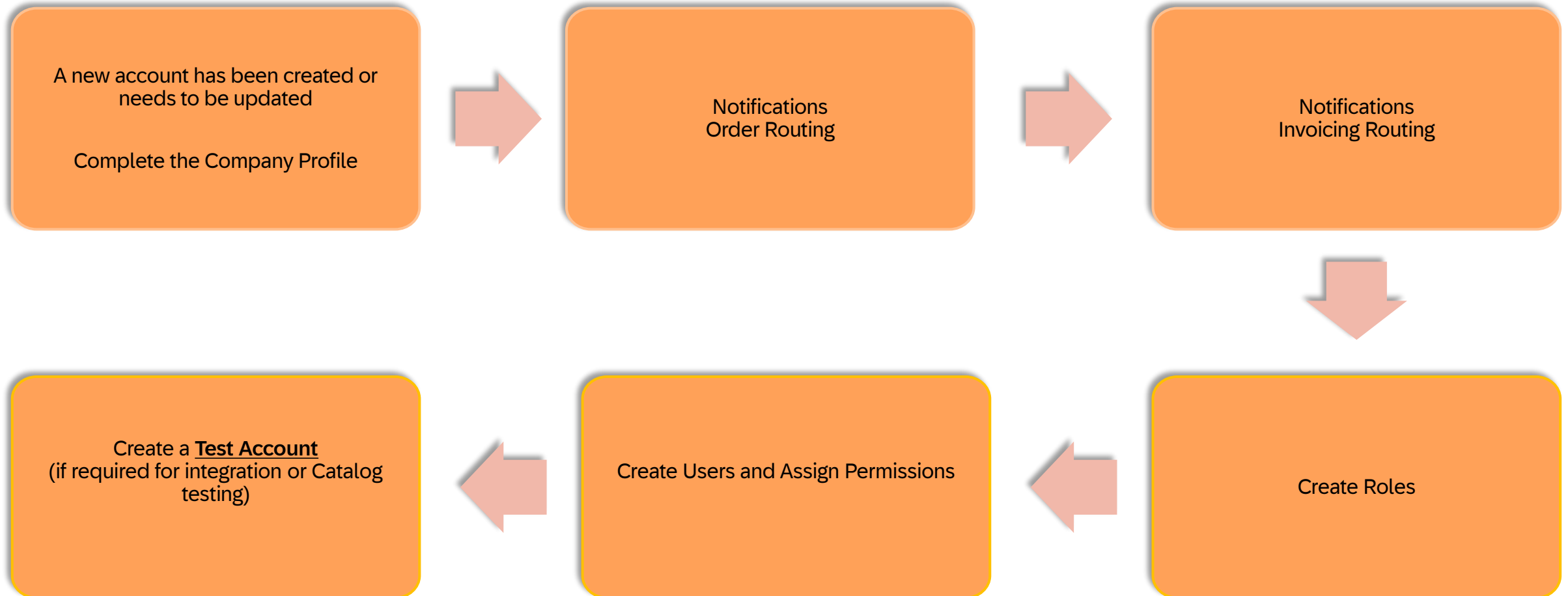
- ❖ Registration Questionnaires
- ❖ Qualification Questionnaires
- ❖ Questionnaires

4. Certificates

5. Tasks

Account Configuration - Company Profile

- ❖ 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.



- ❖ 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

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

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

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

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

The screenshots illustrate the following steps:

- Step 1:** User initials 'JW' are highlighted in a red box at the top of the page.
- Step 2:** The 'Company Profile' option in the user menu is highlighted in a red box.
- Step 3:** The 'Company Profile' page is displayed, with the title 'Company Profile' highlighted in a red box.
- Step 4:** The 'Overview' section of the company profile is highlighted in a red box.
- Step 5:** The 'Options' button in the top right corner is highlighted in a red box, and a dropdown menu is shown with 'View my public profile' and 'Profile settings' highlighted in a red box.

With the Company Profile Page Displayed:

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

The available options are shown in the drop-down list

2. Select **View my public profile**

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

3. Select **Profile settings**

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

4. Select **SAP Business Network badges**

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

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

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

1 Options

2 View my public profile

3 Profile Settings

4 SAP Business Network Badges

5 Your public profile url

Support humanitarian aid ⓘ | Options

View my public profile

Profile settings

SAP Business Network badges

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

Company aliases

Overview

Credentials

Certifications

Sustainability Ratings

ANID: AN01047758 DUNS: -

Employees

Business Type

Supplier Legal Form

Founded

Revenue

Stock Symbol

Company Aliases

Address

Product and Service Categories

Ship-to or Service Location

Industries Served

No Industries to show.

Save Cancel

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

Profile Visibility

Basic Info Show

Product and Service Categories Show

Ship-to or Service Locations Show

Industries Show

Credentials Show

Assessments Show

Marketing Collateral Show

Activity Data ⓘ Show

References Show

Social Media Show

Keywords Hide

Add a badge to showcase your profile

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

Black - small

White - large

Connect with us on SAP Business Network



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

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

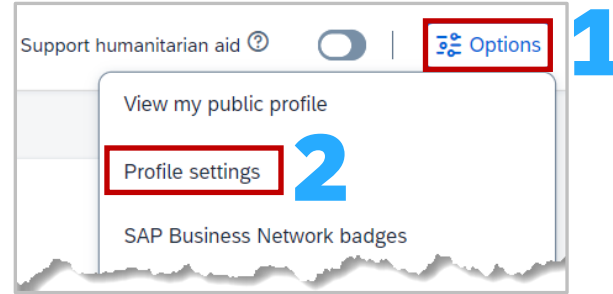
1. Click on **Options** at the top of the page
2. Select **Profile Settings**

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

3. Update the options with a drop-down list

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

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



Search Results Visibility ⓘ

Show my profile in search results ☒ 4

Extended Profile Visibility ⓘ

☒ Make my extended profile available to all SAP Business Network buying organizations 5

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

Contact My Company ⓘ

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

☒ Allow other suppliers to contact my account administrator 6

Profile Settings - Search Results Visibility

Profile Visibility

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

With the Company Profile Page Displayed:

1. Click on the

The Upload company logo pop-up box is displayed

1. Click on **See example**

Examples of how the logo should be positioned for maximum effect

2. Click on **Browse**

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

Logos must be less than 200KB

3. Click on **Save**

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

REMEMBER:

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

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 a ie 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
4. Click on the ✎ in the main company information field
5. The **Edit Company Information** screen is displayed. Ensure the Basic Info tab is on the screen
6. Enter or select information from the drop-down list in the fields with an asterisk:
 1. Enter the **Number of Employees**
 2. Enter the **Year Founded**
 3. Select the **Revenue** from the drop-down list, and suppliers can select "Contact company for information"
 4. Select the **Legal Form** from the dropdown list
 5. Select at least 1 **Business Type** from the available options in the dropdown list

The image shows a sequence of screenshots from the SAP system illustrating the steps to complete mandatory company profile fields. The steps are numbered 1 through 5 in blue and orange.

- Step 1:** A user profile menu is shown with 'Jane Doe' and 'JD' initials. The 'Company Profile' option is highlighted with a red box and a blue '1'.
- Step 2:** The 'Company Profile' page for 'ABC COMPANY' is displayed. The 'Edit' icon (pencil) in the main information field is highlighted with a red box and a blue '4'.
- Step 3:** The 'Edit Company Information' screen is shown with the 'Basic Info' tab selected. The title 'Edit Company Information' is highlighted with a red box and a blue '5'.
- Step 4:** A detailed view of the 'Edit Company Information' form. Fields marked with an asterisk (*) are highlighted in red: 'Number of Employees', 'Year Founded', 'Revenue', 'Legal Form', and 'Business Type'. A red arrow points from the 'Legal Form' dropdown to a separate list of options: Broker, Contractor/Consultant, Distributor/Wholesaler, Government/Public Agency, Manufacturer, and Producer.
- Step 5:** A detailed view of the 'Edit Company Information' form. Fields marked with an asterisk (*) are highlighted in red: 'Number of Employees', 'Year Founded', 'Revenue', 'Legal Form', and 'Business Type'. A red arrow points from the 'Business Type' dropdown to a separate list of options: Broker, Contractor/Consultant, Distributor/Wholesaler, Government/Public Agency, Manufacturer, and Producer.



Confirm or Update Address

To Add or Edit your Company Information, access and display **Company Profile**:

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

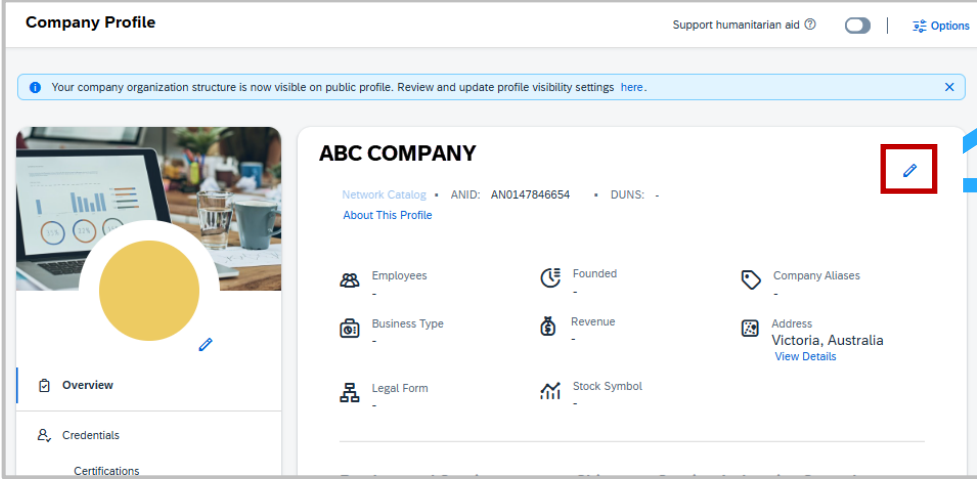
The **Edit Company Information** Screen is displayed with the Basic Info Tab automatically selected

There are 2 tabs:

- ❖ Basic Info
- ❖ Address

2. Click on the **Address** tab
3. Update, add or edit open fields; greyed fields cannot be edited
4. Click on **Save**

The information has been updated and displayed in the Company Profile



Company Profile

Support humanitarian aid ⓘ | Options

1 Your company organization structure is now visible on public profile. Review and update profile visibility settings [here](#).

ABC COMPANY

Network Catalog • ANID: AN0147846654 • DUNS: -

[About This Profile](#)

Employees - Founded - Company Aliases -

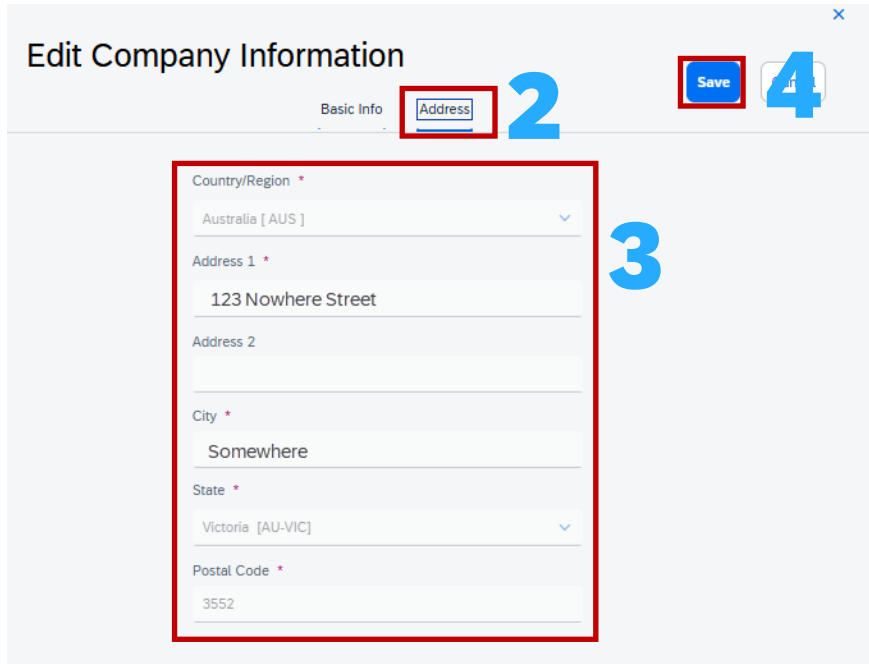
Business Type - Revenue - Address: Victoria, Australia [View Details](#)

Legal Form - Stock Symbol -

Overview

Credentials

Certifications



Edit Company Information

Basic Info **Address**

Save

Country/Region *
Australia [AUS]

Address 1 *
123 Nowhere Street

Address 2

City *
Somewhere

State *
Victoria [AU-VIC]

Postal Code *
3552

4

Add, Edit or Update Product and Service Information - Category

To Add or Edit your Company Information, access and display **Company Profile**:

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

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

There are 3 tabs:

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

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

The Add New Category pane is shown

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

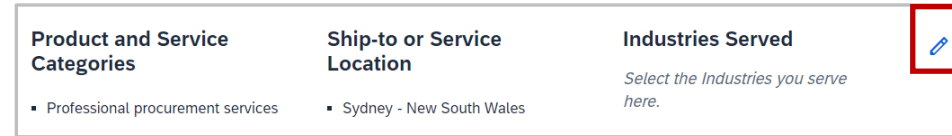
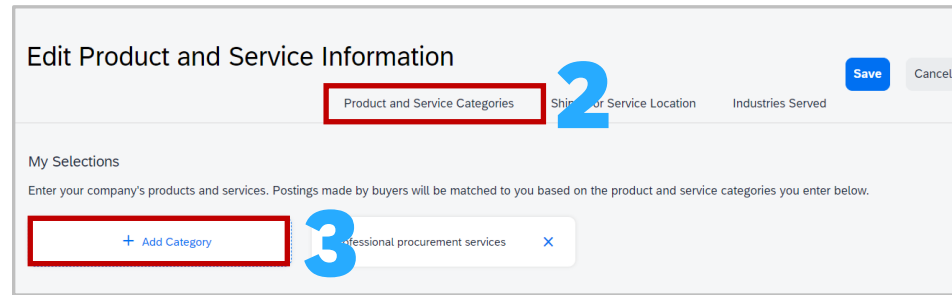
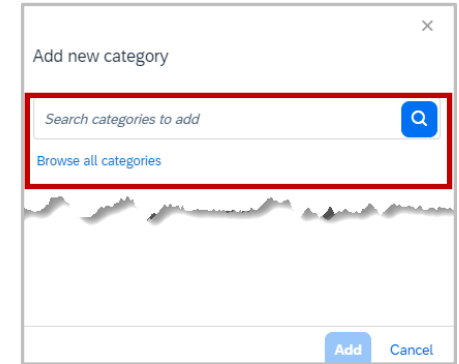
Or

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

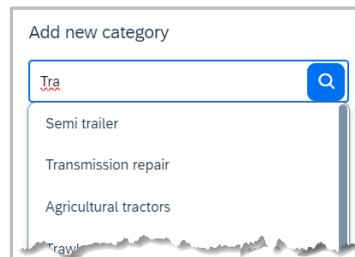
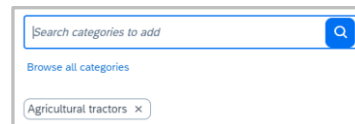
Or

Click on Browse all categories, the Browse pane opens, select the category by click in the >, continue to select the categories until the + is shown next to the options. This indicates that there are no further sub-categories to drill down, to add click on the + at the end of the option/s required

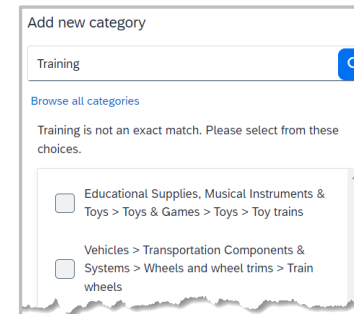
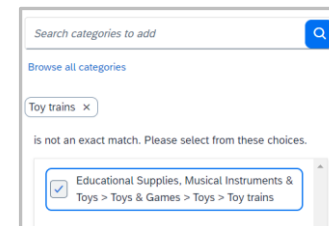
5. Once all categories have been added, click on **Add**, the screen returns to My Selections and all categories/subcategories added will be displayed
6. Click on **Save** to return to the Company Profile screen

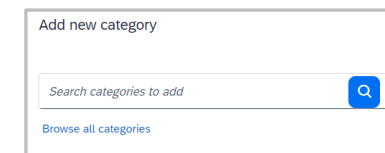
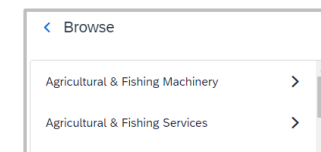
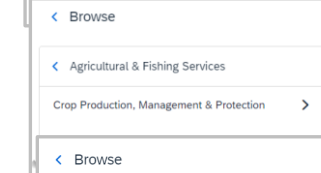
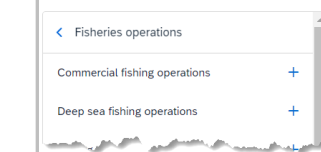
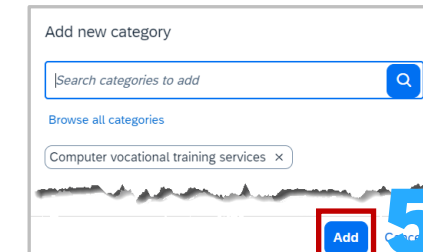
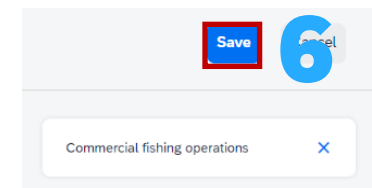
Start Typing

Enter the name

Click on Browse



Add, Edit or Update Product and Service Information - Location

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

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

The **Add New Locations** pane is shown

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

Or

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

Or

Click on **Browse all locations**, and the browse pane opens, select the location by clicking in the >, and continue to select the locations until the + is shown next to the options. This indicates that there are no further sub-categories to drill down, click on the + at the end of the locations required

6. Once all locations that you provide goods or services to have been added, click on **Add**, the screen returns to My Selections and all locations selected will added will be displayed

Note: The allow suppliers to add physical locations of sites

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

1 The 'Product and Service Categories' tab is selected. The 'Ship-to or Service Location' is set to 'Sydney - New South Wales'. The 'Industries Served' section is visible.

2 The 'Edit Product and Service Information' screen is shown. The 'Ship-to or Service Location' tab is active. The 'My Selections' section is visible.

3 The 'Add new locations' pane is shown. The 'Serve Globally' button is toggled on. The 'Search locations to add' field is highlighted.

4 The 'Add new locations' pane is shown. The 'Serve Globally' button is toggled on. The 'Search locations to add' field is highlighted.

5 The 'Add new locations' pane is shown. The 'Search locations to add' field is highlighted.

6 The 'Browse' pane is shown. The 'Bahamas' location is selected. The 'Add' button is highlighted.

7 The 'Add new locations' pane is shown. The 'Serve Globally' button is toggled on. The 'Search locations to add' field is highlighted.

Start Typing

Enter the location

Click on Browse

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

1. Click on the  at the end of the Product, Ship-to and Industries Served
 2. Ensure you are on the **Industries Served** tab
- A list of industries is displayed
3. Select each industry that your serve by placing a tick in the box
 4. Click on **Save** to return to the Company Profile screen

Product and Service Categories

- Professional procurement services

Ship-to or Service Location

- Sydney - New South Wales

Industries Served

Select the Industries you serve here.


1

Edit Product and Service Information

Product and Service Categories

Ship-to or Service Location

Industries Served

Save

4

Select the industries your company serves.

☐ Aerospace & Defense
 ☒ Media

☐ Agriculture & Mining
 ☐ Metal Products

☐ Automotive
 ☐ Oil & Gas

☐ Building Materials, Clay & Glass
 ☐ Pharmaceuticals

☐ Chemicals
 ☐ Primary Metal & Steel

☐ Consumer Products
 ☐ Public Sector

☐ Engineering & Construction
 ☒ Retail

☐ Financial Services & Banking
 ☐ Service Provider

☐ Forest Products & Paper
 ☐ Telecommunications

☐ Furniture
 ☐ Textiles Production

☐ Healthcare
 ☐ Transportation & Storage

☐ High Tech & Electronics
 ☐ Utilities

☐ Higher Education & Research
 ☐ Wholesale Distribution

☐ Hospitality
 ☐ Other

☐ Industrial Machinery & Components

☐ Insurance

2

3

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

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

The Certifications screen is displayed

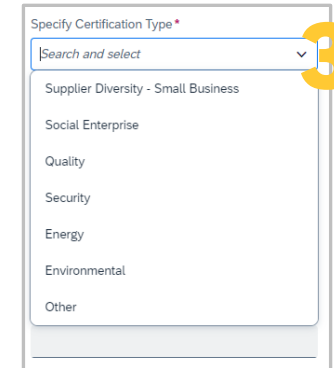
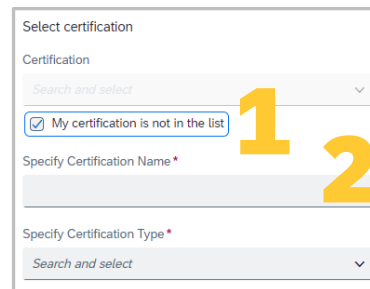
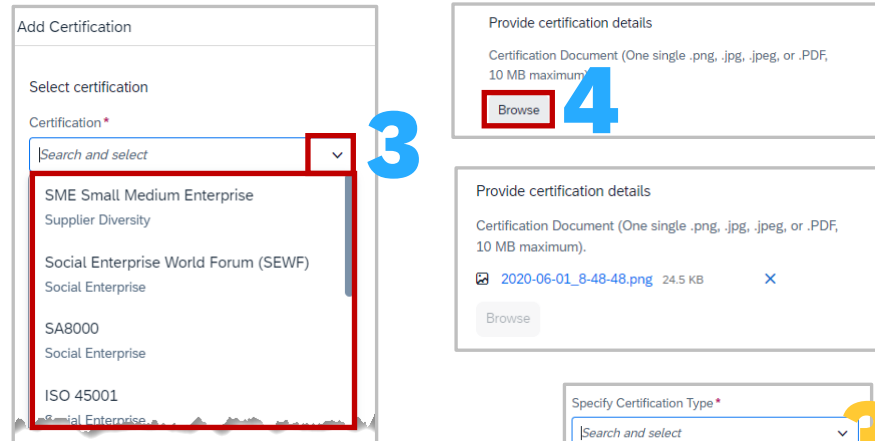
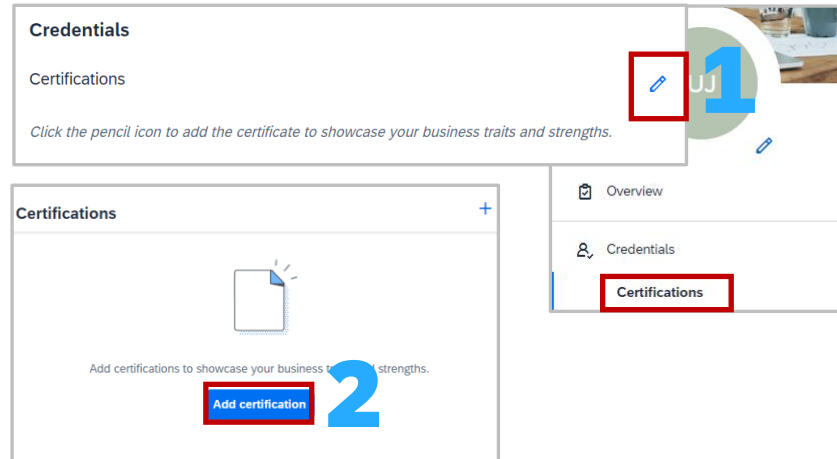
2. Click on **Add certification**
3. Click on the down arrow in the **Search and Select** field and select the certification from the drop-down list
4. To upload a certification document, click on **Browse**

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

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

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

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



Credentials - Certifications

Add Certification

Select certification

Certification *

Search and select

☐ My certification is not in the list

Provide certification details

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

Browse

Effective Date

Expiration Date

Certification Number

Certified By

Certified Location

Search location

Additional Information

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

Add

5

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

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

The Certifications screen is displayed

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

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

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

Sustainability Ratings

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

1

Sustainability Ratings

Add your sustainability ratings to highlight how you manage risks to your customers. [Learn more](#)

Add sustainability rating

2

Add Sustainability Ratings

Enter rating

OR

[Import from Ecovadis](#)

3

Add Sustainability Ratings

Source *

Rating

Additional Information

Issue date

Expiration date

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

4

5

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

Add

6

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

Additional Information has five tabs:

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

To Add Company Address Information, open the Company Profile:

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

The Additional Information Screen is displayed

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

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

Step 1: Overview pane with 'Additional Addresses' highlighted.

Step 2: 'Additional Information' screen with 'Create' button highlighted.

Step 3: 'Configure Supplier Addresses Served by This Account' form. Fields include:

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

Step 4: 'Save' button highlighted.

Step 5: 'Additional Information' screen showing the newly added address in the table:

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

Step 6: 'Save' button highlighted.

Display the Additional Company Addresses screen

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

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

Note: Items that are greyed out cannot be edited

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

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

To Delete an Additional or incorrect Address:

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

Additional Information

Additional Addresses | Business | Contacts | Certifications (1) | Additional Documents

Additional Company Addresses

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

Edit **Delete** **Create**

Configure Supplier Addresses Served by This Account **Save**

• Indicates a required field

Address Name

Address Name: *

Address ID:

VAT ID:

Tax ID:

Address

Address 1: *

Address 2:

City:

State:

Postal Code: *

Country/Region: *

Additional Information **Save**

✓ Your profile has been successfully updated.

Additional Addresses | Business | Contacts | Certifications (1) | Additional Documents

Additional Company Addresses

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

Additional Information

Additional Addresses | Business | Contacts | Certifications (1) | Additional Documents

Additional Company Addresses

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

Edit **Delete** **Create**

Additional Information **Save**

✓ Your profile has been successfully updated.

Additional Addresses | Business | Contacts | Certifications (1) | Additional Documents

Additional Company Addresses

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

Create

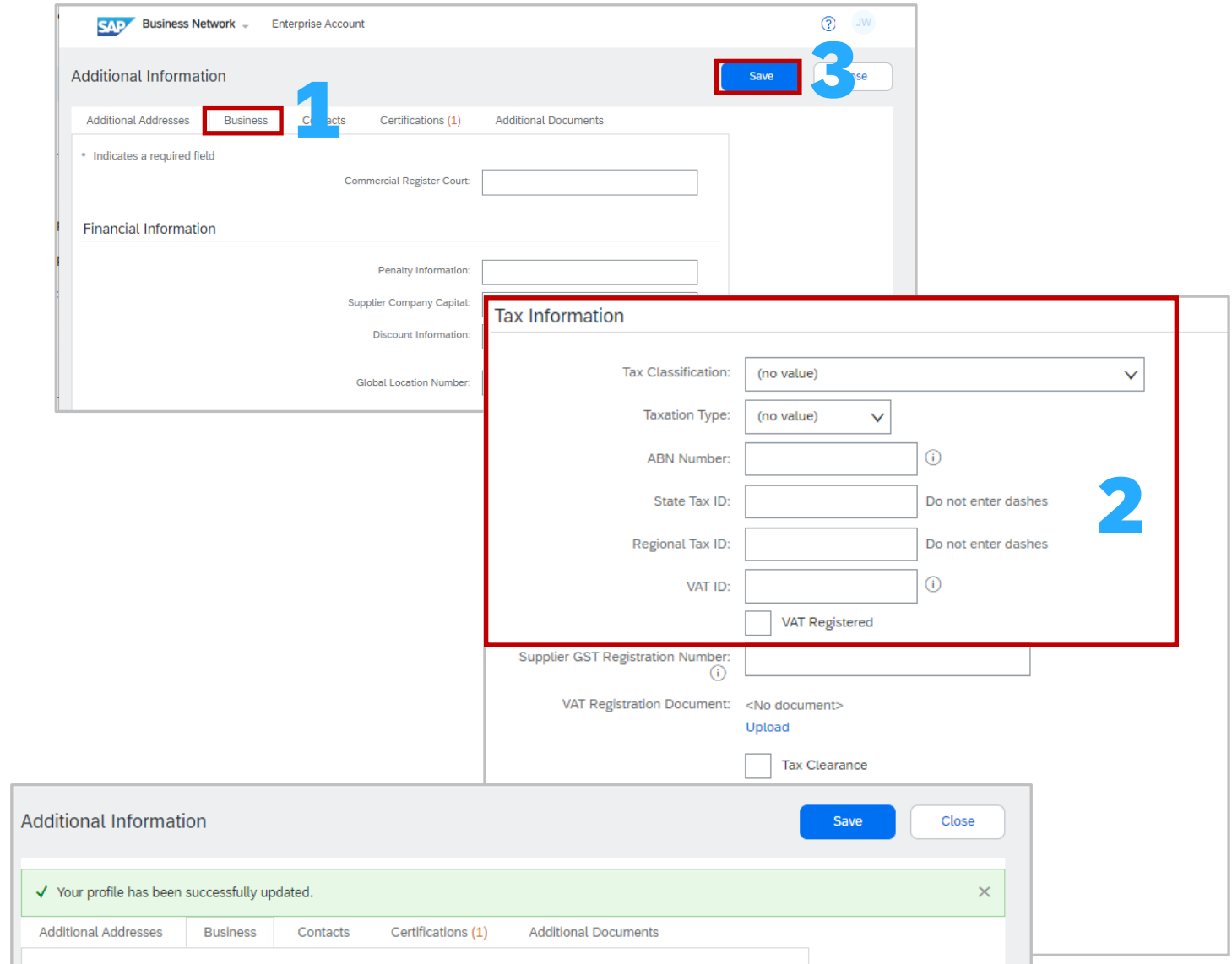
Use the Business Tab to add information about your Business that is not shown on the business Public profile, however is not mandatory.

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

Display the Additional Company Addresses screen

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

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



The screenshot displays the 'Additional Information' screen for an 'Enterprise Account' in the SAP Business Network. The 'Business' tab is selected and highlighted with a red box and a blue '1'. The 'Tax Information' section is highlighted with a red box and a blue '2'. The 'Save' button is highlighted with a red box and a blue '3'. A green success message is shown at the bottom.

Additional Information

Additional Addresses **Business** Contacts Certifications (1) Additional Documents

* Indicates a required field

Commercial Register Court:

Financial Information

Penalty Information:

Supplier Company Capital:

Discount Information:

Global Location Number:

Tax Information

Tax Classification: (no value)

Taxation Type: (no value)

ABN Number: ⓘ

State Tax ID: Do not enter dashes

Regional Tax ID: Do not enter dashes

VAT ID: ⓘ

☐ VAT Registered

Supplier GST Registration Number: ⓘ

VAT Registration Document: <No document> [Upload](#)

☐ Tax Clearance

Save **Close**

✓ Your profile has been successfully updated. ✕

Additional Addresses **Business** Contacts Certifications (1) Additional Documents



Additional Information – Contacts Information

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

The contact sections are:

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

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

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

Additional Information

SaveClose

Additional AddressesBusinessContactsCertifications (1)Additional Documents

* Indicates a required field

Company Contact Information

Main Email: *jane.doe@abccompany.com

CountryAreaNumber

AUS 612123456789

Main Phone: *

CountryAreaNumber

USA 1

Main Fax:

Contacts

Contact Personnel

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

Contacts

Name ↑	Business Title	Email
No items		

Create

Companywide Assignments

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

Companywide Assignments

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

Create

Customer-specific Assignments

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

Customer-specific Assignments

Customer	Customer NetworkId	Sales	Technical	Additional
No items				



Additional Information – Company Contact and Contact Personnel Sections

Display the Additional Company Addresses screen

1. Select the **Contacts** tab

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

2. Confirm, Edit or Update the main **Company Contact Information**

3. Click on **Save**

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

4. Scroll down to **Contacts**

5. Click on **Create**

The **Create new Contact** screen is displayed

6. Complete all fields with an **Asterisks**

7. Click on **Save**

1 Additional Information

Additional Addresses Business **Contacts** Certifications (1) Additional Documents

* Indicates a required field

2 Company Contact Information

Main Email: * jane.doe@abccompany.com

Country Area Number

Main Phone: * AUS 61 2 123456789

Country Area Number

Main Fax: USA 1

3 Contacts

Contact Personnel

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

4 Contacts

Name Business Title Email Phone

No items

5 Create

6 Add a new contact to your list of contact personnel.

* Indicates a required field

Basic Information

Name: * Business Title:

Contact Information

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

Email: Country Area Number Extension

Phone: USA 1

Country Area Number Extension

Fax: USA 1

Address

Address 1: Address 2: Address 3:

City: State: - Select State - Zip: Country/Region: United States [USA]

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

Save



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

Display the Additional Company Addresses screen

1. Select the **Contacts** tab

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

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

Assignment Roles

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

To Add more Assignments

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

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

Additional Information – Company-Wide Assignments Section

Additional Information

Additional Addresses Business **Contacts** Certifications (1)

* Indicates a required field

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

Companywide Assignments

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

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

SAP Business Network Enterprise Account

Edit Companywide Assignment

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

Contact Type: Accounts Payable

Contact Person: **Jane Doe** (highlighted by red box and blue number 4)

Save (highlighted by red box and blue number 5) Close

Companywide Assignments

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

Assignment	Contact Name	Actions
Accounts Receivable		
Marketing Manager		
Sales Representative		
Sales Order/Operations Manager		
Right/Personnel Manager		

Create (highlighted by red box and blue number 6)

SAP Business Network Enterprise Account

Create Companywide Assignment

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

Contact Type: **Accounts Payable** (highlighted by red box and blue number 7)

Contact Person: John Doe

Save (highlighted by red box and blue number 8)

Companywide Assignments

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

Create (highlighted by red box and blue number 9)



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

1. Select the **Contacts** tab

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

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

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

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

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

Additional Information – Customer - Specific Assignments Section

Additional Information

Additional Addresses Business **Contacts** Certifications (1)

* Indicates a required field

Customer-specific Assignments

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

Customer-specific Assignments

Customer Customer NetworkId Sales Technical Additional

No items

Customer-specific Assignments

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

Contact Admin

Save Close

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

Contact Type	Contact Person
Sales Representative	
Technical Contact	
RFQ's	

Additional Information

Save Close

✓ Your profile has been successfully updated.

Additional Addresses Business Contacts Certifications Additional Documents

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

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

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

Display the Additional Company Addresses screen

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

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



Company Profile - Company Keywords

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

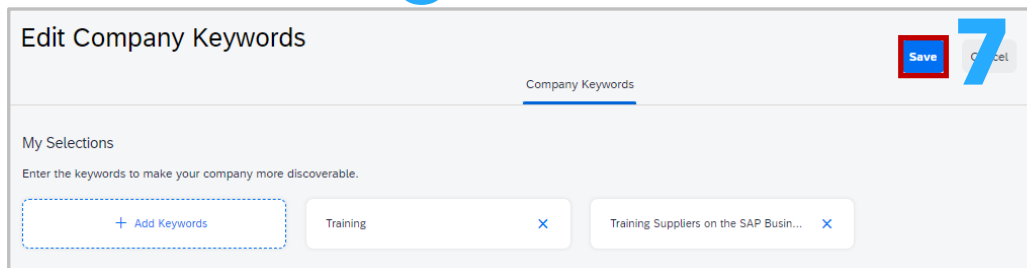
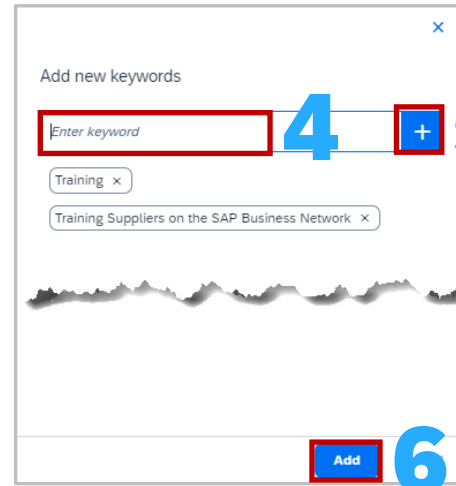
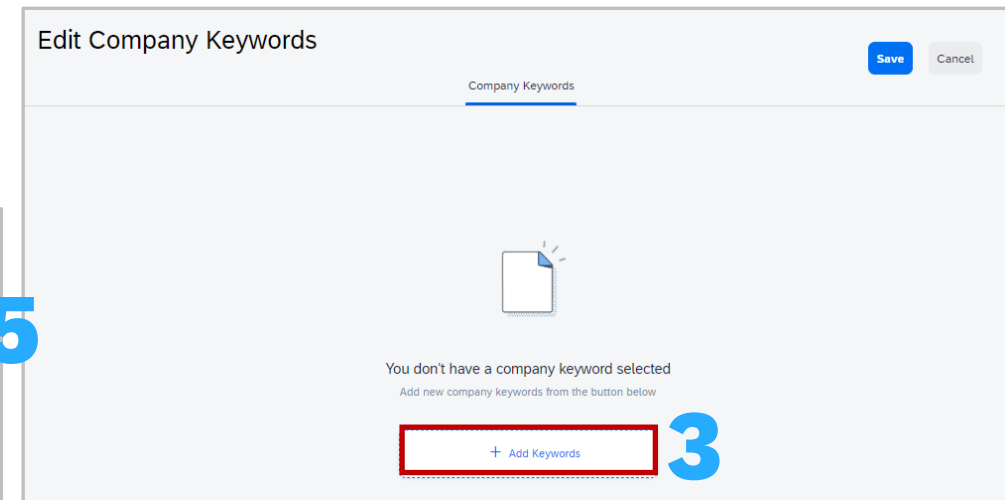
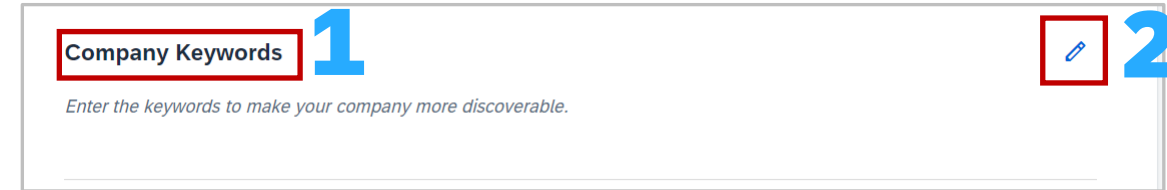
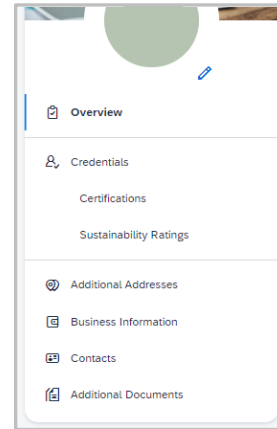
With the Company Profile Page Displayed:

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

The **Add New Keywords** screen is displayed

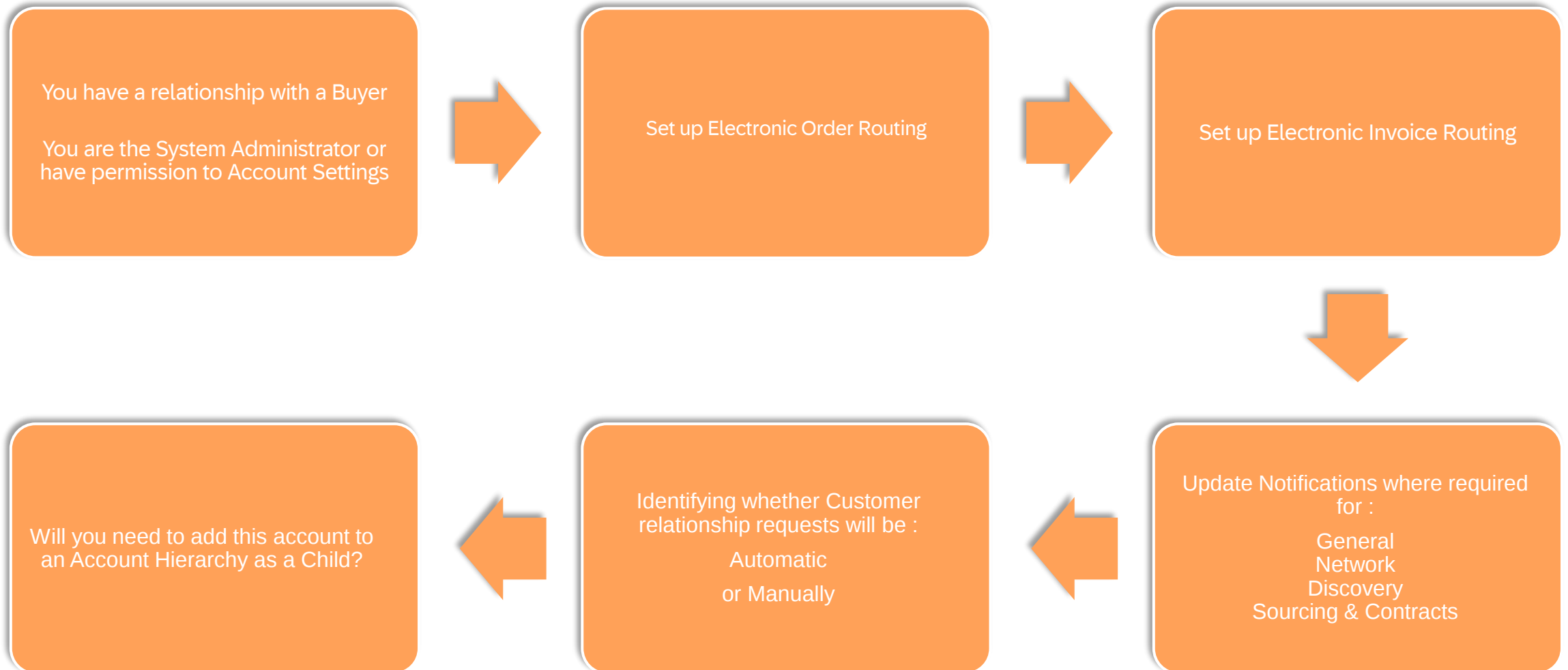
4. Enter a word or short sentence
5. Click on the 
6. Continue until all keywords have been entered and click on **Add**
7. Click on **Save**

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



Account Settings

- ❖ 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



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

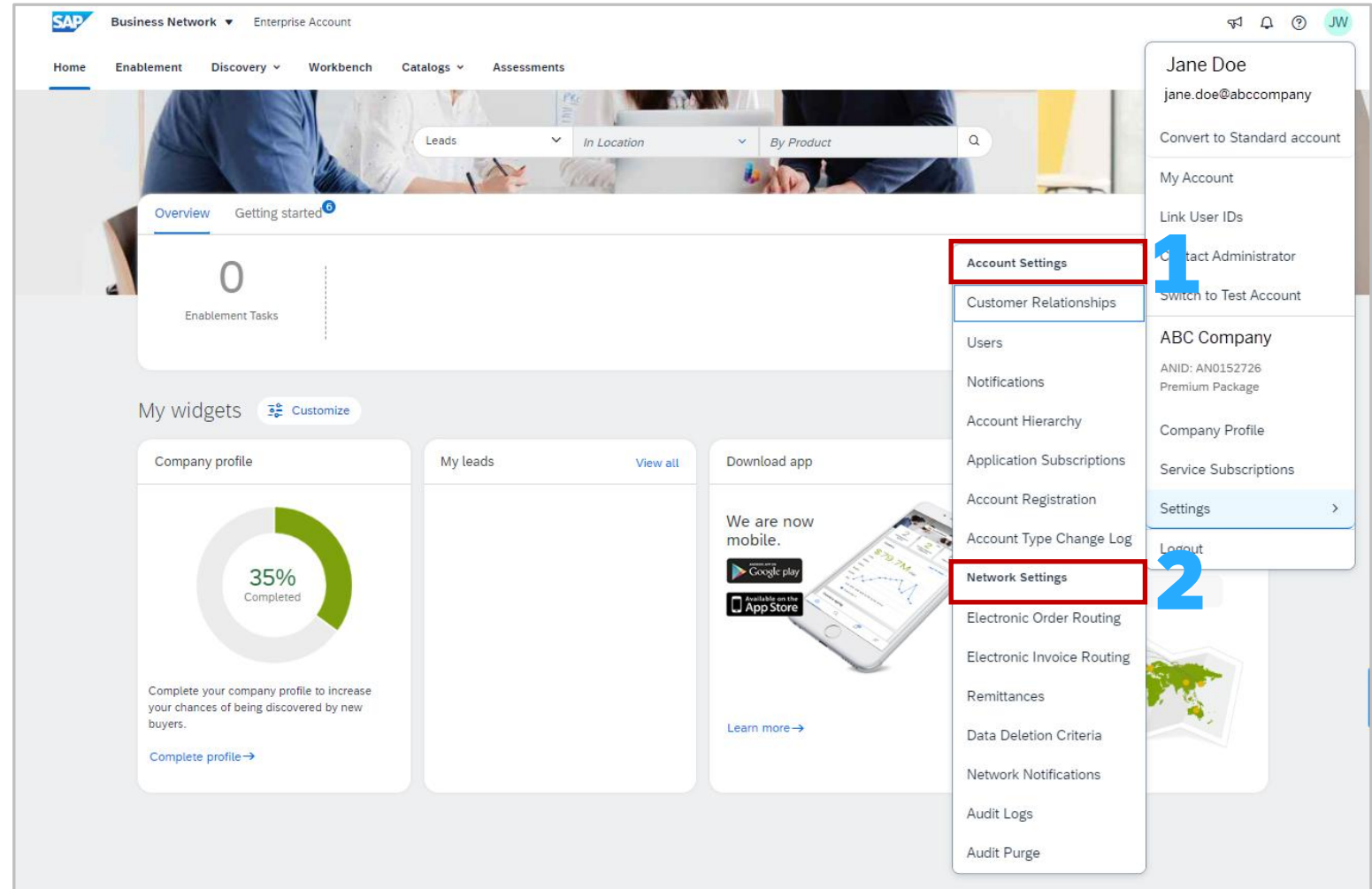
- ❖ The drop-down list shows the selections available to all users, however, only the System Administrator has all **available** selections including Users and Audit Logs
- ❖ There may be additional selections based on the SAP Business Network account you have

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





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

Account Setting Screen – Customer Relationship Information

Account Settings (1)

Customer Relationships (3) | **Potential Relationships** (2)

I prefer to receive relationship requests as follows:

☒ Automatically accept all relationship requests (4) ☐ Manually review all relationship requests

Current Customers (5)

Filter (6): Enter customer name or Network ID

Table Columns: Customer (7), Network ID, Relationship Type, Approved Date, Supplier Information Portal, Routing Type, Actions

Show / Hide Columns (8):

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

Group by Column: Customer, Network ID, Relationship Type, Approved Date

Export to Excel: Export all Rows, Export Current Page

Current Relationships (3) | **Potential Relationships**

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

Project Details

Page 1

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

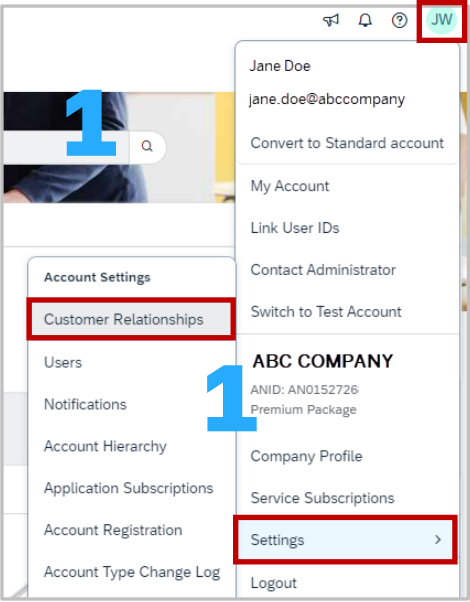


The **Buyer-Supplier Information Portal** is a way Buyers can communicate with their supplier's System Administrator with the information they need to transact using the SAP Business Network. However, only System Administrators or those with the applicable "Customer Relationships" permission can access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

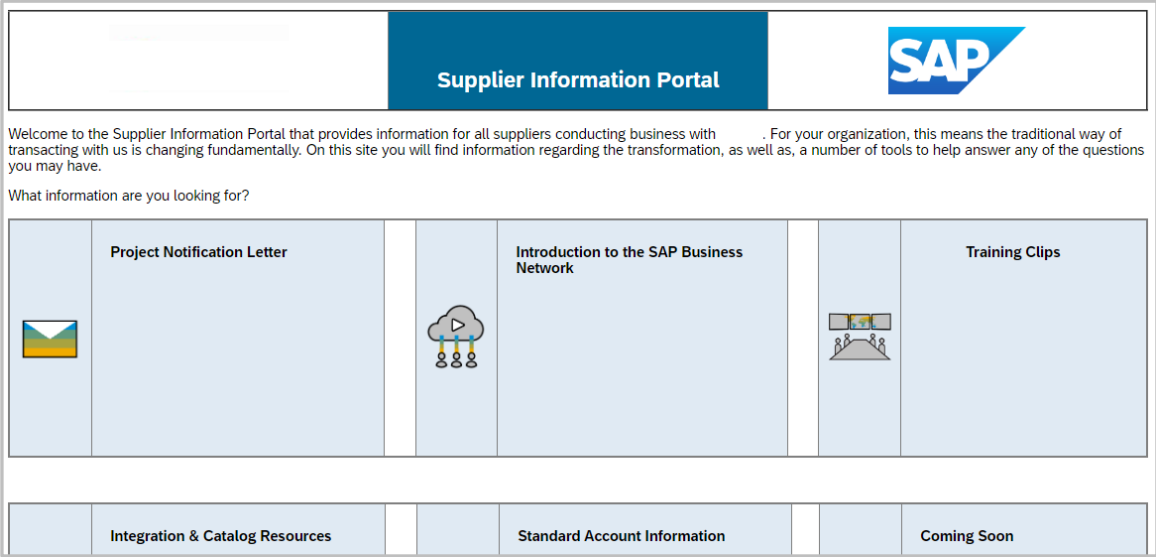
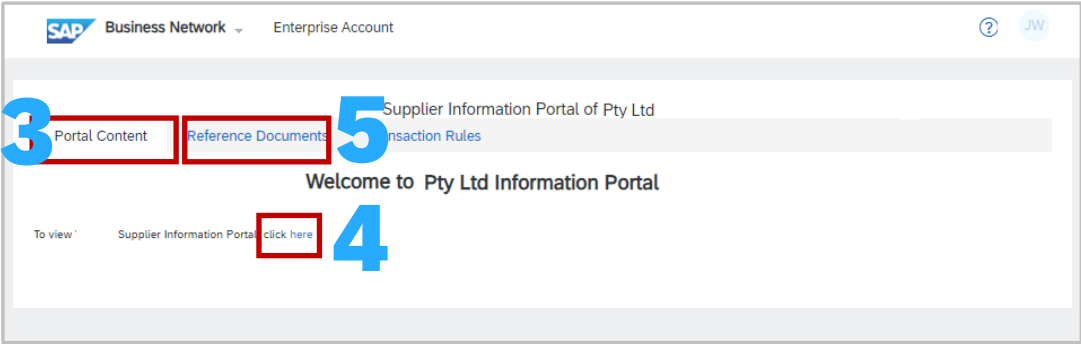
General Access to the Supplier Information Portal should be done via the Support function. Refer to [Accessing Buyer Suppliers Information Portals](#) for all Buyers transacting on this account.

To access each tab in the Buyers Supplier Information Portal:

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



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



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



You have signed in and a pop up indicates that your Profile needs to be completed, click on **Update**

Note: The pop-up reflects what needs to be completed, either way click on Update as you cannot proceed without completing the Profile



Account Settings

Customer Relationships

Users

Notifications

Account Hierarchy

Application Subscriptions

Account Registration

Account Type Change Log

Jane Doe

jane.doe@abccompany

Convert to Standard account

My Account

Link User IDs

Contact Administrator

Switch to Test Account

ABC COMPANY

ANID: AN0152726

Premium Package

Company Profile

Service Subscriptions

Settings

Logout

Ctrl

+

F

4

Transaction Rules via Customer Relationships

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

Reject

Portal Content

Reference Documents

Transaction Rules

Supplier Information Portal

Order Confirmation and Ship Notice Rules

Allow suppliers to confirm an order multiple times. ①

Allow suppliers to send order confirmations for material orders. ①

Allow suppliers to send order confirmations for material orders at the line-item level. ①

Allow suppliers to reject quantities for material orders at the line-item level in order confirmations. ①

Allow suppliers to send order confirmations for service orders. ①

Allow suppliers to send order confirmations for service orders at the line-item level. ①

Allow suppliers to edit components in order confirmations.

Require suppliers to fully confirm line items before fulfillment. ①

Invoice

1/82

Invoice

General Invoice Rules

Allow suppliers to send invoices to this account.

Allow suppliers to send summary invoices to this account.

Allow suppliers to send invoices with service information. ①



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

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

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

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

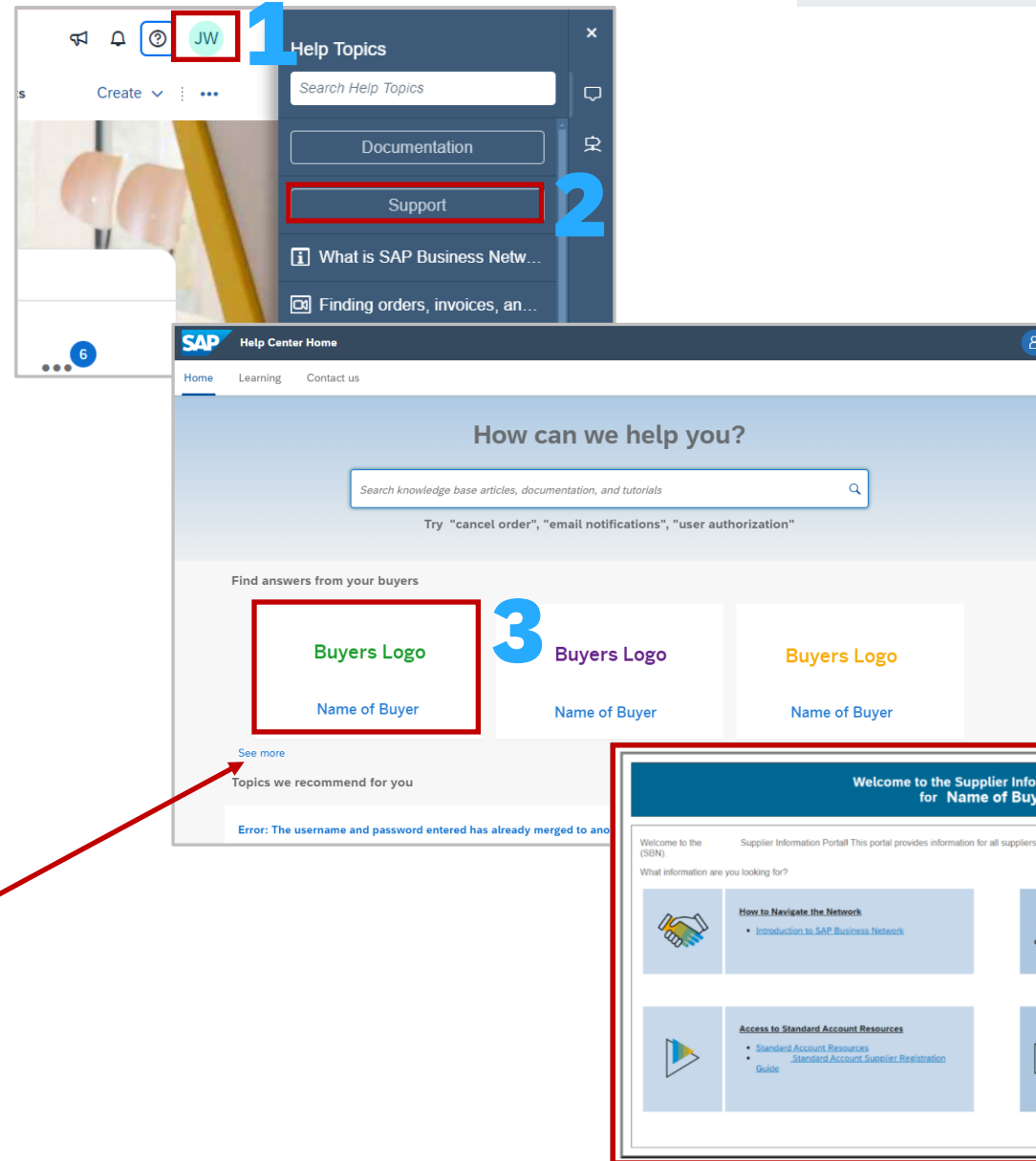
1. Login and from the Home page, click on your **initials**
2. Click on **Support**

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

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

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

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

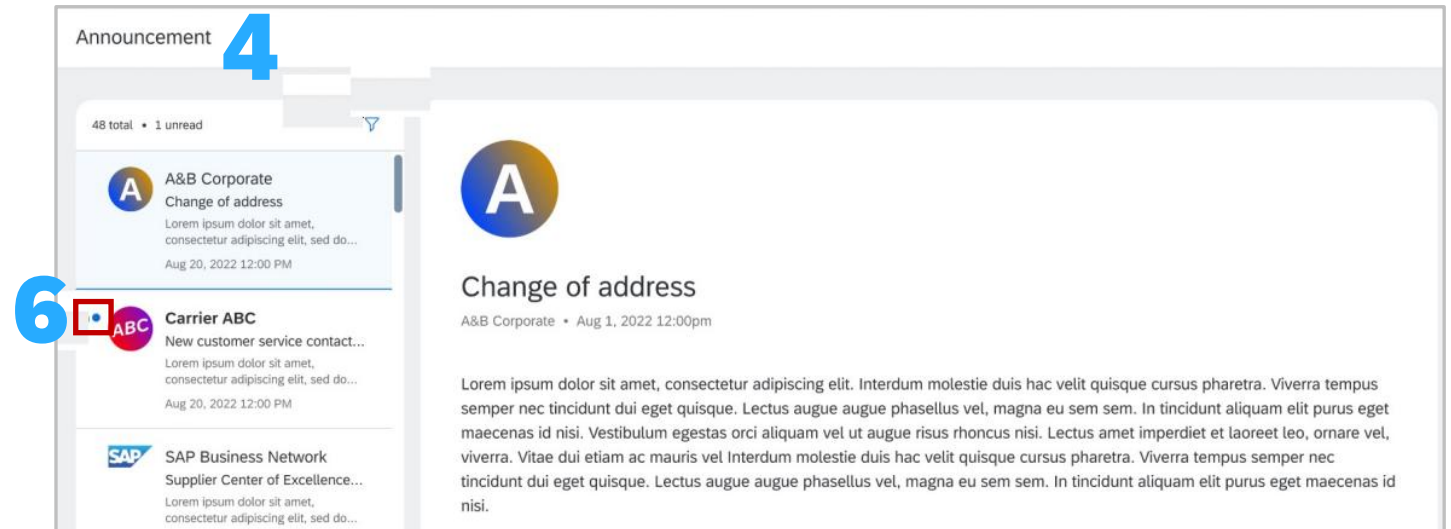
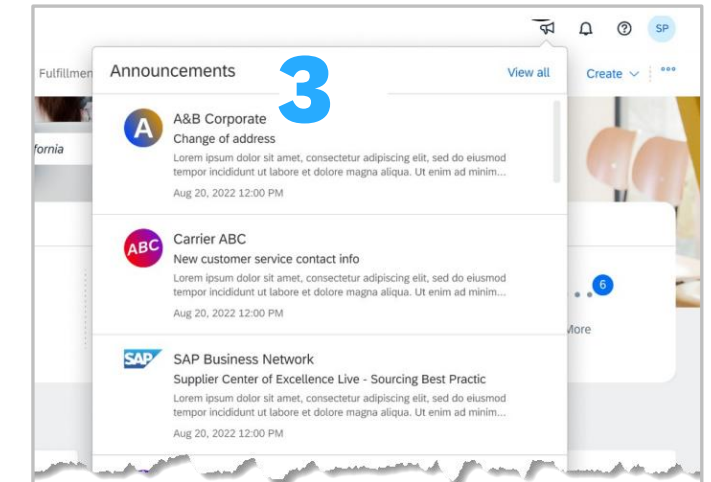
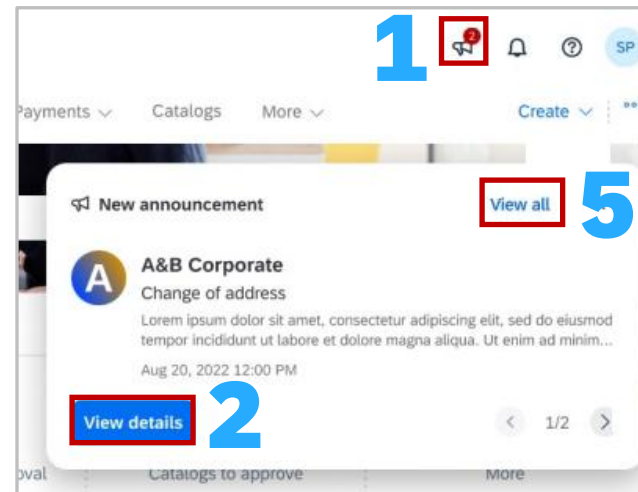


Accessing a Buyer (SIP) – Sub Users or those without Customer Relationship Permissions

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

Unsubscribe from Communications from SAP

We're sorry to see you leave

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

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

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

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

1**2**

Thank You

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

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

3



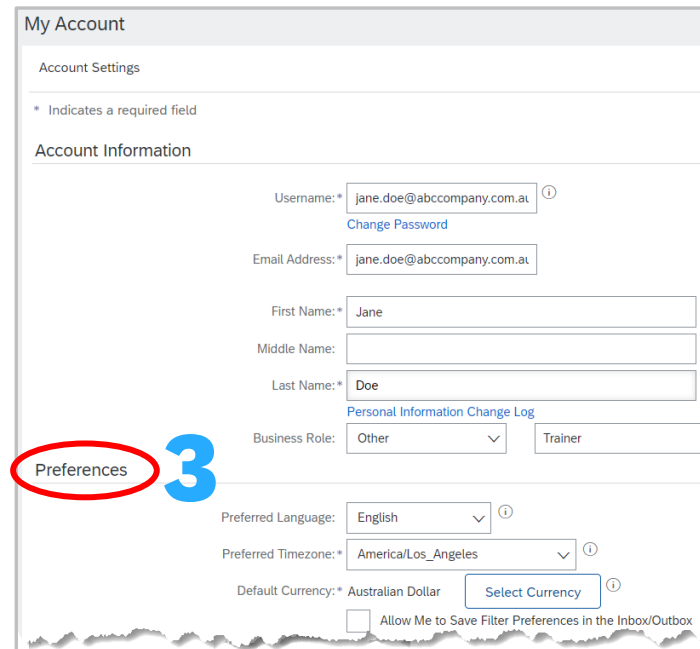
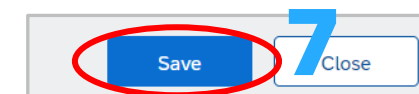
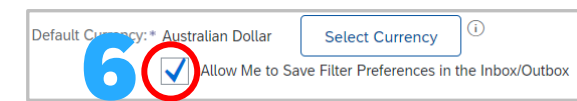
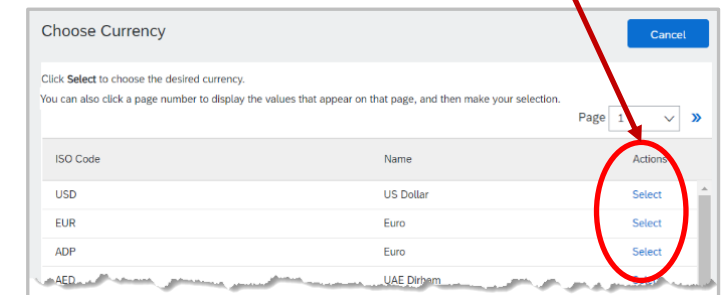
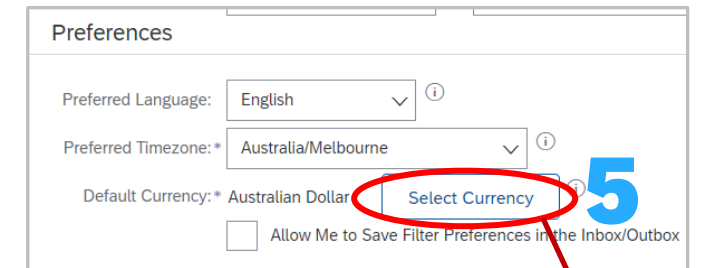
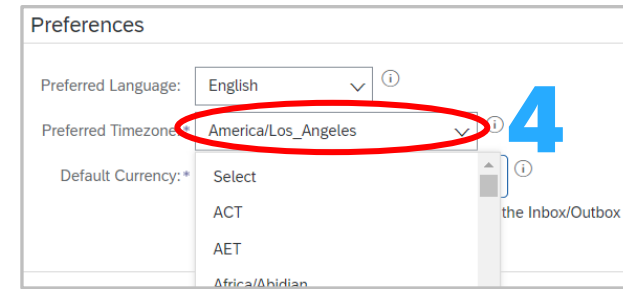
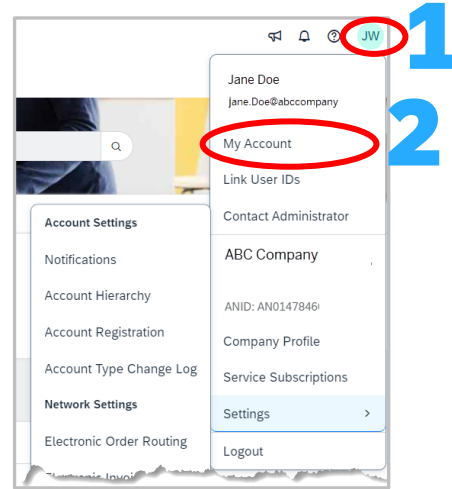
Set Time zone and Currency

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



Routing Processes

- ❖ 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 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 them 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](#)

Electronic Order Routing – New Orders

Network Settings

Electronic Order Routing | Electronic Invoice Routing | Accelerated Payments | Settlement

* Indicates a required field

External System Integration

New Orders

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

Notifications

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

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

At least 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

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

Save Close

Save Close

✓ Your profile has been successfully updated.

Electronic Order Routing Electronic Invoice Routing Accelerated Payments Settlement

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

Network Settings

Electronic Order Routing Electronic Invoice Routing Settlement

General Tax Invoicing and Archiving

Capabilities & Preferences

Sending Method

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

Notifications

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

Network Settings

Save Close

✓ Your profile has been successfully updated.

Electronic Order Routing Electronic Invoice Routing Settlement

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

Network Settings

Electronic Order Routing Electronic Invoice Routing Settlement

General Tax Invoicing and Archiving

Capabilities & Preferences

Sending Method

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

Notifications

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

Network Settings

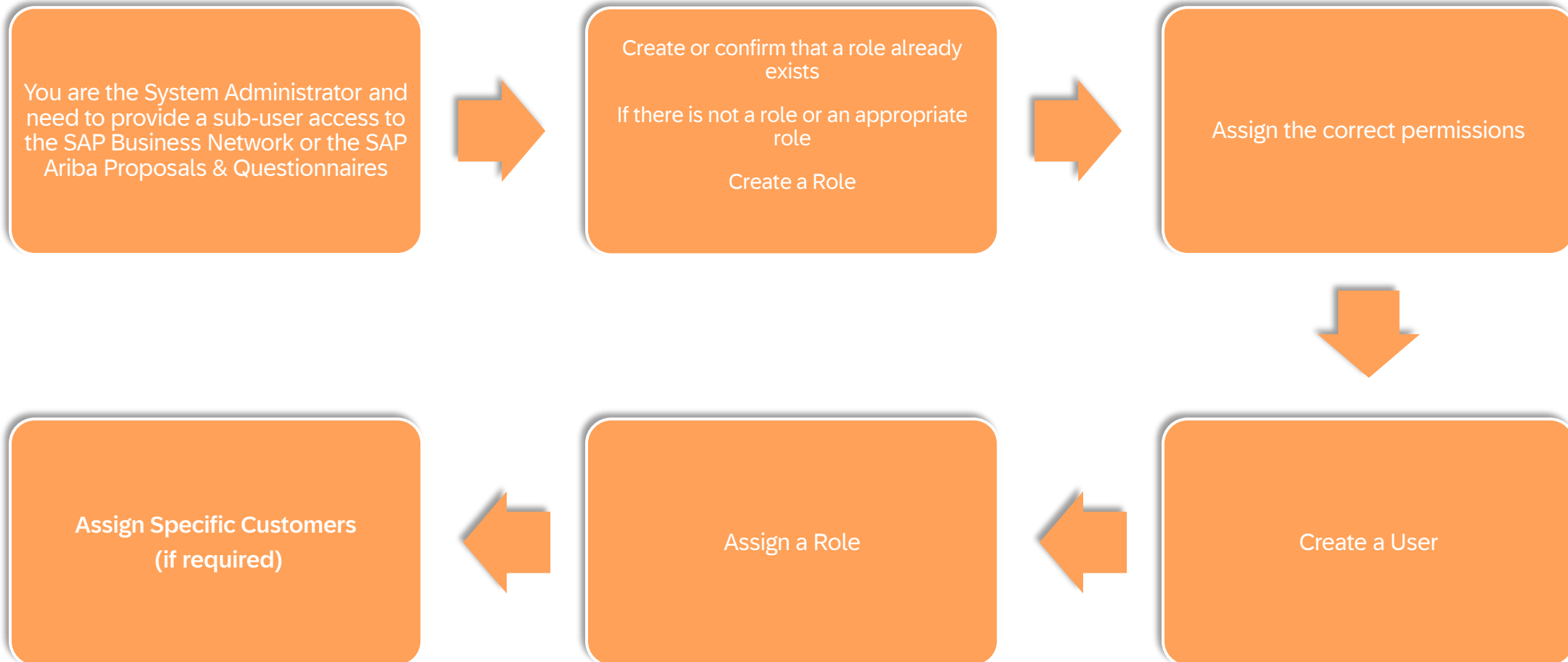
Save Close

✓ Your profile has been successfully updated.

Electronic Order Routing Electronic Invoice Routing Settlement

Roles, Users and Network Permissions

- ❖ 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





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

Account Settings – Users Tab Information

Account Settings

SaveClose

Customer RelationshipsUsersNotificationsApplication SubscriptionsAccount RegistrationAPI management

Manage RolesManage UsersManage User Authentication

Roles (3)

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

Filters

Permission

Select permission assigned

ApplyReset

Role NameUsers AssignedActions

AdministratorName of the System Administrator

Test RoleName of User and a number indicating total number of users assigned to this role

Service Entry Sheet Generation

+ 8

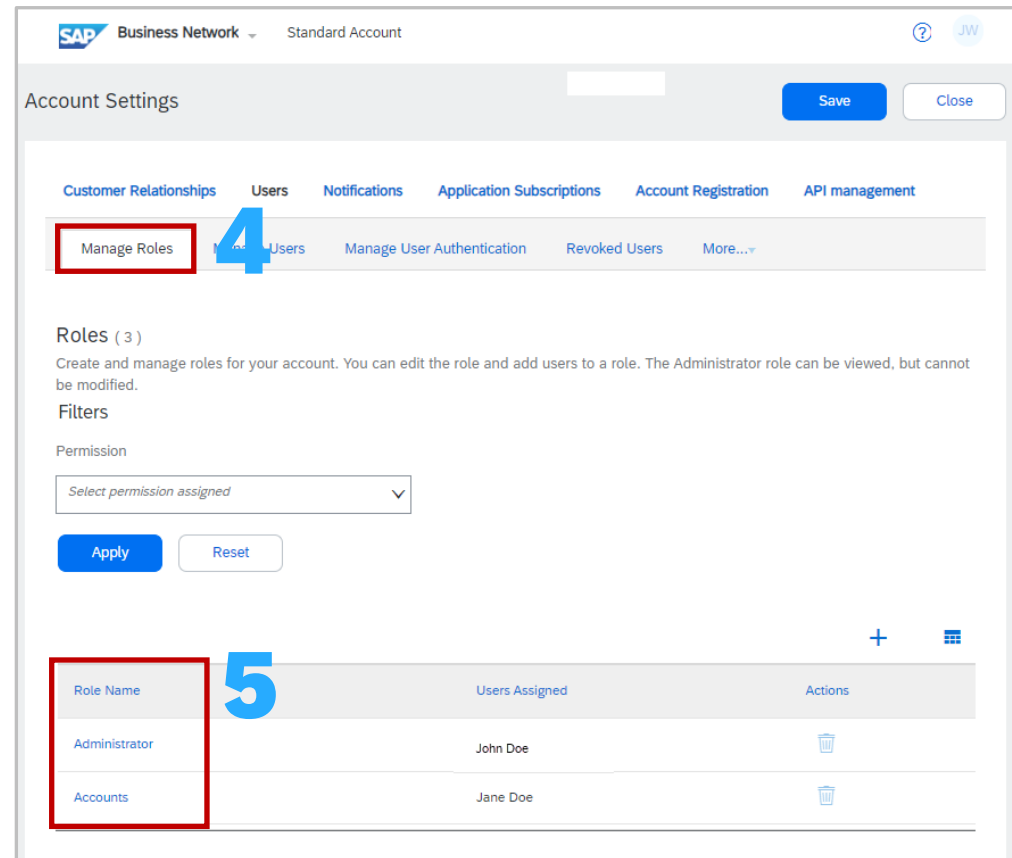
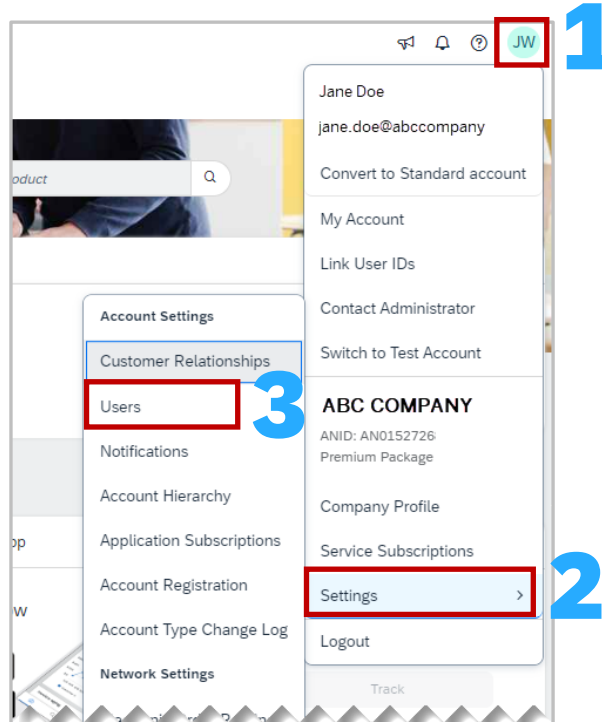


Only the System Administrator can manage roles, add users and control permissions. Even selecting all available permissions will not provide access to the Users section of the SAP Business Network.

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



Checking there is Roles

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

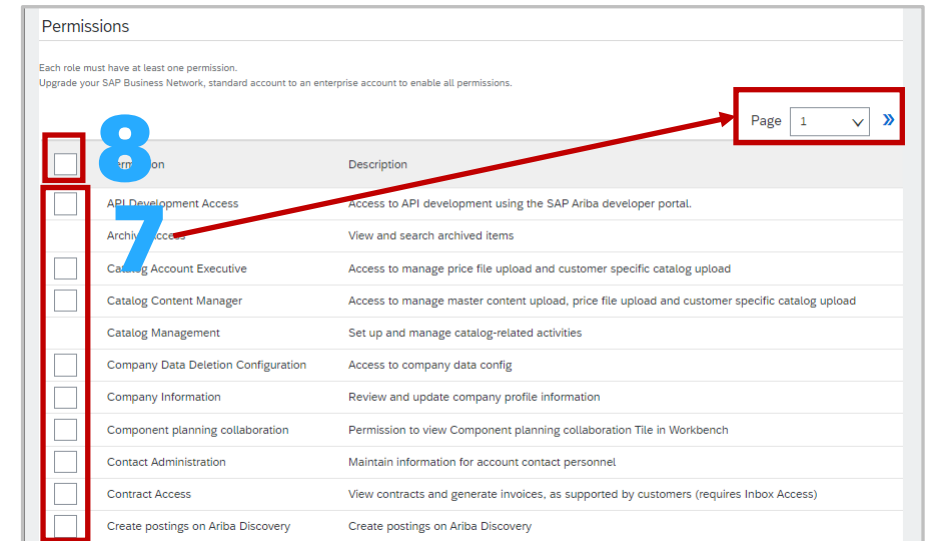
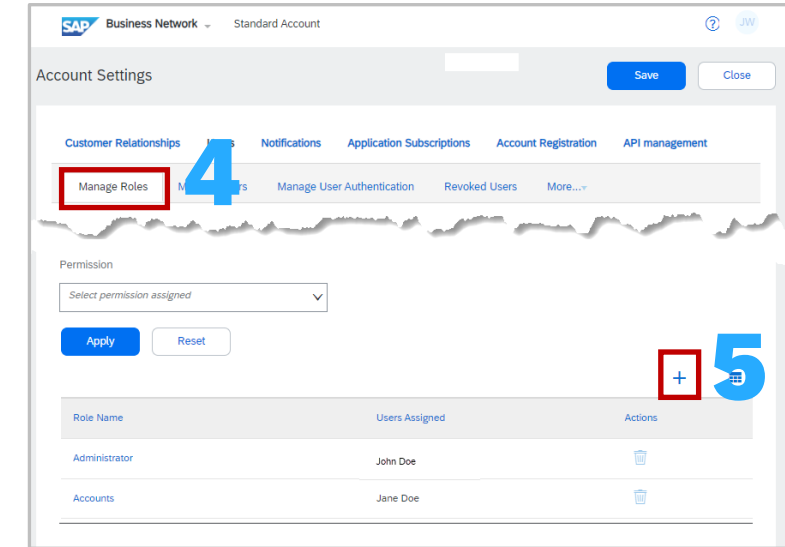
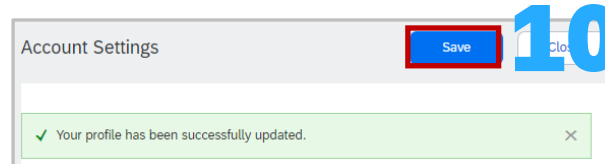
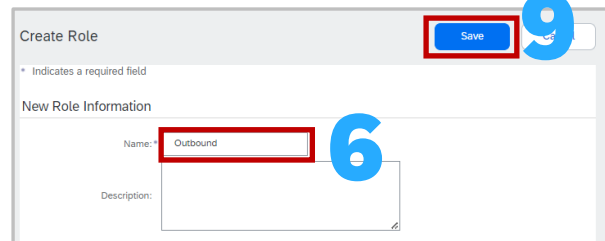
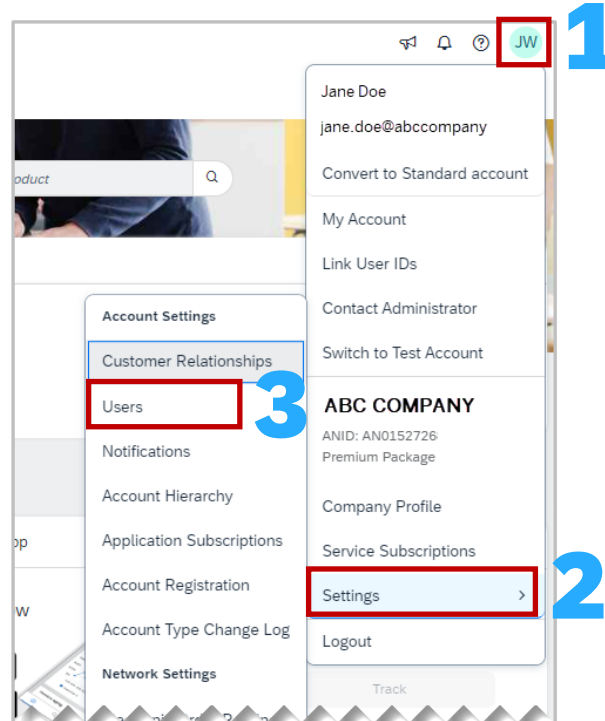
Note: Standard Account Suppliers do not have the same number of available permissions,

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



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

Account Settings

Save Close

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

Manage Roles Manage Users Manage User Authentication Revoked Users More...

Roles

Role Name Users Assigned

Administrator

Accounts

Business Administrator

Outbound

Edit Role

Save Close

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

* Indicates a required field

Selected Role Information

Name: Accounts

Description:

Permissions

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

☐ Show me all the available permissions

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

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

☒ Show me all the available permissions

Page 1

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

Account Settings

Save

✓ Your profile has been successfully updated.

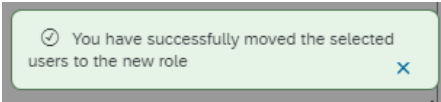


Only the System Administrator can manage roles, add users and control permissions. Even selecting all

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

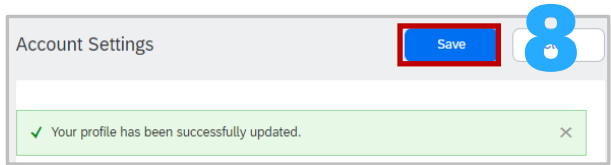
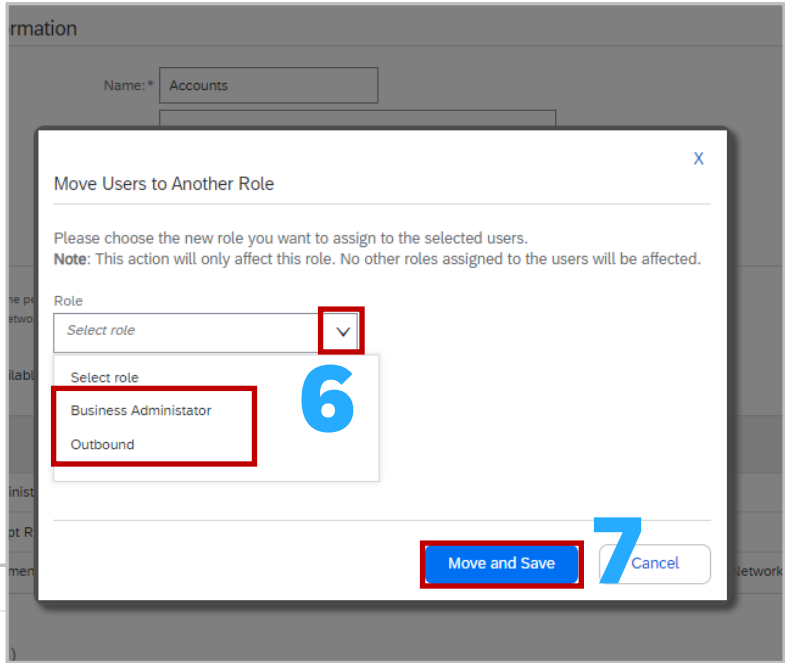
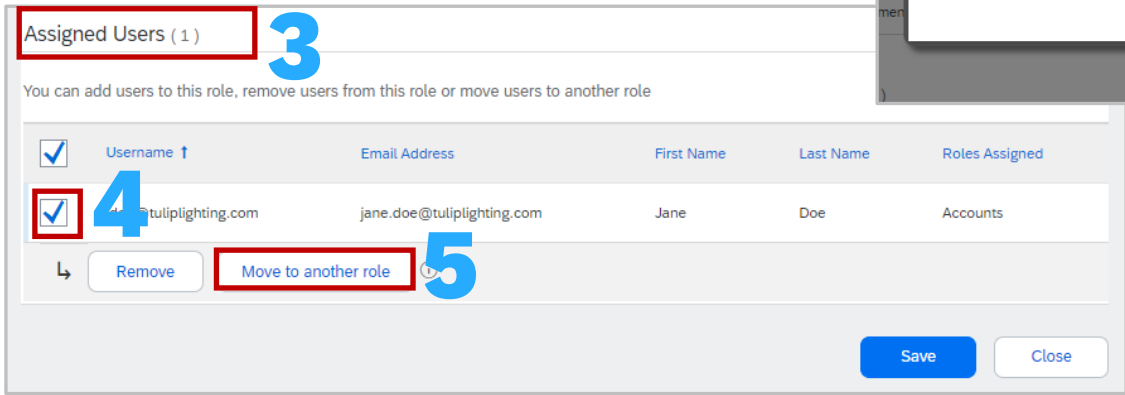
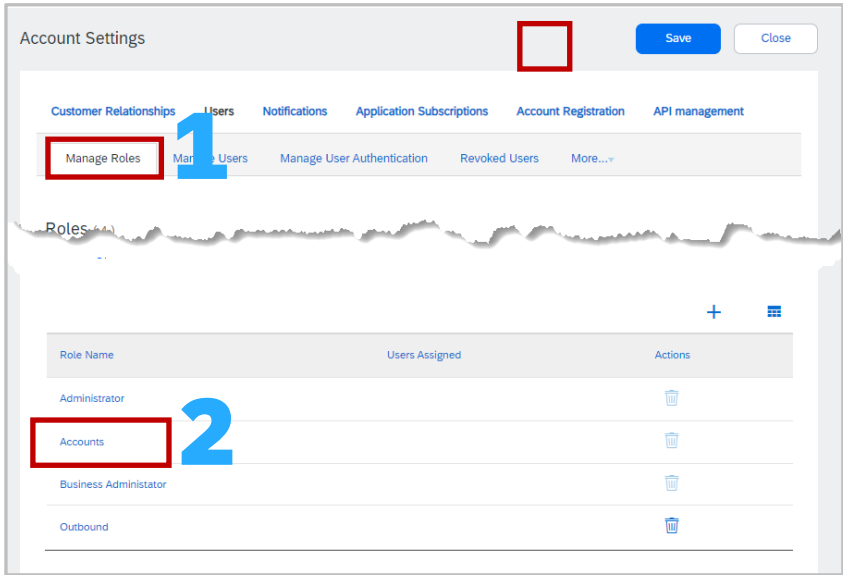
Note: The System Administrator role is not available, to change the System Administrator refer to [Change Administrator](#)

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



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



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

JW

Jane Doe
jane.doe@abccompany
Convert to Standard account
My Account
Link User IDs
Contact Administrator
Switch to Test Account

Account Settings

Customer Relationships

Users

Notifications

Account Hierarchy

Application Subscriptions

Account Registration

Account Type Change Log

Network Settings

BC COMPANY

ANID: AN0152726
Premium Package

Company Profile

Service Subscriptions

Settings

Logout

Account Settings

Customer RelationshipsUsersNotificationsApplication SubscriptionsAccount RegistrationAPI management

Manage RolesManage UsersUser AuthenticationRevoked UsersMore...

Users (3)

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

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

Username

Enter username

ApplyReset

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

Add to Contact List

Remove from Contact List

Getting to the Manage User Tab - Manage Users Information



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**

Users – Create Users/Assign Roles/Assign Customers

The screenshot illustrates the SAP User Management interface with numbered steps 1 through 10. Step 1 points to the 'Manage Users' tab. Step 2 points to the '+' button. Step 3 points to the 'Create User' screen. Step 4 points to the 'Username' field. Step 5 points to the 'Email Address' field. Step 6 points to the 'First Name' field. Step 7 points to the 'Role Assignment' section. Step 8 points to the 'Customer Assignment' section. Step 9 points to the 'Done' button. Step 10 points to the 'Save' button.

Manage Roles **Manage Users** **Manage User Authentication**

Users (0)

Last Name Ariba Discovery Contact Role Assigned Authorization Profiles Assigned Customer Assigned Actions

No items

Save Close

Create User Done Cancel

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

New User Information

Username: * john.doe@abccompany.com ③

Email Address: * john.doe@abccompany.com ④

First Name: * John ⑤

Last Name: * Doe ⑥

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

☐ This user is the SAP Business Network Discovery Contact ⓘ

☐ Limited access ⓘ

Country Area Number

Office Phone: USA 1

CONFIRM DOMAIN

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

Yes No

Role Assignment ⑦

Name	Description
☒ Business Administrator	
☐ Accounts	
☒ Outbound	

Customer Assignment

Assign to Customer: ☐ All Customers ☒ Select Customers

Customers ⑧

Customers	Description
☐ Customers ↑	
☐ Name of Buyer	

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

Done ⑨

Account Settings Save ⑩

✓ Your profile has been successfully updated. ✕



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**

Manage User Deletion and Delete a User

Account Settings

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration Account Type Change Log

Manage Roles Manage Users Manage User Authentication Manage User Deletion More...

Users (4)

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

Filter

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

UPDATE RETENTION PERIOD

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

Retention period in months: 1

Cancel Save

Account Settings

Save Close

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration Account Type Change Log

Manage Roles Manage Users Manage User Authentication Manage User Deletion More...

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

Retention Period(in months):

Update Retention Period

Account Settings

Save Close

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration API management

Manage Roles Manage Users Manage User Authentication Manage User Deletion More...

Users (3)

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

Add to Contact List Remove from Contact List

CONFIRM DELETION

You have chosen to delete this user. Please review the organization level notification preferences in the Notifications page. If you click OK, this user will lose access to SAP Business Network.

Selected User Information

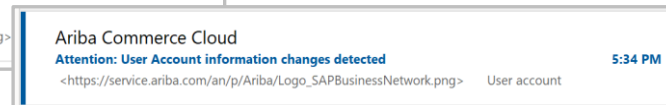
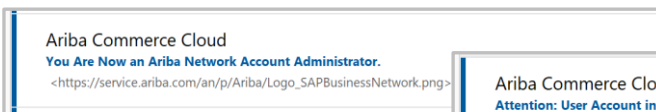
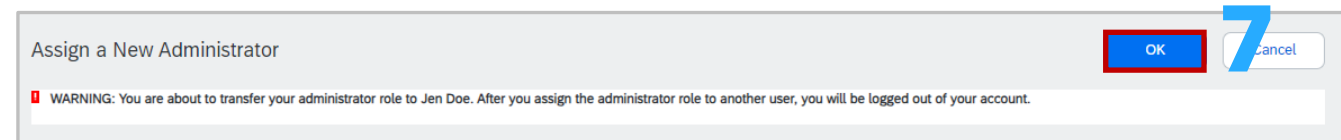
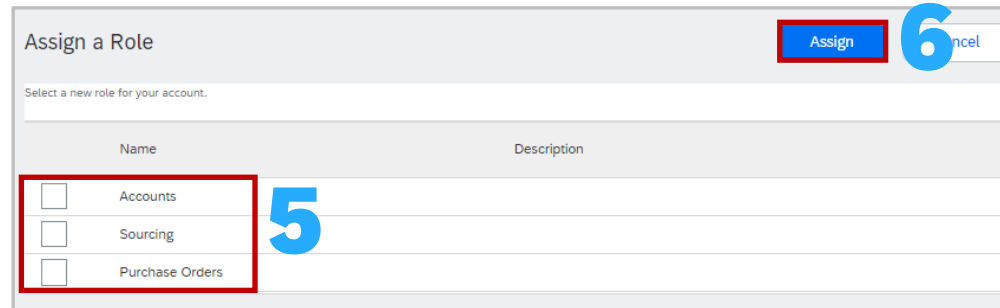
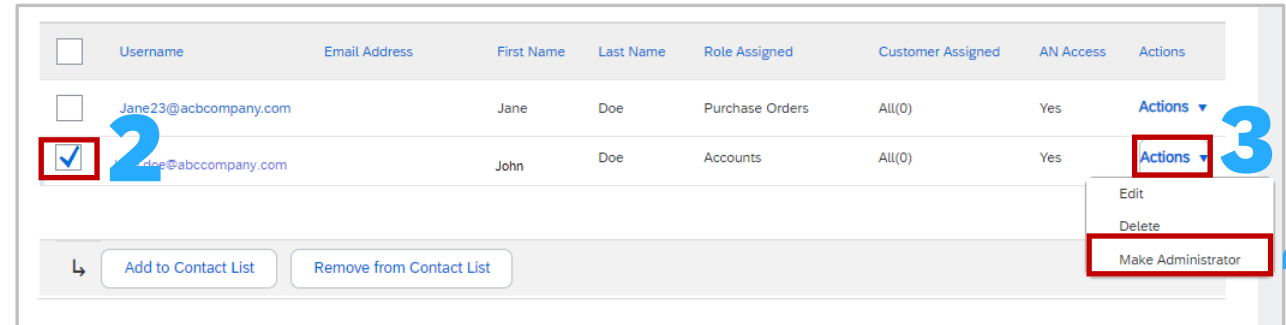
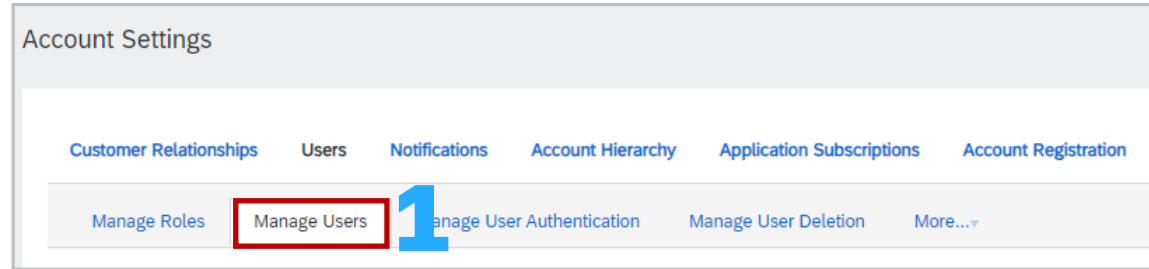
Username: Jane23@abccompany.com
Email Address: Jane.Doe@abccompany.com
First Name: Jane
Last Name: Doe
Office Phone:
Assigned Role: Accounts
SAP Business Network Discovery Contact:
Organization level notification preferences in the Notifications page.

Cancel OK

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 an 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



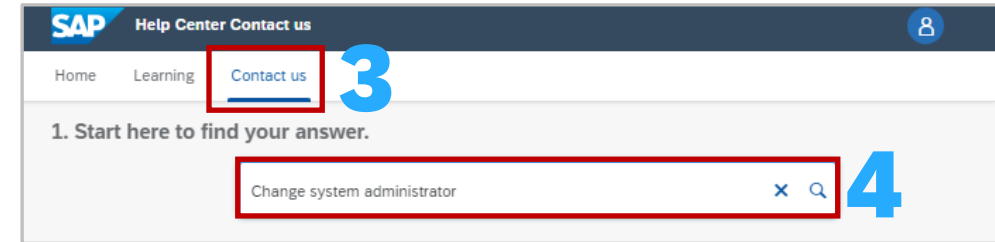
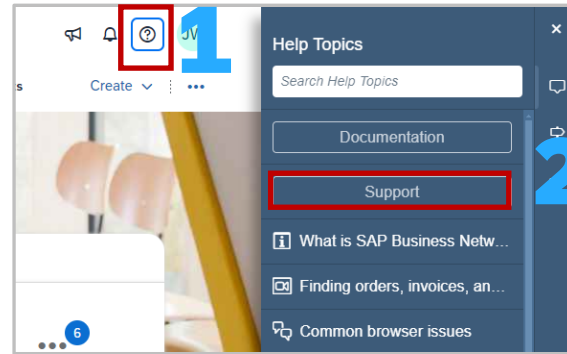


Where the System Administrator has left the business but a sub-user has a username and password, you need to assign a new System Administrator you will need to log a support request. Creating a case while logged in will update the ANID of the account you are using

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 have a username and password



3. Choose from the options below to continue.

Do you need to reassign the account administrator?

☒ Yes ☐ No ☐ Don't know

Is your current administrator still with your company?

☐ Yes ☒ No ☐ Don't know

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

☐ Yes ☒ No ☐ Don't know the email

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

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

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

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

Can't find what you're looking for? [Create a Case](#)

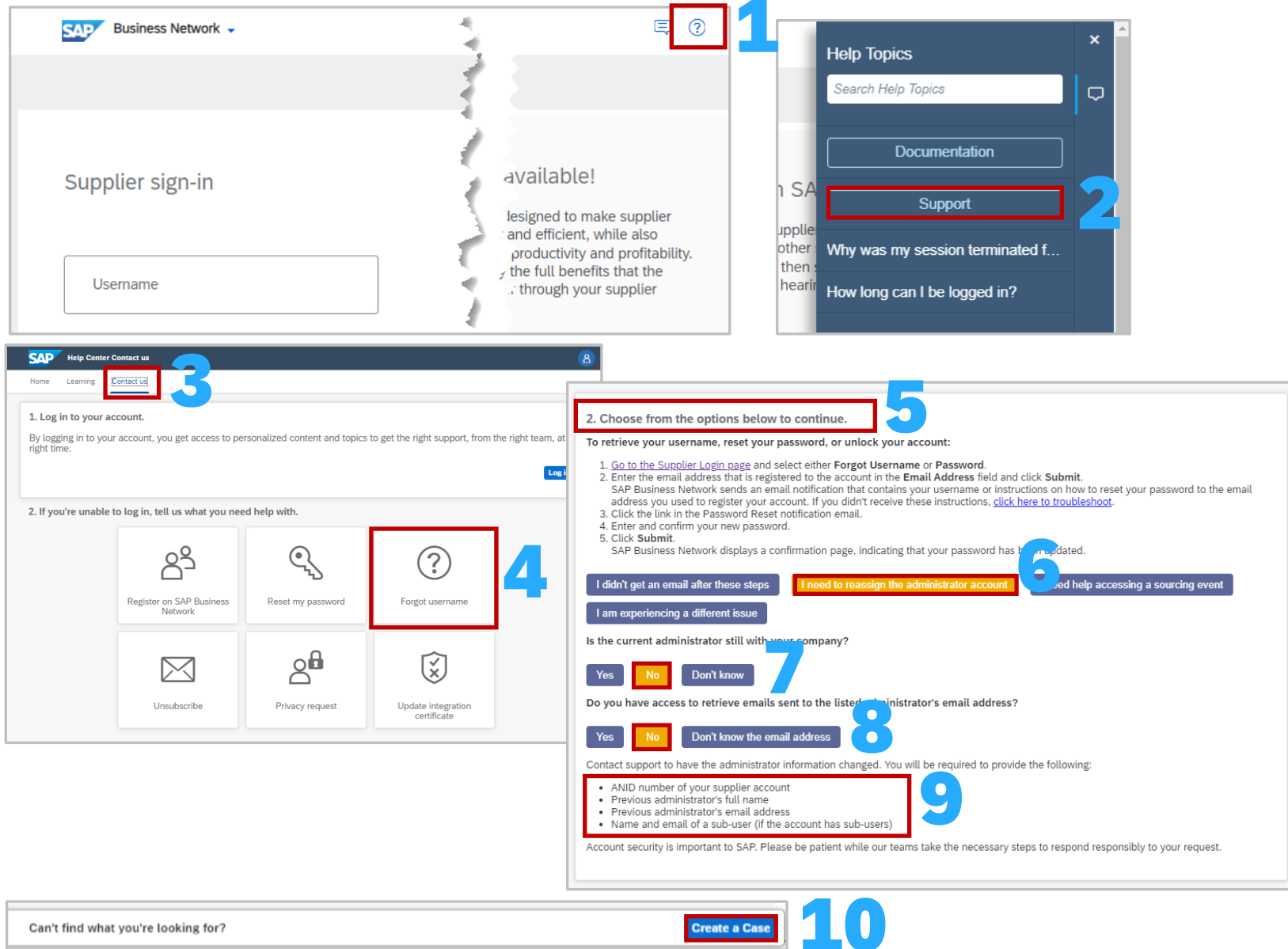


Where the System Administrator has left the business and you need to assign a new System Administrator you will need to log a support request. If you do not have access to the network and no other sub-user has a username or password follow this process.

1. From the **SAP Business Network Sign-in Page** (<https://service.ariba.com>) and click on the  in 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](#)

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



The screenshot shows the SAP Business Network Sign-in Page. The process is annotated with numbers 1 through 10:

1. Click on the help icon (question mark) in the top right corner of the page.
2. Click on the **Support** button in the Help Topics sidebar.
3. Click on the **Contact us** button in the SAP Help Center Contact us header.
4. Click on the **Forgot username** button in the 'If you're unable to log in, tell us what you need help with' section.
5. Click on the **2. Choose from the options below to continue.** section.
6. Click on the **I need to reassign the administrator account** button.
7. Click on the **No** button for 'Is the current administrator still with your company?'.
8. Click on the **No** button for 'Do you have access to retrieve emails sent to the listed administrator's email address?'.
9. Click on the **Create a Case** button at the bottom of the form.
10. Click on the **Create a Case** button at the bottom of the page.

Self-Service Account Deletion

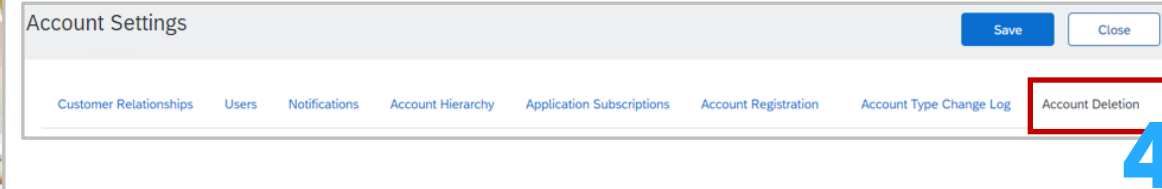
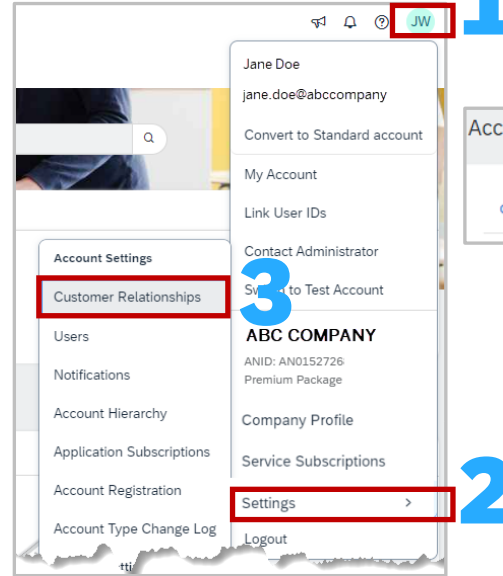
- ❖ The feature allows users to delete their SAP Business Network account
- ❖ Where a Supplier proceeds with the account deletion, ALL associated accounts get deleted
- ❖ Once a Supplier submits an account deletion request, there is a 90 grace period in which the account can be restored, however, this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

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 account(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**

Delete an Account Process



Account Settings [Save] [Close]

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration API management Account Type Change Log Account Deletion

If you opt to delete your company's account, none of the users will be able to access their accounts and associated accounts. You'll lose access to all your company's documents, relationships, and configuration. Please fulfill the below criteria (if any) before submitting your deletion request.

Review Associated Account: AN2004

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

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

Submit Deletion Request

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

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

[Submit Deletion Request]



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

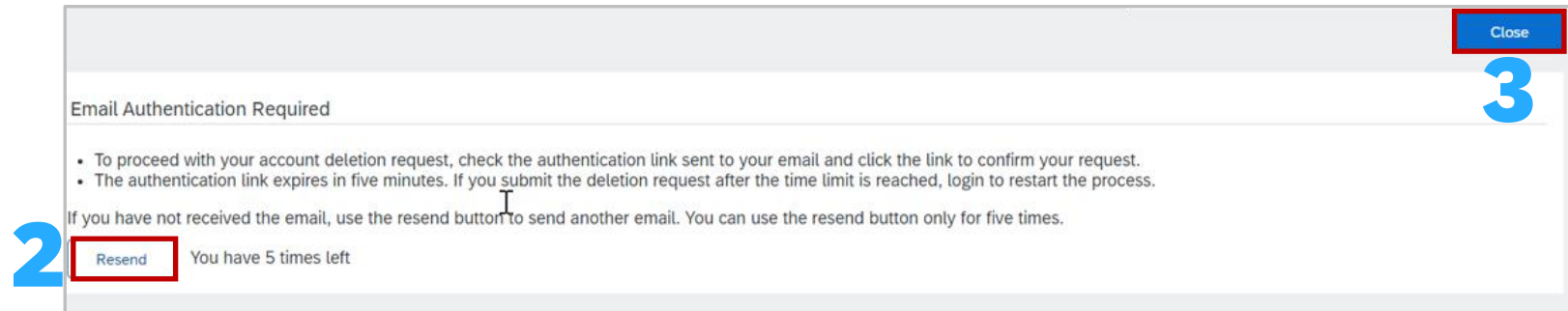
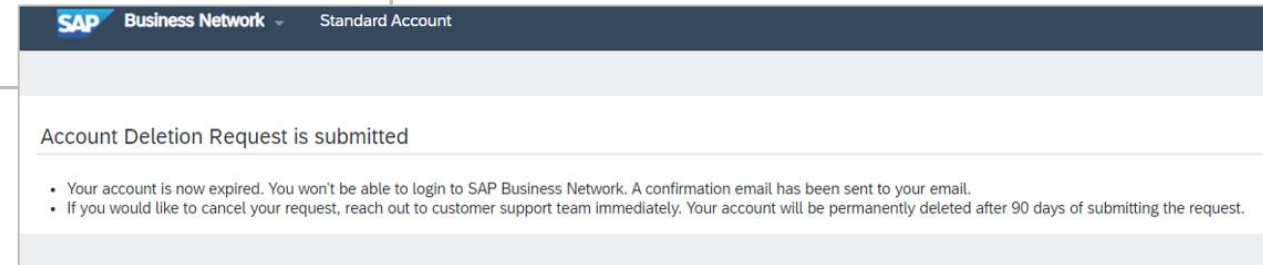
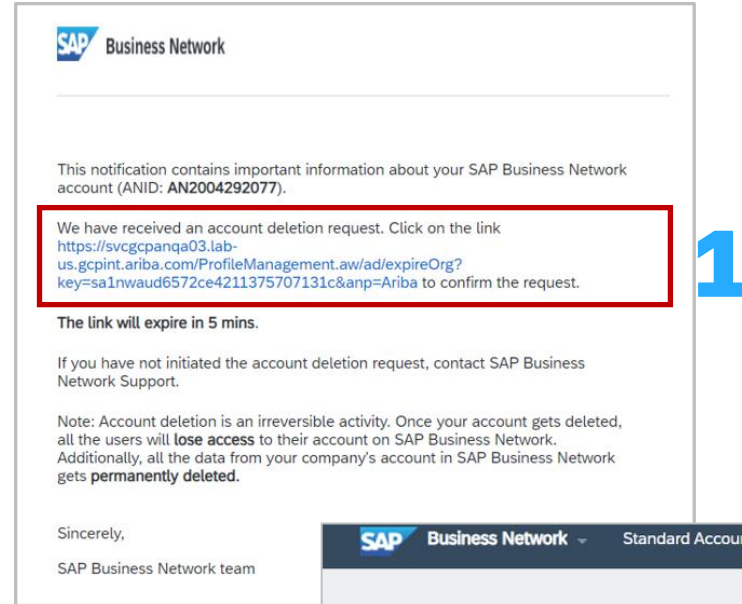
A deletion confirmation notification will be sent to the supplier with a confirmation link which will complete the request to delete the account. A final confirmation email will be sent after the account is deleted.

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**

Deletion Confirmation Notification



Multi-Factor Authentication

- ❖ 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**

The screenshot shows the SAP Account Settings interface with the following elements:

- Account Settings** header with a **Save** button (step 6) and a **Close** button.
- Navigation tabs: **Customer Relationships**, **Users**, **Notifications**, **Application Subscriptions**, **Account Registration**, and **API management**.
- Sub-navigation tabs: **Manage Roles**, **Manage Users**, and **Manage User Authentication** (step 1).
- Multi-factor Authentication User Setup (1)** section with checkboxes for:
 - ☐ Require multi-factor authentication for critical fields
 - ☐ Require multi-factor authentication for login (step 2)
- A link: **Configure multi-factor authentication settings**
- A table with columns: **Account Status**, **Username**, **Email Address**, **First Name**, **Last Name**, and **Role Assigned**. The first row shows a user with status ☐ (step 4), username **jdoe@tuliplighting.com**, email **jane.doe@tuliplighting.com**, first name **Jane**, last name **Doe**, and role **Accounts**.
- A modal dialog titled **MULTIFACTOR AUTHENTICATION AT LOGIN** with the message: "You are enabling multi-factor authentication for login. This does not affect login immediately. Are you sure you want to continue?" It has **Yes** (step 3) and **No** buttons.
- A bottom panel titled **Multi-factor Authentication User Setup (10)** with checkboxes for:
 - ☐ Require multi-factor authentication for critical fields
 - ☒ Require multi-factor authentication for login
- A link: **Configure multi-factor authentication settings**
- Filters** section: "Users (You can only search on one attribute at a time)" with a search bar for **Username** (placeholder: "Enter username") and a dropdown for **Select MFA Status**.
- Apply** (step 5) and **Reset** buttons.



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 – Enable Multifactor Authentication for Critical Fields

Account Settings Save Close

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

Manage Roles Manage Users **Manage User Authentication** **1**

Multi-factor Authentication User Setup (1)

☐ Require multi-factor authentication for critical fields

☐ Require multi-factor authentication for login

[Configure multi-factor authentication settings](#)

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

CHANGE AUTHENTICATION

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

Yes No **3**

Multi-factor Authentication User Setup (10)

☒ Require multi-factor authentication for critical fields

☐ Require multi-factor authentication for login

[Configure multi-factor authentication settings](#)

Filters

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

Username Select MFA Status

Apply Reset **5**

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

- ❖ 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)



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

Test Account Creation

1

JW

2

Switch to Test Account

3

OK

4

5

6

TEST MODE

Create Test Account

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

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

Password:*

Confirm Password:*

Auto-Invoice Against Goods Receipts (GRN)

- ❖ 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

The first screenshot shows the 'Account Settings' screen with the 'Automatic Invoice Creation Acceptance' tab selected. A red box highlights the tab, and a blue number '1' is next to it. A 'More...' dropdown menu is open, showing the 'Automatic Invoice Creation Acceptance' option.

The second screenshot shows the 'Account Settings' screen with the 'Automatic Invoice Creation Acceptance' tab selected. A red box highlights the 'Actions' button, and a blue number '2' is next to it. A red box highlights the 'Confirm Automatic Invoice Creation' option, and a blue number '3' is next to it.

The third screenshot shows the 'Confirm Automatic Invoice Creation' dialog box. A red box highlights the 'Yes' radio button, and a blue number '4' is next to it. A red box highlights the 'By selecting Yes, my company authorizes Ariba, using the Ariba Network functionality, to automatically create and submit invoices based on receipts sent by' checkbox, and a blue number '5' is next to it. A red box highlights the 'OK' button, and a blue number '6' is next to it. A red box highlights the 'Close' button, and a blue number '7' is next to it.

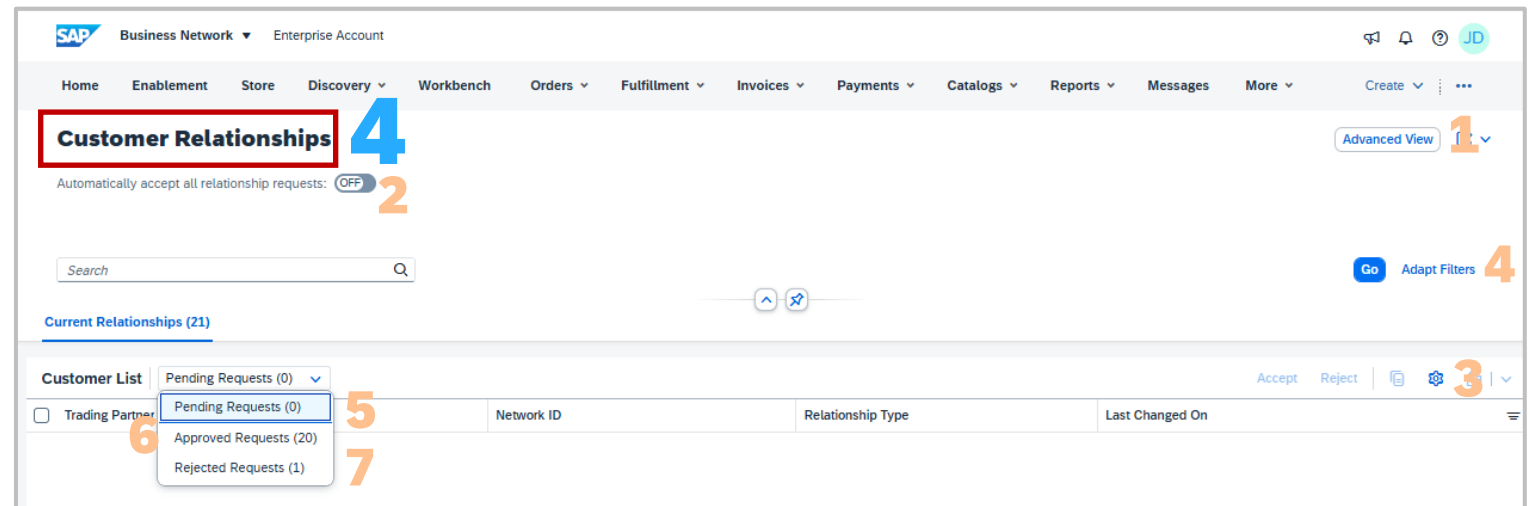
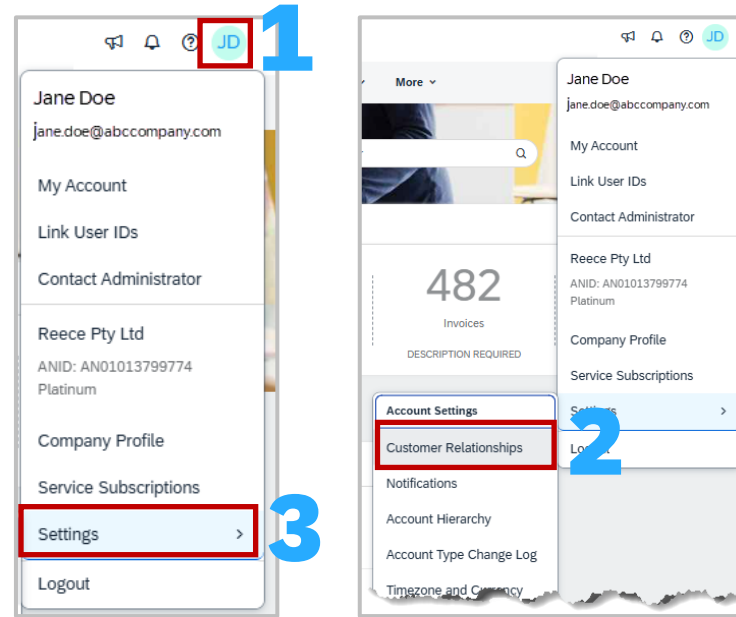
Customer Relationships

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. **Pending Requests** – Buyer relationships that require review
6. **Approved Requests** – Active relationships with Buyers
7. **Rejected Requests** – Buyers who have been rejected by the supplier from this specific ANID



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

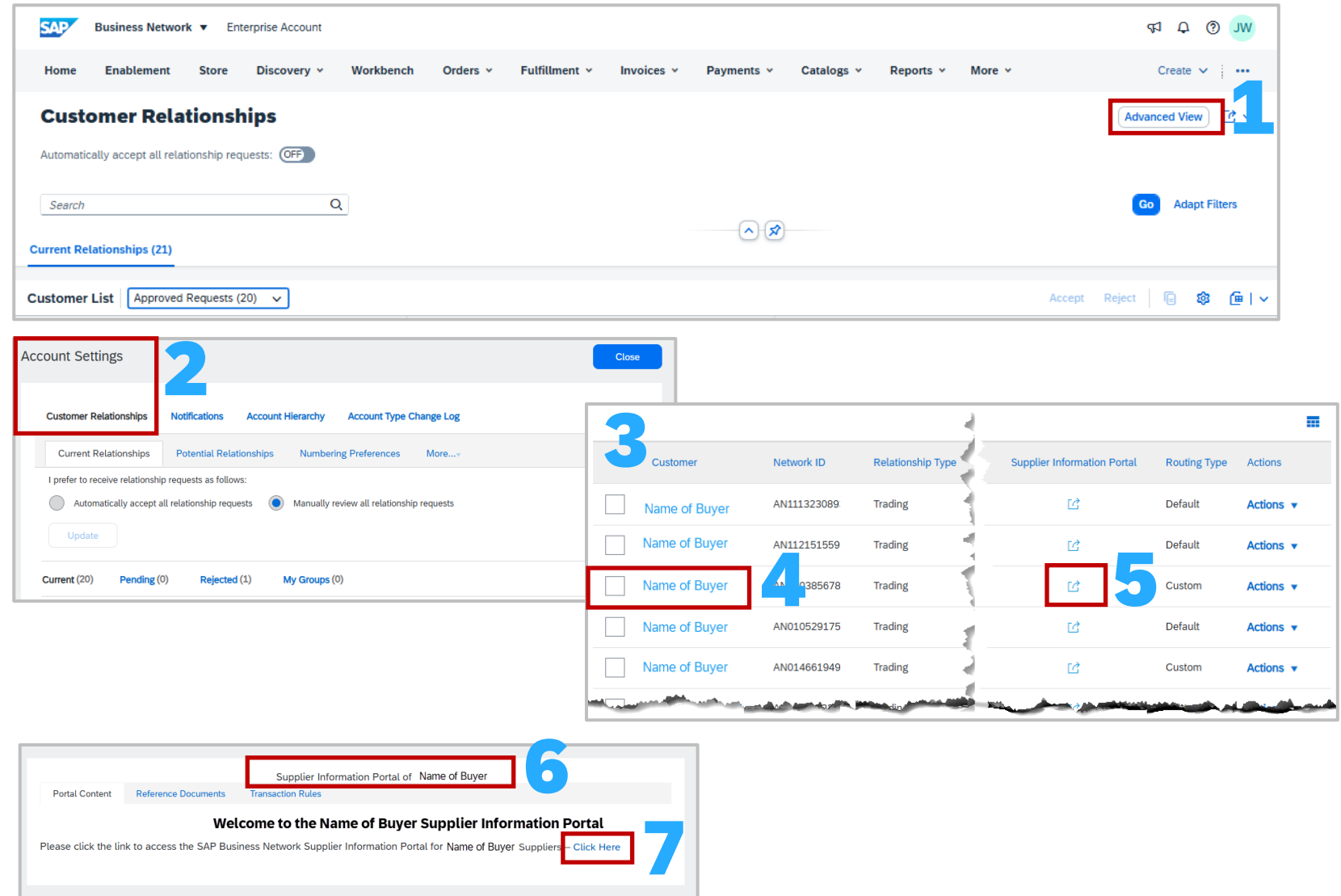
It may contain links to Buyer Help Forms or other items to assist Suppliers in transacting successfully.

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



Step 1: Click on **Advanced View** in the top right corner of the **Customer Relationships** screen.

Step 2: The **Account Settings** screen with the **Customer Relationships** tab is displayed.

Step 3: Scroll down to **Current** relationships.

Step 4: Locate the name of the Buyer in the **Current Relationships** list.

Step 5: Click on the  under the **Supplier Information Portal** option for the selected buyer.

Step 6: The **Supplier information Portal** link is displayed.

Step 7: Click on the **Link** required. Some portals will have more information or have the links to specific sites shown.

Customer	Network ID	Relationship Type	Supplier Information Portal	Routing Type	Actions
☐ Name of Buyer	AN111323089	Trading		Default	Actions ▼
☐ Name of Buyer	AN112151559	Trading		Default	Actions ▼
☐ Name of Buyer	AN0385678	Trading		Custom	Actions ▼
☐ Name of Buyer	AN010529175	Trading		Default	Actions ▼
☐ Name of Buyer	AN014661949	Trading		Custom	Actions ▼

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

The screenshot displays the SAP Customer Relationships interface. The top navigation bar includes tabs for Home, Enablement, Integration, Store, Discovery, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, Assessments, and Insights. The main header shows 'Customer Relationships' with a toggle for 'Automatically accept all relationship requests: OFF' and an 'Advanced View' button.

Below the header, there's a search bar and filters for Buyer, Network ID, Relationship Type, Country/Region, and Relationship Status. A large blue number '1' is overlaid on the search bar area. To the right, large blue numbers '2' and '3' are overlaid on the filter dropdowns.

The main content area shows a table of relationship requests. The table has columns for Network ID, Trading Partner, BNOID, Relationship Type, Relationship Status, Country/Region, Data Center, Last Change, Buyer Contact, DUNS Number, Quick Enablement, Suspension Date, and Suspension Reason. A red box highlights the 'Relationship Type' and 'Relationship Status' columns. A dropdown menu is open, showing options for 'All Relationship Requests (7)', 'Pending Requests (1)', 'Approved Requests (3)', 'Rejected Requests (2)', and 'Suspended Requests (1)'. A red box highlights the 'Relationship Status' column.

Below the table, there's a section for 'Trading Business Partner (7)' and 'Linked Child Accounts (2)'. The 'Customer List' table shows details for a specific relationship request, including the Trading Partner, Network ID, Relationship Type, Country/Region, Last Changed On, Linked Child Account, Supplier Name, Administrator, and Action.



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

Accepting or rejecting a Customer Relationship

The screenshot shows the SAP Customer Relationships interface. At the top, a red box labeled '1' highlights the 'Current Relationships (23)' section. Below it, a dropdown menu is open, showing 'Approved Requests (23)' (labeled '2'), 'Pending Requests (0)', and 'Rejected Requests (0)'. A red box labeled '3' highlights the 'Customer List' column header. In the main table, a row is selected with a red box labeled '4' around the 'Name of Buyer' checkbox. To the right of the table, a red box labeled '5' highlights the 'Accept' and 'Reject' buttons. At the bottom, a modal window titled 'Reject Relationship Request' is shown, with a red box labeled '6' around the 'Reject' button.

Customer Relationships

Automatically accept all relationship requests: **OFF**

Search

Go Adapt Filters

Current Relationships (23)

Customer List	Approved Requests (23)			
☐				
☐				
☐				
☒		Name of Buyer	AN01577758	Fulfillment

Accept Reject

Reject Relationship Request

Reject the relationship request?

Reject

Archiving Invoicing Enterprise Accounts Only

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**

Network Settings

Electronic Order Routing Electronic Invoice Routing Accelerated Payments Settlement

General **Tax Invoicing and Archiving** **1**

Invoice Archival

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

Configure Invoice Archival **2**

Invoice Archival **Save** **Close** **7**

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

☐ Twice Daily
☐ Daily
☐ Weekly
☒ Every Two Weeks **3**
☐ Monthly

Archiving Start Time: 0 AM : | CTT ⓘ

☐ Archive Immediately
☒ Archive Immediately **4**

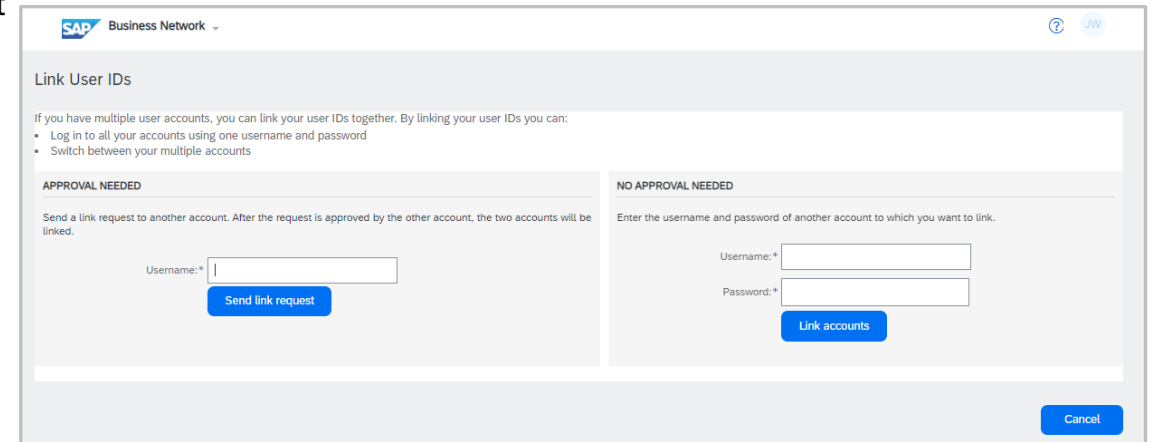
☐ Send archived invoice files to the pending queue for download.
☒ Send archived invoice files to the Archive Delivery URL. **5**

Archive Delivery URL:

Save Delivery Option **6**

Linking User ID's

- ❖ 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



SAP Business Network

Link User IDs

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

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

APPROVAL NEEDED

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

Username:*

Send link request

NO APPROVAL NEEDED

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

Username:*

Password:*

Link accounts

Cancel

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

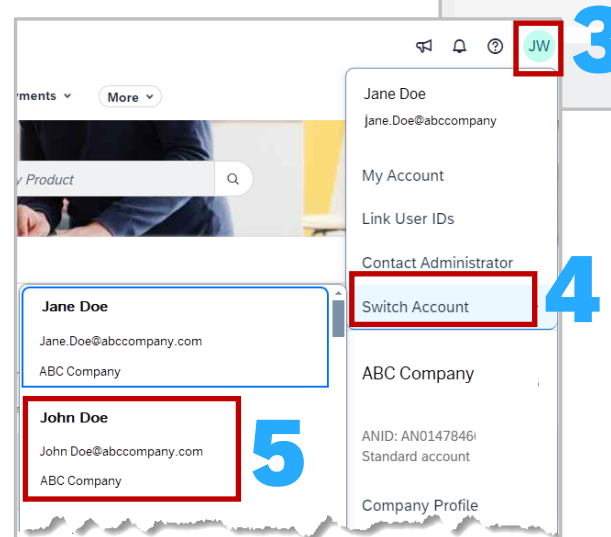
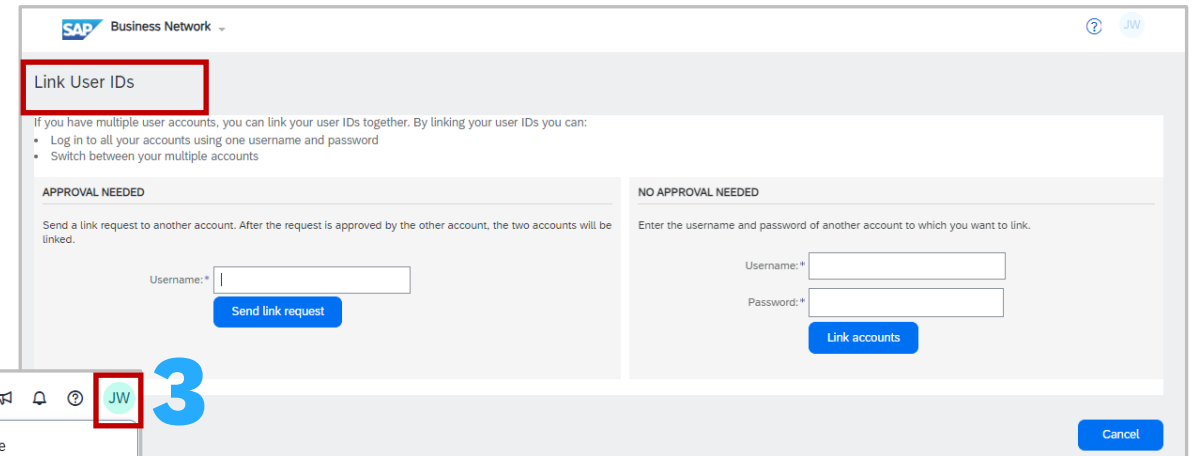
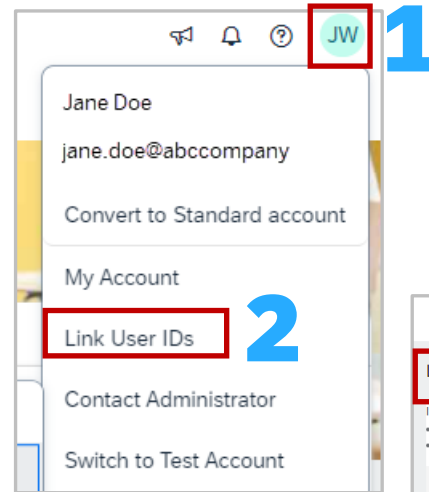
To do this:

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

- ❖ 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

- ❖ 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

- ❖ 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

- ❖ 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

- ❖ 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



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

Setting Up an Account Hierarchy

The screenshots illustrate the process of setting up an account hierarchy in SAP Business Network:

- Step 1:** The user profile dropdown menu is open, showing options like 'My Account', 'Link User IDs', and 'Settings'. The 'Settings' option is highlighted.
- Step 2:** The 'Account Hierarchy' option is selected in the left sidebar menu.
- Step 3:** The 'Account Settings' page shows the 'Account Hierarchy' tab. A message states 'No Linked Accounts' and provides a 'Link Accounts' button.
- Step 4:** The 'Link Account' screen is displayed. It has two sections: 'NOT AN ACCOUNT ADMINISTRATOR' with a 'Request link with other accounts' button, and 'ACCOUNT ADMINISTRATOR' with fields for 'Username' and 'Password' and a 'Link Accounts' button.

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

SAP Business Network - Enterprise Account

Account Settings

Customer Relationships Users Notifications **Account Hierarchy** Application Subscriptions Account Registration Account Type Change Log

Ariba has found existing accounts that match information in your company profile. [Click here to view details.](#)

Account Status: **No Linked Accounts**
If your company has multiple accounts, you can link the accounts and create a parent-child account hierarchy. [Link Accounts](#)

Request for Account Linkage

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

Search Account Recommended Accounts

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

The companies listed below have already registered on Ariba:

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

Link Accounts **Link as My Child** **Link as My Parent** **Cancel**

Review the company profile and verify the correct account you want to link with, creating a parent-child account hierarchy.
Last Updated: 1 Aug 2007

akjifajkj
sefkwhr, AL
United States

Overall: ★★★★★
Communication: ★★★★★
Credibility: ★★★★★
Reliability: ★★★★★
Quality: ★★★★★

Basic Information References (0) Activity Data

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

Details
Sales Territories Commodities Industries

Subscription and Transaction Fees – What you need to know

- ❖ 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

Supplier Fee Calculator 1

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

Provide us with some quick data.

Country 2

Select Country ▼

Purchase Orders Received

Count

0

3

Amount

0

Invoices Issued

Count

0

4

Amount

0

Non-PO Invoices Issued

Count

0

5

Amount

0

Service Entry Sheets

How many service entry sheets do you send annually?

Count

0

6

Get your estimate

Estimate fees 7

Get an estimate of your annual fee.

Subscription Level

Estimated Annual Fee

8

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

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



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](#)

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

Step 1: Sign in to the SAP Business Network, click on your initials.

Step 2: Select **Service Subscriptions**. This screen may take a few seconds to open.

Step 3: The Subscription tab options are displayed.

Step 4: **Subscriptions** – Refer to the Subscriptions screen information – [Click Here](#)

Step 5: **Invoices** – Refer to the Invoices screen information – [Click Here](#)

Step 6: **Disputes** – Refer to the Disputes screen information – [Click Here](#)

Step 7: **Contacts** – Refer to the Contacts screen information – [Click Here](#)

FAQ – Refer to the FAQ screen information – [Click Here](#)



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](#)

Subscription Screen Information

The screenshot shows the SAP Business Network interface. At the top, the user 'Jane Doe' is logged in, with a red box around her initials 'J' and a blue '1' next to it. Below the user profile, a red box highlights 'Service Subscriptions' with a blue '2' next to it. In the top navigation bar, a red box highlights the 'Subscriptions' link with a blue '3' next to it. The main content area shows the 'Subscriptions' screen with tabs for Subscriptions, Invoices, Disputes, Contacts, and FAQ. The 'Account Balance' section displays a total of 18,568.45, with a red box around the '18,807.95' debits and another red box around the '-239.50' credits. Below this is a table of subscriptions.

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

At the bottom, there is a pagination control showing '5 entries per page' and a page number '1' in a blue box.



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

The screenshot shows the SAP Business Network interface. On the left, a user profile for Jane Doe is visible, with 'Service Subscriptions' highlighted (2). The main area has tabs for Subscriptions, Invoices (3), Disputes, Contacts, and FAQ. The Invoices tab is active, showing an 'Account Balance' section with a total of 18,568.45 and a breakdown of 18,807.95 in debits and -239.50 in credits. Below this is a 'Recurring Payments' table (4) with one entry for 'Platinum' with an annual fee of 5,500.00 AUD. At the bottom, there are two tables for 'Invoices'. The first table is for 'Open' invoices (5), showing one invoice with document number 606600, PO 9103533799, and an amount of 11,186.58 AUD. The second table is for 'Paid' invoices (6), showing two invoices: 60639 (amount 9,991.27) and 60638 (amount 25,515.11).

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

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

Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Paid Amount
60639		4/15/25	5/15/25	Paid	Other Payments/Settlements	9,991.27	9,991.27
60638		1/8/25	2/7/25	Paid	Other Payments/Settlements	25,515.11	25,515.11

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](#)

7

Credits	Open	Applied	☐ Select All	Search	Q	Request Refund
Document Number	Valid From	Refund Status	Amount	Available		
☐ 606368	6/13/24		-21.50 Currency Code	-21.50 Currency Code	...	▼
☐ 606368	6/13/24		-5.87 Currency Code	-5.87 Currency Code	...	▼
☐ 606368	6/13/24		-212.13 Currency Code	-212.13 Currency Code	...	▼

10 ▼ entries per page

8

Credits	Open	Applied	☐ Select All	Search	Q	Request Refund
Document Number	Valid From	Amount	Available			
6063634015	4/18/24	-0.72 Currency Code	-0.72 Currency Code	...	▼	
6063577361	2/15/24	-1,869.42 Currency Code	-1,869.42 Currency Code	...	▼	

10 ▼ entries per page

< 1 >

9

Credits	Open	Applied	☐ Select All	Search	Q	Request Refund
Document Number	Valid From	Refund Status	Amount	Available		
☒ 6063683512	6/13/24		-21.50 AUD	-21.50 AUD	...	▼

10

Adjustment Report
Adjustments will correct for Invoicing errors prior to invoice generation and can result in a document level credit or debit. Adjustments are applied automatically to your next invoice, so no action is needed. For your convenience, click Generate to see the details for adjustments that have been applied to your invoicing.
Generate

11

Payment Methods	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**

Step 1: User profile of Jane Doe (jane.doe@abccompany.com.au) is shown.

Step 2: The 'Service Subscriptions' menu item is selected.

Step 3: The 'Invoices' screen is displayed.

Step 4: The 'Payment Methods' section is located.

Step 5: A plus icon (+) is clicked to add a new payment method.

Step 6: The 'Cybersource Disclaimer' is read, and the 'Accept' button is clicked.

Step 7: The 'Add Credit Card' form is displayed.

Step 8: The 'Billing Information' fields are completed:

- First name / Last name: *
- Email: *
- Address 1: *
- Address 2:
- Postal code / City: *
- Country: *
- State:

Step 9: The 'Payment Details' section is displayed.

Step 10: The 'Payment Details' fields are completed:

- Card Number / Security Code: *
- Expiry Month / Year: *
- Save button

Step 11: The final 'Save' button is clicked.



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

Paying an Invoice

Step 1: Sign in to the SAP Business Network, click on your initials (J).

Step 2: Select **Service Subscriptions** from the left menu.

Step 3: Click on **Invoices** in the top navigation bar.

Step 4: Locate the **Bill** you wish to pay and tick the associated box (Document Number 6066020).

Step 5: Click on **Pay Invoice(s)** in the top right corner.

Step 6: The **Pay Invoices** pop-up window appears and displays the invoices selected for payment.

Step 7: If there is a **Payment Method**, confirm and click on Pay.

Step 8: If there is no **Payment Method**, click on Add to add a Credit card or other option if available.

Step 9: Enter the information, ensuring that all fields with an asterisks and follow the prompts.

Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Open Amount
6066020		6/10/25	7/10/25	Open	Other Payments/Settlements	18,807.95	18,807.95

Total Open Amount 18,807.95 AUD

Payment Method: Add (No data)

Review the information shown above. Your subscription order is subject to the SAP Ariba Privacy Statement and the Terms of uses. Click on Pay to complete the process.

Pay (Close)

Payment Method: Add (No data) Add Credit Card



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

The screenshots show the following steps:

1. User profile of Jane Doe (jane.doe@abccompany.com.au).
2. Service Subscriptions page.
3. Disputes tab.
4. Invoices tab.
5. Open tab for Invoices.
6. Invoice details for document 606600.
7. Create Dispute dropdown menu.
8. Cause dropdown menu.
9. Comment field.
10. Attachments section.
11. Create button.



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

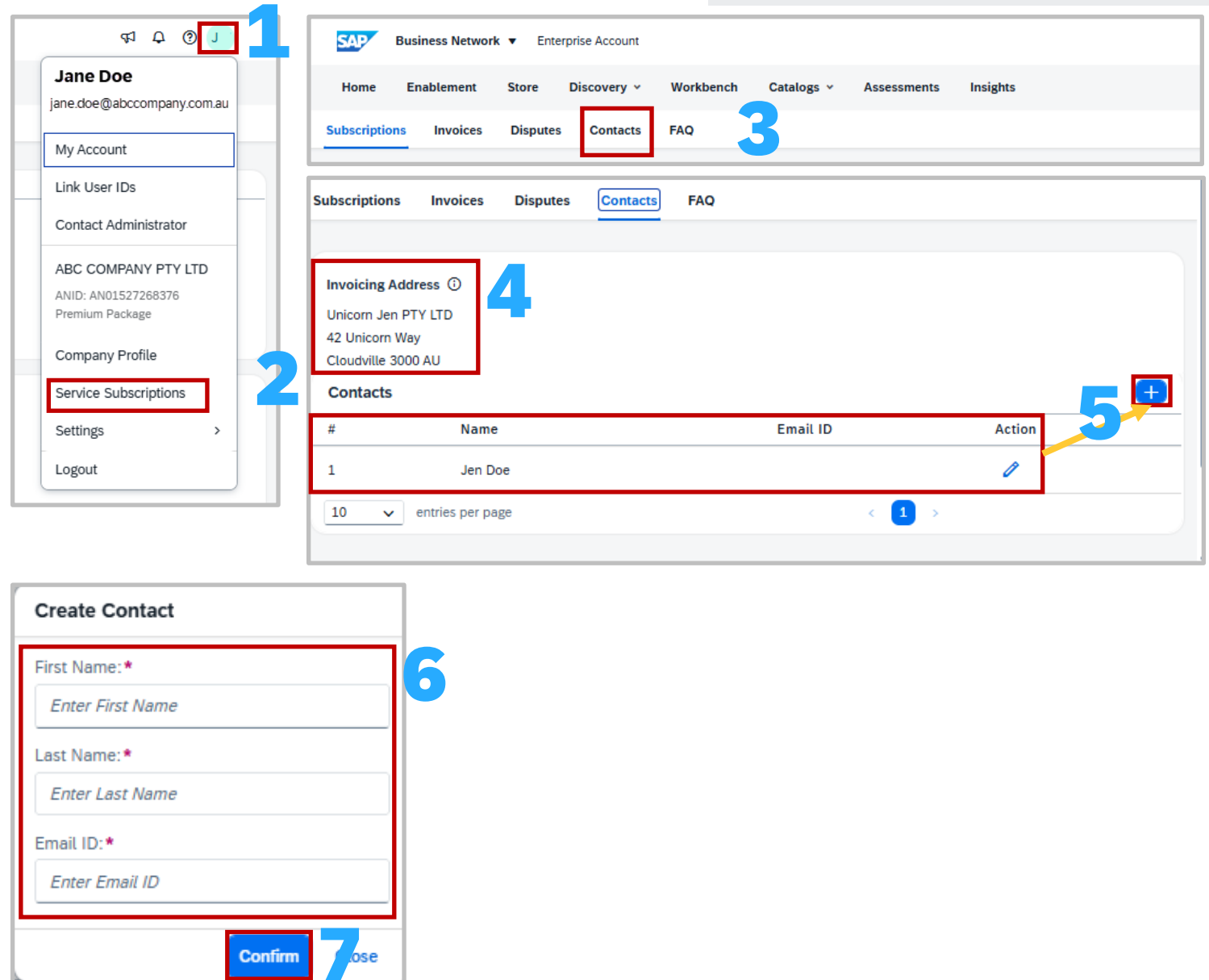
Ensure that those in the list have added SAP to receive emails. They will be notified when an invoice is due for payment and when an account is overdue.

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**

Contacts Screen Information



The screenshots illustrate the steps to access and manage contacts in the SAP Business Network. The first screenshot shows the user's profile menu with 'Service Subscriptions' highlighted. The second screenshot shows the 'Contacts' tab selected in the top navigation bar. The third screenshot shows the 'Invoicing Address' and a table of existing contacts. The fourth screenshot shows the 'Create Contact' form with fields for First Name, Last Name, and Email ID, and a 'Confirm' button.

Step 1: Sign In to the SAP Business Network, click on your initials.

Step 2: Select **Service Subscriptions**, this screen may take a few seconds to open.

Step 3: Select **Contracts**.

Step 4: The **Invoicing Address** is shown; if this is incorrect, please update via the Company Profile > Address.

Step 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.

Step 6: Complete all fields with an asterisk in the **Create Contact** pop-up box.

Step 7: Click on **Confirm**.



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:**

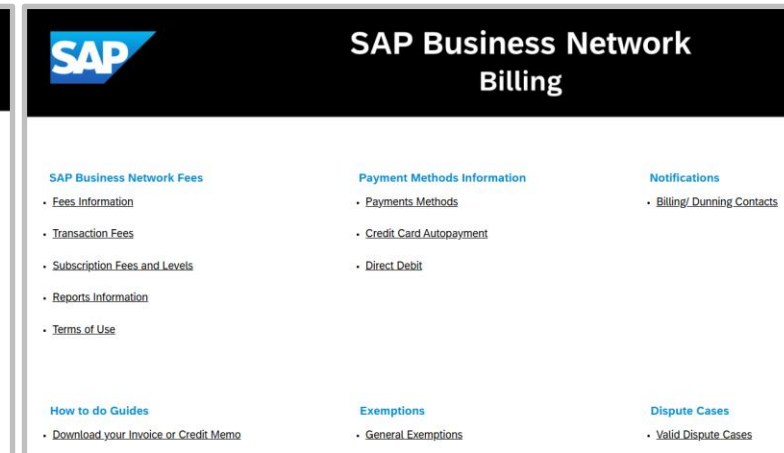
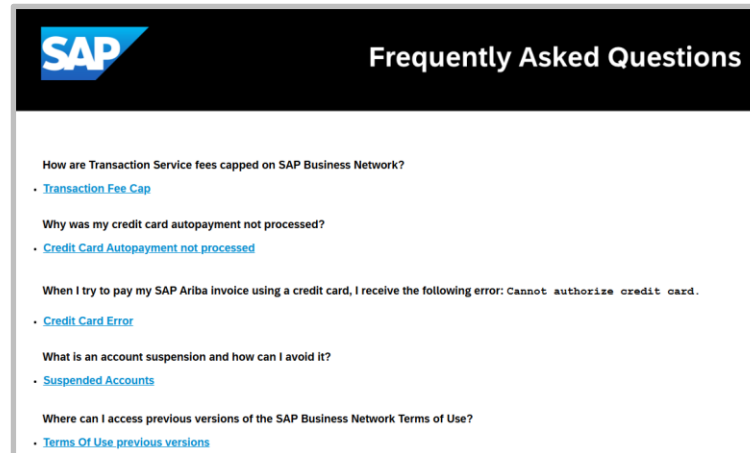
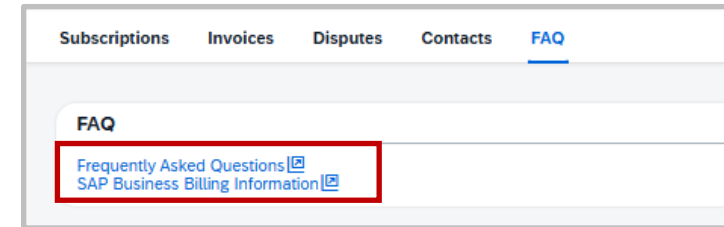
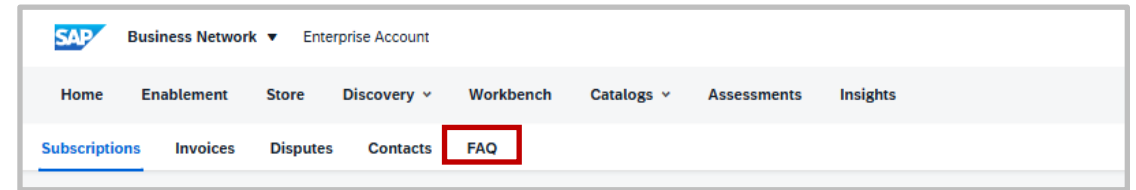
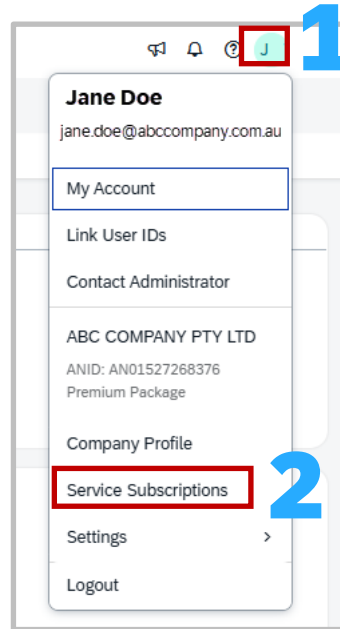
❖ **Frequently Asked Questions**

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.

FAQ Screen Information





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](#)

[Information](#) – [Click Here](#)

Access Billing Reports

Jane Doe
jane.doe@abccompany.com.au

My Account
Link User IDs
Contact Administrator
ABC COMPANY PTY LTD
ANID: AN01527268376
Premium Package
Company Profile
Service Subscriptions
Settings
Logout

SAP Business Network Enterprise Account

Home Enablement Store Discovery Workbench Catalogs Assessments Insights

Subscriptions **Invoices** Disputes Contacts FAQ

Invoices **Open** Paid Select All Search Pay Invoice(s)

Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Open Amount
6066020		6/10/25	7/10/25	Open	Other Payments/Settlements	18,807.95	18,807.95

10 entries per page

Invoice PDF
TAR Report
Create dispute
Update PO Number

Invoices Open Paid Select All Search Pay Invoice(s)

Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Paid Amount
606390		3/11/25	4/10/25	Paid	Other Payments/Settlements	11,186.90	11,186.90

10 entries per page

Credits Open Applied Select All Search Request Refund

Document Number	Valid From	Refund Status	Amount	Available
6063683512	6/13/24		1.50	-21.50

10 entries per page

Invoice PDF
TAR Report

Credits Open Applied Select All Search Request Refund

Document Number	Valid From	Amount	Available
6063634015	4/18/24	-0.72	-0.72

10 entries per page

Invoice PDF

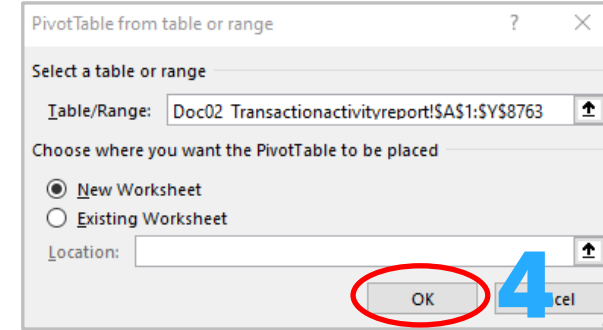
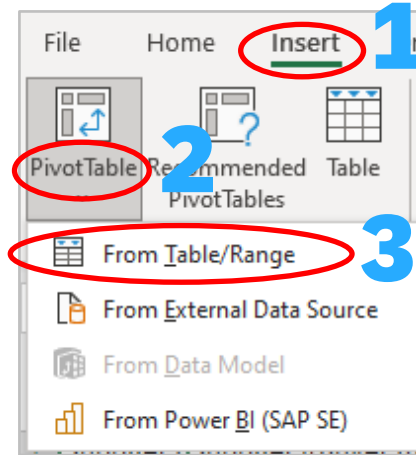


Creating an Excel Spreadsheet should be done using the Choreography line and not the Customer and Document information.

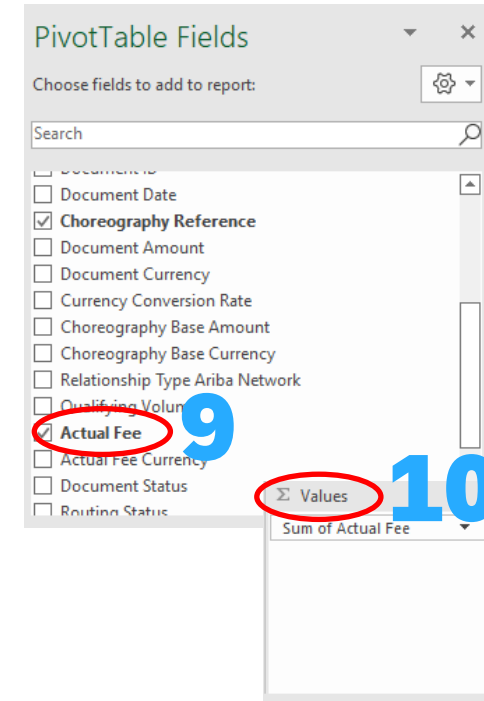
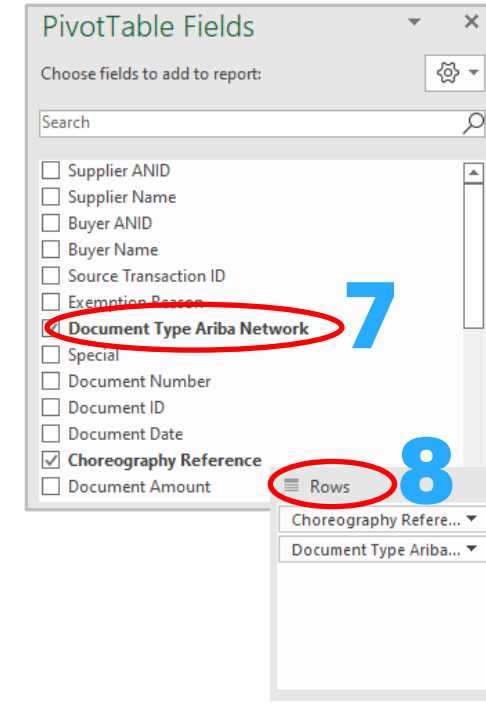
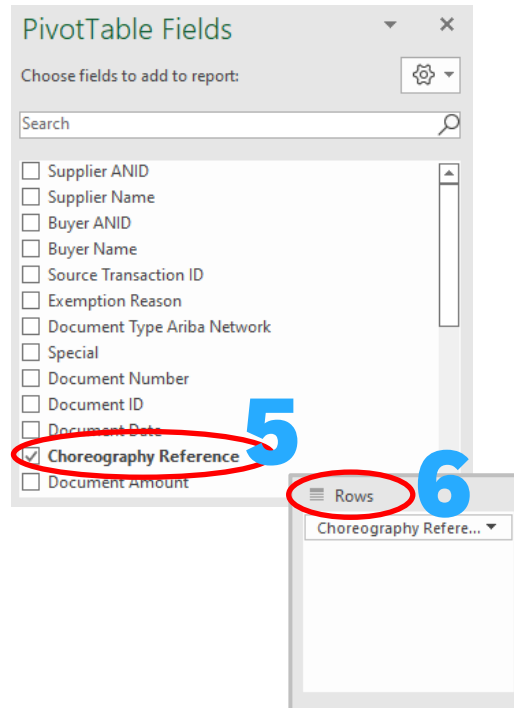
The information allows a view to determine which documents have been charged, which have been credited and others with no charge associated. This document was created to assist suppliers who may be unfamiliar with Pivot tables and provides a starting point for suppliers to identify what documents attracted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



PL in	
174922713	0.01
Change Order	0.01
PO Invoice	0
174922977	0.01
Change Order	0.01
PO Invoice	0
174925545	0
PO Invoice	0
175047688	17.39
Change Order	17.39
PO Invoice	0
175149019	0
PO Invoice	0
175150486	-7.08
Change Order	-7.08
PO Invoice	0
175160522	0
Change Order	0



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

Logging a Support Request (SR)

- ❖ Create a case when there is an issue that cannot be rectified
- ❖ Standard Accounts can only access the Help Centre when they have a technical issue or need to change the contact details of the System Administrator
- ❖ Suppliers that use Supply Chain Collaboration processes such as scheduling, forecasting or quality (to name a few) should indicate that their issue is related to a Supply Chain Collaboration Account
- ❖ All fields with Asterisks must be completed and you will not be able to progress to the next step while there is a field not completed
- ❖ All Cases submitted will be displayed under the Contact Us tab in the SAP Help Center
- ❖ Standard Account users only have access via email
- ❖ Suppliers do not need to Sign in to the SAP Business Network to access the SAP Help Center
- ❖ Ensure that the correct information is selected from drop-down list

Attachment:

Issue type: *

Issue area: *

PO/Invoice Number:

Top Re

2. How does this impact your normal business processes?

Business Impact: *

- Failed Order
- Find buyer contact information
- Find Order
- Goods Receipt
- Messaging
- Order Confirmation
- Order reporting
- Ship Notice (ASN)

Attachment:

Issue type: *

Issue area: *

PO/Invoice Number:

Top Re

2. How does this impact your normal business processes?

Business Impact: *

- API
- AribaPay
- Catalogs
- Integration
- Invoice or Service Sheet
- PDF Invoicing
- Purchase Orders or Change Orders
- Subscription fees
- Trading or customer relationships

2. How does this impact your normal business processes?

Business Impact: *

3. Provide your phone number

First name: *

- Not stopping my work
- Affecting but not stopping critical functionality

- ❖ When entering the phone number select the Country code first

Phone

Extension:

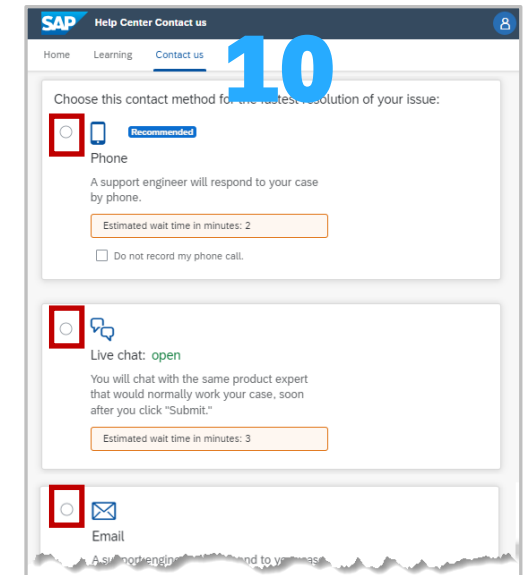
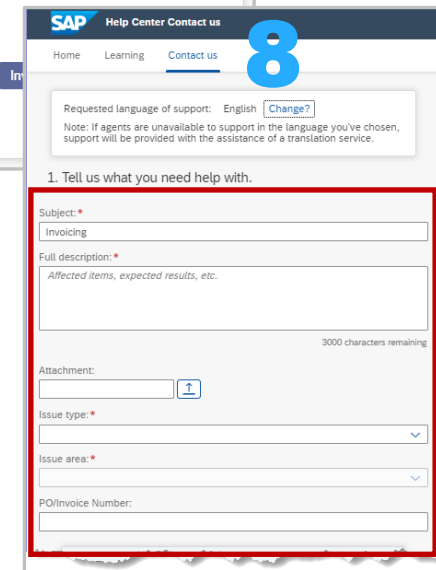
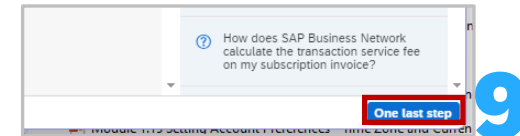
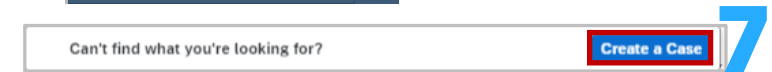
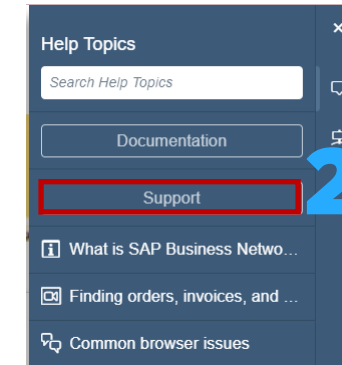
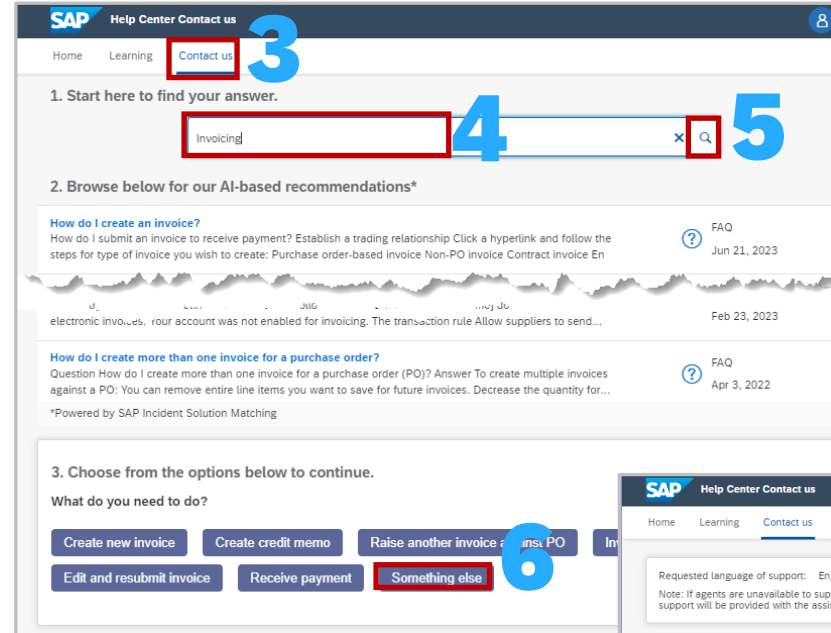
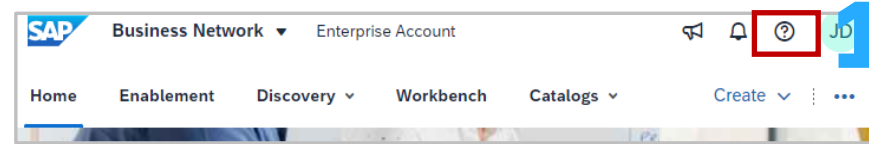


Create a case when you are unable to identify how to rectify an issue or query.

Sign into you SAP Business Network

1. Click on the 
2. The Help Topics pane is shown, select **Support**
3. The Help Centre Home page is displayed, click on **Contact Us**
4. Enter what information you require
5. Click on 
6. Identify if any of the AI information shown provides an answer, however, to create a case click on **Something Else**
7. Click on **Create a Case** (bottom right of the screen)
8. Complete all fields with Asterisks and select the correct information from the drop-down lists
9. then click on **One Last Step** (bottom right of the screen)
10. Select the radio button of the preferred contact option, then click on **Submit**

Create a Case





Create a Case without Signing in

Display the SAP Business Network Supplier Sign-In screen

1. Click on the **Question Mark**
2. Select **Support**
3. Click on the Link
4. Respond to the **Legal Disclaimer for Links**, clicking on **Agreed and Proceed** implies acceptance of the Disclaimer. Clicking on **Disagree** will close options to continue
5. Click on **Contact** to open the Help Centre Home page

All Options will be displayed, select the option that meets your needs, and use **Something Else** to generate other options

Refer to [Create a Case](#) to complete the form to gain assistance

Note that anything with an Asterisks must be completed.

1 Click on the Question Mark icon in the top right corner of the SAP Business Network page.

2 Select **Support** from the dropdown menu.

3 Click on the link https://support.ariba.com/Help_Center/Login?persona=seller&product_family=transactions&domainobject=account&activity=login&misc=register&app=supplier&page=SupplierLogin&dc=%24%23%7Bdc%7D in the Support dropdown menu.

4 Click on **Agree and Proceed** in the Legal Disclaimer for Links page.

5 Click on **Register on SAP Business Network** in the Help Center Contact us page.

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	<i>API / Integration</i>	Access to API development using the SAP URL Business Network developer portal	Purchase Order Report Administration	<i>Reporting</i>	Access to Reporting, Purchase Order and Order Summary report types
Account Hierarchy Administration	<i>Account Administration</i>	Manage your accounts to link and sign on to a child account	Service Sheet Report Administration	<i>Reporting</i>	Access to Reporting and Service Sheet Report types
Child Account Access	<i>Account Administration</i>	Sign on to access a child account	Tax Book Report Administration	<i>Reporting</i>	Access to Reporting, and Tax Book Report type
Order Assignment for Users with Limited Access	<i>Account Administration</i>	User can assign an order to a user with limited access to SAP Business Network Network	Time Sheet Report Administration	<i>Reporting</i>	Access to Reporting, and Time Sheet Report type
Contact Administration	<i>Account Administration</i>	Maintain information for account contact personnel	Supplier Discount Management Program Administrator	<i>Account Administration</i>	Access to discount program offers and the definition of early payment requests
Goods Receipt Report Administration	<i>Reporting</i>	Access to Reporting, and Goods Receipt report type	Archive Access	<i>Account Administration</i>	View and search archived items
Invoice Report Administration	<i>Reporting</i>	Access to Reporting, and Invoice Report type	Customer Administration	<i>Account Administration</i>	Manage customer relationships

Permissions	Area	Description/Use	Permissions	Area	Description/Use
Catalog Management	<i>Catalog</i>	Set up and manage catalog-related activities	DPP_Audit_Logs_View		
Catalog Account Executive	<i>Catalog</i>	Access to manage price file upload and customer specific catalog upload	Company Data Deletion Configuration	<i>Account Administration</i>	Access to company data configuration
Catalog Content Manager	<i>Catalog</i>	Access to manage master content upload, price file upload and customer specific catalog upload	DPP_Data_Deletion_Access		
Payment Profile	<i>Account Administration</i>	Configure your payment profile	DPP_Delete_Users		
cXML Configuration	<i>Account Administration</i>	Configure account for cXML transactions	Transaction Data Export for Deleted Data	<i>Account Administration</i>	Access for transaction data export for deleted data
Company Information	<i>API / Integration</i>	Review and update company profile information	DPP_Download_Audit_Logs		
PCard Configuration and Notifications	<i>Account Administration</i>	Configure PCard account and maintain notification email addresses	DPP_PII_Data_Retrieval		
Transaction Configuration	<i>Account Administration</i>	Configure account for electronic transactions	ID Registration Access	<i>Account Administration</i>	Register unique identifiers, like email domains
Customer Relationships	<i>Account Administration</i>	View customer relationships	Fulfillment Invitation Account Merge	<i>Account Administration</i>	Allows the assigned user to transfer a fulfillment related invitation into his existing SAP Business Network Account

Permissions	Area	Description/Use	Permissions	Area	Description/Use
Cloud Integration Gateway Configuration	<i>API / Integration</i>	Create, modify, and maintain projects on the Ariba Integration Gateway	Invoice Generation	<i>Document Processing</i>	Generate invoices, as supported by customers (requires Inbox and Outbox Access)
Cloud Integration Gateway Access	<i>API / Integration</i>	View and search projects on the Ariba Integration Gateway	Logistics Access	<i>Document Processing</i>	Perform Logistics actions with limited access to transactions information
Planning Collaboration Visibility	<i>Account Administration</i>	Access to planning collaboration visibility	Outbox Access	<i>Document Processing</i>	View and search documents in Outbox and take actions based on your role
Create and manage postings on Ariba Discovery	<i>Discovery</i>	Create postings on Ariba Discovery	Services Access	<i>Document Processing</i>	Perform Services actions with limited access to transactions information
Respond to postings on Ariba Discovery	<i>Discovery</i>	Respond to postings on Ariba Discovery	Timestamp verification	<i>Document Processing</i>	Verify timestamp token on invoices
Contract Access	<i>Contracts</i>	View contracts and generate invoices, as supported by customers (requires Inbox Access)	Payment Activities	<i>Payments</i>	Manage your payment activities
Inbox and Order Access	<i>Document Processing</i>	View and search documents in Inbox and take actions based on your role	Premium Membership and Services Management	<i>Account Administration</i>	Manage your premium service subscriptions
Folio Management	<i>Document Processing</i>	Create, activate and delete folio ranges used for tax invoicing	Proof Of Service Create Access	<i>Document Processing</i>	Allows users to create a proof of service

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.		

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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