



Feature at a Glance

Managing a high number of customer relationships as a Supplier

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CONFIDENTIAL

Feature at a Glance

Ease of implementation  Low touch / simple
Geographic relevance  Global

Introducing: Managing a high number of customer relationships as a Supplier

Customer challenge

Ariba Network is growing rapidly and with that growth comes the need for suppliers to have the necessary tools to effectively manage their multiple customer relationships – both within a given supplier account and across supplier accounts, when they have multiple Ariba Network accounts linked in an account hierarchy.

Meet that challenge with **SAP Ariba**

This feature improves managing customer relationships if a supplier has a large number of customer relationships and/or a large number of Ariba Network supplier accounts.

Experience key benefits

- Save time currently spent navigating between multiple pages of records to manually search for a customer relationship
- Improve productivity and efficiency of parent account user by enabling him or her to:
 - View customer relationships across the account hierarchy without logging into each child account
 - Quickly identify all child accounts that have a trading relationship with a specific customer

Solution area

All Ariba Network Properties

Implementation information

This feature is **automatically on** for all customers with the applicable solutions and is ready for immediate use.

Prerequisites and Restrictions

NONE

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Detailed feature information

Changes to the Customer Relationships page

- Ability to filter current customers by customer name or Ariba Network ID. Up to 10 filter values are supported.
- Ability to export customer relationships in a CSV file for offline review.
- Ability for the parent account user to view and filter customer relationships across all linked child accounts in the hierarchy and view the results grouped by Ariba Network ID.
- Ability to sign in to the child account contextually from the search results if a user has the necessary permissions – either “Account Hierarchy” or “Child Account Access”.
- A new column has been added to display the Ariba Network ID next to the customer name. This shows in the **Current**, **Pending**, **Rejected**, and **Suspended** tabs.
- Ability to hide unused or infrequently used columns to improve visual inspection of the results list.

Changes to the Account Hierarchy page

- Ability to find which linked child accounts have a trading relationship with a given customer account - by customer name and/or customer Ariba Network id. Up to 10 filter values are supported.
- Ability to filter linked child accounts by company name and/or Ariba Network ID. Up to 10 filter values are supported.
- Ability to toggle profile visibility for a linked child account from the account hierarchy page.
- Ability to export all linked child accounts in a CSV file for offline review.
- Ability to hide unused or infrequently used columns to improve visual inspection of the results list.

New Permission

- This feature implements a new permission **Customer Relationships** that allows Ariba Network supplier administrators to give non administrator users read only access to customer details.

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Customer relationships page has been re-organized to have a tabular layout with separate tabs for Current, Pending and Rejected customer relationships and count listed on each tab name for easy review

The screenshot displays the 'Account Settings' page with a navigation bar containing 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'Application Subscriptions', and 'Account Registration'. The 'Customer Relationships' section is active, showing two tabs: 'Current Relationships' and 'Potential Relationships'. Below the tabs, there are radio buttons for 'Automatically accept all relationship requests' (selected) and 'Manually review all relationship requests'. An 'Update' button is present. A summary bar shows 'Current (2)', 'Pending (0)', and 'Rejected (0)'. Below this is a 'Current Customers' section with a 'Filter' input field labeled 'Enter customer name or Network ID' and a '+' button. 'Apply' and 'Reset' buttons are also visible. At the bottom, a table header lists columns: 'Customer', 'Network ID', 'Relationship Type', 'Approved Date', 'Supplier Information Portal', 'Routing Type', and 'Actions'.

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The screenshot shows the SAP Customer Relationship Management interface. At the top, there are navigation tabs: Customer Relationships (highlighted with a red box), Users, Notifications, Account Hierarchy, Application Subscriptions, and Account Registration. Below this, there are sub-tabs for Current Relationships and Potential Relationships. A section titled "I prefer to receive relationship requests as follows:" contains two radio buttons: "Automatically accept all relationship requests" (selected) and "Manually review all relationship requests". An "Update" button is located below this section. Further down, there are three filter tabs: Current (2) (highlighted with a red box), Pending (0), and Rejected (0). A yellow callout box points to the "Current (2)" tab with the text: "Ability to filter current customers by customer name or Ariba Network ID. Up to 10 filter values are supported". Below the tabs is the "Current Customers" section, which includes a "Filter" box (highlighted with a red box). The filter box has a text input field with the placeholder "Enter customer name or Network ID" and a "+" button. Below the input field, there are two filter tags: "AN02000032085" and "buyer". Below the filter box are "Apply" and "Reset" buttons. A yellow callout box points to the "Apply" button with the text: "Network id column has been added for completeness". Below the filter section, there is a "Filtered Results (2)" section with a table. The table has the following columns: Customer, Network ID, Relationship Type, Approved Date, Supplier Information Portal, Routing Type, and Actions. The table contains two rows of data.

Customer	Network ID	Relationship Type	Approved Date	Supplier Information Portal	Routing Type	Actions
buyer_rgE@aribalq.com	AN02000032085	Trading	21 Nov 2019		Default	Actions
buyer_Flw@aribalq.com	AN02000032086	Trading	21 Nov 2019		Default	Actions

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The screenshot shows the SAP Customer Relationship Management interface. At the top, there are navigation tabs: Customer Relationships, Users, Notifications, Account Hierarchy, Application Subscriptions, and Account Registration. Below these, there are two tabs: Current Relationships and Potential Relationships. A section titled "I prefer to receive relationship requests as follows:" contains two radio buttons: "Automatically accept all relationship requests" (selected) and "Manually review all relationship requests". An "Update" button is below this section. Below that, there are counts for "Current (2)", "Pending (0)", and "Rejected (0)". A section titled "Current Customers" has a "Filter" section with a text input field "Enter customer name or Network ID" and "Apply" and "Reset" buttons. Below the filter is a table with columns: Customer, Network ID, Relationship Type, Approved Date, Supplier Information Portal, and Routing Type. The table contains two rows of data. To the right of the table is a "Show / Hide Columns" menu with a list of columns and checkboxes, and a "Group by Column" section. Below the menu is an "Export to Excel" section with two options: "Export all Rows" and "Export Current Page". A blue dashed arrow points from the "Export Current Page" option to the Excel spreadsheet below.

Ability to export customer relationships for offline review in a CSV file.

	A	B	C	D	E
1	Customer	Network ID	Relationship Type	Approved Date	Routing Type
2	buyer_rgE@aribalq.com	AN02000032085	Trading	21-Nov-19	Default
3	buyer_Flw@aribalq.com	AN02000032086	Trading	21-Nov-19	Default
4					
5					
6					
7					

Feature at a Glance

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Current Customers

Filter

View customer relationships across all linked child accounts

Customers

Enter customer name or Network ID

Filtered Results (19)

Customer ↑	Network ID ↑	Relationship Type	Approved Date	Supplier Information Portal	Routing Type	Actions
▼ Current account: AN02000031907 Supplier Name: Ariba Supplier Administrator: jU-adzO0vPY5dd66fdd10034811310 lastName (4)						
<input type="checkbox"/>	Ariba Buyer	AN02000031952	Trading	21 Nov 2019		
<input type="checkbox"/>	Concurebuyer_8bC@aribalq.com	AN02000031961	Trading	21 Nov 2019	Default	Actions ▼
<input type="checkbox"/>	SAPbuyer_STH@aribalq.com	AN02000031966			Default	Actions ▼
<input type="checkbox"/>	Avis_BuyerUlf@aribalq.com	AN02000032240			Default	Actions ▼
▼ Linked child account: AN02000032007 Supplier Name: AribaRichmondChil						
<input type="checkbox"/>	buyer_rgE@aribalq.com	AN02000032085			Default	Actions ▼
<input type="checkbox"/>	buyer_Flw@aribalq.com	AN02000032086	Trading	21 Nov 2019	Default	Actions ▼

Ability for the parent account user to view and filter customer relationships across all linked child accounts. This has to be done today one at a time per child account by logging in manually to each account

Results are grouped by Network id for ease of review

Ability to sign in to the child account contextually from the search results if a user has the necessary permissions – either “Account Hierarchy” or “Child Account Access”

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The screenshot displays the SAP Supplier Relationship Management interface. At the top, there are tabs for 'Current Relationships' and 'Potential Relationships'. Below this, a preference section allows the user to choose how to receive relationship requests: 'Automatically accept all relationship requests' (selected) or 'Manually review all relationship requests'. An 'Update' button is provided for these settings.

Below the preferences, there are counts for 'Current (2)', 'Pending (0)', and 'Rejected (0)'. The main section is titled 'Current Customers' and includes a 'Filter' section with a search box for 'Customers' and 'Apply'/'Reset' buttons.

The 'Current Customers' table has the following data:

Customer	Network ID	Relationship Type	Approved Date	Supplier Information Portal	Routing Type
buyer_rgE@aribalq.com	AN02000032085	Trading	21 Nov 2019		Default
buyer_Flw@aribalq.com	AN02000032086	Trading	21 Nov 2019		Default

A 'Reject' button is located at the bottom left of the table. On the right side, a 'Show / Hide Columns' dropdown menu is open, listing the following columns with checkmarks: Customer, Network ID, Relationship Type, Approved Date, Supplier Information Portal, Routing Type, and Actions. Below this, the 'Group by Column' section lists the same columns. At the bottom of the dropdown are options for 'Export to Excel', 'Export all Rows', and 'Export Current Page'. An orange callout box points to this dropdown menu with the text: 'Ability to hide unused or infrequently used columns'.

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The screenshot shows the 'Account Hierarchy' tab in a SAP interface. A red box highlights the 'Account Hierarchy' tab, and a blue dashed arrow points from it to the 'Account Status' section. Another red box highlights the 'Linked Child Accounts (4)' filter section, with a yellow callout box pointing to it containing the text: 'Ability to filter linked child accounts by company name and/or Ariba Network ID. Up to 10 filter values are supported.' Below this, there are two filter input fields: 'Your linked child account' and 'Customer Relationships'. The 'Your linked child account' field contains filters for 'Dell', 'IBM', 'AN02000032055', and 'AN02000032029'. Below the filters are 'Apply' and 'Reset' buttons. The 'Filtered Results (2)' section shows a table with columns: Supplier, Network ID, Account Administrator, Email Address, Linked Profile, Profile Discoverable, and Actions.

Supplier	Network ID	Account Administrator	Email Address	Linked Profile	Profile Discoverable	Actions
IBM-supplier	AN02000032055	jU-iq6wECON5dd673c610034909217 lastName	IBM-supplier@a.c	No	<input checked="" type="checkbox"/>	Actions
SAP-Supplier	AN02000032029	jU-F5brLXia5dd6731110034909216 lastName	SAPsupplier@a.c	No	<input type="checkbox"/>	Actions

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manage.
Link Additional Accounts

Linked Child Accounts (4) Pending Child Accounts (1) Declined (1)

Linked Child Accounts

Filter

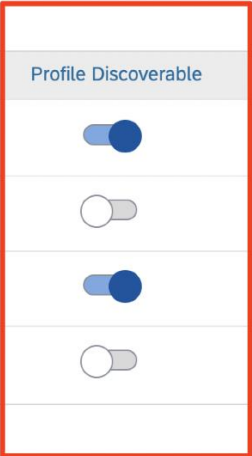
Your linked child account +

Customer Relationships +

Supplier ↑	Network ID	Account Administrator	Email Address	Linked Profile	Profile Discoverable	Actions
Ariba-Dell	AN02000032021	jU-5f6oirCS5dd672dc10034909215 lastName	AribaDellchild@a.c	No	<input checked="" type="checkbox"/>	Actions ▾
AribaRichmondChild	AN02000032007	jU-kE98JOX55dd672711003481131a lastName	AribaRichmond1@a.c	No	<input type="checkbox"/>	Actions ▾
IBM-supplier	AN02000032055	jU-iq6wECON5dd673c610034909217 lastName	IBM-supplier@a.c	No	<input checked="" type="checkbox"/>	Actions ▾
SAP-Supplier	AN02000032029	jU-F5brLXia5dd6731110034909216 lastName	SAPsupplier@a.c	No	<input type="checkbox"/>	Actions ▾

You cannot sign on to a child account if it has expired or if the child organization has not yet accepted the Ariba terms.

Ability to toggle profile visibility for a linked child account from the account hierarchy page. Currently this has to be done by logging in to the respective child account and going to Company Profile->Profile Visibility Settings



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Linked Child Accounts (4) Pending Child Accounts (1) Declined (1)

Linked Child Accounts

Filter
Your linked child account: +
Customer Relationships: +

Supplier ↑	Network ID	Account Administrator	Email Address	Linked Profile	Profile Discoverable
Ariba-Dell	AN02000032021	jU-5f6oirCS5dd672dc10034909215 lastName	AribaDellchild@a.c	No	<input checked="" type="checkbox"/>
AribaRichmondChild	AN02000032007	jU-kE98JOX55dd672711003481131a lastName	AribaRichmond1@a.c	No	<input type="checkbox"/>
IBM-supplier	AN02000032055	jU-iq6wECON5dd673c610034909217 lastName	IBM-supplier@a.c	No	<input checked="" type="checkbox"/>
SAP-Supplier	AN02000032029	jU-F5brLXia5dd6731110034909216 lastName	SAPsupplier@a.c	No	<input type="checkbox"/>

You cannot sign on to a child account if it has expired or if the child organization has not yet accepted th

Ability to hide unused or infrequently used columns

Ability to export all linked child accounts for offline review in a CSV file.

Show / Hide Columns

- Supplier
- Network ID
- Account Administrator
- Email Address
- Linked Profile
- Profile Discoverable
- Actions

Group by Column

- Supplier
- Network ID
- Account Administrator
- Email Address
- Linked Profile
- Profile Discoverable

Export to Excel

- Export all Rows
- Export Current Page

Close

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Account Settings Close

Customer Relationships Users Notifications **Account Hierarchy** Application Subscriptions Account Registration

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

Account Status: **Parent Account**
If your company has multiple accounts, you can link the accounts and create a parent-child account hierarchy. Linking yo
[Link Additional Accounts](#)

Linked Child Accounts (4) Pending Child Accounts (1) Declined (1)

Linked Child Accounts

Filter

Your linked child account

Enter child account name or Network ID +

Customer Relationships

Enter customer name or Network ID +

Del X

Apply Reset

Filtered Results (1)

Supplier ↑	Network ID	Account Administrator	Email Address	Linked Profile	Profile Discoverable	Matched Customers
Ariba-Dell	AN02000032021	jU-5f6oirCS5dd672dc10034909215 lastName	AribaDellchild@a.c	No	<input checked="" type="checkbox"/>	delj_BGw@aribalq.com, +2 Dell_BGw@Aribalq.Com Network ID: AN02000032221 Dell_qQQ@Aribalq.Com Network ID: AN02000032226 Dell_WQm@Aribalq.Com Network ID: AN02000032227

You cannot sign on to a child account if it has expired or if the child organization has not yet accepted the Ariba terms.

Close

Ability to find which linked child accounts have a trading relationship with a given customer account - by customer name and/or customer Ariba Network id.
Up to 10 filter values are supported.

The matched customers column displays the customer name and Network id for every match found.

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Create Role

* Indicates a required field

New Role Information

Name: *

Description:

Permissions

Each role must have at least one permission.

Page 1

Permission	Description
<input type="checkbox"/> Bank Configuration	Configure account for online transactions
<input type="checkbox"/> Company Information	Review and update company profile information
<input type="checkbox"/> PCard Configuration and Notifications	Configure PCard account and maintain notification email address
<input type="checkbox"/> Transaction Configuration	Configure account for electronic transactions
<input type="checkbox"/> Customer Relationships	View customer relationships
<input type="checkbox"/> ID Registration Access	Register unique identifiers, like email domains
<input type="checkbox"/> Cloud Integration Gateway Configuration	Create, modify, and maintain projects on the Ariba Integration Gateway
<input type="checkbox"/> Cloud Integration Gateway Access	View and search projects on the Ariba Integration Gateway
<input type="checkbox"/> Planning Collaboration Visibility	Access to planning collaboration visibility
<input type="checkbox"/> Request to create an Ariba Discount	Request to create an Ariba Discount

New permission **Customer Relationships** that allows Ariba Network supplier administrators to give non administrator users read-only access to customer details

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Customer Relationships | Users | Notifications | Account Hierarchy | Application Subscriptions | Account Registration

Current Relationships | Potential Relationships

I prefer to receive relationship requests as follows:

Automatically accept all relationship requests Manually review all relationship requests

Current (4) | Pending (2) | Rejected (2)

Current Customers

Filter

View customer relationships across all linked child accounts

Customers

<input type="checkbox"/>	Customer ↑	Network ID ↑	Relationship Type	Approved Date	Supplier Information Portal
<input type="checkbox"/>	Ariba Buyer	AN02000031952	Trading	21 Nov 2019	
<input type="checkbox"/>	Concurebuyer_BbC@aribalq.com	AN02000031961	Trading	21 Nov 2019	
<input type="checkbox"/>	SAPbuyer_STH@aribalq.com	AN02000031966	Trading	21 Nov 2019	
<input type="checkbox"/>	Avis_BuyerUff@aribalq.com	AN02000032240	Trading	21 Nov 2019	

View for a user with the existing "Customer Administration" permission

View for a user with the new "Customer Relationships" permission. User cannot take any actions but can search and view the buyer company details

Account Settings

Customer Relationships | Notifications | Account Hierarchy

Current Relationships

Current (4) | Pending (2) | Rejected (2)

Current Customers

Filter

View customer relationships across all linked child accounts

Customers

<input type="checkbox"/>	Customer ↑	Network ID ↑	Relationship Type	Approved Date	Supplier Information Portal	Routing Type
	Ariba Buyer	AN02000031952	Trading	21 Nov 2019		Default
	Concurebuyer_BbC@aribalq.com	AN02000031961	Trading	21 Nov 2019		Default
	SAPbuyer_STH@aribalq.com	AN02000031966	Trading	21 Nov 2019		Default
	Avis_BuyerUff@aribalq.com	AN02000032240	Trading	21 Nov 2019		Default