Concept Note : Standard to Enterprise Wrong account updation

Action Plan to correct wrong upgradation of suppliers from standard to enterprise account in Ariba SLPM

GOAL

- To Check & inform to respective buyer in case supplier has selected "Enterprise Account" option unknowingly and to correct the same in SLPM to avoid charges.
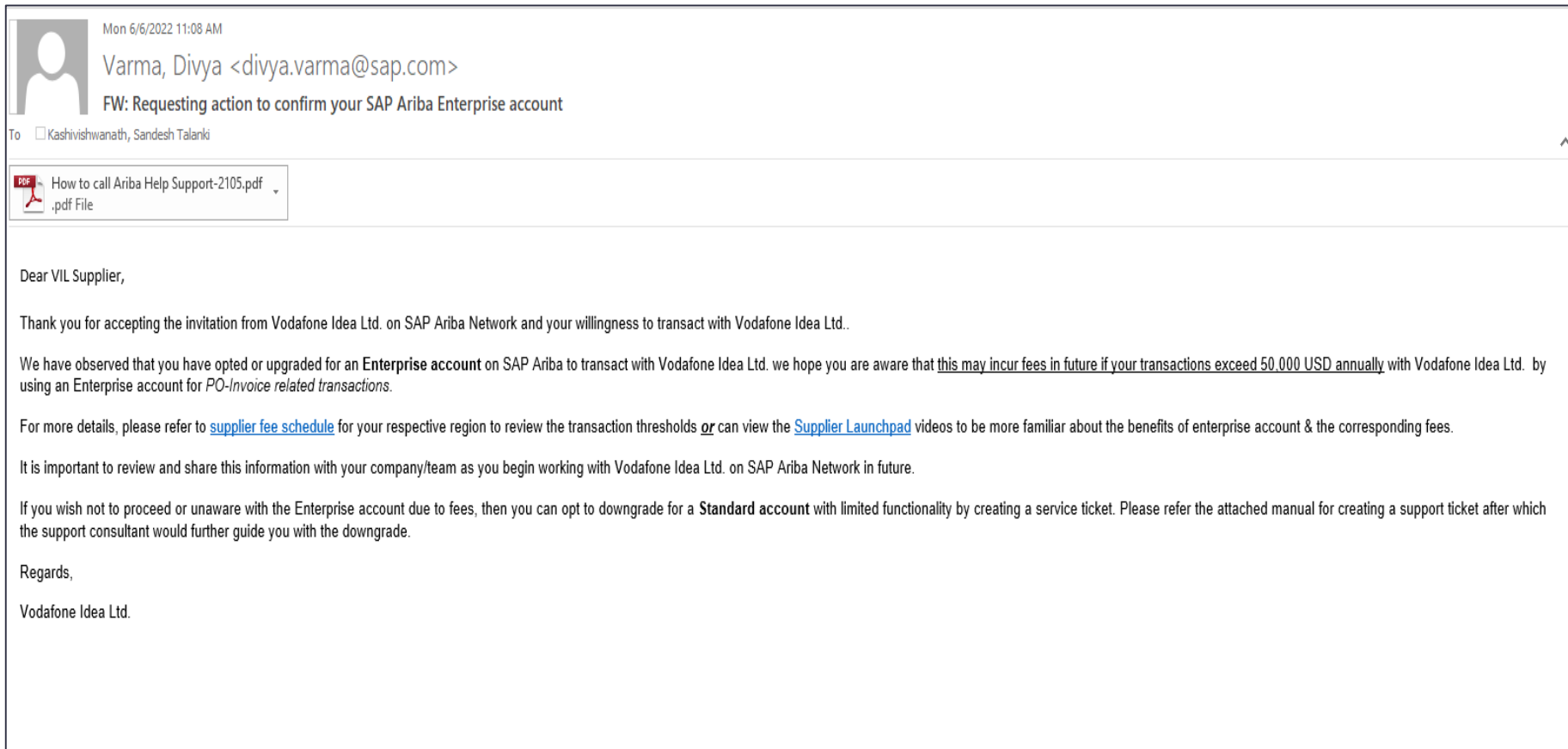
OBJECTIVE

- To avoid unnecessary billing to supplier, in case supplier have selected "Enterprise" option.
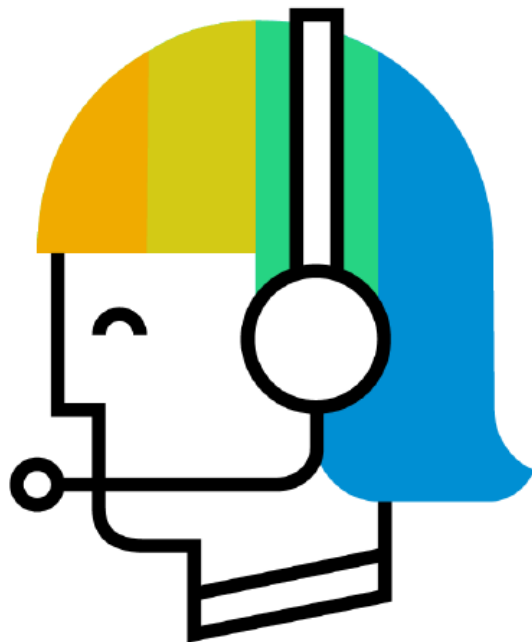
ACTIONS

- SSC Commercial team will identify the suppliers who have upgraded to "Enterprise Option" through E-Mail notifications. E-Mail Notifications will be received on generic e-mail ID aribaslpm@vodafoneidea.com
- e-mail ID aribaslpm@vodafoneidea.com is managed by SSC SOB team
- SSC Commercial team will inform to Corporate / Circle buyer once received notification & update the details in tracker as per Annexure 1
- Buyer/ SSC team will send a mail to supplier stating the upgradation of account and that it would be chargeable. Sample mail attached as per Annexure 2
- Corporate / Circle buyer will inform to respective supplier to check whether supplier have selected the "enterprise" option wrongly & that the supplier is aware about the charges.
- If any supplier have selected the "Enterprise" option wrongly, supplier will have to connect with Ariba support team to downgrade.
- Guideline for supplier to roll back the account from "enterprise to Standard" is attached in Annexure 3

VI

Annexure 2 – Sample mail to Supplier informing the upgradation & charges

Mon 6/6/2022 11:08 AM

Varma, Divya <divya.varma@sap.com>

FW: Requesting action to confirm your SAP Ariba Enterprise account

To   ☐ Kashivishwanath, Sandesh Talanki

📄 How to call Ariba Help Support-2105.pdf
.pdf File

Dear VIL Supplier,

Thank you for accepting the invitation from Vodafone Idea Ltd. on SAP Ariba Network and your willingness to transact with Vodafone Idea Ltd..

We have observed that you have opted or upgraded for an **Enterprise account** on SAP Ariba to transact with Vodafone Idea Ltd. we hope you are aware that this may incur fees in future if your transactions exceed 50,000 USD annually with Vodafone Idea Ltd. by using an Enterprise account for *PO-Invoice related transactions*.

For more details, please refer to supplier fee schedule for your respective region to review the transaction thresholds *or* can view the Supplier Launchpad videos to be more familiar about the benefits of enterprise account & the corresponding fees.

It is important to review and share this information with your company/team as you begin working with Vodafone Idea Ltd. on SAP Ariba Network in future.

If you wish not to proceed or unaware with the Enterprise account due to fees, then you can opt to downgrade for a **Standard account** with limited functionality by creating a service ticket. Please refer the attached manual for creating a support ticket after which the support consultant would further guide you with the downgrade.

Regards,

Vodafone Idea Ltd.

How to Contact SAP Ariba Support Team

THE BEST RUN **SAP**

Annexure 3 – Ariba Help Support guideline

How to Contact SAP Ariba Support Team

SAP Business Network ▾   ⑦

Supplier Login

User Name

Password

Login

Forgot Username or Password

New to SAP Business Network?
Register Now or Learn More

On the **Supplier Login** page, enter your **User Name** and **Password** and click the **Login** button

Changes to Ariba Network on May 21

Starting May 21st, Ariba Network will be part of SAP Business Network. You will see a new supplier portal and workbench. You'll also see SAP Business Network as the solution name on the login page and new portal pages.

Learn More

• • • •

Supported browsers and plugins

Privacy Statement   Security Disclosure   Terms of Use

VI

How to Contact SAP Ariba Support Team

On the **Home** page, click the **Help** icon.

SAP | **Business Network** ▼ Enterprise Account | ⑦ BJ

Home | Workbench | Orders ˅ | Fulfillment ˅ | Invoices ˅ | Payments ˅ | Catalog | Create ˅ | ⋯

Orders and Releases ˅ | All customers ˅ | Exact match ˅ | Order number | 🔍

Overview | Getting started

0	0	0	2	2
New orders	Orders to invoice	Rejected invoices	Invoices	Invoices pending approval
Last 31 days	Last 31 days	Last 31 days	Last 31 days	Last 31 days

My widgets | All customers ˅ | ⚙ Customize

Purchase orders	Last 3 months ˅	Invoice aging	Company profile	Download app

€34.9 K EUR

€35K
€30K
€25K
€20K

Invoice aging

€10.8 K EUR

€12K
€10K
€8K

Company profile

50%
Completed

Download app

We are now mobile.

Google play
App Store

Feedback

How to Contact SAP Ariba Support Team

How to Contact SAP Ariba Support Team

Home   Learning   Contact us

How can we help you?

...on, and tutorials

ail notifications", "user authorization"

The **Help Center Home** page will be displayed. Click the **Contact Us** tab.

📢 Welcome to Help Center 2.0   ⟩

Topics we recommend for you

Coming May 21: New portal for Enterprise accounts

Welcome to the New Supplier Portal and Workbench Watch the video below to learn what's new for Enterprise account users .
Click the icons to the right for additional videos! Note: Videos are only available in English, German, French, Italian, Chinese,
Japanese, Spanish, and Portuguese Discovering new insights in the...

📄
Article   ⟩

View homepage   Supplier workbench

May 6, 2021

How do I create an invoice?

Question How do I submit an invoice? Answer First, you will need a trading relationship with your customer. Then, you will need to

How to Contact SAP Ariba Support Team

Help Center Contact us

Home   Learning   Contact us

Start here to find your answer.

How can we help you?

Enter your query in the **Search** field, and click the **Search** icon.

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How to Contact SAP Ariba Support Team

Home   Learning   **Contact us**

How do I set up automatic invoicing for my account?
Question How do I set up automatic invoicing for my account? Answer First, review your customer's transaction rules to check if the Enable automatic invoice creation from receipts rule is enabled. If your customer has enabled this

FAQ
Apr 1, 2021

Invoice creation in ERP failed with error: Interval does not exist for object RF_BELEG 0044 FBN1
Issue After upgrade to CI-9HF1 invoice creation fail with error as attached (it used to work for CI-8) Manual creation in ERP using Miro work properly. Missing invoices completely stop UAt test phase. Issue blocks project testing phase Error me

Support Note
Feb 6, 2017

*Powered by SAP Incident Solution Matching

Choose from the options below to continue.

What do you need to do?

Create new invoice   Create credit memo   Raise another invoice against PO   Invoice was rejected   Edit and resubmit invoice   Receive payment

Something else

The **Can't find what you are looking for?** pop-up will be displayed. Click the **Contact us** button.

Can't find what you're looking for?   Contact us

Issue type should be "Administration" and Issue area is "Link Accounts"

Select Business Impact " Affecting but not stopping critical Functionality" and elaborate concern , first Name, last Name, Company and phone -> click on One last step

Home   Learning   **Contact us**

Recommendations*

Search

(i) Top 5 Standard account FAQs

2. How does this impact your normal business processes?

Business Impact:* | Affecting but not stopping critical functionality ⌄

Please elaborate:* | *Business impact, affected deadlines, etc.*

3000 characters remaining

3. Please review your contact information for correctness:

First name:* | First Name
Last name:* | Last Name
Username: |
Company:* | ABC Corporation
Email:* | Test_Network_SIT@supplier.com
Phone:* |
Extension: |
Confirm phone:* |
☐ My phone number is correct.
Ariba Network ID:* | AN01760431150-T

> Enter information in all fields marked with an asterisk (*). Click the **One last step** button.

(?) How do I downgrade my fully enabled account to a Standard account?

(?) Top 5 Standard account FAQs

(?) Can one of my sub-users upgrade my company's Standard account to Enterprise?

(?) What are the benefits of upgrading to an Enterprise account?

(?) How do I upgrade to an Enterprise account?

(?) Why can't I create a catalog?

(?) Can my company have multiple accounts?

(?) How do I find a purchase order in my Standard Account?

(?) Introducing New Supplier Account Names on Ariba Network

(?) How do I add purchase orders to my existing Ariba Network account?

One last step

How to Contact SAP Ariba Support Team

Home   Learning   **Contact us**

Choose this contact method for the fastest resolution of your issue:

○ 📱 **Recommended**

Phone

A support engineer will respond to your Service Request by phone.

Estimated wait time in minutes: 146

☐ Do not record my phone call.

Other methods you may choose:

○ 💬

Live chat: **open**

You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.

Note: Pop-ups need to be enabled in your browser.

> Select the contact method to resolve your issue.

Back   **Submit**   Cancel

How to Contact SAP Ariba Support Team

Home   Learning   **Contact us**

Choose this contact method for the fastest resolution of your issue:

⦿   📱   **Recommended**

Phone

A support engineer will respond to your Service Request by phone.

Estimated wait time in minutes: 146

☐ Do not record my phone call.

Other methods you may choose:

○   💬

Live chat: open

You will chat with the same product expert that would normally work your Service Request, soon after you click Submit.

Note: Pop-ups need to be enabled in your browser.

Click the **Submit** button. If you have selected **Phone**, you will receive a call from the SAP Ariba Support team within the estimated wait time.

Back   **Submit**   Cancel

Thank You