

SAP Business Network Supplier

Ericsson Standard Account Supplier
Frequently Asked Questions



Section 1 – Account Creation and Set up



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Section 2 – SAP Business Network Account and Transactions



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Section 1 – Account Creation and Setup



This section provides an overview of the following:

- Standard Account Introduction and Setup



What does the Standard Account Capability Entail?



- The SAP Business Network Standard Account is a free way to link Purchase Orders to Invoices and automatically schedule payments, the benefit of this is on time payments & reduced errors. There is no need to upgrade to an Enterprise Account, unless you are ready for advanced capabilities such as backend integration or to manage larger document volumes through online access. Please note that you may be subject to fees if you upgrade from a Standard Account to an Enterprise Account.

What is the difference between a Standard Account and an Enterprise Account?



- Standard Accounts are free, easy-to-use accounts that allow suppliers to exchange an unlimited number of basic documents such as purchase orders, order confirmations, invoices, and view status of their orders. Enterprise Accounts offers suppliers greater functionality and support but are subject to fees depending on transaction volume. Some of the benefits on offer to a supplier that upgrades to an Enterprise Account include:
 - Complete visibility of all previous purchase orders you received and access all documents you have created (a Standard Account only provides visibility of the last 200 documents).
 - Reporting on order history, document statuses and customer transactions
 - Potential Integration of your order fulfilment and invoicing systems to the Ariba Network
 - Ability to upload and maintain catalogues and pricing specific to each buyer/client
 - 24/7 online support whereas Standard Account has self-service training material and limited support.

For further information on upgrading to an Enterprise Account, we recommend discussing options with SAP Ariba support or referring to the SAP Ariba web page <https://support.ariba.com/item/view/169827>



Capabilities	Standard Account	Enterprise Account
Access to 24/7 online support with SAP Ariba Customer Service		
Via Phone		
Via Chat		✓
Via email	✓	✓
Access to the Help Center for FAQs, tutorials, product documentation, and over 40 Guided Assistance flows with solutions to common issues and how-to questions.	✓	✓
View POs within account	✓	✓
View invoices and other created documents within account		✓
Search for documents		✓
Create Reports		✓
Manage multiple customers under single account	✓	✓
Collaborate on advanced business processes with contract invoicing, services invoicing, and inventory forecasting		✓
Integrate with EDI or cXML		✓
Create catalogs	✓	✓
Archive tax invoices (in select countries)		✓
Free, regardless of number of documents transacted	✓	
Transact via email	✓	
Ariba Pay Enabled	✓	✓

How do I register for a Standard Account?

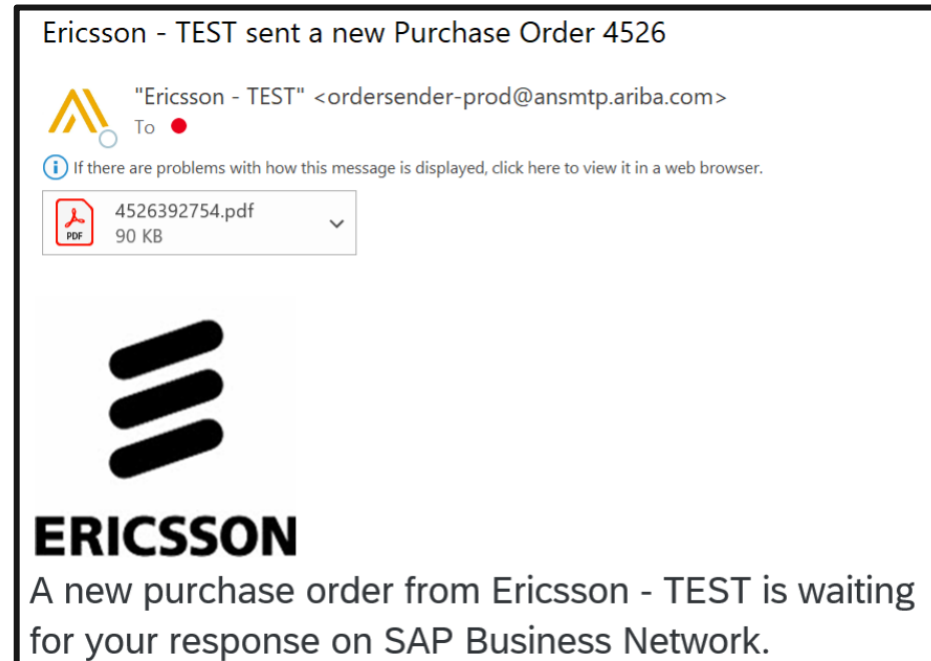


There are three ways in which you can register for a Standard Account:

- You will be able to register and access your Standard Account from the Interactive Email containing the original order from Ericsson. Please go to slide 9 for this process
- You will be able to register and access your Standard Account via walk-up registration, by accessing this [link](#) and clicking on Register Now or logging into your existing Standard Account. Please go to slide 10 for information on how to do a walk-up registration
- Lastly you will be able to register and access your account if Ericsson have sent you a Trading Relationship Request via email, which will be sent from an SAP Business Network email address - ordersender-prod@ansmtp.ariba.com

Login/Create account from Interactive Email Order

- If you check your inbox (check your junk mail folder just in case) you should have received an email from - ordersender-prod@ansmtp.ariba.com
- With heading - Ericsson sent a new Purchase Order
- You can check the PDF attachment for the PO information
- Scroll down and click on Process Order
- This will take you to the SAP Business Network Supplier login page



Click Process order to log in

Process order

Walk-up Registration Process

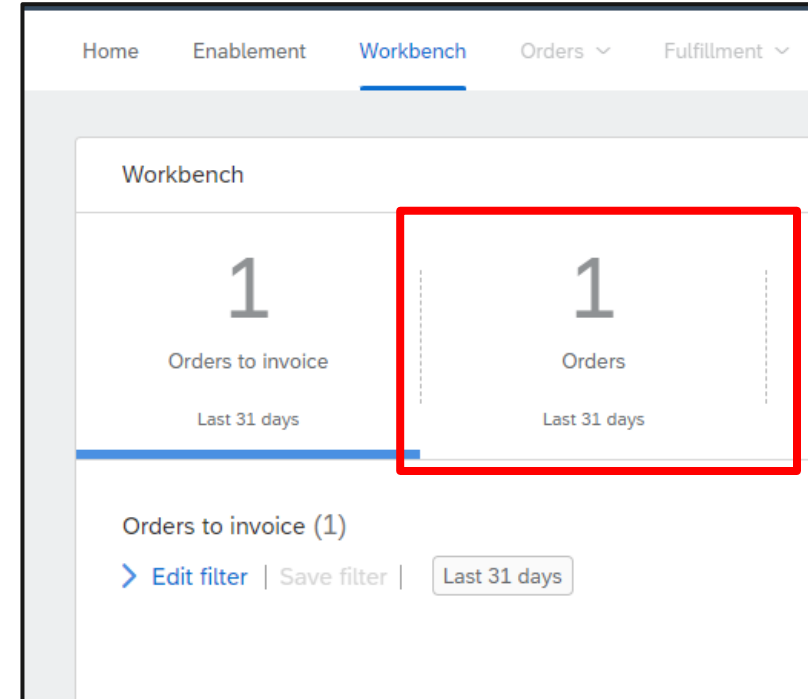


- Go to the link – <https://supplier.ariba.com>
- Click on Register Now
- Fill in your company information, review and then accept the terms of agreement
- If you see the option to review existing account, check that your company does not already have an existing account that you can use, if you do not click on Create New Account
- You will be sent an email from ordersender-prod@ansmtp.ariba.com, confirm your account and you will be taken back to SAP Business Network
- Complete profile later
- A standard account is automatically created
- Find your Ariba Network ID (starts with AN and consists of 11 numbers) which can be found under your initials in the top righthand corner and email the ANID to Ericsson
- Ericsson will then send you a trading relationship email
- Once you click on the link and log into your account you will be connected with Ericsson
- Please go to Ericsson's supplier information portal [link](#), then Supplier Learning Site to find more information on how to setup your Ariba account e.g. add bank details

What if I lose the interactive e-mail Order?



- If you are already registered for Standard Account and misplace the interactive email containing the link to your order, you can resend it by logging in to your Ariba Network Standard Account. In the Orders, Invoices and Payments search box on the home dashboard of your account, in the Action column next to the Purchase Order, click Select > Send me a copy
- You also now have access to the purchase order within your account. If you go the Work Bench tab and click on the Orders tile, you can view your purchase orders or filter and search for the purchase order or click on the Orders tile under overview on the home page



What if I cannot find the TRR email?



- Please make sure that you have checked your junk mail folder in case the email has been sent there
- Otherwise please contact Ariba.onboarding@ericsson.com, then Ericsson can resend the TRR

What if I have already signed up for an Ariba Enterprise Account, can I downgrade it to a Standard Account?



If you would prefer to use a Standard Account with Ericsson, you have the possibility to do the following:

- There is now new functionality for a supplier to be able to downgrade their supplier account from Enterprise to Standard
- In order to downgrade your account you need to locate the Convert to Standard Account option on your supplier homepage
- You will then be presented with an account change eligibility check screen
- Pre-checks are automatically performed and a green check mark indicates all criteria have been met
- You must meet all the eligibility criteria in order to be able to downgrade your account
- This can only be performed by the account administrator
- If there are multi organisations please contact SAP Business Network Operations

Can I have a Standard Account for one customer and an Enterprise Account for another?



- It is possible to have multiple accounts for different customers as it allows you to have different Account Administrators for each customer or groups of customers but you may find it more efficient to manage all customer relationships through the same Ariba Network Account. You will only have a single administrator, but that administrator can set up additional profiles on the account and there are different permissions that can be assigned from the ability to generate invoices from POs or just the ability to view order and invoice history. Please also bear in mind that for every Standard Account you upgrade to an Enterprise Account you will pay a subscription fee, whereas you would only pay a single subscription fee for multiple customer accounts using the same Ariba Network Account



If I have an existing Standard Account with other customers can I use it to transact with Ericsson?

- Yes. When you receive the first purchase order via interactive email from a new buyer, you can login using your existing Ariba Supplier Network credentials. This will automatically establish a trading relationship with your existing Ariba Supplier Network account and the new buyer

Section 2 – SAP Business Network Account and Transactions



This section provides an overview of the following:

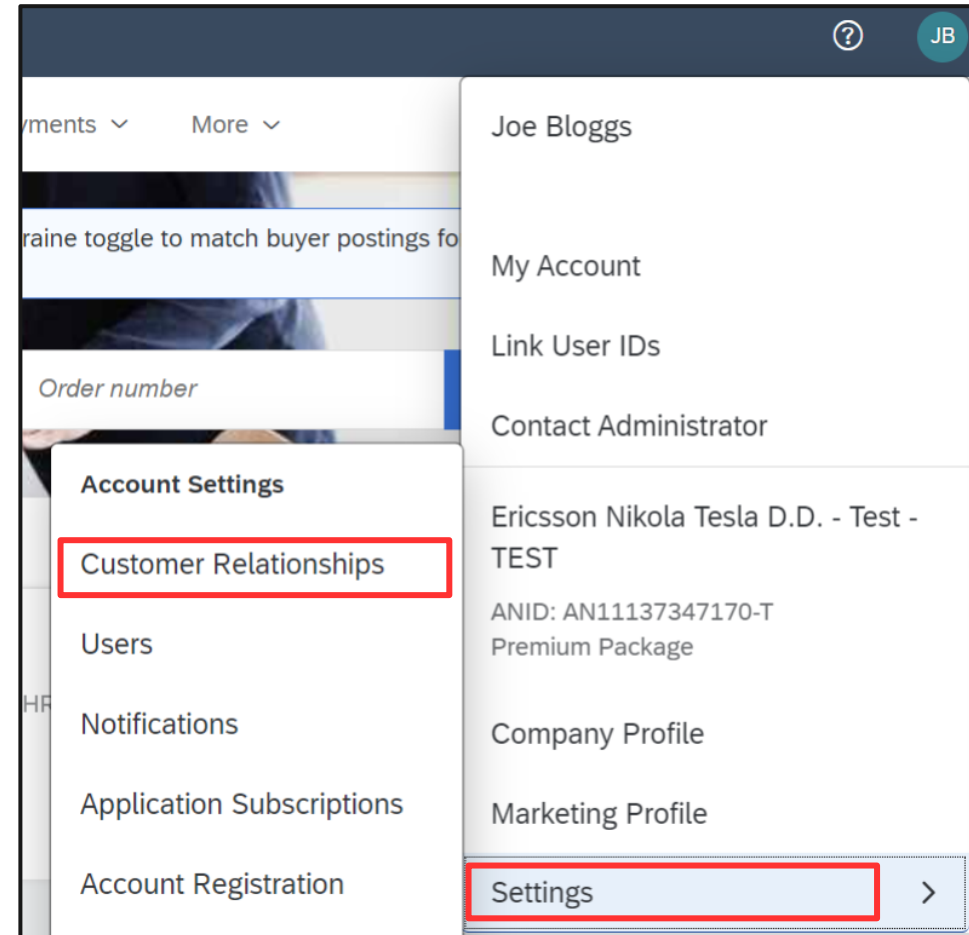
- Upgrade to Enterprise Account
- Transactions
- Tax



How can I find a Purchase Order?



- First, make sure that you have an active trading relationship with Ericsson
- A trading relationship is a link between your Ariba Network Standard Account and Ericsson's Buyer Account on the Ariba Network. It allows for the transfer of documents such as purchase orders and invoices between you and Ericsson. To check your trading relationships, click on Account Settings at the top right-hand corner of your Standard Account homepage and select Settings/Customer Relationships



How can I find a Purchase Order?



- Select the Current Relationships tab. You will be able to see all Pending, Current and Rejected trading relationships you have with customers. Please ensure that Ericsson is Current. To move a relationship from Pending to Current, select the checkbox next to the supplier and click **Approve**
- If you do not have a trading relationship with Ericsson, you will not be able to invoice or complete any related actions.

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

Current Relationships | Potential Relationships | Numbering Preferences

I prefer to receive relationship requests as follows:

Automatically accept all relationship requests Manually review all relationship requests

[Update](#)

Current (1) | Pending (0) | Rejected (0)

Current Customers

Filter

Customers

[+](#)

[Apply](#) [Reset](#)

<input type="checkbox"/>	Customer	Network ID	Relationship Type	Approved Date	Supplier Information Portal	Routing Type	Actions
<input type="checkbox"/>	Ericsson - TEST	AN01766679685-T	Trading	5 Oct 2022		Default	Actions ▼

[Reject](#)

How can I find a Purchase Order?



To search for the purchase order:

- a) Log in to your Standard Account
- b) You can click on the **Workbench** to view all your POs or go to the Overview section on the homepage and choose **Orders**
- c) Confirm with your Ericsson representative that the Purchase Order has been sent through Ariba.
- d) Confirm that the Purchase Order has been sent to the correct account, as it is possible that your company has multiple Ariba accounts and the order was sent to one of them. If you received the Order through email, look for an Ariba Network ID (ANID) in the email notification. The Ariba Network ID contains the letters 'AN' and is followed by 11 numbers. Make sure this ANID matches the ANID of the current account.
- e) If the ANID is different, please contact the administrator of that account to access the Order. Ericsson can also check in their Buyer Account to find out the ANID for the account.
- f) Check with the account administrator to make sure you have the appropriate role and customer assignment to view the order. Go to Company Settings > Accounts Settings > Users to manage access with your Standard Account.

How do I find out about upgrading to an Enterprise Account?

- At the top of your Standard Account homepage there is text that reads: Upgrade - click this button to find out more details on an Enterprise Account as well as further instructions on how to upgrade. Please note that transaction fees may be chargeable by SAP Ariba under an Enterprise Account, depending on the number and total amount of invoices you send us – details of this are available via the Based on usage link below
- For further information on upgrading to an Enterprise Account, we recommend discussing options with SAP Ariba support

The screenshot shows the SAP Business Network Standard Account homepage. At the top, there is a navigation bar with the SAP logo, 'Business Network', and 'Standard Account'. A red box highlights the 'Get enterprise account' button in the top right corner. Below the navigation bar, there are tabs for 'Home', 'Enablement', 'Workbench', 'Orders', and 'Fulfillment'. The main content area is titled 'Upgrade to realize the full value of Ariba Network!'. It features a comparison table between 'STANDARD ACCOUNT' (Your current account) and 'ENTERPRISE ACCOUNT'. A red box highlights the 'Upgrade' button in the Enterprise Account column. The table lists various features and their benefits for both account types. A red box also highlights the 'Based on usage' link under the 'Fees' row in the Enterprise Account column. Below the table, there is a note: '*Standard account users will self-enable catalogs. Help center content and documentation is available for self-service.' At the bottom, there is a section titled 'By the way, you can use these with any account.' which lists 'Ariba Discovery' and 'Sourcing, Contract Management' with their respective benefits.

	STANDARD ACCOUNT Your current account	ENTERPRISE ACCOUNT
FULFILLMENT		Upgrade
Orders and invoices	<ul style="list-style-type: none">Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoicesCheck invoice status and create non-PO invoices, if supported by your customer	<ul style="list-style-type: none">Skip the emails. Get and manage orders and invoices all on Ariba Network.Use CSV uploads to manage large documents.
Catalogs	<ul style="list-style-type: none">Publish catalogs that detail your products and services *	<ul style="list-style-type: none">Publish catalogs that detail your products and services
Integration		<ul style="list-style-type: none">Integrate with your backend systems through CXML or EDI
Legal Archive		<ul style="list-style-type: none">Access to long-term invoice archiving (regional restrictions apply)
Reporting		<ul style="list-style-type: none">Get reports to track transactions and sales activities
Support	Help Center	<ul style="list-style-type: none">Help Center, phone, chat, and web form
Fees	Free	Based on usage

*Standard account users will self-enable catalogs. Help center content and documentation is available for self-service.

By the way, you can use these with any account.

Ariba Discovery	<ul style="list-style-type: none">Join our business matchmaking service to get high quality sales leads. Fees may apply
Sourcing, Contract Management	<ul style="list-style-type: none">Attract potential customers with your profile and get invited to auctions and other events.

How do I know when my invoice will be paid?



- Go to the Workbench tab and find the tile **Scheduled Payments** tile. If you cannot see the tile click on **Customize**. Find the tile Schedule Payments and click on the plus icon. Then click on Apply, you should then see the tile appear on the Workbench page
- If you click on this tile you should then see one of the columns fields – **Scheduled Payment Date**
- This is calculated by applying the agreed payment terms



Do I need to include tax when creating an invoice?

- Yes, if the goods and/or services are taxable then you must include tax against each invoice line

How do I add tax to an invoice?



- Currently the tax rate is auto-populated based on your country in your company address. If you have multiple company address attached to your account you can switch between company addresses on the invoice, this will then update the tax rate against your invoice lines
- On the invoice in the **Invoice Header** section, locate the **Remit To** field and choose from the drop down options
- Scroll down to **Line Items**
- The tax rate should already be prepopulated, then click on **Tax Category** and **Add to Included Lines**
- Make sure the lines are ticked that you want to invoice

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category: 12% VAT / Reduced rate Shipping Documents Special Handling Discount Add to Included Lines

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	10	<input checked="" type="checkbox"/>	MATERIAL		REMOTE SERV PACK/M2TG/STDALON-STANDALONE	GIP1010932/MR1	3	PCE ⓘ	\$7.00 USD	\$21.00 USD

Pricing Details

Price Unit: PCE Price Unit Quantity: * 1

Unit Conversion: * 1 Description:

Tax Remove

Category: * 12% VAT / Reduced rate Taxable Amount: \$21.00 USD

Location: Rate(%): 12
Tax Amount: \$2.52 USD

Description: Reduced rate Exempt Detail: (no value) v

Regime:

Date Of Pre-Payment: Date Of Supply: * 9 Jan 2023

Law Reference: Triangular Transaction



Who do I contact if I've been locked out of my Account?

- If your account becomes locked from entering the wrong username and password combination several times in a row, reset your password to unlock your account immediately.
- Otherwise, your account will be unlocked automatically after a few hours. You can try your username and password combination again at this point.
- Follow this procedure to unlock your account immediately:
- Click Forgot Username or Password on the login page of <http://supplier.ariba.com> and follow the prompts to reset your details and access your account.

Where can I go for additional support?



- Click on the '?' icon in the top right-hand corner of the Ariba Supplier log-in page which is the link to the **Help Centre**
- For anything Ericsson business related please use the [link](#) and fill in the appropriate form, alternatively you can contact your Ericsson business contact