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Seller Account Settings and Profile Configuration

SAP Ariba Contracts for suppliers

SAP Ariba Sourcing for suppliers

SAP Business Network Discovery

SAP Business Network for Trading Partners

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Seller Account Settings and Profile Configuration

This guide describes how the administrator for a seller account can update company information and configure additional users.

Supplier administrators must maintain complete and accurate company information to be matched to new prospective buyers.

This guide applies to:

- SAP Business Network
- SAP Business Network for Supply Chain
- SAP Business Network Discovery

Related guides

[Managing your SAP Business Network](#)
[SAP Business Network Guide to Invoicing](#)
[Configuring Document Routing](#)
[Managing Subscription Services](#)

Types of SAP Business Network Accounts

You have the choice to do business using one of two SAP Business Network account types: Standard or Enterprise.

Some suppliers choose to transact on the SAP Business Network using a fee based Enterprise account due to their historical volume of transactions or to leverage certain functionality that is only available with an Enterprise account.

If you are unsure which account type to choose, register a free of charge standard account. You can always upgrade to an Enterprise account if your business needs change.

[Converting a Fully-Enabled Enterprise Account to a Standard Account \[page 5\]](#)


Converting a Fully-Enabled Enterprise Account to a Standard Account

Use this procedure to convert your SAP Business Network account from a fully-enabled Enterprise account to a Standard account.

Prerequisites

You must be the administrator of a single-organization enterprise account. For multi-organization accounts and suppliers that are part of Quadrem Network billing plan, contact SAP Ariba Network Operations.

Procedure

1. Click the  **Account Settings** icon, and choose **Convert to Standard account**.
2. Review the information on the **Account change eligibility check** screen.
3. Click **Check eligibility now** to continue.
4. A green checkmark in the status indicates that you have met all the requirements to convert your account. The **Convert now** option appears only after you pass all the eligibility criteria(s).
5. After you click the **Convert now** option, a **Download reports** popup appears prompting you to download any reports you might need later.
6. Click **Convert now** to convert your fully-enabled Enterprise account to a Standard account.

You see an **Account converted** screen on successful conversion of your enterprise account into standard account.

Note

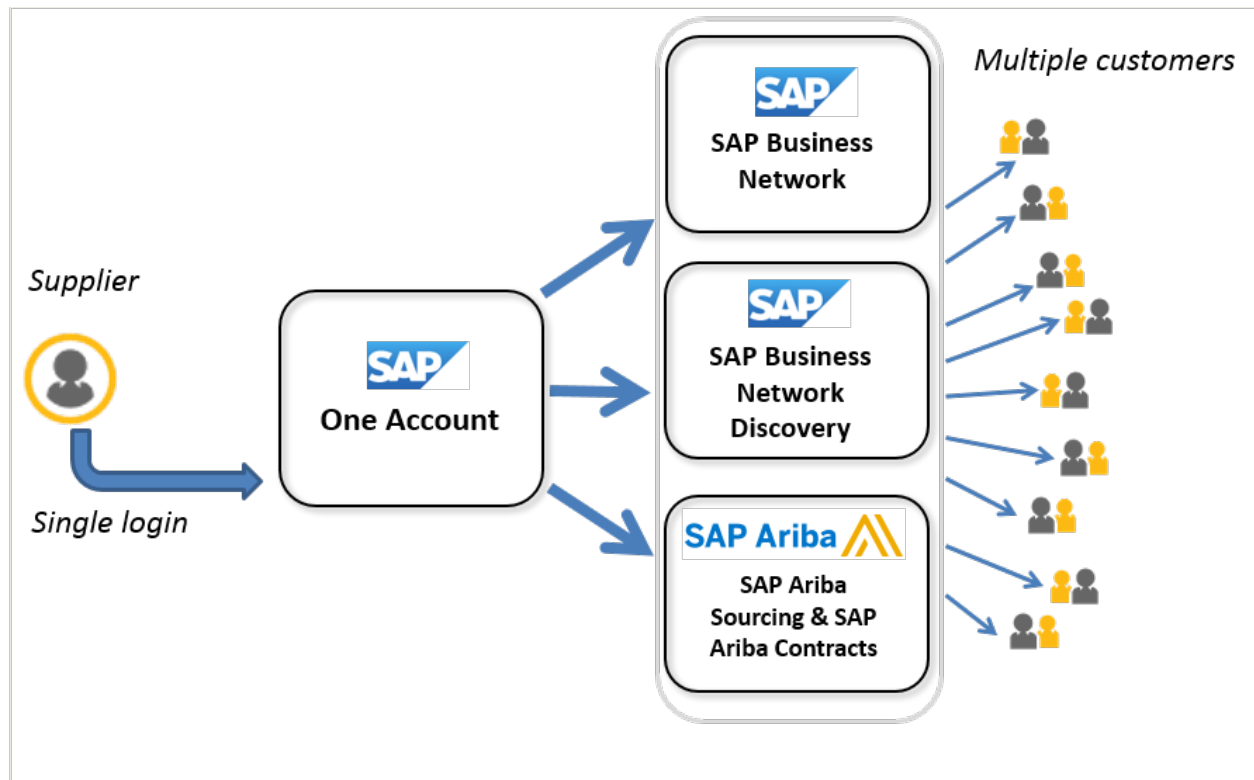
If your account does not meet one or more eligibility criteria(s), a red crossmark appears in the status column. You must review and take appropriate action to resolve the criteria(s) marked with red cross.

7. After you resolve the failed criteria(s), you can select **Re-check eligibility** to re-evaluate your eligibility for converting your account. You can also select **Stay with Enterprise account** to continue using the enterprise account.

Your Company Profile

Suppliers have a company profile that is shared across SAP Business Network, SAP Business Network Discovery, SAP Ariba Sourcing, and SAP Ariba Contracts.

Your profile includes company account and configuration settings, company profile information, and user information. You can maintain a single company profile for all your customer relationships from one account.



If you have multiple accounts, you can [link them together in a parent-child account hierarchy \[page 65\]](#). In this scenario, the account administrator for the parent account can choose to synchronize the parent account profile with selected child accounts to reduce the maintenance required to update duplicated accounts. After accounts are linked, the account administrator for the parent account can maintain the company's SAP Ariba profile for all the accounts in the hierarchy.

[Business and Profile Visibility Options \[page 6\]](#)

[Options for the Product Category and Ship-to or Service Locations Window \[page 8\]](#)

[Updating Your Company Profile \[page 9\]](#)

[Classifying the Products and Services You Provide \[page 10\]](#)

[Adding Social Networking Links to Your Profile \[page 12\]](#)

[Completing Customer-Requested Profile Information \[page 13\]](#)

[Deleting Your SAP Business Network Account \[page 13\]](#)

[Company Profile Fields \[page 14\]](#)

Business and Profile Visibility Options

All customers on SAP Ariba can view your company's core profile. To attract valuable customers and enable your existing customers to plan effectively, ensure that your profile information is complete and accurate.

Click the **Profile Visibility Settings** link to specify how much information beyond the core information about your company is visible to existing and potential customers. The following table describes each of the different profile visibility settings.

Profile visibility setting**Description**

Supplier Profile Visibility for Ariba Discovery and Ariba Network

Choose whether your company profile is visible to SAP Business Network Discovery users and SAP Business Network customers. If you don't make your company profile visible to potential customers, they won't be able to search for you to send you a trading relationship request. To increase your company's visibility for new business opportunities, make sure not to choose this option.

! Restriction

This setting doesn't apply when a customer provides a DUNS number or SAP Business Network ID (ANID) when enabling suppliers on the SAP Business Network.

Extended Profile Visibility

Choose whether your extended profile is available to all customers on SAP Ariba or only to those that have sent you a relationship request. Extended profile information includes your catalog and transaction capabilities, which you configure in the **Electronic Order Routing**, **Electronic Invoice Routing**, and **Settlement** areas.

Expose My Activity Statistics

Choose whether you want to share your company's transactional information on SAP Ariba solutions with SAP Business Network Discovery users.

Profile visibility setting

Description

Contact My Company

The **Do not allow buyers to contact my company using Ariba Discovery** setting lets you choose whether a potential customer can send you a direct message using SAP Business Network Discovery. This safe and secure method of communication conceals email addresses and tracks all communication in a central location. You receive an email notification when a new message arrives. SAP Business Network Discovery Standard members can receive one incoming message for free, but they can't send outgoing messages. Advantage members can send and receive unlimited messages. By default, two-way messaging is enabled. To disable two-way messaging, make sure not to choose this option.

The **Allow other suppliers to contact my account administrator** setting lets you control whether users registering an SAP Ariba profile can contact your administrator to request an account login. During registration, SAP Ariba automatically searches through all registered suppliers based on the company name, aliases, DUNS number, and tax ID to determine if the registrant's company is already registered. If SAP Ariba finds your company as a match and you choose this profile visibility option, the registrant can send an email message to your account administrator requesting a username and password for your SAP Ariba account.

Options for the Product Category and Ship-to or Service Locations Window

If a supplier company profile does not contain product or service category and ship-to or service location information, a pop-up window is displayed on supplier login that reminds suppliers to add that information. This pop-up is displayed when users land on the Home page after login.

i Note

This feature applies only to supplier users who have the **Company Information** permission assigned to them and who are in organizations that have not entered the relevant product or service category and ship-to or service location information in their profile.

The pop-up window contains the following options:

Don't show this to me again

If a user selects this checkbox, the pop-up window is never shown to that user again when they log in to SAP Business Network.

Remind me later

If a user clicks on this, the pop-up window is not displayed for that user for the next three logins to SAP Business Network.

Yes, proceed

This takes users to a page on which they can add product or service category and ship-to or service location information.

To add product and service categories, type a product or service category in the text box and typeahead search makes suggestions that you can select from. Alternatively, you can browse for a category. Select **Add** to add a selection. You can add any number of categories.

To add ship-to or service locations, type a ship-to or service location in the text box and typeahead search makes suggestions that you can select from. Alternatively, you can browse for a location. Select **Add** to add a selection. You can add any number of locations.

Select **Save** to save your information.

When you click Save the new information is added to the Company Profile, under **Product and Service Categories, Ship-to or Service Locations, and Industries**. (Click on the settings icon and then select **Company Profile** to see this.)

When one user adds this information, the pop-up window is no longer displayed at login for other users at that supplier site.

Updating Your Company Profile

Use this procedure to update your SAP Ariba company profile to provide accurate information about your company to current and potential customers. You typically update the information in your profile periodically.

Prerequisites


You need to have the **Company Information** permission to review and update company profile information. Contact your account administrator if you can't access the **Company Profile** page. Only account administrators can access and update all SAP Ariba account configuration areas.

Context

The **Company Profile** page lets you specify essential information about your company. You maintain your Ariba profile for all your potential and existing customer relationships from this one central location.

By default, the information you provide in your company profile is visible to customers when they locate your company in a search. However, you can choose to [hide certain profile information \[page 6\]](#) from current or potential customers. To maximize your company's visibility to potential customers, provide accurate and detailed information.

Procedure

1. Click the  **Account Settings** icon, and choose **Company Profile**.
2. Enter or update [company profile fields \[page 14\]](#) as necessary, making sure to complete the required fields on all company profile tabs.

i Note

We recommend providing as much information as possible to improve relationships with your current customers and to increase your chances of finding new customers. However, you're only required to complete the fields marked with an asterisk.

3. Click **Save**.

Next Steps

After you finish updating your company profile, click **Close** to return to your home dashboard.

Classifying the Products and Services You Provide

Use this procedure to classify your company according to the products and services you provide so that customers can find you quickly and accurately. You can receive business opportunity notifications based on the product and service categories you choose.

Context

SAP Ariba's product and service category tree is based on the United Nations Standard Products and Services Code (UNSPSC) to standardize commodity classification. The UNSPSC system categorizes more than 12,000 products and services and includes four hierarchy levels, from least specific to most specific: segment, family, class, and commodity.

For example, the UNSPSC for wooden pencils is 44121706, which is composed of the following categories:

```
44 Office equipment, accessories, and supplies
  12 Office supplies
    17 Writing instruments
      06 Wooden pencils
```

If you supply all the commodities under a given segment, designate the segment alone. This is called wildcarding, which provides procurement applications with enough information to categorize the item correctly. For example, if you are a furniture manufacturer that produces all of the categories of furniture listed under the category "Furniture, Furnishings," choosing only that category sufficiently identifies your company to customers that search for products in that segment. However, if you supply only select commodities within a given segment, family, or class, designate them as specifically as possible.


i Note

Defining your product and service categories in detail helps customers to find your company more easily.

Two organizations provide UNSPSC code sets: the United Nations Development Programme (UNDP), and the Electronic Commerce Code Management Association (ECCMA). These organizations have agreed to maintain a single version of the UNSPSC code set.

You can look up codes for specific items on the [UNDP website](#) . You can also download the [ECCMA code set](#) . ECCMA provides audit files used by Ariba procurement and invoicing solutions so that UNSPSC can be translated to the customer's standard version. If there is no UNSPSC code for one of your products or services, you can contact these organizations and request one. Within a short period, the managing organization either creates a new code or recommends an existing number.

Procedure

1. Click the  **Account Settings** icon, and choose **Company Profile**.
2. In the **Product and Service Categories** section of the **Basic** tab, click **Browse**.

The **Product and Service Category Selection** page appears. If you have previously selected product and service categories, they appear in the **My Selections** section.
3. Click the product and service category you want to add, and click **Add**.
4. Click **OK** to save your changes.
5. If necessary, repeat steps 3-6 to add more product and service categories.
6. To delete a product and service category, click **Browse**, choose the product and service categories you want to remove in the **My Selections** section, and then click **Remove**.
7. Click **OK**.
SAP Ariba returns you to the **Company Profile** page.
8. Click **Save**.

Proposing Custom Product and Service Categories

Use this procedure to propose new categories that better describe your products and services.

Context

SAP Ariba reviews and approves custom product and service categories before your company and other suppliers can use them in the company profile. When a custom product and service category is under review, SAP Ariba sends an email notification with recommended next steps, including suggested product and service categories to use in the interim.

Company profiles do not use custom product and service categories that are under review for matching to SAP Business Network Discovery buyer postings. In order to continue receiving the most relevant leads, you need to

remove the custom product and service categories from your profile and add the product and service categories recommended in the notification.

i Note

Even if your proposed product and service category is later approved, you will have to remove your suggested product and service category from your company profile and then re-add the new, functioning product and service category from the category tree.

If your proposal was added as a synonym, the synonym serves to suggest the preferred product and service category to use for that search term. This helps to keep the terms used by suppliers and their customers consistent.

Rejected custom product and service categories are unsuitable for use in SAP Ariba solutions or are similar to product and service categories that already exist. You need to remove any rejected product and service categories from your company profile.

Procedure

1. In the **Product and Service Categories** section on the **Basic** tab of the **Company Profile**, click **Propose as a new product and service category**.
2. Enter a description of your proposed product and service category in the **Description** field, and then click **Submit**.
3. Click **Done**.


Results

Your custom product and service category is sent to SAP Ariba for review. SAP Ariba notifies you to request additional action or to advise that your custom product and service category has been reviewed.

Adding Social Networking Links to Your Profile

Use this procedure to add social networking links to your profile. Adding Facebook, LinkedIn, and Twitter account information to your company profile can help potential customers stay engaged and connected with your company.

Procedure

1. Click the  **Account Settings** icon, and choose **Company Profile**.
2. In the **Social Networking Links** section of the **Marketing** tab, enter URLs for your social networking profiles. The **twitter.com/**, **facebook.com/**, and **linkedin.com/** fields are already configured to accept the username for each associated account. For example, to add your Twitter account, enter only your Twitter username in


the field. If you receive an error regarding an invalid URL, you likely entered the full link instead of only your username.

3. Click **Save**.

Completing Customer-Requested Profile Information

Before you can participate in some customers' events, they might want you to provide specific company profile information that's not already available in your basic or extended company profile. If so, they post a request to your company profile page where you can provide the information.

Procedure

1. Click the  **Account Settings** icon, and choose **Company Profile**.
2. Click **Customer Requested**.

The **Company Requested** page lists customers that specifically request that you complete their Supplier Profile Questionnaire content.

3. Click a customer name in the **Sourcing Customer List** table to display the **Requested Profile** page.
4. Complete the requested profile information.
5. Click **Submit** when you are ready to submit the requested profile information to the customer.

You can click **Save as Draft** to save any values you edited without sending the changes to your customer. Click **Discard Draft** to clear your changes and show the last information you submitted to your customer.

Deleting Your SAP Business Network Account

Use this procedure to delete your SAP Business Network account.

Prerequisites

You must be the account administrator.

You must pay any outstanding fees on your account.

You must delete all credit card information from your account.

The email address listed for your account must be active.

Context

If you are finished using SAP Business Network to conduct transactions over the internet, you can delete your account. However, there is no charge to keep your account open when you have no established trading relationships. You may want to maintain an active account to connect with future customers who use SAP Ariba, or find new customers using SAP Business Network Discovery.

Procedure

Contact SAP Ariba Customer Support by phone and request to cancel your account.

Results

The SAP Ariba Customer Support representative verifies that you are the account administrator, then permanently deletes your account.

Company Profile Fields

The **Company Profile** page contains several tabs where you can configure information about your company. Use the following tables to guide you through completing fields in your company profile.

We recommend providing as much information as possible to improve relationships with your current customers and to increase your chances of finding new customers. However, you're only required to complete the fields marked with an asterisk. Several profile fields also appear on invoices that you create, so completing your profile facilitates invoice creation.

→ Tip

You don't need to reach 100% on the **Public Profile Completeness** meter to transact with customers, but if you're trying to find new business, it's best to complete as many fields as possible.

Basic tab

On the **Basic** tab, you enter information about your company, addresses, product and service categories, ship-to or service locations, and industries.

Field	Description
Company Name	Your official company name.

Field	Description
Other names, if any	Any alternative names for your company.
Short Description	A description of your company that customers can see when searching for your company. Provide up to 100 characters of text.
NetworkId	A unique, automatically generated number that SAP Business Network uses to identify your organization. Also called ANID.
Website	<p>The URL for your company's website.</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>i Note</p> <p>Be sure to include <code>https://</code> at the beginning of your URL.</p> </div>
Public Profile	The URL for your SAP Business Network Discovery public profile. Your default public profile URL contains your SAP Business Network ID. Access the link to view your profile as potential customers see it.
Address	<p>Your company's primary address. This address is used in the following places:</p> <ul style="list-style-type: none"> • The Ship From address on invoices you create. • The Postal Address on SAP Ariba subscription invoices. <p>Changing the Country/Region field value might cause new fields to show up in the company profile, some of which are required. Don't update your country or region unless you are prepared to fill in the required fields.</p> <p>The country or region that you specify in your profile determines:</p> <ul style="list-style-type: none"> • Which currency to use when calculating service payment plan costs, non-credit card payment surcharges, and total transaction amounts for qualifying customer relationships related to subscription fees. • Which remittance address to show on Ariba subscription invoices. • The types of attachments available to you. • Which required and optional country- or region-specific fields to include in your company profile.
Additional Company Addresses	Click Create to configure more addresses for your company.
Product and Service Categories	<p>The products and services your company provides. Classify the goods and services your company offers [page 10] to help customers to find you quickly and accurately.</p> <p>If the existing categories don't adequately describe your offerings, you can propose custom product and service categories [page 11].</p>

Field	Description
Ship-to or Service Locations	<p>The locations where your company provides products or services. For example if you offer on-site services in a certain country or region but not elsewhere, you might want to indicate where you provide your services.</p> <p>Including the locations you serve in your profile allows potential customers to find your profile when they search for suppliers by location. If you don't want to attract new customers, you can leave this information blank.</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>i Note</p> <p>SAP Ariba categorizes ship-to or service location information according to the ISO 3166 Code. The ISO 3166 standard is supported by most computerized systems that store and process information related to countries and regions and their names.</p> </div>
Industries	<p>The industries your company serves. Including industry information in your profile increases your visibility to potential customers that are searching for product and service categories within specific business areas, such as aerospace, automotive, or chemicals.</p>

Business tab

On the **Business** tab, you enter general business and fiscal information about your company.

Field	Description
Year Founded	The year your company was founded. Enter years in yyyy format.
Number of Employees	The approximate number of people who work for your company.
Annual Revenue	The range that applies to your company's annual revenue figure. If you prefer not to state your annual revenue, choose Contact company for information at the bottom of the list. If you choose this value, potential customers searching by annual revenue won't see your company.
Stock Symbol	Your company's stock symbol.
Commercial Register Court	(Countries and regions that require commercial registration) The relevant district court where your company is registered. This field is used on invoices.
Supplier Legal Form	The organization type that defines your company. In the United States, choose Corporation , Sole Proprietorship , Non-Profit Organization , or Partnership from the dropdown. The list of legal forms varies in other countries. This field is used on invoices.
Penalty Information	Enter additional information related to penalties. This field is used on invoices; it can be used as an alternative to the Discount or Penalty Term(days) field.

Field	Description
Supplier Company Capital	(Countries and regions that require commercial registration) The amount of the supplier's company capital or share capital. Enter the amount of your company capital in your company's default currency. Otherwise, enter the 3-digit code of the corresponding currency next to the amount. This field is used on invoices.
Discount Information	Enter a discount percentage, as a simple numeral. This number is for information only. This field is used on invoices; it can be used as an alternative to the Discount or Penalty Term(days) field.
Commercial Identifier	(Countries and regions that require commercial registration) The supplier's registration number with the Companies and Commercial Registry and the city where the supplier is registered, for example, SIRET: 451 684 559 00011–Inscrite au Registre du Commerce de Versailles sous le numéro B 451 684 559 . This field is used on invoices.
Commercial Credentials	(Countries and regions that require commercial registration) The legal status and amount of share capital of the supplier, for example, SARL au capital de 1.500 Euros . This field is used on invoices.
Legal Name	The legal name of the business owner (for a sole proprietorship) or company (for other business types).
State of Incorporation	The state in which your company is incorporated (United States suppliers only).
D-U-N-S® Number	Your company's nine-digit number issued by Dun & Bradstreet, Inc. to identify the corporate location of your business. Visit the Dun & Bradstreet website to look up or obtain your number.
	<div style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p>i Note</p> <p>This field isn't required. If you don't have a DUNS number, leave this field blank.</p> </div>
Global Location Number	The Global Location Number (GLN) is part of the GS1 systems of standards. It is used to identify a location and can identify locations uniquely where required.
Tax Classification	How your company is classified for tax purposes (required for Brazilian suppliers).
Taxation Type	How your company is taxed by your tax authorities (required for Brazilian suppliers).
Tax ID	Your company's tax ID number. Enter the number without dashes. Submitting tax information is mandatory for enterprise suppliers located in Chile, Peru, Netherlands, and South Africa.
State Tax ID	The sales tax ID number issued by your state of incorporation (United States suppliers only). Enter the number without dashes.
Regional Tax ID	Your regional tax ID number. Enter the number without dashes.
VAT ID	If you charge Value Added Tax (VAT), enter your company VAT ID. This field is used on invoices.

Field	Description
VAT Registered	If your company is registered for VAT, choose this check box (required for South African suppliers).
VAT Registration Document	Upload your VAT registration document, and indicate the expiration date (required for South African suppliers).
Tax Clearance	If your company has received a tax clearance certificate, choose this check box (required for South African suppliers). A tax clearance certificate confirms that your company's tax affairs are in order at the date of issue of the certificate.
Tax Clearance Number	The tax clearance number provided by your tax authorities (required for South African suppliers).
Tax Clearance Document	Upload your tax clearance certificate, and indicate the expiration date (required for South African suppliers).
Tax Clearance Expiry Date	The date your tax clearance expires (required for South African suppliers).
Exempt from backup withholding	Choose Yes or No to indicate whether your company is exempt from backup withholding taxes.
Shareholders	People or other companies who own shares in your company (required for Brazilian and South African suppliers).
Executive Boards	People who serve on your board of executives. This field is used on invoices in Germany.
Bank Information	Your general bank information. This bank information isn't used on invoices. You configure invoice bank information by going to Account Settings > Settings > Remittances at the top of the home dashboard.
Business Type	How you categorize your company.
Supplier GST Registration Number	Goods and services tax registration number. Required in certain countries and regions, such as Canada. This field is used on invoices.
Supplier PST Registration Number	Provincial sales tax registration number. Required in certain countries and regions, such as Canada. This field is used on invoices.
Supplier QST Registration Number	Quebec sales tax registration number. Required for businesses in Quebec. This field is used on invoices.
Preferred Decimal Separator	Available for suppliers whose address is in Peru only. Allows you to set a default decimal separator to be applied throughout your organization. This can be a dot (.) or a comma (,).

Field	Description
Preferred Digit Grouping Separator	Available for suppliers whose address is in Peru only. Allows you to set a default decimal separator to be applied throughout your organization. This can be a dot (.) or a comma (,).

Marketing tab

On the **Marketing** tab, you add marketing information that increases your visibility to potential customers.

Field	Description
Social Networking Links	Link your Facebook, LinkedIn, and Twitter accounts [page 12] to your company profile to help potential customers stay engaged and connected with your company.
Company Description	A full company description with Rich Text capabilities that gives customers a more complete view of your company than the Short Description field on the Basic tab. You might use this field to tell potential customers why they should do business with you by highlighting your value proposition and offerings.
D&B D-U-N-S® Number	By adding your DUNS number, you allow customers to access your company's credit and risk information from D&B
Company Logo	Upload your company logo so customers can tell who you are at a glance. Ariba can display your company's logo on fax, email, and online purchase orders, but logos don't appear on cXML or EDI orders. Follow the logo file requirements on the page when adding your logo. Your logo is active immediately after you upload it.
Attachments	Add any attachments or other resources you want to show to potential customers. Use the Additional Documents tab of your company profile to attach further documentation about your company, including any documents required by customers or by your country or region of operation.
External Links	Specify any websites you want to show to potential customers. You can connect prospects to existing marketing collateral on your website by providing up to 10 external URLs.

Field	Description
Showcases	Highlight up to three successful consultations, projects, or references to differentiate your company from other suppliers. Showcases appear at the top of your company profile and are visible to potential customers.

i Note

If you add a link as a part of a showcase, be sure to include `https://` at the beginning of the URL.

Contacts tab

On the **Contacts** tab, you enter your company contact information and designate companywide and customer-specific assignments.

Section	Description
Company Contact Information	Enter the main email address, phone number, and fax number for your company to allow customers to know how to contact you.
Contacts	The main points of contact from your company. You need to add contacts [page 71] before you can designate an employee as a customer-specific or companywide contact.
Companywide Assignments	Configure companywide contacts [page 72] so that potential customers on Ariba know the right people to contact for high-level inquiries.
Customer-specific Assignments	Add customer-specific contacts [page 74] so that your current customers know the right people to contact for various issues or questions.

Certifications tab

On the **Certifications** tab, you configure your company's diversity certifications, such as **Small Disadvantaged Business** or **Minority-Owned Business**, and sustainability initiatives.

Choose the certifications that apply to your company, and fill in the required details. Existing customers can see these certifications in your company profile, and potential customers can search for suppliers based on these certifications.

Additional Documents tab

On the **Additional Documents** tab, you attach or view documents that are relevant to your company profile. By default, any documents required by your country or region of operation show up on this tab. Your country or region is determined by the main address on the **Basic** tab of your company profile.

You can perform the following actions on this tab:

- Choose **History** to view a version history of a document.
- Choose **Upload New** to upload a new version of an existing document.
- Choose **Add New** to add a new document to your company profile.

Other areas

On the right side of each tab of your company profile, there are a few additional configuration options.

Field	Description
Public Profile Completeness	<p>The profile completeness meter helps you view and assess the completeness of your profile. You can see this meter on the home dashboard and on the Company Profile page.</p> <p>Below the profile completeness meter in your company profile, you'll see a list of fields that you haven't yet configured. Click one of the field names to go to the field and complete it.</p> <p>The tabs on the Company Profile page also indicate in parentheses the number of profile fields that Ariba recommends for you to complete.</p> <div><p>→ Remember</p><p>You don't need to reach 100% on the Public Profile Completeness meter to transact with customers, but if you're trying to find new business, it's best to complete as many fields as possible.</p></div>

Field	Description
Share Your Public Profile	<p>Ariba Discovery users can use the Facebook Share, Twitter Tweet, and LinkedIn Share buttons in their company profile and on buyer postings to harness their social networks as a powerful resource for finding new business opportunities.</p> <p>You can also add an SAP Business Network Discovery badge to your company website and emails to highlight your availability to potential customers. An SAP Ariba profile badge is an image of the SAP Ariba logo with a hyperlink to a seller's public profile.</p> <p>To get your SAP Ariba profile badge:</p> <ol style="list-style-type: none"> 1. In the Share Your Public Profile section, click Find Us On Ariba. 2. Accept the Ariba Plugin Terms, and click Continue. 3. Choose a profile badge. 4. Copy the corresponding HTML, and then paste it into your company website or email signature.
View Public Profile	Click the View Public Profile link to see what potential customers see when they view your company profile.
Profile Visibility Settings	Click the Profile Visibility Settings link to choose what information to show [page 6] to existing and potential customers.

Your Marketing Profile

The trading partner Marketing profile helps you win more business by standing out to potential customers across the entire SAP Business Network.

You can update and maintain information in the **Marketing profile** about your business, including products and services offered, your experience and expertise, and highlights of your accomplishments and values. Additionally, you can control whether or not you want to appear in search results. By default, your marketing profile is visible to all potential and existing customer relationships.

The new **Marketing profile** is separate from the existing SAP Business Network **Company profile**, but presents some of the same attributes. The shared attributes between the **Marketing profile** and the **Company profile** are automatically synced when an attribute is edited.

[Editing Your Marketing profile \[page 23\]](#)

[Adding Sustainability Ratings to Your Marketing Profile \[page 23\]](#)

[Showing or Hiding Your Marketing profile in Search Results \[page 24\]](#)

[Adding Economic Activity Code \(GIRO\) to Your Marketing Profile \[page 24\]](#)


Editing Your Marketing profile

Use this procedure to edit your **Marketing profile** information and ensure that it's complete and accurate to attract the most qualified customers.

Prerequisites

You must have the **Company Information** permission.

Procedure

1. Click the  **Account Settings** icon, and choose **Marketing Profile**.
2. On the **Marketing profile** page, click a pencil icon to edit the information in a section, and enter or revise values as necessary.

! Restriction

The new **Marketing profile** does not support rich text formatting. Any rich text in the **Company description** from the legacy **Company profile** is lost when edited in the new **Marketing profile**.

Your **Address, Certifications,** and company logo are displayed in but can not currently be edited from the **Marketing profile**. Edit your **Address, Certifications,** and company logo from the **Company profile**.

The **Marketing profile** can display up to two company aliases if they were added from the **Company profile**. When editing the **Marketing profile**, only one company alias can be added.

3. Click **Save**.
4. Click **Close**.

Adding Sustainability Ratings to Your Marketing Profile


Add sustainability ratings to your **Marketing Profile** to increase trust and provide transparency on environmental, sustainability, and governance practices to buyers.

Context

You can now add third-party sustainability ratings in your SAP Business Network **Marketing profile** to increase trust and provide transparency on your environmental, sustainability, and governance practices to existing and prospective buyers.

Buyers can search for and discover trading partners based on these ratings.


Procedure

1. Click the  **Account Settings** icon and choose **Marketing Profile**.
2. In the **Sustainability ratings** section, click the edit icon.
3. Click **Add sustainability rating**.
4. Click **Enter rating** to manually enter sustainability rating information, then click **Add**.
5. Click **Done**.

Showing or Hiding Your Marketing profile in Search Results


If you want to prevent potential customers on SAP Business Network from finding your company through search, use this procedure to hide your **Marketing profile** in search results.

Procedure

1. Click the  **Account Settings** icon, and choose **Marketing Profile**.
2. Toggle the **Show my profile in search results** option as desired.

Adding Economic Activity Code (GIRO) to Your Marketing Profile

Adding economic activity code to your marketing profile is mandatory for Chilean suppliers. You can also view and change the selected economic activity code. When you select the applicable economic activity code, it appears in the **GIRO** field of your marketing profile.

Field	Description
GIRO	Code related to an activity that involves the production, distribution, and consumption of goods and services. For a list of official economic activity codes and their descriptions, see https://www.sii.cl/ayudas/ayudas_por_servicios/1956-codigos-1959.html  .

Procedure

Follow these steps to change your selected economic activity code.

1. Click the **Account Settings** icon and choose **Marketing Profile**.

2. In the **Marketing Profile** section, you can view your GIRO code and description.
3. Click view details link to view the GIRO description.
4. Click the edit icon to change your GIRO code.
5. Use the drag down option or the search filter to select the applicable GIRO code or description.
6. Click **Save**.

Notifications

You specify which notifications you want receive in order to stay informed about different events and activities that affect your SAP Ariba account. You can use notifications to monitor catalog access activity, learn about matching business opportunities on SAP Business Network Discovery, and troubleshoot problems with your account.

[Managing Your Notifications \[page 25\]](#)

[Enabling Notifications of Changes to Purchase Orders \[page 26\]](#)

[Types of Notifications \[page 27\]](#)

Managing Your Notifications


Use this procedure to configure notifications for your SAP Business Network account.

Context

By default, only the account administrator has permission to configure all notifications. Other users can [configure notifications based on the permissions assigned to them \[page 45\]](#).

When a user unsubscribes from an SAP Business Network notification or a general notification by clicking the **Unsubscribe** link in an email notification, SAP Business Network sends a notification to account administrators. The notification informs the administrators of the request to unsubscribe and provides the email address involved. An administrator then fulfills the request, removing the email address from the notification subscription.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Notifications**.

Notifications are grouped by solution type. For example, click **Discovery** to view SAP Business Network Discovery related notification settings. For a list of notifications, see [Types of Notifications \[page 27\]](#).

2. Enter up to three email addresses, separated by commas, for each notification type you want to activate. For example:

```
johnc@abccompany , natalies@abccompany , nels@abccompany
```

→ Tip

To send one notification type to more than three email addresses, create a distribution list in your email system and enter the name of that distribution list in the appropriate field on the **Notifications** page.

3. Check the box for each notification type you want to receive.

If you want SAP Ariba to stop sending a notification type, uncheck the box. SAP Ariba retains your email addresses for your convenience but does not send notifications.

4. Click **Save**.

SAP Ariba displays a confirmation message that your account settings have been successfully updated.

5. Click **Close**.

Enabling Notifications of Changes to Purchase Orders

Use this procedure to enable email notifications of changes in existing purchase orders.

Context

You receive an email notification displaying up to three changed items in an order (line items and schedule lines) with all changed fields within them (unit price, unit of measure, delivery date, and so on), along with their original values.

As this notification displays only a few changes to the order, you are prompted to log in to SAP Business Network to see if more changes have been made.

The email notification of the changed order may contain information about the following fields:


- Header
 - Total amount
- Item no.
 - Customer part no.
 - Item descriptions
 - Part no.
 - Delivery date
 - Quantity and UOM
 - Unit price
- Schedule line no.
 - Delivery date
 - Quantity and UOM

! Restriction

Only the first three changed items of the updated order will appear in the notification email.

Follow the steps below to enable notifications of changes to purchase orders.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Notifications**.
2. Select the **Network** tab and go to the **Electronic Order Routing** section.
3. Check the **Send notification to suppliers when purchase orders are changed** checkbox.
4. Click **Save**.

Types of Notifications

There are four categories of email notifications: general, SAP Business Network, SAP Business Network Discovery, and SAP Ariba Sourcing and SAP Ariba Contracts.

General Notifications

Notification Type	Event That Triggers Notification
Customer	A customer sends you a relationship request or confirms your registration on SAP Ariba.
Trading Relationship Requests	A customer has accepted your trading relationship request.
Supplier Enablement Activity and Task Reminder	A supplier enablement activity is assigned or a task is overdue. <div data-bbox="521 1207 1425 1318">i Note This is applicable only for SAP Ariba supplier enablement services.</div>
Network Service	No triggering event. SAP Business Network notifies customers about planned downtimes or unplanned network service interruptions.
New Account	A new account matches your email domain. <div data-bbox="521 1465 1425 1608">i Note If the domain is non-specific, such as aol.com, SAP Business Network does not send a notification.</div>
Certification Expiration Notifications	SAP Ariba sends a notification when company certification information has expired. Examples of company certifications include, Small and Disadvantaged Business, Minority-Owned Business, and Veteran-Owned Business.
Reminder of non-shipped order items	Order items have not been shipped yet. The buyer specifies the number of days before the delivery date to trigger the reminder.
Reminder of non-received order items	Order items have not been received yet. The buyer specifies the number of days after the delivery date to trigger the reminder.

Notification Type	Event That Triggers Notification
Other Notifications	SAP Ariba sends other important notifications that do not belong to any of the specified notification categories, to the email address specified here.
	<p>i Note</p> <p>SAP Ariba sends all other important notifications to the email address you specify here. You cannot clear the check box to stop receiving these notifications.</p>
Password Reset Notifications	SAP Ariba sends the specified email address an email when users reset their password.
Subscription Email Notifications	SAP Ariba notifies you when there is a problem processing your payment or when your service subscription nears expiration.

Network Notifications

Electronic Order Routing

Notification Type	Event That Triggers Notification
Order	An order is undeliverable or a change order request is updated.
Purchase Order Inquiry	A purchase order inquiry is received or is undeliverable.
Time Sheet	A time sheet is undeliverable.
Pending Queue	Items delivered through the pending queue aren't acknowledged.
Order Confirmation Failure	An order confirmation failed to be delivered to the customer.
Approval	An approval document was received from the buyer for order confirmation deviations that were approved or rejected. Up to 20 items can be included in the email.
	<p>i Note</p> <p>This notification type is available only for SAP Business Network for Supply Chain suppliers.</p>

Service Sheet

Notification Type	Event That Triggers Notification
Service Sheet Failure	A service sheet was undeliverable, failed, or was rejected by your customer's ERP system.
Service Sheet Status Change	A service sheet's status has changed. This notification does not apply to service sheets that were rejected in your customer's ERP system; those events trigger a Service Sheet Failure notification.

Electronic Invoice Routing

Notification Type	Event That Triggers Notification
Invoice Failure	An invoice is undeliverable.
Invoice Status Change	An invoice's status has been changed.
Invoice Created Automatically	An invoice was created automatically on behalf of your company.

Data Deletion Notifications

Notification Type	Event That Triggers Notification
Data Identification and Deletion	Transaction documents have been identified for deletion, or they have been deleted.

Current Transaction Download

Notification Type	Event That Triggers Notification
Current Transaction Download	Requested transaction documents are ready for download.

Ship Notice

Ship notice status updates are also logged in the **History** tab of the ship notice details page.

Notification Type	Event That Triggers Notification
Ship Notice Failure	A ship notice is undeliverable.
Ship Notice Declined	A ship notice has been declined.
Ship Notice Accepted With Changes	A ship notice has been accepted with changes

Receipt

Notification type	Event that triggers notification
Receipt	A customer sends you a receipt for goods that you have shipped.

Broadcast Status Update Request

Notification Type	Event That Triggers Notification
Broadcast	A broadcast status update request is received.

Settlement

Notification Type	Event That Triggers Notification
Payment Profile	A remittance address or payment profile has changed.
Payment Remittance	One of the following: <ul style="list-style-type: none">• Payment remittance is undeliverable or its status has been changed.• A payment remittance or payment plan has been received.
Payment Remittance Status Updates	One of the following: <ul style="list-style-type: none">• Payment remittance status changes to Paid.• Payment remittance status changes to Failed.

Catalog Subscriptions

Notification Type	Event That Triggers Notification
Catalog	A customer subscribes to a publicly published catalog or sends status updates on catalogs, including catalog errors. i Note Only SAP Ariba Procurement solutions customers can send status updates to suppliers.

Transport

Notification Type	Event That Triggers Notification
Transport Request	A new transport request was received. i Note This notification type is available only for suppliers with a logistics relationship with an SAP Business Network for Supply Chain customer.

Logistics Copies

Notification Type	Event That Triggers Notification
Copy Transport Request	<p>A new transport request related to your shipment was sent from the buyer to the logistics provider.</p> <p>i Note</p> <p>This notification type is available only for SAP Business Network for Supply Chain suppliers.</p>
Copy Transport Confirmation	<p>A new transport confirmation related to your shipment was sent from the logistics provider to the buyer.</p> <p>i Note</p> <p>This notification type is available only for SAP Business Network for Supply Chain suppliers.</p>

Accelerated Payments

Notification Type	Event That Triggers Notification
Buyer-Initiated Early Payment Offers	<p>A customer sends you an early payment on a specific invoice.</p> <p>i Note</p> <p>Choosing Send a notification when your buyer initiates an early payment on a specific invoice. requires you to select the frequency of this notification:</p> <ul style="list-style-type: none">• Send instantly for each payment• Send a daily summary at a selected time in HH:MM format. <p>If you have not set up such notifications, the Review early payment offer and Scheduled payment: {PPR ID} pages display the prompt To receive offers via email, set up email notification.</p> <p>If you have received more than 5 instant notifications in the last business day, the Review early payment offer and Scheduled payment: {PPR ID} pages display the prompt Set the daily summary to reduce the number of email notifications.</p>
Early Payment Offers	<p>A customer sends you an early payment request.</p>
Standing Early Payment Terms Offers	<p>A customer sends you a new standing early payment term.</p>

Discovery Notifications

SAP Business Network Discovery sends daily digest email notifications to you and the sales contacts listed in your account, aggregating new business opportunities that match your business capabilities.

If you disable the daily digest notification, you still receive individual notifications for each buyer posting that matches your business capabilities. By receiving leads right in your email inbox, you can reduce the time spent on lead generation efforts and boost your overall sales and marketing success.

Notification

Send a notification when invited to a new business opportunity on Ariba Discovery.

Receive a daily digest of postings that match your capabilities.

Notify when a buyer sends me a message

Notify when a buyer reads my posting response

Notify when a posting I responded to is canceled

Notify when a buyer invites me to a posting

Notify of changes to postings I have responded to

Notify when shortlisted

Notify when awarded

Notify when not awarded

Send a monthly activity report

Sourcing and Contracts Notifications

Notification	Event That Triggers Notification
Assigned tasks	You have been assigned an approval task.
A task has been approved	An approval task you own has been approved by any approver.
A task has been fully approved	An approval task you own has been fully approved.
A task has been denied	An approval task you own has been denied.
A task has been withdrawn	An approval task you own has been withdrawn.
An approver has been added to a task	An approver is added to a task you own.
An approver has been removed from a task	An approver has been removed from a task you own.
Offline email approval in plain text	SAP Ariba sends you offline email approval notifications in plain text format.
Offline email approval in compact text format	SAP Ariba sends you offline approval notifications in compact text format. Recommended when viewing emails on mobile devices.
You have been assigned a task	A task has been assigned to you.

Notification	Event That Triggers Notification
A task has been delegated to you	A task is delegated to you.
A task is complete	A task that has been assigned to you is complete.
A task is due soon	A task that has been assigned to you is due soon.
A task is overdue	A task that has been assigned to you is overdue.
A task is ready to start	A task that you own is ready to start.
A phase is ready to start	A phase you own is ready to start.
You have been assigned a review task	A review task has been assigned to you.
A task you own has been reviewed	A task you own is reviewed by any reviewer.
A review task has been fully reviewed	A review task you own is fully reviewed.
You have been added to a project group	<ul style="list-style-type: none"> • Users are added to a project group. • Template Creator users create a new sourcing or contracts template or a new version of the sourcing or contracts template.
You have been removed from a project group	You are removed from a project group.
The project state has changed	The state of a project you belong to has changed.
A new comment has been added to a project	A comment is added to a project you belong to.
A project phase is about to begin	A phase in a project you are a part of is about to begin.
Project mass edit task is complete	A project mass edit task you initiated is complete.
A contract expires soon	A contract you own expires soon.
A contract is in the notice period	A contract you own is in the notice period.

Users and Roles

The account administrator can create specific roles to assign to users so they can perform different activities. An SAP Business Network user's role typically corresponds to their functional role in your company.

[Managing Roles \[page 34\]](#)

[Duplicate Account Check Process for Administrators \[page 35\]](#)

[Managing Users \[page 36\]](#)

[Exposing or Hiding a User Account \[page 38\]](#)

[Resetting a User's Password \[page 38\]](#)

- [Approving or Deleting an Unapproved User \[page 39\]](#)
- [Transferring the Account Administration Role \[page 40\]](#)
- [Managing Customer Assignments \[page 41\]](#)
- [Creating a Logistics or Services User with Limited Access \[page 42\]](#)
- [Configuring Assignment of Orders to Users with Limited Access to SAP Business Network \[page 44\]](#)
- [Assigning Orders to Users with Limited Access \[page 44\]](#)
- [Permissions You Can Assign to Users \[page 45\]](#)
- [Revoke User Access and Remove a User's Personal Information \[page 51\]](#)
- [Retention Period for Revoked Users \[page 54\]](#)
- [Multifactor Authentication \[page 55\]](#)

Managing Roles

Use this procedure to create or update roles to assign to users so they can perform different activities. An SAP Business Network user's role typically corresponds to their functional role in your company.

Prerequisites

Only the account administrator can manage users and roles.

Context

You can assign a role to any number of users. Each role has a unique name and a set of associated permissions that specify what the assigned users can see and do in SAP Business Network. For example, you might create an Invoice Generator role for people who handle incoming purchase orders and create invoices.

! Restriction

You can create a maximum of 10 custom roles.

You can assign multiple roles to a single user. When users have multiple roles, the **Roles Assigned** column in the **Manage Users** section has a link that you can use to view the multiple assigned roles.

Procedure

1. Click the  **Account Settings** icon, and choose  **Settings**  **Users** .

2. Perform one of the following actions in the **Manage User Roles** section.
 - On the **Manage Roles** page, click the **Create Role** icon **+** at the top right of the role results table to create a new role.
 - Click **Edit** next to the role you want to update.

i Note

If you modify a role that is already assigned to users, those users will notice the permission changes the next time they log in to Ariba. Because Ariba doesn't notify users when you change a role, we recommend telling users before you make changes.

- Click **Delete** next to an existing role that is no longer applicable.

→ Remember

Before you can delete a role, you need to reassign associated users to a different role. You cannot delete roles that are currently assigned to users.

3. Enter a distinctive name for the role.
4. (Optional) Enter a description to record your intentions for this role. Descriptions can be very useful later, if you want to review or revise the structure of your roles.
5. Choose one or more [permissions \[page 45\]](#) for the role.

Each role must have at least one permission. Ariba does not display the administrator-specific permissions in the list.
6. Click **Save** to create or update the role.

Next Steps

You assign roles to people when you [create users \[page 36\]](#) in your account.

Duplicate Account Check Process for Administrators

SAP Business Network automatically performs a duplicate check when users attempt to create new accounts.

When SAP Business Network determines that your account matches the details provided by a user attempting to create a new account, they are given the option to contact you to request access. As the account administrator, you receive an email notification that includes the contact information of the requester and a message from them.

In an offline process, you should contact this user by email or phone to determine if they should be granted access to your account.

If the result of the offline process is to NOT grant the user access, no further action is required by you, the administrator.

If the result of the offline process is to grant access to the user, you must add the user to your account and ensure appropriate permissions are granted.

The new supplier user receives two email notifications - one containing their username, the other including a temporary password for their first time logging in.

If the new supplier has issues accessing the account, you can assist them by resetting the password or by logging a service request with SAP Product Support.

Managing Users

A user is a username and password combination that a single individual in your company enters when logging into SAP Business Network. You assign roles to each user to give them access to different areas of your SAP Business Network account.

Prerequisites

Only the account administrator can manage users and roles.

→ Recommendation

[Create roles \[page 34\]](#) before you begin to create users.

! Restriction

You can create a maximum of 2000 users.


Context

Create a unique username for each user who needs to access the account. Users should not share their username or password with other users. This is important for SAP Business Network and your company in managing data privacy and integrity on SAP Business Network.

To ensure your company and users have secure accounts on SAP Business Network:

- Users can have multiple roles, depending on the tasks they need to perform.
- All users should store their username and password (login information) in a safe place. Users can forget their login information if they do not log in to SAP Business Network regularly. SAP Business Network provides a secure and quick way for users to recover login information and reset passwords.
- When an employee leaves the company or changes jobs, and no longer uses the SAP Business Network account in their name, we recommend either deleting the user or reassigning the user's login to another individual. If you reassign the login, you retain the user's setup and data.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Users**.
2. Click **Manage Users**.
3. Perform one of the following actions:
 - On the **Manage Users** page, click the **Create User** icon **+** at the top right of the user results table to create a new user.
 - Choose the check box next to the user you want to edit, and click **Edit**.

i Note

Because SAP Business Network doesn't notify users when you change their assigned roles, we recommend telling users before you make changes.

- Choose the check box next to the user you want to delete, and click **Delete**.

i Note

SAP Business Network does not maintain a record of deleted users.

If you delete a user that created catalogs, you need to log in with the user's username and password, save valid copies of the catalogs to your computer or your back-end system, then delete the catalogs from the user's account before deleting the user.

To facilitate deleting users with catalogs, you might want to track storage of catalogs outside of your SAP Business Network account and ensure you have a current record of login information for users with catalog permissions.

4. Enter a username, email address, first and last name, and optionally an office phone number for the user.

i Note

When users create transaction audit reports or submit documents such as invoices, order confirmations, and ship notices, SAP Business Network captures the user's first and last name, so ensure that these values are correct.

5. In the **Role Assignment** section, choose one or more roles for the user.
6. Click **Save**.

Results

After you create a user, SAP Business Network sends an email message to that user with a randomly-generated password and a link to SAP Business Network. New users need to log in and change the password to something they can remember.

Next Steps

Users who forget their username or password can go to the login page, click **Forgot Username** or **Password**, and follow the instructions for regaining access to their account. Administrators can also [reset passwords for users \[page 38\]](#).


Exposing or Hiding a User Account

Use this procedure to make a user visible to or hidden from your customers. You might make a user visible to customers if you want that user to be a customer contact at your company.

Context

By default, your supplier user accounts are not visible to or searchable by your customers. If you participate in sourcing events, you can provide account visibility so that your customers can pre-approve the user accounts for punch-in. Providing visibility makes it easier for your customer to create accounts. You can hide an exposed account at any time.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Users >**.
2. Click **Manage Users**.

The **Visible to customers** icon  shows each user's current visibility status.

3. Choose the check box next to the user accounts you want to expose.
4. Click **Remove from Contact List** or **Add to Contact List**.
5. Click **OK**.

Resetting a User's Password

Use this procedure to reset passwords for users who forget their password.


Prerequisites

Only the account administrator can reset passwords for users.

Context

If you have a security concern about a user's account, you can force that user's password to reset. For security purposes, account administrators and users who have PCard access but are not the PCard owner are required to update their password every 90 days.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Users**.
2. Click the **Manage Users** tab.
3. Choose the check box for the user whose password you want to reset, and click **Edit**.
4. Perform one of the following actions:
 - Click **Reset Password**. SAP Ariba sends an email to the user with a link to reset the password. The password update takes effect immediately.
 - Instruct the user to click **Password** on the SAP Ariba login page. After the user submits their username, SAP Ariba sends the user an email that contains a link to create a new password.

Approving or Deleting an Unapproved User

Users created by SAP Ariba Sourcing buyers are imported into your SAP Business Network account in an **Unapproved** state. You need to approve these users in order for them to have access to your company's account.

Prerequisites


Only the account administrator can approve or delete unapproved users.

Context

Unapproved users do not appear in search results and can only access SAP Ariba Sourcing events they have been explicitly invited to.

The **Manage Unapproved Users** section appears only if you have unapproved users to approve or delete. You need to approve unapproved users before you can modify their permissions or roles.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Users**.
2. Click the **Manage Users** tab.
3. In the **Manage Unapproved Users** section, perform one of the following actions:
 - Click **Delete** to deny the user access to your Ariba account.
 - Click **Approve** to give the user access to your Ariba account.
4. Click **Save**.

Results

Approved users show up in the **Manage Users** section. SAP Business Network doesn't maintain a record of deleted users.

Transferring the Account Administration Role

If you're leaving your company or moving to a new position, you need to transfer ownership of the SAP Business Network account by choosing a new administrator. This ensures that your company doesn't experience interruptions in access to the account or in transactions with your customers.

Prerequisites

The current administrator needs to transfer the **Administrator** role to an existing user.

! Restriction

You can have only one administrator for your SAP Ariba account.

Context

The person who registered an account for your company on SAP Business Network is automatically assigned the **Administrator** role. We recommend assigning the **Administrator** role to the individual who is responsible for configuring your account, maintaining customer relationships, managing users, and subscribing to services.


i Note

If you aren't sure who the administrator of an account is, contact SAP Business Network Customer Support.

As the account administrator, you control who can log in to your company's SAP Business Network account and which activities users can perform. The administrator also serves as the primary point of contact for other users in

your company's SAP Business Network account who have questions or problems. Users contact the administrator to reset their password, to update their roles and permissions, or to give them access to the test account.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Users**.
2. Click the **Manage Users** tab.
3. Choose the check box for the user who needs to be the new administrator.
4. Click **Make Administrator**.
Ariba displays the **Assign a Role** page.
5. Choose a new role for your account, and click **Assign**.
Ariba displays a warning message that indicates the name of the new account administrator.
6. Click **OK** to transfer the account administrator role.

Results

Ariba logs you out of your account and sends an email notification to the new account administrator, alerting them that they now have the **Administrator** role.

Managing Customer Assignments

You assign customers and customer groups to users in order to restrict which customer data and transactions they can see. Users can access transaction details for only their assigned customers.

Prerequisites

Only the account administrator can assign customers and customer groups to users.



You need to create customer groups before you can assign them to users.

Context

Assigning individual customers or customer groups to new or existing users is an optional step in the user management process.

If users whose access is restricted to specific customers choose to switch to one of their linked user accounts, the access control settings in the linked user account take effect.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Users**.
2. Click the **Manage Users** tab.
3. Perform one of the following actions:
 - Click the **Create User** icon  at the top right of the user results table to [create a new user \[page 36\]](#).
 - Choose the check box next to a user, and click **Edit**.
4. In the **Customer Assignment** section, choose **Select Customers** or **Select Customers and Customer Groups**.

By default, the **All Customers** radio button is selected. If you haven't created customer groups, the **Assign to Customer** field shows **Select Customers** instead of **Select Customers and Customer Groups**.

5. In the **Customers** or **Customers and Customer Groups** section, choose specific customers and customer groups to assign to the user.
You can assign customers, customer groups, or both customers and customer groups to a user.
6. Click **Done**.

Results

The **Customer Assigned** column in the **Manage Users** section shows links for the customers and customer groups assigned to each user.

Creating a Logistics or Services User with Limited Access

Use this procedure to create limited access accounts for external logistics and services users.

Prerequisites

- You must be an Account Administrator to create users.

! Restriction

- The maximum number of users you can create is 2000.
- You can't assign roles to users with limited access accounts.
- A user with a limited access account can't be the designated SAP Business Network Discovery contact.
- A user with a limited access account can't log into the SAP Ariba Supplier mobile app.






Context

You can create limited access accounts for external logistics and services users. Only areas of the application related to logistics and services functions are shown. External logistics and services users are people your company contracts with to perform services:

- External logistics users provide logistics services to the supplier to ship goods. They must be able to view material orders and generate ship notices for goods that they ship for the supplier.
- External services users execute planned and assigned tasks for service orders. They must be able to view the service orders and generate service sheets for them.

All financial information is masked for external users.

Procedure

1. Click the  **Account Settings** icon, and choose  **Settings**  **Users** .
2. Click the **Manage Users** tab.
3. Click the **Create User** icon  at the top right of the user results table to create a new user.
4. Enter a username, email address, first and last name, and optionally an office phone number for this user.

When users submit documents such as ship notices or service sheets, SAP Ariba captures the user's first and last name. Make sure these values are correct.

5. Check **Limited access**.


The **Limited access** option provides users limited access to the supplier portal. It hides all financial information.

6. Check one or both of the following options:
 - **Allow this user to perform services actions**—Allow the user to perform services actions (for example, generating a service sheet). The following permissions will be assigned to the user: Inbox Access, Outbox Access, and Services Access.
 - **Allow this user to perform logistics actions**—Allow the user to perform logistics actions (for example, creating a ship notice). The following permissions will be assigned to the user: Inbox Access, Outbox Access, and Logistics Access.
7. Click **Done**.
8. Click **Save**.
9. Notify the external users of their new SAP Business Network user accounts.

Configuring Assignment of Orders to Users with Limited Access to SAP Business Network

By default, limited access users can see all orders sent to your account. To restrict access to orders for limited access users, you can turn on the ability to assign orders to them.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Users**.
2. Click the **Manage Users** tab.
3. In the **Manage Assignments for Users with Limited Access** section, check the box **Enable assignment of orders to users with limited access to Ariba Network**.
4. Click **Save**
Users with the **Order Assignment for Users with Limited Access** permission can assign orders to limited access users.

Assigning Orders to Users with Limited Access

Supplier administrators can assign orders to users with limited access. After an order is assigned, the assigned user can find and view it.

Prerequisites

- The account administrator must enable the ability to assign orders to limited access users. Otherwise, limited access users can see all orders received by your account.
- To assign orders to users, you must have the **Order Assignment for Users with Limited Access** permission. The account administrator automatically has this permission.

Procedure

1. Do one of the following:
 - For suppliers without SAP Business Network for Supply Chain: **Orders > Purchase Orders**
 - For suppliers with SAP Business Network for Supply Chain: **Orders > Orders and Releases**
 - Navigate to an order-based workbench tile.
2. Click the order number you want to assign.
3. Click **Manage Assignment**.

The **Manage User Assignments** page appears.

4. In the **Username** field, start typing the username of a limited access user.
5. Select a limited access user from the dropdown, and click **Assign**.
6. To remove an assignment, check the box for the user in the **Assigned Users** table, and click **Unassign**. After removing an assignment, the previously-assigned user can't see the order and any other related documents anymore.
7. Click **Close**.

Permissions You Can Assign to Users

Before you create roles, review the list of available permissions. This list is useful for planning your approach to roles, which can prevent confusion for your users and maximize the efficiency of your team.

All users have access to the **My Account** page, which contains basic contact information and a preferred language setting for that specific user. The only other areas that a user can see are those allowed by their role permissions.

A permission gives users access to certain areas of your company's SAP Ariba account. Permissions also control the types of notifications that users can configure. Each **role** [page 34] includes one or more permissions. For example, the **Inbox Access** permission gives access to various inbound transaction documents.

Some companies create broadly defined roles that include all or most of the available permissions, while others create specialized roles that include narrow sets of permissions.

The permissions that are available for you to assign to users depend on whether you have **customer relationships** [page 59] in your account. If you don't have any customer relationships, you'll see a subset of permissions.

Note

The **Account Administrator** is granted all of the following permissions, in addition to **User Administration** and **Test Account Administration**, which are not displayed in the table below. These additional permissions are granted only to the **Account Administrator**, and allow them to change the permissions assigned to a user, and manage the test account, respectively.

Permission	Description	Notifications
Access Control of Customer Data	View, access, and process transaction details of only the customers and customer groups assigned to the user.	None
Access Proposals and Contracts	View your company's SAP Ariba Sourcing events and SAP Ariba Contracts contracts, documents, and tasks. Individual users need to be approved by SAP Ariba Sourcing buyers before they can view or participate in events or contract tasks.	Users with this permission can manage all SAP Ariba Sourcing and SAP Ariba Contracts notifications.
Account Hierarchy Administration	Manage links to child accounts and sign on to child accounts to manage SAP Business Network services. Gives access to the Account Hierarchy page.	None
Archive Access	Access, view, search, and download archived tax invoices on SAP Business Network.	None

Permission	Description	Notifications
Catalog Management	Set up and manage catalogs. Gives access to the Catalogs tab.	Catalog
Child Account Access	Sign on to child accounts to manage SAP Business Network services. Gives access to the Account Settings > Account Hierarchy page.	None
Company Data Deletion Configuration	Request recurring or one-time deletion of transaction data. Grants access to the Account Settings > Settings > Data Deletion Criteria page.	None
Company Information	Review and update company profile information, including the company address, company description, classifications, website URLs, and the profile visibility option. Gives access to the Company Profile page.	General Notifications: <ul style="list-style-type: none"> • Customer • Trading Relationship Requests • Supplier Enablement Activity Task Reminder • Network Service • New Account • Certification Expiration Notifications • Other Notifications Network Notifications: <ul style="list-style-type: none"> • Order • Invoice Failure • Invoice Status Change • Time Sheet • Catalog
Contact Administration	Set up and maintain company-wide and customer-specific contact assignments. Gives access to the Account Settings > Company Profile > Contacts page.	None
	<div style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p>i Note</p> <p>Users who have only the Contact Administration permission can't access any notification settings for their user accounts.</p> </div>	
Contract Access	Access the contracts site for customers that support it, and review contracts and create invoices against contracts. Gives access to the Orders > Contracts page.	None
	<div style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p>i Note</p> <p>Requires the Inbox Access permission.</p> </div>	

Permission	Description	Notifications
Create and manage postings on Ariba Discovery	<p>Create and manage SAP Business Network Discovery postings.</p> <div style="background-color: #e0e0e0; padding: 10px; border: 1px solid #ccc;"> <p>i Note</p> <p>If you create user roles for people who only perform tasks in SAP Business Network Discovery, we recommend also assigning the Company Information permission to the role. Profile maintenance is a key part of having an SAP Business Network Discovery account.</p> </div>	Users with this permission can manage all SAP Business Network Discovery Notifications.
Credit Card Number Access	<p>View complete PCard account numbers on purchase orders. Users without this permission see masked account numbers.</p> <p>This permission is available to the administrator account if the organization is enabled for payment. If you created roles before your account was enabled for payment, you can edit roles and add this permission.</p> <p>For increased security on SAP Ariba, users with this permission are required to change their password every 90 days.</p>	None
Customer Administration	<p>Manage customer relationships. Gives access to the Account Settings > Settings > Customer Relationships page.</p>	None
cXML Configuration	<p>Configure your account for cXML transactions, including specifying the cXML version you support, your authentication method, profile URL, PunchOutSetupRequest URL, and pricing updates.</p> <p>You need to assign the cXML permission along with the Transaction Configuration permission. Together, these permissions grant access to the Account Settings > Settings > Electronic Order Routing > Configure cXML (native) integration page.</p>	None
Download Current Transactions	<p>Download your account's transaction data for any period up to 90 days. Gives access to the ... > Current Transactions page.</p>	None
Fulfillment Invitation Account Merge	<p>Allows a user with the Fulfillment Invitation Account Merge permission to reuse an existing Ariba Network account when invited to collaborate by a buyer for fulfillment. This can be triggered through a buyer's Trading Relationship Request or directly through receipt of a buyer's document (e.g. a PO).</p> <p>In case of document-driven flow, the document will be transferred into the public account that was provided by the user and additionally, a relationship will be established with the customer.</p>	None

Permission	Description	Notifications
Inbox Access	View and search for documents and take actions based on your role. This includes reviewing purchase orders, generating one-time purchase order reports, creating order confirmations and ship notices, reviewing notifications, and downloading transaction audit reports. Gives access to various menu items.	None
Invoice Generation	<p>Create invoices for:</p> <ul style="list-style-type: none"> • Purchase orders routed to SAP Business Network • Purchase orders not routed to SAP Business Network • Contracts <p>Customers can enable any or all of these invoicing types. Gives access to the Invoices > Invoices page.</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>i Note</p> <p>Requires the Inbox Access and Outbox Access permissions. Your account also needs to have a relationship with a customer that accepts invoices.</p> </div>	None
Invoice Report Administration	Create, delete, edit, run, and download invoice reports. Gives access to the Reports page (invoice report type only).	None
Order Assignment for Users with Limited Access	Assign orders to users with limited access to SAP Business Network.	None
Outbox Access	View and search for outbound documents and take actions based on your role. This includes reviewing invoices, managing auction-eligible invoices, canceling invoices, generating one-time invoice reports, and searching for specific invoices. Gives access to various menu items.	None
PCard Configuration and Notifications	Configure PCard account and maintain email addresses for PCard notifications.	None
Payment Activities	Gives access to the Payments menu.	None
Payment Profile	Manage your company's remittance addresses and associated payment profiles. Gives access to the Account Settings > Settings > Remittances page.	Payment Profile
Premium Membership and Services Management	View, subscribe, and manage your company's SAP Ariba subscriptions. Gives access to the Account Settings > Service Subscriptions page.	None
Quality Notification Access	View quality notification documents.	None
	<div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>i Note</p> <p>Available only for SAP Business Network for Supply Chain suppliers.</p> </div>	

Permission	Description	Notifications
Quality Notification Creation	<p>Create quality notification documents.</p> <p>i Note Available only for SAP Business Network for Supply Chain suppliers.</p>	None
Purchase Order Report Administration	<p>Create, delete, edit, run, and download purchase order and order summary reports. Gives access to the Reports page (purchase order and order summary report types only).</p>	None
Receivables Upload	<p>Choose receivables for auction.</p>	None
Respond to postings on Ariba Discovery	<p>Respond to postings on SAP Business Network Discovery.</p> <p>i Note If you create user roles for people who only perform tasks in SAP Business Network Discovery, we recommend also assigning the Company Information permission to the role. Profile maintenance is a key part of having an SAP Business Network Discovery account.</p>	Users with this permission can manage all SAP Business Network Discovery Notifications.
Routing Overrides	<p>Override document routing settings for incoming documents by customer or customer group. Gives access to the Account Settings > Settings > Customer Relationships page (Override Routing option only).</p> <p>i Note Requires the Customer Administration permission.</p>	None
Supplier Discount Management Program Administrator	<p>Accept and reject early payment offers and define early payment requests. Gives access to the Account Settings > Settings > Remittances and Payments > Early Payments pages.</p> <p>i Note Requires the Inbox Access and Outbox Access permissions.</p>	<p>Network Notifications:</p> <ul style="list-style-type: none"> • Early Payment Offers • Standing Early Payment Offers
Supplier Treasury Agent	<p>Shows the Early Payment action tile on the legacy Home page if the Supplier Discount Management Program Administrator permission is also enabled.</p> <p>i Note Requires the Inbox Access and Outbox Access permissions.</p>	None

Permission	Description	Notifications
Tax Book Report Administration	Create, delete, edit, run, and download tax book reports. Gives access to the Reports page (tax book report type only).	None
Time Sheet Management	Gives access to view time sheets in the Invoices menu.	None
Time Sheet Report Administration	Create, delete, edit, run, and download time sheet reports. Gives access to the Reports page (time sheet report type only).	None
Transaction Configuration	<p>Configure the account for electronic transactions. This includes specifying requirements or preferences for routing and responding to purchase orders, order request messages, cancel orders, order response documents, and invoices.</p> <p>Gives access to the Account Settings > Settings > Electronic Order Routing and Account Settings > Settings > Electronic Invoice Routing pages.</p>	<p>Network Notifications:</p> <ul style="list-style-type: none"> Order Time Sheet Invoice Failure Invoice Status Change
Transaction Data Export for Deleted Data	Download ZIP files of deleted transaction documents. Grants access to the ... > Deleted Transactions page.	None
Transport Confirmation Read-only Mode	<p>Gives read-only access to the Fulfillment > Transport Confirmations page.</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>i Note</p> <p>Available only for suppliers with a logistics relationship with an SAP Business Network for Supply Chain customer.</p> </div>	None
Transport Request Response	<p>Create a transport confirmation to accept or reject a transport request.</p> <p>Gives access to the Fulfillment > Transport Requests and Fulfillment > Transport Confirmations pages.</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>i Note</p> <p>Available only for suppliers with a logistics relationship with an SAP Business Network for Supply Chain customer.</p> </div>	None
Transport Request Cancellation	<p>Create a transport confirmation to cancel a transport request.</p> <p>Gives access to the Fulfillment > Transport Requests and Fulfillment > Transport Confirmations pages.</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>i Note</p> <p>Available only for suppliers with a logistics relationship with an SAP Business Network for Supply Chain customer.</p> </div>	None

Permission	Description	Notifications
Transport Request Collection	<p>Create a transport confirmation to collect a transport request.</p> <p>Gives access to the Fulfillment > Transport Requests and Fulfillment > Transport Confirmations pages.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p>i Note</p> <p>Available only for suppliers with a logistics relationship with an SAP Business Network for Supply Chain customer.</p> </div>	None
Transport Request Read-only mode	<p>Gives read-only access to the Fulfillment > Transport Requests page.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p>i Note</p> <p>Available only for suppliers with a logistics relationship with an SAP Business Network for Supply Chain customer.</p> </div>	None
View Product Sourcing Event	<p>Gives access to Product Sourcing Projects workbench tiles.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p>i Note</p> <p>Available only to suppliers with the S/4HANA for product sourcing collaboration type.</p> </div>	None

Revoke User Access and Remove a User's Personal Information

SAP Business Network users can request the administrator for their account to remove their personal information from the system. If approved, the user can't log into SAP Business Network any longer, and their personal information is no longer visible to users, including in transaction documents shared and exchanged with business partners.

i Note

For audit and compliance purposes, the user's personal information is still visible to the user who is the administrator for your SAP Business Network account.

Restrictions

- Comments or attachment files associated with transaction documents aren't affected when users remove personal information. Therefore, avoid entering personal information in comments or attached files.

- After a user's revocation of user access request is approved, their personal information is pseudonymized in SAP Business Network transaction documents. However, transaction documents that were integrated with other systems (such as an ERP) or downloaded before the request was approved may still have the user's personal information. The customer needs to take additional action, including informing impacted business partners, to remove it.
- If a customer needs to re-identify a user that has been pseudonymized for legal purposes, the administrator of the account can provide that information.

[Workflow for Removing Personal Information for a User from SAP Business Network \[page 52\]](#)

[Approving or Rejecting a Supplier User's Request to Remove Their Personal Information \[page 52\]](#)

[Viewing and Exporting Revoked Supplier Users \[page 53\]](#)

Workflow for Removing Personal Information for a User from SAP Business Network

This procedure describes the workflow for removing personal information for an SAP Business Network user:

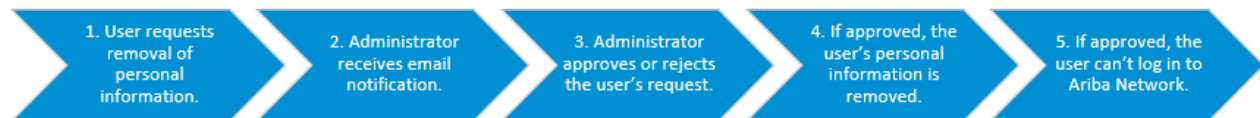


Figure 1: Workflow for Removing Personal Information for a User

1. A user logs in to the SAP Business Network portal to request the removal of their personal information.
2. The administrator for the account receives an email notifying them of the user's request.
3. The administrator logs into the SAP Business Network portal and approves or rejects the user's request.
4. If the administrator approved the request, the user's personal information is removed.
5. If the administrator approved the request, the user can't log in to SAP Business Network.



Approving or Rejecting a Supplier User's Request to Remove Their Personal Information

As an administrator, you can approve or reject a user's request to remove their personal information from SAP Business Network. If you approve the request, the user's personal information is removed, and they can't log in to SAP Business Network.

Prerequisites

You are assigned the **Administrator** role.

Procedure

1. Click the  **Account Settings** icon, and choose .
2. Click **Manage Users**.
3. In the **Users** table, select the user who requested revocation of access. In the **AN Access** column, the value is **Revocation request pending**.
4. Click **Actions**, and choose one of the following actions:
 - **Accept Revocation Request**
 - **Reject Revocation Request**
5. Click **OK**.



Viewing and Exporting Revoked Supplier Users

As an administrator, you can view the list of revoked users and export the table to an XLS file.

Prerequisites

You are assigned the **Administrator** role.

Procedure

1. Click the  **Account Settings** icon, and choose .
2. Click **Revoked Users**.
3. The **Revoked Users** table lists all users whose access to SAP Business Network has been revoked.

→ Tip

You can filter the table by **Username**, **Email Address**, or **First or Last Name**.

4. To export the table, click the  **Table Options Menu** icon, and choose **Export All Rows**.

Results

An XLS file containing the list of revoked users downloads to your computer.

Retention Period for Revoked Users

As a supplier administrator, configure a retention period for revoked users.

SAP Business Network users can request the administrator of their account to remove their personal information from the system. This is called a revocation request. If the request is approved, users cannot log in to SAP Business Network any longer, and their personal information is no longer visible to other users.

As an administrator, you can configure a retention period for the user data of all the revoked users in your organization. The data of revoked users is automatically removed from SAP Business Network after this retention period is reached. In the meantime, you can view the list of revoked users in the **Revoked Users** tab. You must have configured the retention period before accepting or rejecting any revocation request. If the retention period for an organization is not configured, SAP Business Network prompts you to configure the retention period before you can act on a revocation request. You can change the retention period at any time before the previously configured retention period is reached. The newly configured retention period takes effect immediately. The retention period must be configured in months, and must be between 1 and 999 months.


i Note

- Only users with non-administrator roles can request revocation of their access from SAP Business Network. Administrators cannot raise a revocation request. If administrators want to request revocation of their access from SAP Business Network, they must transfer their administrator role to another user. For more information, see [Transferring the Account Administration Role \[page 40\]](#).
- Transaction documents such as invoices created by users before they were revoked will remain unchanged in SAP Business Network even after revocation and subsequent permanent deletion of such users.

Configuring Retention Period for Revoked Users in Your Organization

As an administrator, you can configure the retention period of user data for revoked users in your organization.

Procedure

1. Log in to your SAP Business Network supplier account.
2. Click the  **Account Settings** icon, and choose **My Account**.
3. Click **Manage User Deletion**.
4. Enter a retention period between 1 and 999 in the **Retention period in months** box.

The data of all revoked users in your organization will be retained for a period that you configure here.

5. Click **Save**.
 - After the retention period is over, user data will be deleted permanently from SAP Business Network.
 - You cannot act upon a revocation request unless you configure the retention period first.
 - Revoked users' data is available for you to view for purposes such as regulatory audits.

- All the data of an organization (including users' data - both revoked as well as deleted) is deleted when an organization is permanently deleted.

Multifactor Authentication

Multifactor authentication is a two-step verification process where you are required to authenticate yourself a second time using a time-based verification code. As compared to the single step authentication process, the multifactor authentication process provides enhanced security.

If multifactor authentication is enabled for critical fields, you are required to perform the two-step verification process while attempting to update the values of critical fields such as email addresses, phone numbers, remittance information and so on. With multifactor authentication enabled for login, you are required to perform the two-step verification process to log in to SAP Business Network.

SAP Business Network administrators can now enable the following functionalities for users in their organization by selecting the desired users from a table:

- Require multi-factor authentication for critical fields
- Require multi-factor authentication for login

i Note

- Only supplier administrators with the required permissions can disable multifactor authentication for login.
- SAP Business Network does not prompt newly created users to complete the multifactor authentication setup immediately after a successful login. New users are recommended to set up multifactor authentication for login after they change their initial password.

Prerequisites

When multifactor authentication is enabled for your organization, you must install an authenticator application such as SAP Authenticator from iTunes (for iOS devices) or from Google Play (for Android devices) in your hand-held devices to generate a time-based verification code (also called time-based one-time password). The time-based verification code setup is also compatible with third-party authenticators such as Google Authenticator or Microsoft Authenticator.

[Enabling Multifactor Authentication for Login \[page 56\]](#)

[Configuring Multifactor Authentication Settings \[page 56\]](#)

[Managing Multifactor Authentication for Users \[page 57\]](#)


[Setting Up Multifactor Authentication \(Supplier User\) \[page 58\]](#)

[Setting Up Multifactor Authentication Using a New Device \(Supplier User\) \[page 58\]](#)

Enabling Multifactor Authentication for Login

For additional security, the supplier administrator can enable multifactor authentication for select users.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Users**.
2. Click **Manage User Authentication**.

The **Multi-factor Authentication User Setup** page is displayed.

3. Select the box **Require multi-factor authentication for login**.
4. Click **Yes** in the dialog box that appears.
5. Select the desired users by checking the boxes against their user names from the table, and click **Enable**.


i Note

Only the selected users are enabled for "multifactor authentication for login." If you do not select any user from the table, none of the users in your organization will be enabled for multifactor authentication.

Configuring Multifactor Authentication Settings

The supplier administrator can configure multifactor authentication for an SAP Ariba account.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Users**.
2. Click **Manage User Authentication**.
3. Click **Configure MFA Settings**.

The **Configure Multi-factor Authentication Settings** page appears.

4. Enter a value in the **Time allowed to skip multi-factor authentication setup** box.
This field specifies the maximum number of days the user can skip the multifactor authentication setup when an administrator has enabled it for that user. The default value is 5 days.
5. Enter a value in the **Number of invalid multi-factor authentication attempts allowed** box.
This field specifies the maximum number of invalid multifactor authentication attempts that the user can make. The default value is 5 attempts. After the number of invalid attempts specified in this field, the user account is locked. It can be unlocked only by an administrator.
6. Enter a value in the **Retry period for locked out users** box.

- After the number of minutes (the default value is 120 minutes) specified in this field, the user account is automatically unlocked and can be re-used.
- If the user gets locked a second time, the default value becomes 240 minutes, and the user is unlocked only after 240 minutes.
- If the user gets locked a third time, the user account is locked for good, and can be unlocked only by an administrator.

i Note

Users can contact their administrator at any time during this period to get their account unlocked.

7. Select the **Enable the Remember me option** check box.

This checkbox (unchecked by default) specifies if users can choose the Remember me option for multifactor authentication in the one-time password input screen. If this box is checked, an input box **Remember device for** is displayed.

8. Enter a value in the **Remember device for** box.



This field specifies the maximum number of days the user's device and browser will be remembered, during which they will not be prompted for the multifactor authentication passcode during login. The default value is 5 days.

9. Click **Save**.

Managing Multifactor Authentication for Users

The supplier administrator can help manage multifactor authentication for users.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Users** .
2. Click **Manage User Authentication**.
3. Select the desired multifactor authentication check boxes.
4. Select the users (from the table) for which you want to manage multifactor authentication.
5. Click the following buttons depending on what you wish to do:
 - **Enable**: Enables multifactor authentication for the selected users.
 - **Disable**: Disables multifactor authentication for the selected users.
 - **Reset**: Resets multifactor authentication for the selected users. These users must either enter the secure key displayed on the user interface, or scan a new QR code during their next login session.
 - **Send Email Reminder**: Sends a reminder email to the selected users.
 - **Unlock**: Unlocks the selected users.
6. Click **Save**.

Setting Up Multifactor Authentication (Supplier User)

You can set up multifactor authentication after your SAP Business Network administrator has enabled the feature.

Procedure

1. Click the  **Account Settings** icon, and choose **My Account**.

The **My Account** page appears.

2. Below the **Username** text box, click the **Set up multi-factor authentication** link.


The **Set up Multi-factor Authentication** page appears.

3. Download and install SAP Authenticator or any compatible authenticator application such as Google Authenticator or Microsoft Authenticator on your hand-held device.
4. Open the authenticator application that you have installed on your mobile device and do either one of the following:
 1. Scan the QR code displayed on the page, and enter the code in the **Time-based Verification Code** input box, **or**
 2. Enter the secure key displayed on the page in the **Time-based Verification Code** input box.
5. Click **Done**.

Setting Up Multifactor Authentication Using a New Device (Supplier User)

When you change your mobile device, you can reset the multifactor authentication that had been configured using your old device. Using the verification code from the old device, you can set up multifactor authentication on your new device.

Procedure

1. Click the  **Account Settings** icon, and choose **My Account**.
2. Below the **Username** text box, click the **Reset multi-factor authentication** link.
3. Enter the verification code from your old mobile device.
4. Set up multifactor authentication again, using a new QR code on your new mobile device.
5. Click **Done**.

Customer Relationships

To begin transacting business with a customer on SAP Business Network, your customer needs to send you a relationship request. You can either accept or reject the relationship request.

When you accept a relationship request, SAP Business Network automatically establishes your relationship with that buying organization, which then becomes your customer.

This two-step process ensures that buying organizations are not inundated with catalogs, and that suppliers' product and service offerings are treated confidentially. It also lets you accept only those relationships you are prepared to pursue. For example, you might want to configure your back-end systems to receive orders before customers begin sending orders to you.

On the **Customer Relationships** page, you can perform the following actions:

- Review your relationship requests
- Review profile information for customers that have sent you relationship requests
- Accept requests from buying organizations you want to transact with
- Specify how you want to receive customer relationship requests

i Note

You need to be the account administrator or have the **Customer Administration** permission to manage customer relationships. You also need to have at least one pending or current relationship to access the **Customer Relationships** page. Otherwise, you won't see this option under the **Account Settings** menu.

By default, SAP Business Network sets up new accounts to accept relationship requests automatically. This makes it easy for new suppliers to establish trading relationships and begin transacting on SAP Business Network. You can configure your account to accept relationship requests automatically or to require manual review. If you select **Manually review all relationship requests**, then when a buying organization requests a relationship, SAP Business Network displays the request in the **Pending** section of the **Customer Relationships** page.

Buying organizations can create customized profile pages to collect additional information about their suppliers. When you approve a request from a buying organization that requires a customized profile, SAP Business Network sends you an email that indicates the relationship has been established and instructs you to log in and complete the customized profile.

Suspended Customer Relationships

If your account has been suspended, SAP Business Network displays your current relationships in the **Suspended** section of the **Customer Relationships** page. This section appears only if your account is suspended.

While your account is suspended you cannot transact with customers with which you have chargeable relationships, and you no longer have access to features included with your SAP Business Network subscription .

i Note

If your chargeable customer pays the fee for that relationship, SAP Business Network displays the customer in the **Current** section and you can continue to transact with the customer.

[Manually Reviewing All Relationship Requests \[page 60\]](#)

[Viewing and Requesting Potential Relationships \[page 61\]](#)

[Accepting or Rejecting Customer Relationship Requests \[page 63\]](#)

[Creating a Customer Group \[page 64\]](#)

Manually Reviewing All Relationship Requests

SAP Ariba Sourcing and SAP Ariba Supplier Lifecycle and Performance relationship requests are set to “manual approval” by default. All other relationship requests are automatically accepted by default, but you can choose to manually review all relationship requests.

Prerequisites

You need to be the account administrator or have the **Customer Administration** permission to manage customer relationships.

You need to have at least one pending or current relationship to access the **Account Settings > Customer Relationships** page. Otherwise, you won't see this option under the **Account Settings > Settings** menu.

Procedure

1. Click the **Account Settings** icon, and choose **Settings > Customer Relationships**.
The **Account Settings > Customer Relationships** page appears, with the **Current Relationships** tab selected.
2. Select **Manually review all relationship requests**.
3. Click **Update**.

Viewing and Requesting Potential Relationships

Buying organizations can post current projects on SAP Business Network to solicit requests for trading relationships with suppliers. When a buying organization with whom you do not already have a trading relationship posts a project that interests you, you can request a trading relationship with them.

Prerequisites

You need to be the account administrator or have the **Customer Administration** permission to manage customer relationships. SAP Business Network supplier administrators can give non administrator users read only access to customer details through the **Customer Relationship** permission.

You need to have at least one pending or current relationship to access the **Account Settings > Customer Relationships** page. Otherwise, you won't see this option under the **Account Settings > Settings** menu.

Context

You can view projects from buying organizations that you do not already have a trading relationship with on SAP Business Network. You can respond if you meet the buying organization's requirements, or you can indicate that the buying organization is a current customer outside of SAP Business Network.

On the **Account Settings > Customer Relationships** page, you have the ability:

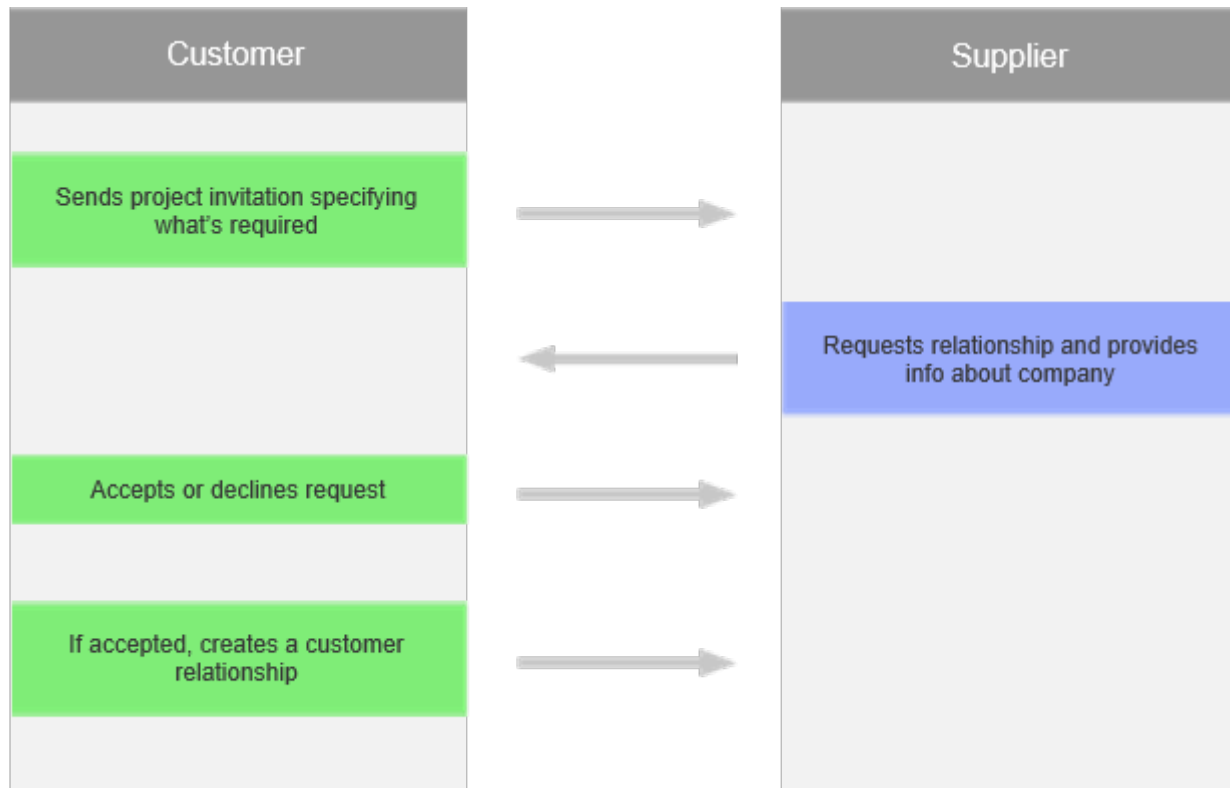
- to export customer relationships for offline review in a CSV file.
- for the parent account user to view and filter customer relationships across all linked child accounts and view the results grouped by SAP Business Network ID.
- to sign in to the child account contextually from the search results if a user has the necessary permissions – either **Account Hierarchy** or **Child Account Access**.
- to hide unused or infrequently used columns.

A column displays the SAP Business Network ID next to the customer name. This shows in the **Current**, **Rejected**, and **Suspended** tabs.

i Note

The tables on the **Account Settings > Customer Relationships** page are organized into separate tabs with a corresponding count listed on each tab name for easy review. The tabs are: **Current**, **Pending**, **My Groups**, and **Suspended**.

The following diagram describes the potential relationship process:



After the customer relationship is established, you can start transacting with your customer through SAP Business Network.

Procedure

1. Click the **Account Settings** icon, and choose **Settings > Customer Relationships**.
The **Account Settings > Customer Relationships** page appears, with the **Current Relationships** tab selected.
2. Click the **Potential Relationships** tab to see a list of buying organizations that currently have projects.
3. Click the name of a buying organization or click **View Project** in the **Action** column to view the details.
SAP Business Network displays the **Supplier Self-Nomination** wizard.
4. Enter details about your organization and specify your notification preferences.
5. Click **Next**.
6. Review the profile details and do one of the following:
 - Click **Previous** to return to the first steps of the **Supplier Self-Nomination** wizard.
 - Click **Submit** to send a trading relationship request.
 - Click **Save as Draft** if you want to update your profile details and return to the request later to submit it.
 - Click **Exit** to leave the **Supplier Self-Nomination** wizard without saving the information.

Accepting or Rejecting Customer Relationship Requests

You need to accept a relationship request before you can receive purchase orders from a customer. However, if you no longer plan to transact business with a pending or current customer, you can reject the relationship.

Prerequisites

You need to be the account administrator or have the **Customer Administration** permission to manage customer relationships.

You need to have at least one pending or current relationship to access the **Customer Relationships** page. Otherwise, you won't see this option under the **Account Settings** menu.

Context



You can accept requests from new, potential customers, but you can't approve a relationship request you previously rejected. After you accept a customer relationship request, your SAP Business Network account is now ready to receive purchase orders from that customer. You can customize purchase order routing and cXML document transformation options for each customer or customer group.

The **Rejected** section of the **Customer Relationships** page includes buying organizations whose relationship requests you have rejected or customers with which you have terminated a relationship. You can reject a pending relationship request from a buying organization or terminate a relationship with a current customer.

→ Remember

Your SAP Business Network account cannot receive purchase orders from a pending or rejected customer.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings** > **Customer Relationships** .
The **Account Settings** > **Customer Relationships** page appears, with the **Current Relationships** tab selected.
2. Choose the check box for a buying organization in the **Pending** or **Current** section.
3. Perform one the following actions:
 - To accept a relationship request, click **Approve**, and then click **Submit**.
 - To reject a relationship request or current customer, click **Reject**.

SAP Business Network moves approved relationship requests to the **Current** section, and rejected buying organizations move to the **Rejected** section. SAP Business Network sends a notification about the approval or rejection to you and the buying organization.

4. Click **Submit**.


Creating a Customer Group

If you create a customer group, you can override the default routing for orders sent from customers in the group.

Prerequisites

- You must subscribe to the Bronze subscription level or higher for your SAP Business Network account.
- You must be an administrator to create customer groups.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings** > **Customer Relationships** > **Customer Relationships**.
2. Scroll to the **My Groups** section.
3. Click **Create Group**.
The **Customer Group** page appears.
4. Under **Select Members**, check the name of one or more customers, and then click **Add**.
5. Enter a name and a description for the group, and then click **Submit**.
The new group is listed in the **My Groups** section.
6. Click **Save**.

Account Hierarchies

If you have multiple SAP Business Network accounts, you might benefit from setting up an account hierarchy.

Account hierarchy benefits include the following:

- One individual can handle service management tasks for the entire organization, saving time and effort.
- The administrator for the parent account can align the subscription terms for all subsidiaries' services to start and end on the same date, so that all subscription expirations and renewals occur at the same time. Realignment can occur whether or not subsidiary accounts have already subscribed to services on their own.
- The administrator for the parent account can pay for all subsidiaries' subscriptions in a single payment.
- 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.

In addition to these benefits, you can also control the visibility of your 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 Business Network. However, you can control the visibility of your child accounts by configuring the

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 Business Network. When this setting is unchecked, business partners can search and view only the parent accounts on SAP Business Network.

Service Management in Account Hierarchies

The administrator for a parent account can work with SAP Ariba Customer Support to manage services for child accounts. This includes subscribing to, updating, renewing, and canceling services on behalf of the child accounts.

The parent account administrator can view the status of each child account's subscriptions in the ► **Service Subscriptions** ► **My Subsidiaries' Services** ▾ section of the parent account.

i Note

The **My Subsidiaries' Services** section appears on the **Service Subscriptions** page only if you are the parent account administrator.

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 Business Network Customer Support team cancels the existing subscriptions and begins a new subscription on the date specified by the parent account administrator.

[Linking to a Child Account \[page 65\]](#)

[Signing On to a Child Account \[page 68\]](#)

[Approving or Declining Account Link Requests \[page 70\]](#)

Linking to a Child Account

If you administer both a parent account and the subsidiary account you want to link, use this procedure to establish the link immediately without requiring confirmation from the subsidiary account. This can help reduce the maintenance required to update duplicated accounts.

Prerequisites

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.

Context

You can create a parent-child account hierarchy in SAP Ariba, one parent account linked to any number of child accounts. This allows the administrator for the parent account in the hierarchy to manage services not only for that account, but also for the child accounts in the hierarchy.

The following terms apply to account hierarchies:

- The parent account is the topmost account in the hierarchy and has one or more child accounts.
- A child account , or subsidiary account, has one parent account.
- An independent account has no parent or child accounts.

i Note

You need to configure customer-requested common profile fields in the parent account.





On the **Account Hierarchy** page, you have the ability:

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

i Note

The tables on the **Account Hierarchy** page are organized into separate tabs with a corresponding count listed on each tab name for easy review. The tabs are: **Linked Child Accounts**, **Pending Link Accounts**, and **Declined**.

Procedure

1. Click the  **Account Settings** icon, and choose  **Settings**  **Account Hierarchy** .

The **Account Hierarchy** and subsidiary accounts can view details of their linked accounts and remove any associations on the **Account Hierarchy** page. If SAP Ariba finds existing accounts that match your company's profile information, SAP Ariba displays a message at the top of the page. Click **Click here to view details** to view potential matching companies.

i Note

You cannot create an account hierarchy in your test account.

2. Click **Link Accounts**.
3. Enter the username and password for the account you want to link as a child, and click **Link** to display the **Link Accounts Confirmation** page.
4. Click **Done**.

Results

SAP Ariba displays the **Account Hierarchy** page with the subsidiary account in the **Current Links** section.

Next Steps

You can share a parent account's company profile information with a linked child account. When you share a parent account's company profile information with a linked child account, the parent account's profile overwrites the child account's company profile.

In the **Linked Child Accounts** section, click **▶ Actions ▶ Link Company Profile. ▶** SAP Ariba displays **Yes** in the **Linked Profile?** column to indicate that the parent account company profile has overwritten the child account company profile.

After sharing is enabled, the account administrator for the parent account can maintain the company's SAP Ariba profile for all the accounts in the hierarchy. SAP Ariba displays a read-only **Company Profile** page to child account users when profile sharing is enabled.

The following information is shared between linked company profiles:

- Basic information
- Business information
- Marketing information

The following information is not shared between linked company profiles:

- Settings like electronic order and invoice routing
- Users
- Email notification settings
- Customer-requested fields
- Supplier ANID and DUNS
- Contact information
- Customer relationships


Linking to a Child Account if You're Not the Administrator

If you want to link to a child account you do not administer, use this procedure to make a link request that the administrator of the child account can accept or decline.

Prerequisites

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.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Account Hierarchy**.
2. Click **Link Accounts**.
3. Click **Request link with other accounts**.
The **Request for Account Linkage** page appears.
4. Enter search criteria in the field provided, and click **Search**.
Accounts matching your search criteria appear in the **Search Results** section.
5. Select the accounts with which you want to link **Search Results** section, and click **Review Profile** to see the company profile of the selected accounts.
6. Perform one of the following actions:
 - Click **Link as My Child** to link the account as your child account.
 - Click **Link as My Parent** to become the child account in the account hierarchy.

The **Request for Account Linkage** page appears. The **Accounts Being Linked** section displays the accounts that will receive a request to link as a subsidiary to your account.

7. (Optional) Enter any additional information in the **Comments** field.

i Note

This additional information is visible to the account administrator who processes your request.

8. Click **Send Request**.

Results

If you are attempting to link as the child account, Ariba sends an email request to the account administrator.

If you are attempting to link as the parent account, Ariba displays the **Link Company Profiles** page. You can choose to link certain company profile information between linked accounts. To link the parent account's company profile information with the child account, click **Overwrite and synchronize future company profile changes with information from this account**, and click **Send Request**.

The **Account Hierarchy** page shows the submitted request in the **Pending Link Account Requests** section.

Signing On to a Child Account

When you successfully link to a child account, use this procedure to sign onto the account.

Prerequisites

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.


As the administrator of a parent account, you can automatically sign on to a child account. Other users can also sign on to child accounts, but require the **Child Account Access** permission to sign on to child accounts.

Context

The following table lists the features that are available, depending on your permissions and whether you are in a parent or child account:

User Type	Assigned Permissions	Options Available in Account Hierarchy
Administrator of a parent account	All permissions	Link Account , Link Company Profile option and Sign On button
User of a parent account	Account Hierarchy Administration permission	Link Account option and Sign On button
User of a parent account	Child Account Access permission	Sign On button
Administrator of a child account	All permissions	Account details for the linked parent account. The Remove button is available
Administrator of a child account with a pending link request	All permissions	Account details for the linked parent account. The Approve/Deny link is available
User of a child account	Account Hierarchy Administration permission	Account details for the linked parent account. The Remove button is available
User of a child account	Child Account Access permission	Account details for the linked parent account
User of a parent account signed on to a child account	Account Hierarchy Administration permission	Account details for the linked parent account

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Account Hierarchy**.
2. Check the box for the account you want to access, and click **Sign On**.

Results

The child account's home page appears.


Approving or Declining Account Link Requests

If you are the administrator of an account and receive a link request, you must approve or decline the request.

Context

Approving an account link request establishes the link between the accounts. Declining an account link request prevents linking between accounts.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Account Hierarchy**.
2. Click **Approve** or **Decline** in the **Link Account Requests** section to approve or decline the request.

Results

If you approve the link request, the parent-child account hierarchy between the accounts is established and Ariba sends the account administrator of the parent account an email notification. The administrator of the parent account can access and manage the child account and company profile. SAP Business Network displays **Child Account** in the **Account Status** field and displays information about the parent account and the contact information for the account administrator of the parent account.

If you decline the link request, SAP Business Network sends an email notification to the account administrator of the account requesting to link. When you choose not to link multiple accounts together, you can contact SAP Business Network Customer Support to expire any unwanted duplicate accounts. Expired accounts are automatically deleted after 30 days.

Customer Contacts

You can provide companywide contacts for high-level inquiries, and you can add customer-specific contacts for your current customers. Before you can designate an employee in your company as a customer-specific or companywide contact, you first need to add them as a customer contact.

[How to add customer contacts \[page 71\]](#)

[Adding Companywide Assignments \[page 72\]](#)

[Managing Customer-Specific Contacts \[page 74\]](#)

How to add customer contacts

Use this procedure to add customer contacts. After you add customer contacts, you can designate them as a customer-specific or companywide contacts.

Prerequisites


You need to have the **Contact Administration** permission to maintain customer contact information.

Context

Before you begin setting up customer contacts, you might want to ask employees which contact methods they prefer to ensure they are prepared to handle inquiries effectively.

By creating a range of contacts, you can enable both current and potential customers to contact appropriate personnel within your company. To get started with company contacts, first create a list of individuals in your company who are designated contact personnel.

Procedure

1. Click the  **Account Settings** icon, and choose **Company Profile**.
2. On the **Company Profile** page, click the **Contacts** tab.
3. In the **Contact Personnel** section, click **Create**.
4. Enter the full name of the contact.
5. (Optional) Enter the person's title in the **Business Title** field.
6. Enter a valid email address and/or a phone number, and optionally add the person's address.

→ Recommendation

Some inquiries are easily handled by email, such as requests for prepared information that can be sent over the Internet or by mail. Other inquiries are more easily handled by phone, such as an inquiry about how to configure an order processing system to ensure smooth order routing with a specific customer.

7. Click **Save**.

Next Steps

After you have created a list of contact personnel, you can designate those individuals as a [companywide contact \[page 72\]](#) or a [customer-specific contact \[page 74\]](#).

Adding Companywide Assignments

You create new companywide contacts so that customers on SAP Business Network know the right people to contact for various issues or questions. For example, you might specify a Widget Sales Contact, a Custom Colors Contact, and a Shipping Contact.

Prerequisites


You need to have the **Contact Administration** permission to maintain customer contact information.

Context

For custom companywide contact types, you can change the name and the assigned contact person. You can also delete custom companywide contact types and contact people when they are no longer needed.

For standard companywide contact types, you can assign, change, or unassign the contact person, but you can't edit or delete the contact type name.

Procedure

1. Click the  **Account Settings** icon, and choose **Company Profile**.
2. On the **Company Profile** page, click the **Contacts** tab.
3. Scroll to the **Companywide Assignments** section and perform one of the following actions:
 - Click one of the existing contact types in the **Assignment** column.
 - Click **Create** to create a custom contact type.
4. For custom contact types, enter a name for this new assignment in the **Contact Type** field. You can't change this information for standard companywide assignments.

i Note

The **Contact Type** name is visible to buying organizations on SAP Business Network and to others within your company.

5. Choose a contact person from the list.
6. Click **Save**.

Results

SAP Business Network displays your new assignment in the **Companywide Assignments** list.

Standard Companywide Contacts

SAP Business Network provides twelve standard companywide contact types. While you can't rename or delete standard contact types, you can create your own custom contacts types to take the place of the standard ones. You can rename or delete custom contact types.

You can provide both companywide and customer-specific assignment types. You can use these two groups to create contact assignments that reflect the way your company does business.

For example, large companies might direct inquiries to a public relations manager or administrative assistants for their legal and sales departments. Small companies might prefer to provide individual contacts, such as the accountant, the receiving manager, or the office manager.

i Note

One person can serve as the contact for multiple contact types.

The following table shows the standard companywide contacts:

Contact type	Additional information
Accounts Receivable	
Accounts Payable	
Bid/Proposal Manager	If you participate in online auctions, provide a contact for buying organizations that want to discuss your participation in auctions. Your sourcing contact does not necessarily need to know details of your Ariba account.
Catalog Manager	
Customer Care Manager	Customers might want to contact someone at your company to discuss business issues. For example, you could provide the name and number of a sales representative or customer service specialist.
eBusiness Manager	
Marketing Manager	
Primary Contact	
Sales	
Sales Order/Operations Manager	
Sales Representative	Customers might want to contact a sales representative to ask high-level questions about your sales organization.
Technical Contact	
Treasury	


Managing Customer-Specific Contacts

You can assign, edit, and unassign customer-specific contacts and contact types so that your current customers know the right people to contact for various issues or questions.

Prerequisites

You need to have the **Contact Administration** permission to maintain customer contact information.

Procedure

1. Click the  **Account Settings** icon, and choose **Company Profile**.
2. On the **Company Profile** page, click the **Contacts** tab.
3. Scroll to the **Customer-specific Assignments** section to see a list of your customers and their assigned contacts.
4. Click a customer name to edit the customer contact information.
5. To create a new contact type, enter its name in the empty text box at the bottom of the **Contact Type** list.
6. Modify the selected contact person for one or more contact types. To remove a contact person from a customer and leave no assigned contact, deselect the existing contact person.
7. Click **Save**.

Note

Each customer sees only its own customer-specific assignments, in addition to any companywide contacts you provide.

Data Deletion Criteria for Suppliers

On the **Network Settings** page, the administrator for your SAP Business Network account and other users with appropriate permission can specify the retention period for transaction documents. Additionally, SAP Business Network automatically deletes supplier master data after an extended period of inactivity.

You may need to delete old transaction documents to satisfy regulatory needs in your country/region or business requirements in your organization.

If you request recurring deletion of transaction data, any transaction document sets older than the retention period are subject to deletion every month. Each document set includes transaction documents and any associated attachments.

You can also request one-time deletion of transaction data. This operation is similar, but happens only once, not every month. For example, you can delete your transaction data older than January 1, 2018.

i Note

If a supplier account is deleted from the SAP Business Network, the RFX transactions responded by the supplier are not deleted immediately. The RFX transactions get deleted only after the buyers and the suppliers accounts associated with that RFX are deleted.

Types of Transaction Documents That Can Be Deleted

The following transaction documents can be deleted:

- Purchase orders (orders and blanket orders)
- Order confirmations
- Ship notices
- Receipts
- Service sheets
- Invoices, credit memos, and debit memos
- Payment documents
- SAP Business Network for Supply Chain transaction documents
- Notifications
- Quote requests and quote messages
- Associated attachments

Workflow for Deleting Transaction Documents

The following diagram shows the workflow for deleting transaction documents from SAP Business Network:

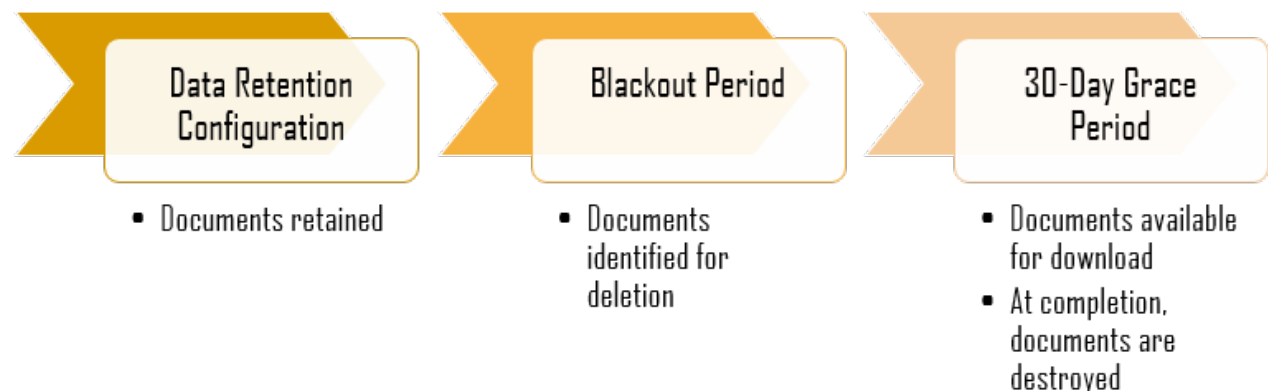


Figure 2: Workflow for Deleting Transaction Documents from SAP Business Network

i Note

SAP Ariba retains transaction data for a reasonable time after the 30-day grace period.

About Transaction Document Sets

Each transaction document is part of a larger transaction document set, a sequence of related documents sent between the buyer and supplier (for example, purchase order, order confirmation, ship notice, receipt, invoice, and so on). Buyers and suppliers maintain their own data retention period. When all documents in a particular set are older than the specified data retention period, only then are they ready to be deleted. If any document in a set isn't older than the data retention period, the entire set is retained.

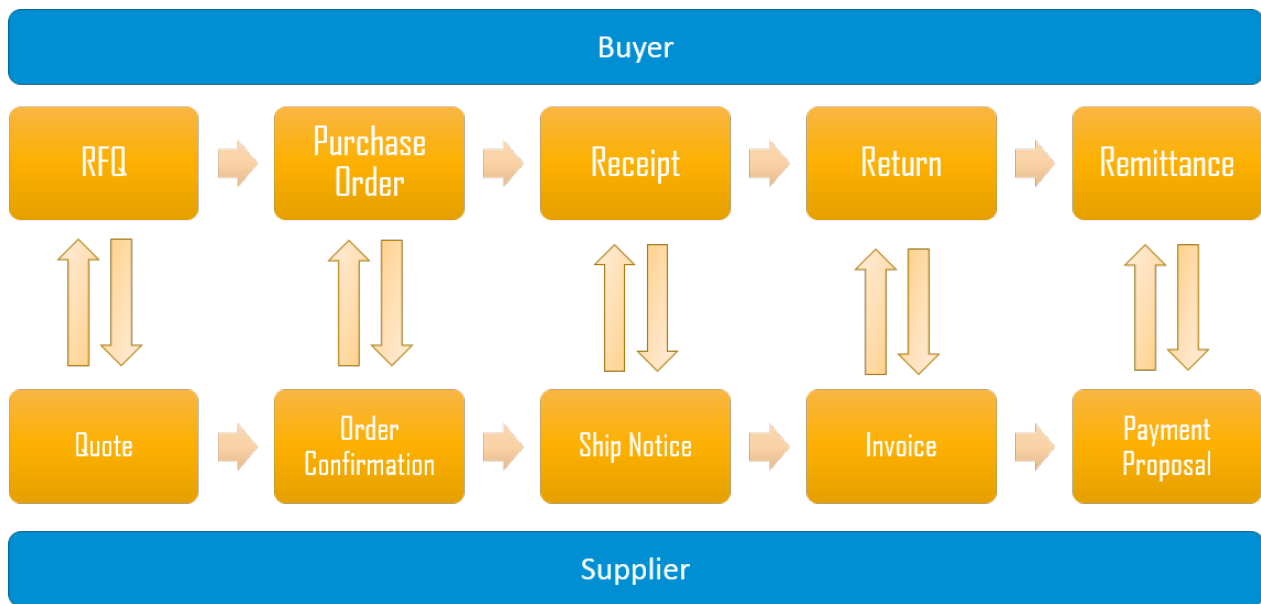


Figure 3: Transaction Document Set

For example, say that your company retains transaction documents for 36 months. A purchase order was created 60 months ago. However, an invoice associated with the purchase order was created only 30 months ago. Since the document set (the purchase order and invoice) isn't older than the retention period of 36 months, both the purchase order and the invoice are retained, not deleted.

Documents are identified for deletion according to the data retention period that you specify (for example, 18 months). The age of a document is based on its creation date or the date of its last status update, whichever is later. On the first day of each month, the system finds any document sets older than the data retention period. If all documents in a particular set are older than the data retention period, that set is identified for deletion. The identified set is queued for deletion and deleted within 1 month after being identified.

When the system deletes a document, it's deleted permanently; it can't be restored. You can't perform any operations against deleted documents (for example, searching).

i Note

Documents that have been identified for deletion can still be searched until they're deleted.

Data Deletion Restrictions

- This feature doesn't affect archived invoices, which are stored separately.

- Once a document has been identified for deletion, it's deleted regardless if you later opt out of data deletion.
- Please carefully configure the retention period for transaction documents. Deletion of transaction documents is an irreversible process. You can't retrieve any transaction documents after they're deleted by the system.
- If you're using long-term archiving services, we strongly recommend that you specify a retention period for transaction documents that is greater than or equal to the longest archiving retention period legally required by countries/regions where you operate. If the system deletes your invoices, you can't search for those invoices in SAP Business Network. Your archived invoices, however, continue to be retained by TrustWeaver or Sovos (third-party systems that SAP Business Network uses to archive invoices) for the full legal retention period.

Data Deletion Notifications

You can enable the following notifications for data deletion:

Notification Type	Notifications
Data Identification and Deletion	<ul style="list-style-type: none"> • Send a notification when the transaction documents have been identified for deletion • Send a notification after deletion of transactions

Automatic Deletion of Master Data for Inactive Supplier Accounts

Supplier accounts and their data are automatically deleted after a period of inactivity.

i Note

Accounts that have used archiving services at any time are not subject to the automatic deletion of master data; the account is expired but the master data is maintained.

After a customer downloads their archived data, they can request to delete their account. In such cases, the account is permanently deleted.

A supplier account is considered inactive if the supplier hasn't performed any transactions or logged in to SAP Business Network in the last three years. When a supplier account satisfies these conditions of inactivity, the account status becomes **Expired**.

i Note

Supplier accounts cannot be expired if they have any payments for transaction service fees or optional service fees are outstanding.

After a customer pays their fees, they can request to delete their account. In such cases, the account is permanently deleted.

When an account is **Expired**, SAP Business Network sends a notification to the supplier account administrator. The supplier account administrator can request reactivation of their account at this time. After 60 days of expiry, if the account has not been reactivated, the supplier account and all of its data is permanently deleted. Account deletion is irreversible.

i Note

When a supplier account is deleted, they're still visible to their buyers with the identifier **Deleted by SAP Ariba**. Some basic business and technical data remain, including ANID and other technical identifiers, company name with **Deleted by SAP Ariba**, and company address. No company is able to transact with a deleted supplier.

Deletion of Master Data by Request

Suppliers can request the deletion of their account at any time by submitting a service request to SAP Ariba customer support.

When a supplier requests the deletion of their account, the account status becomes **Expired**.

i Note

Supplier accounts cannot be expired if any payments for transaction service fees or optional service fees are outstanding.

After a customer pays their fees, they can request to delete their account. In such cases, the account is permanently deleted.

After 60 days of expiry, the account data is deleted in the same manner as the automatic deletion of inactive suppliers as described above.

i Note

Accounts that have used archiving services at any time are not subject to the automatic deletion of master data; the account is expired but the master data is maintained.

After a customer downloads their archived data, they can request to delete their account. In such cases, the account is permanently deleted.

[Requesting Recurring Deletion of Transaction Data for SAP Business Network Suppliers \[page 79\]](#)

[Requesting a One-Time Deletion of Transaction Data for SAP Business Network Suppliers \[page 80\]](#)

[Canceling a Request for Deletion of Transaction Data for SAP Business Network Suppliers \[page 82\]](#)

[Downloading ZIP Files for Deleted Transactions for SAP Business Network Suppliers \[page 82\]](#)

Related Information

[Managing Your Notifications \[page 25\]](#)

Requesting Recurring Deletion of Transaction Data for SAP Business Network Suppliers

You can request to delete transactions older than a certain age in months on a recurring basis every month for your SAP Business Network account.


Prerequisites

- You need the **Company Data Deletion Configuration** permission to perform this task.
- A transaction document is identified for deletion when all documents in its transaction document set, the sequence of related documents exchanged between the buyer and supplier, are older than the data retention period.
- The age of a document is based on its creation date or the date of its last status update, whichever is later.
- Buyers and suppliers maintain their own data retention period. Consequently, your buyers can retain copies of documents that have been deleted from your account.
- To receive an email notification when transaction documents for your deletion request are available to download, the administrator needs to [set up notifications \[page 25\]](#).

! Restriction

Once a transaction document set has been identified for deletion, it's deleted regardless if you later opt out of data deletion.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Data Deletion Criteria >**.

The **Network Settings** page appears, with the **Data Deletion Criteria** tab selected.

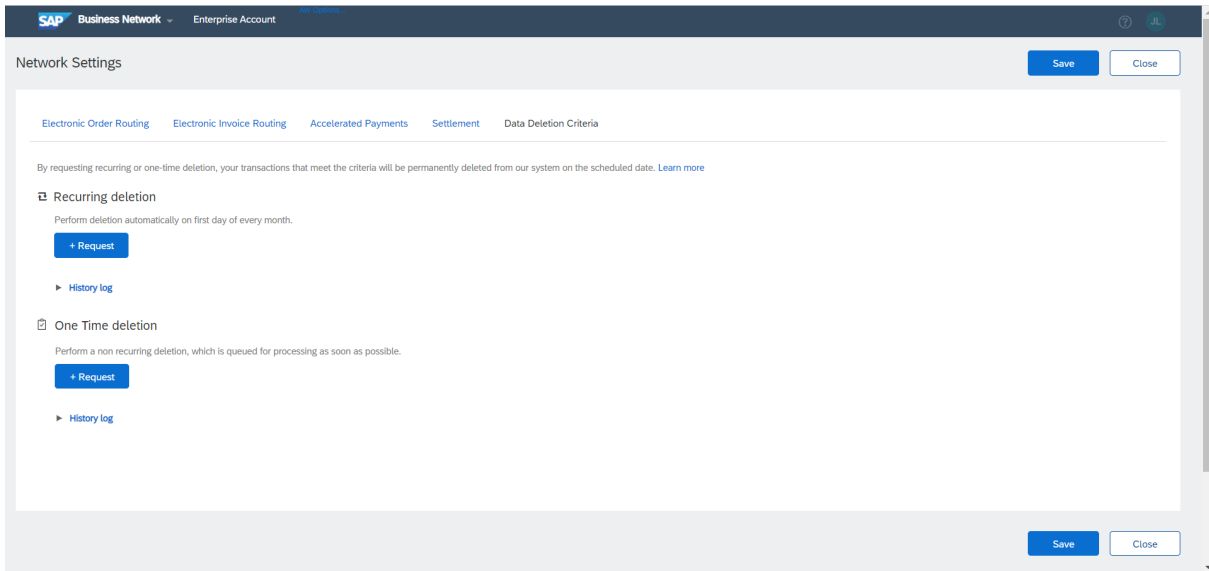


Figure 4: Data Deletion Criteria Tab

2. Under **Recurring Deletion**, click **Request**.
3. For **Delete transactions older than __ months**, enter the age in months after which transactions are deleted.
4. Click **Save**.

→ Tip

You can click **History log** on the **Data Deletion Criteria** page to view deletion requests that already have run or been canceled.

Requesting a One-Time Deletion of Transaction Data for SAP Business Network Suppliers

You can request to delete transactions older than a certain date on a one-time basis for your SAP Business Network account.


Prerequisites

- You need the **Company Data Deletion Configuration** permission to perform this task.
- A transaction document is identified for deletion when all documents in its transaction document set, the sequence of related documents exchanged between the buyer and supplier, are older than the specified date.
- The age of a document is based on its creation date or the date of its last status update, whichever is later.
- Buyers and suppliers maintain their own data retention period. Consequently, your suppliers can retain copies of documents that have been deleted from your account.
- To receive an email notification when transaction documents for your deletion request are available to download, the administrator needs to [set up notifications \[page 25\]](#).

! Restriction

Once a transaction document set has been identified for deletion, it's deleted regardless if you later opt out of data deletion.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings** > **Data Deletion Criteria**.

The **Network Settings** page appears, with the **Data Deletion Criteria** tab selected.

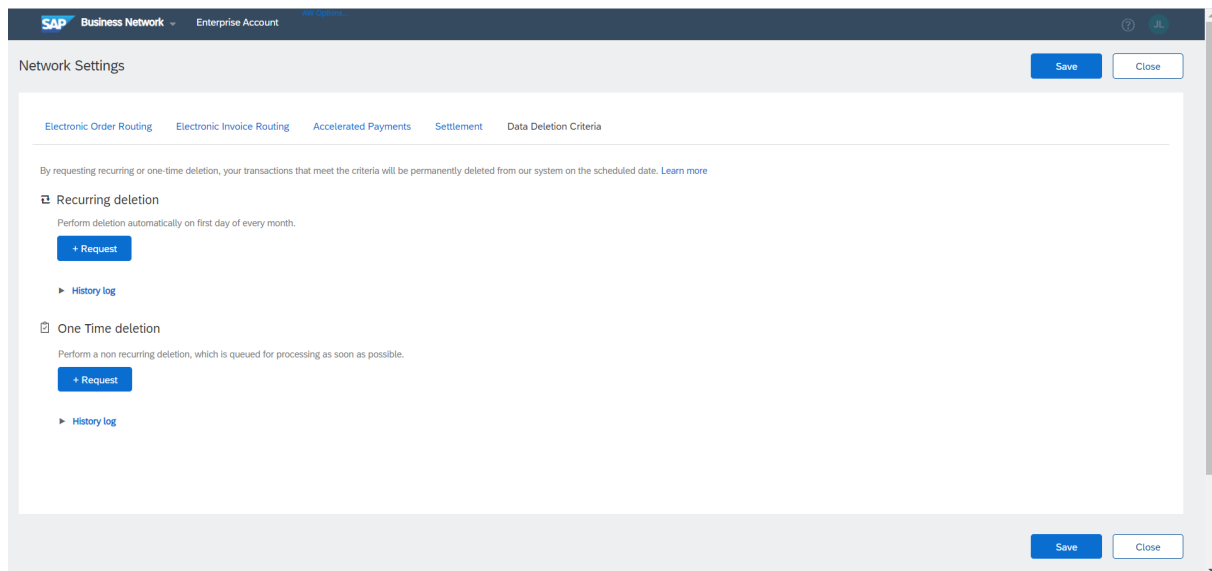


Figure 5: Data Deletion Criteria Tab

2. Under **One-Time Deletion**, click **Request**.
3. For **Delete transactions older than**, select a date. All transactions created or last updated before that date are identified for deletion as soon as possible.
4. Click **Save**.

→ Tip

You can click **History log** on the **Data Deletion Criteria** page to view deletion requests that already have run or been canceled.

Canceling a Request for Deletion of Transaction Data for SAP Business Network Suppliers

You can cancel a request to delete transaction data. After the request is canceled, you can request a new recurring or one-time deletion at any time.


Prerequisites

- You are assigned a role with the **Company Data Deletion Configuration** permission. See [SAP Business Network Permissions](#).

! Restriction

Once a transaction document set has been identified for deletion, it's deleted regardless if you later cancel the deletion request.

Procedure

- Click the  **Account Settings** icon, and choose **Settings > Data Deletion Criteria**. The **Network Settings** page appears, with the **Data Deletion Criteria** tab selected.
- Under **Recurring Deletion** or **One Time Deletion**, click **Cancel**.
- Click **Yes** to confirm.
- Click **Save**.

→ Tip

You can click **History log** on the **Data Deletion Criteria** page to view deletion requests that have been canceled.

Downloading ZIP Files for Deleted Transactions for SAP Business Network Suppliers

You can download transaction documents from your SAP Business Network account for 30 days after they were identified for deletion. SAP Business Network collects the transaction documents into ZIP files for download.

Prerequisites

- You need the **Transaction Data Export for Deleted Data** permission to perform this task.

- You have 30 days to download ZIP files for transaction documents identified for deletion. After that, the documents are permanently deleted.

Procedure

- Click **...**, and choose **Deleted Transactions** in the **Document Archive** section.

The **Deleted Transactions** page appears. If files are available for download, they appear in separate tables for recurring deletion and one-time deletion.

Figure 6: Deleted Transactions Page

- To download a ZIP file, go to the **Action** column and click the [Download](#) icon.

→ Tip

You can filter the table of ZIP files to show files for which download has not yet started.

Transaction Data Download

The administrator for your SAP Business Network account and other users with appropriate permission can request to download your account's transaction data at any time for any period up to 90 days.

If you would like to be notified by email when ZIP files are available to download, ask your administrator to [set up notifications](#) [page 25].

The following transaction documents can be downloaded:

- Purchase orders (orders and blanket orders)
- Order confirmations

- Ship notices
- Receipts
- Service sheets
- Invoices, credit memos, and debit memos
- Payment documents
- SAP Business Network for Supply Chain transaction documents
- Notifications
- Quote requests and quote messages

SAP Business Network maintains transaction documents in cXML (Commerce eXtensible Markup Language) format, and you can download them in ZIP files. For more information about cXML, see the [cXML Reference Guide](#) at [cXML.org](#).

[Downloading Transaction Data for SAP Business Network Suppliers \[page 84\]](#)

Downloading Transaction Data for SAP Business Network Suppliers

You can download transaction documents from your SAP Business Network account at any time.

Prerequisites

- You need the **Download Current Transactions** permission to perform this task.
- The age of a document is based on its creation date or the date of its last status update, whichever is later.
- To receive an email notification when requested documents are ready for download, the administrator needs to [set up notifications \[page 25\]](#).
- After your download request is processed, you have 7 days to download ZIP files for the requested transaction documents. After that, the ZIP files are deleted. The original transaction documents are unaffected and remain on SAP Business Network.

Procedure

1. Choose **... > Current Transactions**.
The **Current Transactions** page appears.
2. Select a start date and an end date for transaction documents. The date range can be up to 90 days.
3. Click **Request**.
4. After your request is processed, you should receive an email notification informing you whether ZIP files are available for download.
5. If ZIP files are available, choose **... > Current Transactions** again.

6. To download a ZIP file, go to the **Action** column and click the [↓ Download](#) icon.

→ Tip

You can filter the table of ZIP files to show files for which download hasn't started yet.

API Management

API management allows supplier organizations access to the SAP Ariba developer portal from within their SAP Business Network accounts.

APIs for supplier organizations are published on the SAP Ariba developer portal. You can access the SAP Ariba developer portal and perform the configurations necessary to access, create, and authenticate API applications after you log in to your SAP Business Network supplier account.

i Note

You must have an SAP Business Network enterprise account to be able to access the SAP Ariba developer portal from within SAP Business Network

If you have an SAP Business Network enterprise account, you can:

- use single sign-on (SSO) to access the SAP Ariba developer portal from the **Account Settings** page in SAP Business Network
- access APIs that are created for use by supplier organizations
- view details about APIs, including, but not limited to product documentation, runtime URLs, endpoint information, and swagger documentation

For more information, see [SAP Ariba APIs](#).

[Configuring Your API Client ID \[page 85\]](#)

[Accessing the SAP Ariba developer portal from SAP Business Network \[page 86\]](#)

Configuring Your API Client ID

Use this procedure to configure your API client IDs in SAP Business Network.


Prerequisites

To access the SAP Ariba developer portal, your organization must have an SAP Business Network supplier enterprise account.

Context

SAP Business Network is a calling application in the context of accessing supplier-oriented APIs from the SAP Ariba developer portal. Therefore, you must provide a client ID in the **API Client ID Configuration** section. The API client ID is required to enable the SAP Ariba developer portal to identify that this is a genuine and secure connection between SAP Business Network and the portal.

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Account Registration >**
2. Click the **API Management** tab.
3. In the **API Client ID Configuration** section, click **Add**.
4. Enter the **Client ID**.

For more information, see [SAP Ariba developer portal](#).

5. Click **Add**.
6. Click **Save**.

Next Steps

After you finish configuring your API client ID, click **Close** to return to your **Home** dashboard.

Accessing the SAP Ariba developer portal from SAP Business Network

Use this procedure to access the SAP Ariba developer portal from SAP Business Network.

Prerequisites

You must have the **API Development Access** permission to be able to view the section **Ariba Developer Portal (Automatic Log In)** and to access the SAP Ariba developer portal.


Context

SAP Business Network allows supplier organizations access to the SAP Ariba developer portal from within SAP Business Network. If you have the **API Development Access** permission, you do not require any further sign-on credentials to access the SAP Ariba developer portal. Your sign-on session to SAP Business Network is sufficient.

i Note

Supplier users with administrator privileges have the **API Development Access** permission by default. The supplier administrator must first log in to the SAP Ariba developer portal. The supplier organization is created in the SAP Ariba developer portal only after the supplier administrator logs in to the portal. Subsequently, supplier administrators can create users and selectively assign roles with the **API Development Access** permission. For more information, see [Users and Roles \[page 33\]](#).

Procedure

1. Click the  **Account Settings** icon, and choose **Settings > Account Registration**.
2. Click the **API Management** tab.
3. In the **Ariba Developer Portal (Automatic Log In)** section, click the link **Developer Portal**.
4. In the **SAP Ariba APIs** sign-in page, click **AN Supplier SSO Sign-in**.



For more information, see *The SAP Ariba developer portal*.

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