



ARIBA ACCOUNT MANAGEMENT

SAP BUSINESS NETWORK

SUPPLIER GUIDE

Honeywell

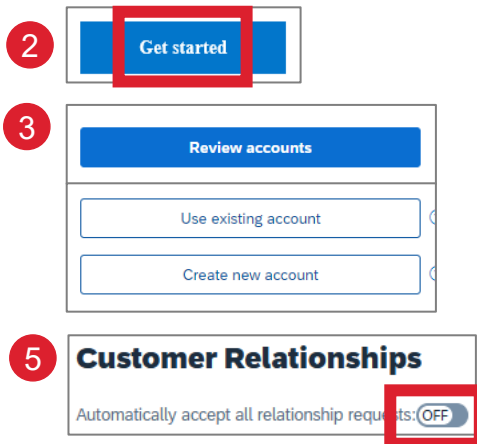
GENERAL INFORMATION

- There can only be one administrator per Ariba account
- Only administrators can grant access to users and set up account
- Honeywell's supplier portal will include Ariba training guides <https://www.honeywell.com/us/en/supplier>
- Honeywell *should not* access external accounts
- Process to transact with Honeywell in Ariba:
 1. Honeywell sends an email invite to Supplier to connect through Ariba
 2. Supplier connects through Ariba and sets up account
 3. Honeywell provides trainings and migrates the data to Ariba
- Honeywell has its own Customer rules for Ariba modules. You can access rules details by going Click Initials > Settings > Customer Relationships > Click on "Honeywell" > Company Profile information Contact Information, OC and Ship Notice Rules, General Invoice Rules, etc.

CONNECT WITH HONEYWELL

EMAIL INVITE

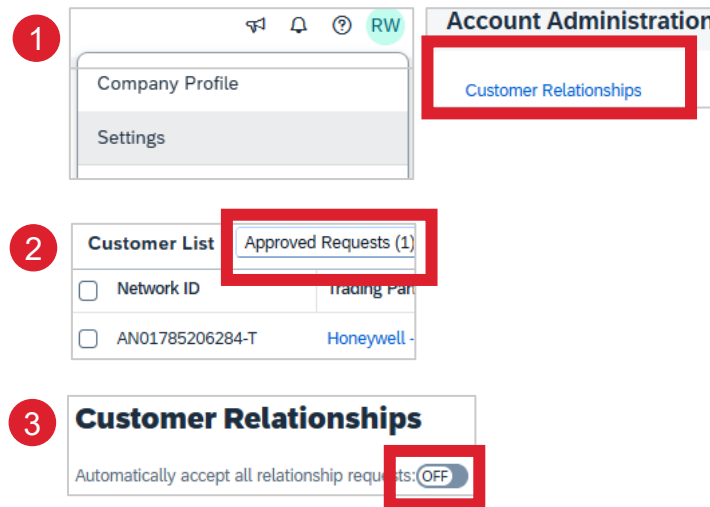
1. Receive an Ariba email invite from ordersender-prod@ansmtp.ariba.com
2. Click **Get Started** (The user who accepts the invite becomes the administrator)
3. A new webpage will pop-up
4. You will have 3 options to connect with Honeywell
 - A. **Review** existing accounts: You might need to coordinate internally
 - B. Using an **Existing** account
 - C. Creating a **New** account: Complete requested information: company profile, users and notifications need to be set up.
5. Toggle off the automatic acceptance of new customers by clicking your initials > Settings > Customer Relationships > Toggle off the “automatically accept all relationship requests”



DIRECT CONNECT

If Honeywell confirmed invite was sent to your ANID, then:

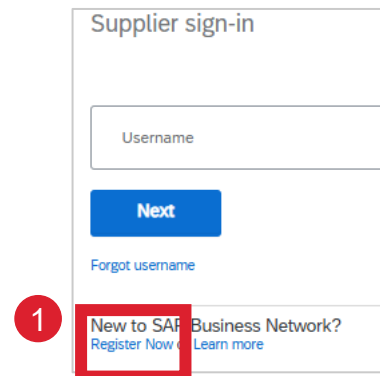
1. Access Ariba > Click your initials > Settings > Customer Relationships
2. Ensure Honeywell is in Approved Requests (if not, click on "pending" tab and accept Honeywell)
3. Toggle off the “automatically accept all relationship requests”



CREATE NEW ACCOUNT

You can create an ANID by following as below:

1. Go to <https://supplier.ariba.com> > Register Now
2. Complete information
3. Accept terms and conditions > click “I’m not a robot”
4. Click “Create Account” > Complete overall set up
5. Share your ANID with Honeywell enablement support.



RECOVER Ariba ACCOUNT

ADMINISTRATOR NOT LONGER ACTIVE

Suppliers have 2 options to recover the account

- A. If you have access to the former administrator email
- B. If you *do not* have access to the former administrator's email.

A) IF YOU HAVE ACCESS TO FORMER ADMINISTRATOR EMAIL

1. Go to supplier.ariba.com > Click "Forgot Password"
2. Enter the former administrator email
3. You will receive an email with the password
4. Access Ariba > Enter former administrator email and password

Once you are in the Ariba account you will need to delegate the administrator role to the new administrator by either 1) creating a new user and delegating the Administrator role to the user or 2) if already created, just delegate the administrator role. Refer to slide "[Grant Access](#)"

The image shows two screenshots from the Ariba supplier portal. The left screenshot is the 'Supplier Login' page, which has fields for 'User Name' and 'Password', a 'Login' button, and a link for 'Forgot Username or Password' at the bottom. The right screenshot is the 'Recover your username' page, which asks the user to 'Enter the email address you used to register with SAP Business Network.' and has a text input field with 'Example@honeywell.com' and 'Submit' and 'Cancel' buttons. Red boxes highlight the 'Forgot Username or Password' link and the email address input field in both screenshots.

B) IF YOU DO NOT HAVE ACCESS TO FORMER ADMINISTRATOR EMAIL

Contact SAP Support to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email

HOW TO CONTACT SAP SUPPORT

1. Go to supplier.ariba.com > Click on (?) > Support
2. Click Contact us > Enter your query in the Search field
3. Click the Search > Select suitable answer. If none scroll to the bottom and click "Create case"
4. Complete the information requested
5. Select preferred contact method
6. Click Submit

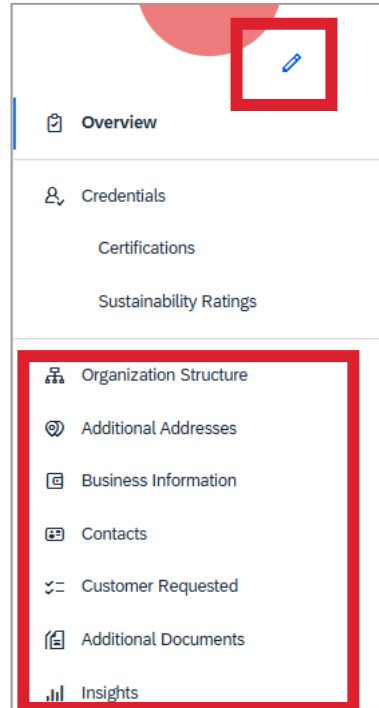
The image shows two screenshots from the SAP Help Center. The left screenshot shows the 'Help Topics' sidebar with 'Support' selected, indicated by a red box and a circled '1'. The right screenshot shows the 'Contact us' page with a search bar and a 'Create a Case' button at the bottom, both indicated by red boxes and circled '2' and '3' respectively.

ACCOUNT SET UP

COMPANY SET UP

Set up your profile to have more customer find your account in Ariba.

1. Login > click on your initials (Top-right corner)
2. Click **Company Profile** > Update as needed:
 - Organization Structure
 - Additional Addresses
 - Business Information:
 - Complete Financial Information
 - Tax Information
 - Contacts
 - Customer Requested
 - Additional Documents
 - Products and Services
 - Service Location

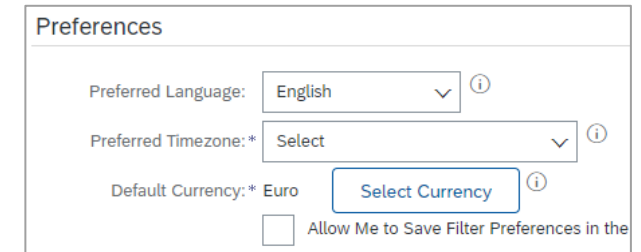


LANGUAGE, TIMEZONE AND CURRENCY

The language you see on your Ariba account is based on your **account Default language** and the **language settings** in your internet browser

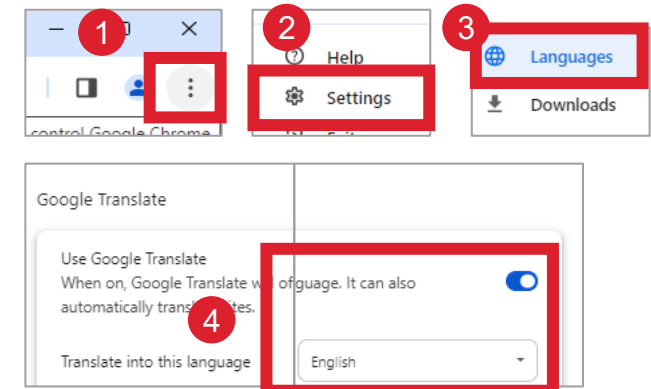
LANGUAGE CHANGE (ARIBA)

1. Go to your initials > **My Account**
2. Configure **Preferences** section as needed:
 - Preferred Language
 - Preferred Time zone
 - Default Currency



LANGUAGE CHANGE (CHROME)

1. Click on more (3 dots)
2. Click on **Settings**
3. Click on **Languages**
4. Activate **Google translate** > Select preferred language



GRANT ACCESS

ASSIGN PERMISSIONS TO USERS

To grant access to a user, a Role needs to be created first.

ROLES

1. Click Initials > Settings > Users.
2. Select **Manage Roles** > Click on “+”.
3. Provide a name to the Role.
4. Select the permissions granted for this Role.
5. Click Save.

Note:

- There can be up to 250 user accounts per ANID.
- Users can have multiple roles and assigned specific customers as needed.

USERS

6. Click **Manage Users** > Click on “+”.
 7. Complete requested information.
 8. Assign a role.
 9. Click Done.
- A. **Administrator role** can be delegated by clicking “Action” from the user row under Manage Users tab

TEST ACCOUNT ACCESS

- Required when requested by customer.
- Only Administrator can create a Test Account.
- Username must be different from production account.
- Commonly used for B2B scope.
- ANID account number will have a “-T” suffix
- Test label will display at the top of the Ariba portal.

CREATE A TEST ACCOUNT

Click Initials > Switch to Test Account > Click OK > Create Username and Password > Click OK

EMAIL NOTIFICATIONS

ELECTRONIC ROUTING

ORDER AND INVOICE NOTIFICATIONS

1. Click Initials > Settings > Electronic Order Routing or Invoice Routing
2. Configure as needed. Recommended to set up:

Orders notification recommendations

- Payment Remittances
- Send notification for new purchase orders to suppliers.
- Send notification to suppliers when purchase orders are changed.

Invoice notification recommendations

- Invoice Failure
- Invoice Status Change
- Invoice Created Automatically from Receipts (*if you are ERS*)

The screenshot shows the 'Account Registration' settings page. A red box with a '1' highlights the 'Settings' tab. Another red box with a '2' highlights the 'Network Settings' section, which contains 'Electronic Order Routing' and 'Electronic Invoice Routing'. A third red box with a '2' highlights the 'Routing Method' dropdown menu. A fourth red box with a '2' highlights the 'Options' section, which includes an 'Email address' field with the value 'Supplier@example.com,supplier2@example.com|' and checkboxes for 'Attach cXML document in the email message', 'Include document in the email message' (checked), 'Leave attachments online and do not include them with email message. This applies to all orders with attachments that have the routing method "Same as new catalog orders without attachments".', and 'Attach PDF document in the email message' (checked). A fifth red box with a '2' highlights the 'To email addresses (one required)' field, which contains the value 'supplier@example.com,supplier2@exai'.

REMITTANCE NOTIFICATIONS

1. Click Initials > Settings > Electronic Order Routing or Invoice Routing
2. Click "Settlement" tab
3. Configure as needed. Recommended to set up:

Payment Remittance notification recommendations

- Payment Remittance
- Payment Remittance Status Updates

The screenshot shows the 'Network Settings' page. The 'Settlement' tab is highlighted with a red box and a '2' in a red circle. The other tabs are 'Electronic Order Routing', 'Electronic Invoice Routing', and 'Accelerated Payments'.

Note:

- You can add up to 5 email addresses per notification type. Each email separated by comma and no space.

SAP Ariba SUPPORT

CREATE A CASE

1. Click on the (?) (supplier.ariba.com)
2. Click on **Support** > **Contact us**
3. Enter your **query** in the Search field > Click **Search** icon.
4. Select possible answer; if none:
5. Scroll to the bottom > click **Create case**
6. **Complete** the information requested to create a Case > Select preferred **contact method**

Be as specific as possible. You can copy and paste below questions in the case and respond them:

- What did you do to fix issue?
- What Happened?
- What is your User ID?
- What browser are you using? Did you use another browser?
- Are you connected to the VPN?
- Where in the Ariba the issue happened?
- When did it happen?
- Share screenshot

7. Click **Submit**

Note: Make sure to complete SAP's survey sent to your email after 10 days of the case being closed to ensure service quality always improve.

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2. Click on **Support** > **Contact us**

3. Enter your **query** in the Search field > Click **Search** icon.

4. Select possible answer; if none:

5. Scroll to the bottom > click **Create case**

6. **Complete** the information requested to create a Case > Select preferred **contact method**

7. Click **Submit**