Eli Lilly Supplier Onboarding Guide

SAP Business Network®

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What is the SAP Business Network®?

SAP Business Network is a secure, cloud-based marketplace that connects suppliers and buyers to manage sourcing, purchasing, invoicing and payments online. It enables Lilly and its suppliers to collaborate efficiently, exchange documents digitally and track transactions in real time.

Suppliers may have more than one account in supplier.ariba.com if they work with multiple buyers. Check internally before registering a new account to avoid duplicates.

To learn more, refer to the official SAP Ariba Business Network documentation or the Help Center.

Lilly

Lilly's Supplier Onboarding Process

Eli Lilly Supplier Onboarding Guide

Lilly’s Supplier Onboarding Process

Invitation to Register

Look for the email titled "Invitation: Register to become a supplier with Lilly". The link is valid for 30 days.

Business Network Account

Click the invitation link. Log in with your existing credentials or sign up for a free Standard account. Avoid creating duplicate company accounts.

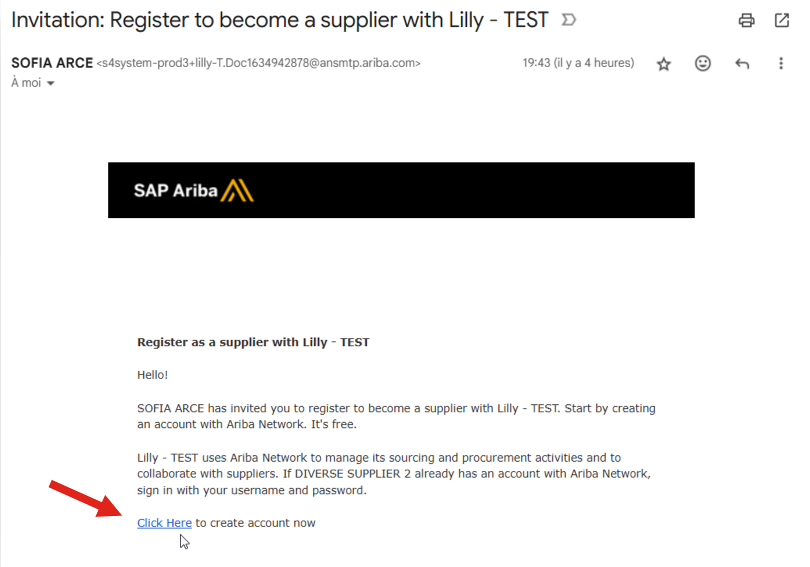
Registration Questionnaire

Complete Lilly’s Registration Questionnaire. Provide general, tax, bank and transactional information. Submit it before the due date for approval.

Step 1 – Invitation to register with Lilly

Your Action

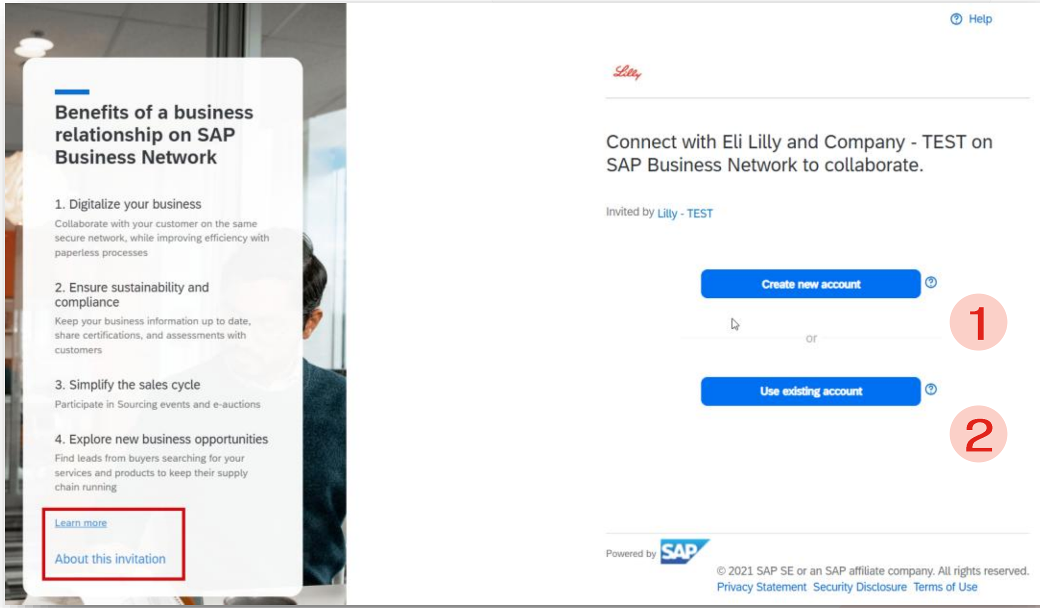
1. Watch your inbox for Lilly's invitation email. Use the "Click here" link to start your registration. If the link has expired (after 30 days), reach out to your Lilly contact to have it resent.



Note: Emails from SAP Ariba will come from the domain **@ansmtp.ariba.com**. Make sure to check your spam or junk folder and ensure this domain is not being blocked by your organization's email filters.

Next Steps

You're taken directly to Lilly's SAP Business Network landing page, where you can (1) create a new account or (2) log in.

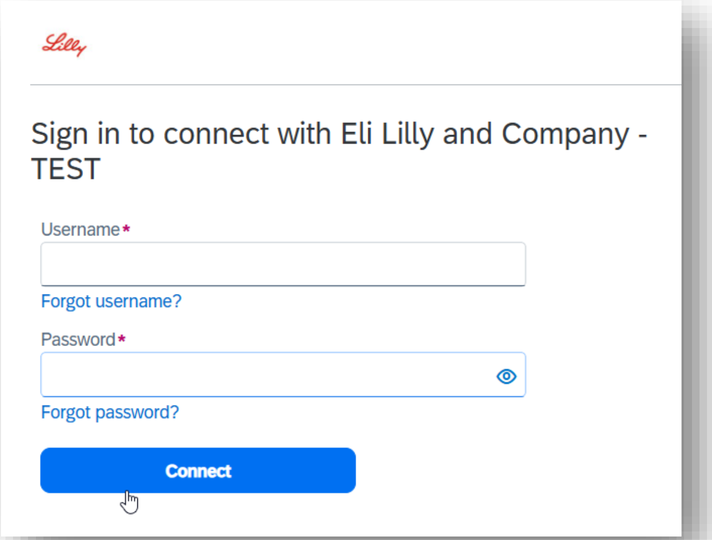


Tip: Need assistance? Use the "Learn More" or "About this Invitation" links on the left side menu, or click the **Help icon** in the upper-right corner for guidance.

Step 2 – Create a new Account or Sign In (1/3)

A) Sign In with your existing Account

If your company already has a Business Network account, click ‘Use existing Account’ and sign in with your existing credentials.

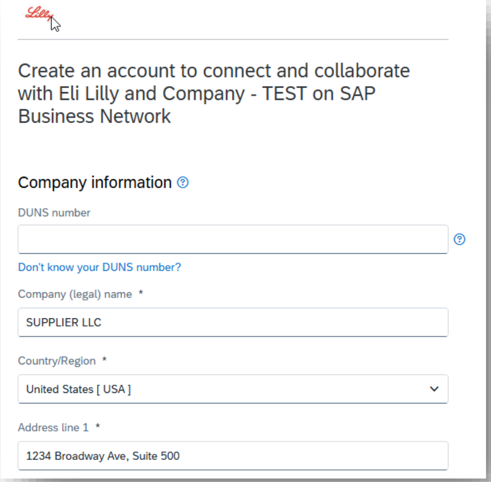


Note: If you’re unsure which company account to use, contact your internal Ariba administrator to avoid duplicates.

B) Create a New account

If your company does not have a Business Network account, please click ‘Create new account’ to register.

Follow the steps in the registration wizard. Verify your account’s information or adjust as required, set a username and secure password, and review and accept the terms of use.

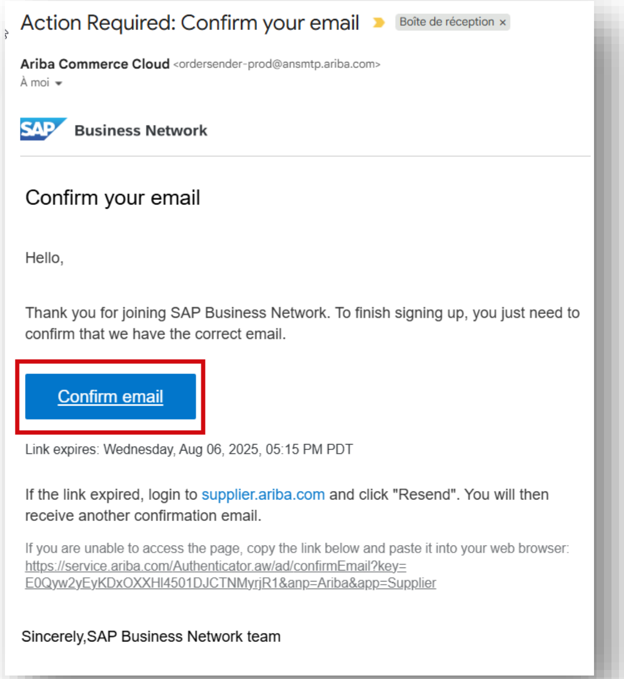


Note: If a message about existing accounts appears, click Review accounts to check on accounts you or someone in your company may already have registered.

Step 2 – Create a new Account or Sign In (2/3)

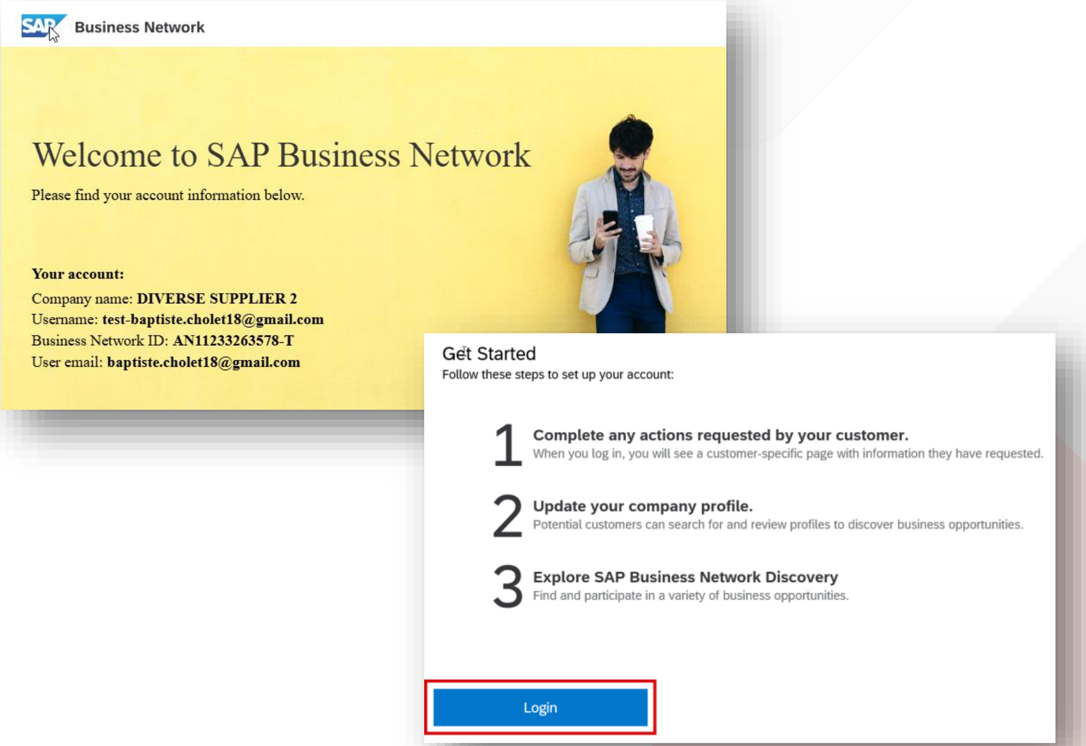
Confirm your Account

SAP Business Network sends you an email confirming registration of your account. You must click the link in the email to activate your account and start transacting with your customer.



Next Steps

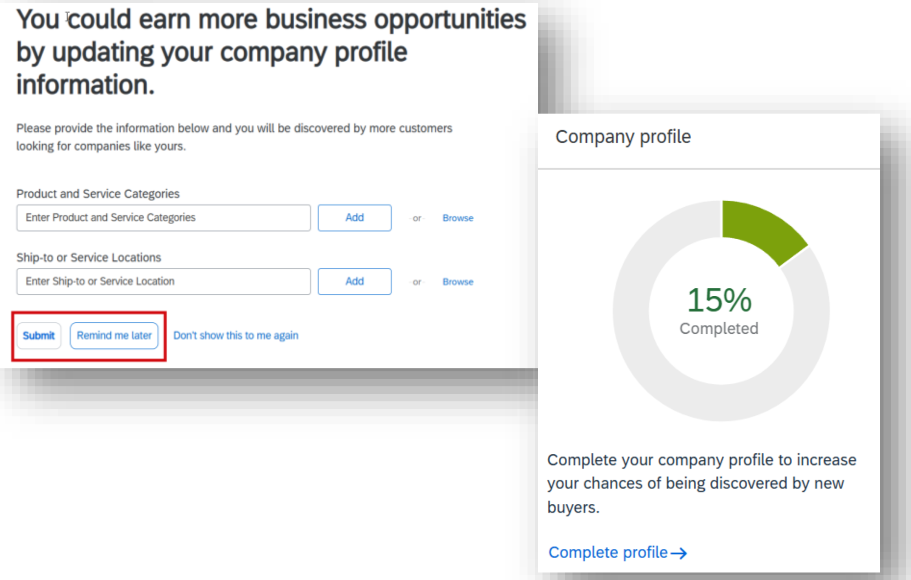
1. You will receive a Welcome to SAP Business Network Email with your account information.
2. You are now able to log in and use the portal



Step 2 – Create a new Account or Sign In (3/3)

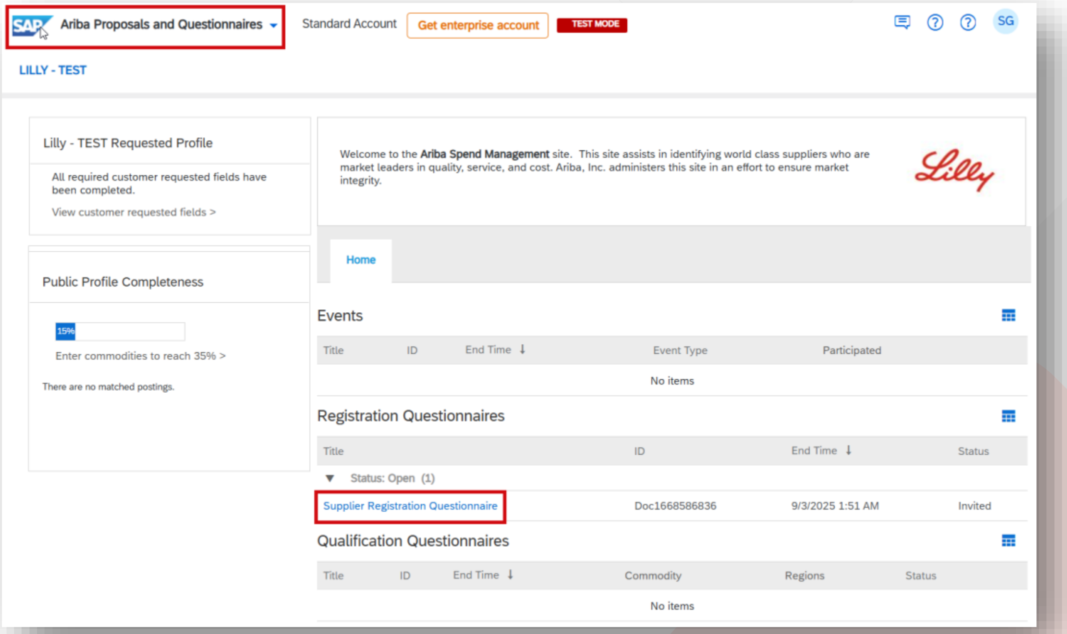
Complete your Profile

1. To complete your profile, select your Product and Service Categories and Ship-to or Service Locations. Search and click Add or browse the SAP Ariba category list.
2. Click 'Remind me later', to access your Home dashboard. You can complete or update your profile at any time from the SAP Business Network area (see the Account Maintenance section for details).



Next Steps

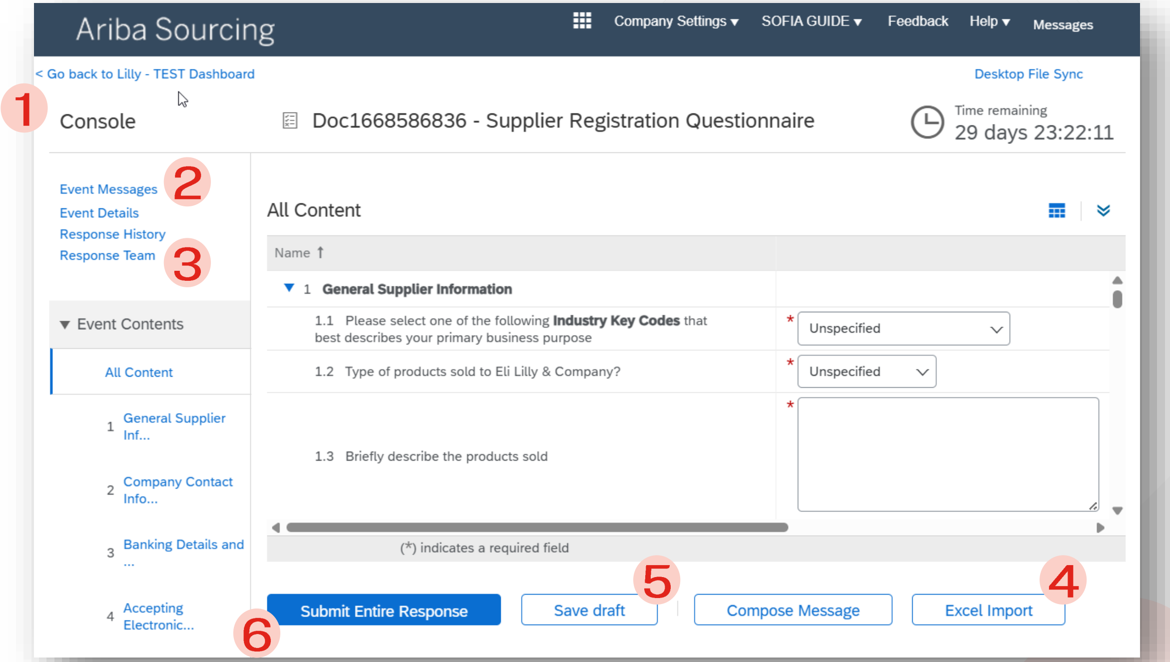
1. Once your account setup is complete, you're ready to complete Lilly's Supplier Registration Questionnaire.
2. Under Ariba Proposals and Questionnaires area, locate Lilly's Supplier Registration Questionnaire and click it to begin your submission.



Step 3 – Completing Lilly's Registration Questionnaire (1/4)

Inside your Supplier Registration Questionnaire

1. Use the **Event Contents** panel on the left to navigate through the ten sections of the questionnaire.
2. Open **Event Messages** to see all communications from Lilly related to your event.
3. Add colleagues to the **Response Team** from the list of existing users in your company's SAP Business Network account so they can assist with the questionnaire.
4. To work offline, select Excel Import and click Download Content to export the questionnaire to Excel. Follow the file instructions to fill in your responses and Import it back.
5. Click Save Draft anytime; you have 30 days to complete the questionnaire.
6. When every section is finished, click Submit Entire Response to send your completed questionnaire to Lilly.

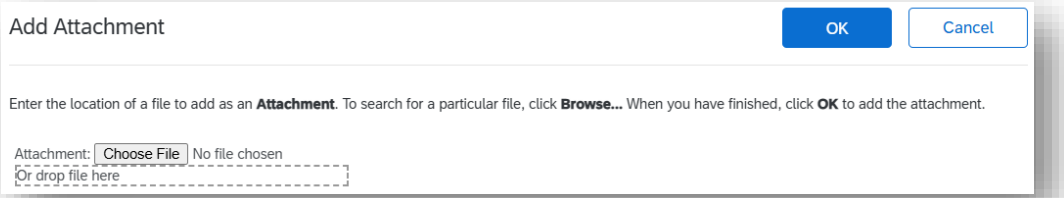


Lilly

Step 3 – Completing Lilly's Registration Questionnaire (2/4)

How to fill it in

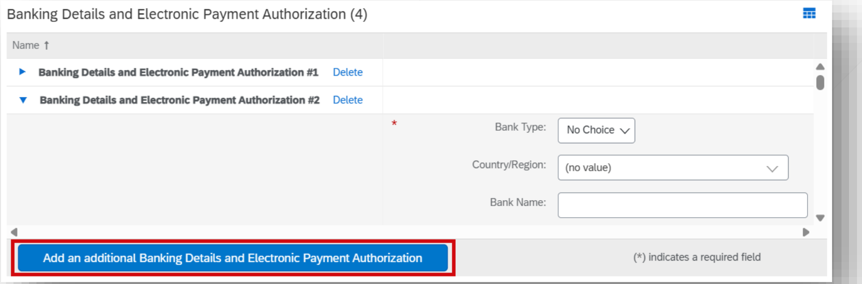
- Complete all mandatory fields (*).
- Follow on-screen validations to ensure correct formatting.
- Add attachments when requested using the easy tool.



- Sections include
  1. General Supplier Information
  2. Company Contact Information
  3. Banking Details and Electronic Payment Authorization
  4. Accepting Electronic Payments
  5. Privacy
  6. Supplier Development
  7. Additional Questions
  8. Tax Forms
  9. Authorization of Form

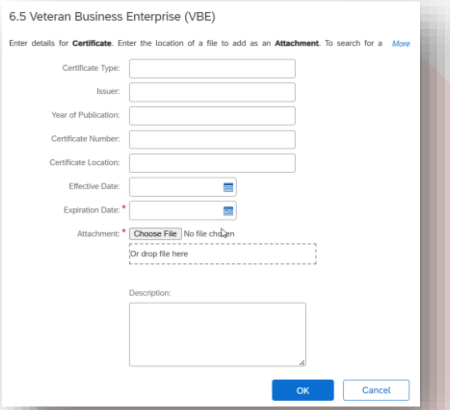
Banking Details and Electronic Payment Authorization

Use the repeatable Bank Details section to add multiple bank accounts and provide the necessary verification details and documents as requested.



Supplier Development - Certificates

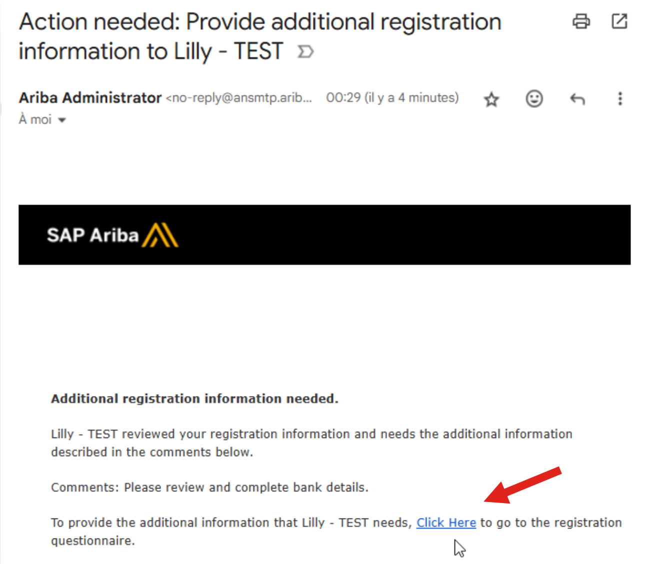
Click 'Details' to fill in the certificate form when applicable.



Step 3 – Completing Lilly's Registration Questionnaire (3/4)

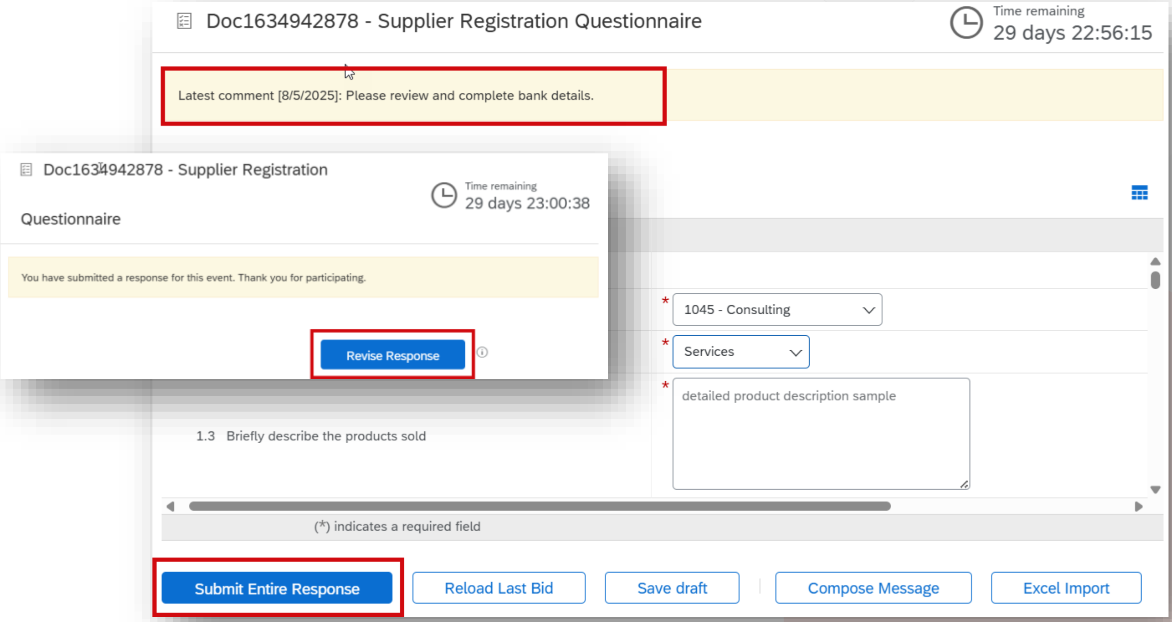
Provide Additional Information

Once you submit your questionnaire, Lilly will review your responses. If more information is needed, you'll receive an email titled "**Provide additional registration information to Lilly.**" Follow the "Click here" link in the email – you'll be redirected to your SAP Business Network account, where you'll find your questionnaire in Pending Resubmission status and ready for your updates.



Next Steps

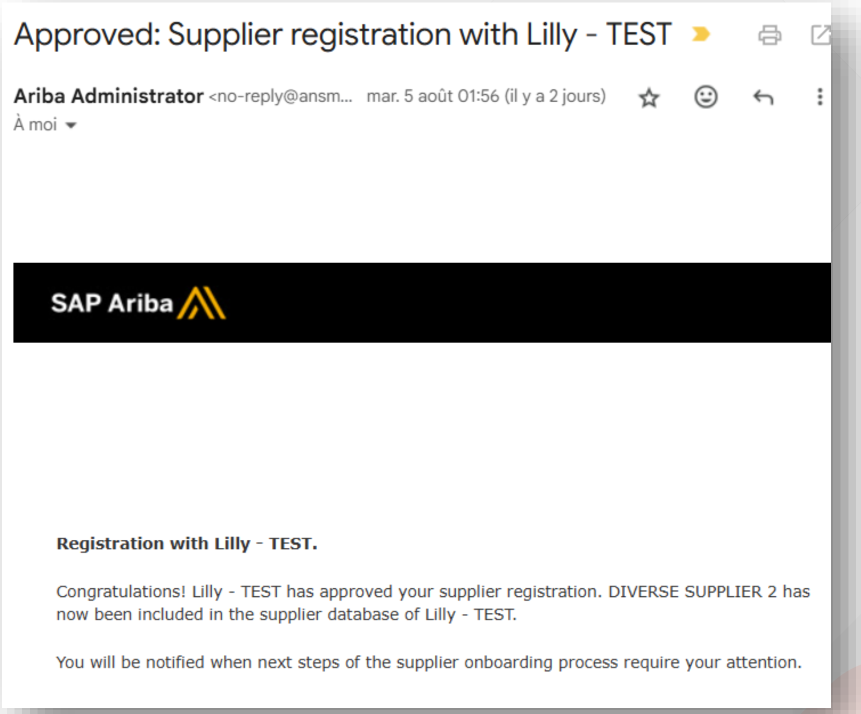
1. Open your Supplier Registration Questionnaire.
2. Click 'Revise Response' > OK
3. Make the necessary updates.
4. Once finished, click 'Submit Entire Response' > OK



Step 3 – Completing Lilly's Registration Questionnaire (4/4)

Registration Approval

Once Lilly reviews and validates your submission, you'll receive an approval confirmation email, and your supplier status will change to Registered.



What happens next?

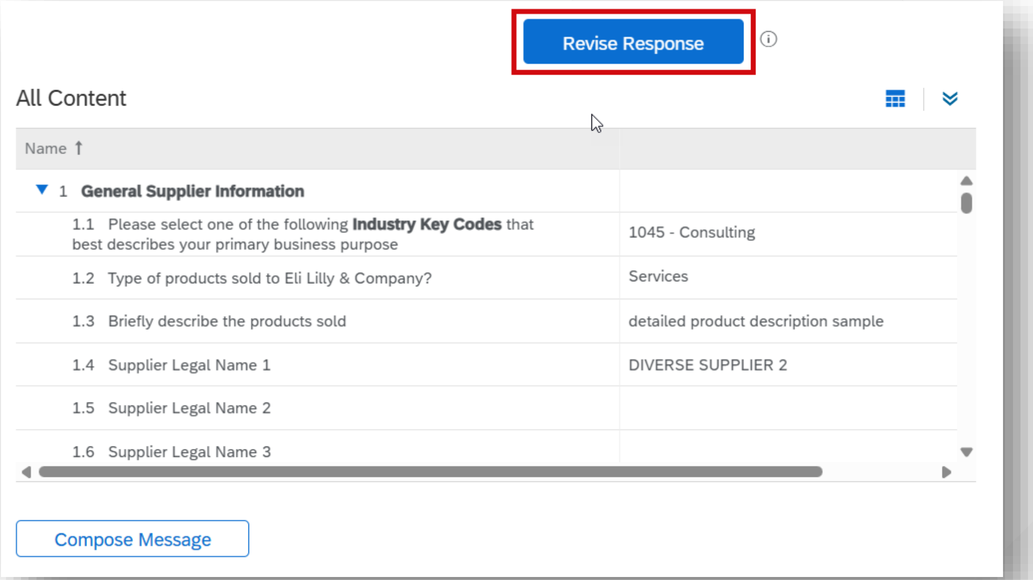
- You'll start receiving notifications from Lilly – such as invitations to sourcing events, contracts and purchase orders via SAP Business Network.
- Lilly may also reach out if updates to your information are required later on.

How to update my Supplier Registration Questionnaire?

Update Process

Once you are registered with Lilly, keep your information up to date. Update your questionnaire whenever your company details change (e.g., address, banking information). **Lilly may also request updates as part of their ongoing supplier management process – you'll receive an email notification with their comments.**

1. Log into your SAP Business Network account and access the **Ariba Proposals and Questionnaires page.**
2. Open Lilly's Supplier Registration Questionnaire.
3. Click 'Revise Response' > OK
4. Make the necessary updates. You may modify any section of the questionnaire except the Tax Information section. **To change tax data, contact your Lilly representative.**
5. Click 'Submit Entire Response' > OK



Next Steps

Once you submit your updates, Lilly is notified.

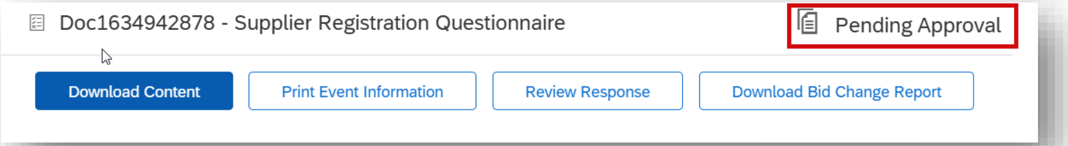
If approved, no further action is needed. If more details are required, you'll get an email to revise and resubmit.

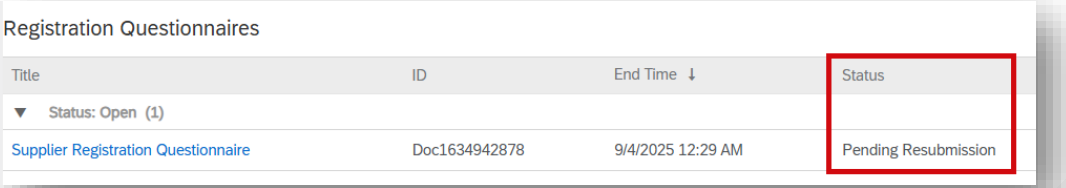
Note: Regularly reviewing and updating your profile helps ensure compliance and uninterrupted transactions. Lilly will always notify you of the outcome of your revisions.

How to update my Supplier Registration Questionnaire?

Registration Questionnaire Status

Status	Description
Invited	Lilly has invited you to complete the questionnaire.
In Registration	You are filling out the questionnaire but haven't submitted it.
Pending Approval	Your response has been submitted and is awaiting Lilly's review. Lilly must approve or request more information in your previous submission before you can submit an update.
Registered	Lilly has approved the questionnaire.
Denied	Lilly has rejected your response; contact your Lilly representative for guidance.
Pending resubmission	Lilly has requested updates; revise and resubmit your response.



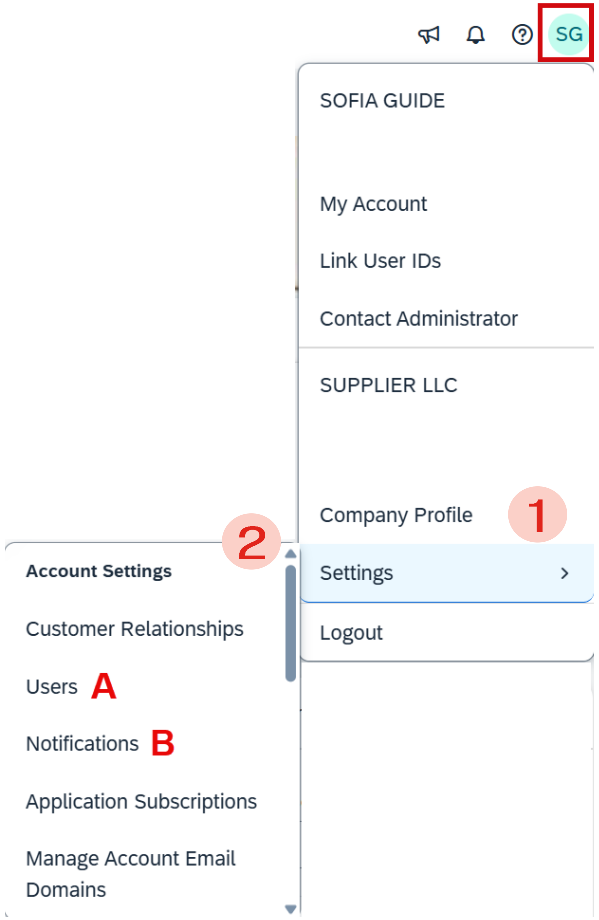


Tip: Check the status of your questionnaire anytime in SAP Business Network via the Ariba Proposals & Questionnaires page.

Account Maintenance

Eli Lilly Supplier Onboarding Guide

Account Maintenance Overview



Manage your Account

Click your initials in the upper-right corner of SAP Business Network to access your Company Profile and Settings.

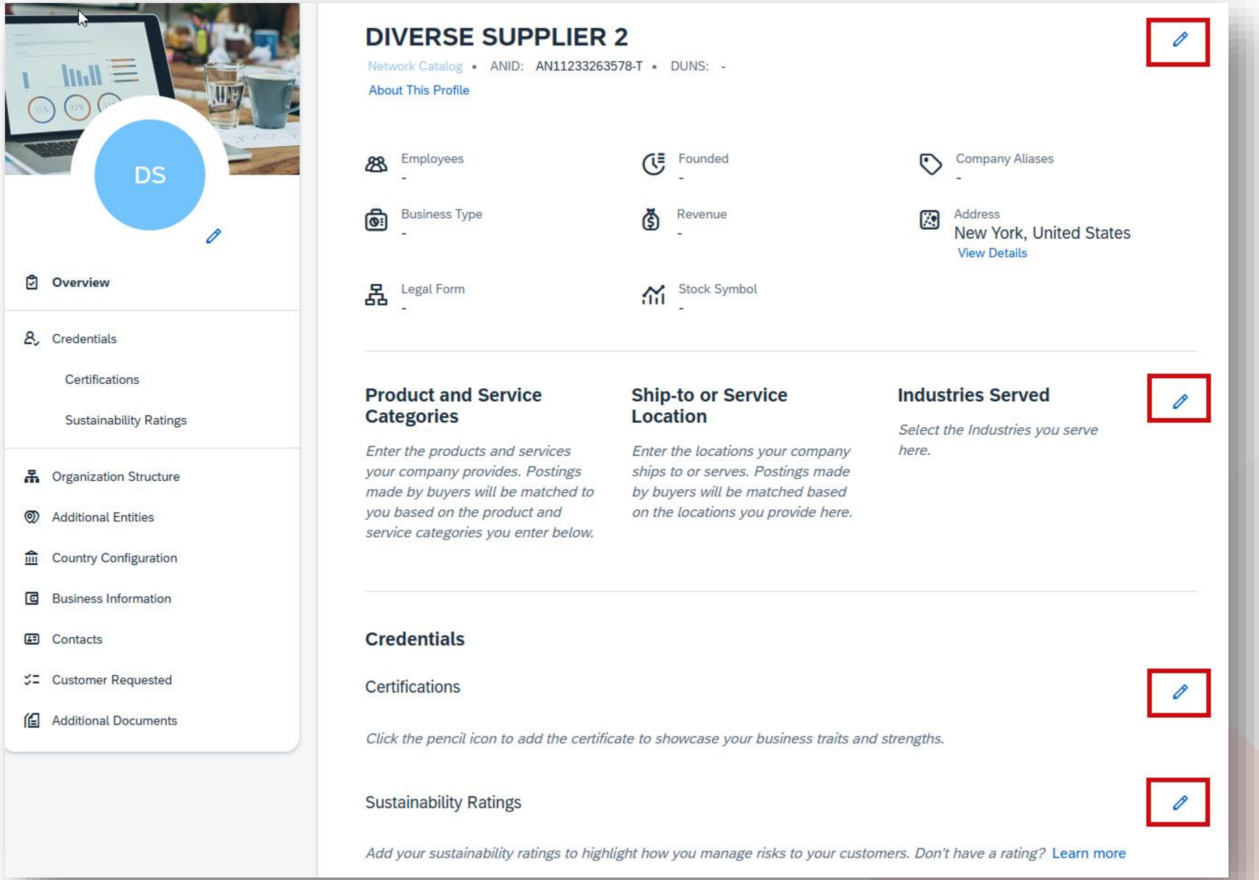
1. **Company Profile:** Maintain one shared company profile across all SAP Business Network solutions. Update delivery addresses, product and service categories, tax information, certifications and banking details in one place.
2. **Settings** – under account settings, administrators can manage:
   A. **Users:** Set up additional users with access to your company's Standard account and manage their roles.
   B. **Notifications:** set notifications preferences to specify the events about which you want to be informed.

Account Maintenance – Company Profile

Update Your Company Profile

Under Company Profile, maintain a single, shared profile for all SAP Business Network solutions.

1. In the upper-right corner of the application, click your **initials** > Company Profile.
2. From there, you can update the information in each of the profile areas:
   - Edit your company's legal name, website, DUNS number, address and business type
   - Add or update product and service categories, ship-to locations and industries
   - Specify diversity credentials and sustainability ratings
   - Manage additional addresses, contacts and business information
   - Attach marketing collateral and other documents
   - Set keywords for searchability
   - Adjust profile visibility settings.
3. **Save** changes when complete.

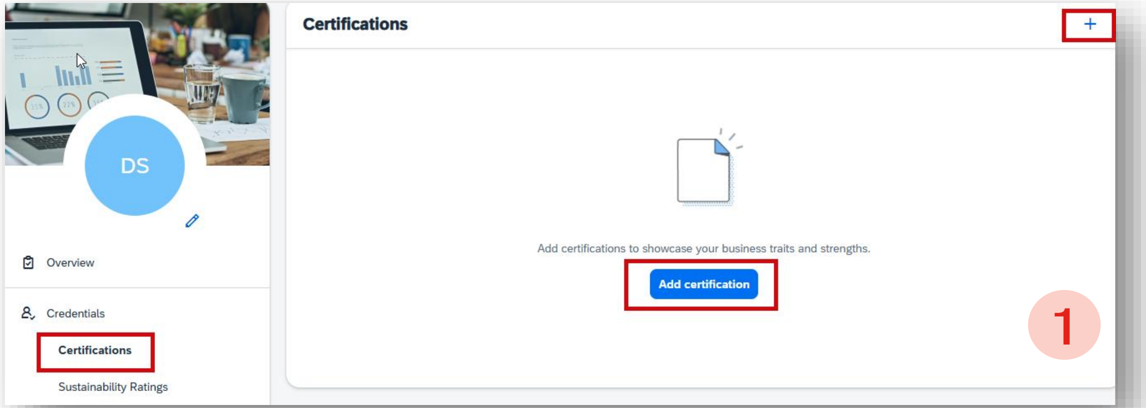


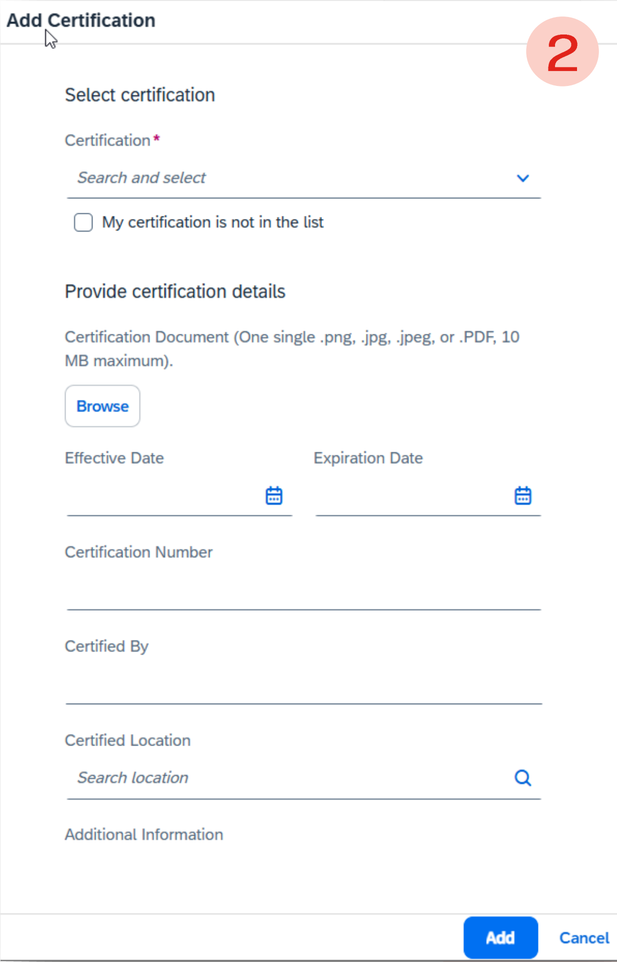
Account Maintenance – Certifications

Certifications

Use the Credentials tab to record your diversity and quality certifications. Existing customers can see these certifications in your company profile, and potential customers can search for suppliers based on these certifications.

1. Click ‘Add Certification’ or the ‘+’ icon
2. Provide the certification name, number, certifying body, location, effective and expiration dates, and upload supporting documents.





Account Maintenance – Users & Roles (1/2)

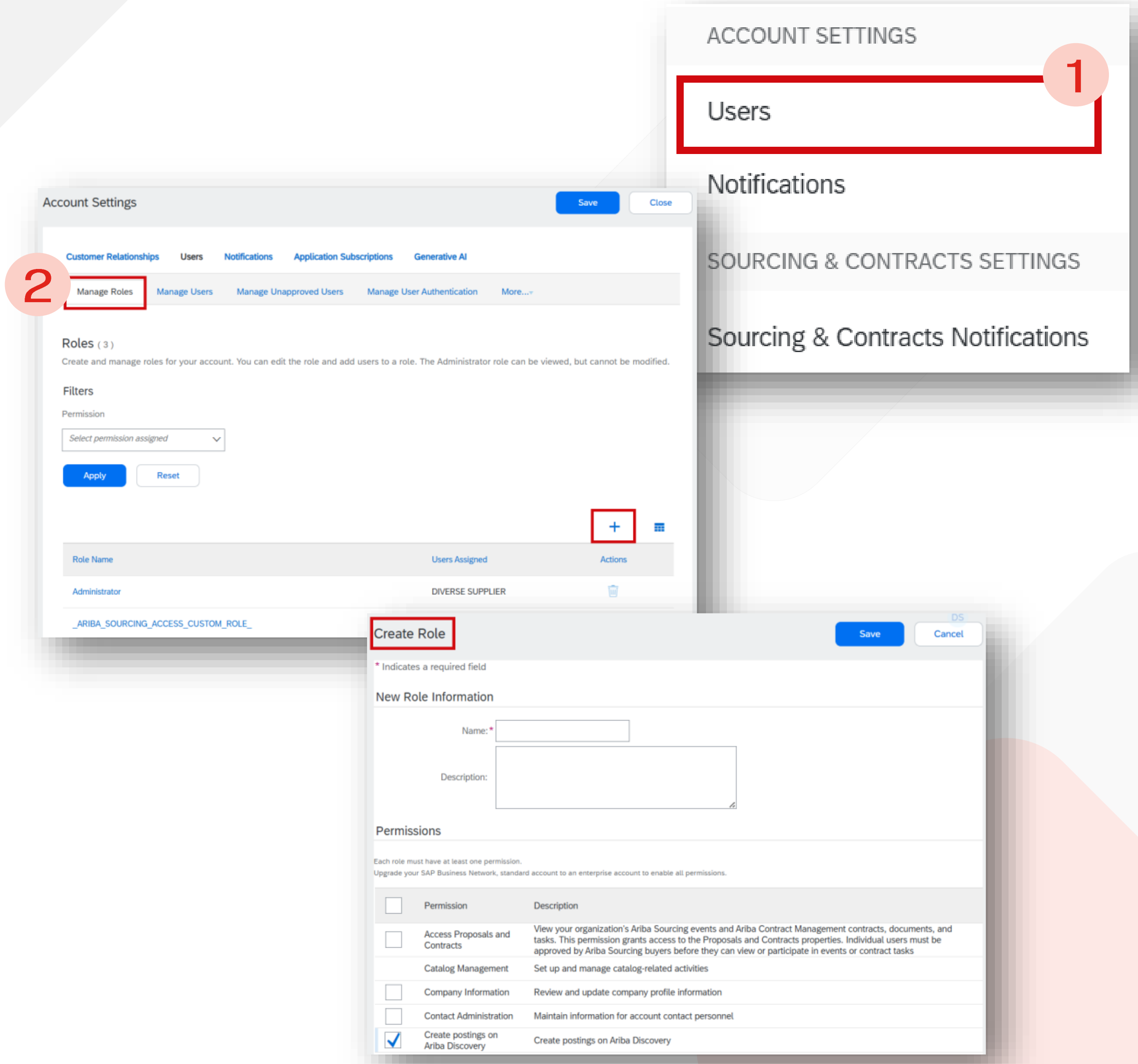
Users & Roles

If you're the administrator for your company's account, you can create users and assign roles to them so they can perform different activities in your SAP Business Network Standard account.

- Each role has a unique name and a set of permissions defining what users can see and do. Users can have multiple related roles.
- Users inherit the permissions of their assigned roles and can update their own language and contact preferences in their **My Account** page.

To provide access to additional people in your company:

1. In the upper-right corner of the application, click your **initials** > Settings > Users.
2. **Create roles** first (you can create up to 10 custom roles)
3. **Create user accounts** to assign those roles (next page)



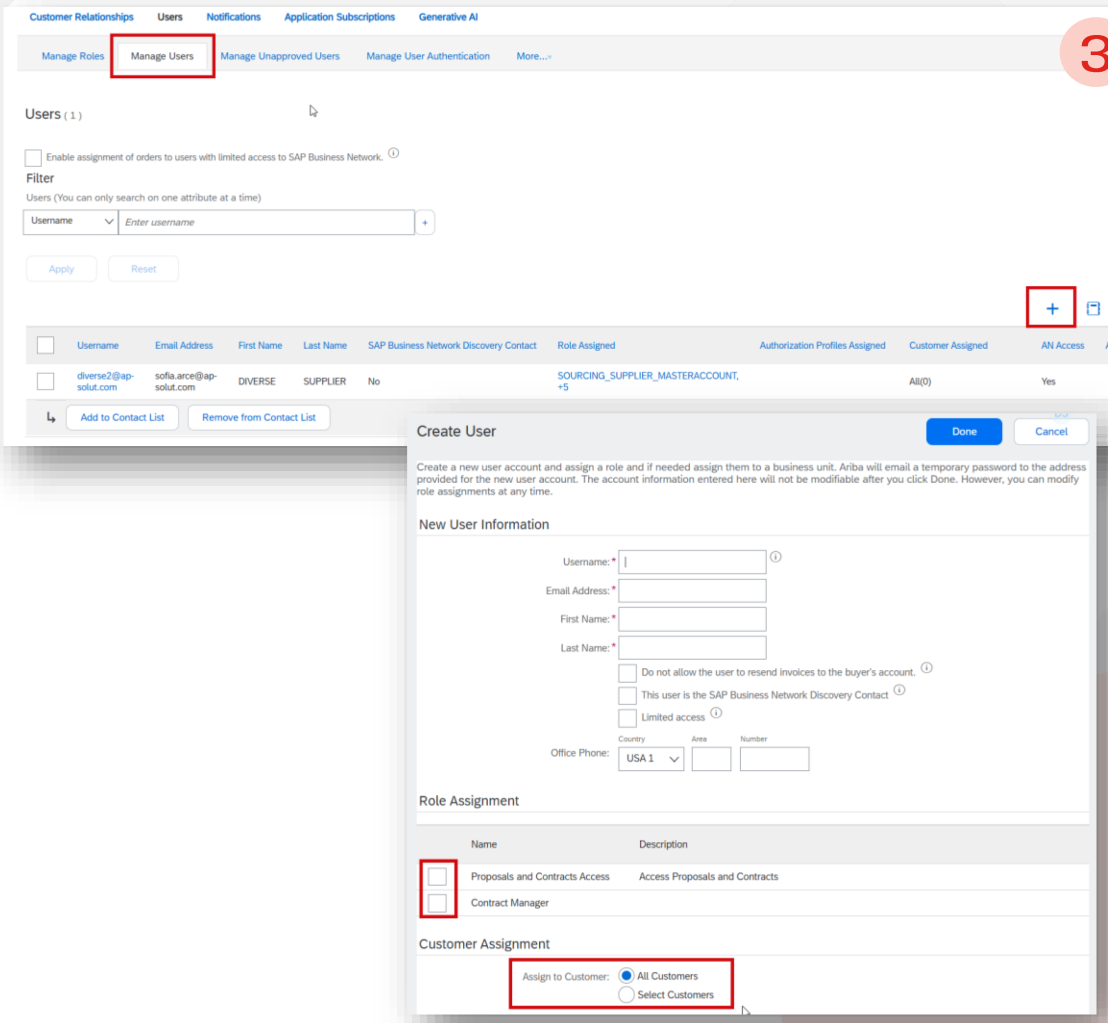
Lilly

Account Maintenance – Users & Roles (2/2)

Users & Roles

Tips for Administrators:

- Administrators can create up to ten custom roles, each with its own set of permissions, and then add user accounts and assign roles accordingly.
- Administrators can reset passwords, reassign roles or delete users when employees change jobs or leave.
- Account administrators can reset passwords for users who forget them. If there's a security concern, force a password reset via **Edit User > Reset Password.**
- Before deleting a role, reassign all users to another role. Roles with assigned users cannot be deleted.
- When employees leave or change jobs, delete their user account or reassign the user's login to another individual. If you reassign the login, you retain the user's setup and data.
- Periodically review user access to ensure permissions align with current responsibilities.



Lilly

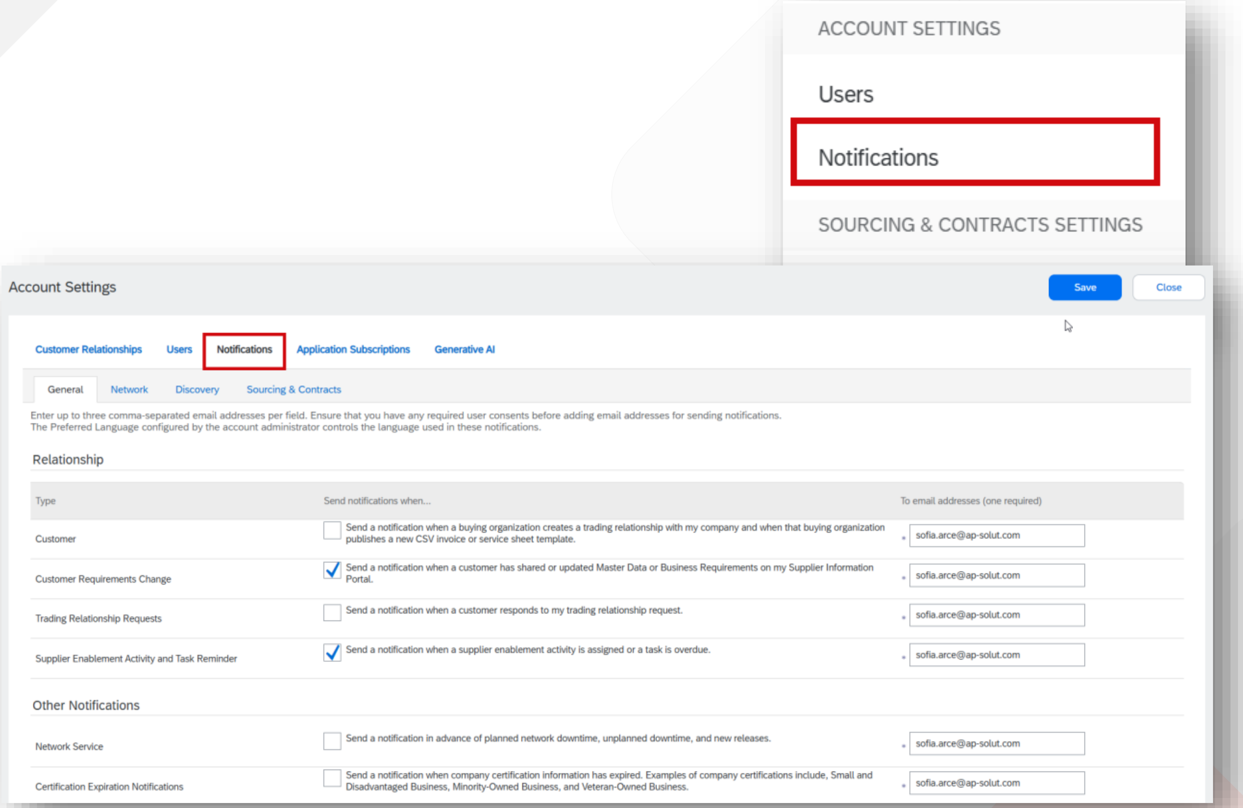
Account Maintenance – Notifications

Notifications

You can set notifications preferences to specify the events about which you want to be informed. The notifications settings you can view and manage depend on your user account permissions.

To configure your notifications:

1. In the upper-right corner of the application, click your initials > Settings > Notifications.
2. Choose the check box for each notification type you want to receive and enter up to **three** email addresses (comma-separated).
3. To notify more than three recipients, create an email **distribution list** in your email system and enter the list name.
4. Click Save.



Note: Notification settings depend on your permissions. Contact your Ariba administrator if you need assistance or additional access.

Support & Resources

Eli Lilly Supplier Onboarding Guide

Need help?

Contact SAP Support to review possible conflicts

- Duplicate username: You can access your existing account or create a new user account with a unique username by deselecting the **Use my email as my username** box under the **Email** field. Your username does not need to match your email address.

- Duplicate D-U-N-S (Data Universal Numbering System) number: You can leave the **DUNS Number** field empty during registration or contact the administrator of the account that already uses the same number. You can also add your D-U-N-S number on the **Marketing** tab of your **Company Profile** after registration.

- Account already merged when registering with an existing account: This occurs when you try to link to a sourcing buyer with an account that is already used on the buyer's site. You can contact your buyer to find the linked account and deactivate any duplicate account(s). Alternatively, you can create a new account.

- Different username and password expected when registering with an existing account: This occurs when you try to link to a sourcing buyer with an account that is different from the accounts used by others in your company. You can try to find the existing account by contacting your colleagues and/or the buyer. Alternatively, you can create a new account.

- Duplicate Account Warning: "We have noticed that there may already be an SAP Business Network account registered by your company. Please review before you create a new account.": An account very similar to other ones that were created in the past is being created. Ariba shows this warning message to try to prevent users from creating duplicate accounts.

- Error: "There has been an issue connecting to the Sourcing Server. Please try to connect to the service later.": If you experience this error repeatedly, there is a conflict between information in the registered account and in the sourcing buyer's site. Your buyer might have some of your account information stored in a different account. Contact SAP Support to review the possible conflicts.

SAP Business Network Information Sources

The help center is the central resource for all SAP Business Network product documentation, tutorials, and support content. Access the help center by clicking the Help icon in the right corner of the header bar, then clicking the Support tile.

About the latest features and enhancements	What's new in SAP Ariba
About the Supplier Membership program	Managing Subscription Services
How to administer and configure an account	SAP Business Network Supplier Administration Guide Configuring Document Routing
How to manage your user account and notification settings	Managing your SAP Business Network
How to collaborate with your customers	Collaborating with Customers
Where to find frequently asked questions and answers, tech notes, and articles	Search for the information you need in the Support Center

Email Delivery Note

To ensure you receive all SAP Ariba system notifications (such as registration invitations, task reminders, and updates), please make sure or ask your IT team to add the following domains to your organization's allow list:

- @ansmtp.ariba.com
- @eusmtp.ariba.com
- @rusmtp.ariba.com
- @smtp.mn2.ariba.com
- @smtp.mn1.ariba.com
- @cnsmtp.sapariba.cn

This will help ensure Ariba messages are not blocked or sent to your spam folder.