

# Eli Lilly Supplier Onboarding Guide

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## ***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](https://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'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.



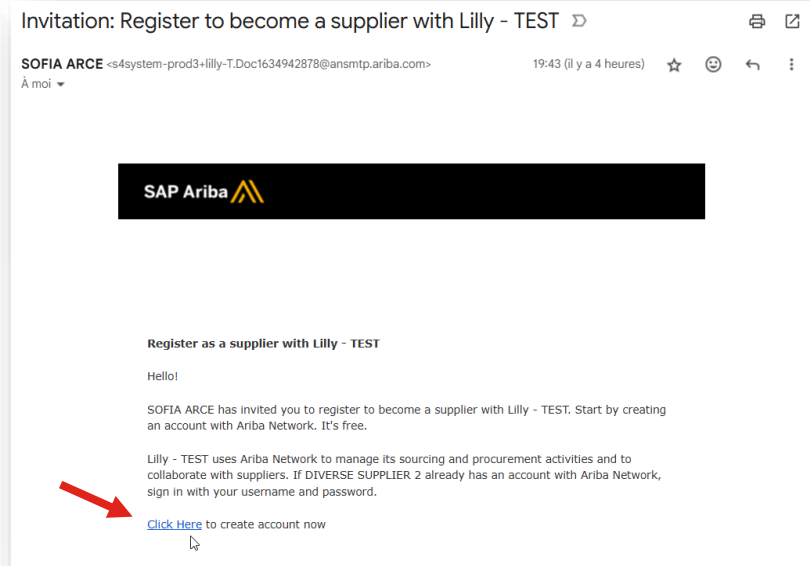
## Registration Questionnaire

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.

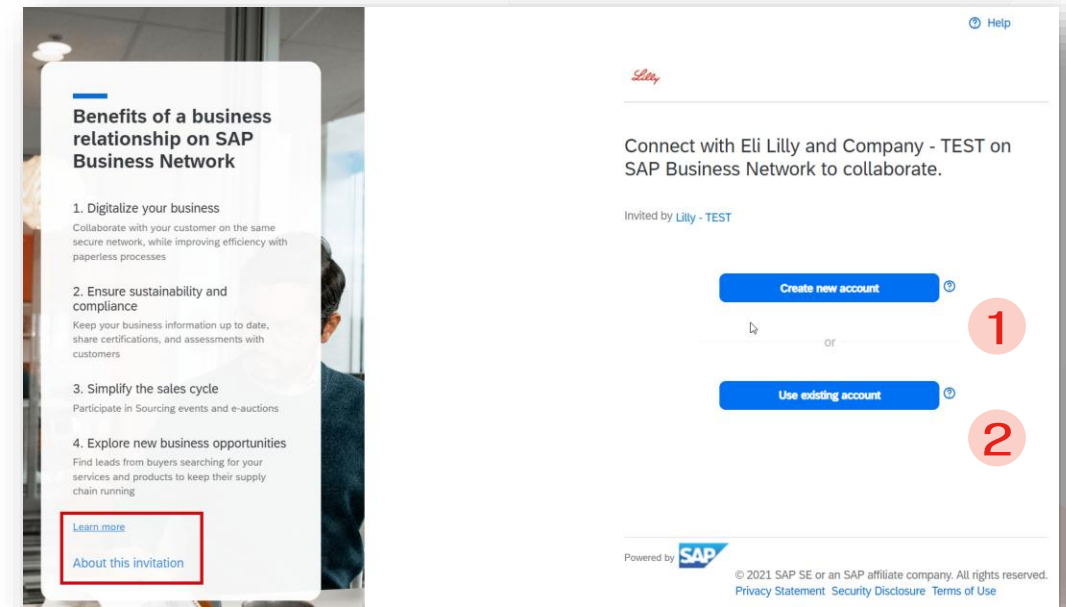


- i** **Note:** Emails from SAP Ariba will come from the domain **@ansmtp.ariba.com**. Make sure to check your spam or junk folder and ensure this domain is not being blocked by your organization’s email filters.



## 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.



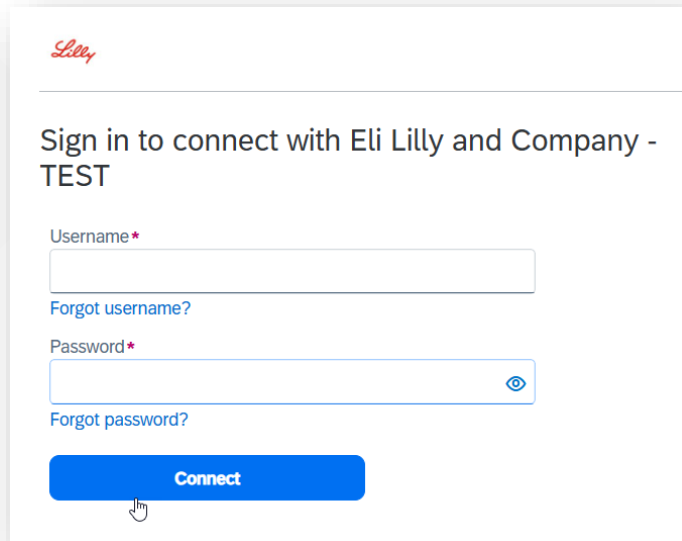
- 💡 Tip:** Need assistance? Use the “[Learn More](#)” or “[About this Invitation](#)” links on the left side menu, or click the [Help icon](#) in the upper-right corner for guidance.



# 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.



The screenshot shows the Eli Lilly sign-in page. At the top is the red 'Lilly' logo. Below it, the text reads 'Sign in to connect with Eli Lilly and Company - TEST'. There are two input fields: 'Username\*' and 'Password\*'. Below the username field is a link 'Forgot username?'. Below the password field is a link 'Forgot password?' and an eye icon to toggle visibility. At the bottom is a blue 'Connect' button with a mouse cursor hovering over it.



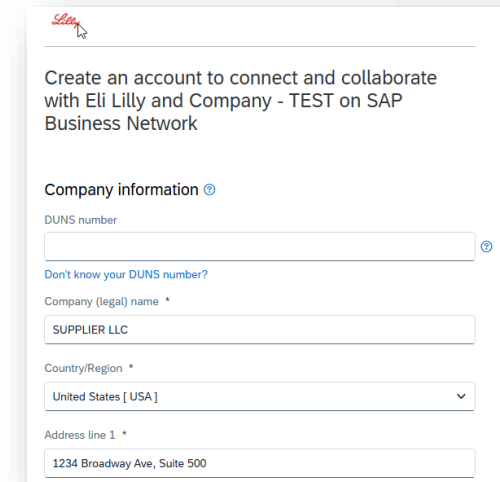
**Note:** If you're unsure which company account to use, contact your internal Ariba administrator to avoid duplicates.



## 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.



The screenshot shows the Eli Lilly account creation page. At the top is the red 'Lilly' logo. Below it, the text reads 'Create an account to connect and collaborate with Eli Lilly and Company - TEST on SAP Business Network'. There is a section titled 'Company information' with a help icon. It contains several input fields: 'DUNS number' with a help icon, 'Company (legal) name\*' with the value 'SUPPLIER LLC', 'Country/Region\*' with a dropdown menu showing 'United States [ USA ]', and 'Address line 1\*' with the value '1234 Broadway Ave, Suite 500'.

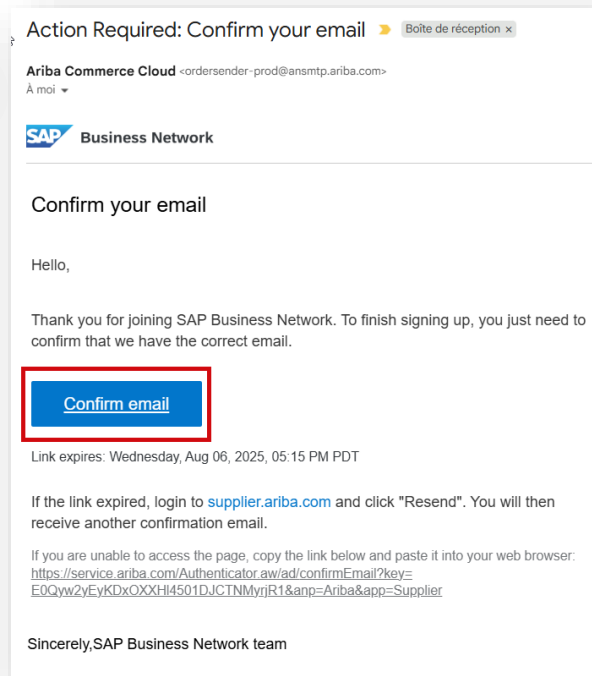


**Note:** If a message about existing accounts appears, click Review accounts to check on accounts you or someone in your company may already have registered.

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

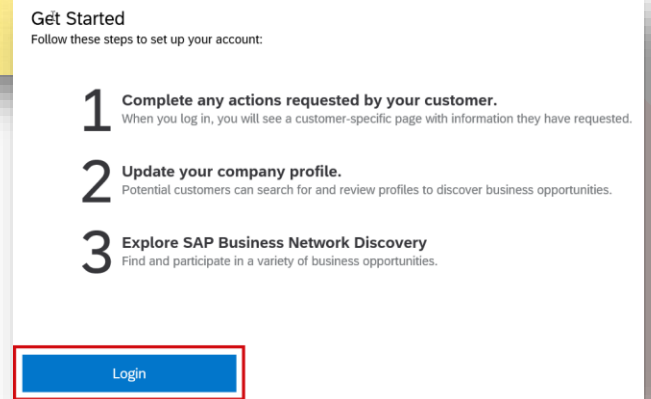
## Confirm your Account

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).

You could earn more business opportunities by updating your company profile information.

Please provide the information below and you will be discovered by more customers looking for companies like yours.

Product and Service Categories

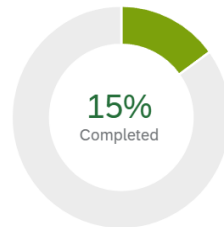
Enter Product and Service Categories [Add](#) or [Browse](#)

Ship-to or Service Locations

Enter Ship-to or Service Location [Add](#) or [Browse](#)

[Submit](#) [Remind me later](#) [Don't show this to me again](#)

Company profile



Complete your company profile to increase your chances of being discovered by new buyers.

[Complete profile→](#)

## 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.

The screenshot shows the SAP Ariba Spend Management interface. The top navigation bar includes the SAP logo, 'Ariba Proposals and Questionnaires', 'Standard Account', 'Get enterprise account', and 'TEST MODE'. The user is logged in as 'LILLY - TEST'. The main content area is divided into several sections: 'Lilly - TEST Requested Profile', 'Public Profile Completeness', 'Events', 'Registration Questionnaires', and 'Qualification Questionnaires'. The 'Registration Questionnaires' section is expanded, showing a table with one entry: 'Supplier Registration Questionnaire' (Doc1668586836, 9/3/2025 1:51 AM, Invited). This entry is highlighted with a red box. The 'Qualification Questionnaires' section is also visible below it.

Title	ID	End Time	Event Type	Participated
No items				

Title	ID	End Time	Status
Status: Open (1)			
<a href="#">Supplier Registration Questionnaire</a>	Doc1668586836	9/3/2025 1:51 AM	Invited

Title	ID	End Time	Commodity	Regions	Status
No items					

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

## Inside your Supplier Registration Questionnaire

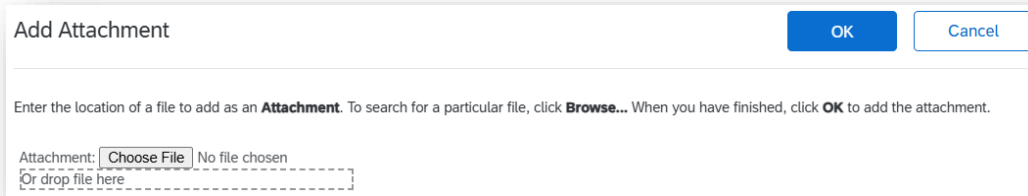
1. Use the **Event Contents** panel on the left to navigate through the ten sections of the questionnaire.
2. Open **Event Messages** to see all communications from Lilly related to your event.
3. Add colleagues to the **Response Team** from the list of existing users in your company’s SAP Business Network 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.

The screenshot shows the Ariba Sourcing interface for a 'Supplier Registration Questionnaire'. The top navigation bar includes 'Ariba Sourcing', 'Company Settings', 'SOFIA GUIDE', 'Feedback', 'Help', and 'Messages'. Below this, a breadcrumb trail reads '< Go back to Lilly - TEST Dashboard'. The main header area displays 'Console', 'Doc1668586836 - Supplier Registration Questionnaire', and a clock icon with 'Time remaining 29 days 23:22:11'. On the left, a sidebar titled 'Event Contents' lists several sections: 'Event Messages' (with a red circle 2), 'Event Details', 'Response History', 'Response Team' (with a red circle 3), and a collapsed 'Event Contents' section. Under the collapsed 'Event Contents', 'All Content' is selected. Below this, a list of sections is shown: '1 General Supplier Inf...', '2 Company Contact Info...', '3 Banking Details and ...', and '4 Accepting Electronic...'. The main content area, titled 'All Content', shows the '1 General Supplier Information' section. It contains three questions: '1.1 Please select one of the following Industry Key Codes that best describes your primary business purpose' (with a dropdown menu showing 'Unspecified'), '1.2 Type of products sold to Eli Lilly & Company?' (with a dropdown menu showing 'Unspecified'), and '1.3 Briefly describe the products sold' (with a text area). A note at the bottom of the section states '(\*) indicates a required field'. At the bottom of the interface, there are four buttons: 'Submit Entire Response' (with a red circle 6), 'Save draft' (with a red circle 5), 'Compose Message', and 'Excel Import' (with a red circle 4).

# 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.



Add Attachment

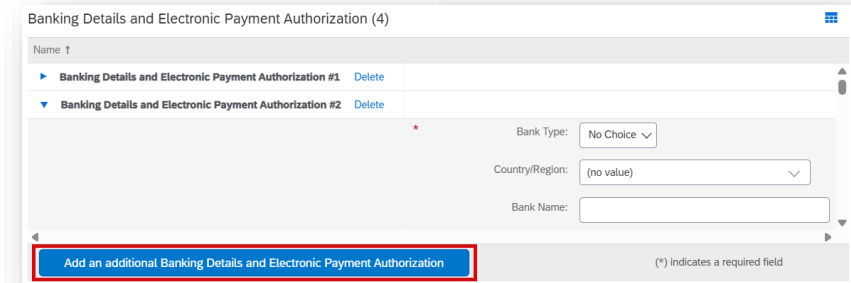
Enter the location of a file to add as an **Attachment**. To search for a particular file, click **Browse...** When you have finished, click **OK** to add the attachment.

Attachment:  No file chosen  
Or drop file here

- 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.



Banking Details and Electronic Payment Authorization (4)

Name ↑

- ▶ Banking Details and Electronic Payment Authorization #1 [Delete](#)
- ▼ Banking Details and Electronic Payment Authorization #2 [Delete](#)

Bank Type:

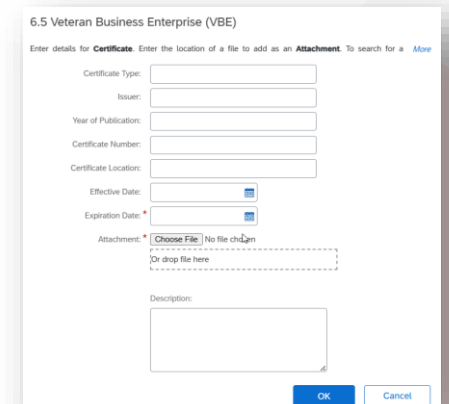
Country/Region:

Bank Name:

(\*) Indicates a required field

## Supplier Development - Certificates

Click ‘[Details](#)’ to fill in the certificate form when applicable.



6.5 Veteran Business Enterprise (VBE)

Enter details for **Certificate**. Enter the location of a file to add as an **Attachment**. To search for a [file](#)

Certificate Type:

Issuer:

Year of Publication:

Certificate Number:

Effective Date:

Expiration Date:

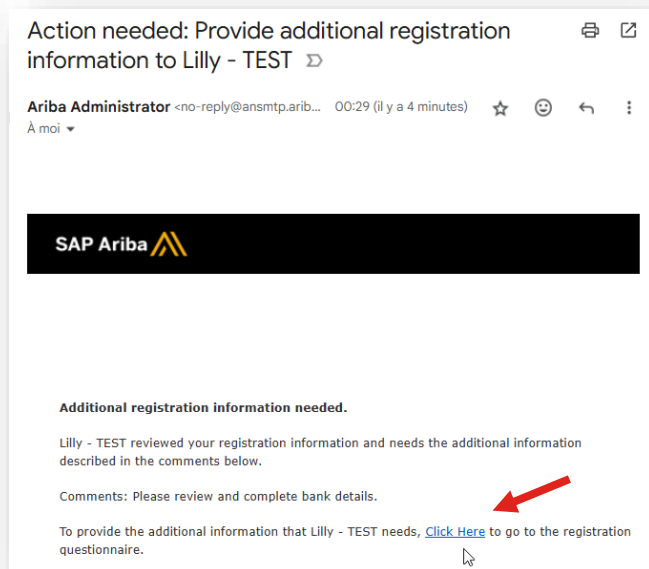
Attachment:  No file chosen  
Or drop file here

Description:

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

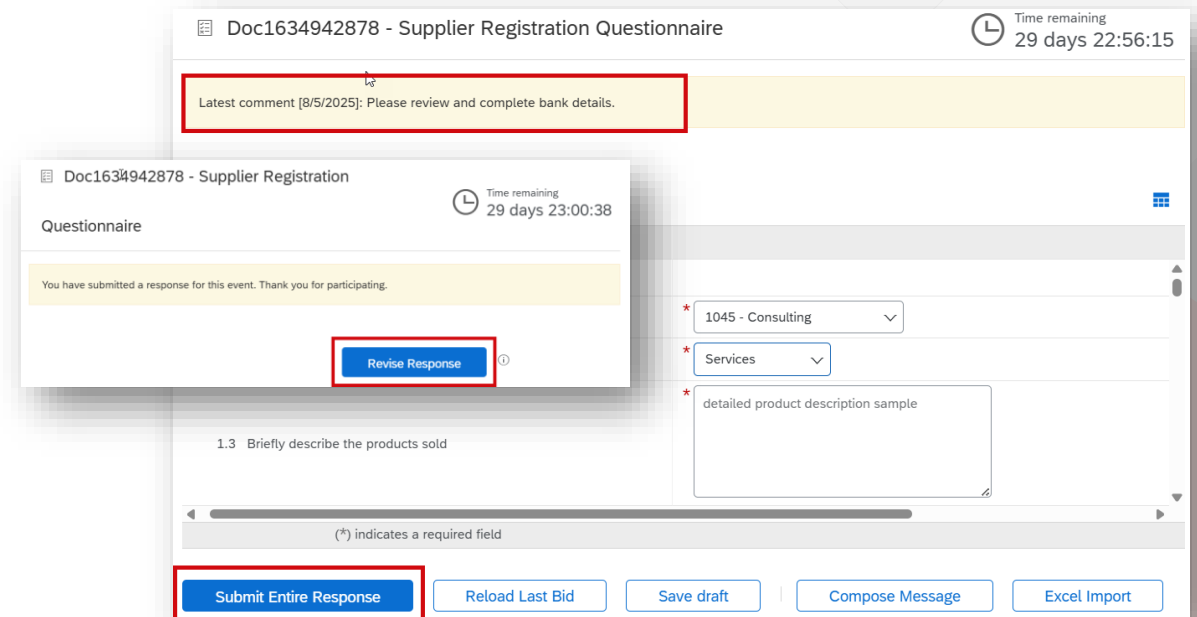
## Provide Additional Information

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



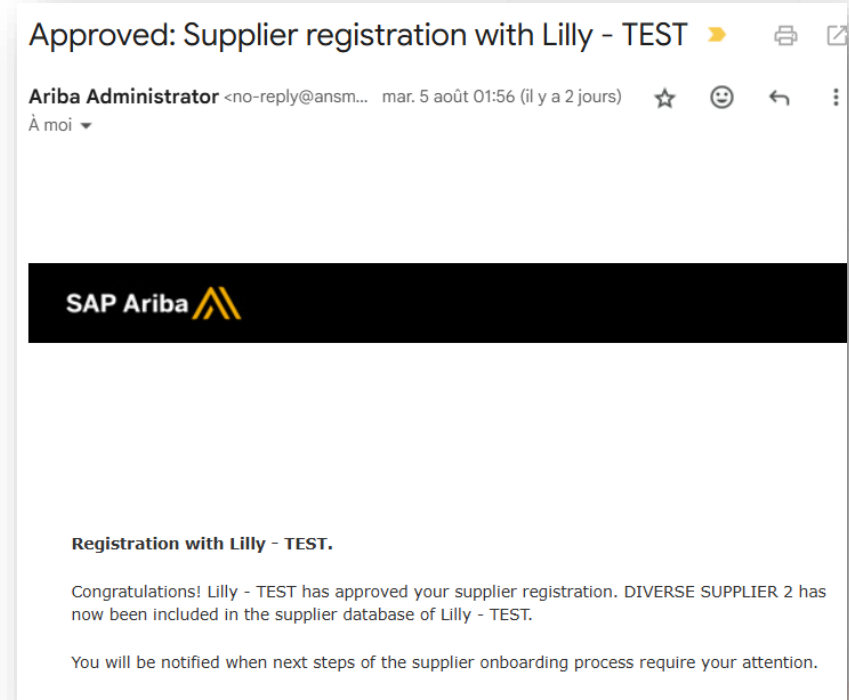
# Step 3 – Completing Lilly's Registration Questionnaire (4/4)

## 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.

*Lilly*

The screenshot shows a web interface for a supplier questionnaire. At the top right, a blue button labeled 'Revise Response' is highlighted with a red rectangle. Below it, the text 'All Content' is visible. The main area contains a table with a header 'Name ↑' and a section titled '1 General Supplier Information'. The table has two columns: a question column and an answer column. The questions and answers are as follows:

1 General Supplier Information	
1.1 Please select one of the following <b>Industry Key Codes</b> that best describes your primary business purpose	1045 - Consulting
1.2 Type of products sold to Eli Lilly & Company?	Services
1.3 Briefly describe the products sold	detailed product description sample
1.4 Supplier Legal Name 1	DIVERSE SUPPLIER 2
1.5 Supplier Legal Name 2	
1.6 Supplier Legal Name 3	

At the bottom of the interface, there is a blue button labeled 'Compose Message'.



**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.

Doc1634942878 - Supplier Registration Questionnaire

Pending Approval

Download Content

Print Event Information

Review Response

Download Bid Change Report

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier Registration Questionnaire	Doc1634942878	9/4/2025 12:29 AM	Pending Resubmission



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

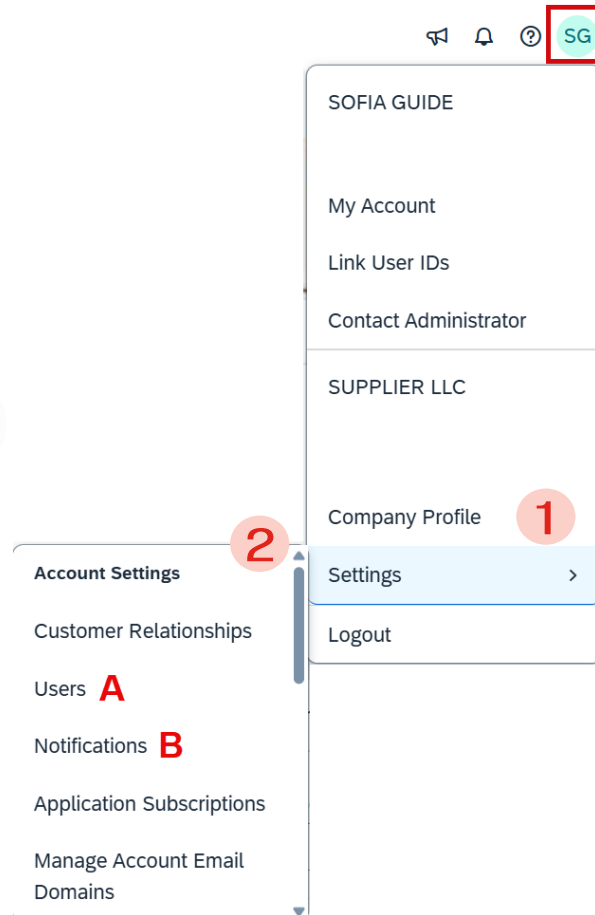


# Account Maintenance

*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.

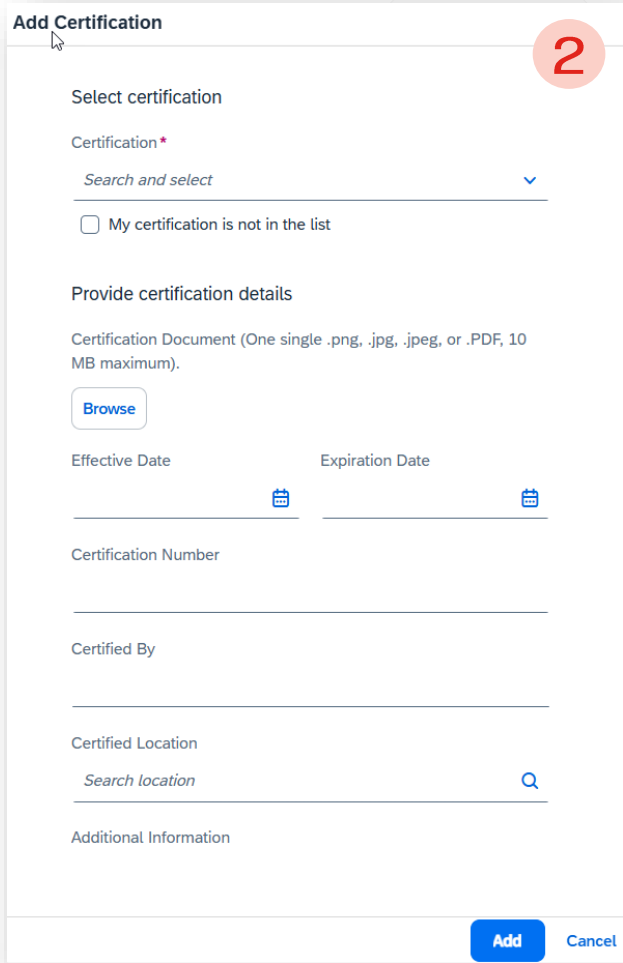
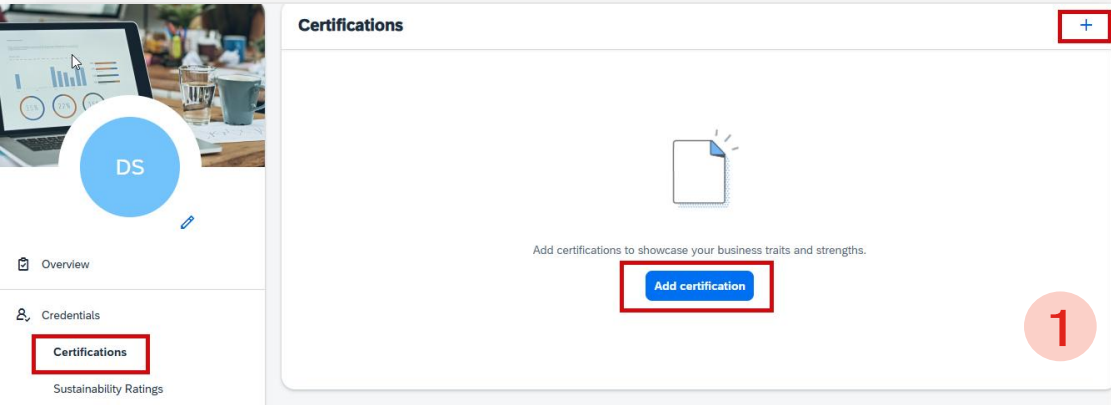
The screenshot displays the 'DIVERSE SUPPLIER 2' profile page. On the left is a sidebar with a navigation menu containing: Overview, Credentials (with sub-items: Certifications, Sustainability Ratings), Organization Structure, Additional Entities, Country Configuration, Business Information, Contacts, Customer Requested, and Additional Documents. The main content area is titled 'DIVERSE SUPPLIER 2' and includes a header with 'Network Catalog', 'ANID: AN11233263578-T', and 'DUNS: -'. Below this is a grid of fields for company details: Employees, Business Type, Legal Form, Founded, Revenue, Stock Symbol, Company Aliases, and Address (New York, United States). Further down are three sections: 'Product and Service Categories', 'Ship-to or Service Location', and 'Industries Served', each with a descriptive text and a pencil icon for editing. At the bottom are 'Credentials' and 'Sustainability Ratings' sections, also featuring pencil icons. Red boxes highlight the pencil icons in the top right corner, the 'Industries Served' section, and the 'Sustainability Ratings' section.

# 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)

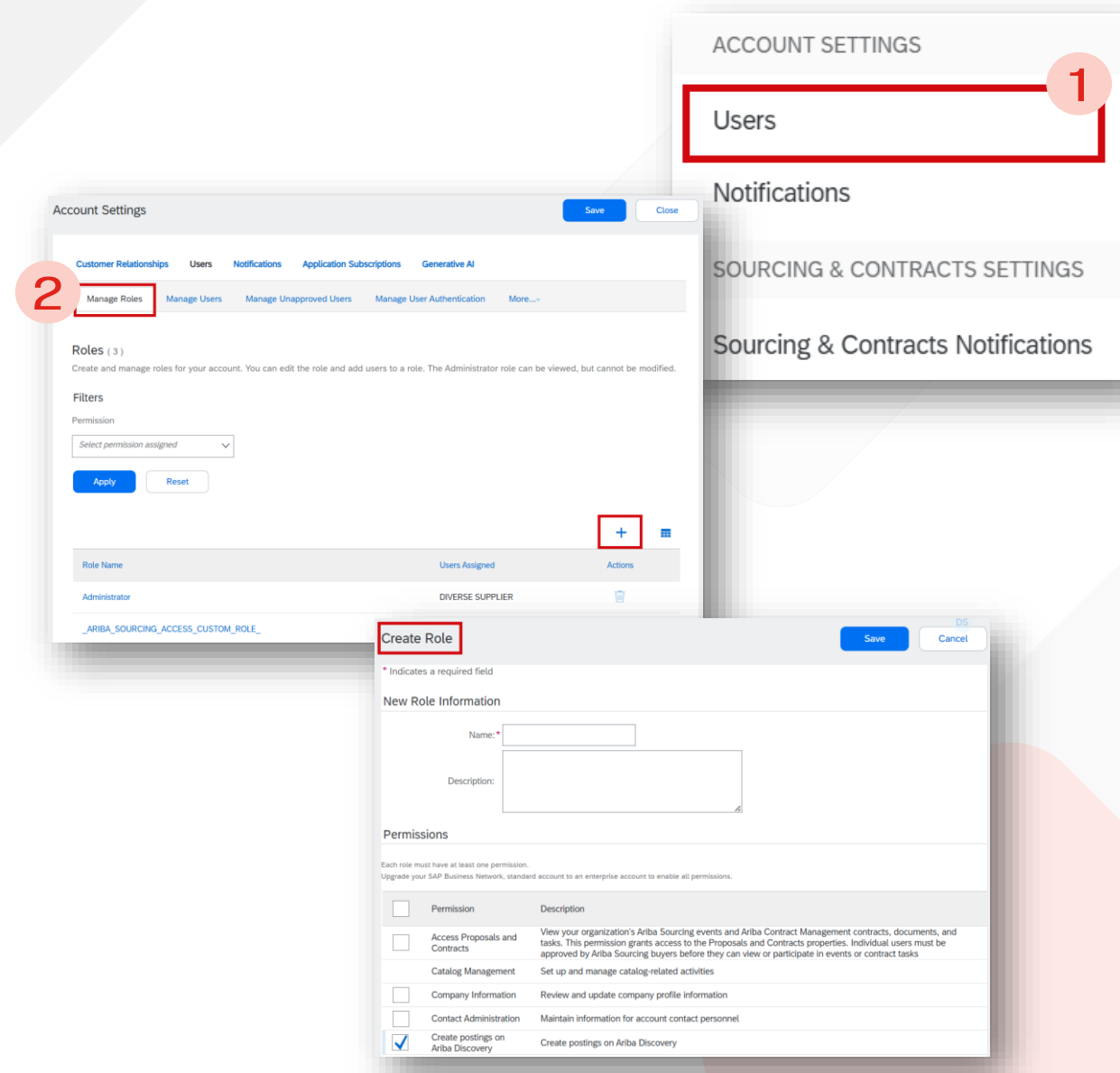
## Users & Roles

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)





# 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.

Customer Relationships Users Notifications Application Subscriptions Generative AI

Manage Roles **Manage Users** Manage Unapproved Users Manage User Authentication More...

Users (1)

☐ Enable assignment of orders to users with limited access to SAP Business Network.

Filter

Users (You can only search on one attribute at a time)

Username

Apply Reset

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>	diverse2@ap-solut.com	sofia.ance@ap-solut.com	DIVERSE	SUPPLIER	No	SOURCING_SUPPLIER_MASTERACCOUNT,+5		All(0)	Yes	

+ [ ] [ ]

Add to Contact List Remove from Contact List

### Create User

Done Cancel

Create a new user account and assign a role and if needed assign them to a business unit. Ariba will email a temporary password to the address provided for the new user account. The account information entered here will not be modifiable after you click Done. However, you can modify role assignments at any time.

#### New User Information

Username: \*

Email Address: \*

First Name: \*

Last Name: \*

☐ Do not allow the user to resend invoices to the buyer's account.

☐ This user is the SAP Business Network Discovery Contact.

☐ Limited access.

Country: USA 1 Area: Number:

#### Role Assignment

Name	Description
<input type="checkbox"/> Proposals and Contracts Access	Access Proposals and Contracts
<input type="checkbox"/> Contract Manager	

#### Customer Assignment

Assign to Customer: ☒ All Customers ☐ Select Customers

# 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.

ACCOUNT SETTINGS

Users

Notifications

SOURCING & CONTRACTS SETTINGS

Account Settings

Customer Relationships Users **Notifications** Application Subscriptions Generative AI

General Network Discovery Sourcing & Contracts

Enter up to three comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications. The Preferred Language configured by the account administrator controls the language used in these notifications.

Relationship

Type	Send notifications when...	To email addresses (one required)
Customer	<input type="checkbox"/> Send a notification when a buying organization creates a trading relationship with my company and when that buying organization publishes a new CSV invoice or service sheet template.	<input type="text" value="sofia.arce@ap-solut.com"/>
Customer Requirements Change	<input checked="" type="checkbox"/> Send a notification when a customer has shared or updated Master Data or Business Requirements on my Supplier Information Portal.	<input type="text" value="sofia.arce@ap-solut.com"/>
Trading Relationship Requests	<input type="checkbox"/> Send a notification when a customer responds to my trading relationship request.	<input type="text" value="sofia.arce@ap-solut.com"/>
Supplier Enablement Activity and Task Reminder	<input checked="" type="checkbox"/> Send a notification when a supplier enablement activity is assigned or a task is overdue.	<input type="text" value="sofia.arce@ap-solut.com"/>

Other Notifications

Network Service	<input type="checkbox"/> Send a notification in advance of planned network downtime, unplanned downtime, and new releases.	<input type="text" value="sofia.arce@ap-solut.com"/>
Certification Expiration Notifications	<input type="checkbox"/> Send a notification when company certification information has expired. Examples of company certifications include, Small and Disadvantaged Business, Minority-Owned Business, and Veteran-Owned Business.	<input type="text" value="sofia.arce@ap-solut.com"/>

# 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
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