



SAP® Ariba® – Supplier Frequently Asked Questions (FAQ)

For Eli Lilly Suppliers.

General Questions

What is SAP® Ariba® and the Ariba® Business Network?

SAP® Ariba® is a digital procurement platform used by Eli Lilly to onboard suppliers, manage supplier data, conduct sourcing events (RFIs, RFPs, eAuctions), and process electronic purchase orders (POs) and invoices. The Ariba® Network or SAP® Business Network is a global marketplace connecting millions of buyers and suppliers to engage in secure, efficient transactions.

How do I log in to the Ariba® Network?

Go to: <https://supplier.ariba.com>.

- If you have an existing account, you can enter your user credentials here.
- If you do not have an existing account, you can select the sign-up option to create a new account.

What if I forget my username or password?

Visit <https://supplier.ariba.com> and select “Forgot Username or Password” to reset your details.

What if I do not receive email invitations?

Check your spam/junk folders and whitelist the following addresses:

- @ansmtp.ariba.com
- @eusmtp.ariba.com

Is the Ariba® Network secure?

Yes. It uses HTTPS and SSL encryption for secure communication. Supplier accounts are also password protected.

What is a Standard Account?

A free Ariba® Network account allowing suppliers to transact electronically with customers. Suppliers can receive their POs and submit invoices with no charge while registered on the Standard account.

Do I need to pay for multiple customer relationships on Ariba®?

No. Your subscription level applies across all customer relationships. Fees are only



payable when using the Enterprise level account. For additional information on Fees and account types please access [SAP Business Network Supplier Account | Pricing](#)

Where can I find more information about SAP Ariba?

Visit: <http://www.ariba.com>

Supplier Management Questions

Do I need to register again if I already have an Ariba® account?

No. Please use the registration link provided, log in with your existing credentials, and complete the registration form for Eli Lilly. Ensure to check with colleagues if your organization already has an account on the network. Please access our guide for further information on how to complete the registration.

Must all suppliers register to manage their supplier information?

Currently, only new suppliers invoicing our United States, Puerto Rico, or Canada entities can use this method. A future global rollout will provide this functionality for all suppliers.

Is the registration form available in different languages?

Lilly registration questionnaire is provided in English. Depending on browser settings, other languages may appear automatically for SAP® Ariba® fields.

What if I do not want to participate?

Participation is mandatory for selected suppliers. Ariba® Network is the standard platform used for transacting with Eli Lilly.

Are there costs for registration or sourcing participation?

Registration, contract management, and sourcing activities are free. Fees may apply for order and invoice management depending on your account type. If you transact using an **Enterprise** account, fees will apply.

How do I upgrade from a Standard to an Enterprise account?

Click "Upgrade" in your Ariba account and follow the instructions provided. For further details on the Enterprise level account type please access: [SAP Business Network Supplier Account | Pricing](#)

Sourcing Questions

What if I cannot find my invitation to a sourcing event?

Log in at <https://supplier.ariba.com> or request your Lilly Business contact to resend the invitation email.

**Do I need to register to participate in tenders?**

Yes. Registration is required to access sourcing and contract processes.

Will I still receive invitations if I don't register?

No. You must register to receive future requests for quotation.

Why must I verify each round of a sourcing event?

You must accept each round to confirm participation and acknowledge any changes or additions made to the event.

Purchase Order Related Questions**Are there fees associated with order transactions?**

Standard Account: No transaction fees.

Enterprise Account: Fees may apply based on your subscription, invoice volume, and transaction values.

What is a "document" in Ariba®?

Documents include purchase orders and invoices. Order confirmations and shipping notices do not count as they are not in scope for Lilly.

What if the order details are incorrect?

You can make minor adjustments to price/quantity, subject to validation by Eli Lilly's procurement team. For major changes, contact your purchaser directly.

How do I expand digital collaboration with Eli Lilly?

Reach out to your purchasing contact to discuss additional integration options.

How do I integrate my ERP with the Ariba Network?

Ariba supports ERP integration for electronic document exchange. Consult your IT team or Ariba Support.

How can I get help with the Ariba Network?

Go to <https://supplier.ariba.com>, click "Help Center" in the top-right corner, and access support or live chat options.

Contact Us

For questions related to registration or transacting on the network, please contact our accounts payable team : [Contacting Accounts Payable | Suppliers | Eli Lilly and Company](#) :

For questions on Sourcing Events please reach out to your Lilly Business Contact.

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