



SAP BUSINESS NETWORK- NEW USER CREATION

**ENGINEERED
TO OUTFIT**

Add Roles and Users

Demo: [SAP Video - User Creation](#)

It is possible to create multiple user accounts from your company's administrator account. The administrator is responsible for creating user accounts and can create up to 250 accounts with specific authorizations.

Please log in at <https://supplier.ariba.com/> using the administrator credentials

Click the circle with [user initials] in the top-right corner of the homepage, then select **Settings**

Select **Manage Users**

Under **Manage Roles**, click on the + plus sign in the top right corner of the **Roles** table to create a role

Enter a **Name** for the role and select all applicable **Permissions (Check the top box to select all permissions)**

Click **Save**

Select **Manage Users** on the right

Under **Manage Users**, click on the plus sign + in the top right corner of the **Users** table to create a user

Enter a **Username**

Username must be in email format, can be real or fictitious, and must be unique.

If a username already exists, you must modify it to be unique, such as by adding a numeric suffix: test_01@email.com.

SAP Business Network sends notifications only to your Email address provided, not to your Username. The same email address can be used for multiple accounts.

Complete any remaining fields marked with an asterisk (*)

Select a role in the **Role Assignment** section

Assign a customer (**All customers or Select Customers**)

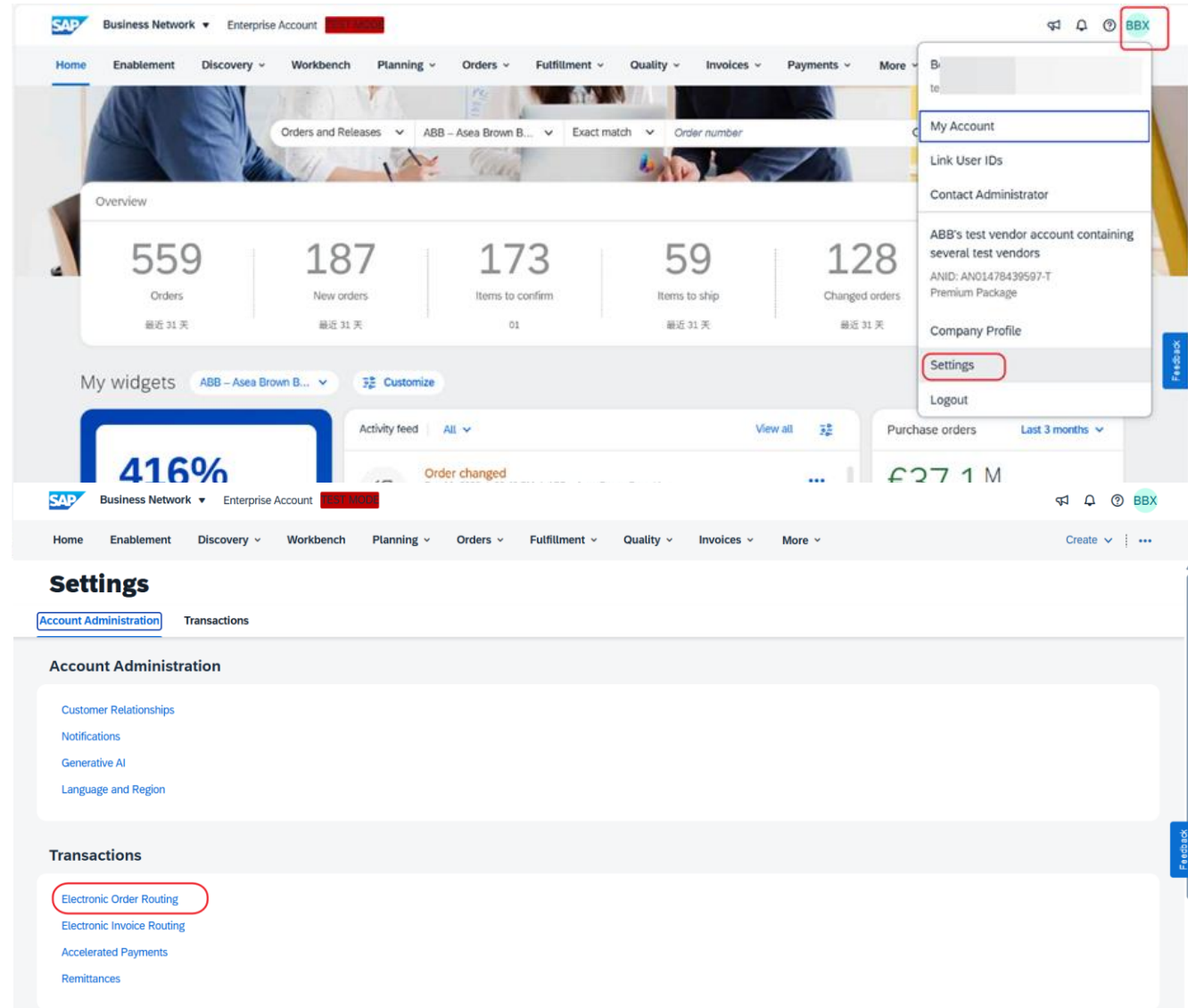
Click **Done**.

After you create the user, the user receives an email with the username and a temporary password. The temporary password will be valid for 24 hours. The user must access the account and change the password when logging in for the first time.

Configure Electronic Order Routing and Notifications:

Click the circle with [user initials] in the top-right corner of the homepage.
Select "Settings."

Then Select "Electronic Order Routing."



Scroll down the page, under "New Orders," choose the Routing Method "Email."

Email addresses: Enter up to five addresses (separated by commas, without spaces) to receive purchase order alerts.

Tick the second box: " Include document in the email message."

Also tick the fourth box: " Attach PDF document in the email message."

☐ Process non-catalog orders as catalog orders if part numbers are entered manually

Status Update Request Notifications

☐ Do not send status updates for inbound documents in pending queue

New Orders

Document Type	Routing Method	Options
Catalog Orders without Attachments	Email	Email address: test01@email.com,test02@email.com ☐ Attach cXML document in the email message ☒ Include document in the email message ☐ 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". ☒ Attach PDF document in the email message
Catalog Orders with Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Email ⚠ Attachments will be included in the order.
Non-Catalog Orders without Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Email
Non-Catalog Orders with Attachments	Same as new catalog orders without attachments	Current Routing method for new orders: Email ⚠ Attachments will be included in the order.

Change/Cancel Orders

Scroll down the page, under "Notifications," tick the box "Send a notification when orders are undeliverable."

Email addresses: Enter up to three addresses (separated by commas, without spaces) to receive alerts.

Click [Save], then [Close].

The screenshot shows the 'Notifications' settings page. The 'Notifications' tab is highlighted. The page is divided into sections for different notification types: 'Order', 'Purchase Order Inquiry', and 'Time Sheet'. Each section has a 'Send notifications when...' column with checkboxes and a 'To email addresses (one required)' column with a text input field. In the 'Order' section, the checkbox 'Send a notification when orders are undeliverable.' is checked. The email address field for 'Order' contains 'test01@email.com,test02@email.com'. Similar settings are visible for 'Purchase Order Inquiry' and 'Time Sheet'. At the bottom right, there are 'Save' and 'Close' buttons.

Type	Send notifications when...	To email addresses (one required)
Order	☒ Send a notification when orders are undeliverable. ☐ Send a notification when a new collaboration request against an existing order is received. ☐ Send notification for new purchase orders to suppliers. ☐ Send notification to suppliers when purchase orders are changed. ☐ Send a notification when orders are on hold due to non-payment of fee. ☐ Send a notification when orders are ready to invoice. ☐ Send a notification when purchase order inquiries are received.	test01@email.com,test02@email.com
Purchase Order Inquiry	☐ Send a notification when purchase order inquiries are undeliverable. ☐ Send a notification when time sheets are undeliverable.	test01@email.com,test02@email.com
Time Sheet		test01@email.com,test02@email.com

Extended Profile Settings and Information

[Extended Profile Information](#)

Save Close

Support

For assistance with network account login, administrator change, or new user creation, please contact SAP Business Network Customer Support:

If you are a Supplier and can Log In:

Access <https://supplier.ariba.com>

Enter your username and click **Next**.

Enter your password and click **Sign In**.

On the **Home** page, click the **Question Mark “?”** icon in the top-right corner.

Select **“Support”** from the right-hand side panel.

Select **"Get Support"** > **"Contact Support"** in the left panel of the Help Center.

Type **“Ask questions”** under **"How can we support you?"**; click on **"Next"** (blue button).

Under **Resources**, please click on **"Next"** at the bottom of the section.

Fill out the form under **Confirm the details** to direct your query to the appropriate expert > Click **"Next"**.

Choose **"Contact options"** - The available contact method(s) will appear.

Confirm the contact details once more, then click the blue button at the bottom of the page to **submit** your request. The blue button will change based on what type of contact you choose.

If you are unable to log in as a supplier:

Access <https://supplier.ariba.com>

Click on the **Question Mark “?”** icon, at the top right corner.

Select **“Support”** from the right-hand side panel.

Select **"Get Support"** > **"Contact Support"** in the upper left panel of the Help Center.

Type **“Ask questions”** under **"How can we support you?"**; click on **"Next"** (blue button)

Under **Resources**, please click on **"Next"** at the bottom of the section.

Fill out the form under **Confirm the details** to direct your query to the appropriate expert > Click **"Next"**.

Choose **"Contact options"** - The available contact method(s) will appear.

[SAP Video - Help Center and Customer Support \(Enterprise\)](#)

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