

SAP Business Network

Supplier System Administration Process Guide

Version 3.0 - 2025





- The System Administration process guide is generic and provides information about the SAP Business Network for System Administrators
- The System Administrator ensures that the information about the business is current and correct
- The System Administrator is the contact point for SAP Business Network update emails
- The System Administrator is the ONLY user who can create, update permissions and grant access to the SAP Business Network to users
- All screenshots and examples contained within Ariba process guides are taken from SAP Business Network Test Accounts. All documents and the content within the documents are fabrications and in no way reflect any past, current or future documents and any similarities are pure coincidence.
- As your Business System Administrator you can create users, assign permissions and assist users with login information
- Permissions allow access to specific sections of the SAP Business Network, if there is a section that you require contact you system Administrator, refer to [Contact System Administrator](#)
- For Users to access the Test account they must have a different login created from within the test account a user cannot jump from a production to a test account without logging out of one and logging into another
- The Supplier Information Portal can be accessed via the Help Centre
- Not all tabs may be visible as Buyers may not have some tabs and processes in scope

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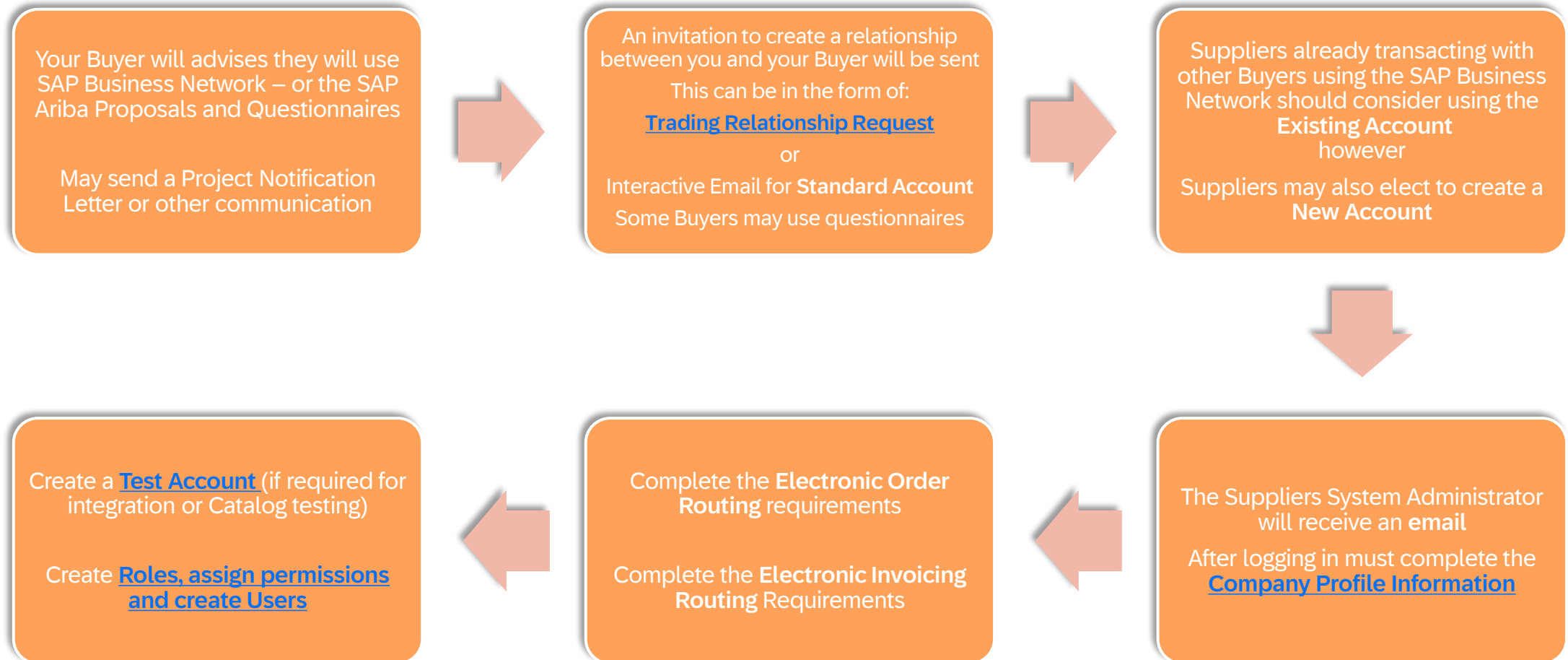
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Getting Ready to Transact with your Buyer – Initial Process

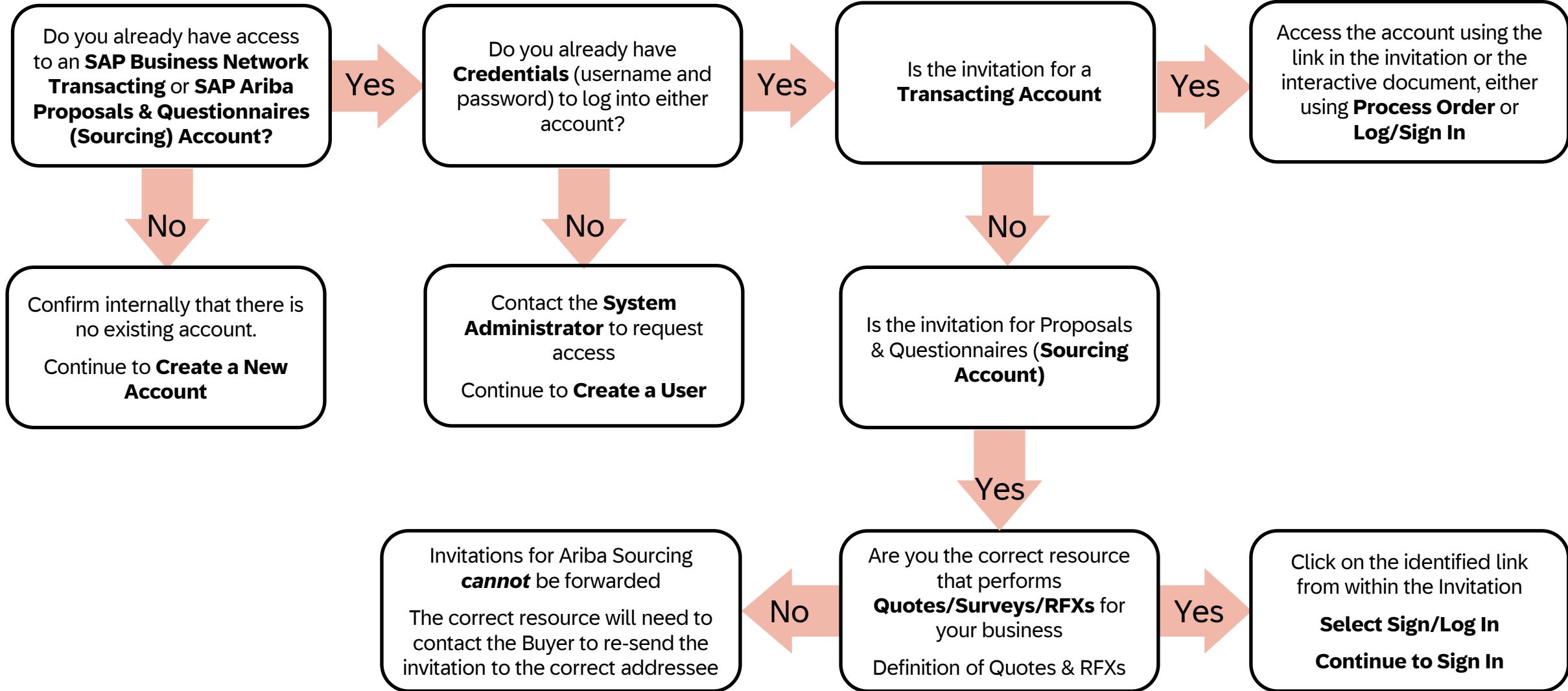
- ❖ This is a high level representation to the process to create an SAP Business Network account in the SAP Business Network, there may be variations, however the setup processes in the SAP Business Network are the minimum requirements for all Suppliers
- ❖ Links take you directly to the required process



Accepting an Invitation to Join SAP Business Network



Invitations from a Buyer Flow



- ❖ Creating a transacting relationship from a buyer-branded trading Relationship Request (TRR) letter via email
- ❖ To create a Standard Account for transacting from an Interactive email
- ❖ Ensure you review and accept the Terms of Use (this provides information about any Subscription or Transaction fees)
- ❖ Ensure you understand and accept the Privacy Policy
- ❖ A Supplier can choose to create a new SAP Business Network Account or use an existing account
- ❖ Using an existing account reduces the number of logins
- ❖ The SAP Business Network Identification number (ANID) is the unique identifier for each SAP Business Network (SAP Business Network Account)
- ❖ Ensure that the correct person actions any invitations to transact via the SAP Business Network noting that the person who accepts the invitation becomes the System Administrator
- ❖ Click on the question mark in the top right-hand corner to activate the Help Options Pane to get access to different levels of help
- ❖ Passwords must contain a minimum of 8 characters including upper and lower case, numeric digits and special characters
- ❖ Always access new invitations or interactive documents from within the email sent to you from the Buyer



The Trading Relationship Request (TRR) Invite

Your Buyer has decided to transact with their suppliers using the SAP Business Network and has sent you a Trading Relationship Request (TRR)

1. **Get Started** button provides access to a form
2. A link to the **Supplier Information Portal (SIP)** for the Buyer is shown on the invitation which provides access to process and training materials
3. **SAP Business Network** provides information about SAP Business Network

Note: All items in blue can be selected to take users to different screens, websites or information that the Buyer wishes to share

Avante Labs GmbH would like to connect with you on SAP Business Network

AS Avante Science Inc. <ordersender-prod@ansmtp.ariba.com>
To Ben Bootman

Reply Reply All Forward

Avante Labs GmbH

Connect with Avante Labs GmbH to collaborate on SAP Business Network!

To Ben Bootman at Tulip Lighting Equipment,

We would like to invite you to connect with us on SAP Business Network. As part of our digital transformation, we expect our suppliers to process orders and submit invoices via this network.

You can learn more about the why, what, and when of this transformation by watching our recent supplier summit recording, accessible via the supplier information portal below.

You can login and connect with an existing Ariba Network account or create a new account on SAP Business Network and establish the connection. We're looking forward to continuing doing business with you on SAP Business Network.

Click Get started to connect.

[Get started](#) **1**

Link expires: Sunday, Jul 04, 2021, 12:00AM PDT

About this invitation

From:	To:
Avante Europe Group Procurement Avante Labs GmbH	Ben Bootman Tulip Lighting Equipment

eConnect@AvanteLabs.us

Learn more:

- Visit the [Supplier Information Portal](#) for instructions provided by Avante Labs **2**
- Learn more about [SAP Business Network](#) **3**

Powered by



Ensure you are the required person to accept the relationship from your Buyer

The person who accepts the relationship automatically becomes the business SAP Business Network System Administrator

With the TRR email open

1. Click on **Get Started**

❖ About this invitation panel – displays content such as the **From:** and **To:**, a **message from your Buyer** and a **Read More** link for more information from your Buyer and **About SAP Business Network** link taking users to an external website

❖ **Review Accounts** – Suppliers should review accounts to determine whether an account already exists for this Buyer or to identify whether they can use an existing account.

❖ **Use Existing Account** – As the System Administrator you have identified an existing account, using an existing account reduces the need for multiple log ins

❖ **Create New Account** - Creation of a new account to transact with the Buyer

Avante Labs GmbH

Connect with Avante Labs GmbH to collaborate on SAP Business Network!

To Ben Bootman at Tulip Lighting Equipment,

We would like to invite you to connect with us on SAP Business Network. As part of our digital transformation, we expect our suppliers to process orders and submit invoices via this network.

You can learn more about the why, what, and when of this transformation by watching our recent supplier summit recording accessible via the supplier information portal below.

You can login and connect with an existing Ariba Network account, create a new account on SAP Business Network and establish connection. We're looking forward to continuing doing business on SAP Business Network.

Click Get started to connect.

Get started **1**

Link expires: Sunday, Jul 04, 2021, 12:00AM PDT

Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by Avante Europe Group Procurement

We found existing accounts based on the information in the invite. Please review.

Review accounts

or

Use existing account ?

Create new account ?

Powered by **SAP**

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Accepting the Transacting Relationships Request (TRR) – Get Started



Review Account Information – Duplicate Account Process

Review Accounts allows suppliers to identify they already have an SAP Business Network account, using an existing account reduces the number of logins and accounts that need to be maintained.

With the invitation from you Buyer displayed:

1. Click on **Get Started**
2. Where the **Review account** button is activated, Click on Review accounts
- ❖ **Note:** If the Review accounts button is not activated it indicates there are no other accounts associated to the business email domain
- ❖ The Review matched accounts screen is displayed:
3. **Edit search criteria** is used for specific search criteria then click on Search
- ❖ Any Search results are displayed
4. If you identify an account you wish to use, Click on **Use this account**
5. If you are unsure about an account and want further clarification click on **Contact Administrator**
6. To **Create a new Account**, click on the back arrow to return to the Registration screen

Avante Labs GmbH

Connect with Avante Labs GmbH to collaborate on SAP Business Network!

To Ben Bootman at Tulip Lighting Equipment,
I would like to invite you to connect with us on SAP Business Network.

You can login and connect with an existing Ariba Network account or create a new account on SAP Business Network and establish the connection. We're looking forward to continuing doing business with you on SAP Business Network.

Click Get started to connect.

Get started 1

Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by Avante Europe Group Procurement

We found existing accounts based on the information in the invite. Please review.

Review accounts 2

< Review matched accounts

Your company may already have an account. Please review the accounts in the table below.

Edit search criteria

Company name	Corporate email / domain	Country	Tax / VAT ID ⓘ
<input type="text" value="Tulip Lighting Equipment"/>	<input type="text"/>	Australia [AUS]	<input type="text" value="Please select country first"/>
DUNS Number	GLN	<input type="button" value="Search"/>	<input type="button" value="Cancel"/>
<input type="text"/>	<input type="text" value="Enter Global Location Number"/>		

Search results (20) | ★ Means you are a user of this account **Bold font:** Matched values

Company name	Email domain matched	Country	State	DUNS number	Action ⓘ
★ Unicorn PTY LTD	Yes	Australia	Victoria		Use this account
SAP Australia Pty Ltd	Yes	Australia	New South Wales		Contact administrator

4 5



Your Buyer has decided to transact with their suppliers using the SAP Business Network.

❖ This can be done using **either** from the **Invitation** or **Review accounts** screen

From the invitation screen

1. Click on **Use Existing Account**
2. Enter the **Username** and the **Password** for the account you wish to use
3. Click on **Connect**

❖ Complete the details on the screen

From the Review accounts screen

4. Click on **Use this account**
5. Enter the Username and Password for the account you have selected
6. Click on **Connect**

❖ Complete the details on the screen

Use this Account - Using an Existing Account

Avante Labs GmbH

Connect with Avante Labs GmbH on Ariba Network to collaborate.

Invited by Avante Europe Group Procurement

We found existing accounts based on the information in the invite. Please review.

Review accounts

or

Use existing account ? 1

Create new account ?

Search results (20) ★

Company name	Action ?
★ Unicorn PTY LTD	Use this account
SAP Australia Pty Ltd	Contact administrator

Avante Labs GmbH

Sign in to connect with Avante Labs GmbH

Username

2

[Forgot username?](#)

Password

[Forgot password?](#)

3 **Connect**

Avante Labs GmbH

Sign in to connect with Avante Labs GmbH

Please login to the account: *Name of existing account*

Username

5

[Forgot username?](#)

Password

[Forgot password?](#)

6 **Connect**

Use Contact Administrator to investigate whether an account has already been created for this Buyer, this may be an account created by a Head Office in a different country, state or region to clarify whether you should be using the this specific account.

1. Click on **Contact Administrator**

- ❖ The Contact Administrator popup box appears
- ❖ Confirm the details that have been auto-populated are correct and if required provide further information, ensuring that all fields with an asterisk have been completed

2. Click on **I'm not a robot**

3. Click on **Send**

- ❖ An email will be sent to the Administrator

The screenshot shows a search results table with columns: Company name, Email domain matched, Country, State, DUNS number, and Action. A row for 'Unicorn PTY LTD' is highlighted. A blue '1' points to the 'Contact administrator' link in the Action column. A modal window titled 'Contact administrator' is open, containing a form with fields for name, company name, email, phone number, and a message. A blue '2' points to the form fields. At the bottom of the form, there is an 'I'm not a robot' checkbox and a reCAPTCHA widget. A blue '3' points to the checkbox. At the bottom right of the form, there is a 'Send' button and a 'Cancel' button. A blue '4' points to the 'Send' button.

A Supplier has determined that a new account is required, display the invitation to connect from your Buyer:

1. Click on **Create new account**
2. Confirm or update the **Company information**, information is prepopulated based on the information from the Buyer
 - ❖ Ensure that all fields with an asterisk have been completed
 - ❖ Scroll down to **Administrator account information**
 - ❖ **Note:** The fields will be auto-populated, however, if you are **not** the assigned System Administrator

1. Confirm or update the **Administrator account information**
2. Create a password, enter the **Password** and **Repeat password**
3. Open and review the **Terms of Use**, then click on I have read and agree with the Terms of Use
4. Click on **I'm not a robot**
5. Click on **Create Account**

The screenshot shows the account creation interface for Avante Labs GmbH. It is divided into several sections:

- Invitation Header:** Shows the company name 'Avante Labs GmbH' and the invitation source 'Avante Europe Group Procurement'.
- Review Accounts:** A blue button labeled 'Review accounts'.
- Company Information (Step 2):** A form with fields for:
 - Company (legal) name * (Tulip Lighting Equipment)
 - Country/Region * (United States [USA])
 - Address line 1 * (4578 Grand Lake Avenue)
 - Address line 2
 - Address line 3
 - City * (Auburn)
 - State * (Alabama [US-AL])
 - Zip * (36801)
- Administrator Account Information (Step 3):** A form with fields for:
 - First name * (Ben)
 - Last name * (Boothman)
 - Email * (ben.boothman@tupliplighting.com)
 - Use my email as my username
 - Password * and Repeat password *
 - Business role * (Choose your primary business role)
- Terms of Use (Step 4):** A checkbox labeled 'I have read and agree with the Terms of Use'.
- reCAPTCHA (Step 5):** A checkbox labeled 'I'm not a robot' and a reCAPTCHA logo.
- Create Account (Step 6):** A large blue button at the bottom labeled 'Create account'.



After you click on Create Account, an email from the Ariba Commerce Cloud will be sent to the email entered during the registrations process, it will indicate that the User name above is the System Administrator

A Welcome to the Ariba Commerce Cloud email will confirm:

- ❖ Registration
- ❖ Ariba Network Identification Number (ANID)
- ❖ Your Username
- ❖ Good TO Know
- ❖ Next Steps
- ❖ As the System Administrator you have already created your username and password during the registration process, use these credentials to Sign in to the SAP Business Network

Welcome to the Ariba Commerce Cloud

Your registration process on the Ariba Commerce Cloud for : Pty Ltd is now complete.

Your organization's account ID: **Ariba Network Identification Number**

Your username: jane.doe@abccompany.com

As the account administrator for this account, make sure to keep your username and password in a secure place. Do not share this information.

If you registered after receiving an invitation from an Ariba On Demand Sourcing buyer, you can now access and participate in the buyer's sourcing events. The Seller Collaboration Console provides a centralized location for you to manage all your Ariba On Demand Sourcing events and buyer relationships.

Ariba On Demand Sourcing buyers might request that you complete additional profile information as part of their Supplier Profile Questionnaire. When you access customer requested fields for a specific buyer, you will see a pop-up page with that buyer's name; that page contains the buyer's customer requested fields.

You can immediately perform administrative and configuration tasks completing your company profile. If account administration is not par you can transfer the administrator role at any time to another person responsibilities are more in line with account administration.

Good to Know:

Your Ariba Commerce Cloud account provides a central access point capabilities of the following Ariba solutions:

- SAP Business Network Discovery™ (Leads)
- Ariba Sourcing™ (Proposals)
- Ariba Contract Management™ (Contracts)
- Ariba® Network (Orders & Invoices)

Email Confirmation of an SAP Business Network - Transacting Account

You can start using SAP Business Network Discovery immediately and begin receiving notifications when business opportunities matching your commodities are published.

Access to the Ariba Sourcing and Ariba Contract Management solutions requires an invitation from a buyer organization using one of these solutions.

Next Steps:

- Complete your company profile. Potential customers can search for and review seller profiles on the Ariba Commerce Cloud. The more detail you provide about your company, its capabilities, products, and services, the more effectively you can attract high-quality customers.
- Create user accounts for employees who require access to the Ariba Commerce Cloud capabilities.
- Update your user preferences and review your notification settings.
- Explore SAP Business Network Discovery to find and participate in business opportunities. Search for new business opportunities and respond to any that match your commodity classification and sales territories.
- Download the app for easy access to key documents on your mobile device.
- Explore the product documentation to find out more about user and administration tasks. To access the help resources, log into your account and click Help > Product Documentation on any page.

Thank you again for joining the Ariba business community through the Ariba Commerce Cloud.



Email Confirmation of an SAP Ariba – Proposals & Questionnaires – Sourcing Account

The SAP Business Network is primarily used as a Transacting Account, where Purchase Orders and proceeding documents are exchanged with your Buyer.

The SAP Ariba Proposals and Questionnaires (Ariba Sourcing) is for suppliers to provide information through a questionnaire (if required by the Buyer) or used to perform Events such as:

- ❖ Surveys
- ❖ Reverse Auctions
- ❖ RFI's – Request for Information
- ❖ RFPs – Request for Proposal
- ❖ RFQs – Request for Quote

Always use the “Click Here” when accessing the Invitation for the first time.

Only the person who receives the Invitation for Sourcing can access it. If it is sent to a user that is not longer with the business, contact the Buyer.

RFXs are usually created first, and ONLY when the Quote or information is completed a Purchase Order is completed

Examples only

Dear, Jane Doe

NAME OF BUYER has invited you to participate in the following event Doc2599:
Test RFX Team Access. The procurement event is set to begin on **Dates required by the Buyer**
and ends on **Dates required by the Buyer**

Please [Click Here](#) to log in or register on the Ariba Commerce Cloud to access this procurement event. You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can access this event.

NOTE: This link is only valid for 30 days.

If you have questions regarding access to this procurement event or how to participate, please email questions regarding the RFX content, please submit your query through the relevant Ariba event message board.

Yours sincerely,
NAME OF BUYER

e following event:
uary 29, 2024 at

TEST events:

When you click this link, log in with your username and password. You will then have the option to register your buyer-specific user ID with a new or existing Ariba Commerce Cloud account and participate in your event.

If you do not want to respond to this event, [Click Here](#). You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.

If you have forgotten your username or password and are unable to log in, [Click Here](#).

Please save your responses every 15-20 mins. And please delete 'Cookies' & 'Temporary files' regularly (once a day) to ensure that your session doesn't expire frequently.

For any technical issues or any training on the tool, please submit a request with Ariba Helpdesk by following the below steps:



After clicking on the link from within the SAP Ariba Sourcing (Proposals and Questionnaires) Account, you need to determine whether you need to:

Register a New Account

Or

Log In to an existing account

Always access a new invitation from within the invitation type you have been sent

Welcome,

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with

Create an SAP Ariba supplier account and manage your response to procurement activities required by [Sign up](#)

Already have an account? [Log in](#)

About Ariba Network

The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships and supplier activities regardless of which Ariba solution your customers are using. Once you have completed the registration, you will be able to:

- Respond more efficiently to your customer requests
- Work more quickly with your customers in all stages of workflow approval
- Strengthen your relationships with customers using an Ariba Network solution
- Review pending sourcing events for multiple buyers with one login
- Apply your Company Profile across Ariba Network, Ariba Discovery and Ariba Sourcing activities

Moving to the Ariba Network allows you to log into a single location to manage:

- All your Ariba customer relationships
- All your event actions, tasks and transactions
- Your profile information
- All your registration activities
- Your contact and user administrative tasks



Temporary Account Information

In some instances a Buyer may use a Quick Enablement Process. Click on the link from within the invitation.

The invitation or interactive document will provide a Temporary ID and Secure code for Supplier to enter to access and complete the task requested by the Buyer.

Suppliers can also elect to:

Create a New Account

OR

Use and Existing Account



Sign in for the first time

After the account has been registered, irrespective of whether it is an SAP Business Network Transacting Account or an SAP Ariba Sourcing account, the first time you log in is the same.

Locate the 2 Emails in your Inbox from “Ariba Commerce Cloud”, one will contain your Login and the second will contain a temporary password.

When new Users are created they will also need to follow these steps:

1. Open the Username email and click on **Log In**

2. Enter the **Username** shown in the email,

3. Click on **Next**

4. Open the temporary password email and copy the **Temporary password**

5. Enter or paste the temporary password


6. Click on **Sign in**

The Reset your password screen is displayed

6. Re-Enter the Temporary Password

7. Create a New Password (refer to [Create a Password](#))

8. Re-enter the New Password

Click on the  to view what is entered, the information in the box turns to green when all criteria are met for a password

9. Click on **Submit**

10. Select the **Business Role**

11. Click on **Submit**

SAP Business Network

Important: your sub-user username
Dear Jane

You have been enabled to access your company's SAP Business Network account (ANID:AN1117730663) with the following username:

jane.doe@abc.com

Important note:

- Please keep your username confidential.
- Your temporary password has been sent via a separate email.

Please click on "Log in" to access your user account using your username and temporary password:

Log in 1

Sincerely,
SAP Business Network team

Supplier sign-in

Username 2

Next 3

[Forgot username](#)

SAP Business Network

Your temporary password
Dear Jen

This message contains important information about your new user account related to your company's SAP Business Network account(AN1117730663).

Your temporary password is: **Kh&z<34H** 4

For security reasons, your username has been sent in a separate email, which also includes instructions to log into your new SAP Business Network account.

If you have any questions, contact your Account Administrator:
name of administrator
email of administrator

Sincerely,
SAP Business Network team

Supplier sign-in

← jane.doe@abc.com

Password 5

Sign in 6

[Forgot password](#)

Reset your password

User ID
jane.doe@abc.com

Current password
Temporary Password 7

New password
Newly created password 8

Confirm password
Re-enter your new password 9

Submit 10

Please provide your business role

Please choose the business role which best describes the day-to-day tasks you perform for your company. Your experience is tailored to the business role you choose.

Business Role * :
Business Owner 11

Submit 12



Sign in to a Transacting Account – Forgot Username

After logging in, **SAP Business Network** will be displayed on the top left of the screen

1. Display the SAP Business Network log-in screen
2. Click on **Forgot username**
3. Enter your **Email Address**

Note: This may or may not be the username as those with many accounts may have different usernames BUT the email address linked to each will be your actual email

Click on Submit

Screen message – **We have sent an email**

4. Click on **Back to Sign In**
5. Locate the Ariba Commerce Cloud email – **Request for your Ariba Commerce Cloud username**
Open the email, Identify the required username

6. Enter the **Username** into the **Supplier Sign-in** screen
7. Click **Next**
8. Enter your **Password** ([Click here](#) if you have forgotten your password)
9. Click on **Sign in**

Supplier sign-in

Username

Next

Forgot username

1

Recover your username

Enter the email address you used to register with SAP Business Network.

Email address

Submit

Cancel

2

3

We have sent an email to you!

Check your email address email address entered will be displayed and follow the instructions to recover your username.

Back to Sign In

4

All Unread By Date ↑

Today

Ariba Commerce Cloud
Request for your Ariba Commerce Cloud... 11:29 AM

5

Request for your Ariba Commerce Cloud username

AC Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>
To

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Request for your Ariba Commerce Cloud username

Dear SAP Business Network User,

This email message has been sent in response to your request to retrieve your Ariba Commerce Cloud username. Your email address is associated with multiple Ariba Commerce Cloud usernames.

Note: Ariba Commerce Cloud usernames are in email format. The following Ariba Commerce Cloud usernames are associated with your email address:

jenjane.doe@sap.com
Jane23@abccompany.com

Supplier sign-in

Username

Next

Forgot username

6

7

Supplier sign-in

jane.doe@abccompany.com

Password

Sign in

Forgot password

8

9



After logging in, **SAP Business Network** will be displayed on the top left of the screen

Display the SAP Business Network log-in screen

1. Enter your **Username**
2. Click on **Next**
3. Click on **Forgot Password**
4. Enter your **email address**

Note: You will need to re-enter your **Username**, and click **Next** to return to the password entry Sign-in screen

5. Click on **Submit**

Screen Message – **We have sent you an email**

6. Click on **Back to Sign-in**
7. Locate the Ariba Commerce Cloud email – **Ariba Account Password Reset Information**,
8. Open the email, Identify the username that you have forgotten the password for, then click on **Click Here** next to the username

Note: Where you have more than one account, click on the Click Here next to the required username to update the password on

9. Enter your **New Password** (Refer to [Creating a Password](#) for more information)

10. Re-enter the **New Password**

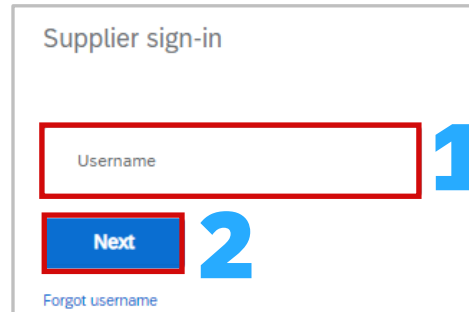
Note: Clicking on  displays what has been entered

11. Click on **Submit**

12. Click on **Back to Sign in**

13. The **Supplier Sign-in** screen is displayed, enter the Username and the newly created password

Sign in to Transacting Account – Forgot Password

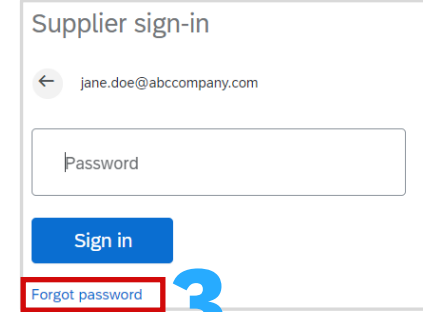


Supplier sign-in

Username **1**

Next **2**

[Forgot username](#)



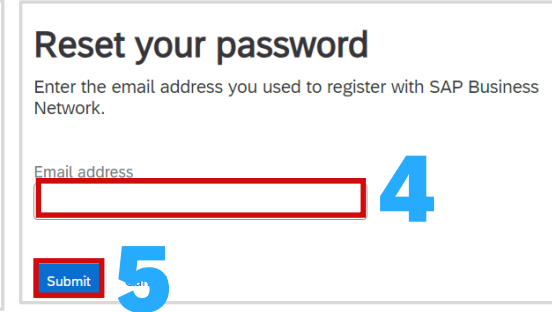
Supplier sign-in

← jane.doe@abccompany.com

Password

Sign in **3**

[Forgot password](#)

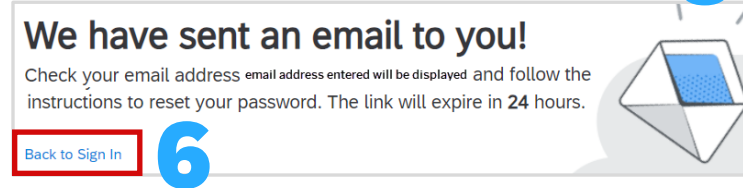


Reset your password

Enter the email address you used to register with SAP Business Network.

Email address **4**

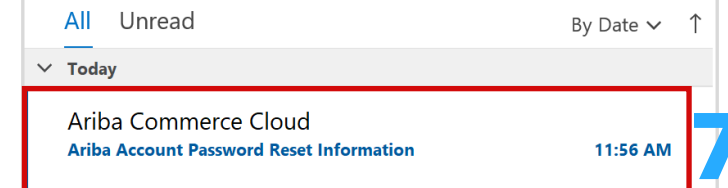
Submit **5**



We have sent an email to you!

Check your email address email address entered will be displayed and follow the instructions to reset your password. The link will expire in 24 hours.

[Back to Sign In](#) **6**

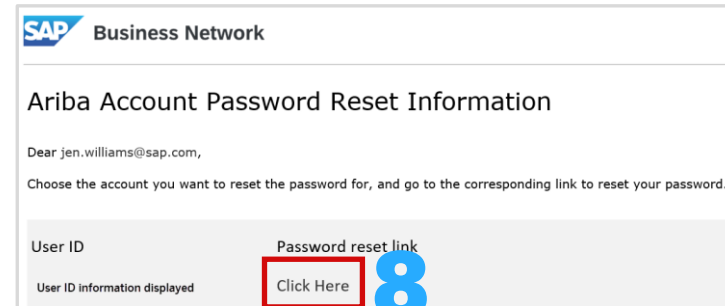


All Unread By Date ↑

Today

Ariba Commerce Cloud **7**

Ariba Account Password Reset Information 11:56 AM



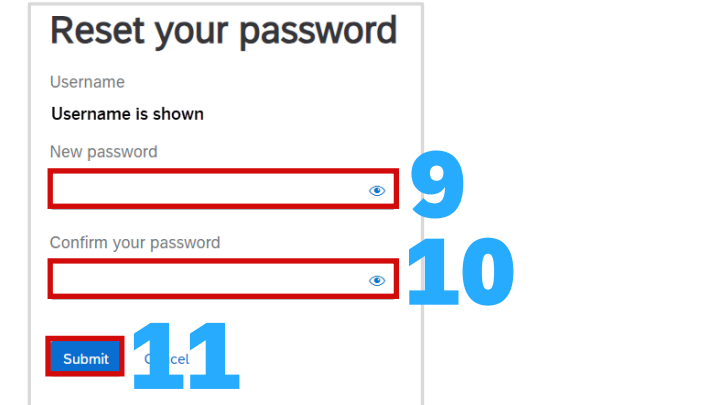
SAP Business Network

Ariba Account Password Reset Information

Dear jen.williams@sap.com,

Choose the account you want to reset the password for, and go to the corresponding link to reset your password.

User ID	Password reset link
User ID information displayed	Click Here 8



Reset your password

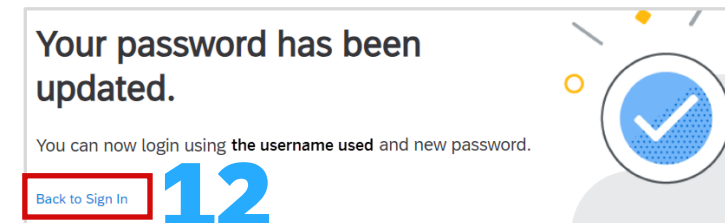
Username

Username is shown

New password **9**

Confirm your password **10**

Submit **11** [Cancel](#)



Your password has been updated.

You can now login using the **username used** and new password.

[Back to Sign In](#) **12**



Supplier sign-in **13**

Username

Next



Log In to SAP Ariba Proposals & Questionnaires - Sourcing Account

The SAP Business Network uses a two-screen Sign in process but the SAP Proposals & Questionnaires (Sourcing) requires users to enter the Username and Password onto the same screen.

Proposals and Questionnaires provide Suppliers with access to RFXs, surveys and questionnaires. Sign in to the SAP Business Network for Purchase Orders and associated processes.

[Click here for the SAP Ariba Supplier Login Screen](#)

1. Ensure you have the **SAP Ariba Proposals and Questionnaires** screen displayed
2. Enter your **Username**
3. Enter your **Password**
4. Click on **Login**

SAP Ariba Proposals and Questionnaires

SAP Ariba

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

Do you want to be seen by businesses around the world?

We will broadcast your story on SAP Business Network website and social media platforms, reaching out to new customers who can benefit from your experience.

[Learn More](#)



Log in to SAP Ariba Proposals & Questionnaires (Sourcing) Account – Forgot Username

After logging in, **SAP Ariba Proposals and Questionnaires** will be displayed on the top left of the screen

Display the Ariba Proposals and Questionnaires Supplier Login page (refer to [Which Account am I using](#))

1. Display the SAP Ariba log-in screen
2. Click on **Forgot username**
3. Enter your **Email Address**

Note: This may or may not be the username as those with many accounts may have different usernames BUT the email address linked to each will be your actual email

4. Click on **Submit**

Screen message – **We have sent an email**

5. Click on **Back to Sign In**

6. Locate the Ariba Commerce Cloud email – **Request for your Ariba Commerce Cloud username**

Open the email, Identify the required username

7. Enter the **Username** into the **Supplier Login** screen

8. Enter your **Password** ([Click here](#) if you have forgotten your proposals and Questionnaires password)

9. Click on **Login**

SAP Ariba Proposals and Questionnaires

SAP Ariba

Supplier Login

User Name

Password

Login

Forgot Username or Password

Recover your username

Enter the email address you used to register with SAP Business Network.

Email address

Submit Cancel

We have sent an email to you!

Check your email address email address entered will be displayed and follow the instructions to recover your username.

Back to Sign In

All Unread By Date

Today

Ariba Commerce Cloud
Request for your Ariba Commerce Cloud... 11:29 AM

Request for your Ariba Commerce Cloud username

Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>
To

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Request for your Ariba Commerce Cloud username

Dear SAP Business Network User,

This email message has been sent in response to your request to retrieve your Ariba Commerce Cloud username. Your email address is associated with multiple Ariba Commerce Cloud usernames.

Note: Ariba Commerce Cloud usernames are in email format. The following Ariba Commerce Cloud usernames are associated with your email address:

jenjane.doe@sap.com
Jane23@acbcompany.com

Supplier Login

User Name

Password

Login



After logging in, **SAP Ariba Proposals and Questionnaires** will be displayed on the top left of the screen

Display the Ariba Proposals and Questionnaires Supplier Login page (refer to [Which Account am I using](#))

1. Display the SAP Ariba login screen
2. Click on Forgot **Password**
3. Enter your **Email Address**

Note: You will need to re-enter your **Username**, and click **Next** to return to the password entry Sign-in screen

4. Click on **Submit**

Screen Message – **We have sent you an email**

6. Click on **Back to Sign in**

7. Locate the Ariba Commerce Cloud email – **Ariba Account Password Reset Information**,

8. Open the email, Identify the username that you have forgotten the password for, then click on **Click Here** next to the username

Note: Where you have more than one account, click on the **Click Here** next to the required username to update the password on

9. Enter your New Password (Refer to [Creating a Password](#) for more information)

10. Re-enter the **New Password**

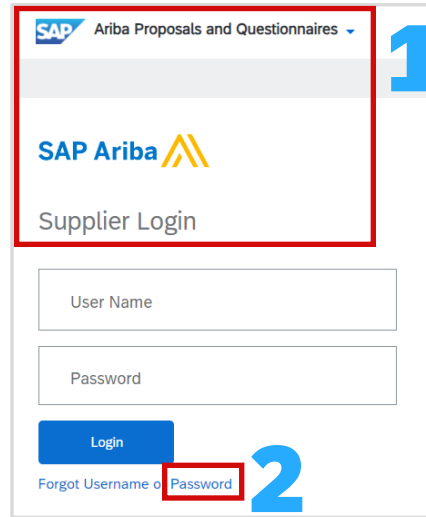
Note: Clicking on  displays what has been entered

11. Click on **Submit**

12. Click on **Back to Sign in**

13. The **Supplier Login** screen is displayed, enter the Username and the newly created password

Log in to Ariba Proposals & Questionnaires (Sourcing) Account – Forgot Password



SAP Ariba Proposals and Questionnaires

SAP Ariba

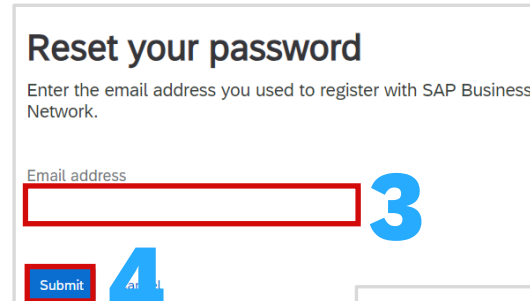
Supplier Login

User Name

Password

Login

Forgot Username **Forgot Password**

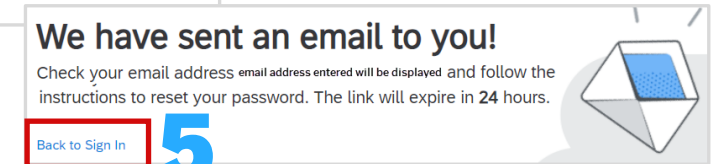


Reset your password

Enter the email address you used to register with SAP Business Network.

Email address

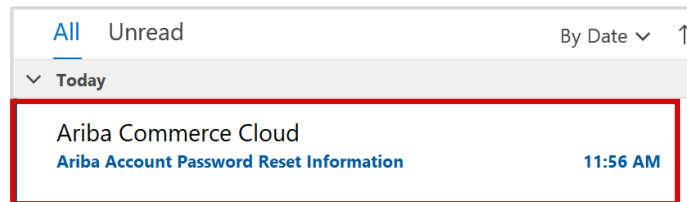
Submit



We have sent an email to you!

Check your email address email address entered will be displayed and follow the instructions to reset your password. The link will expire in 24 hours.

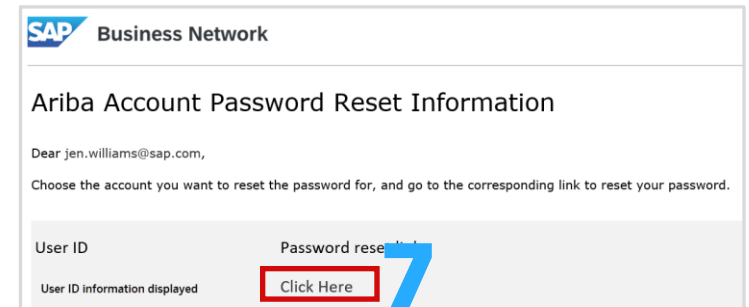
Back to Sign In



All Unread By Date

Today

Ariba Commerce Cloud
Ariba Account Password Reset Information 11:56 AM



SAP Business Network

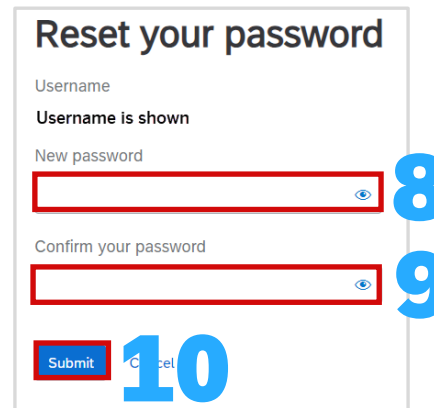
Ariba Account Password Reset Information

Dear jen.williams@sap.com,

Choose the account you want to reset the password for, and go to the corresponding link to reset your password.

User ID Password reset

User ID information displayed **Click Here**



Reset your password

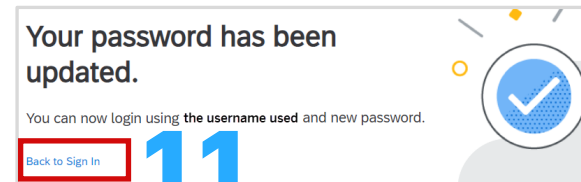
Username

Username is shown

New password

Confirm your password

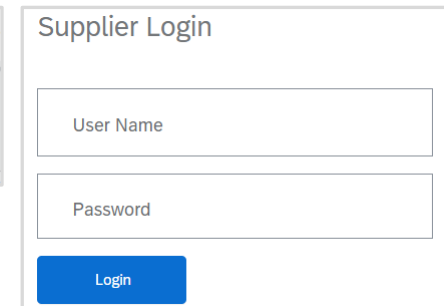
Submit Cancel



Your password has been updated.

You can now login using the username used and new password.

Back to Sign In



Supplier Login

User Name

Password

Login

12

13


There are specific parameters that must be met when creating a Password.

The initial screen will display all information in black text

As you create a password:

Green indicates that you have met the criteria

Red indicates that you have not yet met the requirements of the password

Clicking on the  at the end of the field will display what has been entered


When using credentials (Username) that is generic be sure to advise all those using the same credentials of the updated password, otherwise the account may be locked and a new password created

- Must be between 8 and 32 characters.
- Must contain at least 1 lowercase letter(s), 1 uppercase letter(s), 1 numeric character(s), and 1 special character(s). The special characters permitted are !#\$%&'()*+,-./:;<=>?@^_`{|}~\`["
- Cannot contain the username
- Repetitive characters and numbers in sequence are discouraged
- Only ASCII characters are allowed (numbers 0-9, lower and upper case characters a-z, and some special characters)

- ✗ Must be between 8 and 32 characters.
- ✗ Must contain at least 1 lowercase letter(s), 1 uppercase letter(s), 1 numeric character(s), and 1 special character(s). The special characters permitted are !#\$%&'()*+,-./:;<=>?@^_`{|}~\`["
- ✓ Cannot contain the username
- ✗ Repetitive characters and numbers in sequence are discouraged
- ✓ Only ASCII characters are allowed (numbers 0-9, lower and upper case characters a-z, and some special characters)

Reset your password

Username
williams@sap.com

New password
 

Confirm your password

- ✓ Must be between 8 and 32 characters.
- ✓ Must contain at least 1 lowercase letter(s), 1 uppercase letter(s), 1 numeric character(s), and 1 special character(s). The special characters permitted are !#\$%&'()*+,-./:;<=>?@^_`{|}~\`["
- ✓ Cannot contain the username
- ✓ Repetitive characters and numbers in sequence are discouraged
- ✓ Only ASCII characters are allowed (numbers 0-9, lower and upper case characters a-z, and some special characters)



Which Account are you using?

Identify which account you are in by noting the name that appears on the top left of the screen.

Each account allows a user to access it via the drop down on each different account type.

The account types available are:

- ❖ SAP Ariba Discovery
- ❖ SAP Proposals And Questionnaires
- ❖ Ariba Contracts
- ❖ SAP Business Network

Use the drop-down arrow to change to a different account drop-down

There are two types of Accounts:

- ❖ Enterprise Accounts – Attracts Subscription and Transaction Fees but delivers a higher degree of options
- ❖ Standard Accounts – Does NOT attract fees
- ❖ Proposals and Questionnaires – Both Enterprise and Standard accounts do not attract any fees as this is used for responding to surveys, questionnaires or events (RFXs)

Test Accounts are identified by the inclusion of a TEST MODE heading

Standard accounts contain an option to Upgrade to an Enterprise Account

Be aware that if a Buyer is using a Supplier Fee Exempt or Buyer Funded Model it means that ONLY that Buyer does not attract fees.

The image displays four screenshots illustrating account identification and login options:

- Top Left:** A screenshot of the SAP Business Network login page. The top left corner shows the SAP logo and a dropdown menu set to "Business Network". The main heading is "Supplier sign-in". There is a "Username" input field, a "Next" button, and a "Forgot username" link. At the bottom, it says "New to SAP Business Network? Register Now or Learn more".
- Top Right:** A screenshot of the SAP Ariba Proposals and Questionnaires login page. The top left corner shows the SAP logo and a dropdown menu set to "Ariba Proposals and Questionnaires". The main heading is "Supplier Login". There are "User Name" and "Password" input fields, a "Login" button, and a "Forgot Username or Password" link. A sidebar on the right titled "Unlock additional benefits" includes a "Learn More" button.
- Bottom Left:** A screenshot of the SAP Business Network login page with a dropdown menu open. The dropdown menu lists: "SAP Business Network Discovery", "Ariba Proposals And Questionnaires", "Ariba Contracts", and "SAP Business Network".
- Bottom Middle:** A screenshot of the SAP Business Network login page with a dropdown menu set to "Enterprise Account".
- Bottom Right:** A screenshot of the SAP Business Network login page with a dropdown menu set to "Enterprise Account" and a red "TEST MODE" label next to it.
- Bottom Center:** A screenshot of the SAP Business Network login page with a dropdown menu set to "Standard Account" and a "Get enterprise account" button.

Standard Accounts

- ❖ A Standard account is Fee Free
- ❖ Suppliers can upgrade to an Enterprise Account however, should be aware that it may attract Subscription and Transaction fees
- ❖ Ensure that you understand the Terms of Use prior to accepting
- ❖ Ensure you understand and accept the Privacy Policy before accepting
- ❖ A Standard Account cannot be used for integration
- ❖ Suppliers using a Standard Account only have access to Technical Support
- ❖ Supply Chain Collaboration Customers cannot use a Standard Account
- ❖ When upgrading a Standard Account please ensure you understand that it may attract Subscription and/or Transaction Fees
- ❖ Suppliers who have an Enterprise Account can downgrade to a Standard Account by using the Downgrade to Standard Account Option
- ❖ Standard Accounts do not provide a reporting module
- ❖ Standard Accounts with a Buyer Relationship can access the Catalogs module but it will be a Self-Service
- ❖ Suppliers who need assistance for process information need to access their Supplier Information Portal, complete a Support form from their Buyer (where available) or access Self-Help
- ❖ A walk-up registration will create a standard account, note Buyers need to generate a relationship with a Supplier, Suppliers **cannot** create a relationship with Buyers
- ❖ Suppliers can convert an Enterprise Account to a Standard Account by using the Self-Service Account Downgrade process
- ❖ To Access “What is the difference between Enterprise and Standard accounts?” – [Click Here](#)

A Standard Account is a free account and can be created from the email invitation from your Buyer or created via a walk-up registration

- ❖ When creating a standard account you will receive an interactive document request
- ❖ Log in using an existing standard account that you have for the Buyer or if this is the first order from the Buyer and you are electing to use the Standard Account process:

With the Purchase Order Open

1. Click on **Process Order**

- ❖ A prompt you to either use an existing account or create a new one, follow the prompts

The Registration page will be displayed

- ❖ An Upgrade option is available, however, Suppliers should ensure they are aware that upgrading from a Standard to an Enterprise Account may attract fees.

The image shows two overlapping screenshots. The top screenshot is an email invitation from the SAP Business Network Team. It contains the following text: '<Buyer Name> has invited you to use the SAP Business Network™ to establish a trading relationship for managing transactions electronically. You have already transacted with <Buyer Name>, and at least one document is available in a temporary account. To set up a trading relationship on the SAP Business Network, follow the instructions in this invitation for activating your account. You can either create a new account or use an existing account. The documents in the temporary account will be available in the account you decide to use. Setting up the trading relationship with <Buyer Name> takes only a few minutes. There is no charge to register.' Below this is a blue box with the heading 'TO ACTIVATE YOUR ACCOUNT:' and the text 'Register for a FREE SAP Business Network standard account, or link to an existing account. [Click to continue](#)'. Further down, it says 'You can view additional information about <Buyer Name> in the [Supplier Information Portal](#). After you establish the trading relationship, you can continue to access the supplier information portal for <Buyer Name> from your SAP Business Network account. For any additional questions or further assistance, please contact [Ariba Customer Support](#).' The email is signed 'Sincerely, The SAP Business Network Team <https://seller.ariba.com>'. The bottom screenshot is a purchase order notification. It says 'I - TEST sent a new order' and 'Your customer sends their orders through Ariba Network. You'll get a FREE Ariba Network, light account to process this order. If you have an account, you can use it and [log in now](#).' A red box highlights a 'Process order' button, and a large blue number '1' is next to it. At the bottom, it says 'This purchase order was delivered by Ariba Network. For more information about Ariba and Ariba Network, visit <http://www.ariba.com>'.

You have determined that a Standard Account is the account that best suits your transaction processes with you Buyer.

- ❖ A Standard Account is free and all transacting Ariba Documents are sent via Email, there is limited access to the SAP Business Network.

- ❖ The System Administrator is still required to complete the Account configuration processes and can create users to perform processes associated with the documents used by you Buyer

- ❖ Complete the form ensuring that all fields with an asterisks are completed, any missed fields with an asterisks will produce an error and will not allow you to proceed

Section 1 – Company Information

Section 2 – User Account Information

Section 3 – Trigger the Registration

Register
3

Company information

1

* Indicates a required field

Company Name:*

Country/Region:*

Address:*

City:*

State:*

Postal Code:*

User account information

2

* Indicates a required field

Name:*

Email:*

Use my email as my username

Username:*

Password:*

Language:

Email orders to:*

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping address, billing address or other addresses later in your company profile.

SAP Ariba Privacy Statement

Must be in email format(e.g john@newco.com) ⓘ

Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters. ⓘ

The language used when Ariba sends you configurable notifications. This is different than your web b...

Customers may send you their orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

Ariba Network standard account is Free

Already have an account?
[Login](#)

- 📦 **Strengthen relationships**
Collaborate with your customer on the same secure network.
- 📶 **Connect faster**
Exchange documents electronically and streamline communications.
- 🌐 **Reach more customers worldwide**
Sign up with Ariba Discovery and increase sales leads.

[Learn more](#)

After registration download the SAP Ariba Supplier app from the Apple App Store or Google Play to your mobile device and manage customer orders on the go.

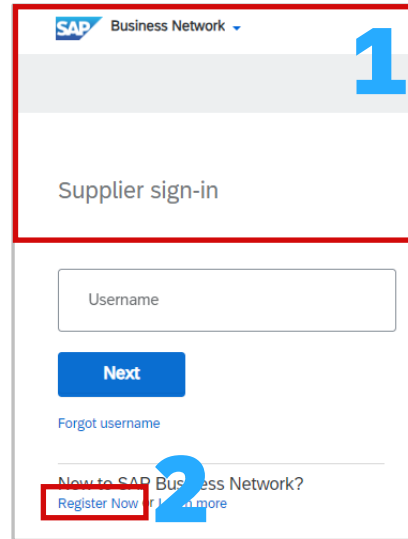


Suppliers can perform a walk up registration process in preparation for accepting Buyer Initiations or processing documents. Note that Suppliers cannot invite a Buyer to form a relationship ONLY the Buyer can invite or create a relationship between them and their Suppliers.

Keep in mind that processing documents or creating Catalogs cannot occur until there is a Customer Relationship associated to the account.

1. Open an SAP Business Network Supplier Sign-in screen
2. Click on Register Now
3. Complete all the Company Information with Asterisks
4. Complete all the Administrator account information with asterisks
5. Ensure you understand the Terms of Use
6. Ensure you understand the Privacy Statement
7. Click on I'm not a Robot
8. Click on Create account

Note: Click on this  to access more information about a field



SAP Business Network

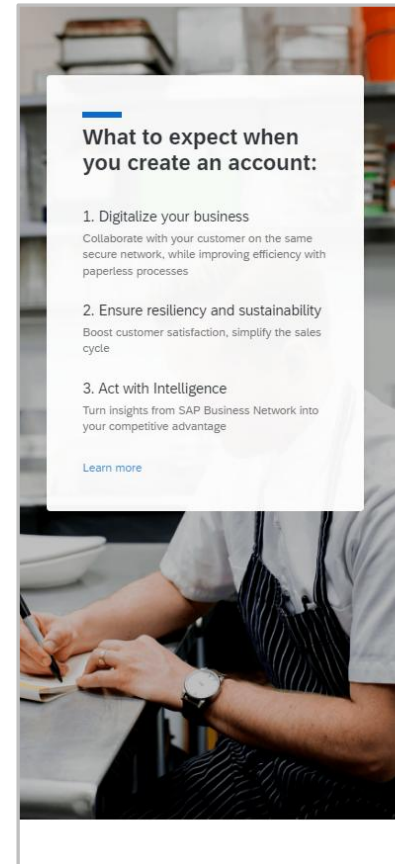
Supplier sign-in

Username

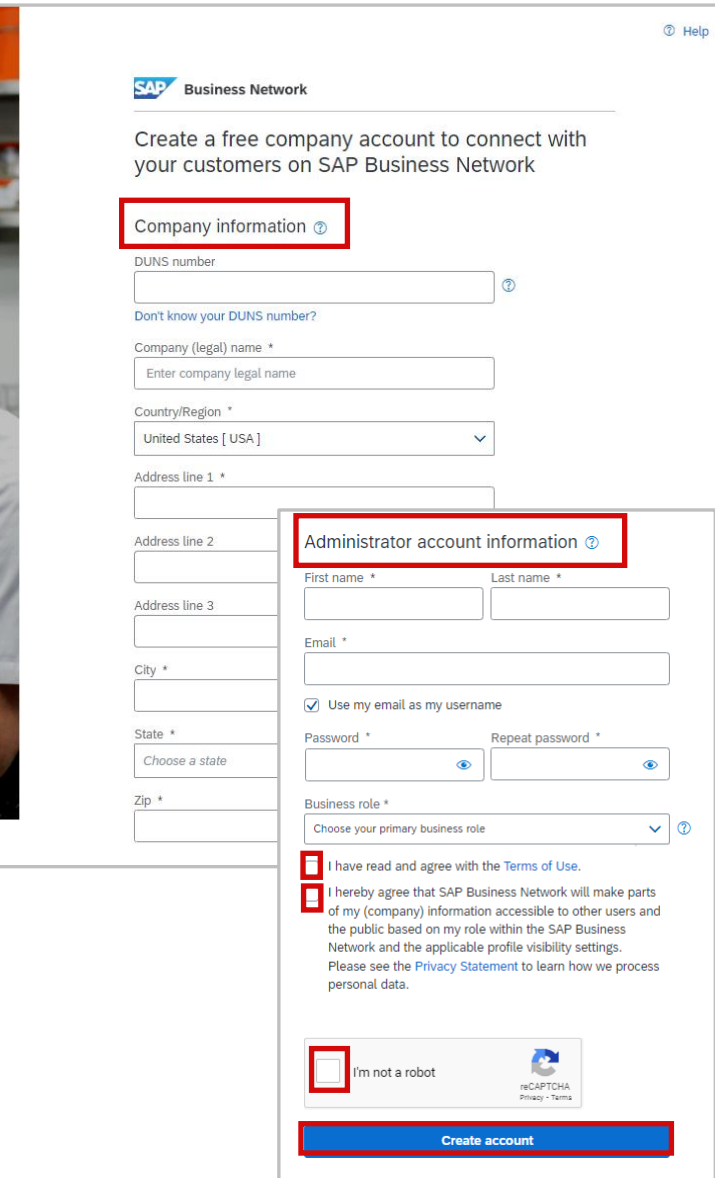
Next

[Forgot username](#)

[New to SAP Business Network? Register Now](#)



Walk up Registration



SAP Business Network

Create a free company account to connect with your customers on SAP Business Network

Company information

DUNS number

Don't know your DUNS number?

Company (legal) name *

Country/Region *

Address line 1 *

Address line 2

Address line 3

City *

State *

Zip *

Administrator account information

First name * Last name *

Email *

Use my email as my username

Password * Repeat password *

Business role *

I have read and agree with the [Terms of Use](#).

I hereby agree that SAP Business Network will make parts of my (company) information accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings. Please see the [Privacy Statement](#) to learn how we process personal data.

I'm not a robot

Create account



Downgrade from Enterprise to a Standard Account

Where you feel the value of the network is exceeding your requirements, integration is not required or you are not a Supply Chain Collaboration Supplier.

Sign In using your Credentials

1. Click on your **Initials**
2. Select **Convert to Standard** account from the drop-down list

The Convert to Standard Account Screen is displayed

3. Click on **Check Availability**
4. A **Green** ribbon indicates that a conversion to Standard Account can be actioned, Click on **Convert Now**
5. A **Red** ribbon indicates that the conversion cannot occur until items marked with an **x** are rectified, click on **Stay with Enterprise Account**, action the items then re-check availability

Follow the Action information to correct any requirements

1 Click on your Initials

2 Select **Convert to Standard** account from the drop-down list

The Convert to Standard Account Screen is displayed

3 Click on **Check Availability**

4 A **Green** ribbon indicates that a conversion to Standard Account can be actioned, Click on **Convert Now**

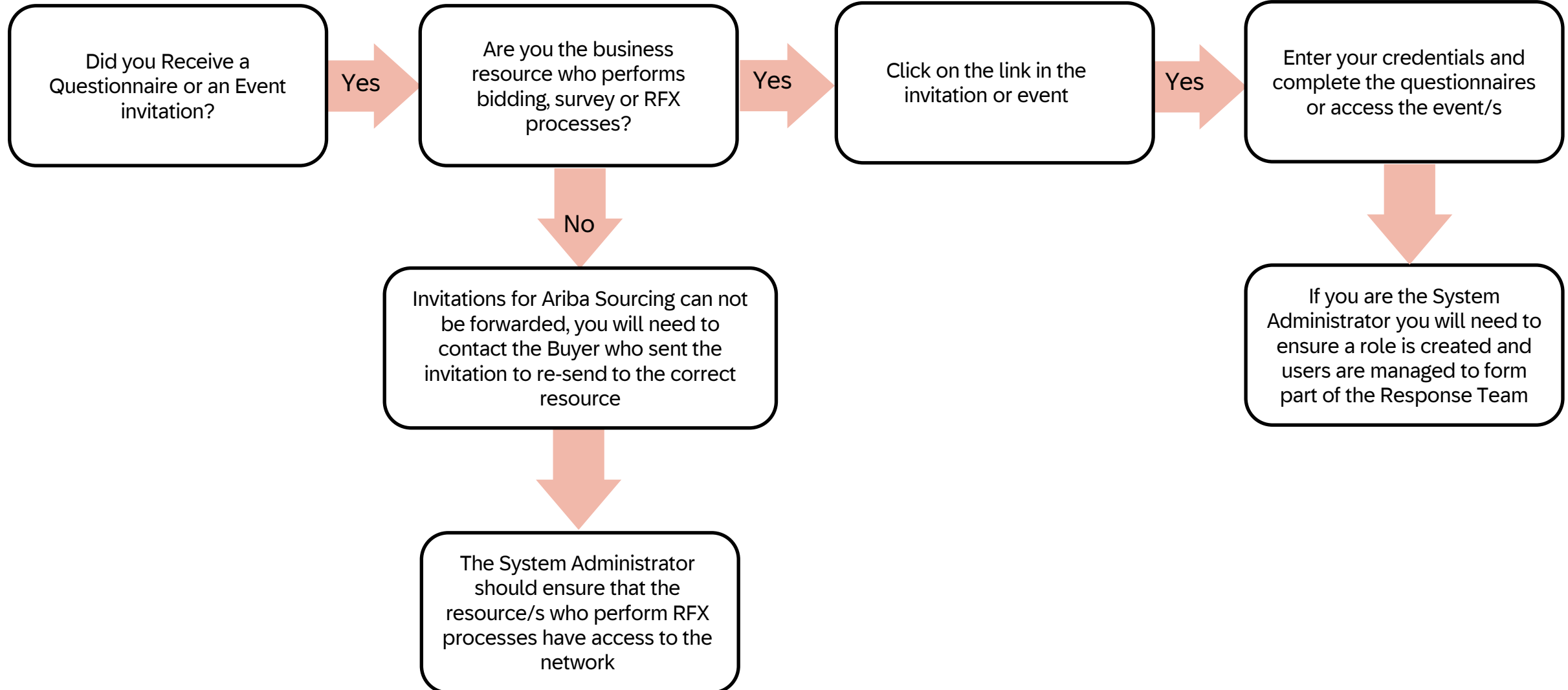
5 A **Red** ribbon indicates that the conversion cannot occur until items marked with an **x** are rectified, click on **Stay with Enterprise Account**, action the items then re-check availability

Follow the Action information to correct any requirements

Criteria	Status	Action
Subscription fees You must not have any outstanding fees.	✓	None needed
External integration You must remove external integration configured as well as Profile URL in cXML setup.	✓	None needed

Criteria	Status	Action
Subscription fees You must not have any outstanding fees.	✗	Go to my subscriptions, Outstanding bills
External integration You must remove external integration configured as well as Profile URL in cXML setup.	✓	None needed

SAP Ariba Sourcing – Proposals & Questionnaires



- ❖ SAP Ariba Proposals and Questionnaires is where Suppliers access Events (RFXs, Surveys or Questionnaires)
- ❖ Only the resource within your business who receives the invitation email can access the information, these emails cannot be forwarded to a different person as they will not be able to access the link
- ❖ SAP Ariba Sourcing is the Supplier Lifecycle and Performance (SLP) allows Buyers to get a 360-degree snapshot of their suppliers
- ❖ Suppliers should use an existing SAP Business Network Account where possible and access using existing credentials
- ❖ An invitation with a link to events or questionnaire/s will be sent from your Buyer
- ❖ An Event includes, a Survey, a Request for Information (RFI), a Request for Proposal (RFP) a Request for Quote (RFQ) or a questionnaire (in some cases two questionnaires may be required by a Buyer)
- ❖ Buyers determine whether they will use a Supplier Registrations questionnaire and/or a Supplier Purchasing Questionnaire
- ❖ Suppliers need to complete the questionnaire they have been sent by their Buyer and once completed the Buyer will review and once Approved creates a relationship between the Buyer and the Supplier
- ❖ To access Proposals & Questionnaires from the menu rather than the email sent from your Buyer, click on SAP Business Network and select Ariba Proposals & Questionnaires

- ❖ When completing a questionnaire, complete ALL sections with asterisks
- ❖ Only the Administrator of the Account can add additional Users, however, be aware that in some instances once users have been added the Buyer will still need to provide approval
- ❖ Some Buyers will create an account in their Network, this does not mean it exists on the Supplier side
- ❖ Suppliers must decide whether to use existing credentials or create a new account,
- ❖ Refer to [Which Account am I in](#) information
- ❖ Only Register a new account if you perform and respond to Sourcing events
- ❖ Use an existing Username and Password if you are already on the SAP Business Network
- ❖ Supplier SAP Ariba Proposal and Questionnaires System Administrators can add users and assign permissions, however please note that some Buyers need to approve users to provide quotes on behalf of your business
- ❖ Confirm that there is not an existing Sourcing account prior to creating a new account
- ❖ There is no charge associated with an SAP Ariba Proposals and Questionnaires account



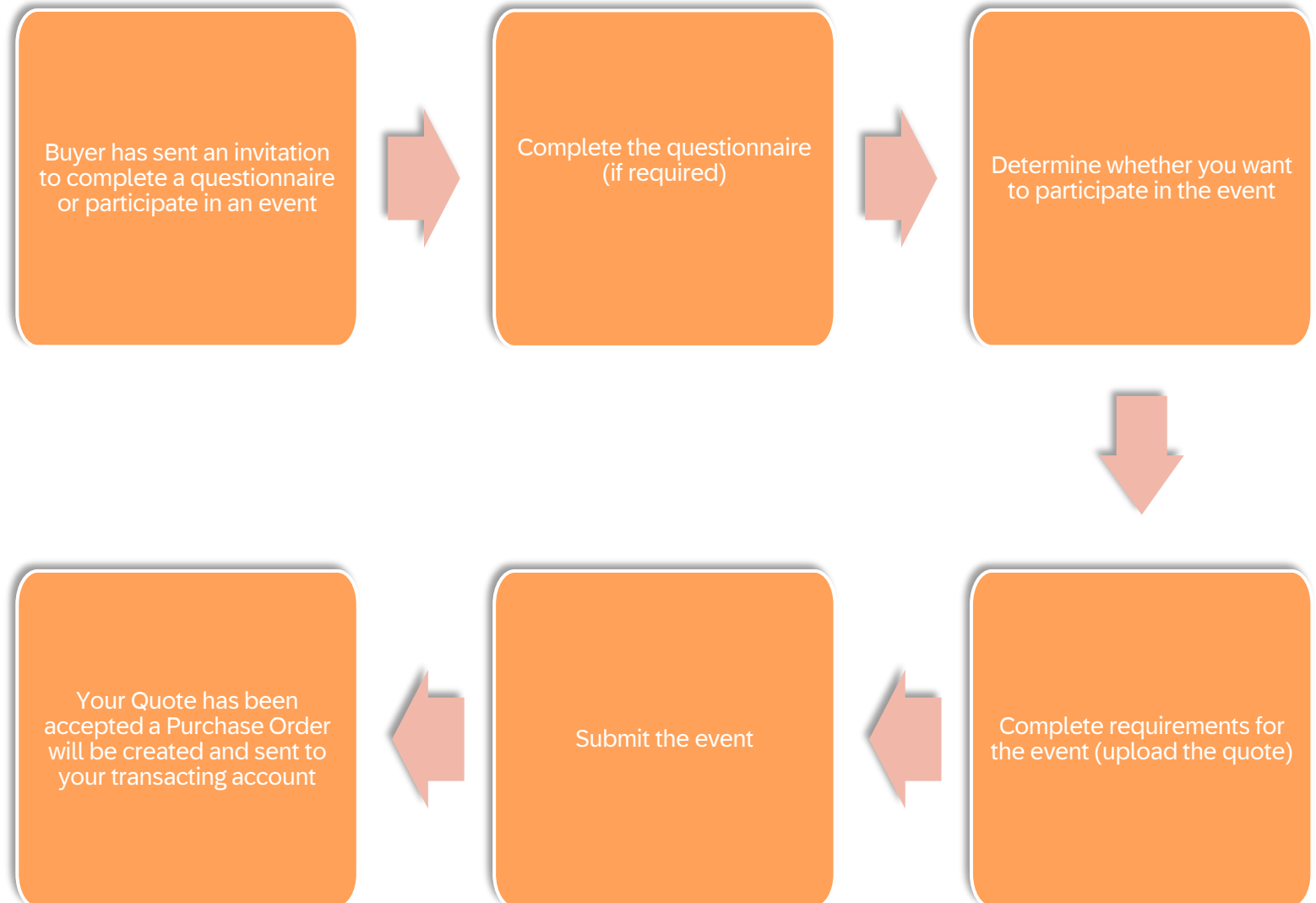
SAP Ariba Proposals & Questionnaires (Sourcing) Invitation Information and Flow

The invitation can **only** be opened by the person it was sent to.

The Buyer determines whether or not a supplier is required to complete questionnaires or just participate in events.

The Process:

- ❖ Suppliers receive an invitation
- ❖ Upon opening the invitation they should either use existing credentials or create a new account
- ❖ Buyers **prefer** that an existing Transacting account ANID be used for sourcing processes
- ❖ There is no cost associated with Sourcing accounts
- ❖ Supplier needs to add users to become part of the Response team
- ❖ In some cases the Buyer will manually approve the users added
- ❖ Some Buyers may have an automatic approval process
- ❖ If users are created after questionnaires and events have been added they will only see information from the approved date
- ❖ Ensure that if further information is required it is provided and submitted
- ❖ Once you have completed an event and are selected you will receive a Purchase Order in your transacting account





SAP Ariba Proposals and Questionnaires - Main Screen

Ensure that when you are in Proposals and Questionnaires to :

- ❖ Respond to a Questionnaire/s
- ❖ Respond to an Event
- ❖ Provide a Buyer with information or certification/s

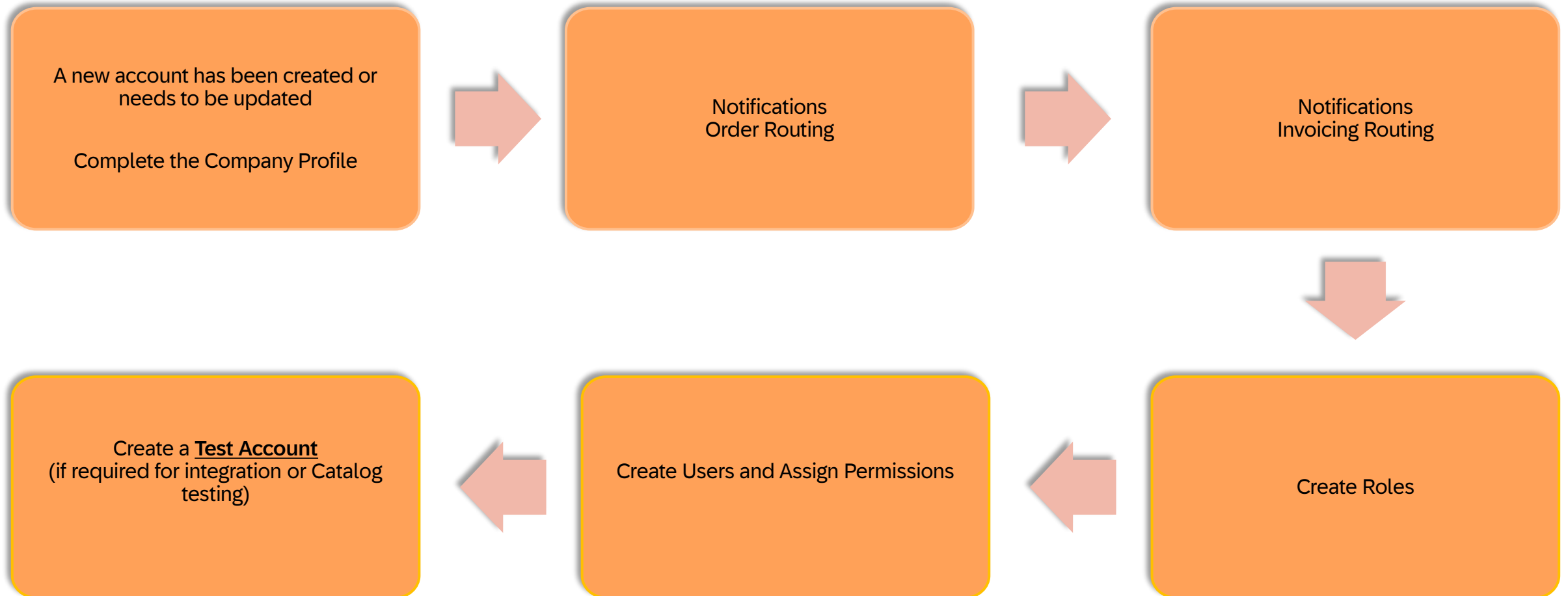
1. SAP Ariba Proposals and Questionnaires screen
2. The name of each buyer on the account is listed along the top in blue
3. Events can be:
 - ❖ Surveys
 - ❖ Auctions
 - ❖ RFIs
 - ❖ RFPs
 - ❖ RFQs
4. Risk Assessments
5. Questionnaires
 - ❖ Registration Questionnaires
 - ❖ Qualification Questionnaires
 - ❖ Questionnaires
4. Certificates
5. Tasks

The screenshot shows the SAP Ariba Proposals and Questionnaires main screen. The interface includes a top navigation bar with the SAP logo and the text "Ariba Proposals and Questionnaires". Below this is a "RELEASE READINESS" button. The main content area is divided into several sections, each with a numbered callout:

- 1**: The top navigation bar.
- 2**: The "RELEASE READINESS" button.
- 3**: The "Events" section, which includes a table with columns for Title, ID, End Time, Event Type, and Participated. The table shows two rows: "Test Event - Merck Session Spanish" and "Test 3".
- 4**: The "Risk Assessments" section, which includes a table with columns for Title, ID, End Time, and Event Type. The table shows "No items".
- 5**: The "Registration Questionnaires" section, which includes a table with columns for Title, ID, End Time, and Status. The table shows one row: "Registration questionnaire (Full)".
- 6**: The "Certificates" section, which includes a table with columns for Certificate Info, Effective, Expiration, Attachment, Questionnaire, and Status. The table shows "No items".
- 7**: The "Tasks" section, which includes a table with columns for Name, Status, Due Date, Completion Date, and Alert. The table shows "No items".

Account Configuration - Company Profile

- ❖ Once you have received your Welcome email and have credentials, the System Administrator will need to ensure that the business Transacting Account is set up for success. This includes ensuring that the company profile access by potential buyers is accurate and correct, that notifications are for specific account information are sent to the correct user/s.



- ❖ The Company Profile is used by Suppliers to add information
- ❖ Information with an asterisk in Mandatory
- ❖ Adding information that is not mandatory provides more details about your business
- ❖ Account Configuration allows the System Administrator to set up the SAP Business Network for users, ensuring that the information is specific to the supplier and consistent across all users
- ❖ The Company Profile can be accessed via either the SAP Business Network Account or the SAP Ariba Proposals and Questionnaires account, they are one in the same, and all changes made via either account are the same
- ❖ Only one Company profile can be added to an ANID, this means that the Company Profile in your transacting account is reflected in the SAP Ariba Proposals and Questionnaires account
- ❖ Keeping your Company Profile updated provides Buyers searching for goods or services with other options to increase their Supplier Base
- ❖ Supplier can further increase their visibility by paying for a **promote** subscription that moves verified Suppliers to the beginning of searches performed by Buyers – for more information on **promote**, [**CLICK HERE**](#) or click on the Store tab
- ❖ **Reminder** – **promote** is a paid-for subscription and can be used with either a standard or enterprise SAP Business Network Account
- ❖ Suppliers will receive reminders to complete the company profile

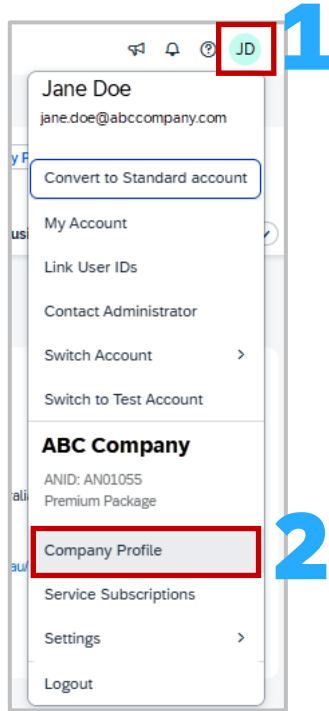


The Company profile provides basic information about your business and provides information to Buyers performing a search in the Buyer SAP Business Network

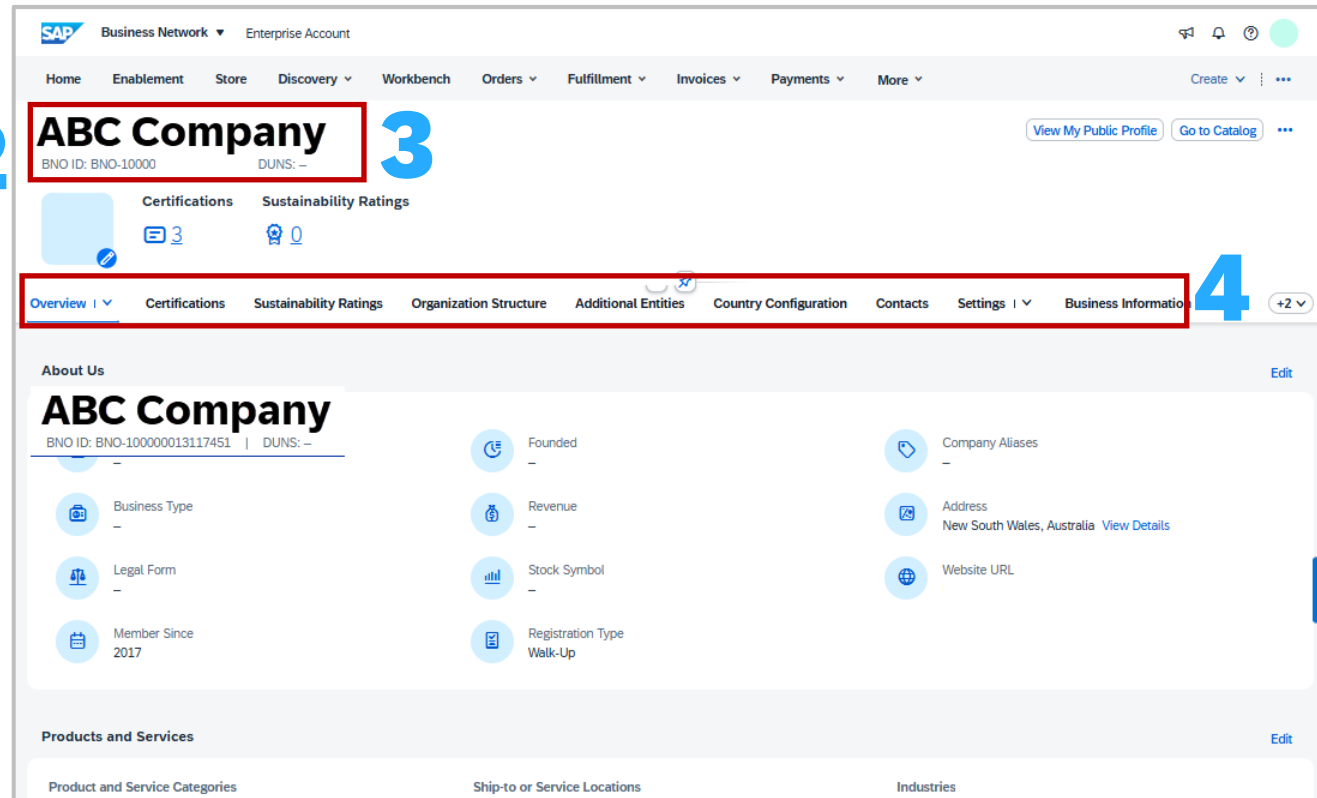
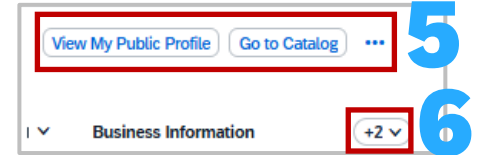
1. Click on your **initials** at the top of the page
2. Select **Company Profile**
3. The **Company Profile** is displayed
4. There are several sections in the company profile:
 - ❖ Overview
 - ❖ Certifications
 - ❖ Sustainability Ratings
 - ❖ Organization Structure
 - ❖ Additional Entities
 - ❖ Country Configuration
 - ❖ Contacts
 - ❖ Settings
 - ❖ Additional Documents
 - ❖ Customer Requested
 - ❖ Business Information

As the System Administrator, the level of information completed is based on the needs of your business and the level of exposure you have to potential buyers.

5. There are other options:
 - ❖ View my Profile
 - ❖ Go to Catalog
 - ❖ ...
6. Where a **+2** is displayed, it indicates the number of other menu options not displayed along the selections pane that are not displayed



Accessing the Company Profile Screen





Selection Pane information

With the Company Profile Page Displayed:

1. Overview drop-down

- ❖ About Us
- ❖ Products and Services
- ❖ Company Showcase
- ❖ Assessments
- ❖ Company Keywords
- ❖ Social Media

2. Certifications

3. Sustainability Ratings

4. Organization Structure

5. Additional Entities

6. Country Configuration

7. Contacts

8. Settings drop-down-

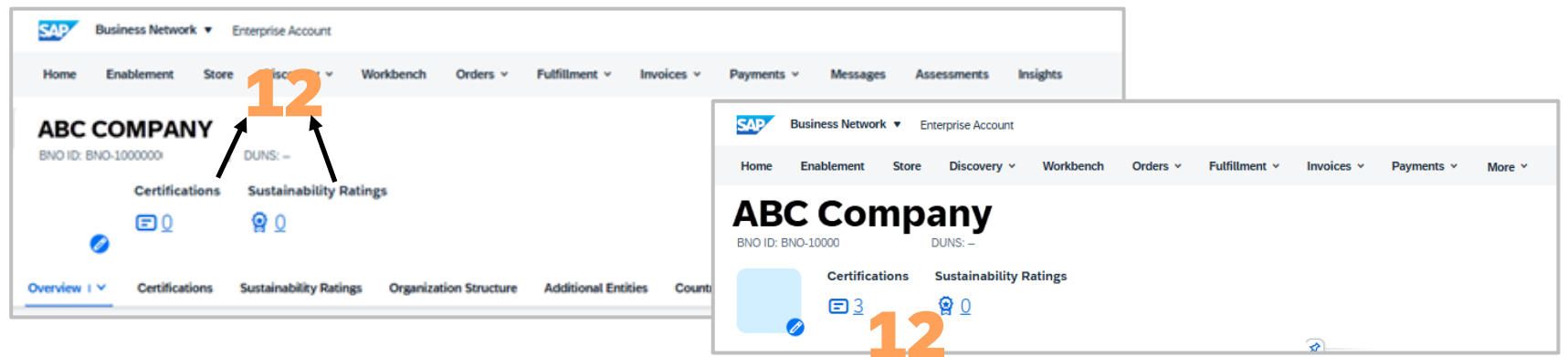
- Profile Visibility
- Search Results Visibility
- Extended Profile Visibility
- Contact My Company

9. Business Information

10. Additional Documents

11. Customer Requested

12. Certification and Sustainability Ratings as a total

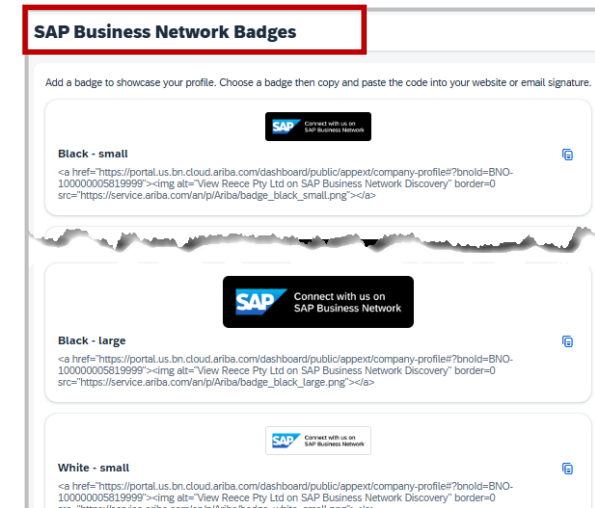
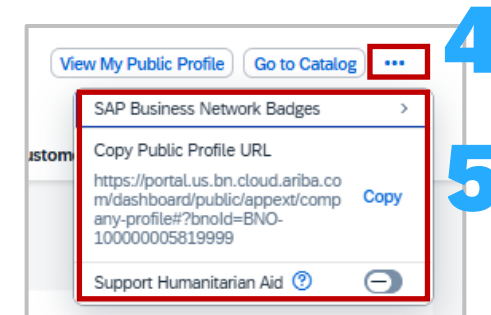
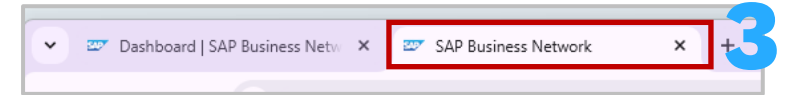
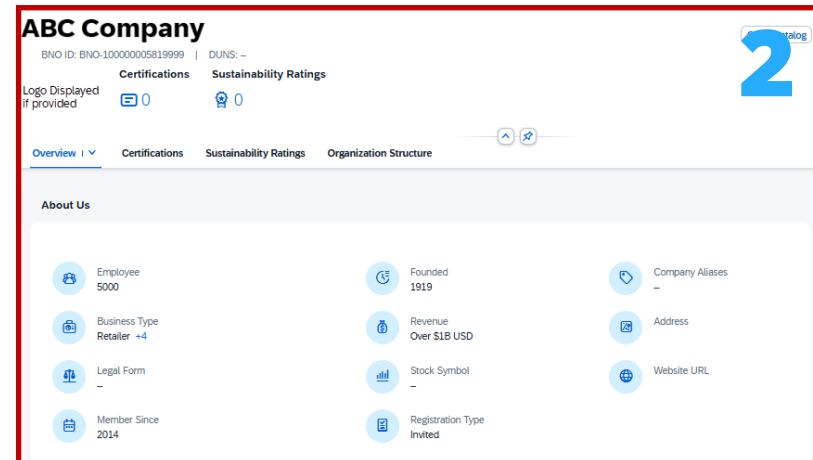
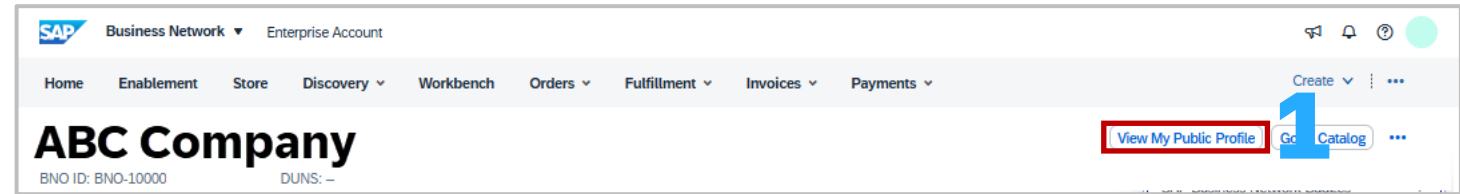




View my Public Profile and ... Selections

With the Company Profile Page Displayed:

1. From the Company Profile page, click on **View my Public Profile**
2. The information shown is what potential buyers see when searching for an existing supplier or a potential supplier
3. To close the Public Profile screen, close the tab at the top of your screen. The **Overview** screen will be displayed
4. To open the ... options click on ...
5. There are 3 options:
 - ❖ **SAP Business Network Badges** – if you select SAP Business Network Badges, you will need to read and click on, **I accept**
 - ❖ **Copy Public Profile URL** – suppliers can send buyers their URL
 - ❖ **Support Humanitarian Aid** – toggle on to be considered for SAP Business Network Discovery postings seeking humanitarian aid or donations aid





Company Profile – Profile Settings

Search Results Visibility allows suppliers to identify what level of information their Trading Partners/Buyers can see when they perform a search

Please be aware that by default the business profile information is available to other users on the SAP Business Network. Manage your profile visibility settings to choose which information you want to share and who can search for and contact you.

1. Click on the **Settings** to open the drop-down
2. Select **Profile Visibility**
3. To edit your Profile Visibility, click on **Edit**

Note: Greyed-out options cannot be changed as they are part of the default settings

The drop-down will either display Show/Hide or Show/Show to my trading partners only

4. Use the drop-down options to determine the level of visibility
5. Click on **Save**

The screenshot illustrates the process of editing profile visibility settings in six steps:

- Step 1:** The 'Settings' menu is highlighted in the top navigation bar.
- Step 2:** The 'Profile Visibility' option is selected from the dropdown menu.
- Step 3:** The 'Edit' button is clicked on the 'Profile Visibility' section header.
- Step 4:** The 'Show' option is selected in the 'Assessments' dropdown menu.
- Step 5:** The 'Show' option is selected in the 'Certifications and Sustainability Ratings' dropdown menu.
- Step 6:** The 'Save' button is clicked to apply the changes.

The interface shows various settings such as Basic Info, Product and Service Categories, Ship-to or Service Locations, Industries, Certifications and Sustainability Ratings, Assessments, Company Showcase, Social Media, Company Keywords, Contacts, and Organization Structure. Each setting has a dropdown menu to choose the visibility level (Show or Hide).



Company Profile – Search Results Visibility

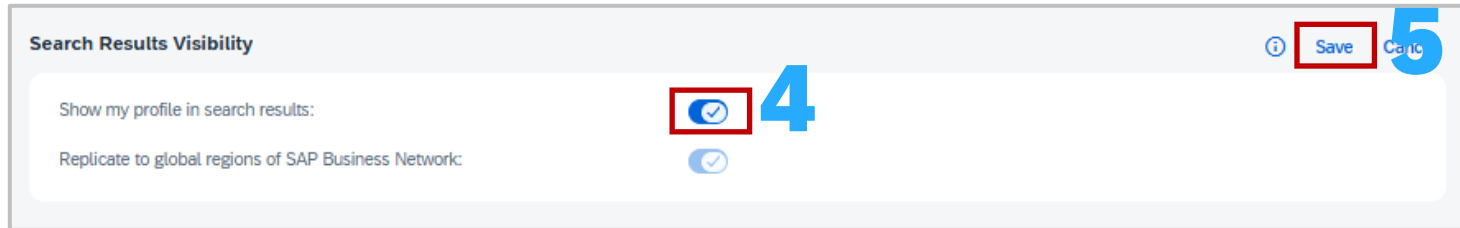
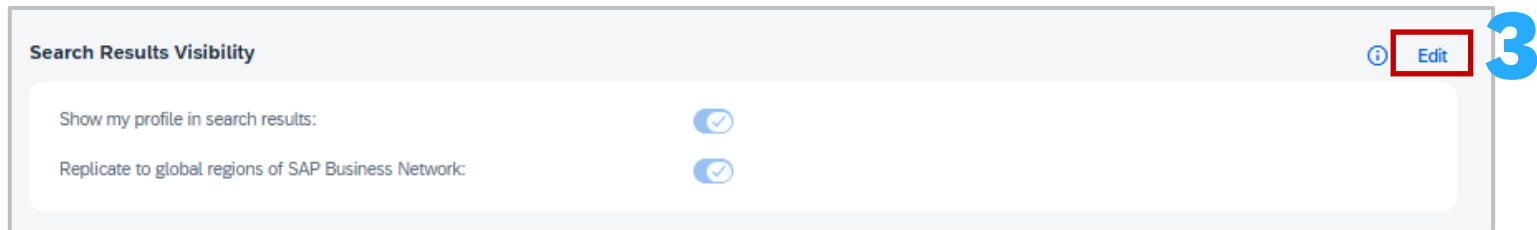
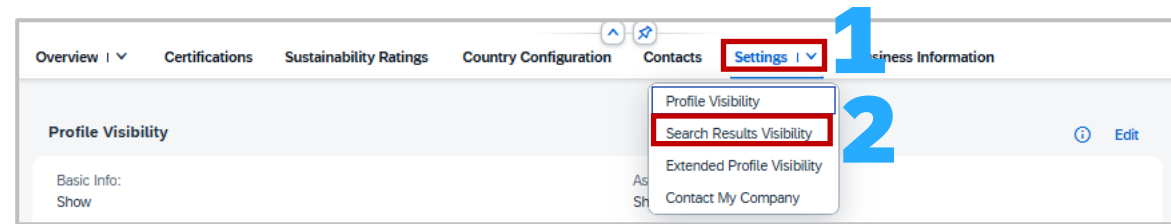
Manage whether your company appears in search results on SAP Business Network. Enable "Show my profile in search results" to make your company discoverable for new business opportunities. If "Replicate to global regions of SAP Business Network" is enabled, your profile data will be available across global data centers and visible in those regions.

With the Company Profile Page Displayed:

1. Click on the **Settings** to open the drop-down
2. Select **Search Results Visibility**
3. To edit your Results Visibility, click on **Edit**

Note: Greyed-out options cannot be changed as they are part of the default settings

4. Toggle the **Show my profile in search results** to off or on
5. Click on **Save**





Company Profile - Extended Profile Visibility and Contact my Company

Extended Profile Visibility

Choose whether your extended profile is available to all buyers on SAP Business Network or only to those with an existing or pending relationship with your company. Your extended profile includes details such as invoicing capabilities, payment options, order processing capabilities, and catalog capabilities, which buyers can download for reference.

With the Company Profile Page Displayed:

1. Click on the **Settings** to open the drop-down
2. Select **Extended Profile Visibility**
3. To edit your **Extended Profile Visibility**, click on **Edit**
4. Only one selection can be made; select the required option
5. Click on **Save**

Contact my Company

Manage how buyers and suppliers can contact your company on SAP Business Network. Choose whether buyers can send direct messages through Trading Partner Search and whether suppliers can contact your account administrator during registration.

6. For **Contact my Company**, click on **Settings**
7. Select **Contact My Company**
8. Click on **Edit**
9. Toggle to either show or hide **Do not allow buyers to contact my company using the Trading Partner Search**
10. Toggle to either show or hide **Allow other suppliers to contact my account administrator**
11. Click on **Save**

The screenshot shows the SAP Business Network interface for a company profile. The top navigation bar includes 'Overview', 'Certifications', 'Sustainability Ratings', 'Country Configuration', 'Contacts', 'Settings', and 'Business Information'. The 'Settings' dropdown menu is open, showing options for 'Profile Visibility', 'Search Results Visibility', 'Extended Profile Visibility', and 'Contact My Company'. The 'Extended Profile Visibility' section is highlighted with a blue '3' and contains two radio button options: 'Make my extended profile available to all SAP Business Network buying organizations' (selected) and 'Make my extended profile available ONLY to current and pending SAP Business Network customers'. A blue '4' points to the 'Save' button. The 'Contact My Company' section is highlighted with a blue '8' and contains two toggle switches: 'Do not allow buyers to contact my company using the Trading Partner Search' (disabled) and 'Allow other suppliers to contact my account administrator' (enabled). A blue '9' points to the 'Do not allow buyers...' toggle, and a blue '10' points to the 'Allow other suppliers...' toggle. A blue '11' points to the 'Save' button in the bottom right corner.



With the Company Profile Page Displayed:

1. Click on the 

The Upload company logo pop-up box is displayed

2. Click on **See example**

Examples of how the logo should be positioned for maximum effect

3. Click on **Browse**

Your file system will open, locate and select the logo you wish to use, select it and click on Open

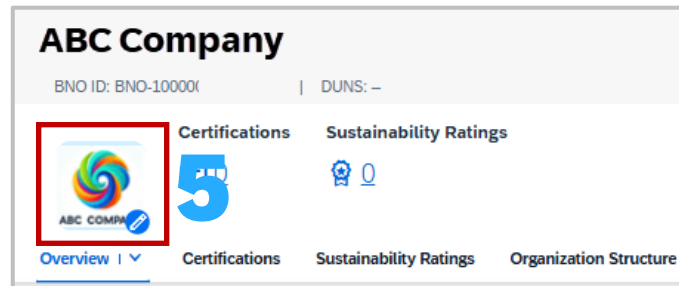
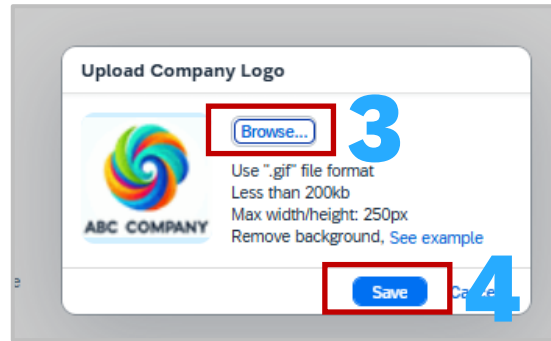
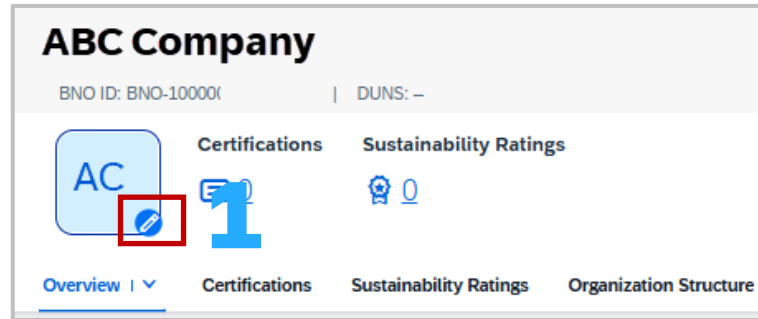
Logos must be less than 200KB

4. Click on **Save**

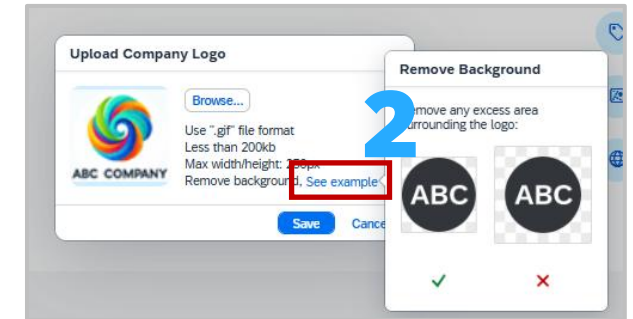
5. The Screen Returns to the Company Profile, and the logo will be displayed

REMEMBER:

- ❖ 250 maximum pixels (so use resize)
- ❖ Less than 200KB size
- ❖ Must be a GIF file extension



Update Logo





Information provided in the Company Profile should reflect actual information about your business.

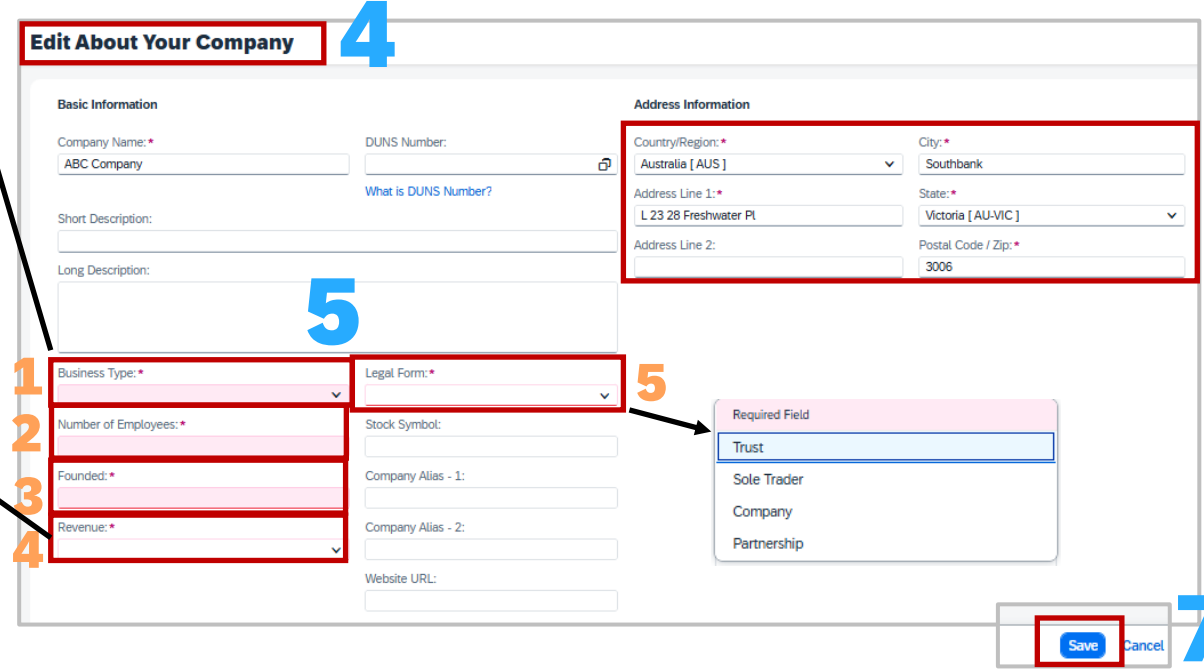
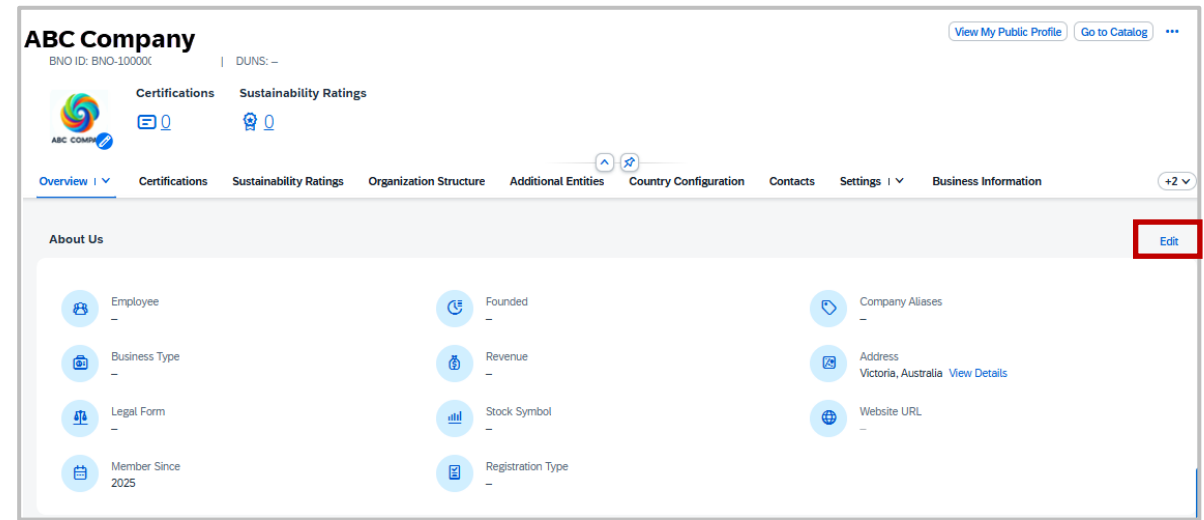
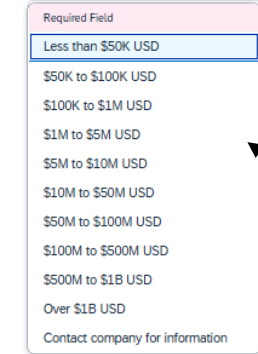
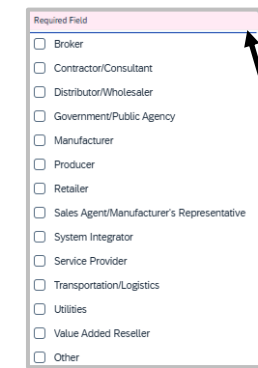
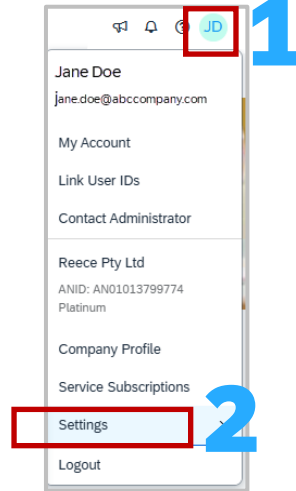
All fields highlighted with an asterisk indicate it is a mandatory field

All errors are highlighted in red - 

Note: Where fields do not have an asterisk, such as the DUNS Number in the example, they are NOT mandatory.

To add/update or complete mandatory company information:

1. Click on your **Initials** at the top of the screen
2. Select **Company Profile**
3. The **Company Profile** is displayed, click on **Edit** in the **About Us** information field
4. The **Edit Company Information** screen is displayed
5. Enter or select information from the drop-down list in the fields with an asterisk:
 1. Select the **Business Type** from the dropdown list
 2. Enter the **Number of Employees**
 3. Enter the year **Founded**
 4. Select the **Revenue** from the dropdown list. There is an option **“To contact company for information”** if you do not wish to disclose this
 5. Select at least **Legal Form** from the available options in the dropdown list
6. Enter information in all asterisk fields in the **Address Information** section
7. Once all asterisk fields have been completed, click on **Save**





Company Profile – Overview Drop down – Products and Services

To add or edit your Company Information, access and display the



Company Profile

1. Click **Overview** to display the drop-down list
2. The **Product and Service Information** to edit, update or add Products and Services click on **Edit**

There are 3 tabs:

- ❖ Product and Service Categories
- ❖ Ship-to or Service Location
- ❖ Industries Served

3. Click or  in **Products and Services Categories** to browse all **Categories** or enter the **Product or Service Category**

4. You have clicked on  -
 1. Either enter a term in search then  select a **Category**
 2. When you click on a category and a list of sub-categories is displayed
 3. Continue to drill down into other categories until there are check boxes, then select the subcategory/subcategories
 4. Click on **Save**

5. You have entered a term into the **Products and Service Categories** field
 4. Enter the product or services your business performs
 5. A drop-down list appears; select the most suited category, press **Enter**, and the Product or service will be added

6. Repeat until all products or services your business provides have been entered

7. If you have completed all edits, click on **Save** or select [Ship-to or Service locations](#) or [Industries](#)

The screenshot illustrates the SAP Company Profile interface. At the top, the 'ABC Company' header shows BNO ID and DUNS information. The navigation menu includes 'Overview', 'Certifications', 'Sustainability Ratings', 'Organization Structure', and 'Additional Entities'. The 'Products and Services' section displays 'Product and Service Categories' (Compound feed), 'Ship-to or Service Locations' (Victoria), and 'Industries' (Agriculture & Mining). An 'Edit' button is visible in the top right of this section.

The 'Edit Products And Services' section is shown below, with a search bar and a 'Go' button. The 'Product and Service Categories' field is highlighted with a red box and a blue '5'. A dropdown menu is open, showing a list of categories. The 'Apparel, Luggage & Personal Care' category is selected with a red box and a blue '1'. A sub-menu is open for 'Apparel, Luggage & Personal Care', showing sub-categories like 'Clothing', 'Footwear', 'Luggage, Handbags, Packs & Cases', 'Personal Care Products', and 'Sewing Supplies & Accessories'. The 'Clothing' sub-category is selected with a red box and a blue '2'. A further sub-menu is open for 'Clothing', showing sub-items like 'Athletic wear', 'Clothing accessories', 'Armbands', 'Bandannas', 'Belts or suspenders', and 'Bib'. The 'Clothing accessories' sub-item is selected with a red box and a blue '3'. A 'Save' button is highlighted with a red box and a blue '6'.





Company Profile – Ship-to or Service Locations

To add or edit your Company Information, access and display the **Company Profile**:

1. Click **Overview** to display the drop-down list
2. The **Product and Service Information** to edit, update or add Products and Services
3. Click on **Edit**

There are 3 tabs:

- ❖ Product and Service Categories
- ❖ Ship-to or Service Location
- ❖ Industries Served

4. Click on **Ship-to or Services Locations**
5. If you are a global organisation, use the toggle to select or deselect **Serve Globally**
6. Click on  in **Ship-to or Service Locations** field
7. You have clicked on  -
 1. Either enter a **Location**
 2. Click on a location/s required, select the location from the list
 3. Continue until there are check boxes, then select the **Ship-to or Service Location** on **Save**
8. You have entered a term into the **Ship-to or Service Location** field
 4. Enter the location
 5. A drop-down list appears; select the location/s, press **Enter**, and the Product or service will be added
6. Repeat until all ship-to or service locations your business delivers or caters for
7. If you have completed all edits, click on **Save** or select [Products and Services](#) or [Industries](#)

The image shows a series of screenshots from the SAP Company Profile interface, illustrating the steps to add or edit ship-to or service locations. The screenshots are annotated with numbered callouts (1-8) and red boxes highlighting key elements.

- 1:** The 'Overview' tab is selected in the top navigation bar.
- 2:** The 'Products and Services' section is highlighted in the left sidebar.
- 3:** The 'Edit' button is highlighted in the top right corner of the 'Products and Services' section.
- 4:** The 'Ship-to or Service Locations' tab is selected within the 'Edit Products And Services' view.
- 5:** The 'Serve Globally' toggle is shown in the 'ON' position.
- 6:** The 'add' icon (a square with a plus sign) is highlighted in the 'Ship-to or Service Locations' field.
- 7:** The 'Browse All Locations' dialog box is shown, with the search bar and the list of locations highlighted.
- 8:** A dropdown list of locations is shown, with 'British Columbia' selected.

The 'Browse All Locations' dialog box shows a search bar and a list of locations. The list includes:

- North America
- Central America
- South America
- The Caribbean
- Northern Europe
- Western Europe
- Eastern Europe
- Central Europe
- Southern Asia
- Southeast Asia
- Eastern Asia

The 'The Caribbean' location is expanded, showing a list of sub-locations with checkboxes:

- Anguilla
- Antigua and Barbuda
- Aruba
- Bahamas
- Barbados
- British Virgin Islands



Company Profile – Overview Drop down – Industries

Note that Industries is not a mandatory requirement; however, provides potential customers with an understanding of the Industries your business provide

To add or edit your Company Information, access and display the **Company Profile**:

1. Click **Overview** to display the drop-down list

2. The **Product and Service Information** to edit, update or add Products and Services

3. Click on **Edit**

There are 3 tabs:

- ❖ Product and Service Categories
- ❖ Ship-to or Service Location
- ❖ Industries Served

4. Select **Industries**

5. Place a tick in each industry your company serves

6. Click on **Save**

The screenshot displays the SAP Company Profile interface for 'ABC Company'. The top navigation bar includes 'Overview', 'Certifications', 'Sustainability Ratings', 'Organization Structure', and 'Additional Entities'. The 'Overview' dropdown menu is open, showing options like 'About Us', 'Products and Services', 'Company Showcase', 'Assessments', 'Company Keywords', and 'Social Media'. The 'Products and Services' section is highlighted, showing 'Product and Service Categories' (Compound feed), 'Ship-to or Service Locations' (Victoria), and 'Industries' (Agriculture & Mining). An 'Edit' button is visible in the top right corner of this section.

The second screenshot shows the 'Edit Products And Services' page. The 'Industries' tab is selected. A search bar is provided to filter industries. A list of industries is shown with checkboxes: Aerospace & Defense, Agriculture & Mining, Automotive, Building Materials, Clay & Glass, Chemicals, Consumer Products, Engineering & Construction, Financial Services & Banking, Forest Products & Paper, Furniture, Healthcare, High Tech & Electronics, Higher Education & Research, Hospitality, Industrial Machinery & Components, Insurance, Media, and Metal Products. A modal window is open, showing a detailed view of the selected industries: Agriculture & Mining, Chemicals, and Financial Services & Banking, all of which have their checkboxes checked. A 'Save' button is located at the bottom right of the page.



To add or edit your Company Information, access and display the **Company Profile**:

1. Click on **Certifications**
2. Click on **Add** or **Add Certification**
3. The **Add New Certification** form is displayed, click on the down arrow to show the list of certifications in the drop-down list
4. Select your **certification**
5. The form may change, either increasing or decreasing the fields based on the **Certification type** selected

Note: Remember that fields with an asterisk are mandatory, so complete those first; the others can be left blank, or you can add the information based on the field description

6. Once the information is entered, read the Authority and then click on **Add**

My **Certification is not in the list** option:

1. Tick the **My certification is not in the list**
2. Enter the name of the certification into the **Specify Certification Name** field
3. Use the drop-down to select the certification type in the **Specify Certification Type** field
4. Complete the fields with an asterisk, read the **Authority**, then click on **Add**

Company Profile Credentials - Certifications

By entering or uploading your certification details, you authorize SAP SE to make this information available on your SAP Business Network public profile. This information may contain sensitive personal data. Please also note that you are solely responsible for the accuracy and integrity of this data.

To your company, **Sustainability Ratings** access and display the **Company Profile**:

1. Click on **Sustainability Ratings**
2. Click on **Add and select** or click on **Enter rating** or **Import from EcoVardis** or click on the down arrow and select **Enter rating** or **Import from EcoVardis**

Import from EcoVardis option:

1. Select **Import from EcoVardis**
2. Enter your **EcoVardis EVID**
3. Click on **Continue** and respond to the questions

Note: Remember that all fields with an asterisk must be completed

Select **Add Ratings** option:

4. Select **Enter Ratings**
5. Select the **Source** from the dropdown arrow
6. Click on **Continue** and respond to the questions

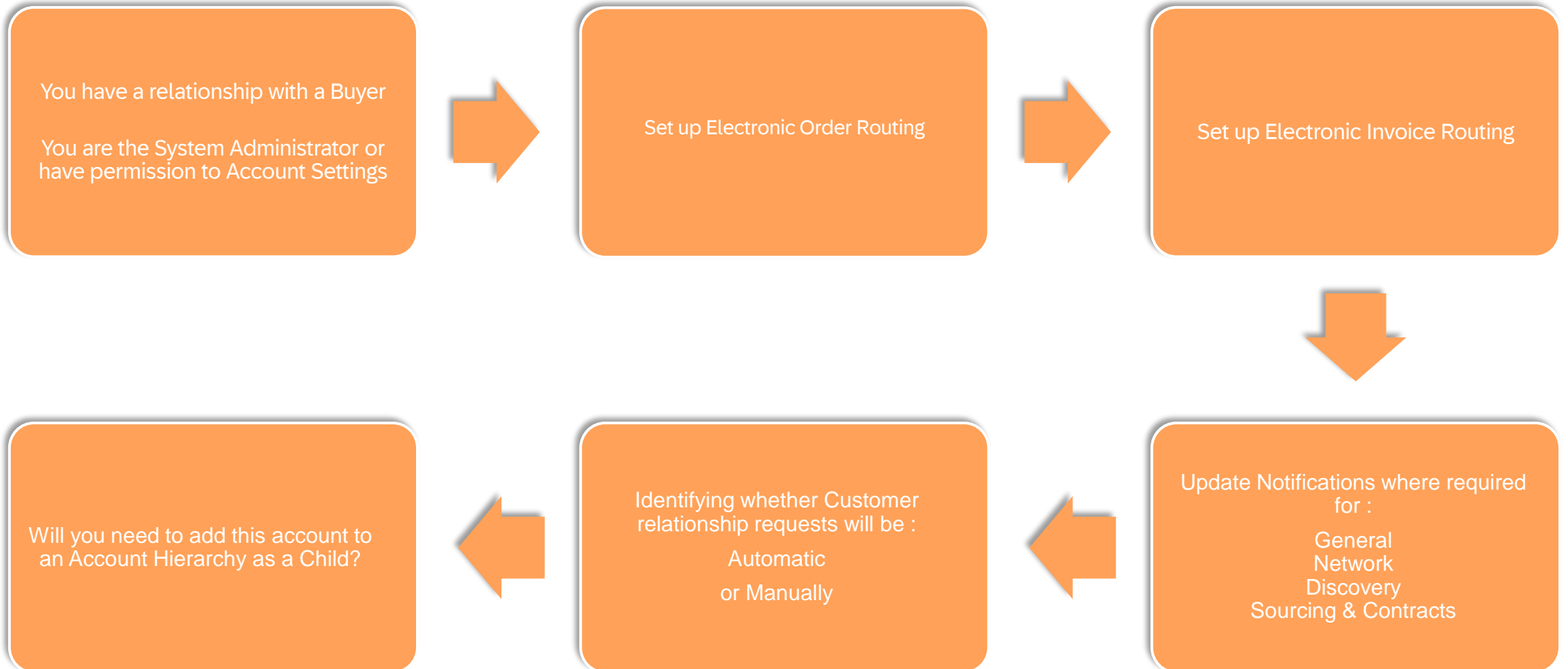
Note: Remember that all fields with an asterisk must be completed

The screenshots illustrate the following steps:

- Step 1:** The 'Sustainability Ratings' menu item is highlighted in the top navigation bar.
- Step 2:** The 'Add Rating' dropdown menu is open, and 'Import from EcoVardis' is selected.
- Step 3:** The 'Import from EcoVardis' form is shown, with the 'EVID' field highlighted.
- Step 4:** The 'Add Sustainability Rating' form is shown, with the 'Source' dropdown menu highlighted, showing a list of sources.
- Step 5:** The 'Add Sustainability Rating' form is shown, with the 'Add' button highlighted.

Account Settings

- ❖ Account Settings allow Suppliers to set the communication parameters of documents in the SAP Business Network, for who is advised a new purchase order has been received to rejected invoice notifications





Settings Drop Down Information – Account Settings

The Settings selection under your name initials on the top right-hand corner provides access to the Account Settings drop-down list

- ❖ The drop-down list shows the selections available to all users, however, only the System Administrator has all **available** selections including Users and Audit Logs
- ❖ There may be additional selections based on the SAP Business Network account you have

1. Accounts Settings usually consists of:

- ❖ Customer Relationships
- ❖ Users
- ❖ Notifications
- ❖ Application Subscriptions
- ❖ Account Registration

2. Network Settings usually consist of:

- ❖ Electronic Order Routing
- ❖ Electronic Invoice Routing
- ❖ Accelerated Payments
- ❖ Remittances
- ❖ Data Deletion Criteria
- ❖ Network Notifications
- ❖ Audit Logs

The screenshot displays the SAP Business Network user interface. At the top right, the user's name 'Jane Doe' and initials 'JW' are visible. A dropdown menu is open, showing various account settings options. The 'Account Settings' and 'Network Settings' sections are highlighted with red boxes. A blue '1' is placed next to 'Account Settings' and a blue '2' is placed next to 'Network Settings'. The main content area shows a dashboard with a 'Leads' widget, a 'Company profile' widget with a 35% completion progress bar, and a 'Download app' widget.

Business Network Enterprise Account

Home Enablement Discovery Workbench Catalogs Assessments

Leads In Location By Product

Overview Getting started 6

0 Enablement Tasks

My widgets Customize

Company profile

35% Completed

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

Complete profile →

My leads View all

Download app

We are now mobile.

Google play Available on the App Store

Learn more →

Jane Doe jane.doe@abccompany

Convert to Standard account

My Account

Link User IDs

Contact Administrator

Switch to Test Account

ABC Company

ANID: AN0152726 Premium Package

Company Profile

Service Subscriptions

Settings

Logout

Account Settings

Customer Relationships

Users

Notifications

Account Hierarchy

Application Subscriptions

Account Registration

Account Type Change Log

Network Settings

Electronic Order Routing

Electronic Invoice Routing

Remittances

Data Deletion Criteria

Network Notifications

Audit Logs

Audit Purge



Account Setting Screen – Customer Relationship Information

The System Administrator has access to all relevant tabs under Account Settings, however, users will only have access to the tabs based on the permissions set for each user

Customer Relationships provides suppliers with information about:

- ❖ Current Relationships
- ❖ Potential Relationships
- ❖ Numbering Preferences
- ❖ More which contains Numbering Preferences and Automatic Invoice Creation

Note: Tabs can be used to access other sections under the Account Settings Screen instead of exiting and selecting from the Settings drop down list

1. **Account Settings** screen header
2. **Tabs** to other options under the Settings > Account Settings option
3. **Current Relationships** and **Potential Relationships** tab
4. **Relationship request options** – automatic or manual
5. **Current Customers** sub heading
6. **Filter** to search for customers
7. All Buyers that have a transacting relationship in the SAP Business Network
8. **Show Hide Columns** options

The screenshot shows the SAP Business Network 'Enterprise Account' settings page. The 'Account Settings' header is labeled 1. A navigation bar with tabs like 'Customer Relationships', 'Users', 'Notifications', etc., is labeled 2. The 'Current Relationships' and 'Potential Relationships' tabs are labeled 3. Below the tabs, there are radio buttons for 'Automatically accept all relationship requests' and 'Manually review all relationship requests', labeled 4. The 'Current Customers' sub-heading is labeled 5. A search filter box for customers is labeled 6. A table header with columns like 'Customer', 'Network ID', 'Relationship Type', etc., is labeled 7. A 'Show / Hide Columns' dropdown menu is labeled 8, showing options to check/uncheck columns and export data.

This screenshot shows the 'Potential Relationships' tab selected. It displays a table of buying organizations. The table has columns for 'Buying Organization', 'Project Name', 'Date Posted', 'My Response Status', 'Date Submitted', and 'Action'. A sample row shows 'Test Buyer' for the project 'Bea and Lucie', posted on '13 Jun 2023', with a 'View Project' link in the action column. The page number is 1.


Buying Organization	Project Name	Date Posted ↓	My Response Status	Date Submitted	Action
Test Buyer	Bea and Lucie	13 Jun 2023			View Project



Transaction Rules via Customer Relationships

The buyer creates transaction rules, which determine what processes must be completed and what information is required on subsequent documents.

To update the profile:

1. Click on your **initials**
2. Select **Settings**
3. Select **Customer Relationships**
4. Click on **Advanced View**
5. The Account Settings screen is displayed, scroll down to the list of customers under the **Current Customers** tab and locate the **Supplier Information Portal** column
6. Click on the  under the Supplier Information Portal heading associated with the Buyer you require information on
7. The **Supplier Information Portal** of the Buyer you selected will be displayed, select the **Transaction Rules Tab**
8. To search for a specific rule, type use **Ctrl+F** to open the search bar
9. The number of items with the search term in it will be displayed and highlighted. Use the arrow in the search bar to move the cursor to the next point

1

2

3

4

5

6

7

8

9

Customer	Network ID	Relationship Type	Approved Date	Supplier Information Portal	Routing Type	Actions	
<input type="checkbox"/>	Name of Buyer	AN0101203	Trading	22 Dec 2021		Default	Actions
<input type="checkbox"/>	Name of Buyer	AN0105557	Trading	22 Dec 2021		Default	Actions

Portal Content	Reference Documents	Transaction Rules
Order Confirmation and Ship Notice Rules		
Allow suppliers to confirm an order multiple times.		Yes
Allow suppliers to send order confirmations for material orders.		No
Allow suppliers to send order confirmations for material orders at the line-item level.		No
Allow suppliers to reject quantities for material orders at the line-item level in order confirmations.		No
Allow suppliers to send order confirmations for service orders.		Yes
		Yes
		No
		No

Invoice 1/82

General Invoice Rules	
Allow suppliers to send invoices to this account.	Yes
Allow suppliers to send summary invoices to this account.	No
Allow suppliers to send invoices with service information.	No



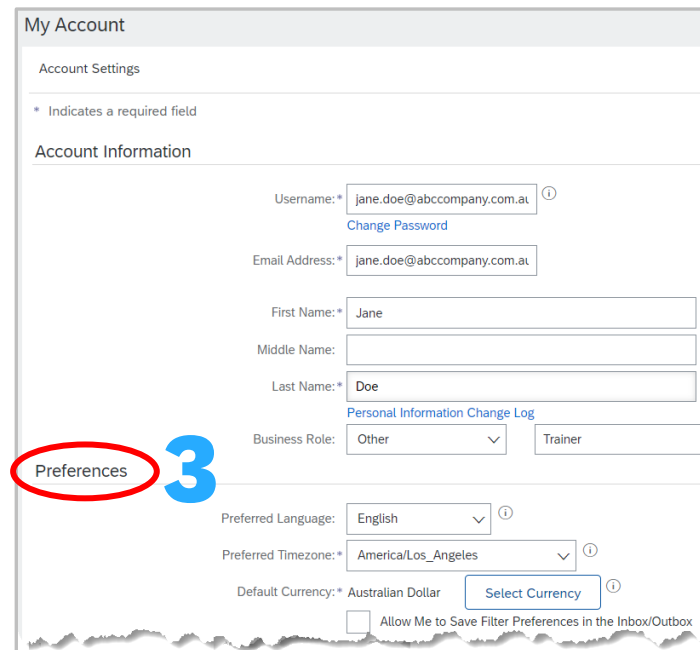
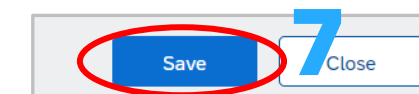
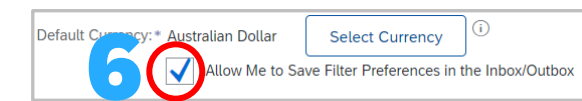
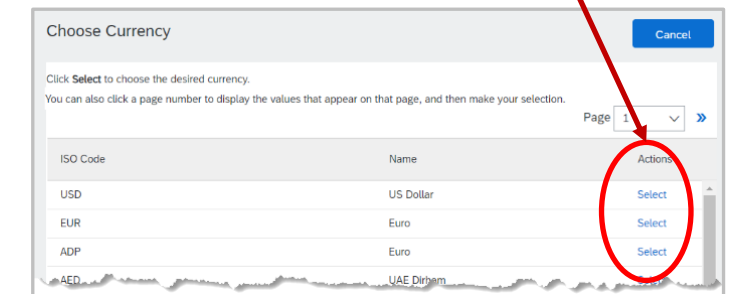
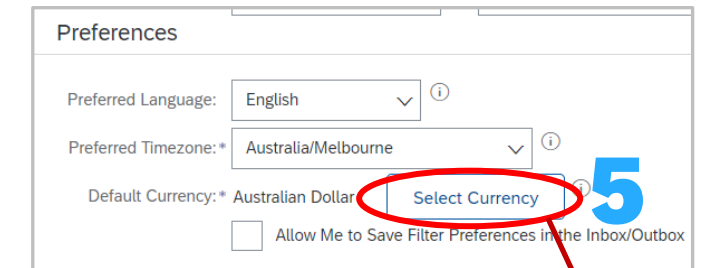
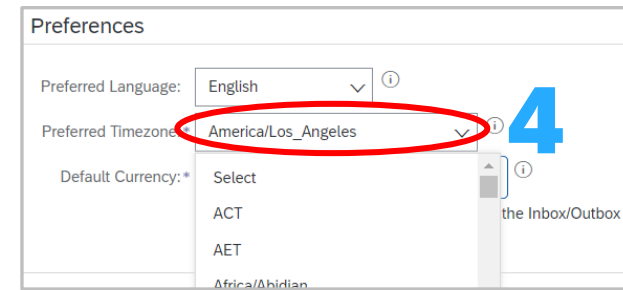
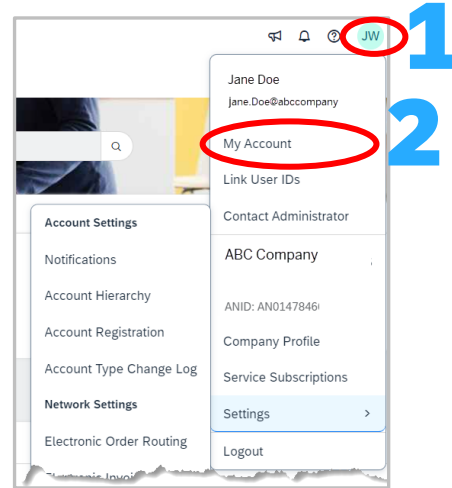
Set Time zone and Currency

Suppliers can set up accounts to reflect the currency and time zone they are in. If you are using a generic login that has many users the changes will impact all users using the same credentials.

The inbox represents documents that are sent from the Buyer/Customer to the Supplier, such as Purchase Orders and The outbox represents documents sent from the Supplier to the Buyer such as Invoices

1. **Sign in** to the SAP Business Network and click on your **initials** at the top of the screen
2. Select **My Account**
3. The My Account screen is displayed, locate **Preferences**
4. To change the Time zone, click on the **Preferred Timezone** down arrow and select the required time zone from the list
5. To change the currency, click on **Select Currency**, select the currency required from the drop-down list
6. Determine whether you require the preferences to be saved for the **Inbox/Outbox**, and select (if required)
7. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save



Accessing the Help Centre and how to get Support




Get Support when Signed in – Contact Support

The Help Center allows Suppliers to view self-help content before taking the Supplier to complete the Webform for assistance.

Remember that if you click on the question mark and the Help Topics sidebar does not open, it will open via the Workbench, Orders, Fulfilment, or Invoices.

To Contact Support:

1. Sign in to the **SAP Business Network**,
2. Click on , the side pane, and it will open
3. Click on **Support**. You may need to wait a few seconds as it opens
4. Click on **Contact Support**
5. Enter your query into the **How can we support you?** Field
6. Click on **Next**
7. **Get Support when Signed in – Contact Support**
8. Where a request has been entered but may not indicate precisely what you require, further clarification is requested
9. Select an **option** or click on **Something Else** to continue to [Get Support when Signed in – Contact Support cont.](#)

1 SAP Business Network navigation bar. The 'Workbench' tab is selected. A question mark icon is highlighted in the top right corner.

2 Help Center sidebar. The 'Support' option is highlighted.

3 Help Topics sidebar. The 'Support' option is highlighted.

4 'Contact Support' button highlighted in the left sidebar of the Help Center.

5 'How can we support you?' text input field with 'Contract Invoices' entered.

6 'Next' button highlighted.

7 'Contact Support' title bar.

8 'What do you need help with?' dropdown menu with 'Something else' highlighted.

9 'Something else' button highlighted in the dropdown options.



Continued from the previous page-

10. Information will be displayed based on the selection, whether it is an **option** or **Something Else**. Hyperlinks are displayed in blue
11. Click on **Next Step**
12. The **Resources** tab opens with AI-generated suggestions.
Review the suggestions
13. Where the responses do not meet your requirements, click on **Next**,
14. The **Confirm the details screen** (Step 3) opens, go to [Completing the Confirm the details screen form](#) – [Click Here](#)

Contact Support

Create invoice / issue or error creating invoice Create credit memo Partial Invoice Invoice was rejected

Edit and resubmit invoice Receive payment **Something else**

Remember to check with your customer about rejected invoices, payment, and questions regarding the status of a document you've submitted. SAP Support cannot answer questions about these topics.

You can contact your customer in two ways:

1. By [instant message](#).
2. By the contact information provided by the customer:
 1. In the upper-right corner of the application, click [\[user initials\]](#) > Settings and select **Customer Relationships**.
 2. Click the customer's name in the **Current** section to see their **Supplier information portal** and contact details.

If you do not have access to the **Customer Relationships** page, contact your administrator by clicking [\[user initials\]](#) > **Contact Administrator**.

If you've submitted an invoice and it is in **Queued** status, please allow 72 hours before contacting SAP product support. See [Invoice stuck in Queued status and stays in pending queue in SAP Business Network buyer account](#) for additional information about queued invoices.

Next Step

10

11

Step 2 Resources

How do I create a contract invoice?
How do I create a contract invoice? Click Create > Contract Invoice from the upper-right corner of the application. Select the customer for which you want to create a contract-based invoice and click Next . You are now punct

How do I restore/reinstate/unsuspend my account?
Why is my SAP Business Network account suspended and how do I restore/reinstate/unsuspend it? A chargeable SAP Business Network supplier account can be suspended for one of the following reasons: Failure to remit payment for network transac

How do I contact my buyer in SAP Business Network?
How do I contact my buyer? You can contact your customer in two ways: 1. By instant message . 2. By the contact information they have provided in the application. If you are the account administrator or a non-administrator user with t

Error: "Cannot access customer's site"
Error: Cannot access customer's site. Your buying organization must approve your access to their syste again later. Users may receive this error message when creating a contract invoice when

How do I pay my SAP Business Network bill?
How do I pay my SAP Business Network bill? In order to pay your supplier fees, you must be the adm Membership and Services Management permission. You can use the following methods to pa

Created by AI

Next

12

13

Contact Support

Step 3 Confirm the details

Subject: *

Describe your issue or question and steps to reproduce: *

Contract Invoices

2983 characters remaining

Top Recommendations:

How do I create a contract invoice?

14

Keep in mind that all fields with an asterisk are mandatory fields and you will not be able to advance unless you have completed all required fields.

1. Enter the **Subject** of your query
2. **Confirm your issue** by selecting the relevant option from the drop-down list
Note: - the options in the drop-down may change based on our query
3. **Select an issue area** by selecting the relevant option from the drop-down list
Note: - the options in the drop-down may change based on our query
4. Whilst not mandatory, suppliers can add attachments or provide document numbers
5. Provide the applicable response to How does this impact your business by selecting the relevant response from the drop-down list
6. Click on **Next**
7. The **Contact Options** are displayed. Refer to [Get Support – Contact Support Options – Click Here](#)

Contact Support

Step 3 Confirm the details

Subject: *

1

Describe your issue or question and steps to reproduce: *

Contract Invoices

2983 characters remaining

Top Recommendations:

How do I create a contract invoice?

Confirm your issue: *

- Administration
- API
- AribaPay
- Catalogs
- Integration
- Invoice or Service Sheet
- PDF Invoicing
- Purchase Orders or Change Orders
- Subscription fees
- Supply Chain Collaboration
- Trading or customer relationships

2

Select an issue area: *

- Change administrator
- Company profile
- Create or remove users
- Document notification or routing
- Expire account
- Link accounts
- Privacy request
- Shared Secret
- Unsubscribe

3

i The combined size of attachments must not exceed 20MB.

Choose a file for upload

Document number(s):

4

How does this impact your business: *

- Little or none: how-to or information request
- Affected: business tasks are impacted due to system functionality or process
- Seriously affected: required tasks cannot be completed due to technical error

5

Next

6



Get Support - Contact Support Options Information

The **Contact Options** are determined by:

- Support team member availability
- Type of account
- Type of assistance required

Select the option that best suits your needs and has been displayed as an option:

Request a Call - This option is a callback option as there is no direct phone number to contact support. The waiting time is displayed as an estimation. The relevant support person will call you back based on the information, including the phone number entered when completing the form for a call back. – Refer to [Request a Call – Click Here](#)

Note: - Suppliers can not use a 1800 or 1300 number; only mobile and landline numbers can be used

Chat—This option requires further information prior to opening a chat box on your screen, where you can provide the information, you require and receive a response. This option also has an estimated wait time. Refer to [Complete a Chat Form – Click Here](#)

Webform – This option requires further information to be entered into a Webform. Refer to [Complete a Webform – Click Here](#)

Ask an Expert Peer – This option allows customers to submit support-related questions via a chat widget.

Refer to [Ask an Expert Peer – Click Here](#)

Contact Support Example of contact options

Step 1 How can we support you?

Step 2 Resources

Step 3 Confirm the details

Step 4 Contact options

Request a call
Estimated wait time: 2 minutes
Recommended

Chat
Estimated wait time: 3 minutes

Webform

Contact Support Example of contact options

Step 1 How can we support you?

Step 2 Resources

Step 3 Confirm the details

Step 4 Contact options

Ask an Expert Peer
Recommended

Chat
Estimated wait time: 2 minutes

Request a call
Estimated wait time: 2 minutes

Webform

Contact Support Example of contact options

Step 1 How can we support you?

Step 2 Resources

Step 3 Confirm the details

Step 4 Contact options

Webform
Recommended

Contact Support Example of contact options

Step 1 How can we support you?

Step 2 Resources

Step 3 Confirm the details

Step 4 Contact options

Ask an Expert Peer
Recommended

Chat
Estimated wait time: 3 minutes

Request a call
Estimated wait time: 2 minutes



Where the Webform is the only option and recommended, you will be required to provide more information. If there are multiple options, and you prefer to complete the Webform, select Webform and enter the required information. Remember that all fields with an asterisk are mandatory, and you will not be able to proceed until you have entered the information.

Completing the Webform:

1. Click on the **Webform** tile
 2. Ensure that – itsm-notification-service@sap.com is on the email allow list
 3. Enter your **First Name**
 4. Enter your **Last name**
 5. Enter your **Email** address
 6. Check that the **Country code** is correct, then enter your phone number
 7. If you have logged in, the **ANID** (Ariba Network Identification ID) will be displayed; if you have not logged in, you will need to provide an **ANID**
- Note:** To locate the **ANID**, sign into your network, click on your initials, and the **ANID** will appear around halfway down the drop-down list
8. Read the **Help** us help you faster, click on I agree
 9. Click on **Submit**

Get Support – Completing the Webform

The screenshot shows the 'Contact Support' interface. At the top, 'Step 4 Contact options' is displayed. Three options are available: 'Request a call' (Recommended, 2 minutes), 'Chat' (3 minutes), and 'Webform' (highlighted with a red box and labeled '1'). Below the options is a notification: 'To receive communications, add this email in your allow list itsm.notification-service@sap.com'. A series of input fields are shown, each with a red box and a number: 'First name: *' (3), 'Last name: *' (4), 'User name:' (5), 'Email: *' (6), 'Your phone number: *' (with a country code dropdown and a pre-filled number '+1 201-555-0123') and 'Extension:' (7), and 'Account ID: *' (8). At the bottom, there is a 'Help us help you faster:' section with a checkbox 'I agree *' (9) and a 'Submit' button.



Get Support – Completing the Request a Call

Where the **Request a call** is the only option and recommended, you will be required to provide more information. Where there are multiple options, select the **Request a call** tile. The Request a call tile will display the “Estimated wait time: xx minutes” to indicate how long you may need to wait.

Remember that all fields with an asterisk are mandatory, and you cannot proceed until you have entered the information.

Completing the Request a call:

1. Click on the **Request a call** tile
2. Enter your **First Name**
3. Enter your **Last name**
4. Confirm or enter your **Email** address
5. Check that the **Country code** is correct, then enter your phone number (add extension if needed)
6. Re-enter the phone number into the **Reconfirm phone number** field. Ensure you add the country code
7. If you have logged in, the **ANID** (Ariba Network Identification ID) will be displayed; if you have not logged in, you will need to provide an **ANID**

Note: To locate the **ANID**, sign into your network, click on your initials, and the **ANID** will appear around halfway down the drop-down list

8. Read the **Help us help you faster**, click on **I agree**. Also note that you can request your phone call not to be recorded
9. Click on **Call me**

The screenshot shows the 'Contact Support' interface. On the left, a 'Request a call' tile is highlighted with a red box and labeled '1'. The tile shows a phone icon, the text 'Request a call', 'Estimated wait time: 2 minutes', and a 'Recommended' button. On the right, a 'Chat' tile is visible with a chat icon, the text 'Chat', and 'Estimated wait time: 3 minutes'. Below the tiles are several input fields, each with a red box and a number: 'First name: *' (2), 'Last name: *' (3), 'User name:' (4), 'Email: *' (4), 'Your phone number: *' (5) with a country code dropdown showing '+1 201-555-0123' and an 'Ext.' field, 'Confirm phone number: *' (6), and 'Account ID: *' (7). At the bottom, there is a 'Help us help you faster:' section with two checkboxes: 'I agree *' (8) and 'Do not record my phone call.' (8). A 'Call me' button is highlighted with a red box and labeled '9'. A note at the bottom states: 'Note: We use the information collected to improve support quality and training, to help address technical issues, and to improve our products and services, subject to our Privacy Policy and Terms of Use. Translation services may be used in support calls, chats, and email communications.'

Where the **Ask an Expert Peer** is the only option and recommended, you will be required to provide more information. Where there are multiple options, select the **Request a call** tile. Ask an Expert Peer allows customers to submit support-related questions to an expert peer group via a chat widget.

Remember that all fields with an asterisk are mandatory, and you cannot proceed until you have entered the information.

Completing the Ask an Expert Peer:

1. Click on the **Ask an Expert Peer** tile
2. Enter your **First Name**
3. Enter your **Last name**
4. Confirm or enter your **Email**
5. Check that the **Country code** is correct, then enter your phone number (add extension if needed)
6. If you have logged in, the **ANID** (Ariba Network Identification ID) will be displayed; if you have not logged in, you will need to provide an **ANID**

Note: To locate the **ANID**, sign into your network, click on your initials, and the **ANID** will appear around halfway down the drop-down list

8. Read the **Help us help you faster**, click on **I agree**
9. Click on **Submit**

The screenshot shows the 'Step 4 Contact options' screen. It features four tiles: 'Ask an Expert Peer' (Recommended), 'Chat' (Estimated wait time: 3 minutes), 'Request a call' (Estimated wait time: 2 minutes), and 'Webform'. A red box highlights the 'Ask an Expert Peer' tile, labeled with a blue '1'. Below the tiles are input fields for 'First name:*', 'Last name:*', 'User name:', 'Email:*', 'Your phone number:*' (with a country code dropdown showing '+1 201-555-0123'), and 'Account ID:*'. Red boxes highlight these fields, labeled with blue numbers 2 through 6. Below the form is a section titled 'Help us help you faster:' with a checkbox for 'I agree*' and a 'Submit' button, labeled with blue numbers 7 and 8. A note at the bottom states: 'Note: We use the information collected to improve support quality and training, to help address technical issues, and to improve our products and services, subject to our [Privacy Policy](#) and [Terms of Use](#). Translation services may be used in support calls, chats, and email communications.'

Continued from the previous page-

10. Information will be displayed based on the selection, whether it is an **option** or **Something Else**. Hyperlinks are displayed in blue
11. Click on **Next Step**
12. The **Resources** tab opens with AI-generated suggestions.
Review the suggestions
13. Where the responses do not meet your requirements, click on **Next**,
14. The **Confirm the details screen** (Step 3) opens, go to the next page – Completing Confirm Details

Step 4 Contact options

Chat
Estimated wait time: 2 minutes
Recommended

1

2
3

4

5

6

7

8

First name: *

Last name: *

User name:

Email: *

Your phone number: * Extension:

+1 201-555-0123

Company: *

Account ID:

Help us help you faster:

Agree to share data with an SAP Support Engineer to view logs. Consenting to share this data will help us fix your issue faster. Some [account and system information](#) will be sent to SAP SE and support calls and chats may be recorded.

I agree *

Chat with us

Note: We use the information collected to improve support quality and training, to help address technical issues, and to improve our products and services, subject to our [Privacy Policy](#) and [Terms of Use](#).


Translation services may be used in support calls, chats, and email communications.



Get Support without Signing in to the SAP Business Network

Suppliers can access support without signing into the SAP Business Network.

Accessing Support without Sign-in Process:

1. Open your web browser and enter <https://service.ariba.comw> or open the sign-in page, then click on , it may take a few seconds for the Help Topics pane to appear
2. Select **Support**
3. Select **Support** from the **Disclaimer message**
4. The **Welcome to Help Center** screen opens
5. Click on **Contact Support**
6. Enter your question or query into the **How can we support you?** Field
7. Review the responses provided by AI in **Resources**

Go to [Get Support without Signing in to the SAP Business Network cont.](#)

The screenshot illustrates the process of accessing support without signing in, with numbered callouts (1-7) highlighting key steps:

- 1**: A red box highlights the help icon (question mark) in the top right corner of the 'Supplier sign-in' page.
- 2**: A red box highlights the 'Support' option in the 'Help Topics' sidebar on the right.
- 3**: A red box highlights the 'Support' button in a modal disclaimer message that appears over the 'Welcome to Help Center' screen.
- 4**: A red box highlights the 'Welcome to Help Center' screen, which includes a search bar and navigation options.
- 5**: A red box highlights the 'Contact Support' option in the left-hand navigation menu.
- 6**: A red box highlights the 'Resources' section of the 'Contact Support' page, which contains AI-generated answers to common questions.
- 7**: A red box highlights the 'Next' button at the bottom of the 'Resources' section.

Continued from the previous page-

8. Complete the Confirm Details Form – [Refer to Complete Confirm the details](#)

9. Click on **Next**

10. The available **Contact Options** will be displayed

Where there is more than one option, click on the preferred contact option, complete the relevant form:

- ❖ [Completing the Webform](#)
- ❖ [Request a call](#)
- ❖ [Ask an Expert Peer](#)
- ❖ [Chat](#)

Step 3 Confirm the details **8**

Subject: *

Describe your issue or question and steps to reproduce: *

2966 characters remaining

Next **9**

Step 4 Contact options **10**




Chat
Estimated wait time: 3 minutes
[Recommended](#)



Get Support without Logging into SAP Ariba – Proposals and Questionnaires

Suppliers can access support without signing into the SAP Ariba – Proposals & Questionnaires.

Accessing Support without Sign-in Process:

1. Open your web browser and enter <https://service.ariba.com/w> or open the sign-in page, then click on  , it may take a few seconds for the Help Topics pane to appear
2. Click on the  ?
3. Click on **Help Center**
4. Click on Contact Support
5. Enter your requirement into **How can we support you?**
6. The **Resources** tab opens with AI-generated suggestions. Review the suggestions
7. Where the responses do not meet your requirements, click on **Next**,
8. The **Confirm the details screen** (Step 3) opens, go to the next page – Completing Confirm Details

The screenshot illustrates the SAP Ariba Help Center interface with seven numbered steps:

- 1**: A red box highlights the question mark icon in the top right corner of the SAP Ariba Proposals and Questionnaires header.
- 2**: A red box highlights the 'Help Center' button in the top right corner.
- 3**: A red box highlights the 'Welcome to Help Center' section, which includes a search bar and a search button.
- 4**: A red box highlights the 'Contact Support' option in the left-hand navigation menu.
- 5**: A red box highlights the 'Step 1: How can we support you?' section, which contains a text input field for describing the issue.
- 6**: A red box highlights the 'Step 2: Resources' section, which displays AI-generated suggestions for troubleshooting.
- 7**: A red box highlights the 'Next' button at the bottom of the page.



Suppliers can access support without signing into the SAP Ariba – Proposals & Questionnaires.

Accessing Support without Sign-in Process:

8. The Confirm the Details screen is displayed, you will either need to complete the **Confirm Details** form or refer to [Confirm Details](#) or you may have a message “**To complete this request, sign in to your account**”.
9. Click on **Next** if you have completed the **Confirm Details** form or **Cancel** to log in to **SAP Ariba – Proposals & Questionnaires**
10. Contact Options are displayed, where **Next** was selected

Where there is more than one option, click on the preferred contact option, complete the relevant form:

- ❖ [Completing the Webform](#)
- ❖ [Request a call](#)
- ❖ [Ask an Expert Peer](#)
- ❖ [Chat](#)

Step 3 Confirm the details 8

Subject: *

Describe your issue or question and steps to reproduce: *

I need to create a new account

Company that invited you:

How does this impact your business: *

Little or none: how-to or information request

Next 9

Step 3 Confirm the details 8

To complete this request, sign in to your account.

Go to the Sign In page, sign in, and then visit the Help Center for the best options to contact SAP Support.

Cancel 9

Step 1 How can we support you?

Step 2 Resources

Step 3 Confirm the details

Step 4 Contact options

Chat
Estimated wait time: 2 minutes
Recommended

10




Solution not found


There may be instances where a solution is not available based on the responses provided, or there is no access to Contact Options due to time zones or account level.


Use the pencil at the end of either Step 1 to change the **How can we support you?** or to review the AI help provided.

There is no way to move to Contact options when this message appears.


1. Click on the  and edit the question to adjust responses

Contact Support

Step 1 **How can we support you?** 

Step 2 **Resources** 

Step 3 **Confirm the details**



Did you find a solution
If a solution was not provided, edit Step 1 and adjust your responses.

Cancel

Step 4 **Contact options**


1



The Buyer-Supplier Information Portal – Via Customer Relationships

The **Buyer-Supplier Information Portal** is a way Buyer/s can communicate with their supplier's using Customer Relationships to access buyer specific content. Only users with Customer Relationships permissions can access the SIP using this method.

To access each tab in the Buyers Supplier Information Portal:

1. Sign in to the **SAP Business Network**, click on the initials at the top of the page, select **Settings**, then **Customer Relationships**
2. Click on **Advanced View**
3. The Account Settings screen is displayed, scroll down to the list of customers under the **Current Customers** tab
4. Locate the **Supplier Information Portal** column
5. Click on the  under the Supplier Information Portal heading associated with the Buyer you require information on
6. The **Supplier Information Portal** of the Buyer you selected, with the Portal Content tab open
7. Click on the information that you wish to view

1

2

3

4

5

6

Customer	Network ID	Relationship Type	Approved Date	Supplier Information Portal	Routing Type	Actions	
<input type="checkbox"/>	Name of Buyer	AN0101203	Trading	22 Dec 2021		Default	Actions
<input type="checkbox"/>	Name of Buyer	AN0105557	Trading	22 Dec 2021		Default	Actions

Collaboration Type	Collaboration Role	Supplier Information Portal	Routing Type
Fulfillment	Supplier		Default
Fulfillment	Supplier		Default

For example, only there may be variations in design and content



The **Buyer-Supplier Information Portal** is a way Buyers can communicate with their supplier’s System Administrator with the information they need to transact using the SAP Business Network. However, only System Administrators or those with the applicable “Customer Relationships” permission can access this section

General Access to the Supplier Information Portal should be done via the Support function. Refer to [Accessing Buyer Suppliers Information Portals for all Buyers](#) transacting on this account.

Note: A user **must** be logged on to access specific Buyer Supplier Information Portal/s.

To access all Buyer Supplier Information Portals, you are transacting with on an account (both Standard & Enterprise Accounts)

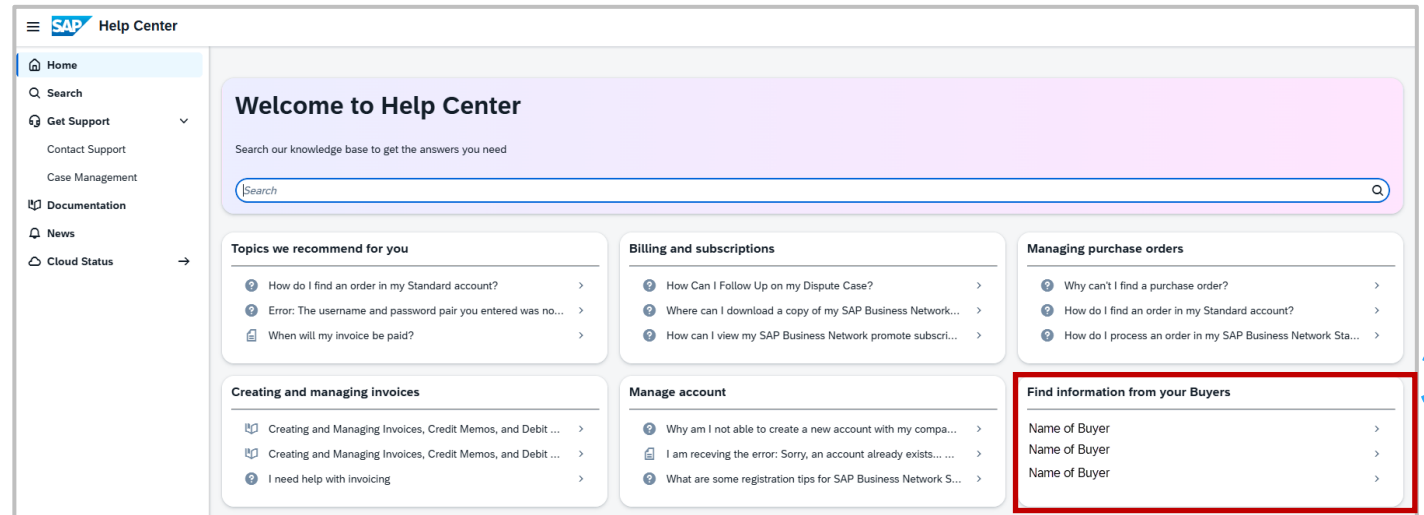
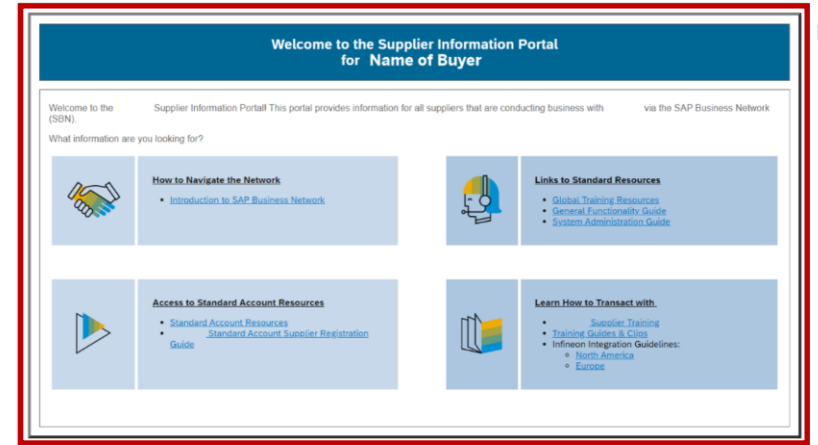
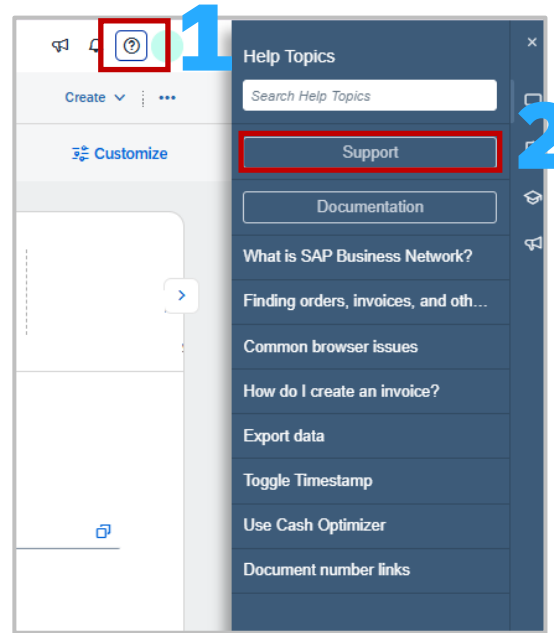
1. Login and from the Home page, click on your **initials**
2. Click on **Support**

The **Welcome to Help Center Home** page is displayed.

3. Locate the “Find information from your Buyers “ and click on the > with the name of the **Buyer** you are looking for

If you are unable to locate the SIP for the required Buyer - [Click Here](#)

Accessing a Buyer (SIP) – Sub Users or those without Customer Relationship Permissions



4

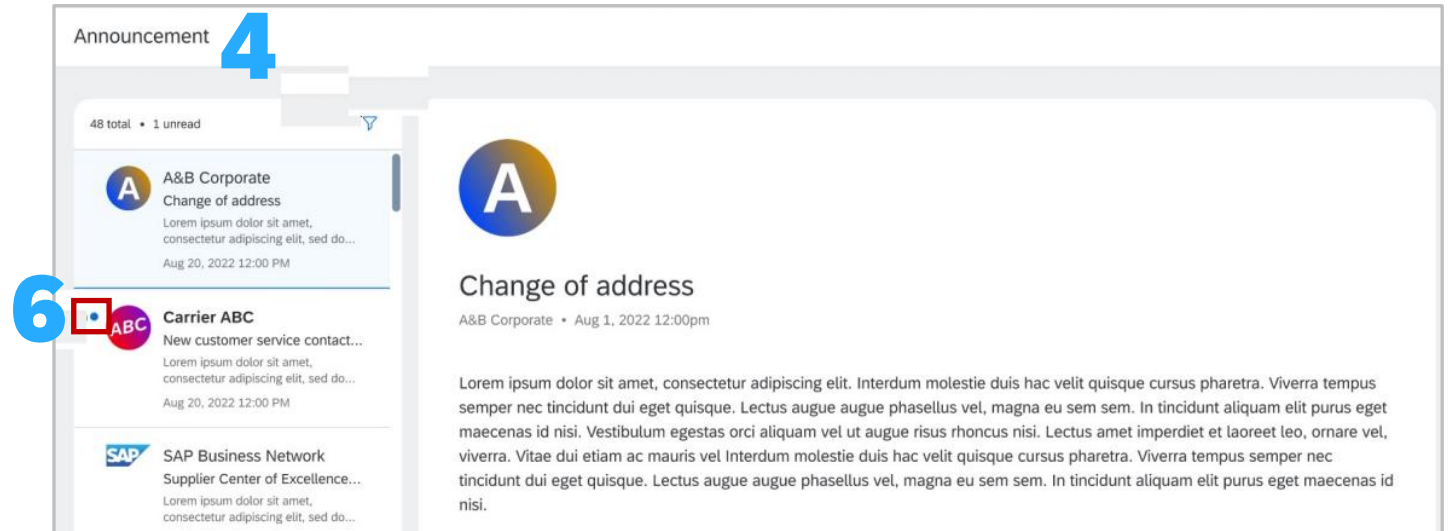
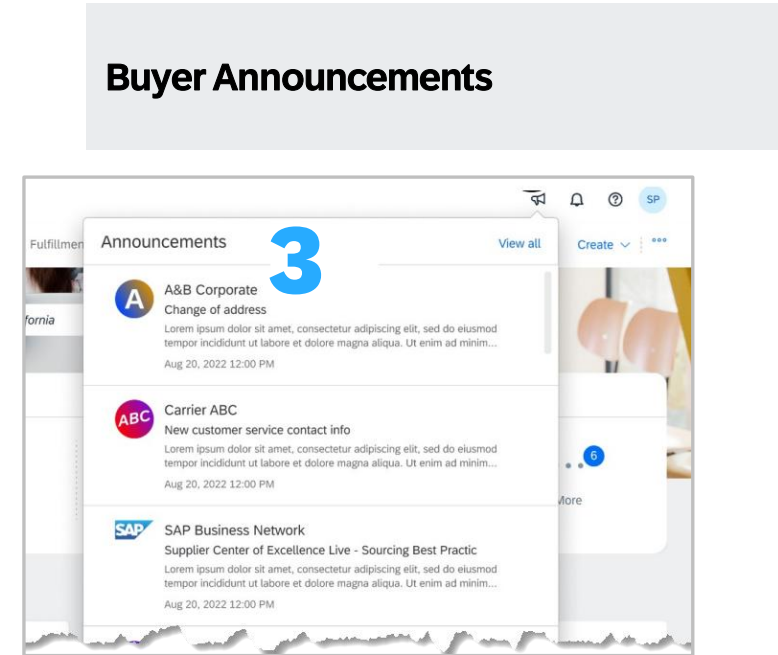
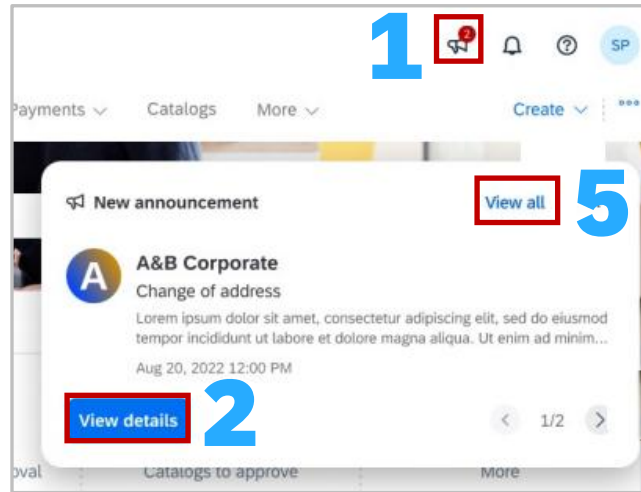
3



Some Buyers may have Buyer Announcements activated in the Buyer SAP Business Network. This will allow buyers to send timely announcements to their Suppliers.

Suppliers can filter on Unread/Total announcements. Blue Dots show unread announcements, and to open a Suppliers, click on the announcement, and it will change from unread to read

1. New Announcements will be highlighted by a **Red circle**, which may contain a number indicating the number of new messages that are unread - Click on the **Announcement** icon on the side bar to view all announcements
2. Click on **View Details** to see a specific announcement,
3. If there is more than 1 announcement, they will appear in a drop-down list
4. Clicking on an announcement will take Suppliers to the Announcements Detail Page
5. **View All** will take you to the announcements page
6. All items with a **Blue Dot** indicate an unread message



Buyer Announcements



Unsubscribe from Communications from SAP

Suppliers can unsubscribe from receiving news about SAP Products and Services or SAP Newsletters –

[Click Here to Unsubscribe](https://www.sap.com/profile/unsubscribe.html)

(<https://www.sap.com/profile/unsubscribe.html>)

Unsubscribing will not affect the receipt of important business communications related to your current relationship with SAP this includes:

- ❖ Security Updates
- ❖ Event Registration notices
- ❖ Account Management Messages
- ❖ Support and Service Communications

If you have an active public profile and wish to stop sharing your profile information on SAP sites, update the privacy settings in profile settings

Open a Web Browser by using the link or copy and pasting the link into your browser

1. Enter your **Business Email Address**
2. Click on **Unsubscribe**
3. You will see a **Thank You** Pop up message

Thank You 3

You've been successfully unsubscribed based on the preference you selected.

Your request is being processed. In the interim you may continue to receive e-mails from us as we update our systems with your request. Opting out of promotional e-mails from SAP doesn't affect your receipt of important business communications related to your current business relationship with SAP, such as security updates and support communications.

Routing Processes

- ❖ There are a number of Electronic Order Routing Options, ensure that you select the correct routing type
- ❖ In most instances the System Administrators email will auto-populate most fields
- ❖ An Email must be provided in all fields with an asterisk, however until the option is selected by placing a tick in the associated box it will not activate
- ❖ Up to 5 email addresses can be entered into each field separated by a comma only, do not include spaces or use other separators
- ❖ Using emails and selecting to attach a copy of the Purchase Order means that Suppliers can view what their Buyers require prior to logging into the SAP Business Network – SAP Ariba
- ❖ Email addresses can include distribution lists, generic email boxes or specific people's email addresses
 - ❖ **Online** – This means that the Purchase Order is sent to the SAP Business Network but no email notifications will be sent to advise there is a new purchase order from your Buyer/s
 - ❖ **Email** – This is the default setting and means that an email will be sent to advise that a new purchase order/s is in the SAP Business Network from your Buyer/s
 - ❖ **cXML/EDI** – Only used when system integration is set up
- ❖ This document only directs suppliers to complete the mandatory fields required for the initial set-up, however, there are many other fields that can be activated to send emails for other document types (default is set to online)



Electronic Order Routing – New Orders

Electronic Order Routing is where suppliers can set up the preferred method for transacting with your customer, the information entered affects all users on your SAP Business Network

Where a Supplier is transacting with multiple Buyers on the SAP Business Network, separate routing for each different Buyer cannot occur.

Also, ensure that all fields with asterisks have an email address entered, only when there is a tick next to the option does it become active.

Open **Network Settings** by, clicking on your **Initials** at the top right of your screen, selecting **Settings**

1. Click on **Electronic Order Routing** under Network Settings
2. Locate **New Orders**
3. Select the **Routing Method** (the default is Email)
4. Confirm or enter up to 5 emails **into Email Address**,

To add more emails only use a comma, no spaces or dashes

5. Select the required option/s from (Enterprise Accounts only):
 - ❖ Attach cXML document in the email message
 - ❖ Include document in the email message
 - ❖ Leave attachments online and do not include them with email messages etc.
 - ❖ Attach PDF document in the email message
 - ❖ All other New Order routing methods will reflect the choice made for Catalog Orders without Attachments

6. Scroll down to **Notifications**

Refer to [Electronic Order Routing - Notifications](#)

The screenshot displays the 'Network Settings' page for 'Electronic Order Routing'. The 'New Orders' section is active, showing routing methods for different document types. The 'Email' routing method is selected for 'Catalog Orders without Attachments'. The 'Email address' field is empty and highlighted with a red box and number 4. The 'Options' section includes checkboxes for '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"', and 'Attach PDF document in the email message'. The 'Notifications' section at the bottom shows a checkbox for 'Send a notification when orders are undeliverable.' which is checked.

Suppliers can identify when they require to be notified about a document by ticking in the applicable **Send Notifications when...**

At least one email address must be in the To email addresses and the System Administrator email may already be displayed

1. Select the required **Send notifications when...**, putting a tick in the associated box activates the selection
2. Confirm or enter the **To email addresses** applicable email address
3. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

4. Click on **Close** to exit or select the next tab required
- ❖ Even if none of the selections are chosen there must be an email address in the fields with an asterisk

Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable.	*
	<input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.	
	<input type="checkbox"/> Send notification for new purchase orders to suppliers.	
	<input type="checkbox"/> Send notification to suppliers when purchase orders are changed.	
Purchase Order Inquiry	<input checked="" type="checkbox"/> Send a notification when purchase order inquiries are received.	*
	<input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	*

✓ Your profile has been successfully updated.

[Electronic Order Routing](#)
[Electronic Invoice Routing](#)
[Accelerated Payments](#)
[Settlement](#)

The Electronic Invoice Routing activity is required only for Notifications

❖ Do not change the Routing Method for Invoices and Customer Invoices unless advised to do so from an SAP Ariba Representative

1. Select the required **Send notifications when...**, putting a tick in the **Send a notification when invoices are undeliverable or rejected**

Note: Selecting Send a notification when invoice status changes generates an email for each process associated with the invoice and may trigger large quantities of emails

2. Confirm or enter the **To email addresses** applicable email address

3. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

4. Click on **Close** to exit or select the next tab required

Even if none of the selections are chosen there must be an email address in the fields with an asterisk

Network Settings

Electronic Order Routing Electronic Invoice Routing Settlement

General Tax Invoicing and Archiving

Capabilities & Preferences

Sending Method

Document Type	Routing Method	Options
Invoices	Online	Return to this site to create invoices
Customer Invoices	Online	Save in my online inbox

Notifications

Type	Send notifications when...	To email addresses (one required)
Invoice Failure	<input checked="" type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	* [Red Box]
Invoice Status Change	<input type="checkbox"/> Send a notification when invoice statuses change.	* [Red Box]
Invoice Created Automatically	<input type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company.	* [Red Box]

Save Close

Network Settings

Save Close

✓ Your profile has been successfully updated.

Electronic Order Routing Electronic Invoice Routing Settlement



Electronic Invoice Routing – Tax Invoicing and Archiving

The Electronic Invoice Routing activity is required only for Notifications

- ❖ Do not change the Routing Method for Invoices and Customer Invoices unless advised to do so from an SAP Ariba Representative

1. Select the required **Send notifications when...**, putting a tick in the **Send a notification when invoices are undeliverable or rejected**

Note: Selecting Send a notification when invoice status changes generates an email for each process associated with the invoice and may trigger large quantities of emails

2. Confirm or enter the **To email addresses** applicable email address

3. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

4. Click on **Close** to exit or select the next tab required

Even if none of the selections are chosen there must be an email address in the fields with an asterisks

Network Settings

Electronic Order Routing | **Electronic Invoice Routing** | Settlement

General | **Tax Invoicing and Archiving**

Capabilities & Preferences

Sending Method

Document Type	Routing Method	Options
Invoices	Online	Return to this site to create invoices
Customer Invoices	Online	Save in my online inbox

Notifications

Type	Send notifications when...	To email addresses (one required)
Invoice Failure	<input checked="" type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	*
Invoice Status Change	<input type="checkbox"/> Send a notification when invoice statuses change.	*
Invoice Created Automatically	<input type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company.	*

Network Settings

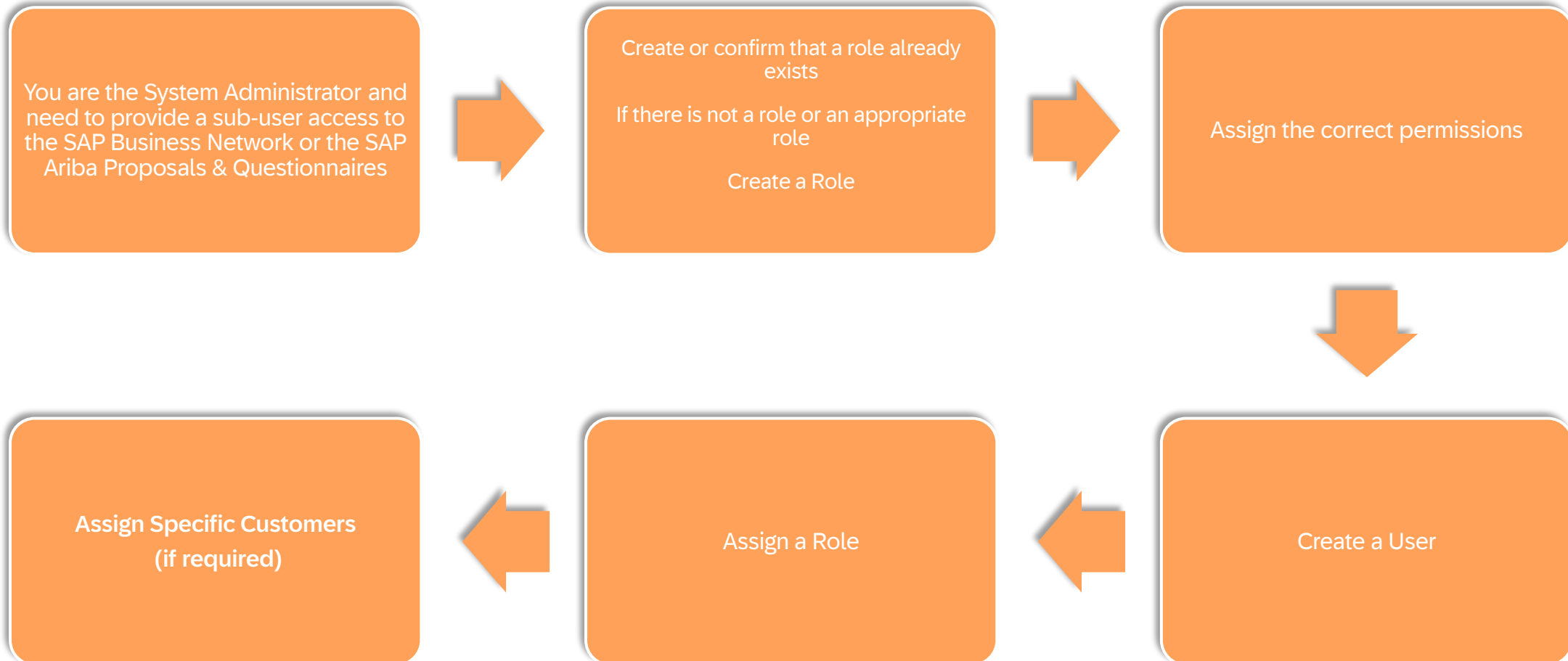
Save | Close

✓ Your profile has been successfully updated.

Electronic Order Routing | Electronic Invoice Routing | Settlement

Roles, Users and Network Permissions

- ❖ A Role must be available or created before adding a user, many users can be associated with a particular role. Roles can be named using your businesses terminology and permissions can be added or removed when required





Account Settings – Users Tab Information

The Users tab/selection is only available to the System Administrator, use this tab to maintain users for the SAP Business Network for:

- ❖ Creating Roles
- ❖ Creating Users
- ❖ Maintaining Users
- ❖ Assigning permissions
- ❖ Resetting passwords
- ❖ Assign the System Administrator role to another user

- 1. Users** – The tab accessed by the System Administrator to create, update and maintain users
- 2. Manage Roles** – Roles must be created prior to creating users, roles are created based on the functions/roles within the supplier organisation
- 3. Manage Users** – Used to add, delete, update and maintain both users and specific permissions of users
- 4. Manage User Authentication** – Used to increase system security
- 5. Role Name** – The name of the function/role added by the System Administrator, users are then assigned a role based on the permissions required to perform their job
- 6. Users Assigned** – Indicates the number of users assigned to the Role
- 7. Actions** – The actions allowed, the System Administrator role cannot be deleted, there is only 1 System Administrator at any one time
- 8. +** - Used to Add Roles

Account Settings

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

Manage Roles Manage Users Manage User Authentication

Roles (3)

Create and manage roles for your account. You can edit the role and add users to a role. The Administrator role can be viewed, but cannot be modified.

Filters

Permission

Select permission assigned

Apply Reset

Role Name Users Assigned Actions

Administrator	Name of the System Administrator	
Test Role	Name of User and a number indicating total number of users assigned to this role	
Service Entry Sheet Generation		

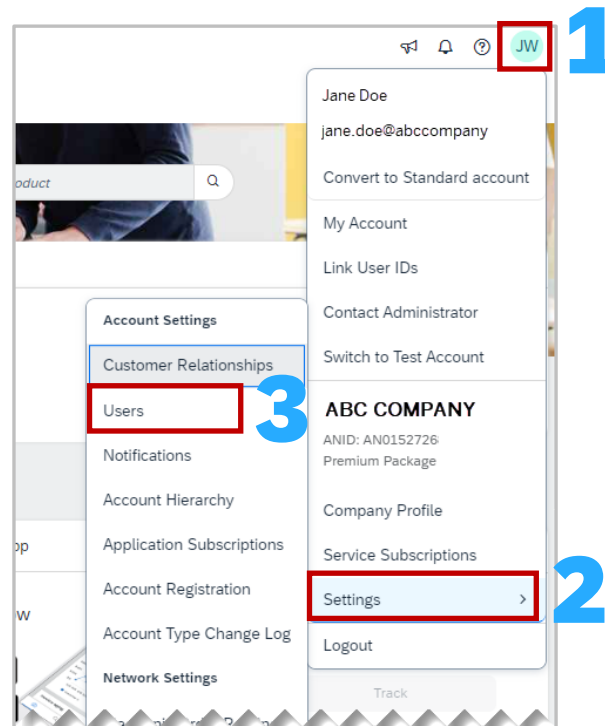


Only the System Administrator can manage roles, add users and control permissions. Even selecting all available permissions will not provide access to the Users section of the SAP Business Network.

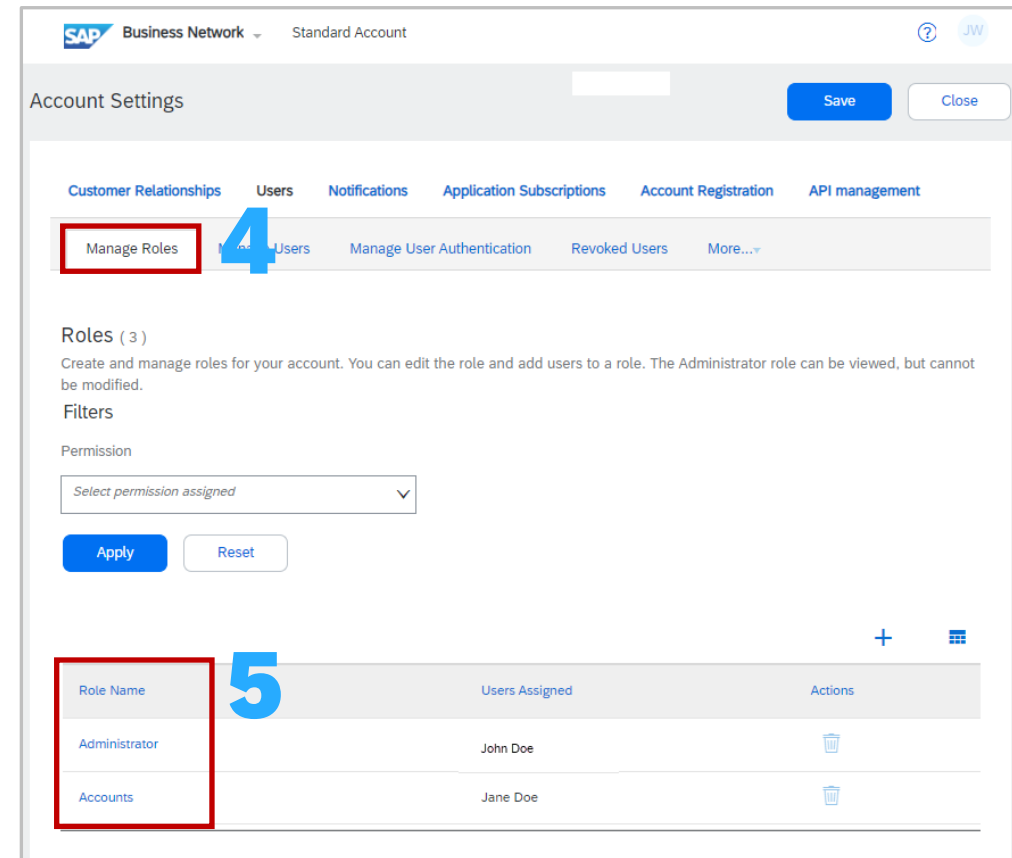
Roles should reflect the job roles within your organisation, particularly those that need to interact with the SAP Business Network.

Roles are then assigned permissions so that sub-users are able to access the network and perform the tasks required.

1. Sign in to the SAP Business Network, click on your **initials**
2. Select **Settings**
3. Select **Users**
4. Confirm you are on the **Manage Roles** tab
5. Locate **Role Names** and determine whether you need to add, edit or update permissions on an existing role



Checking there is Roles





Adding a Role

Permissions are assigned by the System Administrator based on the Role responsibilities, refer to [Permissions](#).

A new role does not need to be created if adjusting permissions, refer to editing permissions.

1. Sign in to the SAP Business Network, click on your **initials**
2. Select **Settings**
3. Select **Users**
4. Confirm you are on the **Manage Roles** tab
5. Click on the **+**
6. Add the name of the **role**
7. Scroll down to see available permissions, and select all applicable permissions, use **Page** to review more permissions

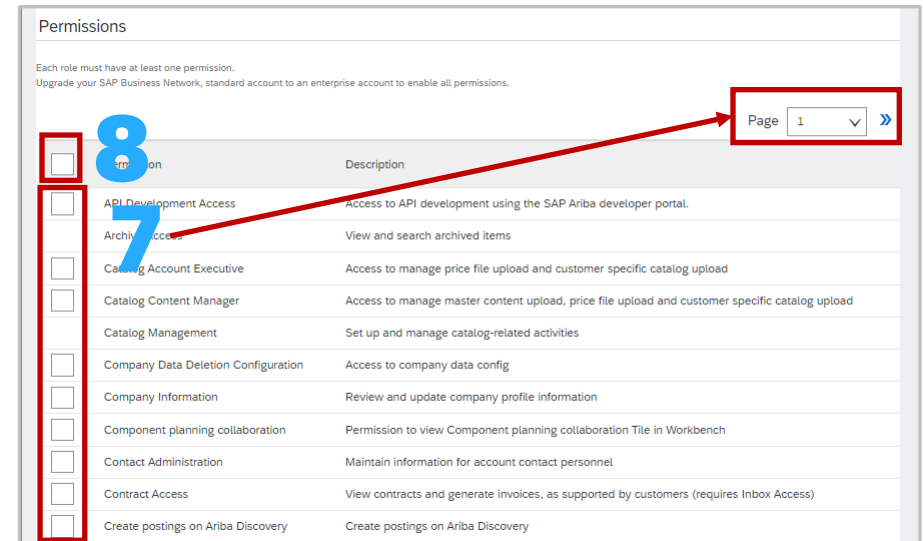
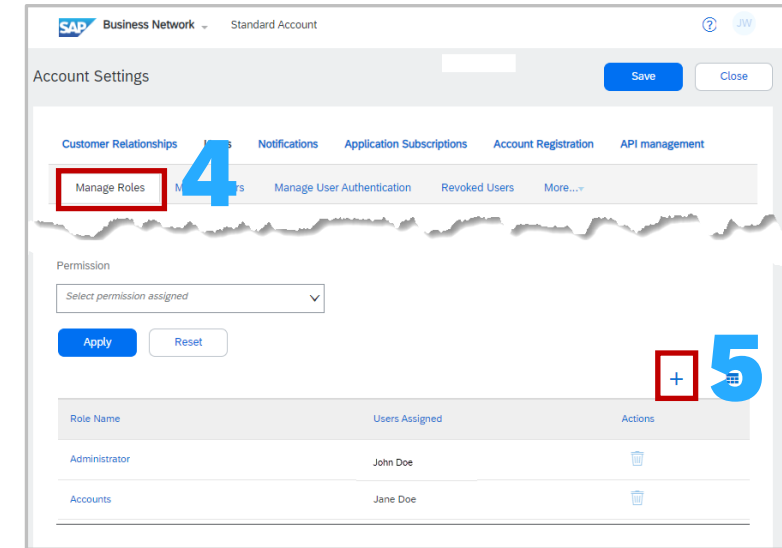
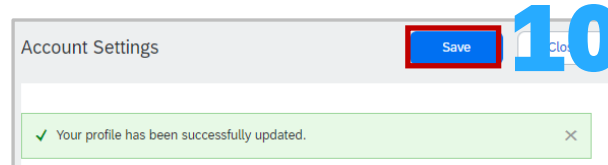
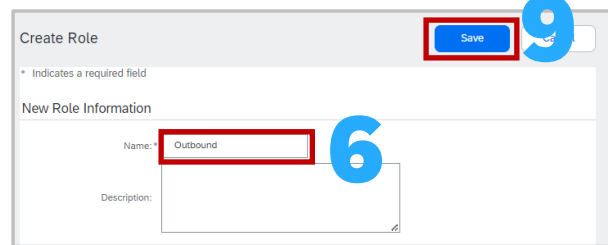
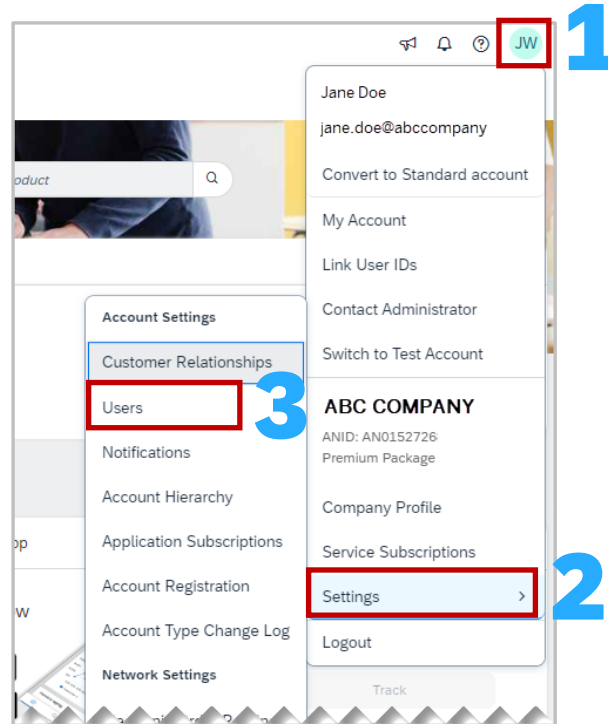
Note: Standard Account Suppliers do not have the same number of available permissions,

8. To select all permissions select **Permission**
9. Once completed, click on **Save**

The screen will revert back to the Manage Roles Tab

10. Click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save





Editing a Role

Existing Roles can be edited, including:

- ❖ Changing the name of the Role
- ❖ Removing permissions
- ❖ Adding Permissions
- ❖ Identifying Assigned Users
- ❖ Moving Assigned Users to another role

1. Display the **Manage Roles** Tab
2. Click on the name of the role you need to modify
3. The Edit Role screen is displayed, the active permissions are shown, to view other available permissions, click on **Show me all the available permissions**
4. Review and select other permissions this role should have (review other pages)
5. Click on **Save**
6. Screen returns to the Manage Roles tab, click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

Account Settings

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

Manage Roles Manage Users Manage User Authentication Revoked Users More...

Role Name Users Assigned

Administrator

Accounts

Business Administrator

Outbound

Edit Role

Edit the details of this role. Each role must have at least one permission. Note that any changes are applied to all users with this role.

* Indicates a required field

Selected Role Information

Name: Accounts

Description:

Permissions

Each role must have at least one permission. Upgrade your SAP Business Network, standard account to an enterprise account to enable all permissions.

Show me all the available permissions

Permission	Description
<input checked="" type="checkbox"/> Contact Administration	Maintain information for account contact personnel
<input checked="" type="checkbox"/> Goods Receipt Report Administration	Access to Reporting, and Goods Receipt report type
<input checked="" type="checkbox"/> Order Assignment for Users with Limited Access	User can assign an order to a user with limited access to Ariba Network

Each role must have at least one permission. Upgrade your SAP Business Network, standard account to an enterprise account to enable all permissions.

Show me all the available permissions

Page 1

Permission	Description
<input type="checkbox"/> API Development Access	Access to API development using the SAP Ariba developer portal.
<input type="checkbox"/> Archive Access	View and search archived items
<input type="checkbox"/> Catalog Account Executive	Access to manage price file upload and customer specific catalog upload
<input type="checkbox"/> Catalog Content Manager	Access to manage master content upload, price file upload and customer specific catalog upload
<input type="checkbox"/> Catalog Management	Set up and manage catalog-related activities
<input type="checkbox"/> Company Data Deletion Configuration	Access to company data config
<input type="checkbox"/> Company Information	Review and update company profile information
<input type="checkbox"/> Component planning collaboration	Permission to view Component planning collaboration
<input checked="" type="checkbox"/> Contact Administration	Maintain information for account contact personnel
<input type="checkbox"/> Contract Access	View contracts and generate invoices, as supported by the contract type
<input type="checkbox"/> Create postings on Ariba Discovery	Create postings on Ariba Discovery

Account Settings

Save

✓ Your profile has been successfully updated.



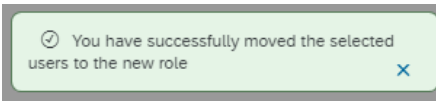
Only the System Administrator can manage roles, add users and control permissions. Even selecting all

1. Display the **Manage Roles** Tab
2. Scroll down to **Assigned Users**
3. The **Users** assigned to this **Role** will be displayed
4. To Move a User to a different Role, select the affected **user**
5. Click on **Move to another role**
6. The Move Users to Another Role pop-up box is displayed, click on the **Select Role** down arrow

Note: The System Administrator role is not available, to change the System Administrator refer to [Change Administrator](#)

7. Click on **Move and Save**

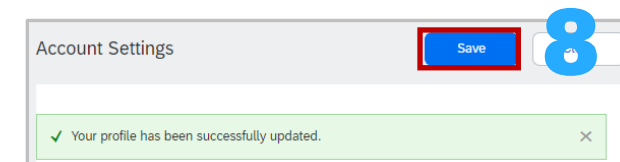
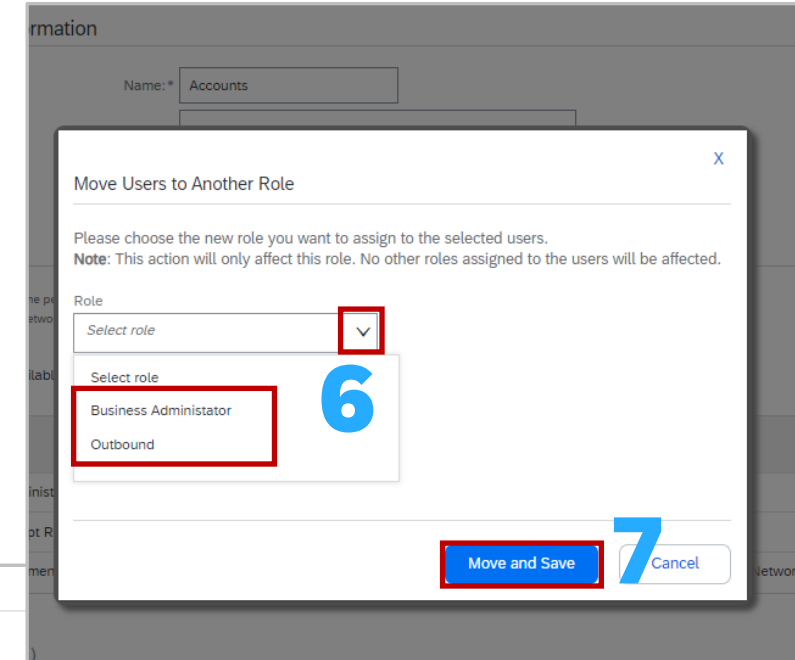
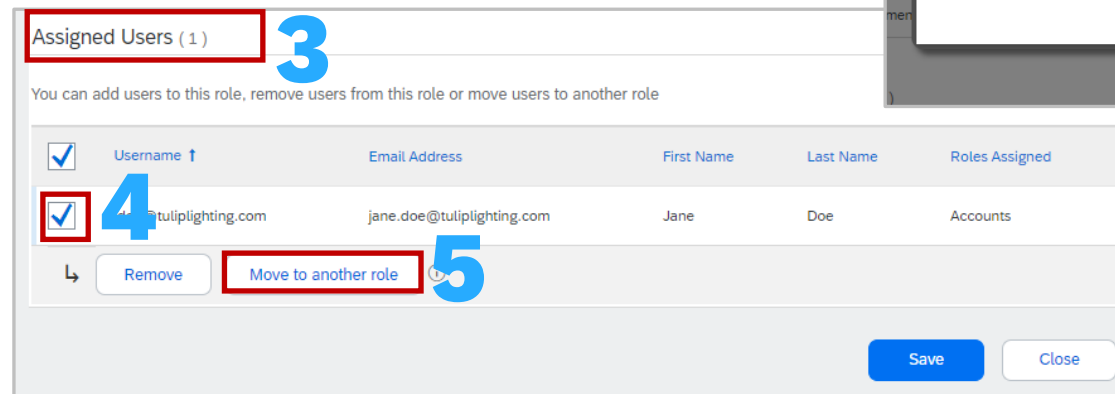
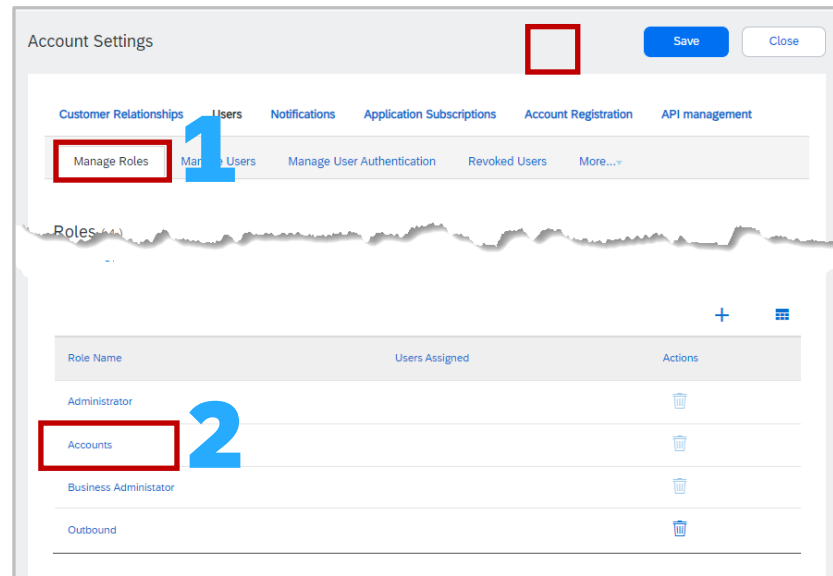
Note: A screen pop up confirms the move



8. Screen returns to the Manage Roles tab, click on **Save**

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

Identifying Assigned Users to a Role and Moving users to another Role





Only the System Administrator can manage sub-users, assign a new System Administrator and control permissions.

Accessing the Manage Users Tab

1. Sign in to the SAP Business Network, click on your **initials**
2. Select **Settings**
3. Select **Users**
4. Confirm you are on the **Manage Users** tab
5. The list of users is displayed
6. Click on **+** to add users
7. Click on **📄** to export contacts list
8. Click on **☰** for the Table Options Menu
9. The Filter allows for a search based on the criteria selected, use the drop down to select the criteria, enter the information, click on the **+** then click on Apply. The info will be displayed

1

2

3

4

5

6

7

8

9

Getting to the Manage User Tab - Manage Users Information

	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>	jdoe@tuliplighting.com	jane.doe@tuliplighting.com	Jane	Doe	No	Outbound	All(1)	Yes	Actions
<input type="checkbox"/>	jane.doe@abccompany.com		Jane	Doe	No	Business Administrator	All(1)	Yes	Actions
<input type="checkbox"/>	john.doe@abccompany.com		John	Doe	No	PROFILE_MGMT_ROLE, +3	All(1)	Yes	



Users – Create Users/Assign Roles/Assign Customers

After Roles have been created or added as required, **Users** can be created

To Create a User:

1. Click on the **Manage Users** tab
2. Click on the **PLUS** button
3. The Create User Screen is displayed, enter a **User name**

Note: The User name can be the email address of the User or it can be created, however it must be in an email format, for example jane@abc.com

4. Enter the **Email Address** of the User
5. Enter the User's **First Name**
6. Enter the User's **Last Name**

There is no requirement to add information without an Asterisk

7. Scroll down to **Role Assignment**, select the **Role/s** that suits the needs of the Sub-user

Note: Users can be assigned more than one Role

8. Scroll down to **Customer Assignment**, and identify whether the user works specifically on one or more Customers (only customers with a relationship will appear)

9. Click on **Done** (you may get a Confirm Domain message particularly if you have not used the actual email address of the user for the Username, click **Yes**)

10. Click on **Save**

The image illustrates the SAP user creation process through several screenshots:

- Manage Users Tab:** The 'Manage Users' tab is selected, and the '+' button is clicked to initiate user creation.
- Create User Form:** The 'Create User' form is shown with the following fields filled:
 - Username: john.doe@abccompany.com
 - Email Address: john.doe@abccompany.com
 - First Name: John
 - Last Name: Doe
- Role Assignment:** The 'Role Assignment' section is expanded, showing 'Business Administrator' and 'Outbound' roles selected.
- Customer Assignment:** The 'Customer Assignment' section is expanded, showing 'Customers' and 'Name of Buyer' options.
- Confirmation and Completion:** A 'CONFIRM DOMAIN' dialog is shown with 'Yes' selected. The 'Done' button is clicked, followed by the 'Save' button. A success message 'Your profile has been successfully updated.' is displayed.



Manage User Deletion and Delete a User

Only the System Administrator can manage roles, add users and control permissions. Even selecting all available permissions will not provide access to the Users section of the SAP Business Network.

Prior to deleting Users from accessing the SAP Business Network, confirm that a retention period has been entered. Retention periods are done in “months”.

To access the Deletion Retention period:

1. Display the Account Settings screen with the Manage Users tab selected
2. **EITHER** – Click on the **Manage User Deletion** tab
Or Click on **More** and select the **Manage User Deletion** from the drop-down list
3. To add or change the retention period, click on **Update Retention Period**
4. Enter a number between 1 and 12
5. Click on **Save**
6. The Retention Period is shown with the date the retention period was modified

A **Green** ribbon indicates that it has been successfully saved, a **Red** ribbon indicates an error, correct and re-save

To Delete a User: (numbers in orange)

1. Display the **Manage Users Tab**
2. Scroll down to the **list of users**
3. Select the **User** you need to delete
4. Click on **Actions**
5. Select **Delete** from the drop-down list
6. The details of the user are shown, click on **OK**

Account Settings

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration Account Type Change Log

Manage Roles Manage Users Manage User Authentication Manage User Deletion More...

Users (4)

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

Filter

Management Options:

- Manage Roles
- ✓ Manage Users
- Manage User Authentication
- Revoked Users
- Manage User Deletion

Retention Period(in months): 1
Last Modified Date: 2 Feb 2024

Update Retention Period

Account Settings

Save Close

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration Account Type Change Log

Manage Roles Manage Users Manage User Authentication Manage User Deletion More...

ⓘ The data of revoked users will be retained for a period that you configure here. After the retention period is over, user data will be deleted permanently from SAP Business Network.

Retention Period(in months):

Update Retention Period

Update Retention Period

Retention period in months: 1

Cancel Save

Account Settings

Save Close

✓ Your profile has been successfully updated. ✕

CONFIRM DELETION

You have chosen to delete this user. Please review the organization level notification preferences in the Notifications page. If you click OK, this user will lose access to SAP Business Network.

Selected User Information

Username: Jane23@abccompany.com
Email Address: Jane.Doe@abccompany.com
First Name: Jane
Last Name: Doe
Office Phone:
Assigned Role: Accounts
SAP Business Network Discovery Contact:

Cancel OK

Account Settings

Save Close

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

Manage Roles Manage Users Manage User Authentication

Users (3)

<input type="checkbox"/>	Name	Email Address	First Name	Last Name	Role Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>	Jane23@abccompany.com	Jane.Doe@abccompany.com	Jane	Doe	Purchase Orders	All(0)	Yes	Actions
<input checked="" type="checkbox"/>	John.Doe@abccompany.com	John.Doe@abccompany.com	John	Doe	Accounts	All(0)	Yes	Actions

Actions

- Edit
- Delete
- Make Admin

Add to Contact List Remove from Contact List

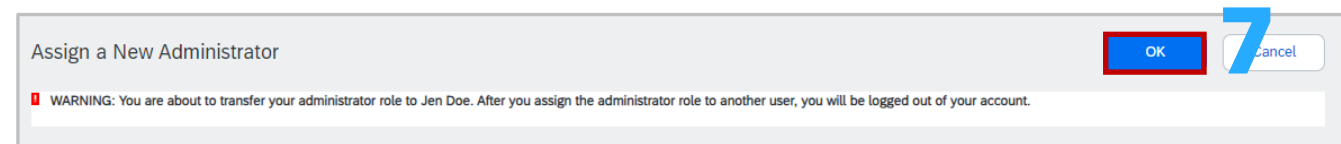
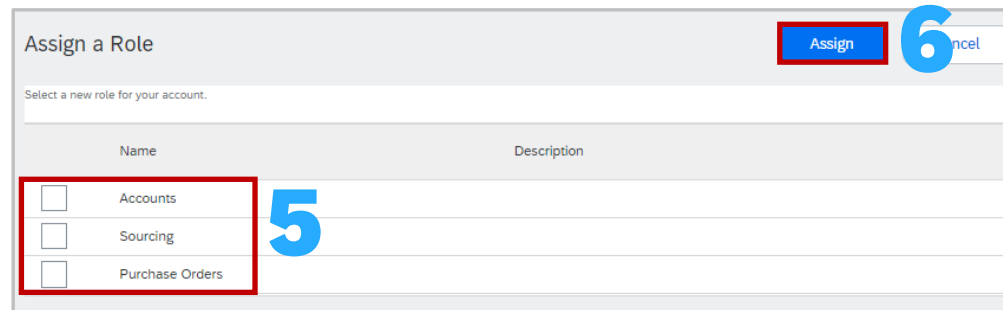
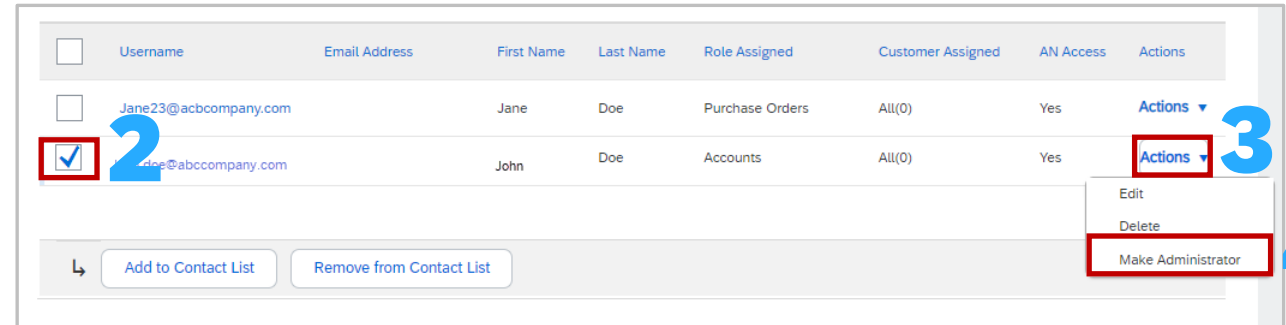
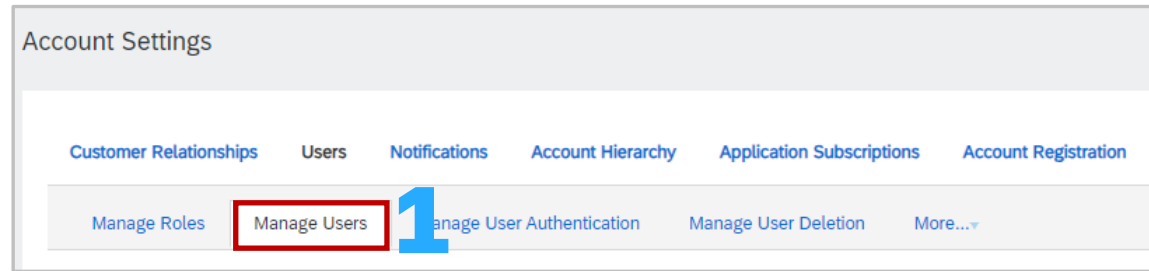


Updating the System Administrator

Where the Administrator is still working in the business but no longer is the designated SAP Business Network System Administrator. Ensure that the new administrator has a Username and Permissions already assigned to an existing role.

1. Display Account Settings and select the **Manage Users** tab
2. Scroll down to **Users** or use filters to search for a specific user, select the **User** that is the new designated administrator
3. Click on **Actions**
4. Select **Make Administrator**
5. Select the **role/s** being assigned to the existing administrator
6. Click on **Assign**
7. A screen message will confirm that the new administrator is being assigned

Note: The new system administrator will receive and email advising they are now the new administrator and the previous system administrator will be logged out, the Username and password remain the same for both the old and new administrators



Ariba Commerce Cloud
You Are Now an Ariba Network Account Administrator.
<https://service.ariba.com/an/p/Ariba/Logo_SAPBusinessNetwork.png>

Ariba Commerce Cloud
Attention: User Account information changes detected
<https://service.ariba.com/an/p/Ariba/Logo_SAPBusinessNetwork.png> User account 5:34 PM

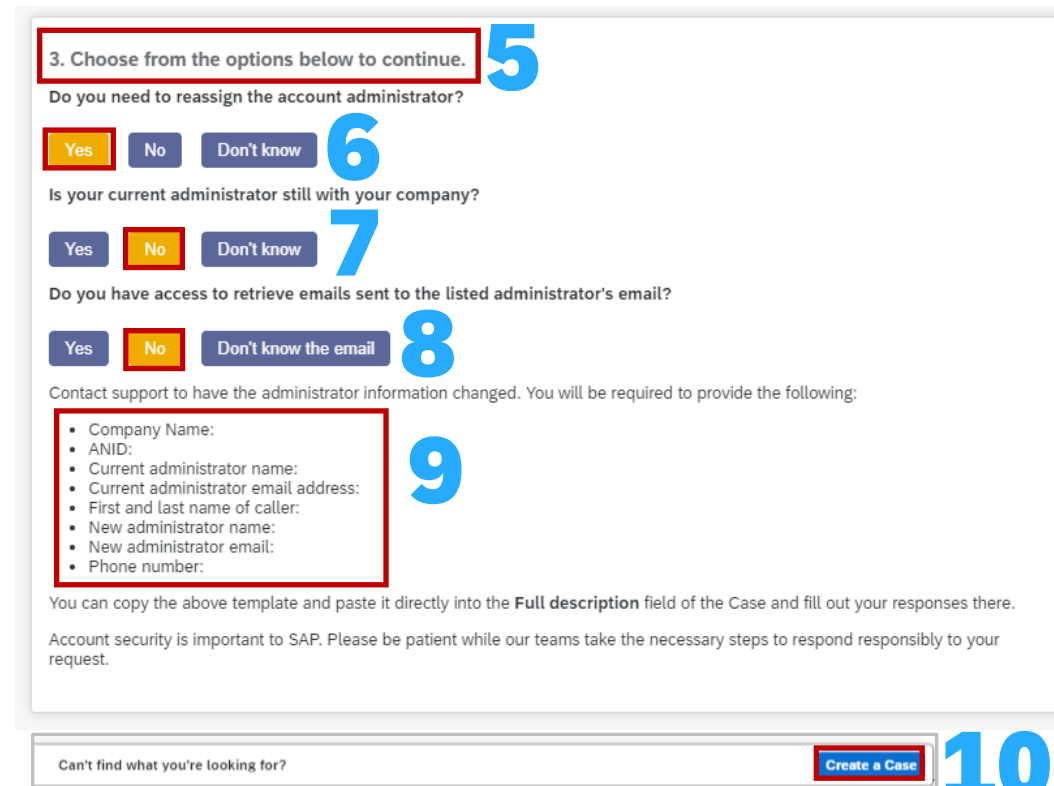
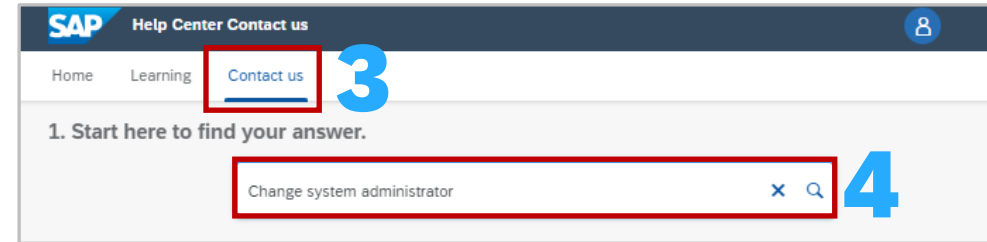
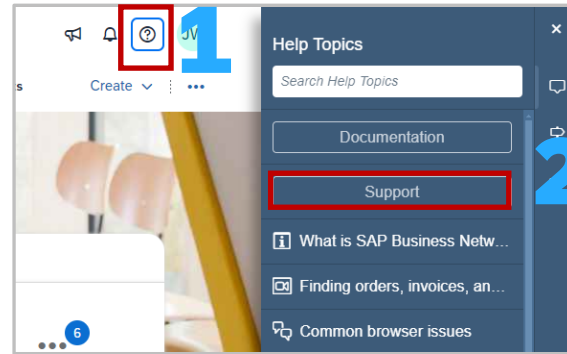


Where the System Administrator has left the business but a sub-user has a username and password, you need to assign a new System Administrator you will need to log a support request. Creating a case while logged in will update the ANID of the account you are using

1. Sign in to the SAP Business Network AND Click on the
2. Select **Support**
3. The SAP Help Centre Home is displayed and click on **Contact Us**
4. Enter **Change System Administrator**
5. Scroll down to **Choose from the below to continue**
6. Click on **Yes**
7. Click **No**, for the current administrator is still with the business/company
8. Click **No**, that you do not have access to the listed administrator email
9. Ensure you have the information listed
10. Click on **Create a Case** at the bottom of the screen

Refer to [Create a Case](#)

What to do if the System Administrator has Left and you have a username and password





Where the System Administrator has left the business and you need to assign a new System Administrator you will need to log a support request. If you do not have access to the network and no other sub-user has a username or password follow this process.

1. From the **SAP Business Network Sign-in Page** (<https://service.ariba.com>) and click on the **?** icon in the top corner of the screen
2. Click on **Support**
3. The SAP Help Centre Home is displayed and click on **Contact Us**
4. Click on **Forgot username**
5. Scroll down to **Choose from the below to continue**
6. Click on **Yes**
7. Click **No**, for the current administrator is still with the business/company
8. Click **No**, that you do not have access to the listed administrator email
9. Ensure you have the information listed
10. Click on **Create a Case** at the bottom of the screen

Refer to [Create a Case](#)

What to do if the System Administrator has Left and you do not have a username and password

1. From the **SAP Business Network Sign-in Page** (<https://service.ariba.com>) and click on the **?** icon in the top corner of the screen

2. Click on **Support**

3. The SAP Help Centre Home is displayed and click on **Contact Us**

4. Click on **Forgot username**

5. Scroll down to **Choose from the below to continue**

6. Click on **Yes**

7. Click **No**, for the current administrator is still with the business/company

8. Click **No**, that you do not have access to the listed administrator email

9. Ensure you have the information listed

10. Click on **Create a Case** at the bottom of the screen

Self-Service Account Deletion

- ❖ The feature allows users to delete their SAP Business Network account
- ❖ Where a Supplier proceeds with the account deletion, ALL associated accounts get deleted
- ❖ Once a Supplier submits an account deletion request, there is a 90 grace period in which the account can be restored, however, this will require the Supplier to Create a Case or contact Customer Support
- ❖ Once the grace period has lapsed the account is permanently deleted and cannot be retrieved
- ❖ Only Standard Accounts can be deleted
- ❖ If a Supplier wishes to delete an Enterprise Account they will need to first downgrade the account using the **Self Downgrade Process**
- ❖ Suppliers must initiate the account deletion from a Parent account
- ❖ Enterprise Account Suppliers must download archived invoices first
- ❖ Where a System Administrator deletes an account, note that none of the users will be able to access the accounts
- ❖ Suppliers will lose access to all company relationships, documents and configuration
- ❖ Confirm that an account is NOT being used for RFXs as they will be deleted where the ANID is the same

NOTE: Open Purchase Orders are **NOT**, accounts can be deleted even if there are open Purchase Orders



The **System Administrator** is the only User with the Option to perform self-service account deletion. Currently, supplier will need to access a listed option until the account tab is updated.

1. Sign in to the account and click on your initials in the top right corner
2. Select **Settings**
3. Select **Customer Relationships**
4. Click on the **Account Deletion** tab
5. Read the information under Review Associated Account and your ANID displayed on the screen and if you wish to proceed, put a tick in the “**I understand that my associated account(s) also get deleted by this deletion request**”
6. Read the information under the Submit Deletion Request, and if you still wish to proceed put a tick in the “**I Understand that once my deletion request is submitted.....**”
7. Click on **Submit Deletion Request**

Delete an Account Process

The screenshot illustrates the SAP account deletion process with seven numbered callouts:

- 1**: A red box highlights the user initials 'JW' in the top right corner of the user profile menu.
- 2**: A red box highlights the 'Settings' option in the user profile menu.
- 3**: A red box highlights the 'Customer Relationships' option in the left-hand navigation menu.
- 4**: A red box highlights the 'Account Deletion' tab in the 'Account Settings' header.
- 5**: A red box highlights the checkbox for the statement: "I understand that my associated account(s) also gets deleted by this deletion request.*"
- 6**: A red box highlights the checkbox for the statement: "I understand that once my deletion request is submitted, I won't have access to my account and associated account. There is a 90 days grace period to cancel the deletion request through customer support."
- 7**: A red box highlights the 'Submit Deletion Request' button at the bottom of the page.



The **System Administrator** is the only User with the Option to perform self-service account deletion.

You need to confirm the Account Deletion via an SAP Business Network Account deletion notification

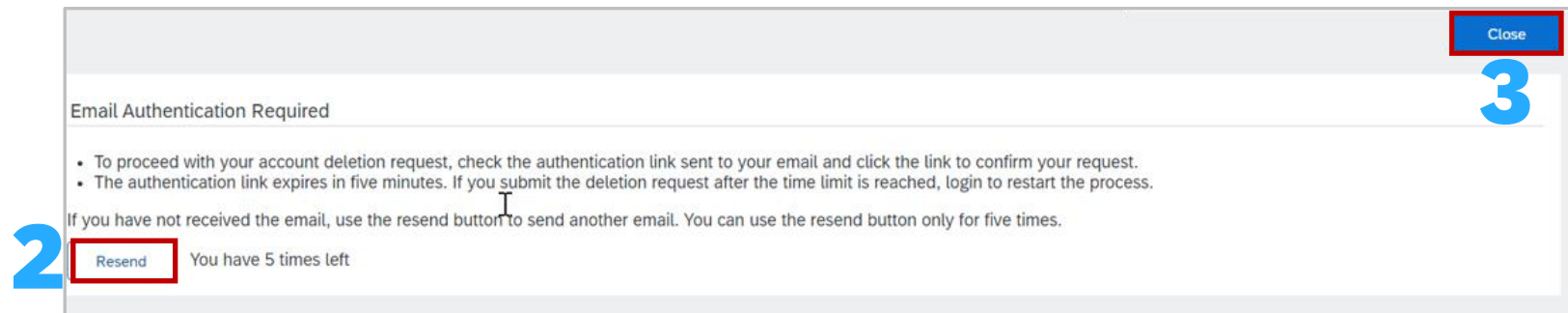
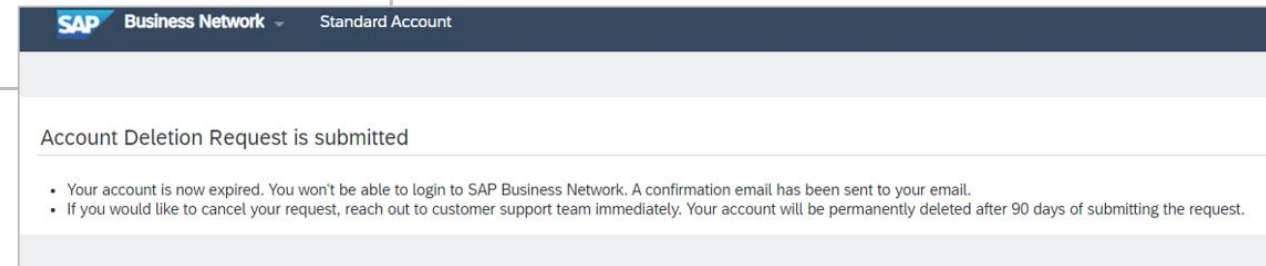
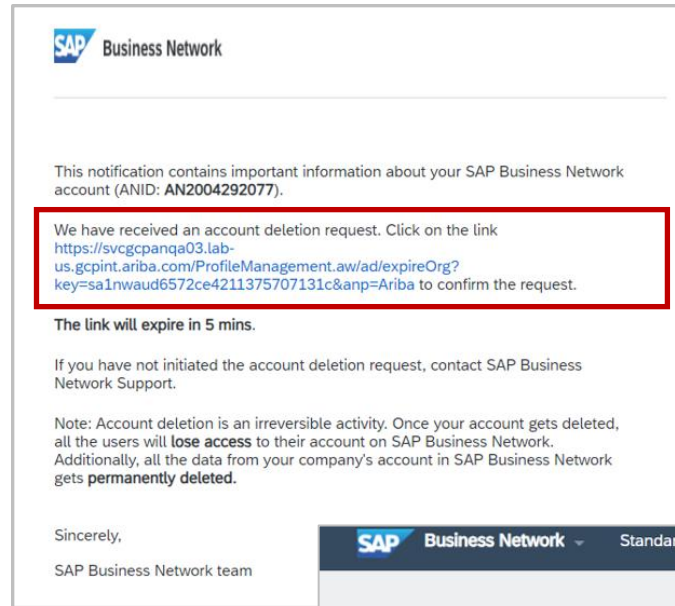
A deletion confirmation notification will be sent to the supplier with a confirmation link which will complete the request to delete the account. A final confirmation email will be sent after the account is deleted.

The Email Authentication Required screen is displayed, Go to your email and locate the SAP Business Network Notification Email

NOTE: the link in the email will expire in 5 minutes

1. Click on the Link in the email to confirm the request
2. If you did not receive the email click on the Resend Button in the Email Authentication Required screen box
3. Click on **Close**

Deletion Confirmation Notification



Multi-Factor Authentication

- ❖ Multifactor Authentication increases a business SAP Business Network security
- ❖ Only the System Administrator can manage, update and maintain multifactor authentication processes
- ❖ There are different levels of multifactor authentication that can be attached to specific users or all users of the SAP Business Network, they are:
 - ❖ **Time Allowed to skip multi-factor authentication attempts allowed** – the maximum number of days the user can skip the multifactor authentication setup, the default value is 5 days
 - ❖ **Number of invalid multi-factor authentication attempts allowed** – the maximum number of invalid multifactor authentication attempts that a user can make, the default is 5 attempts. After the number of invalid attempts specified in the field the user account is locked, only the System Administrator can unlock this account
 - ❖ **Retry period for locked out users** – After the number of minutes shown (default 120 minutes) the user account is automatically unlocked and can be reused, if it occurs a second time the default is 240 mins and the user is unlocked after that time. If the User gets locked a 3rd time the user account is locked and only the System Administrator can unlock the account
 - ❖ **Enable the Remember me option** – a user can select this option for multifactor authentication in the one-time password input screen, this opens a Remember Device for selection
 - ❖ **Remember device for** – specifies the maximum number of days the user's device and browser will be remembered, during which they will not be promoted for the multifactor authentication passcode during login, the default is 5 days



User Notifications of Multifactor Authentication Information

When this notification is sent to a User	Notification Text
<p>When you have not set up multi-factor authentication even after you receive an email from your SAP Business Network administrator</p>	<p>Your action is required. This is a reminder to set up Multi-factor authentication which is due in 5 days. Multi-factor authentication is an additional layer of security to prevent unauthorized access to your account and protect the data. This does not affect your log in into SAP Ariba applications. Once you successfully log in with your credentials, you will be shown instructions to set up multi-factor authentication. It is highly recommended that you set up this feature immediately.</p>
<p>When you exhaust the limit set by your SAP Business Network administrator for invalid passcode entries</p>	<p>You have been locked out of your account for providing invalid passcode. Please wait while your account is reactivated. You may also reach out to your administrator and request your account to be unlocked.</p>
<p>When: Your SAP Business Network administrator has reset multi-factor authentication for your user account.</p> <p>You have requested a reset of multi-factor authentication for your user account.</p>	<p>Multi-factor authentication has been reset and a new security code has been generated for you. Once you successfully log in with your credentials, you will be shown instructions to set up multi-factor authentication. It is highly recommended that you set up this feature immediately</p>



Enable Multifactor Authentication for Login - Users

Only the System Administrator can enable Multifactor Authentication requirements

With Multifactor Authentication enabled for login, users are required to perform the two-step verification process to log in to the SAP Business Network

To enable multifactor authentication for login:

1. Select the **Manage User Authentication** tab
2. Select the box **Require multi-factor authentication for login**
3. Click on **Yes** in the dialogue box
4. Select the users by checking the boxes against their names from the table or the box in the blue ribbon as it will select **ALL** users
5. Click on **Apply**
6. Click on **Save**

Note: If you do not select specific Users none of the Users in your business will be enabled for multifactor authentication

To **Disable Multi-Factor Authentication**, select the box with a tick, a dialogue box will indicate you are disabling the multifactor authentication at login, click **Yes**

The screenshot shows the SAP Account Settings interface. The 'Manage User Authentication' tab is selected and highlighted with a red box and a blue '1'. Below it, the 'Multi-factor Authentication User Setup (1)' section has the 'Require multi-factor authentication for login' checkbox selected with a red box and a blue '2'. A table below shows user details with checkboxes in the first column, one of which is selected with a red box and a blue '4'. A dialog box at the bottom left asks 'MUTIFACTOR AUTHENTICATION AT LOGIN' with a 'Yes' button highlighted in red and a blue '3'. A second dialog box at the bottom right shows the 'Multi-factor Authentication User Setup (10)' section with the 'Require multi-factor authentication for login' checkbox checked, and an 'Apply' button highlighted in red and a blue '5'. A 'Save' button is highlighted in red at the top right, and a 'Close' button with a blue '6' is also visible.

Account Settings Save 6 Close

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

Manage Roles Manage Users **Manage User Authentication** **1**

Multi-factor Authentication User Setup (1)

Require multi-factor authentication for critical fields

2 Require multi-factor authentication for login

[Configure multi-factor authentication settings](#)

<input type="checkbox"/> 4	Account Status	Username	Email Address	First Name	Last Name	Role Assigned
<input checked="" type="checkbox"/>		jdoe@tuliplighting.com	jane.doe@tuliplighting.com	Jane	Doe	Accounts

MUTIFACTOR AUTHENTICATION AT LOGIN

You are enabling multi-factor authentication for login. This does not affect login immediately. Are you sure you want to continue?

Yes 3 No

Multi-factor Authentication User Setup (10)

Require multi-factor authentication for critical fields

Require multi-factor authentication for login

[Configure multi-factor authentication settings](#)

Filters

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

Username

Apply 5 Reset



Users – Enable Multifactor Authentication for Critical Fields

Only the System Administrator can enable Multifactor Authentication requirements

With Multifactor Authentication enabled for login, users are required to perform the two-step verification process to log in to the SAP Business Network

To enable multifactor authentication for login:

1. Select the **Manage User Authentication** tab
2. Select the box **Require multi-factor authentication for critical fields**
3. Click on **Yes** in the dialogue box
4. Select the users by checking the boxes against their names from the table or the box in the blue ribbon as it will select **ALL** users
5. Click on **Apply**
6. Click on **Save**

Note: If you do not select specific Users none of the Users in your business will be enabled for multifactor authentication

To **Disable Multi-Factor Authentication**, select the box with a tick, a dialogue box will indicate you are disabling the multifactor authentication at login, click **Yes**

Account Settings Save Close

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

Manage Roles Manage Users **Manage User Authentication** **1**

Multi-factor Authentication User Setup (1)

Require multi-factor authentication for critical fields **2**

Require multi-factor authentication for login

[Configure multi-factor authentication settings](#)

<input type="checkbox"/> 4	Account Status	Username	Email Address	First Name	Last Name	Role Assigned
<input type="checkbox"/>		jdoe@tuliplighting.com	jane.doe@tuliplighting.com	Jane	Doe	Accounts

CHANGE AUTHENTICATION

You are enabling multi-factor authentication for critical field updates. Multi-factor authentication is required for access to secure sections of the site, but does not affect login. Are you sure you want to continue?

Yes No **3**

Multi-factor Authentication User Setup (10)

Require multi-factor authentication for critical fields

Require multi-factor authentication for login

[Configure multi-factor authentication settings](#)

Filters

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

Username

Apply Reset **5**

Multifactor Authentication settings can be configured to provide parameters for login functionality and other options supporting greater security

To configure multifactor authentication settings:

1. Click on **the Manage User Authentication tab**
2. Select the users by checking the boxes against their names from the table or the box in the blue ribbon as it will select **ALL** users
3. Click on Configure multi-factor authentication settings, the window opens
4. Select the required option/s and update (if required):
 - ❖ **Time Allowed to skip multi-factor authentication attempts allowed**
 - ❖ **Number of invalid multi-factor authentication attempts Retry period for locked out users**
 - ❖ **Enable the Remember me option**
 - ❖ **Remember device for**
5. After selecting and/or updating multifactor authentication information, click on **Save**
6. Click on **Save** to exit the screen

Note: Click on the ⓘ to get further information on what the field means

The screenshot shows the 'Account Settings' page with the 'Manage User Authentication' tab selected. A red box highlights the 'Manage User Authentication' tab (1). Below it, the 'Multi-factor Authentication User Setup (1)' section has a red box around the 'Require multi-factor authentication for login' checkbox (3). At the bottom, a table lists users with checkboxes in the left margin (2).

<input type="checkbox"/>	Account Status	Username	Email Address	First Name	Last Name	Role Assigned
<input type="checkbox"/>		jdoo@tuliplighting.com	jane.doe@tuliplighting.com	Jane	Doe	Accounts

The screenshot shows the 'Configure Multi-factor Authentication Settings' dialog box. A red box highlights the configuration fields (4). The fields are: 'Time allowed to skip multi-factor authentication setup:' (5 days), 'Number of invalid multi-factor authentication attempts allowed:' (5), 'Retry period for locked out users:' (120 minutes), 'Enable the Remember me option:' (checked), and 'Remember device for:' (days).

Time allowed to skip multi-factor authentication setup:	5	days	ⓘ
Number of invalid multi-factor authentication attempts allowed :	5		ⓘ
Retry period for locked out users :	120	minutes	ⓘ
Enable the Remember me option :	<input checked="" type="checkbox"/>		ⓘ
Remember device for :		days	ⓘ

Test Accounts

- ❖ Only the System Administrator can create the test account and use the Switch to Test ID selection, users must be added as users
- ❖ The same credentials cannot be used to access the Test and Production account
- ❖ For Suppliers that will be integrating, a Test Account will be needed to ensure documents are flowing correctly from your ordering system or ERP through Ariba and to your Buyer
- ❖ Roles, Users and Permissions must be created for users in the test environment as their production account will not give them access unless a specific test log in is created
- ❖ Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production
- ❖ The Network will always display which mode you are logged into, (Production or Test). Your Test account ID has the suffix “-T” appended to your SAP Business Network ID (ANID)



The **System Administrator** is the only User with the Option to Switch to the Test Account

- ❖ The System Administrator will need to create Test Account User ID's before users can access Test.

To Create a **Test Account**:

1. Click on your initials in the top right corner
2. Select **Switch to Test Account**
3. Click **OK** when the SAP Business Network displays a warning indicating You are about to switch to Test Mode.

Note: A Test Admin Username will be autogenerated, the System Administrator can either use this or create a new one, it cannot be the same as the login for the Production Account

4. Create a **Username**
5. Create a **Password**
6. Re-enter the password into **Confirm Password**
7. Click **OK**

You will be transferred to your test account. Your Test account should be configured to match your Production account. This will ensure the testing results are consistent with what will result in Production.

Test Mode will be displayed in Red at the top of the screen to identify you are working in a Test account

Test Account Creation

The image shows three screenshots of the SAP Business Network interface illustrating the process of creating a test account.
1. The first screenshot shows the user profile menu in the top right corner. The user's initials 'JW' are highlighted with a red box and a blue '1'. The 'Switch to Test Account' option is highlighted with a red box and a blue '2'.
2. The second screenshot shows the 'Changing Account Mode' dialog box. The 'OK' button is highlighted with a red box and a blue '3'. Below the dialog, the 'TEST MODE' label is highlighted in red.
3. The third screenshot shows the 'Create Test Account' form. The 'Username' field is pre-filled with 'test-admin@ Name of Supplier' and is highlighted with a red box and a blue '4'. The 'Password' field is highlighted with a red box and a blue '5'. The 'Confirm Password' field is highlighted with a red box and a blue '6'.

Auto-Invoice Against Goods Receipts (GRN)

- ❖ The Automatic Invoice Creation process authorizes the Buyer to use the SAP Business Network functionality to create and submit invoices based on the receipts generated by the Buyer
- ❖ Each time the SAP Business Network receives a receipt that applies to a single order from the Buyer, the system will use the information from the receipt and the corresponding order to automatically create and submit an Invoice
- ❖ When using this process the information entered into the Purchase Order and then confirmed is the document that the invoice is created from
- ❖ Only Buyers who use Automatic Invoice Creation will have an Actions button available and Automatic Invoice Creation a selection
- ❖ When the Automatic Invoice Creation has been triggered the Response Status will be either Rejected (not active) or Accepted (active)
- ❖ A Supplier can change the response at any time however be aware that receipts prior to changing will be automatically created



Activate Goods Receipt Notice (GRN) Process and Information

To request consent from your Buyer that they agree to participate in this process

Open the [Customer Relationships](#) screen

1. Click on the **Automatic Invoice Creation Acceptance** tab

❖ **Note:** If the Automatic Invoice Creation tab is not displayed, click on More. If it is not available for selection it indicates this is not a process your Buyer/s use

2. Click on **Actions**
3. Select **Confirm Automatic Invoice Creation**
4. Click **Yes**
5. Agree to the terms and conditions by clicking in the box
6. Click **OK**
7. Click on **Close** to exit the screen

Note: To turn the Auto-invoice process off select No in step 3

The screenshot shows the SAP Account Settings interface for Customer Relationships. The process is numbered 1 through 7:

1. Click on the **Automatic Invoice Creation Acceptance** tab.
2. Click on the **Actions** dropdown menu.
3. Select **Confirm Automatic Invoice Creation**.
4. Click **Yes** to allow the Ariba Network to automatically create invoices from receipts for the buyer.
5. Check the box to agree to the terms and conditions: "By selecting Yes, my company authorizes Ariba, using the Ariba Network functionality, to automatically create and submit invoices based on receipts sent by".
6. Click **OK**.
7. Click **Close** to exit the screen.

Customer Relationships



Accessing the Customer Relationships Screen

To Manage Potential Customer Relationships:

1. Click on your **Initials** at the top of the screen
2. Click on **Settings**
3. Select **Customer Relationships**
4. The **Customer Relationships** screen is displayed

Customer Relationships Screen sections

1. **Advanced View** – Provides Suppliers with access to the Supplier Information for each of the Buyers where it is available
2. **Automatically Accept all relationship requests slide** – When turned on accepts all Relationship Requests sent directly to this ANID account and is accepted. Off allows suppliers to determine which ANID account they want a specific Buyer to connect with
3. **Settings Cog** – allows suppliers to add other headings based on their requirements
4. **Adapt Filters** – allows suppliers to add other filtering option fields
5. **Number of Buyers on the Account** – Active relationships with Buyers
6. **Export Button** – Enables Supplier to
7. **Hide and Pin options**
8. **The Accept and Reject** – The buttons are greyed out based on what process is being done
9. **Trading Business Partner and Linked Child Accounts**
10. **All Relationship Requests dropdown**

The screenshot shows the SAP Customer Relationships interface. A user profile for Jane Doe is visible at the top, with a red box around the initials icon (1). The 'Settings' menu is open, with a red box around the 'Settings' option (2). The 'Customer Relationships' menu item is highlighted with a red box (3). The main screen shows the 'Customer Relationships' section with a toggle for 'Automatically accept all relationship requests' set to 'OFF' (2). A 'Trading Standard' card shows '17' (5). Below this are search filters for Buyer, Network ID, BNOID, Relationship Type, Country/Region, and Relationship Status, along with a 'Go' button and 'Adapt Filters' (4). A 'Customer List' dropdown is set to 'All Relationship Requests (17)' (10). The list table has columns for Network ID, Trading Partner, BNOID, Relationship Type, Relationship Status, Country/Region, Data Center, and Last Changed On. The 'Accept' and 'Reject' buttons are greyed out (8). An 'Advanced View' button is in the top right (1). An 'Export' button is in the bottom right (6).

Network ID	Trading Partner	BNOID	Relationship Type	Relationship Status	Country/Region	Data Center	Last Changed On
<input type="checkbox"/> AN112151		BNO-1000001117	Fulfillment	Approved	Australia	US20	Mar 11, 2025, 3:21:02 PM
<input type="checkbox"/> AN0146588		BNO-100000023	Fulfillment	Suspended	Australia	US20	Jan 13, 2025, 10:58:59 AM
<input type="checkbox"/> AN0157775		BNO-100000032	Fulfillment	Approved	Australia	US20	Oct 21, 2024, 1:25:00 PM
<input type="checkbox"/> AN0100995		BNO-100000000	Fulfillment	Approved	Australia	US20	Jul 23, 2024, 12:39:51 PM
<input type="checkbox"/> AN013954		BNO-100000014	Fulfillment	Approved	Australia	US20	Feb 21, 2024, 3:54:07 PM



Accessing a Specific Buyer's SIP via Customer Relationships


The Buyer's Supplier Information Portal provides information specific to the relationship between a buyer and supplier.

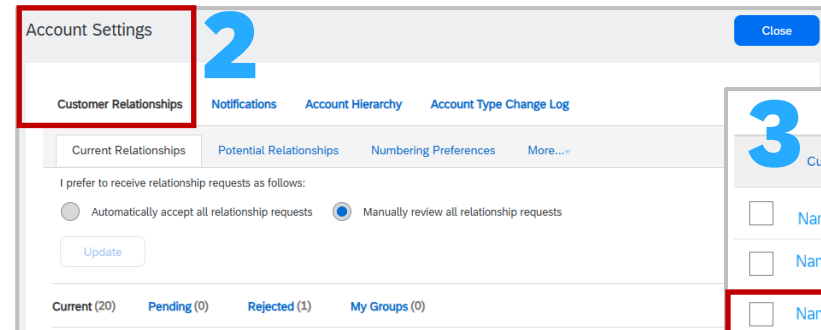
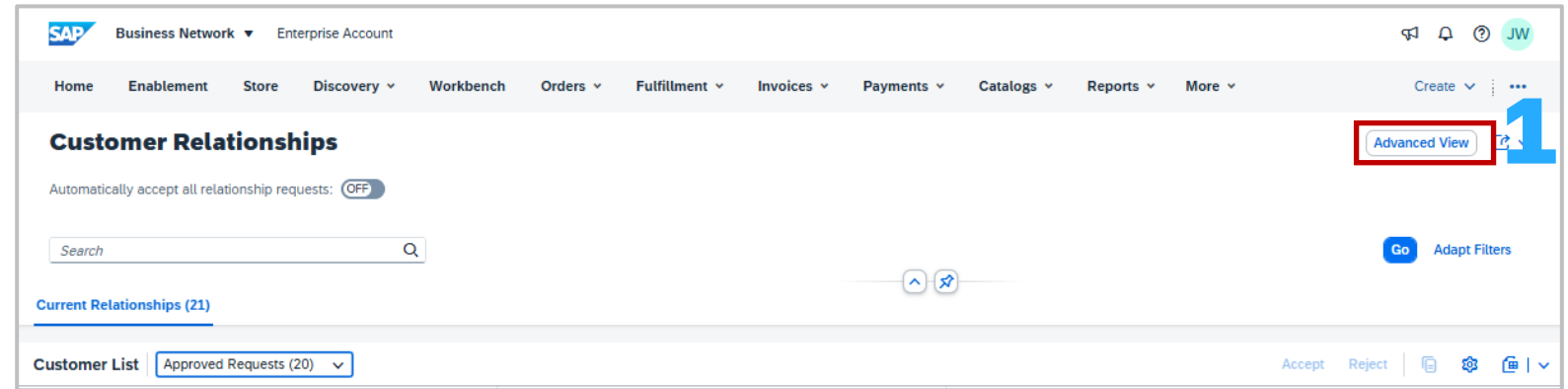
It may contain links to Buyer Help Forms or other items to assist Suppliers in transacting successfully.

The SAP-managed Supplier Information Portal link is also provided.

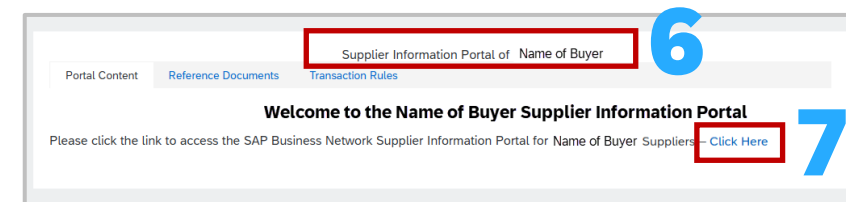
Note: It is quicker to access the Supplier Information Portal (SIP) for all the Buyers on one ANID by using the question mark Refer to [Accessing Buyer SIP for Sub Users for those without Customer Relationships Permissions](#)

Open and display the [Customer Relationships](#) screen

1. Click on **Advanced View**
2. The **Account Settings** screen with the **Customer Relationships** tab is displayed
3. Scroll down to **Current** relationships
4. Locate the name of the Buyer
5. Click on the  under the **Supplier Information Portal** option
6. The **Supplier information Portal** link is displayed
7. Click on the **Link** required. Some portals will have more information or have the links to specific sites shown



Customer	Network ID	Relationship Type	Supplier Information Portal	Routing Type	Actions
<input type="checkbox"/> Name of Buyer	AN111323089	Trading		Default	Actions
<input type="checkbox"/> Name of Buyer	AN112151559	Trading		Default	Actions
<input type="checkbox"/> Name of Buyer	AN0385678	Trading		Custom	Actions
<input type="checkbox"/> Name of Buyer	AN010529175	Trading		Default	Actions
<input type="checkbox"/> Name of Buyer	AN014661949	Trading		Custom	Actions





Customer Relationships Information

The number displayed between the brackets indicates the number associated with the relationship type:

- ❖ All Relationship Requests
- ❖ Pending Requests
- ❖ Approved Requests
- ❖ Rejected Requests
- ❖ Suspended Requests

Columns displayed in the latest UI are:

- ❖ Buyer name with Hyperlink
- ❖ Buyer Contact
- ❖ Relationship Status
- ❖ Relationship Type

Suppliers can now see what Child accounts are linked to a parent. Suppliers can log into a child account from accessing the Linked Child Account tab

Information about Trading Relationships Request (TRR) are provided including:

- ❖ TRR requested date
- ❖ TRR accepted date
- ❖ TRR rejection date



When the Automatically accept all relationship requests are turned off, Suppliers need to manually accept or reject relationship requests.

Important Note: Suppliers cannot reject relationships where there is a suspension.

Once a Supplier has rejected a Customer Relationship it cannot be undone unless the Buyer resends a new relationship request.

Only one Buyer action can occur at a time, you cannot select multiples and the accept or reject the relationships.

Open and display the [Customer Relationships](#) screen

1. Scroll down to **Current Relationships**
2. Select **Approved Requests** from the dropdown to Reject a relationship request
3. Select **Pending Request** from the dropdown to accept a relationship request
4. Place a tick in the box next to the Buyer you need to reject or approve a relationship
5. Click on either **Reject** or **Accept** (this depends on whether you are in approved or pending requests)
6. Confirm the request selection

Accepting or rejecting a Customer Relationship

The screenshot shows the SAP Customer Relationships interface. At the top, a red box labeled '1' highlights the 'Current Relationships (23)' section. Below it, a dropdown menu labeled '2' shows 'Approved Requests (23)' selected, with 'Pending Requests (0)', 'Approved Requests (23)', and 'Rejected Requests (0)' as options. A red box labeled '3' highlights the 'Customer List' column header. A table below shows a row with a checked checkbox, 'Name of Buyer', 'AN01577758', 'Fulfillment', and 'Nov 5, 2024, 10:34:16 AM'. A red box labeled '4' highlights the checkbox. To the right, 'Accept' and 'Reject' buttons are highlighted with a red box labeled '5'. Below the table, a 'Reject Relationship Request' dialog box is shown with a red box labeled '6' around the 'Reject' button.

Trading Partner	Network ID	Relationship Type	Last Changed On
<input checked="" type="checkbox"/> Name of Buyer	AN01577758	Fulfillment	Nov 5, 2024, 10:34:16 AM

Archiving Invoicing Enterprise Accounts Only



Invoice Archival Process

Configuring invoice Archiving allows you to specify the frequency, immediacy and delivery of zipped invoice archives

Suppliers can determine the frequency that invoices can be archived by choosing either Twice Daily, Daily, Weekly, Biweekly or Monthly

To do this:

Open the [Electronic Invoice Routing](#) screen

1. Select **Tax Invoicing and Archiving**
2. Scroll down to Invoice Archival, click on **Configure Invoice Archival**
3. Select the **Frequency**

Note: Select Archive Immediately if required, after Archive Immediately starts you can either Stop it or Update the frequency as required

4. Click on **Start**
5. Determine the **Send Requirement:**
 - ❖ Click on **Send Archived invoice files to the pending queue for download**
 - OR**
 - ❖ Click on **Send archived invoice files to the Archive Delivery URL**, then enter the **Archive Delivery URL**
6. Click on **Save Delivery Option**
7. Click on **Save**

Network Settings

Electronic Order Routing Electronic Invoice Routing Accelerated Payments Settlement

General **Tax Invoicing and Archiving** 1

Invoice Archival

Ariba Network can archive your invoices in zip format. The zip files are not included in the Data Retention service and are deleted after three months. Specify how often you want Ariba Network to archive your invoices. Based on the option you have selected, Ariba Network automatically waits for a 30-day period to collect all the corresponding invoice details before it can start archiving your invoices. If you do not want Ariba Network to wait for a 30-day period, then additionally select the Archive Immediately check box. You can download archived invoices from the Outbox > Archived Invoices page.

Configure Invoice Archival 2

Invoice Archival Save Close 7

Ariba Network can archive your invoices in zip format. The zip files are not included in the Data Retention service and are deleted after three months. Specify how often you want Ariba Network to archive your invoices. Based on the option you have selected, Ariba Network automatically waits for a 30-day period to collect all the corresponding invoice details before it can start archiving your invoices. If you do not want Ariba Network to wait for a 30-day period, then additionally select the Archive Immediately check box. You can download archived invoices from the Outbox > Archived Invoices page.

Twice Daily

Daily

Weekly

Every Two Weeks 3

Monthly

Archiving Start Time: 0 AM : | CTT ⓘ

Archive Immediately

Archive Immediately

Start 4

Send archived invoice files to the pending queue for download.

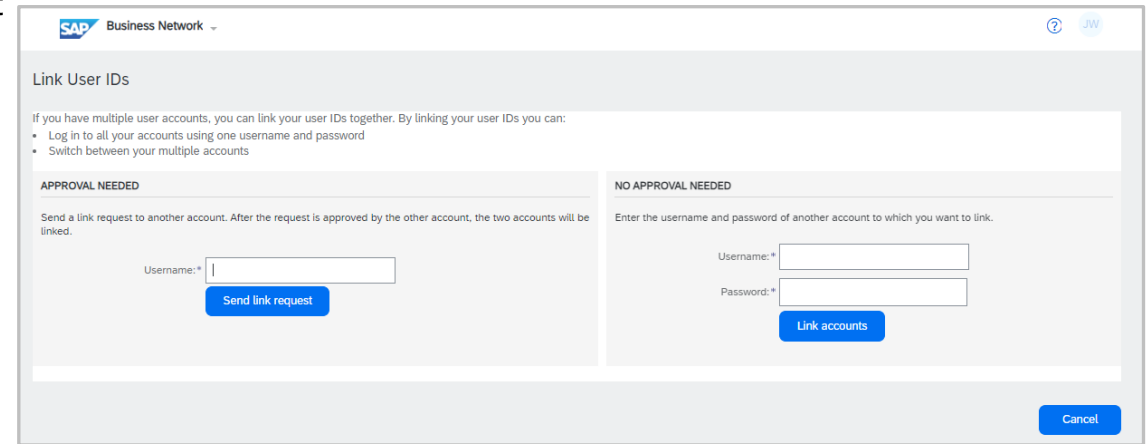
Send archived invoice files to the Archive Delivery URL. 5

Archive Delivery URL: _____

Save Delivery Option 6

Linking User ID's

- ❖ A production account User ID can not be connected with a Test Account User ID
- ❖ There is no option to un-link a linked user id, only the System Administrator can delete the User Name from the Manage Users section in the native account, however it will not be removed from the switch account section on the linked account
- ❖ All Users have link User IDs in their Account Settings by default
- ❖ There are two options:
 - ❖ Approval Needed
 - ❖ No Approval Needed
- ❖ You cannot link a test account to a Production Account
- ❖ When a user uses the **Approval Needed** option and sends a link request from the user account to the account administrator, the user will see whether the request is successful or not right away
- ❖ The account administrator will receive an email notification for the request to take action
- ❖ While the user's request is pending, they will be able to see the pending request in the supplier account and will have a chance to cancel the request if necessary
- ❖ The supplier account administrator will log in to the Ariba account, open Account Settings -> Link User IDs -> locate Received Link Requests -> click on the Actions dropdown to approve or decline the request
- ❖ When you use the **No Approval Needed** option, enter your user ID and password for another account, the linkage will occur momentarily





Linking User Id's

When you link user IDs from between two accounts, both will inherit already linked user IDs prior to this linkage

Once accounts are linked, you can log in to any one of them and switch to the other/s

Link User Id's to access more than one account without having to log out of one to log into another account you have credentials for

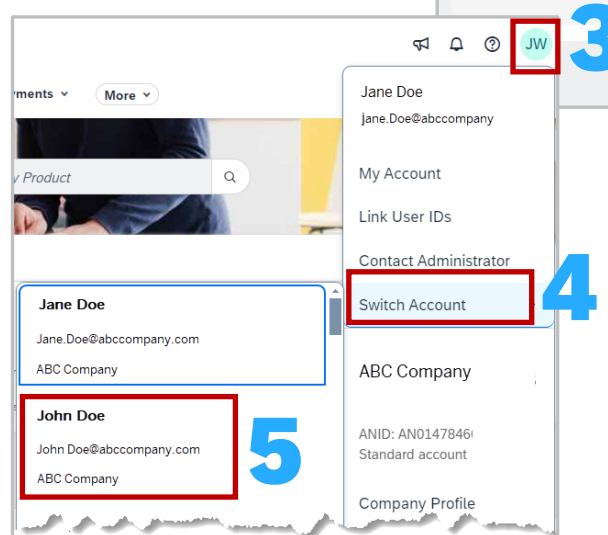
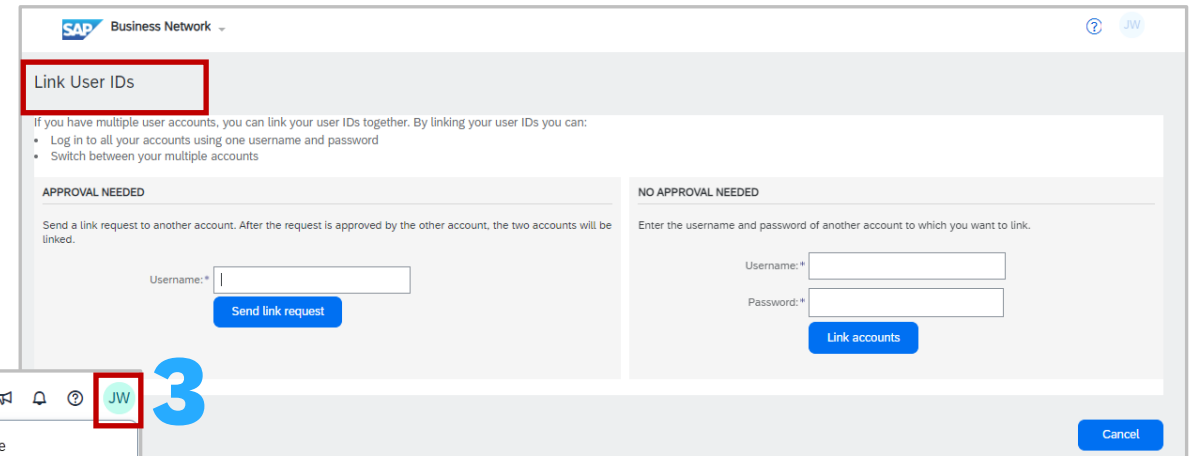
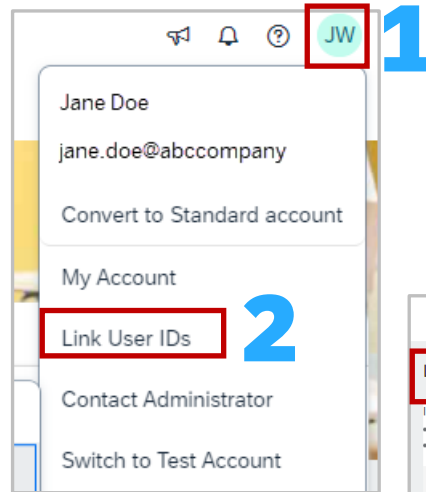
To do this:

1. Sign in to the SAP Business Network and click on **the initials at the top of the screen**
2. Select **Link User ID's**

Note: There are two options for Link User ID's. **Approval Needed** is used when you don't have a specific login for another account **No Approval Needed** is when you have a log in for the other account.

To accessed linked accounts:

3. Click on your **Initials**
4. Select **Switch Account**
5. Select the Account to switch to in the drop down list



Setting Up an Account Hierarchy

- ❖ An Account Hierarchy is used for multiple SAP Business Network accounts
- ❖ The Account Hierarchy Administration and Child Account Access permissions enable users to automatically sign on to a child account without having to enter a username and password
- ❖ Account Hierarchy and Link User IDs are two separate processes – Link User ID's can be actioned by all users, however only the System Administrator can define parent and child accounts
- ❖ Creating an Account Hierarchy makes it easier to manage by reducing the maintenance required to update duplicated accounts (where the profiles are synced)
- ❖ The Account Administrator has the permission's to create a hierarchy, however, users can send a request to the parent account administrator to approve the creation of a parent-child hierarchy. Send a request to the parent administrator and add a child account to the parent account on their own but a user cannot have any visibility to or awareness of their existing account hierarchy
- ❖ Account Hierarchy is a pre-requisite for a Multi-Org consolidation within a supplier account
- ❖ Multi-Org Consolidation is for Billing Purposes
- ❖ An Account Hierarchy is not available to create between production and test accounts
- ❖ Can be used for both Enterprise and Standard Account users

- ❖ The Administrator of the parent account can unlink accounts, unlink company profiles and sign onto child accounts and back to the parent account by default
- ❖ As the administrator of a parent account, you can automatically sign on to a child account
- ❖ You can create an account hierarchy between an Enterprise account (parent) and a Standard Account (child) and visa versa
- ❖ However, the parent account type is dominant when the account profiles are linked.
- ❖ Be aware of an automatic account upgrade when you try to create a hierarchy between an Enterprise account (parent) and a Standard account (child) or an automatic account downgrade when you try to create a hierarchy between a Standard account (parent) and an Enterprise account (child) while choosing to synchronize, i.e. linking the company profiles
- ❖ The administrator of the parent account **CAN:**
 - ❖ Log in to the child account
 - ❖ Change the setting on the child account and complete the company profile
 - ❖ Publish catalogs
 - ❖ Check the status of any subscription or transaction fees
- ❖ The administrator of a parent account **CANNOT:**
 - ❖ View buyers on the Child account
 - ❖ Create any documents (PO confirmation, Ship Notices, Invoices)
 - ❖ Run Reports

- ❖ Manage links to Child Accounts and sign on to Child Accounts to manage SAP Business Network processes
- ❖ The Account Hierarchy Administration permission allows users to manage links to child accounts and sign on to child accounts without a username and password
- ❖ The Child Account Access permission enables a user to sign on to child accounts
- ❖ The Account Hierarchy Administration permission allows a user to manage links to child accounts and sign on to child accounts without a username and password
- ❖ Other users can also sign on to child accounts, but require the Child Account Access permission to sign on to child accounts
- ❖ Administrators can control the visibility of accounts to potential business partners
- ❖ By default, both the parent and child accounts are visible to potential business partners when they perform a search for you on SAP URL Business Network using Allow buyer organizations to search this account setting. When this setting is enabled, business partners can search for both parent and child accounts on SAP URL Business Network. When this setting is unchecked, business partners can search and view only the parent accounts on SAP URL Business Network
- ❖ The administrator for a parent account can work with SAP Business Network Help Centre to manage services for child accounts.
- ❖ This includes subscribing to, updating, renewing, and cancelling services on behalf of the child accounts
- ❖ If an administrator chooses to align subscription terms for multiple child accounts, and one or more of the child accounts have already subscribed to services on their own, the SAP URL Business Network Customer Support team cancels the existing subscriptions and begins a new subscription on the date specified by the parent account administrator

- ❖ Manage links to Child Accounts and sign on to Child Accounts to manage SAP URL Business Network services
- ❖ The administrator of the Child account can unlink accounts by default
- ❖ A child account administrator cannot link or unlink account profiles whether the accounts are synchronized or unsynchronized
- ❖ If you choose to link company profiles while establishing a parent-child hierarchy:
 - ❖ The administrator of the Child account **CAN** log into the child account and take the following actions:
 - ❖ In the Account Hierarchy section
 - ❖ View parent account information
 - ❖ View parent account users name and username In the Settings
 - ❖ Change notifications in the Settings
 - ❖ Change electronic order routing and invoice routing
 - ❖ View buyers on the Child account
 - ❖ Create roles, users, and remittance info in the Settings In the Company Profile
 - ❖ Change or add certifications to the Company Profile
 - ❖ Add documents to the Additional Documents in the Company Profile
 - ❖ The administrator of the Child account **CAN NOT** take the following actions:
 - ❖ Change Basic, Business, and Marketing information and Contacts in the Company Profile because they are greyed out

- ❖ The SAP Business Network offers invoice consolidation and synchronization for customers with several accounts
- ❖ When the parent account administrator creates a parent-child hierarchy, it does NOT automatically translate into a consolidated billing
- ❖ After the administrator creates a hierarchy, they need to submit a Customer Support ticket to consolidate the billing. In other words, the parent account administrator needs to make sure they have set up a parent-child hierarchy before filing a Support ticket
- ❖ The accounts continue to transact as they are today in a multi-org but the billing will be consolidated onto one invoice while they are separated by child account/s and their relationships
- ❖ The parent account determines the fee currency
- ❖ The transaction currency is defined by the child account preferences/location
- ❖ Fees will be invoiced only to the parent account with the payment cycle synchronized for the entire group
- ❖ The parent account will receive one single invoice every three months for all customer relationships and for all linked accounts
- ❖ This consolidation is related only to invoices issued by SAP Business Network to the supplier, the business operations of each account are still independent
- ❖ A Multi-Org is **NOT**: -
 - ❖ A way to merge accounts
 - ❖ A way to get a discount on Transaction Fees



Setting Up an Account Hierarchy

Only the System Administrator and sub-users with the applicable permissions can access the Account Hierarchy process.

When linking accounts it must be a System Administration Account you cannot link sub-user account to an account Hierarchy, refer to Link Account process to access sub-accounts – Refer to [Linking User IDs](#)

Sign in to the SAP Business Network:

1. Click on the **initials** at the top of the page
2. Select **Settings**
3. Select **Account Hierarchy**

Note: You may get a system message identifying that there are other accounts that match your company profile, Refer to [Reviewing Existing Account](#)

4. Click on **Link Accounts**
5. The Link Account Screen is displayed you have two options:
6. If you are **not** the System Administrator of the account you wish to add to the Account Hierarchy, click on **Request link with Other Accounts**
7. If you **are** the System Administrator for the account you wish to link to, enter the Username of the other account and the Password for the other account, then click on Link Accounts
8. Click on **Link Accounts**, respond to system message

The screenshots illustrate the following steps:

1. Click on the initials 'JW' at the top of the page to open the user profile menu.
2. Select 'Settings' from the user profile menu.
3. Select 'Account Hierarchy' from the settings menu.
4. On the 'Account Hierarchy' page, click on the 'Link Accounts' button.
5. On the 'Link Account' screen, click on the 'Request link with other accounts' button.
6. On the 'Link Account' screen, click on the 'Request link with other accounts' button.
7. On the 'Link Account' screen, enter the Username and Password for the other account.
8. On the 'Link Account' screen, click on the 'Link Accounts' button.



Reviewing Existing Accounts

From the Account Hierarchy Account Settings screen, all of the accounts are associated with the business information entered during the registration process.

The Actions column provides access to a particular account or information about the account such as the account is expired.

Display the Account Setting Screen

1. Select **Account Hierarchy**
2. Click on **“Click here to view details”**

The screen displays a list of the accounts

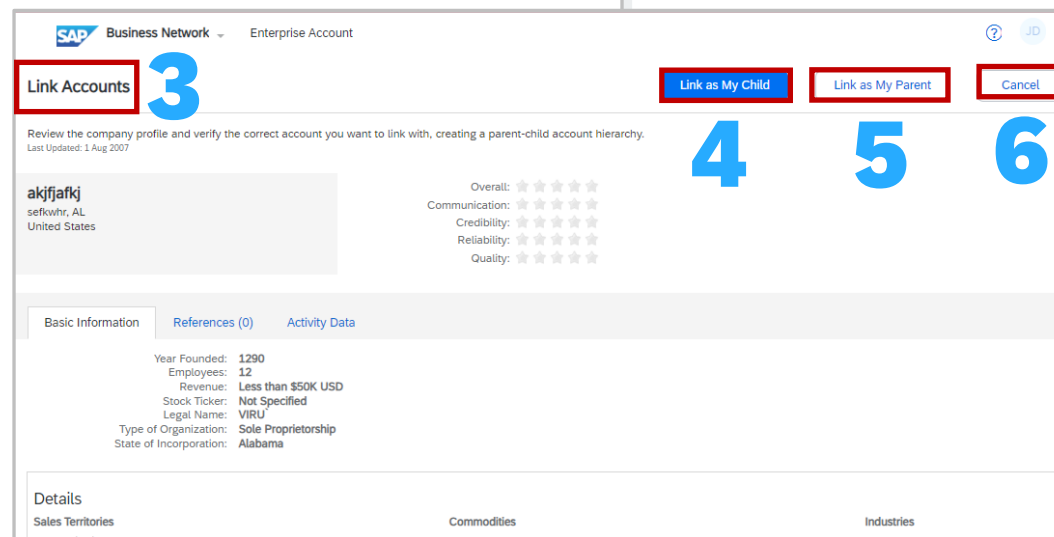
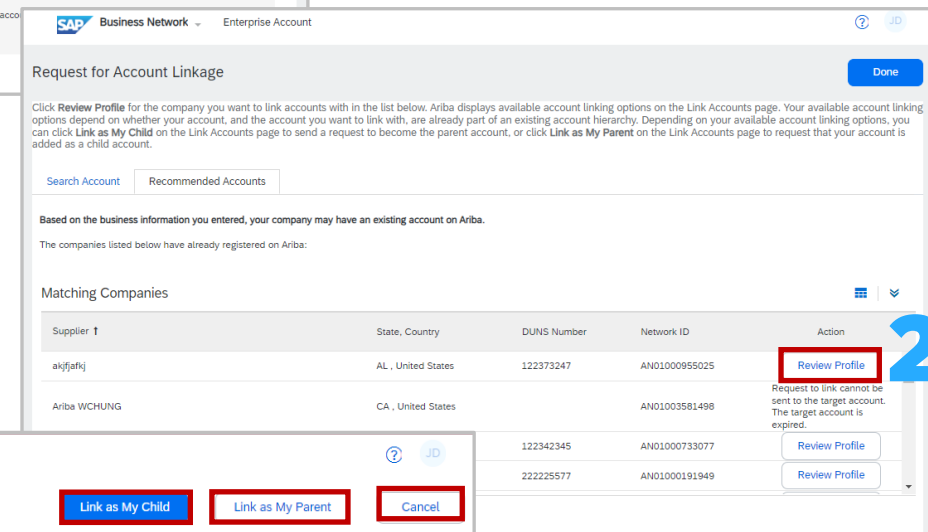
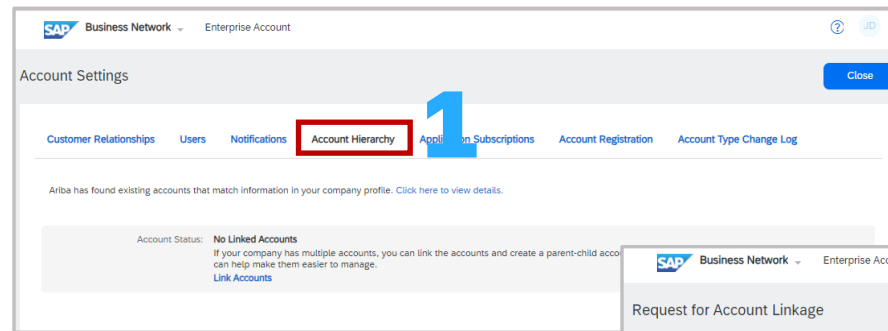
3. To review a profile, click on the **Review Profile** under the **Action** column

The Account information is displayed

4. If you wish to link this account as a **Child** click on **Link as My Child**
5. If you wish to link this account and make it a **Parent** Account, click on **Link as My Parent**
6. To exit click on **Cancel**

The screen displays the Request for Account Linkage

7. Continue to review as required



Subscription and Transaction Fees – What you need to know



Calculating Fee Information

- ❖ Enterprise account subscription levels and fees are determined by the number of documents and volume of transactions your business runs through the SAP Business Network
- ❖ As your transaction level on SAP Business Network increases, the value your business receives will also rise, and your fees will adjust accordingly
- ❖ Use this calculator to estimate fees you may be assessed for your SAP Business Network (SBN) enterprise account activity
- ❖ For purchase orders, invoices, and non-PO invoices, enter an estimate of the number you process annually and their total combined value
- ❖ This calculator provides an estimate of subscription and transaction fees for SAP Business Network based on the information you provide and the current, generally applicable fees schedule for SAP Business Network enterprise accounts
- ❖ Your actual charges will be based on your actual usage of SAP Business Network services and the applicable fee schedule and may vary from the estimates provided in this calculator
- ❖ The value you receive from being an SAP Business Network supplier will always be greater than the fees you incur

To access the fees calculator:

1. Click <https://www.ariba.com/ariba-network/ariba-network-for-suppliers/accounts-and-pricing>, scroll down to **Supplier Fee Calculator** is shown
2. Select the **Country** you are in using the drop-down list
3. Enter the number of **Purchase Orders Received** in **Count** and the dollar value into the **Amount**
4. Enter the number of **Invoices Issued** in **Count** and the dollar value into the **Amount**
5. If Known - Enter the number **Non-Purchase Orders Invoices Issued** in **Count** and the dollar value into the **Amount**
6. If Known - Enter the number of **Service Entry Sheets** you would send to the Buyer annually
7. Click **Estimate Fees**
8. The Subscription Level and Estimated Annual fee are shown.

Note: These are estimates only and are based on the information entered

Supplier Fee Calculator 1

Use this calculator to estimate fees you may be assessed for your SAP Business Network enterprise account activity. For purchase orders, invoices, and non-PO invoices, enter an estimate of the number you process annually and their total combined value.

Provide us with some quick data.

Country 2

Select Country

Purchase Orders Received

Count 0 3

Amount 0

Invoices Issued

Count 0 4

Amount 0

Non-PO Invoices Issued

Count 0 5

Amount 0

Service Entry Sheets

How many service entry sheets do you send annually?

Count 0 6

Get your estimate

Estimate fees 7

Get an estimate of your annual fee.

Subscription Level

Estimated Annual Fee

8

This calculator provides an estimate of subscription and transaction fees for SAP Business Network based on the information you provide and the current, generally applicable fees schedule for SAP Business Network enterprise accounts. The calculator works on the assumption that you only have one (1) chargeable customer relationship.

Your actual charges will be based on the gross amount of your actual usage of SAP Business Network and the applicable fee schedule. It may vary from the estimates provided in this calculator. The estimates provided in this calculator exclude any applicable taxes.



Accessing your SAP Business Network (Ariba) Subscription and Transaction Fee Invoice

Suppliers should raise a dispute if they believe that they are being incorrectly Charged Subscriptions or Transaction Fees.

Only Open Bills can be disputed

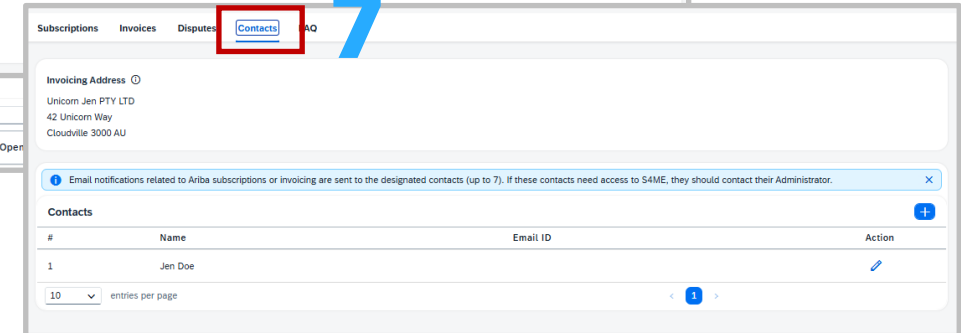
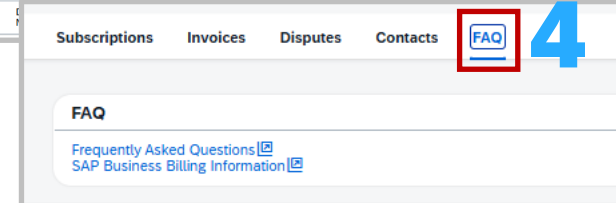
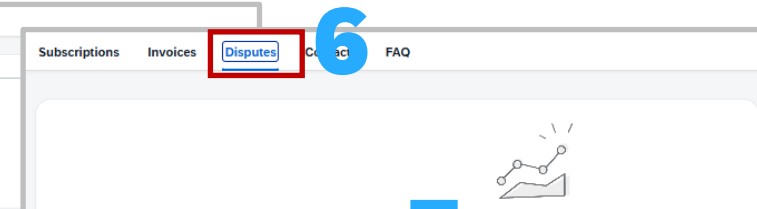
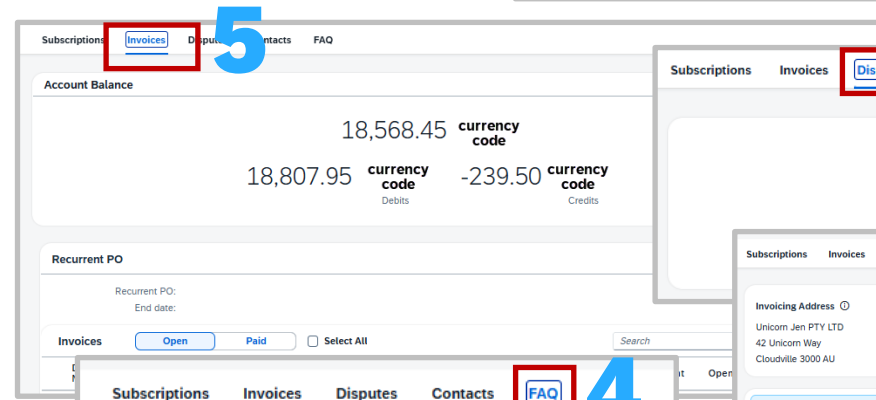
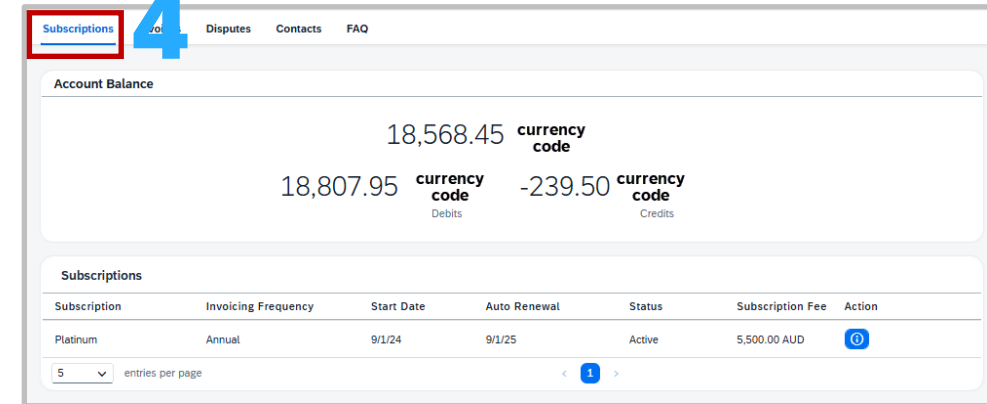
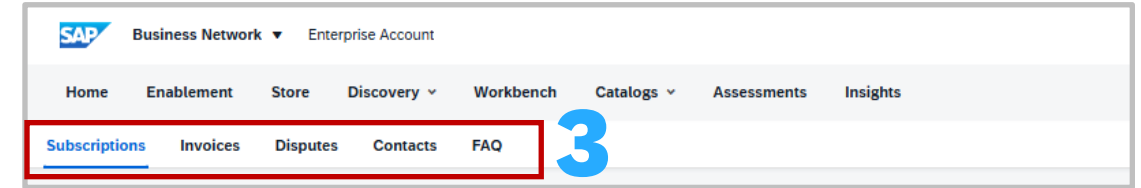
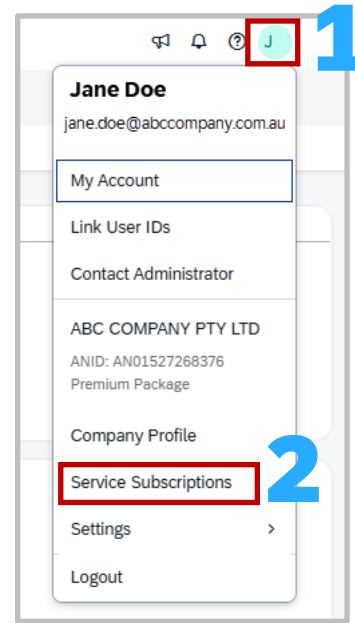
Note: The Acceptance of the Terms of Use clearly indicates that creating an Enterprise Account may incur fees.

[Click Here](#) to review Terms of Use

1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**. This screen may take a few seconds to open
3. The Subscription tab options are displayed

There are 5 Options:

4. **Subscriptions** – Refer to the Subscriptions screen information – [Click Here](#)
5. **Invoices** – Refer to the Invoices screen information – [Click Here](#)
6. **Disputes** – Refer to the Disputes screen information – [Click Here](#)
7. **Contacts** – Refer to the Contacts screen information – [Click Here](#)
8. **FAQ** – Refer to the FAQ screen information – [Click Here](#)






The Subscription screen identifies the subscription level.

Subscription fees are based on the previous year's document flow, then applied, refer to **Subscription** information – [Click Here](#)

Subscription fees are a per annum (yearly) cost.

1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**. This screen may take a few seconds to open
3. The **Subscription** Screen is displayed

 Clicking on this icon provides more information

Debits = are the amount of money owed by the supplier to SAP

Credits = are applied when a dispute has been proven or an adjustment has been made to the charges by SAP and are shown as a negative, as it is fees owed to the supplier


Each heading provides information specific to Subscription fees.

For more information about Subscription fees and the thresholds – [Click Here](#)

Subscription Screen Information

The screenshot shows the SAP Business Network user interface. Step 1 points to the user's initials 'J' in the top right corner. Step 2 points to the 'Service Subscriptions' option in the left-hand navigation menu. Step 3 points to the 'Subscriptions' option in the top navigation bar.

The screenshot shows the 'Subscriptions' screen in SAP Business Network. It displays the 'Account Balance' section with a total of 18,568.45. Below this, there are two boxes: one for 'Debits' (18,807.95) and one for 'Credits' (-239.50). Below the account balance is a table of subscriptions.

Subscription	Invoicing Frequency	Start Date	Auto Renewal	Status	Subscription Fee	Action
Platinum	Annual	9/1/24	9/1/25	Active	5,500.00 AUD	

At the bottom, there is a pagination control showing '5 entries per page' and a page number '1'.



Invoices Screen Information

The Invoices tab screen provides suppliers with different layers of information.

Suppliers can:

- ❖ Set up Recurrent PO's
- ❖ Identify any other subscriptions you are participating in
- ❖ Generate an Adjustment Report
- ❖ View Recurring Payments
- ❖ View Open and Paid Invoices
- ❖ Create a Dispute
- ❖ View Open and Applied credits

To Access the Invoice Screen:

1. Sign In to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**. This screen may take a few seconds to open
3. Select **Invoices**
4. **Recurrent Purchase Order (PO)** – is used to automate the billing and invoicing process for ongoing subscription-based services.
5. **Invoices “Open”** —This section shows all invoices that are either “Open” or in an “Overdue” status. The posting date is the date it was issued, along with the due date and the total of each invoice.
6. **Invoices “Paid”** – all subscription and transaction fee invoices that have been paid are listed; you cannot raise a dispute on a paid invoice

☰ - The drop-down menu provides other options based on the tab or sub tab you are in

Account Balance

18,568.45	currency code
18,807.95	Debits
-239.50	Credits

Recurring Payments

Subscription	Invoicing Frequency	Start Date	Auto Renewal	Subscription Fee	Payment Method	Action
Platinum	Annual	10/1/24	10/1/25	5,500.00 AUD		+

Invoices - Open

Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Open Amount
606600	9103533799	5/21/25	6/20/25	Open	Other Payments/Settlements	11,186.58 AUD	11,186.58 AUD

Invoices - Paid

Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Paid Amount
60639		4/15/25	5/15/25	Paid	Other Payments/Settlements	9,991.27	9,991.27
60638		1/8/25	2/7/25	Paid	Other Payments/Settlements	25,515.11	25,515.11



Invoices Screen Information cont.

Scrolling down the screen display:

- ❖ Credits
- ❖ Adjustment Report Generation option
- ❖ Payment Methods

7. Credits “Open” – Any credits that have been applied will appear in this section. Credit values here are not “refunded” unless requested by the supplier but rather are applied against upcoming invoices

8. Credits “Applied” – Credits that have been applied against other invoices are shown with the document number of the impacted credit is shown

9. Credits “Request Refund” – The request refund option does not activate until the documents are selected and available for refund. A Refund can only happen with “Open” credits. To access, click on the credits you wish to be refunded for and select “Request refund”.

10. Adjustment Report – an adjustment report shows any adjustments made because of overcharging that was highlighted when a dispute was created or an accounting issue identified by SAP Billing

11. Payment Methods – a list of payment methods is displayed when a credit card is added (this will become mandatory for all enterprise accounts). To add a Credit Card, refer to [Adding a Credit Card – Click Here](#)

	Document Number	Valid From	Refund Status	Amount	Available	
<input type="checkbox"/>	606368	6/13/24		-21.50 Currency Code	-21.50 Currency Code	...
<input type="checkbox"/>	606368	6/13/24		-5.87 Currency Code	-5.87 Currency Code	...
<input type="checkbox"/>	606368	6/13/24		-212.13 Currency Code	-212.13 Currency Code	...

	Document Number	Valid From	Amount	Available	
	6063634015	4/18/24	-0.72 Currency Code	-0.72 Currency Code	...
	6063577361	2/15/24	-1,869.42 Currency Code	-1,869.42 Currency Code	...

	Document Number	Valid From	Refund Status	Amount	Available	
<input checked="" type="checkbox"/>	6063683512	6/13/24		-21.50 AUD	-21.50 AUD	...

Adjustment Report

Adjustments will correct for Invoicing errors prior to invoice generation and can result in a document level credit or debit. Adjustments are applied automatically to your next invoice, so no action is needed. For your convenience, click Generate to see the details for adjustments that have been applied to your invoicing.

[Generate](#)

Payment Methods

[Credit Card](#) +



Adding a Credit Card

To add a Credit Card as a payment method -

1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**. This screen may take a few seconds to open
3. The **Invoices** Screen is displayed
4. Scroll down and locate **Payment Methods**
5. Click on the **+**
6. Read the **CyberSource Disclaimer**, then select **Accept** if you agree and add a credit card your network account may be suspended, raise a dispute case for disagreement
7. The **Add Credit Card** form is displayed
8. Complete all fields with an asterisk as these are mandatory
9. Scroll down to **Payment Details**
10. Complete all fields
11. Click on **Save**

The screenshots illustrate the following steps:

1. User profile for Jane Doe (jane.doe@abccompany.com.au) with initials 'J' highlighted.
2. 'Service Subscriptions' menu item highlighted in the user profile.
3. 'Invoices' screen with 'Invoices' highlighted in the navigation menu.
4. 'Payment Methods' section with a '+' button highlighted.
5. 'Add Credit Card' form with 'Billing Information' fields highlighted.
6. 'Cybersource Disclaimer' with 'Accept' button highlighted.
7. 'Add Credit Card' form with 'Billing Information' fields highlighted.
8. 'Billing Information' form with 'First name / Last name' fields highlighted.
9. 'Payment Details' section with 'Accepted Cards' and 'Card Number / Security Code' fields highlighted.
10. 'Payment Details' form with 'Card Number / Security Code' and 'Expiry Month / Year' fields highlighted.
11. 'Payment Details' form with 'Save' button highlighted.



Fees can only be paid using a Credit Card unless otherwise indicated.

To pay an Invoice:

1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Click on **Invoices**
4. Locate the **Bill** you wish to pay and tick the associated box

Note: A select all is available that can select multiple invoices

5. Click on **Pay Invoice(s)**
6. The **Pay Invoices** pop-up window appears and displays the invoices selected for payment
7. If there is a **Payment Method**, confirm and click on Pay
8. If there is no **Payment Method**, click on Add to add a Credit card or other option if available
9. Enter the information, ensuring that all fields with an asterisks and follow the prompts

Paying an Invoice

The screenshot illustrates the SAP Business Network interface for paying an invoice. It shows the user profile for Jane Doe, the navigation menu with 'Invoices' highlighted, and a table of invoices. One invoice is selected, and the 'Pay Invoice(s)' button is visible. The 'Pay Invoices' pop-up window is shown, displaying the selected invoice details and the 'Payment Method' dropdown set to 'Add'.

1 Jane Doe
jane.doe@abccompany.com.au

My Account
Link User IDs
Contact Administrator

ABC COMPANY PTY LTD
ANID: AN01527268376
Premium Package

Company Profile
Service Subscriptions
Settings
Logout

SAP Business Network Enterprise Account

Home Enablement Store Discovery Workbench Catalogs Assessments Insights

Subscriptions **Invoices** Disputes Contacts FAQ

Invoices Open Paid Select All Search **Pay Invoice(s)**

Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Open Amount
6066020		6/10/25	7/10/25	Open	Other Payments/Settlements	18,807.95 Currency Code	18,807.95 Currency Code

10 entries per page

Pay Invoices

Document Number	Posting Date	Due	Open	Payment Amount
6066020	6/10/25	7/10/25	18,807.95 Currency Code	18,807.95 Currency Code

Total Open Amount 18,807.95 AUD

Payment Method Add
No data


Review the information shown above. Your subscription order is subject to the SAP Ariba Privacy Statement and the Terms of uses. Click on Pay to complete the process.

Payment Method Add
No data Add Credit Card



Raising a Dispute

Disputes can only be created on a specific open invoice and any open disputes will be displayed under the disputes tab

1. Sign In to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Click on **Disputes** to identify or review any open disputes
4. To create a **Dispute**, click on **Invoices**
5. Scroll down and locate **Invoices**, and confirm the **Open** tab information is displayed
6. Click on the corresponding invoice 
7. Select **Create Dispute**
8. Click on the **Cause** down arrow and select the reason from the drop-down
9. Add a **comment** if required
10. Add **Attachments** if required
11. Click on **Create**

The created dispute will appear in the **Disputes** tab

The screenshots show the following steps:

1. User profile for Jane Doe (jane.doe@abccompany.com.au).
2. Service Subscriptions page.
3. Disputes tab selected in the navigation menu.
4. Invoices tab selected in the navigation menu.
5. Open tab selected for an invoice.
6. More options icon (three dots) for an invoice.
7. Create Dispute option selected in the dropdown menu.
8. Cause dropdown menu showing options like Customer Tax ID, Bankruptcy, Fee Dispute, and United States - Sales Tax Exemption.
9. Comment field with a rich text editor.
10. Attachments section with a file upload area and a note: "Please note that the file size should not exceed the maximum limit of 4MB."
11. Create button.



Contacts Screen Information

Email notifications for subscription and transaction fees will be sent to the contacts displayed in the Contact sub-tab.

Ensure that those in the list have added SAP to receive emails. They will be notified when an invoice is due for payment and when an account is overdue.

The System Administrator is automatically added as a contact.

To access contacts and add Contacts:

1. Sign In to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Select **Contacts**
4. The **Invoicing Address** is shown; if this is incorrect, please update via the Company Profile > Address
5. Review the contacts listed, to **add** more contacts (up to 7 can be added), click on **+** or click on **edit** to **edit** existing contact information
6. Complete all fields with an asterisk in the **Create Contact** pop-up box
7. Click on **Confirm**

Screenshot 1: User profile menu with 'Service Subscriptions' highlighted.

Screenshot 2: SAP Business Network navigation bar with 'Contacts' selected.

Screenshot 3: Invoicing Address details for Unicorn Jen PTY LTD.

Screenshot 4: Contacts table with a '+' button in the Action column.

#	Name	Email ID	Action
1	Jen Doe		

Screenshot 5: Create Contact form with fields for First Name, Last Name, and Email ID.

Screenshot 6: Confirm button at the bottom of the form.



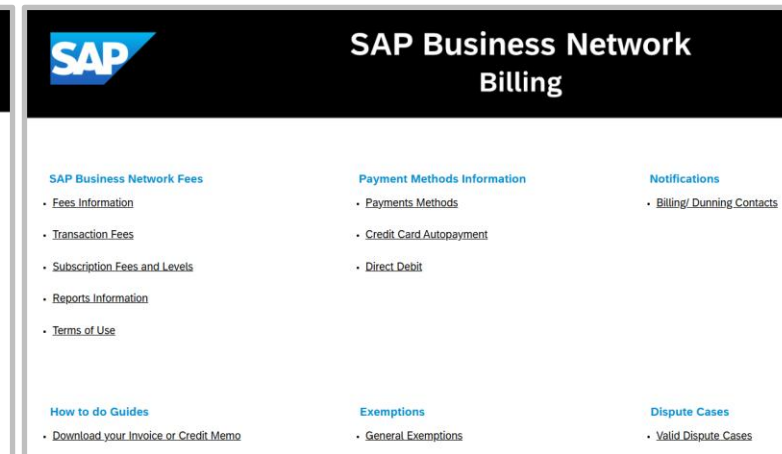
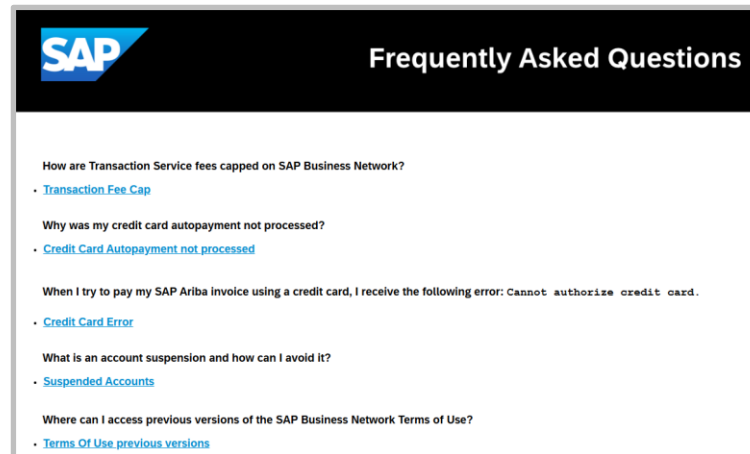
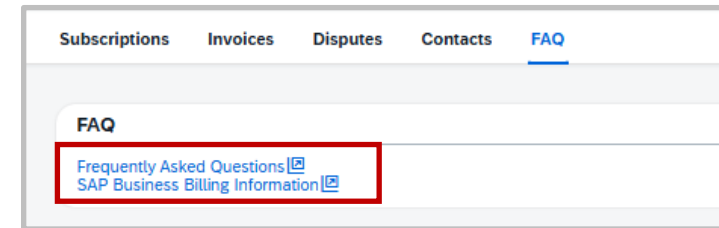
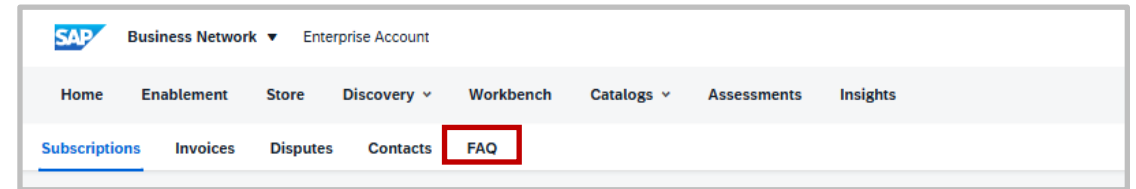
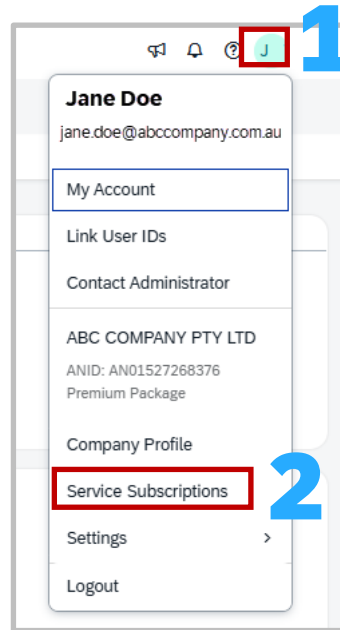
FAQ Screen Information

The FAQ tab provides Suppliers with information about Subscription and Transaction billing.

To access FAQs:

1. Sign in to the **SAP Business Network**, click on your initials
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Click on **FAQ**
4. **Select the required option:**
 - ❖ **Frequently Asked Questions**
 - Or
 - ❖ **SAP Business Billing Information**

Either option opens a separate “window” and users need to identify and click on the link associated with the applicable option required.





Reports can be accessed using the Invoices tab.

Invoices “Open” provides access to:

- ❖ Invoice PDF – PDF of the Billing Invoice
- ❖ TAR Report – Transaction Activity Report

Invoices “Paid” provides access to:

- ❖ Invoice PDF
- ❖ TAR Report

Credits “Open” provides access to:

- ❖ Invoice PDF
- ❖ TAR Report

Credits “Applied” provides access to:

- ❖ Invoice PDF

1. Sign in to the **SAP Business Network**, click on your applicable option required.
2. Select **Service Subscriptions**, this screen may take a few seconds to open
3. Click on **Invoices**
4. To access the PDF invoice report, go to the specific Invoice or Credit sub-tab and select the applicable invoice and click on the drop-down and select Invoice PDF
5. Save to a location on your computer, this is the same invoice sent from the Billing System
6. To access the TAR report, go to the specific Invoice or Credit sub-tab (where available) and select the applicable invoice and click on the drop-down and select TAR, refer to [TAR Information – Click Here](#)

[Information](#) – [Click Here](#)

Access Billing Reports

Jane Doe
jane.doe@abccompany.com.au

My Account
Link User IDs
Contact Administrator

ABC COMPANY PTY LTD
ANID: AN01527268376
Premium Package

Company Profile
Service Subscriptions
Settings >
Logout

SAP Business Network Enterprise Account

Home Enablement Store Discovery Workbench Catalogs Assessments Insights

Subscriptions **Invoices** Disputes Contacts FAQ

Invoices Open Paid Select All Search Pay Invoice(s)

Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Open Amount
6066020		6/10/25	7/10/25	Open	Other Payments/Settlements	18,807.95	18,807.95

10 entries per page

Invoice PDF
TAR Report
Create dispute
Update PO Number

Invoices Open Paid Select All Search Pay Invoice(s)

Document Number	PO	Posting Date	Due	Status	Payment Method	Invoice Amount	Paid Amount
606390		3/11/25	4/10/25	Paid	Other Payments/Settlements	11,186.90	11,186.90

10 entries per page

Invoice PDF
TAR Report

Credits Open Applied Select All Search Request Refund

Document Number	Valid From	Refund Status	Amount	Available
6063683512	6/13/24		1.50	-21.50

10 entries per page

Invoice PDF
TAR Report

Credits Open Applied Select All Search Request Refund

Document Number	Valid From	Amount	Available
6063634015	4/18/24	-0.72	-0.72

10 entries per page

Invoice PDF



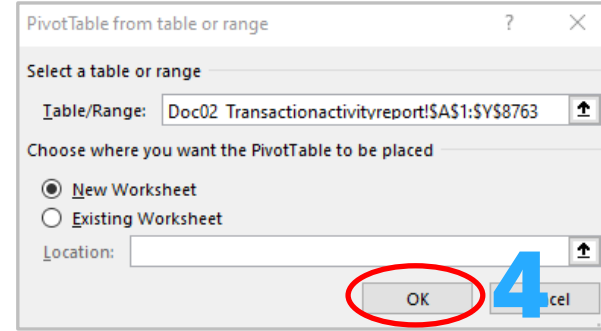
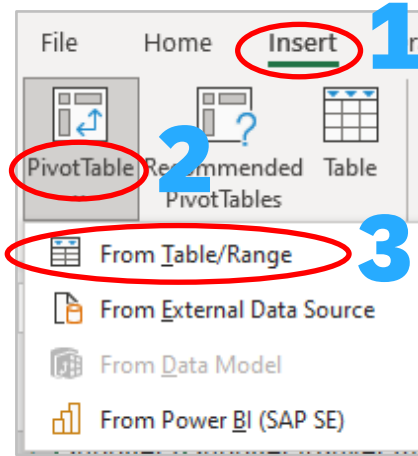
Creating an Excel Spreadsheet should be done using the Choreography line and not the Customer and Document information.

The information allows a view to determine which documents have been charged, which have been credited and others with no charge associated. This document was created to assist suppliers who may be unfamiliar with Pivot tables and provides a starting point for suppliers to identify what documents attracted fees or credits.

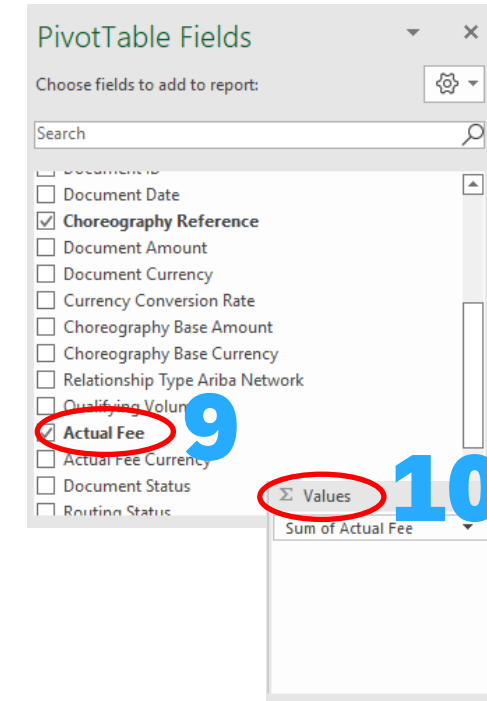
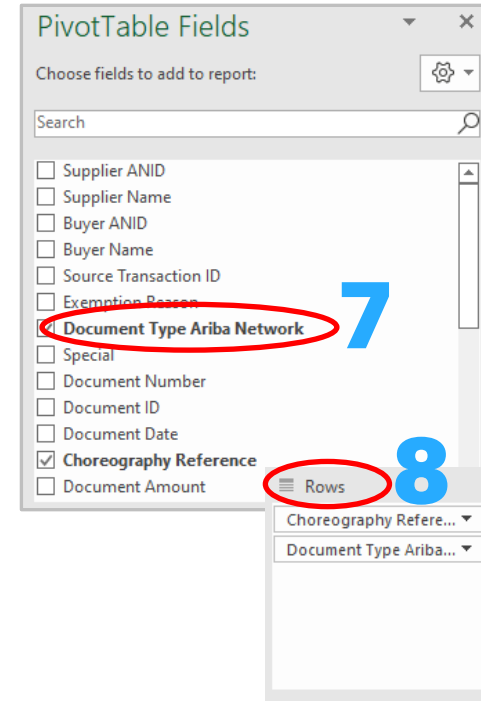
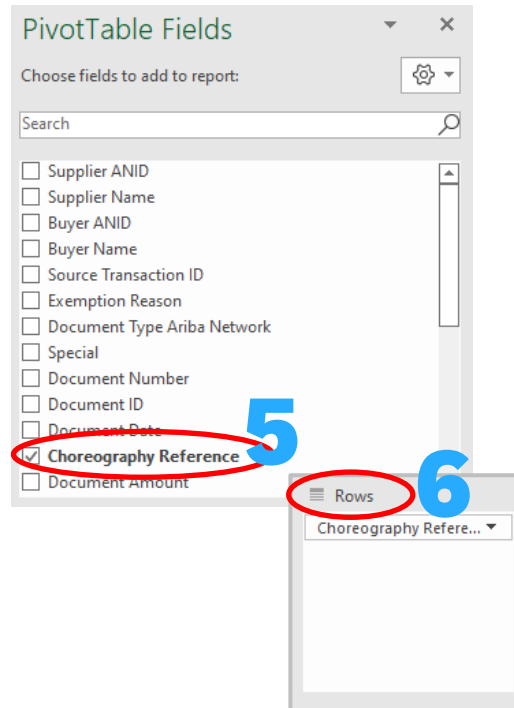
With the Transaction Activity Report Displayed:

1. Click on the **Insert** tab
2. Select **Pivot Table**
3. Select **From Table/Range**
4. The Pivot table from the table or range box is displayed, click on **OK**
5. The PivotTable Fields box is displayed, locate **“Choreography Reference”**
6. Right-click and drag to the **Rows** box on the bottom right of the screen
7. Next locate **“Document Type Ariba Network”**
8. Right click and drag to the **Rows** box on the bottom right of the screen
9. Next locate **“Actual Fee”**
10. Right click and drag to the **Values** Box on the Bottom right of the screen
11. The Results of the information are displayed, review the data

Creating an Excel Spreadsheet to view charges – Using the Transaction Activity Report and Choreography



174922713	Change Order	0.01
174922977	PO Invoice	0
174925545	Change Order	0.01
175047688	PO Invoice	0
175149019	Change Order	17.39
175150486	PO Invoice	0
175160522	Change Order	-7.08
	PO Invoice	0
	Change Order	-7.08
	PO Invoice	0
	Change Order	0



Extended Account & Network Settings

- ❖ The System Administrator has access to other options using **Settings**
- ❖ Standard Accounts do not allow access to some of the options:
 - ❖ Hhh
 - ❖ Gggg
 - ❖ iii
- ❖ There are 2 main Settings types, they are:
 - ❖ **Account Settings**
 - ❖ **Network Settings**
- ❖ All fields with Asterisks must be completed, and you will not be able to progress to the next step while there is a field not completed



Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

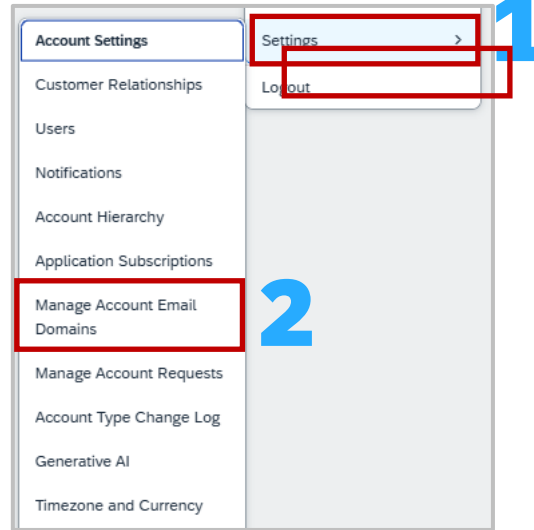
Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to

Account Settings - Manage Account Email Domains



[← Back](#) [Edit](#)

Account Domain Settings

Claim Email Domain

Info You can control who can register new accounts with emails domains already being used in this account. To do so, just claim an email domain from the list below. Depending on the type of registration, you can specify whether a user:

- can register a new account (Allow),
- can only register a temporary standard account (Enforce Temporary Account), or
- cannot register any new account (Deny).

You cannot claim an email domain that has already been claimed. If you wish to do so, please contact the account administrator who claimed it. If this is not successful, create a service request. [Learn more](#)

Available Domains

Email Domain	Available	Claim Domain	Walkup Registration	Procurement Registration	Sourcing and SLP Registration	Action
Supplier Name	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/>	Block <input type="text"/>	Block <input type="text"/>	Permit <input type="text"/>	

Notifications

Info You can configure the notification settings below for the above registered domain. If a new user uses the same domain for registration, an email notification will be sent to the below configured email address. [Learn more](#)

Type	Send Notification when...	To Email Address (One Required)
Domain Registration	<input checked="" type="checkbox"/> Send a notification when a new user registers with same domain	* <input type="text"/>



Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

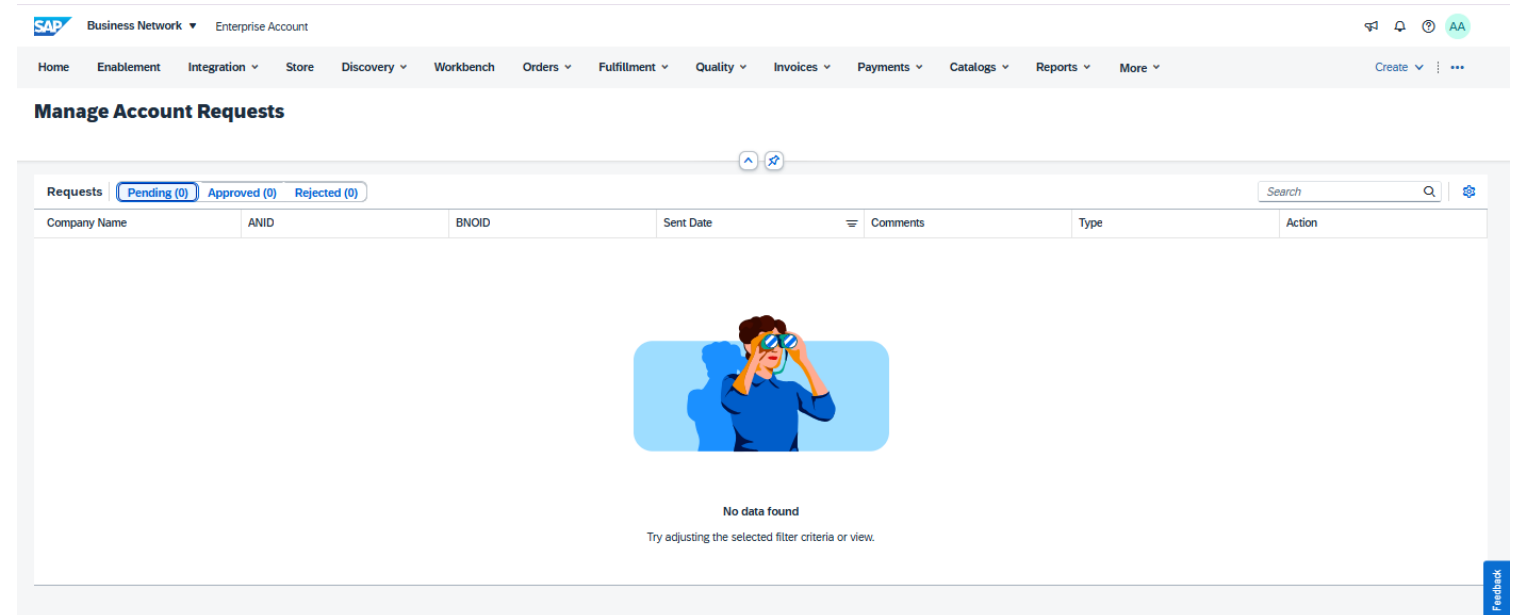
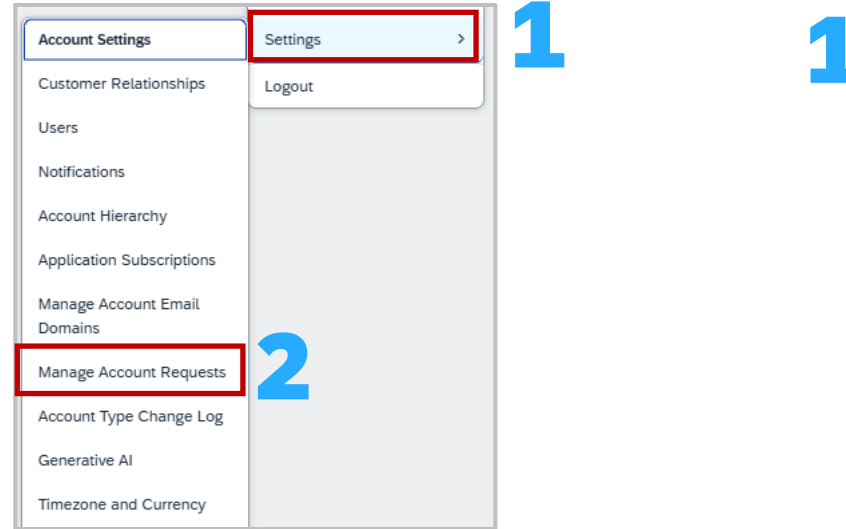
Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to

Account Settings - Manage Account Requests





Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

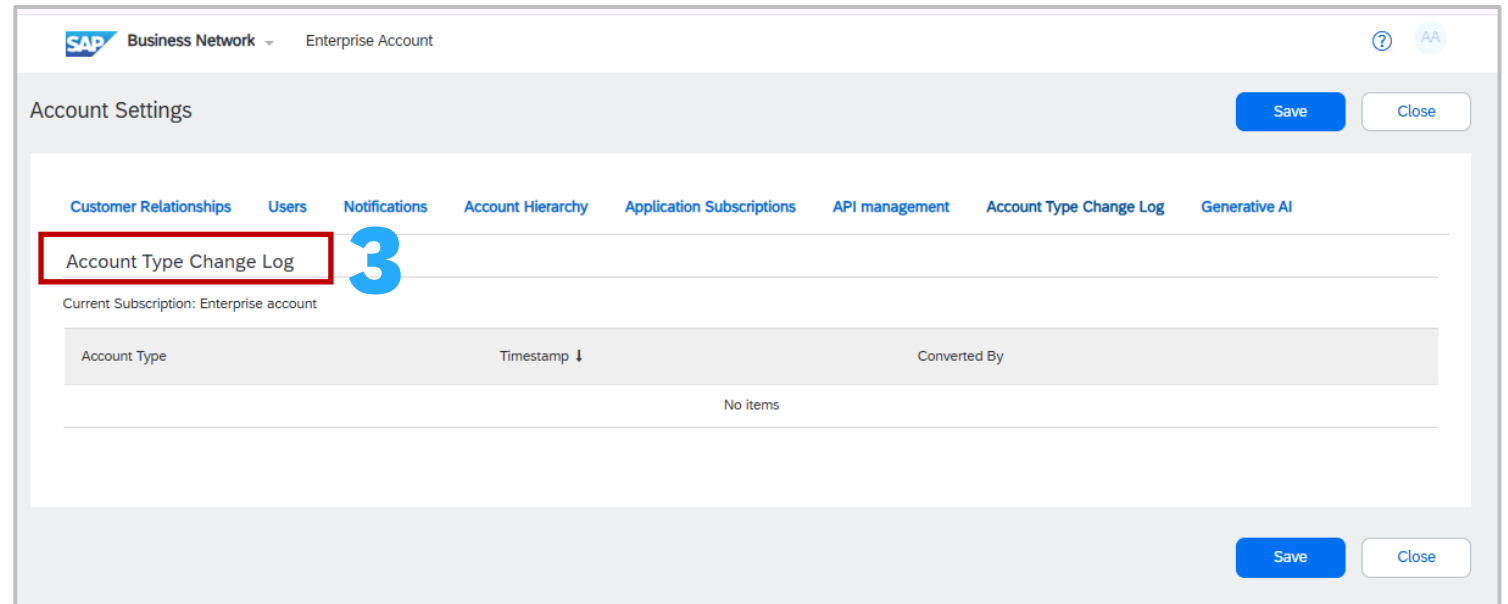
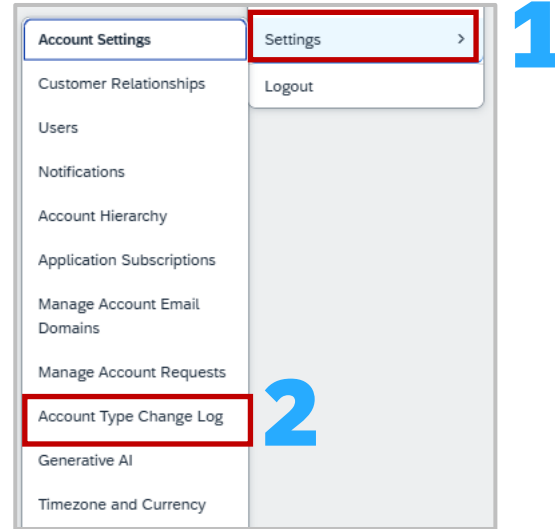
Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to

Account Settings - Account Type Change Log





Accounts Settings - Generative AI

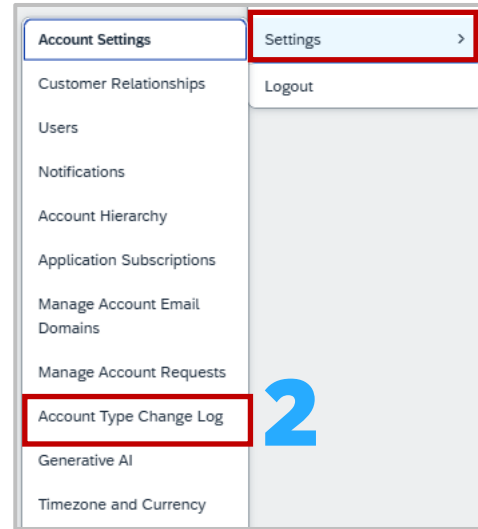
Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to



SAP Business Network Enterprise Account

Account Settings

Save Close

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions API management Account Type Change Log Generative AI

Enable AI

Choose and enable AI that you can later assign to the product. You can also disable applications at any time.

Name	Status ↑	Field
<input type="radio"/> Discovery	Disabled	Keywords generations
<input type="radio"/> Discovery	Disabled	Respond to Lead
<input type="radio"/> Network Catalog	Disabled	Generate product summary and description in network catalog
<input type="radio"/> Invoice	Disabled	Generate classified Invoice Rejection details.

Apply

Save Close



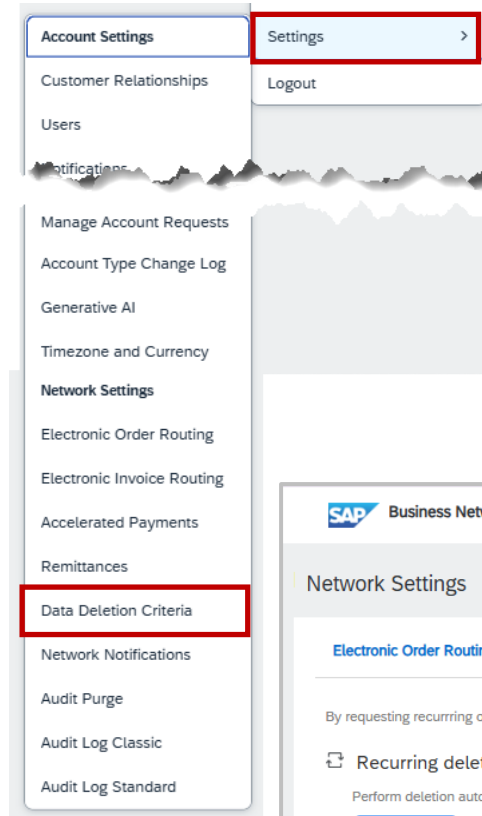
Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

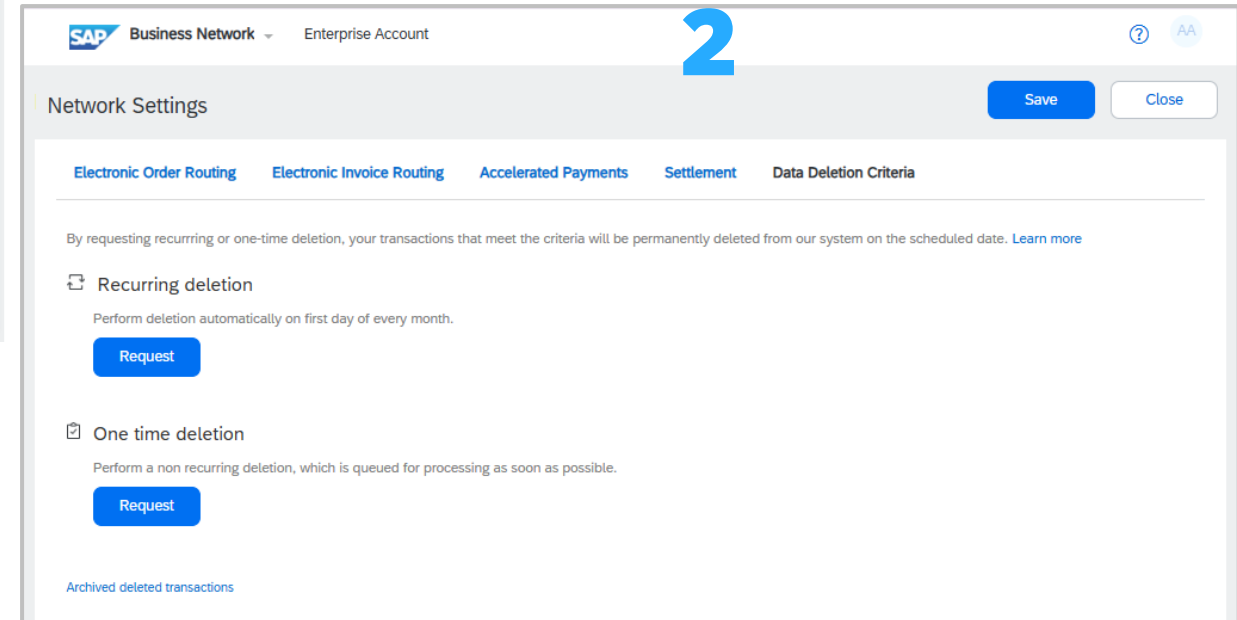
Account Domain settings allow System Administrators to



1

1

Network Settings -Data Deletion Criteria



2



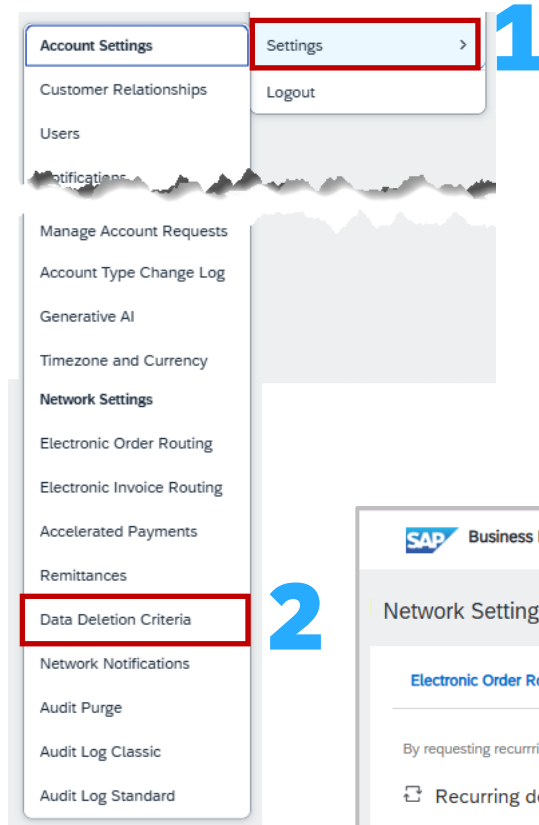
Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

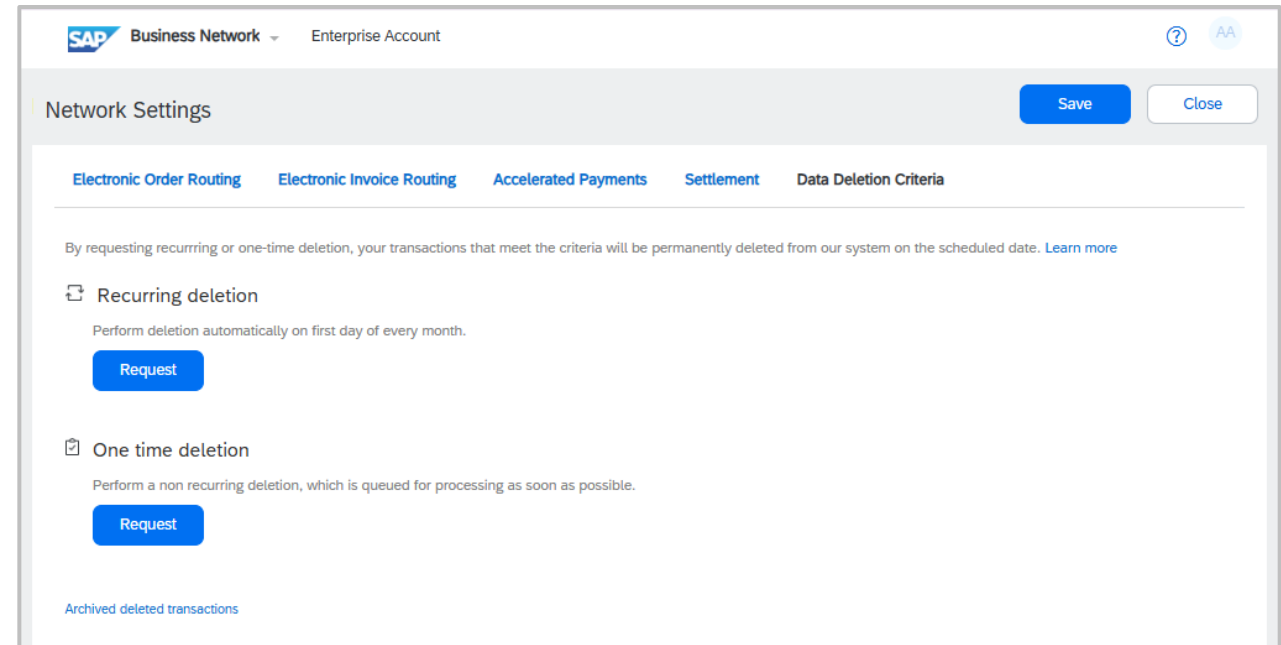
1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to



Network Settings – Data Deletion Criteria





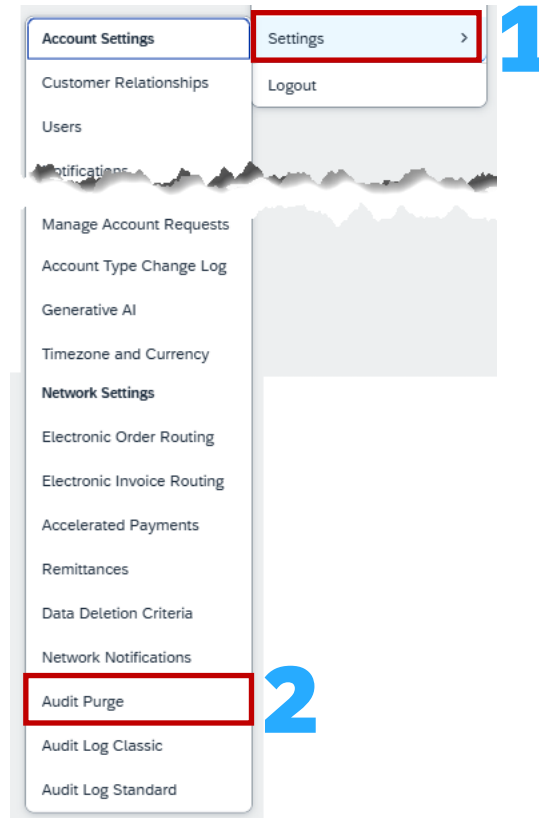
Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to



Network Settings – Audit Purge



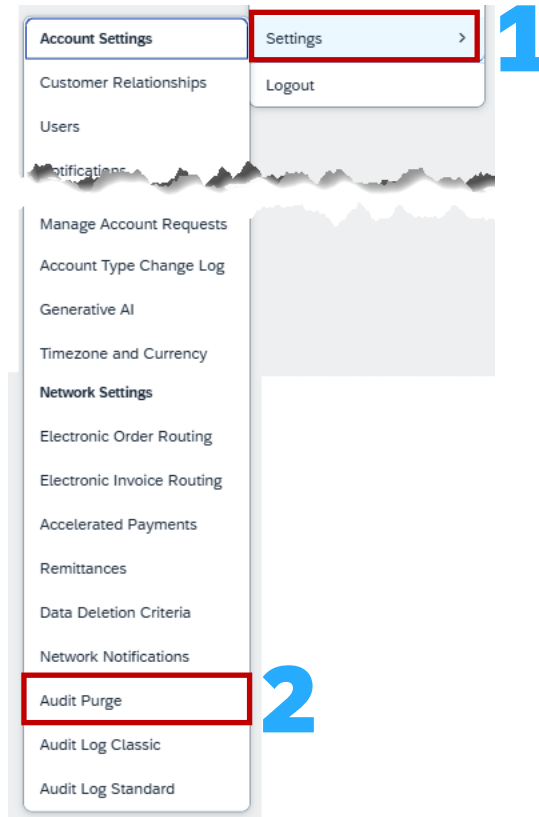
Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to



Network Settings – Audit Log Classic



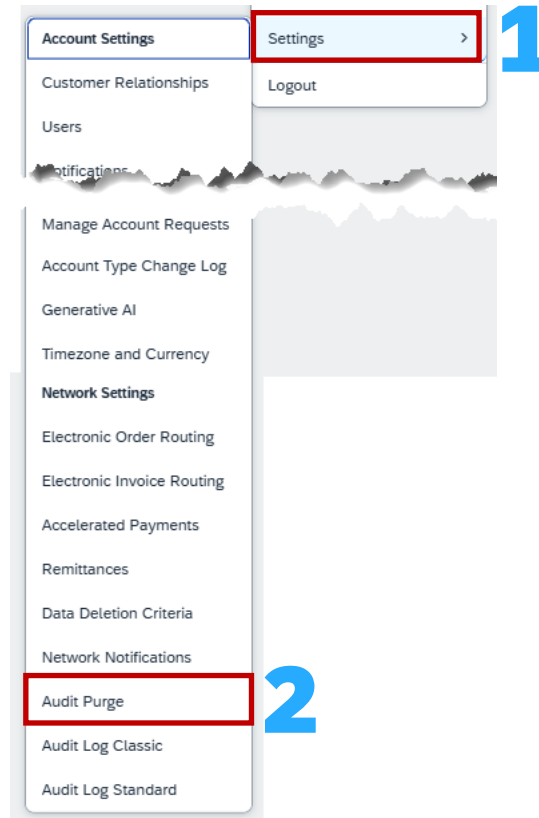
Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

Claim Email Domain:

Account Domain settings allow System Administrators to



Network Settings – Audit Log Standard



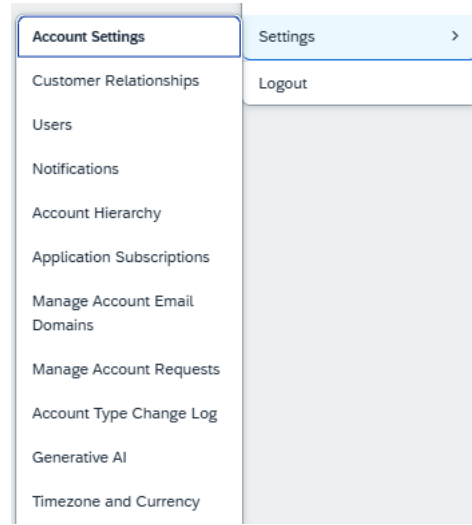
Account Domain settings allow System Administrators to claim or adjust **Email domains** and **Notifications** for domain registration.

Accessing Manage Account Email Domains:

1. Sign in to the **SAP Business Network**, click on your initials and select **Settings**
2. Select **Manage Account Domains**

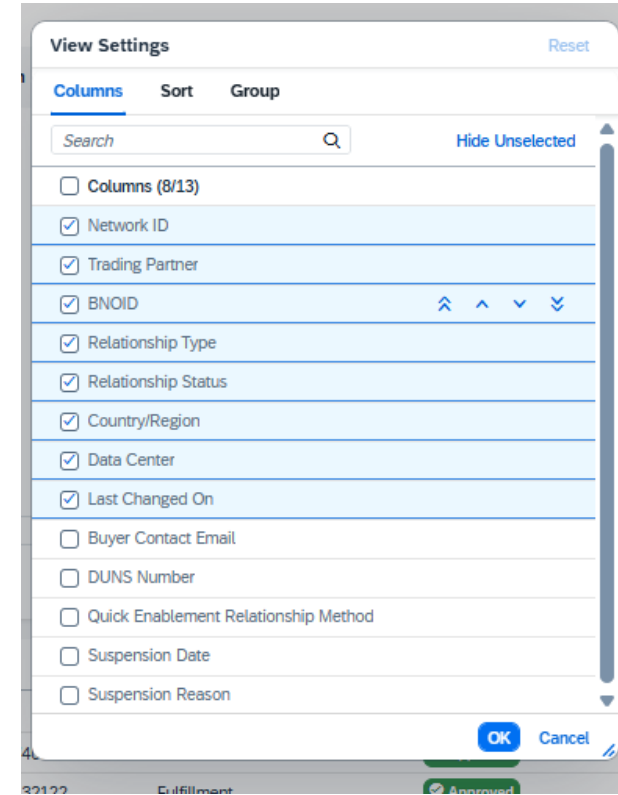
Claim Email Domain:

Account Domain settings allow System Administrators to



1

Customer Relationship Settings



Permissions, Seller Dashboard, General Terms and Glossary



Account Permissions

- The below shows role permissions, their line of Business usage and a brief description (where available)
- The following table provides users with information about the tab, field or selection option:

Permissions	Area	Description/Use	Permissions	Area	Description/Use
API Development Access	<i>API / Integration</i>	Access to API development using the SAP URL Business Network developer portal	Purchase Order Report Administration	<i>Reporting</i>	Access to Reporting, Purchase Order and Order Summary report types
Account Hierarchy Administration	<i>Account Administration</i>	Manage your accounts to link and sign on to a child account	Service Sheet Report Administration	<i>Reporting</i>	Access to Reporting and Service Sheet Report types
Child Account Access	<i>Account Administration</i>	Sign on to access a child account	Tax Book Report Administration	<i>Reporting</i>	Access to Reporting, and Tax Book Report type
Order Assignment for Users with Limited Access	<i>Account Administration</i>	User can assign an order to a user with limited access to SAP Business Network Network	Time Sheet Report Administration	<i>Reporting</i>	Access to Reporting, and Time Sheet Report type
Contact Administration	<i>Account Administration</i>	Maintain information for account contact personnel	Supplier Discount Management Program Administrator	<i>Account Administration</i>	Access to discount program offers and the definition of early payment requests
Goods Receipt Report Administration	<i>Reporting</i>	Access to Reporting, and Goods Receipt report type	Archive Access	<i>Account Administration</i>	View and search archived items
Invoice Report Administration	<i>Reporting</i>	Access to Reporting, and Invoice Report type	Customer Administration	<i>Account Administration</i>	Manage customer relationships

Permissions	Area	Description/Use	Permissions	Area	Description/Use
Catalog Management	<i>Catalog</i>	Set up and manage catalog-related activities	DPP_Audit_Logs_View		
Catalog Account Executive	<i>Catalog</i>	Access to manage price file upload and customer specific catalog upload	Company Data Deletion Configuration	<i>Account Administration</i>	Access to company data configuration
Catalog Content Manager	<i>Catalog</i>	Access to manage master content upload, price file upload and customer specific catalog upload	DPP_Data_Deletion_Access		
Payment Profile	<i>Account Administration</i>	Configure your payment profile	DPP_Delete_Users		
cXML Configuration	<i>Account Administration</i>	Configure account for cXML transactions	Transaction Data Export for Deleted Data	<i>Account Administration</i>	Access for transaction data export for deleted data
Company Information	<i>API / Integration</i>	Review and update company profile information	DPP_Download_Audit_Logs		
PCard Configuration and Notifications	<i>Account Administration</i>	Configure PCard account and maintain notification email addresses	DPP_PII_Data_Retrieval		
Transaction Configuration	<i>Account Administration</i>	Configure account for electronic transactions	ID Registration Access	<i>Account Administration</i>	Register unique identifiers, like email domains
Customer Relationships	<i>Account Administration</i>	View customer relationships	Fulfillment Invitation Account Merge	<i>Account Administration</i>	Allows the assigned user to transfer a fulfillment related invitation into his existing SAP Business Network Account

Permissions	Area	Description/Use	Permissions	Area	Description/Use
Cloud Integration Gateway Configuration	<i>API / Integration</i>	Create, modify, and maintain projects on the Ariba Integration Gateway	Invoice Generation	<i>Document Processing</i>	Generate invoices, as supported by customers (requires Inbox and Outbox Access)
Cloud Integration Gateway Access	<i>API / Integration</i>	View and search projects on the Ariba Integration Gateway	Logistics Access	<i>Document Processing</i>	Perform Logistics actions with limited access to transactions information
Planning Collaboration Visibility	<i>Account Administration</i>	Access to planning collaboration visibility	Outbox Access	<i>Document Processing</i>	View and search documents in Outbox and take actions based on your role
Create and manage postings on Ariba Discovery	<i>Discovery</i>	Create postings on Ariba Discovery	Services Access	<i>Document Processing</i>	Perform Services actions with limited access to transactions information
Respond to postings on Ariba Discovery	<i>Discovery</i>	Respond to postings on Ariba Discovery	Timestamp verification	<i>Document Processing</i>	Verify timestamp token on invoices
Contract Access	<i>Contracts</i>	View contracts and generate invoices, as supported by customers (requires Inbox Access)	Payment Activities	<i>Payments</i>	Manage your payment activities
Inbox and Order Access	<i>Document Processing</i>	View and search documents in Inbox and take actions based on your role	Premium Membership and Services Management	<i>Account Administration</i>	Manage your premium service subscriptions
Folio Management	<i>Document Processing</i>	Create, activate and delete folio ranges used for tax invoicing	Proof Of Service Create Access	<i>Document Processing</i>	Allows users to create a proof of service

Permissions	Area	Description/Use	Permissions	Area	Description/Use
Proof Of Service Create On Behalf Access	Document Processing	Allows user to create a proof of service on behalf of another user	Quality Review Creation	Quality Document Processing	Access to create quality review documents
Proof Of Service Report Access	Reporting	Allows user to create and run Proof Of Service reports	Receivables Upload	Quality Document Processing	Select receivables for auction
Proof Of Service Review Access	Document Processing	Allows users to review and assign a PO to a proof of service	Access Proposals and Contracts	Contracts	View your organization's Ariba Sourcing events and Ariba Contract Management contracts, documents, and tasks. This permission grants access to the Proposals and Contracts properties. Individual users must be approved by Ariba Sourcing buyers before they can view or participate in events or contract tasks
Quality Inspection Access	Quality Document Processing	Access to view quality inspection documents			
Quality Inspection Creation	Quality Document Processing	Access to create quality inspection documents	Credit Card Number Access	Supplier Treasury Agent	Manage the display of credit card numbers on purchase orders
Quality Inspection Signature	Quality Document Processing	Allows electronic signature of quality inspection results	Supplier Treasury Agent	Payments	View buyer-initiated early payment offers
Quality Notification Access	Quality Document Processing	Access to view quality notification documents	Time & Expense Sheet Management	Document Processing	Review and update Time and Expense sheets
Quality Notification Creation	Quality Document Processing	Access to create quality notification documents	Supply Chain Financing Provider Portal Access	Account Administration	Access to the Supply Chain Financing provider portal to trade eligible documents.
Quality Review Access	Quality Document Processing	Access to view quality review documents			



General Terms

Name of Item	Description/Use	Name of Item	Description/Use
ANID	The ANID is the SAP Business Network Network Identification number, this number is unique for each SAP Business Network Network whether a Buyer or Supplier Network	Credit Memo	A Credit Memo is a credit against a Purchase Order and at header level. For example use a Credit Memo when there has been an overcharge on shipping costs or the wrong Tax rate has been selected
ERS	Evaluated Recipient Settlement indicates that the Buyer will create the Invoice on behalf of the Supplier	Line Item Credit Memo	A Line Item Credit memo is a credit against an Invoice and is when a credit is required for damaged good or return of goods that where not fit for purpose
ERP	Enterprise Resource Planning is the integrated management of business processes such as Ordering and Invoicing	Rejected Invoice/ Edit & Resubmit	When an Invoice is rejected by the Buyer it will create a rejection, locate and open the Invoice and use Edit and Resubmit, correct the error based on the Buyer requirements and resubmit
Purchase Order	A Purchase Order is your document of truth, it is the source document from which all other documents will flow from, only the Buyer can change or update a Purchase Order	SAP Business Network Discovery	Only used by Buyers and Suppliers that use SAP Business Network Discovery to Request for Quote (RFQ) on goods or services
Invoice	An invoice is the document used to pay a supplier for goods or services provided based on the Purchase Order	SAP Business Network Questionnaire and Proposals	Supplier Lifecycle Performance (SLP) is a process used by Buyers. Questionnaires are sent to a supplier from a Buyer and can be a Registration or Purchasing Questionnaire based on the Buyers requirements
Table Options Menu	Table Options menu allow suppliers to change the view of the screen to display different heading or information	Search Filters	Search filters provide users with the ability to narrow search options to locate specific types or documents in their SAP Business Network Network
SAP Business Network Sourcing	SAP Business Network Sourcing is used as part of Direct Materials sourcing, it is a solution for managing sourcing and suppliers across all spend categories	Documents	A Document is the information sent and received via the SAP Business Network Network
Active Buttons	Active Buttons are blue and can be selected to perform a task or process, greyed out buttons indicate that it is a process not used by a Buyer or requires another process to occur prior to activating	Fulfillment	The name of a tab that includes orders, order confirmations, ship notices, Services entry sheets, extended collaboration, product replenishment, drafts, extended collaboration and receipts
Order Confirmation	An Order Confirmation provides a Buyer with confirmation that good or services requested can be delivered or provided based on the information within the Purchase Orders	Opportunities	These represent collaboration requests
Ship Notice	A ship notice also known as an Advanced Ship Notice provides the Buyer with information about the goods arriving to their premises	Drafts	Documents can be saved as a draft for completion at a later point



Order Status Descriptions

Name of Item	Description/Use	Name of Item	Description/Use
New	Initial state. You have not updated the order status.	Partially Confirmed	The order is in progress and some of the ordered quantities have been confirmed
Changed	Your customer canceled or replaced the order by a sending a subsequent (changed) order.	Partially Shipped	If you partially confirmed an order and then you partially ship either the previously confirmed order line or a different order line, the purchase order status is set to Partially Shipped . You can still continue to confirm order line items regardless of the shipping status until you have confirmed all order lines.
Confirmed	You agreed to ship all line items and/or agree to the pricing, delivery of services and requirements listed in the Purchase Order	Partially Serviced	For service orders, you can continue to create service sheets for unplanned service lines up to their hidden maximum amounts (which might be larger than their subtotals) or planned service lines up to their subtotals. The service order status is set to Partially Serviced until all of the service lines are serviced
Confirmed with New Date	The order confirmation has a different Start Date or End Date than the order, but no other change	Partially Invoiced	Some of the ordered quantities have been invoiced
Confirmed with Changes	The order confirmation has a different Expected Value than the order, and also has a different Start Date, End Date , or both	Partially Rejected	Some or the ordered quantities have been rejected
Shipped	Final state. You shipped the entire order	Serviced	The order is fully serviced. You cannot create any more service sheets for any more service lines in the order
Invoiced	The order is fully invoiced. The Amount Invoiced column shows how much money you have invoiced or charged against the purchase order. For older purchase orders, displays Yes to indicating that you have submitted invoices	Received	Statuses for receipts that are sent by the buyer from their ERP system. The purchase order status is updated based on this information
Obsoleted	Purchase order that has been replaced by a subsequent (changed) order	Partially Received	Only some of the goods received have been receipted into the Buyers ordering system or ERP.
Cancelled	A cancelled Purchase Order means it can no longer be used, where a Buyer cancels a Purchase Order and then re-instates it the balance tracking will not carry forward	Returned	Specific to Supply Chain Customers using returns
Failed	experienced a problem routing the order to your account. You can resend failed orders.		



Routing Status

Name of Item	Description/Use
Accepted	SAP Business Network accepted the purchase order from your customer or from the catalog tester
Order Queued	SAP Business Network Queued the purchase order from cXML processing
Sent	SAP Business Network successfully converted the purchase order from cXML to EDI and has forwarded it to your VAN in an interchange
Acknowledged	SAP Business Network received a positive functional acknowledgment from you
Failed	SAP Business Network could not route the purchase order and it lists the reason for the failure



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