



CUSTOMER

## **Standard and Enterprise Account**

Identification, differences, upgrade process and basic functionalities.

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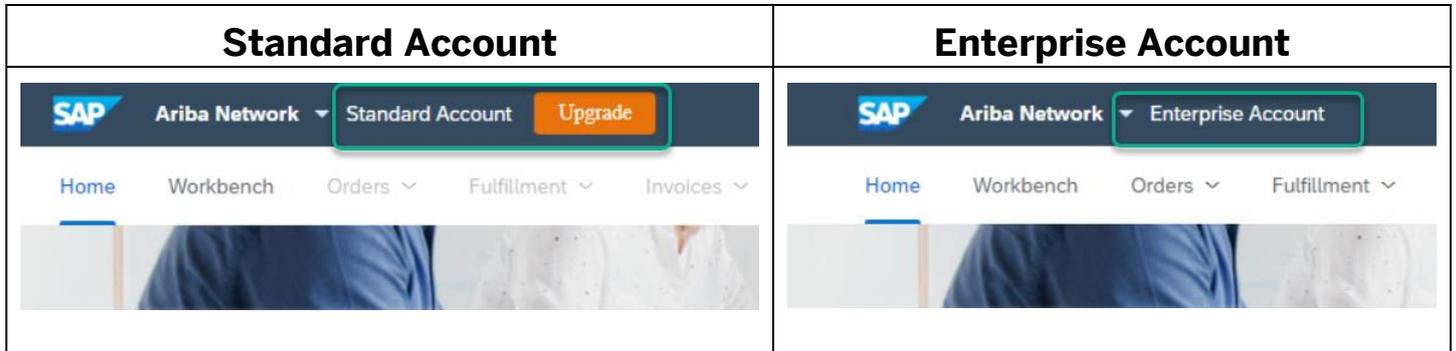
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## Identify Your Account Type

SAP Ariba provides two different type of accounts, the easiest way to identify the account type that you and your organization have is to access your account. At the top part of the ribbon of the account you will find this information, as demonstrated below.



- A **Standard Account** is a completely cost-free account that allows you to transact with one or several customers, by receiving interactive documents via email sent by buyers (e.g. Purchase Orders). These interactive documents redirect you to Ariba’s logging page, to create and submit digital documents to your buyer customers. Standard accounts provide basic functionalities to suppliers, more information here.
- An **Enterprise Account** is a full-feature account that is created prior to receiving documents from buyers. This account type allows you to organize and filter documents in an easy manner, set-up an automatic integration (interface between your ERP and your Ariba Network Account). This account type might be subjected to fees depending on the volumes transacted with all buyer Customers connected to this account. More information here.

## Invitation Types

**Standard accounts** are created by Buyer Customers when submitting the first document configured as standard. The most common triggering documents are:

- 1) Purchase Order
- 2) Carbon Copy – Sending a copy of an invoice received by a buyer outside of Ariba Network and providing a “Carbon Copy” to their suppliers via a standard account, to have visibility on the reception of the invoice, and further processing statuses, such as paid or rejected.
- 3) Sending an invitation to provide information about your company for due diligence.
- 4) Invitation to a sourcing event.

This invitation includes a “Process Order” button, and line level information. Below examples of this invitation.

**SAP Ariba**

Ferranet sent a new order

If more than one email address is associated with your organization for PO delivery, then the copy of this purchase order would be sent to them as well.  
Your customer sends their orders through Ariba Network. You'll get a FREE Ariba Network standard account to process this order. If you have an account, you can use it and [log in now](#).

[Process order](#)

Ship All Items To  
**KIT Paris Plant1**  
31 Rue des Erables  
75015 Paris  
75  
France

Bill To  
**KIT Paris Plant1**  
31 Rue des Erables  
75015 Paris  
75  
France

Deliver To  
Federico Cancino Zamudio  
KIT Paris Plant1

Line #	Part # / Description	Type	Return	Qty (Unit)	Unit Price	Subtotal	Tax
1	0001425	Material		100 (EA)	3.50 EUR	350.00 EUR	65.10 EUR
	Promotional Posters for SAP Ariba Live.						
	Tax						
	<b>Tax Category</b>	<b>Tax Rate (%)</b>		<b>Taxable Amount</b>	<b>Tax Amount Tax Location</b>	<b>Description</b>	<b>Exempt Detail</b>
	VAT	18.6		350.00 EUR	65.10 EUR	VAT	
	Accounting						

**Enterprise accounts** are created when Buyer Customers send a specific invitation to their suppliers, this invitation is called “Trading Relationship Request”. This invitation is available in multiple languages, below an example of this invitation.

**Ariba Network** <ordersender-prod@ansmtp.ariba.com>  
to me

**SAP Ariba**

To

Come to Ariba!

**ACTION REQUIRED**

Your customer, **Test Buyer**, is changing the way they do business with their valued suppliers. The goal is to make the process by which your company receives purchase orders and/or gets paid as efficient as possible.

To enable your company to process orders or invoices with Test Buyer, click the link below to get started.

[→ Accept your customer's trading relationship request](#)

(Please click the link above whether or not you have an existing account on the Ariba Network.)

**Important!** Please be aware that if you receive a TRR from a Buyer Customer, and you would like to accept this invitation with a standard account. First you need to [upgrade your account](#) to enterprise level, once this is done, the TRR invitation can be accepted. If the account is not upgraded, the following error will be displayed during the registration process: “A full-use account is required to sign in from here. Please log into Ariba Network and upgrade your standard account”

If your company upgraded the account incorrectly and you prefer to keep a standard account instead, please contact SAP Ariba Customer support immediately, providing this explanation to be eligible to revert your account to standard. Once an invoice has been issued for the use of your enterprise account, it is no longer possible to return to a standard account.

If you receive a [standard account invitation](#), and you decide to accept the invitation with an enterprise account, automatically the relationship between the Buyer and your company will be created under the selected enterprise account.

### Standard and Enterprise Account Benefits

Below it is described the complete functionality list that is available using our different account types.

It is possible for suppliers to have different account types to establish different Buyer Customer relationships. Example have a standard account for Buyer Customers with a low/medium number of documents, and an enterprise for Buyer Customers with high number of documents, and a direct connection with your ERP system.

Functionality	Standard Account	Enterprise Account
Access	<ul style="list-style-type: none"> <li>Through email notifications, in order to perform an action, such as create an order confirmation, and or invoice.</li> </ul>	<ul style="list-style-type: none"> <li>From email notification</li> <li>Directly from supplier.ariba.com</li> <li>Online Dashboard</li> </ul>
Supported Documents	Purchase Order Order Confirmation Ship Notice Service Entry Sheet Non-PO Invoice Credit Memo Carbon Copy	Purchase Order Order Confirmation Ship Notice Service Entry Sheet Non-PO Invoice Credit Memo Carbon Copy
Company Profile		
Electronic Catalogs	 Self-Service Only	
Integration		
Reporting		
Multiple Customer Relationships		
Multi Users		
Mobile App		
Ariba Discovery	 Fees may apply to respond leads	 Fees may apply to respond leads
Fees	Free of charge (unlimited document count)	Fees may apply, explained <a href="#">here</a> (depending on doc count & spend)
Invoice Status	Email Notifications	Easy access from any browser, in inbox tab
Legal Archive	Email notification and online download	<ul style="list-style-type: none"> <li>Long-term archiving for global compliance (Regional restrictions apply)</li> <li>Capacity to mass download for local archiving</li> </ul>
Customer Support	Online Help Center	<ul style="list-style-type: none"> <li>Support via phone, chat, or email,</li> </ul>

## Standard Account Registration, Invoicing Process and Basic Functionality

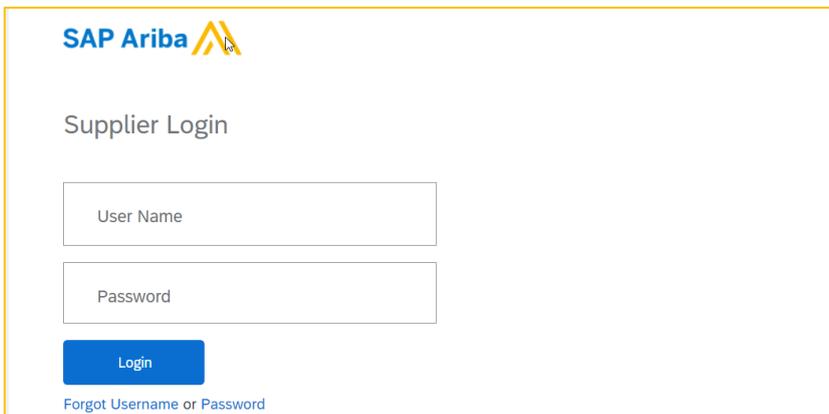
If you have received your very first standard order, it is time to register with an existing or a new account. Please review [this tutorial video](#), showing you all the necessary step to register, For further functionalities, such as sending an invoice, and get familiar with the functionalities of your account please review [this tutorial video playlist](#).

## Upgrade Account to Enterprise Level

**Important!** Please be aware that only [the account administrator](#) has the authorization to complete these steps. If you are not an account administrator, please contact your administrator asking to perform the upgrade.

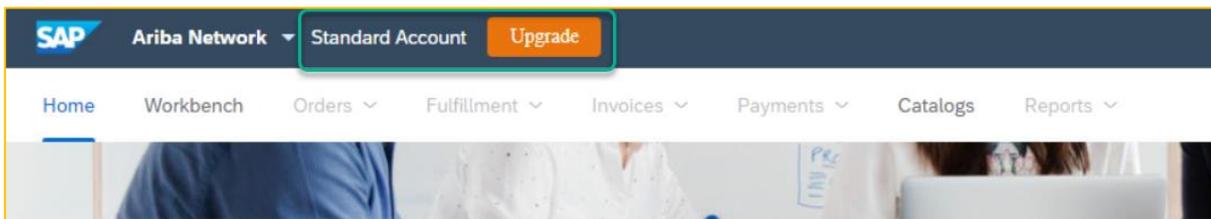
If you and your organization have decided to take advantage of our full feature account (enterprise), the following easy steps need to be taken.

1. Sign in to your Ariba Network Standard account.

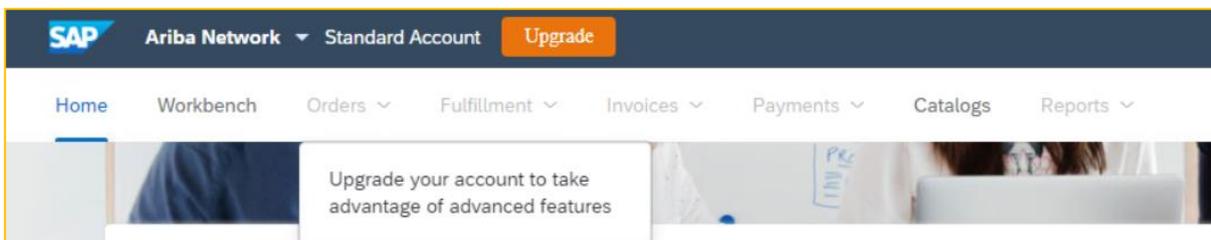


The screenshot shows the SAP Ariba Supplier Login page. At the top left is the SAP Ariba logo. Below it is the text "Supplier Login". There are two input fields: "User Name" and "Password". Below the password field is a blue "Login" button. At the bottom left, there is a link that says "Forgot Username or Password".

2. Click Upgrade at the top of any page.



3. Note: You can also hover over any of the grayed-out tabs (Inbox, Outbox, Reports, or Document Archive) and click Upgrade.



4. Compare the Standard and Enterprise account benefits.

5. Under Enterprise Account, click Upgrade.

## Upgrade to realize the full value of Ariba Network!

	STANDARD ACCOUNT Your current account	ENTERPRISE ACCOUNT <a href="#">Upgrade</a>
<b>FULFILLMENT</b>		
Orders and invoices	<ul style="list-style-type: none"><li>✓ Respond to emailed orders using features that your customer requests, like order confirmations, ship notices and invoices</li><li>✓ Check invoice status and create non-PO invoices, if supported by your customer</li></ul>	<ul style="list-style-type: none"><li>✓ Skip the emails. Get and manage orders and invoices all on Ariba Network.</li><li>✓ Use CSV uploads to manage large documents.</li></ul>
Catalogs	<ul style="list-style-type: none"><li>✓ Publish catalogs that detail your products and services *</li></ul>	<ul style="list-style-type: none"><li>✓ Publish catalogs that detail your products and services</li></ul>
Integration		<ul style="list-style-type: none"><li>✓ Integrate with your backend systems through CXML or EDI</li></ul>
Legal Archive		<ul style="list-style-type: none"><li>✓ Access to long-term invoice archiving (regional restrictions apply)</li></ul>
Reporting		<ul style="list-style-type: none"><li>✓ Get reports to track transactions and sales activities</li></ul>
Support	Help Center	<ul style="list-style-type: none"><li>✓ Help Center, phone, chat, and web form</li></ul>
Fees	Free	<a href="#">Based on usage</a>

\*Standard account users will self-enable catalogs. Help center content and documentation is available for self-service.

6. Check the box to confirm you agree to the terms of the upgrade.
7. Click Upgrade.

## Upgrade to realize the full value of Ariba Network!

**Confirm upgrade**

Upgrade this Ariba Network standard account to an enterprise account. [fees may apply.](#)

By checking the box, and selecting **Upgrade**, you are confirming, on behalf of your organization, the upgrade of this Ariba Network supplier account ( [Company Name](#) [ANID AN01533255144](#)) from a standard account to an enterprise account according to the [Terms of Use \(Suppliers\)](#). **Note that fees may apply to transactions after the upgrade.** You won't be able to change this account to a standard account after this upgrade.

[Cancel](#) [Upgrade](#)

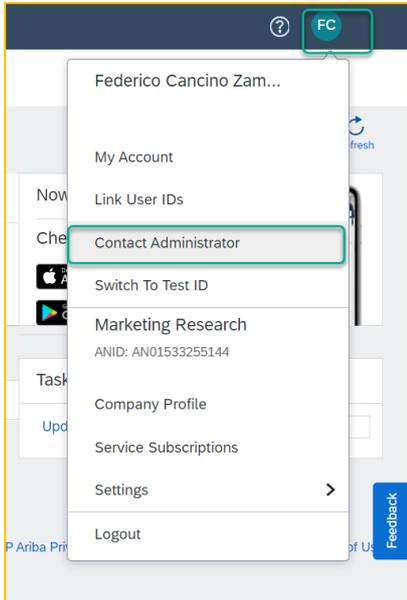
8. Congratulations, you have successfully upgraded to our Enterprise level account.

The screenshot shows the SAP Ariba Network interface. At the top, the 'Enterprise Account' is highlighted in a green box. Below the header, there is a navigation menu with options: Home, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, and Reports. A banner image shows people working at a computer. Below the banner, there are two main sections: 'Overview' and 'Getting started'.

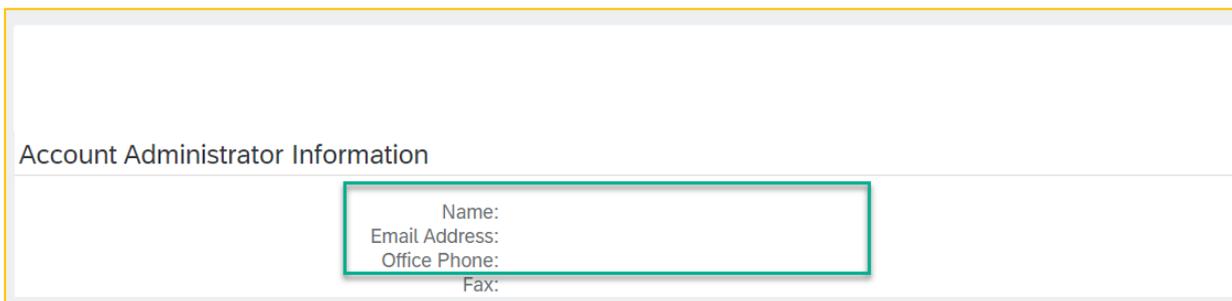
## How to Contact my Account Administrator?

If you need to contact your account administrator, follow these steps:

1. In the upper-right corner of the application, click your initials
2. Select "Contact Administrator" to view the administrator information.



3. The contact details of the administrator will be available. Please proceed to contact this person asking to do the task that you are interested on, example upgrade a standard account to enterprise, or add additional users.



## How to Add Additional Users to a Standard or Enterprise Account?

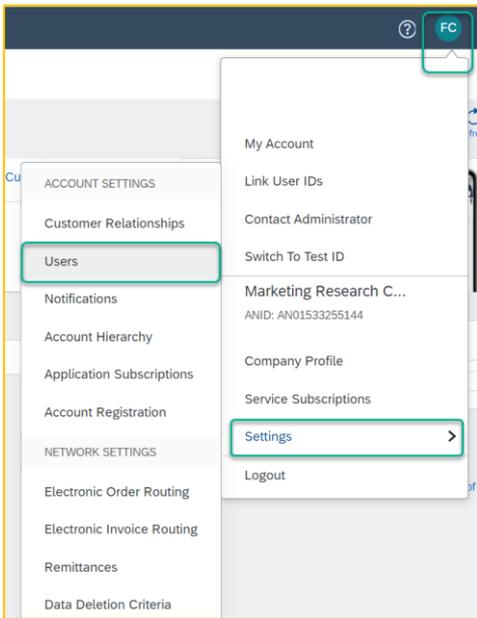
**Important!** Please be aware that only [the account administrator](#) has the authorization to grant access to new team members, and specify what activities can be performed by each user.

The steps are explained on [this video](#), or below.

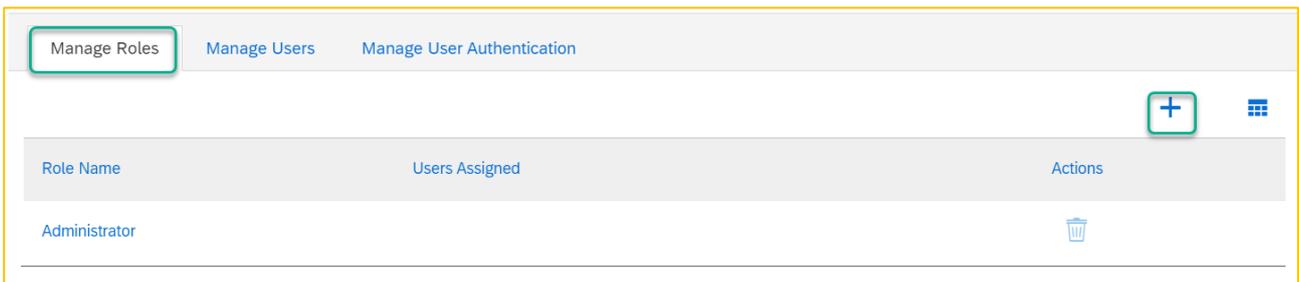
To add users to the account, the administrator first must create at least one role. You can assign multiple users to the same role or create a separate role for each user.

To create a role:

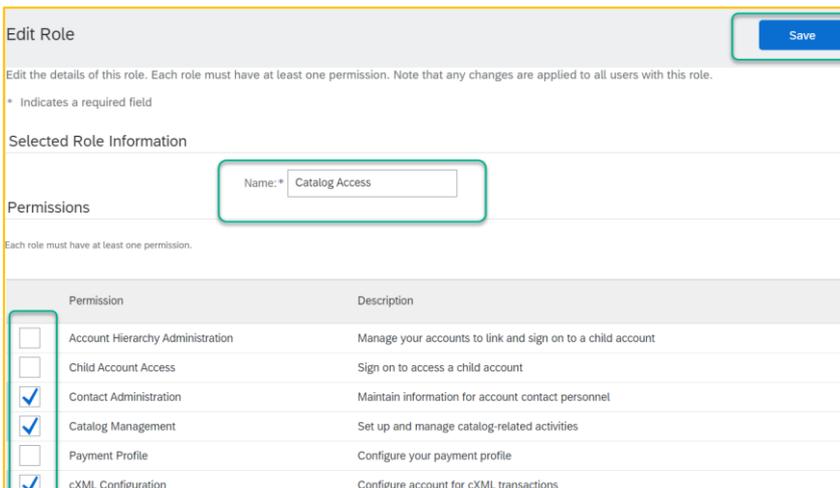
1. In the upper-right corner of the application, click [your initials] > Settings and select Users.



2. Under the Manage Roles tab, click the sign "+".

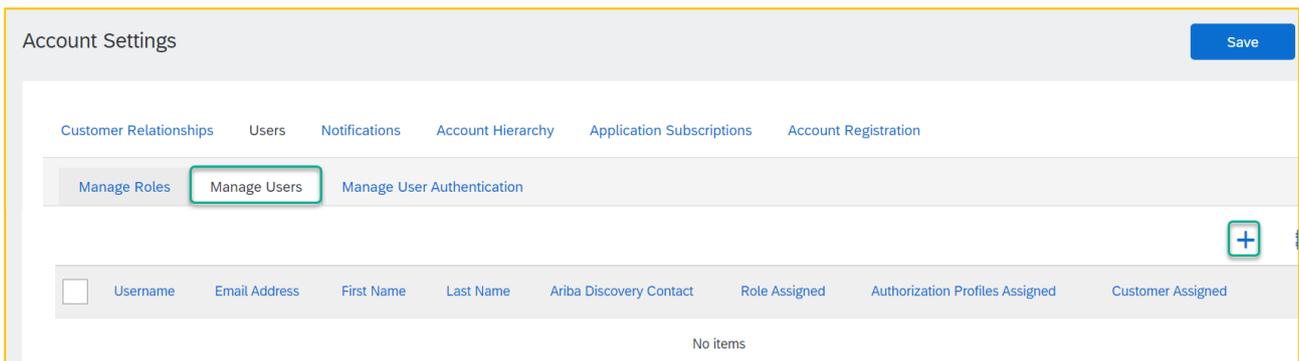


3. Enter a Name for the role.
4. Select the appropriate permissions using the check boxes.
5. Click Save.

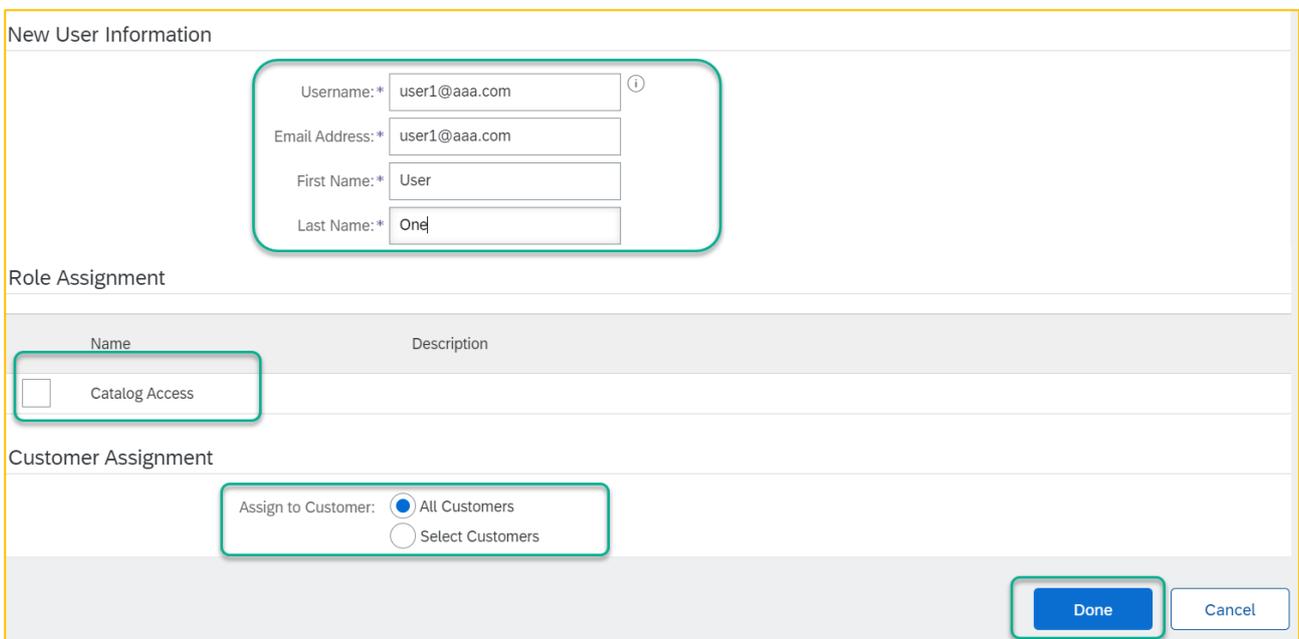


To create a user:

1. Click the Manage Users tab.
2. Click the sign "+".



3. Enter the user's information (Username, Email Address, First Name, Last Name and Phone).
4. Select a role in the Role Assignment section.
5. Assign a customer (All customers or Select Customers).
6. Click Done.



After the user was created, the user receives an email with the username and a temporary password. The user must access the account and change the password when logging in for the first time.

### Specify Who Needs to Receive a Purchase Order in your Organization

It is possible to notify different individuals within your organization when an order has been received, please follow this [instructional video](#) with the steps.

### Additional Education Material

For more details related to standard account functionalities, please visit [this playlist](#) containing the most important information.